

ARUBA AIRWAVE CLARITY Technical Climb Webinar 10:00 GMT | 11:00 CET | 13:00 GST April 25th, 2017 Presenter: Quamruz Subhani quamruz@hpe.com

KIL4



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Identify problems before they impact users Introducing Aruba Clarity, a new module in AirWave

Complete visibility into end-user experience... beyond RF.

LIVE real-time user experience

SYNTHETIC

proactive testing using existing, deployed APs

Agenda

- Clarity Live
 - Introduction to Clarity-Live
 - Topology
 - Configuration
 - Feature Description
 - Trigger for AMON messages
 - Clarity-Live in Airwave

Agenda Cont.

• Clarity Synthetic

- Introduction to Clarity Synthetic
- Clarity Synthetic Deployment and Transactions.
- Running Test from AirWave UI
- Questions and Answers

CLARITY - LIVE



Clarity Live Prerequisite

- Airwave running version 8.2.x or greater
- AOS running 6.4.3.x or greater advisable to run 6.4.3.7 or greater
- Instant OS version 6.5.1.0 4.3.1.0

The Problem

- Limited visibility into how the end users experience the network
- For the end users "network does not work"
- For the IT admins " it's a complex problem"
- Manual, cost prohibitive & reactive solutions to troubleshoot
- IT admins have to find the needle in a haystack

The Aruba Solution : Aruba Airwave Clarity

• IT'S ALL ABOUT THE USER

- Real time monitoring of metrics beyond RF
- Predict issues before users start complaining
- Pro-active Insight into patterns and trends
- Recommended actions and alerts
- User empowerment and remediation
- End-to-end visibility

Why we need Clarity "Live" ?

Client can't connect	 AP is bogged down, or has hit the max association limit
Wireless doesn't work	Client is not getting an IP since DHCP server has run out of leases
Radius server load issues	 one server goes unusable slow and requests fall to second server
NAS issue	 Controller was not added as a NAS on server 3
'Radius auth is Slow'	 IT admins cannot determine if it is a network or client issue
MacBook started taking 20 seconds to accept the server cert	caused network connection issues and complaints of broken wireless

Clarity Live How it helps

Inline Monitoring for associated clients

Ability to monitor

- Association time
- Authentication time
- DHCP time
- DNS time

New dashboards for Live

- Network and Client level Live views
- Trends and patterns based on KPI/SLAs



Clarity Live - Topology

Typical Large Distributed Network



Clarity-Live- Configuration

- Create a mgmt. profile and enable the interested logs based on the requirement
- Configure a management server and link it to the Profile created

(Aruba7005-Ouzo-10.15.60.34) (config) #mgmt-server profile Test (Aruba7005-Ouzo-10.15.60.34) (Mgmt Config profile "Test") #!

(Aruba7005-Ouzo-10.15.60.34) (config) #show mgmt-server profile Test

Mgmt Config profil	e "Test"		
Parameter	Value		
Stats	Disabled		
Tag	Disabled		
Sessions	Disabled		
Monitored Info	Disabled		
Misc	Disabled		
Location	Disabled		
UCC Monitoring	Disabled		
AirGroup Info	Disabled		
Inline DHCP stats	Enabled		
Inline AP stats	Enabled		
Inline Auth stats	Enabled		
Inline DNS stats	Enabled		
(Aruba7005-Ouzo-10	.15.60.34)	(config)	ŧ
(Aruba7005-Ouzo-10	.15.60.34)	(config)	#mgmt-server type amp primary-server 10.15.60.204 profile Test
(Aruba7005-Ouzo-10	.15.60.34)	(config)	ŧ

Clarity Live- Configuration From UI

Create Management Profile:

- Navigate to Configuration ->Advanced Services -> All Profile ->Controller ->Mgmt Config
- Provide a profile name and save the config
- All inline stats are enabled by default

Advanced Services > All Profile Management

All Inline options enabled by default

Profile Details					
Agmt Config profile > Clarity-Live	Show Reference Save As Reset				
Stats					
Tag					
Sessions					
Monitored Info					
Misc					
Location					
UCC Monitoring					
AirGroup Info					
Inline DHCP stats					
Inline AP stats					
Inline Auth stats					
Inline DNS stats	✓				

Clarity Live- Configuration From UI Cont...

