

EdgeXOS Platform Notes

XRoads Networks

Edge Network Appliance Platform Notes

EdgeXOS Link Sensitivity

What if my link keeps going up and down?

This document provides an overview of how you can control the sensitivity of your WAN links using our Link Control parameters.

Sometimes if a link has high latency or high packet loss our appliance will determine that the link is outside of the norm and bring it down to improve the overall end-user experience.

To confirm if this is an issue it is recommended that a Best Path Routing rule be setup so that SLA information can be gathered for each link to see if latency and packet loss is an issue. See our Platform Notes on Best Path Routing for more information.

If it is determined that latency and/or packet loss is an issue on the link and you do not want it to cause the EdgeXOS platform to turn down the link when this happens there are two methods which the administrator can do to adjust how the link status is controlled.

Method A)

Use the Link Control menu under the Interface tab to make the Multi-level Outage Detection module (the module used to determine when a link should be turned down) less sensitive to latency and packet loss.

This is done by increasing the "Down Metric" setting.

(Down Metric - Count default '5')

The default is 5, however if outages are an issue, you may want to increase to 10 or more depending on how often outages are detected by the MOD.

You can also change the Latency and Packet Loss thresholds to a higher amount. The defaults are pretty high, but these are also available for changing.

(Latency Threshold - MSecs default '2000')

(Packet Loss - Percentage default '80')

Method B)

If the outages persist and the WAN link must stay up regardless of the high latency or packet loss then the administrator may force the WAN link to stay up using the "nailed up" option.

Disable Enabled (WAN1 Nailed Up)

If this is enabled, regardless of the link status the WAN connection will stay up and active.