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# Monitoring and Troubleshooting

## One Engineer's rant

Peter Hoose

packet loss hater, facebook

September 29, 2011

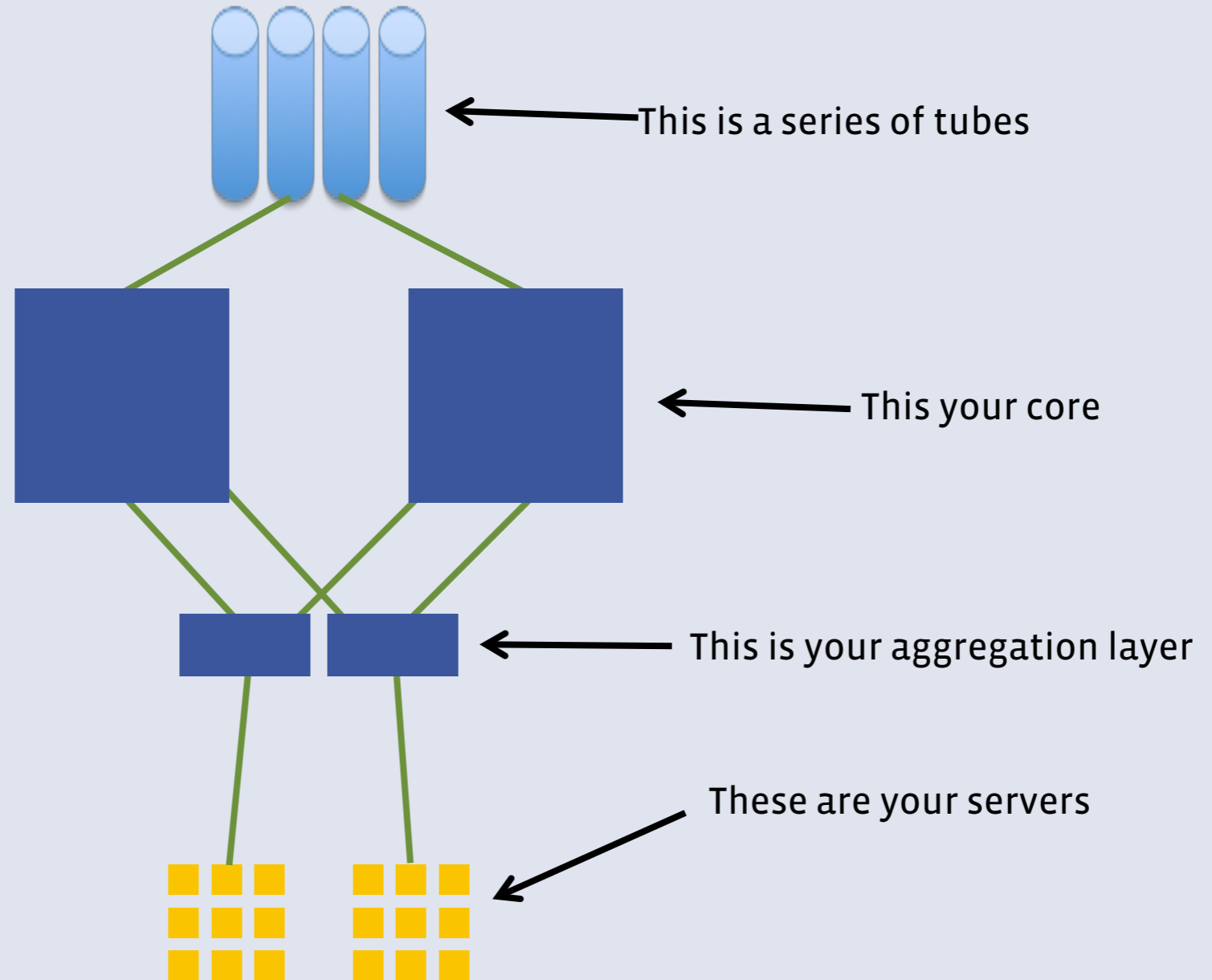
**Denial**  
What problem?

# Why are you complaining?

This is easy!

This is your monitoring infrastructure

- SYSLOG server
- Reachability server
- graphing server



# Troubleshooting Procedure

## Intermittent packet loss

- Confirm the issue - ping
- Validate the path - traceroute
- Check counters - sh int
- Check SYSLOGs - sh log
- shutdown random ports - shut
- Call vendor - 1-800-helpme!