• Configure the ip address of the Airwave as Management Server

- Navigate to Configuration ->Management ->General
- Scroll down to Airwave Servers
- Configure the Airwave server ip and specify the mgmt profile created

Management > General	AirWave Servers			
	Primary Server	Profile	Action	
	10.15.60.103	TestPatchDNS	Delete	
	10.15.60.106	default-amp	Delete	
	10.15.60.136	blk_sessions	Delete	
	New			

Clarity Live- Sample Use Case Scenarios

- To know how long the client takes to associate with Wlan and reason for disassociation.
- To know the time taken for the client to get the IPaddress
- Client not able to resolve the DNS due to invalid DNS configured or due to delay in network
- To diagnose user Authentication failures which are triggered due to wrong password input from user or Server rejected request

Clarity Live- Feature Description

- The Association, Authentication, DHCP and DNS info is being sent to Airwave from Controller/AP using below AMON messages.
- The Airwave accumulates the data from AMON messages, processes the data , store the data to the database and display in the Clarity-Dashboard
- The Inline AMON messages are:
 - AMON_DHCP_STATION_INFO_MESSAGE
 - AMON_MACAUTH_MESSAGE
 - AMON_DOT1X_MESSAGE
 - AMON_WPA_KEY_HANDSHAKE_MESSAGE
 - AMON_CP_MESSAGE
 - AMON_PASSIVE_AP_STATION_STATS_MESSAGE
 - AMON_DNS_SERVER_INFO_MESSAGE

Clarity Live- Trigger for each of the inline Messages

Association	 AP STM Messages gets generated destine to Controller. Controllers SoS will have Airwave server configuration and relay to Airwave
	AMON_PASSIVE_AP_STATION_STATS_MESSAGE
Client Completes Authentication	 Once the Client Completes Authentication ,based on the Auth Type Dot1x ,MacAuth or CP AMON messages are sent AMON_DOT1X_MESSAGE or AMON_MACAUTH_MESSAGE or AMON_CP_MESSAGE
	AMON_WPA_KEY_HANDSHAKE_MESSAGE sent wherever 4-way handshake is involved
Client gets IP DHCP and DNS	 DHCPDWRAP process in control plane receives all the DHCP packets and send info pertaining to client DHCP transactions directly to Airwave AMON_DHCP_STATION_INFO_MESSAGE Per DNS server data collected in controller datapath AMON_DNS_SERVER_INFO_MESSAGE

Clarity Live- Trigger for each of the inline Messages

AMON_PASSIVE_AP_STATION_STATS_MESSAGE



The highlighted fields are only considered in Clarity-Live currently

ECL_P_STA_DEAUTH_REASON_CODE: Standard de-auth Reason-code send to client according 802.11 standard

Eg: Deauth Leaving (Reason Code 3)

Disassoc Sta Has Left (Reason Code 8)

CL_P_STA_DEAUTH_ARUBA_REASON: Internal error code generated by AP-STM

Eg: AAA Deauth (35), AP Going Down (27)

Clarity Live- Sample AMON AUTH Message

AMON_DOT1X_MESSAGE:

Sent by AUTH for Failed DOT1X Authentication Attempt

<pre>msg_type => 'AMON_DOT1X_MESSAGE',</pre>	AMON AUTH Result:
rows => [
<pre>{ CL_DOT1X_BSSID => '6C:F3:7F:7C:64:50', CL_DOT1X_CLIENT_ELAPSED_TIME => 38, CL_DOT1X_CLIENT_RETRY_COUNT => 1, CL_DOT1X_FINISH_TIMESTAMP => '1462370775268', CL_DOT1X_REASON => 1, CL_DOT1X_RESULT => 0, CL_DOT1X_SERVERIP => '10.15.60.101', CL_DOT1X_SERVER_ELAPSED_TIME => 1003, CL_DOT1X_SERVER_RETRY_COUNT => 0, CL_DOT1X_START_TIMESTAMP => '1462370774229', CL_DOT1X_STATION_MAC => 'C8:F7:33:A4:5A:33', CL_DOT1X_USERNAME => 'Student'</pre>	AMON_AUTH_FAILURE = 0, AMON_AUTH_SUCCESS = 1 AMON_UNKNOWN_FAILURE_REASON, = 0 AMON_AUTHSERVER_REJECT, = 1 AMON_AUTHSERVER_TIMEOUT, = 2 AMON_DOT1X_CLIENT_TIMEOUT, = 3 AMON_EAP_FAILURE, = 4
}	

