CommView® and CommView® for WiFi
Aid Houston Police Department

Case Study

### CommView: A Trusted Tool in the Arsenal

The Houston Police Department (HPD) interacts with a large number of departments, agencies, and organizations around the Texas Gulf Coast. Being a large metropolitan police department and the primary local law enforcement agency in the nation's fourth largest city, HPD has quite a few technology initiatives underway at any time.

John Johnson, Senior Police Officer, explains one of the reasons why the CommView product line was preferred over competing network tools: "After 9/11, a renewed emphasis was placed on data collaboration; however, providing connectivity must be done in accordance with all security guidelines. Security defenses cannot just have a hole punched through them without a full understanding of each application's requirements, and understanding how those needs interact with and impact other security settings. Unfortunately, many applications are custom built to handle a particular purpose and are not very well documented as to what is required for the application to function. When one application in particular was proving to be a problem, we used CommView to sort out what was going on. We used CommView to help us figure out within a matter of minutes what had confounded another technology group for several days."

HPD Technology Services Division relied on CommView, CommView for WiFi and CommView Remote Agent (a remote monitoring add-on) on multiple occasions to meet their technological challenges.

CommView for WiFi Comes to the Rescue

It is an unfortunate reality that a few in any organization will abuse the trust placed in them by using technology resources for inappropriate purposes. Such was the case when it was discovered that one HPD employee had set up a rogue wireless network of Web cameras to spy on co-workers. What began as a simple investigation into inappropriate behavior mushroomed into a much larger investigation when it was discovered that this employee had essentially bypassed all of HPD's perimeter security defenses with his rogue wireless devices.
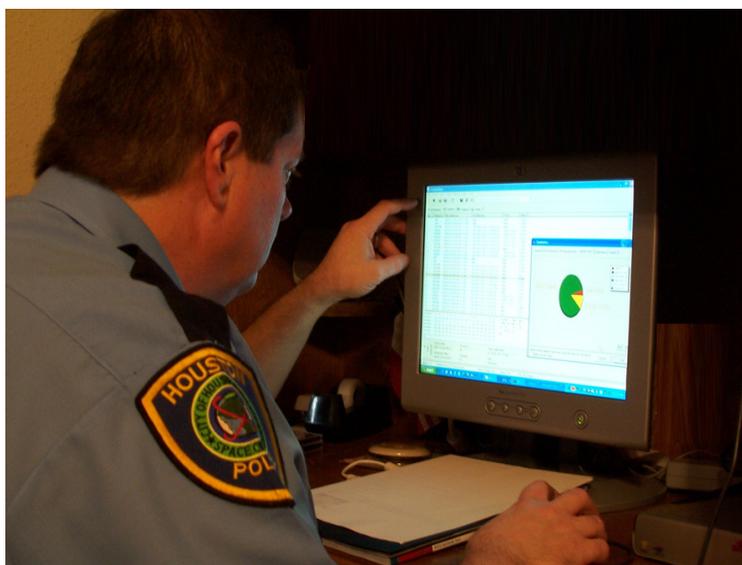
Since the employee's office was in a facility that was extremely power-sensitive and the employee had enjoyed a high level of trust for many years, it became very difficult to find all his rogue devices and to understand how his rogue networks were mapped out. The discovery process was confounded by the fact that the employee, seeing his imminent termination, became uncooperative in the investigation. In charge of the investigation

was Senior Police Officer John Johnson who used CommView for WiFi as the tool that could help him analyze the wireless network efficiently.

John Johnson explains: "We were able to get a better understanding of the devices in the employee's network, and were able to locate and remove them. By capturing packets and analyzing them, we were able to determine that the employee had attempted to gain access to the network from a remote location -- probably a neighboring street by using a high-gain antenna -- even though he was temporarily suspended pending the outcome of the original investigation. Needless to say, the employee is no longer a part of our organization today. Humans will eventually let you down, but CommView for WiFi is a trusted and valued tool in our technology arsenal."

CommView Remote Agent as a Travel Time Saver

Like most local police departments, HPD is faced with many competing demands for resources. In this time where increased demands for service delivery are compounded with a seemingly never-ending need to do more with less, police must make valuable use of all their resources. One critical resource is time. It used to be that every time HPD staff needed to monitor traffic between their centralized facilities and one of the numerous remote facilities, a network analyst had to drive to the remote facility and set up a monitoring station.

According to John Johnson, "Houston is a huge city, and our department's facilities are scattered to the four corners of the earth - it seems. Simply making the drive across town could easily chew up valuable hours of my workday. CommView Remote Agent gave us a secure method to set up a remote monitoring station without the need to make an on-site visit. One case in particular involved the need to monitor traffic between our West Command Station and one of that station's storefront facilities. By coordinating with technology-savvy workers at the facility, we were able to install CommView Remote Agent on the systems to be monitored, and were able to diagnose the situation, determine the problems and derive a solution in less time than it would have taken to drive to the facilities. CommView Remote Agent was a real time saver."

About CommView

CommView is a family of powerful network monitors and analyzers for Ethernet and 802.11 a/b/g networks. Loaded with many user-friendly features, these products combine performance and flexibility with an ease of use unmatched in the industry.

About TamoSoft

TamoSoft develops cutting-edge security and network monitoring software for the Internet and Local Area Networks, providing clients with the ability and confidence to meet the challenges of tomorrow's technology. Keeping pace with industry trends, TamoSoft offers professional tools that support the latest standards, protocols, software, and hardware in both wired and wireless networks.