

eduroam peering monitoring

NRO perspective

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Why monitor peers?

- UK ORPS are part of eduroam (UK)
 - affect user experience
 - helping local admins improves the service
- Monitoring helps us help them
 - we are regularly asked for support
 - monitoring improves both efficiency and effectiveness of support
 - opportunities for proactive improvements

Previous experience

- Nagios too noisy and somewhat limited
- Scripts emailing us reports were good, not great
 - monitoring results not available to members
 - need actioning, often chasing
 - we tried scripting that too...
- Local admins have competing priorities
 - eduroam not the only service they support
 - varying levels of expertise
 - with luck, alerts generated tickets

Delivering monitoring results

- eduroam support portal
 - Brings together monitoring, configuration, troubleshooting
- Single source of succinct information
 - summarisation (particularly for EAP tests)
 - a picture is worth a thousand words – log graphs
 - still much room for improvement
- Web GUI adds interactivity
 - help with results
 - on demand testing
 - contextual testing

The more useful checks

- Active monitoring (testing) per member
 - EAP
 - DNS (A + AAAA)
 - NAPTR
- Passive monitoring (log analysis) per member
 - general statistics
 - unknown clients, kernel logs
 - success/fail ratios over time
- Global statistics over time

What next

- Lots more can be done to improve monitoring
 - Better presentation of notifications
 - Interactive notifications – click for guidance
 - Email alerts
- Add automation as the need arises