- Here CL_DOT1X_RESULT=0, stands for AUTH Failure and CL_DOT1X_REASON =1 stands for Auth Server Reject
- Similar AUTH Result and Reason codes are present in MACAUTH and CP AMON messages

Clarity Live- Sample AMON DHCP Message

AMON_DHCP_STATION_INFO_MESSAGE:

Tracks total of 9 DHCP packets to/from client

This message is sent

- When there are 5 DHCP sequence packets to Server from client
- When there is complete DHCP transaction which includes DHCP REQUEST followed by DHCP ACK
- Each DHCP packets are identified with decimal number

	1	
<pre>msg_type => 'AMON_DHCP_STATION_INFO_MESSAGE',</pre>	DHCPDISCOVER	1
rows => [_
4	DHCPOFFER	2
CL_CLIENT_ADDRESS => '00:50:56:A7:4D:01',	DHCPREQUEST	3
CL_DHCP_SERVER_IP => '198.168.0.1',	DHCPDECLINE	4
CL_EVENT_SEQUENCE => 1235,	DHCPACK	5
CL_TIMESTAMP => '1462862869525',	DUCDNAK	~
CL_TIME_DIFF1 => 801.	DHCPNAK	6
CL TIME DIFF2 => 10,	DHCPRELEASE	7
CL_TIME_DIFF3 => 26,	DHCPINFORM	8
CL_TIME_DIFF4 => 0		
}	l	

Clarity Live- Sample AMON DNS Message

AMON_DNS_SERVER_INFO_MESSAGE :

Controller Sos will measure minimum, maximum and average response time of each DNS server up to 15 DNS Server

```
msg type => 'AMON DNS SERVER INFO MESSAGE',
rows => [
            CL ANOMALY CNTR => 0,
            CL AVG RESP DELAY => 535,
            CL LAST ANOMALY IP => '0.0.0.0',
            CL MAX RESP DELAY => 8724,
            CL MIN RESP DELAY => 230,
            CL RCODEO CNTR => 2 ,
            CL RCODE1 CNTR => 0,
            CL RCODE2 CNTR => 6,
            CL RCODE3 CNTR => 4,
            CL RCODE4 CNTR => 0,
            CL RCODE5 CNTR => 0,
            CL RCODE HISTORY => '^{E'},
            CL SAMPLES MEASURED => 12,
            CL SVR IP => '10.42.10.10'
```

Rcode 0: No Error Rcode 2: Server Failure Rcode 3: Non-Existent Domain

Clarity Live Dashboard in Airwave

Details

					8
AP NAME	ASSOCIATION	AUTHENTICATION	DHCP		=
AP_274_K2	•	•	•		-
Tomatin30-7020	•	•	•		
Ardmore-225	•	•			
Tomatin23-30	•	•			
Springbank-1/18	•	•	•		
Tomatin29-7019	•	-	•		
AP105cage-1/7	•	•			
Springbank-7003	•	•		-	
Tomatin-27	•	_		-	-
Total Records: 10				1	oetails

ERS TYPE AUTH. FAILURES(%) AUTH. TIME(MS) 5.60.101 Captive Portal 100% -
5.60.101 Captive Portal 100%
Rejected: 2
5.80.103 Dot1x 0% (0/8) 9815
5.60.101 Dot1x 10% (1/10) 1586
5.60.115 WPA 4-Way Handshake 5% (1/18) 196

DHCP	:=
SERVERS	DHCP TIME (MS)
10.15.85.20	2600
198.168.0.1	315
193.168.10.253	3
194.168.10.1	2

DNS			=	E.
SERVERS	DNS FAILURES(%)	DNS TIME(MS)		=
10.3.5.200	100% (1/1)	-		
10.13.6.110	100% (4/4)	-		
10.42.10.10	0% (23/4135)	357		
10.13.5.200	0% (11/1911)	105		
Total Records: 4				Details

