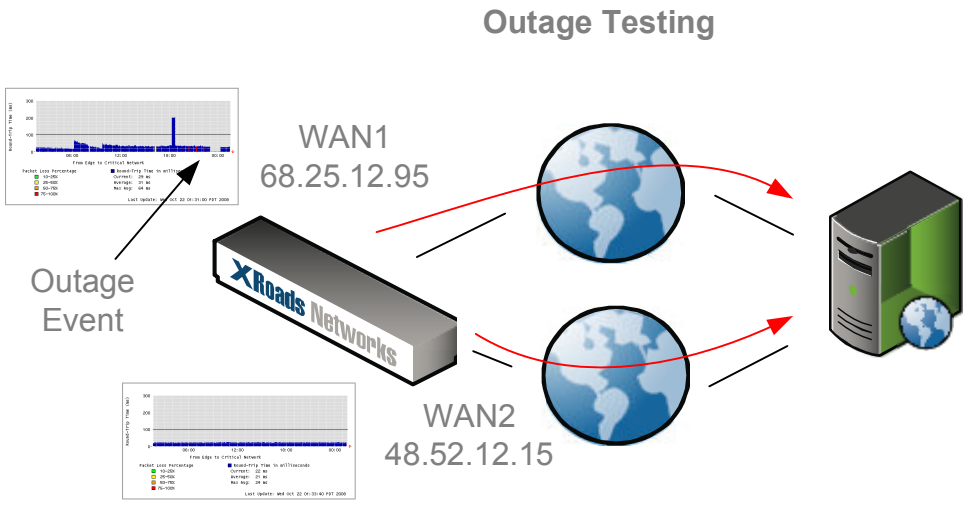
XRoads Networks

Edge Network Appliance Platform Notes

Outage & SLA Testing

Outage & SLA Testing

This document provides a step-by-step guide to setting up a standard link test to determine what might be causing the EdgeXOS appliance to detect outage events on your WAN links.



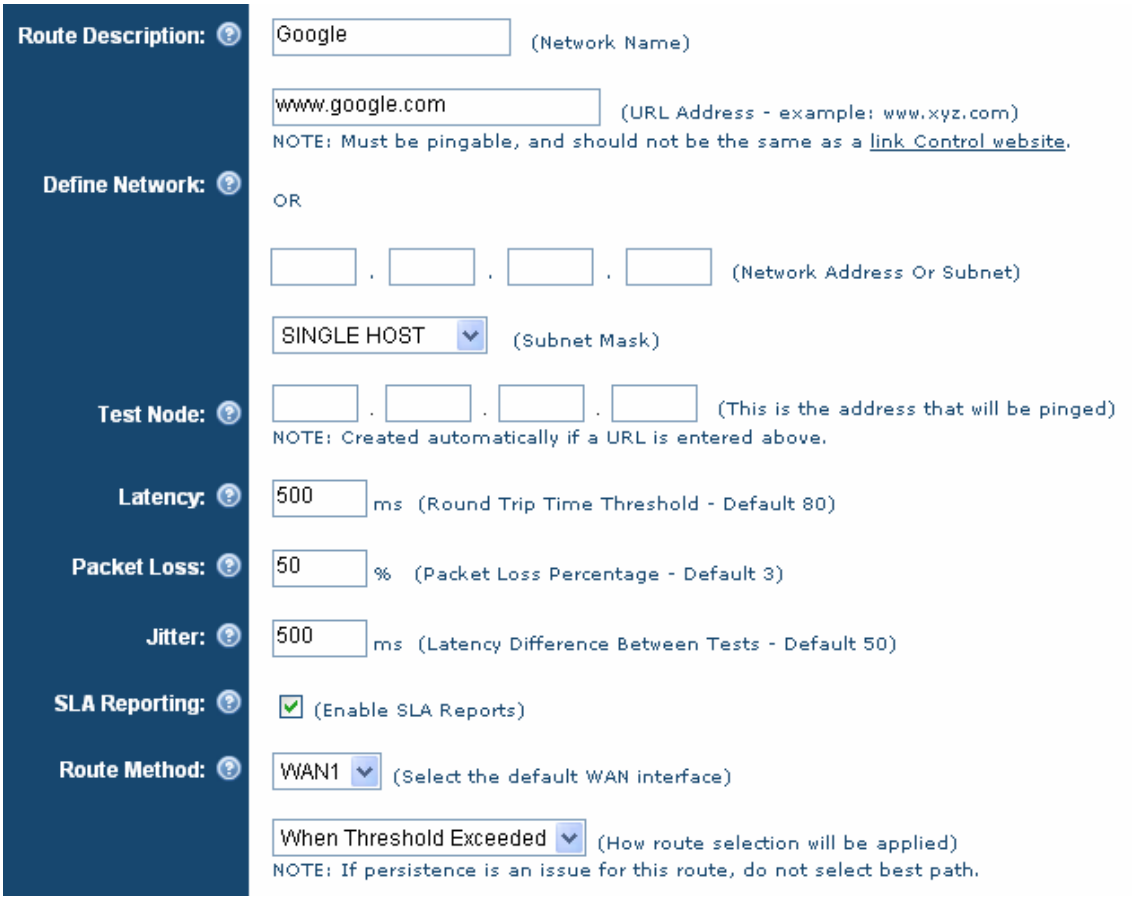
The default link test site that is typically suggested is www.google.com, as Google is a very reliable site. The graphs display the latency on a per link basis along with packet loss and jitter. The normal color is blue, and the lower the line the better the latency. Yellow, orange and red indicate high packet loss while no line indicates an outage. Based on the graph you can see that an outage occurred on the WAN1 link which was detected by the EdgeXOS appliance which would result in the WAN link going down.

Setup Procedure: To setup the basic outage testing report, which will continuously monitoring each WAN link for latency, packet loss, and jitter, use the following steps:

Step 1) Goto the NetBalancing tab and select the Best Path Routing menu
Step 2) Enter the Network Name 'Google'
Step 3) Enter the URL Address 'www.google.com'
Step 4) Set the Latency to 500
Step 5) Set the Packet Loss to 50
Step 6) Set the Jitter to 500
Step 7) Enable SLA reports
Step 8) Select the default WAN interface to WAN1
Step 9) Select the route selection method, "When Threshold Exceeded"

Note: Selecting the threshold exceeded option means that the route will ONLY be changed if the administratively set parameters (latency, etc.) are exceeded. If Best Path is selected then the route will be changed every 15 minutes to reflect the fastest route to the specified destination.

Step 10) Click the Add/ Update button to create and view the policy.



View The Reports: Under the Reporting tab select SLA Reporting. Then select each of the Google reports for each WAN link. Each report will show you the status of the link and what the monitoring is detecting. Give the reports at an hour to generate data.

If any of the graphs display high Round-Trip Times, typically over 150ms, or display yellow, orange, or red lines indicating high packet loss, then the link is showing signs of having problems. If there are any missing areas, that indicates an outage has occurred.

If you see these conditions you should contact your ISP to resolve the issue.