Association				₩
APS	ASSOC. FAILURES(%)	ASSOC. TIME(MS)		=
Tomatin30-7020	0% (0/4)	5		
Tomatin29-7019	0% (0/2)	4		
AP105cage-1/7	0% (0/8)	3		
Tomatin-27	0% (0/1)	2		
Springbank-1/18	0% (0/5)	2		
Ardmore-225	0% (0/8)	7	_	_

Total Records: 4

Clarity Live Airwave Dashboard Events

The Different Events are:

• Summary

Consists of Association, Authentication and DHCP info on per AP

Summary				0	8
AP NAME	ASSOCIATION	AUTHENTICATION	DHCP		≡
Tomatin30-7020	•	•			^
Ardmore-225	•	Avg. Time(ms): 368		-	
Tomatin-24	•	Failures: 69% (36/5 Dot1x: Rejected: 3			
Tomatin29-7019	•	WPA: Client Timeou WPA: Replay Count			
Tomatin-25	•	CP: Rejected: 9			
AP_274_K2	•	•			
AP225-Ardmore-1	•	•			
Tomatin23-30	•	•			
Tomatin-26				•	-
Total Records: 21					Details

Clarity Live Airwave Dashboard-Authentication

Authentication

- Shows info on Authentication Server, Type of Auth , Auth Failure Reason in % and Average Time taken in per server basis.
- The Auth Failure Reason can be
 - Server Timeout
 - Server Reject
 - Client Timeout

Authentication			i≣ w
SERVERS	TYPE	AUTH. FAILURES(%	AUTH. TIME(MS) =
10.20.21.71	Dot1x	100% (9/9) Rejected:	9 –
110.2.13.1	Dot1x	100% (4/4) Server Tim	eout: 4 –
10.15.60.101	Dot1x	0% (0/6)	742
10.15.60.115	WPA 4-Way Hand	25% (2/8) Replay Counter	208 Mismatch: 1

Clarity Live Airwave Dashboard-DHCP

• DHCP

DHCP server and the average Time per Server

рнср		==	L~~
SERVERS	DHCP TIME (MS)		=
10.20.105.1	1474		
10.20.102.1	1199		
10.20.104.1	932		
10.20.103.1	905		
Total Records: 4		D	etails

Clarity Live Airwave Dashboard-DNS

• DNS

- Per DNS Server Average Response Time and the DNS Failure codes
- Failure Codes can be :
 - Request Timed out
 - Non-Existing Domain

Server Failure	DNS E					
	SERVERS	DNS FAILURES(%)		DNS TIME(MS)	=
	10.42.10.10	4% (248/5007) 3% (38/1018) 4% (26/530)		260		
	10.15.60.101			185		
	10.13.6.110			126		
	10.13.5.200	3% (Request Timed Out: 42		102		
			Non-Existent Domain: 4 Server Failure: 1			
	Total Pecords: 4				D	otails
	Iotal Recolus. 4				D	etails

Clarity Live Airwave Dashboard-Association

- Association
 - List of Aps and the respective Assoc. Failures and the Average Assoc. Time in millisecond
 - The Assoc. Failure reason codes are the Standard de-auth Reason-code send to client and the internal error codes generated by the AP-STM

Association			=	1 2
APS	ASSOC. FAILURES(%)	ASSOC. TIME	MS)	≡
AP_274_K2	8% (1/12) PTK Challenge Failed:	1 ¹⁵		*
AP105cage-1/7	0% (0/3)	4		
Tomatin30-7020	0% (0/1)	4		
Springbank-7002	0% (0/2)	3		
Springbank-1/18	0% (0/26)	2		
Ardmore-225	22% (5/22)	2		
AP225-Ardmore-1/19	0% (0/3)	2		
Tomatin-24	20% (1/5)	2		
Ardmore-32	0% (0/2)	2		-
Total Records: 11			1	Details

Clarity Live - Client specific Clarity Data

Client Specific Data is located under Client Diagnostics Page

 Clients ->Connected ->Click Client MAC Address ->Clarity Tab



Clarity Live - Client specific Clarity Data Cont...

Detailed Client data showing Association Timestamp, Association Deauth reasons, Authentication and DHCP Events.

Different Failure codes

Charts UCC Clarity AppRF					
Timeline				≣	₩
TIMESTAMP	ASSOCIATION (MS)	AUTHENTICATION (MS)	DHCP (MS)		≡
					^
04/28 - 10:01:23	AP225-Ardmore-1/19 1ms VLAN: New Assignment	Aruba7210-10.15.60.115 WPA 4-Way Handshake 5926ms			
04/28 - 09:59:47	Ardmore-225 2ms PTK Challenge Failed	Aruba7210-10.15.60.115 WPA 4-Way Handshake 4667ms Replay Counter Mismatch			
04/28 - 09:59:36	AP225-Ardmore-1/19 2ms Disassoc STA Left				-
Total Records: 20					

Successful Events

05/03 - 15:46:43	AP_274_K2 2ms	Success	10.15.80.103 Dot1x 6820ms Aruba7210-10.15.60.115 WPA 4-Way Handshake 13ms	Success Success	198.168.0.1 3ms	Success
05/03 - 15:07:57	Springbank-7005 4ms	Success	10.15.80.103 Dot1x 6940ms Aruba7210-10.15.60.115 WPA 4-Way Handshake 51ms	Success Success	198.168.0.1 3ms	Success

CLARITY - SYNTHETIC



Clarity Synthetic Prerequisite

- Airwave running version 8.2.3 or greater
- AOS running 6.5.x.x or 8.x.x.x
 - AOS 6.5.0.0 or later supports AP 2XX series.
 - AOS 6.5.1.0 or later supports AP 3XX series.
- Aruba AP type (at least one) AP 2xx or 3xx
- Visualrf Enabled on Airwave to run Clarity test from Visualrf
- Clarity Engine

Clarity Synthetic

- Ability to simulate network traffic using synthetic clients
- Run tests on-demand
- Pro-active alerts to boil up trends
 - Built-in KPIs to track the health of the network
- New Dashboard for Clarity Synthetic
 - Ability to correlate synthetic results with other network data on AirWave
- NBAPI to export test results to 3rd party collectors

Why do we need "Synthetic"?

Customer reports "wireless is slow"	•What they really mean is that the key enterprise service they need to get access to is slow. And they can't differentiate on their end. Running some kind of perf test to that application (ping?) would help solve that issue.
Validating network upgrade without IT staff during the middle of the night.	•. Make sure the firmware upgrade took and that users will be able to associate and auth to the network when they show up in the morning.
Customer X wants to troubleshoot issues from central location without sending an IT guy on-site post.	•Does not want to send an IT guy to every site
University X wants to place laptops in strategic places that validate the network is up and running plus the wireless works well.	•They could decommission those if the APs can associate to each other and validate that the network is functioning
Google built Raspberry pi units to associate to their APs	•validate that certain services are performing up to par.
Problem occurs at 2pm only.	•Need a system that can attempt to be on the network at that time to verify that things are healthy when the problem occurs.
Validate the quality of the new controller image with key trends over time.	Automate tests

Clarity Synthetic Client - Options





Clarity Synthetic server Functionality

- Simulates the client stack for AP & AM based synthetic
 - It is like a laptop connected to the AP!
- Simulates network and application traffic
- Acts as an endpoint for performance tests

Clarity Synthetic deployment

- Can be installed on a VM
- AirWave will be the front end of the Clarity server
 - No UI, only limited CLI
 - Secure web sockets are leveraged between CS<->AirWave & CS<->AP/AM
- 3rd party consumers can leverage JSON data for visualization



Clarity Synthetic Server in a Campus Deployment



Clarity Synthetic in a Distributed Deployment



Clarity Synthetic Transactions

Network Traffic	Config	Result
Connectivity	SSID/BSSID	Scan response time, association response time
Authentication (Open, PSK, EAP-PEAP, EAP-TLS)	Credential/Certificate	Auth time, 4 way handshake
DHCP	None	# of servers, response times, active server
DNS	V4 or v6	IP address, response time
ICMP	Destination, packet size	Loss, success/fail, response time
Tracert	Destination, TCP/UDP/ICMP	Hop count, response time

Clarity Synthetic Transactions cont.

Application Traffic	Config	Result
Web page load time	URL, http/https	Success/fail, response time
iPerf	Server IP, UDP (MTU, BW, duration), TCP (MTU, window size, duration)	Loss, jitter, BW, throughput

Clarity Synthetic- Run a test

• Two ways

- From Clarity dashboard
- From VRF

Clarity Synthetic

Synthetic Tests	×	Synthetic Tests
Basic Info DNS Ping Page	Load Traceroute iPerf3	Basic Info DNS Ping Pa
Select a Profile		Select a Profile
~		SSID*
SSID*	Authentication Open	
Selected Client (s) AP-205	Band	AP-205
Selected Target(s)	2.4 GHz ~	Selected Target(s) AP225 Username*
Cance	I Back Next Run	Cano

nthetic	Tests								×
Basic Info	DNS	Ping	Page Loa	ad	Traceroute	2	iPerf3		
ct a Profile				Profile	Name (alpl	hanun	neric only)*	
*	-		•	Auther	ntication				
ventory			~	EAP/	PEAP				~
cted Client (s) <mark>205</mark>)			Band 2.4 G	iHz				~
cted Target(s) 25 mame*)			Passw	ord*				
		•	ancel				Next	R	nı

Clarity Synthetic – Running Test

Synthetic Tests		×	Synthetic Tests	×
Basic Info DNS	Ping Page Load Traceroute iPerf3		Basic Info DNS Ping Page Load Traceroute iPerf3	
DNS	8.8.8.8		Packet Size Name 1024 bytes v www.google.com	
DNS	10.17.161.111	⊕ ⊝	Packet Size Name 512 bytes vwww.arubanetworks.com)
	Cancel Back Next	Run	Cancel Back Next Run	

Clarity Synthetic – Running Test

Synthetic Tests		×	Synthetic Tests	×
Basic Info DNS Ping	g Page Load Traceroute iPerf3		Basic Info DNS Ping Page Load Traceroute iPerf3	
URL	https://community.arubanetworks.com http <mark>:</mark> //app1.central.arubanetworks.com	⊕ ⊡	Test Mode Destination ICMP 10.10.10.111 Test Mode Destination UDP hpe.com Test Mode Destination TCP google.com	Э
	Cancel Back Next	Run	Cancel Back Next Run	

Clarity Synthetic – Running Test

Synthetic Tests						
Basic Info DNS	Ping I	Page Load	Traceroute	iPerf3		
iPerf3 Server		Tes	st Mode			
Use Clarity Engine iPerf3	Server	~ т	СР		~	
Duration		Ba	ndwidth (1-850	0) Mbps		
10 seconds		~	200 M	bps		
	Ca	ancel	Back	Next	Run	

Clarity Synthetic – Test Results

Results		×	
Timestamp	and a second second second second second		
Selected Client(s)	Toron and the second		
Selected Target	a dimensional distance of the second s		
WPA Test		166 ms	
Ping Test	www.google.com	17.51 ms	
DHCP Test		1007 ms	
ONS Test	www.hpe.com	23.86 ms	
Page Load Test	http://www.hpe.com	161.46 ms	
Traceroute Test		Click here for more details	
 iPerf3 Test 		71.8 Mbps	

Clarity Synthetic – Thresholds

Analysis Module	Green (GOOD) Response Time	Green Failure Rate	Orange (FAIR) Response Time	Orange Failure Rate	Red (POOR) Response Time	Red Failure Rate
Association	<10 ms	<10%	10 - 20 ms	10% - 20%	>20 ms	>20%
Authentication	<500 ms	<10%	500 - 800 ms	10% - 20%	>800 ms	>20%
DHCP	<500 ms	<10%	500 - 600 ms	10% - 20%	>600 ms	>20%
DNS	<100 ms	<10%	100 - 200 ms	10% - 20%	>200 ms	>20%
PING	<300 ms	<10%	300 - 600 ms	10% - 20%	>600 ms	>20%
Webserver Test	<500 ms		500 - 1500 ms		>1500 ms	



THANK YOU!