**You're right, that is easy!**

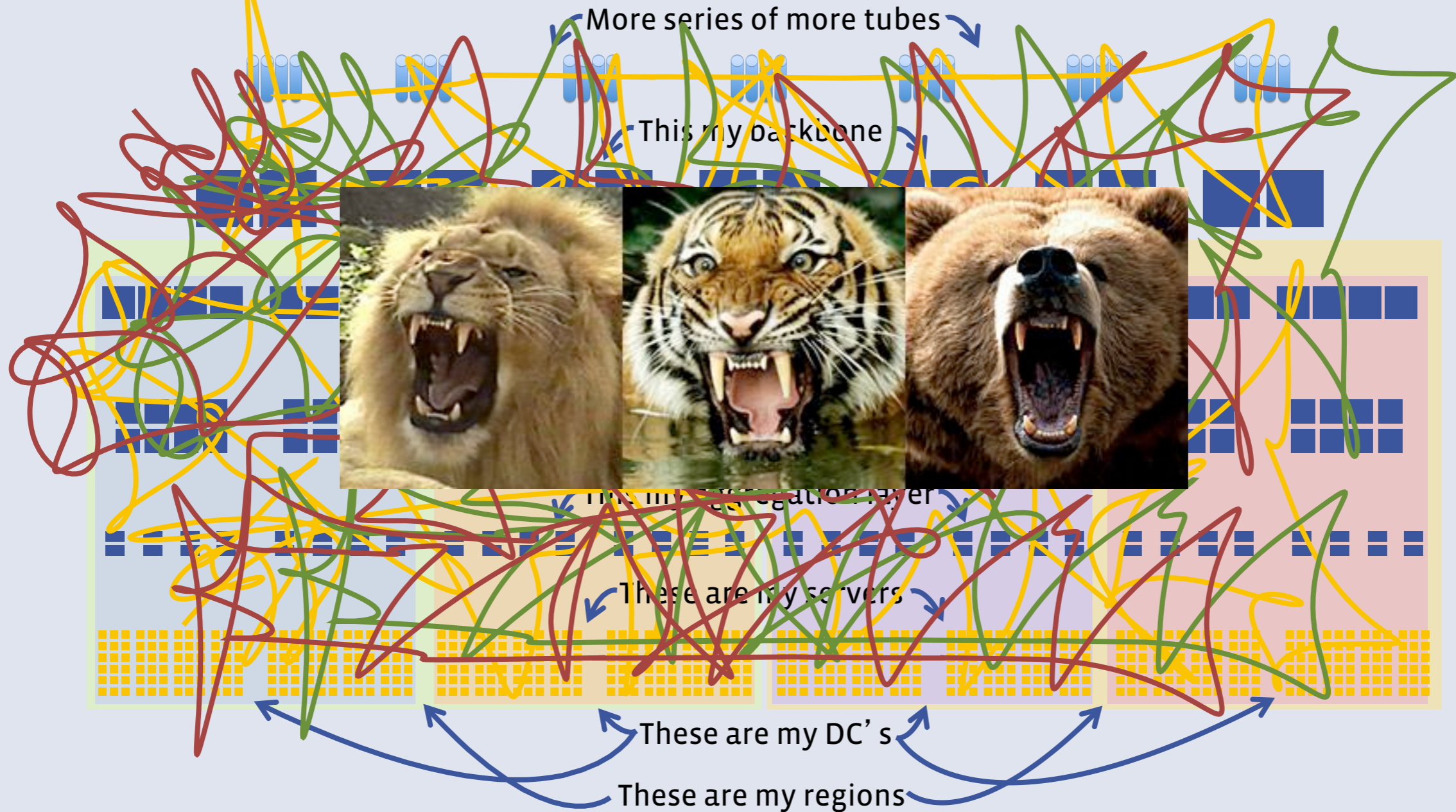
**But...**

**That's not my network...**  
(probably not yours either)



# I'm complaining because...

It's not that easy

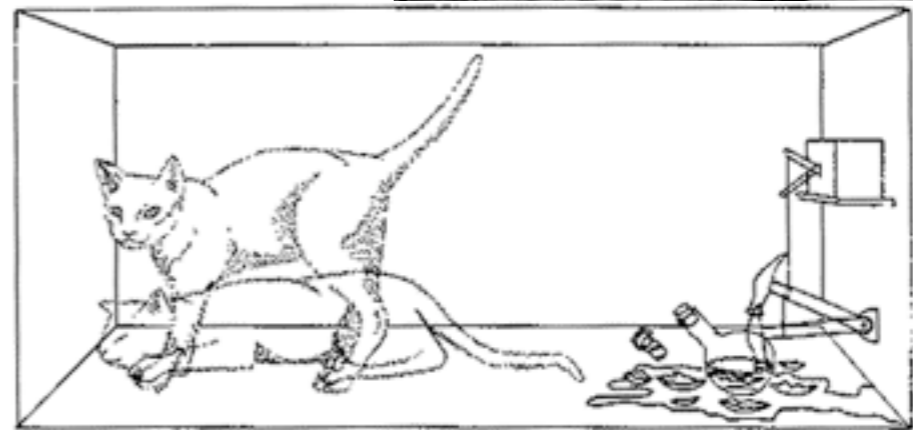
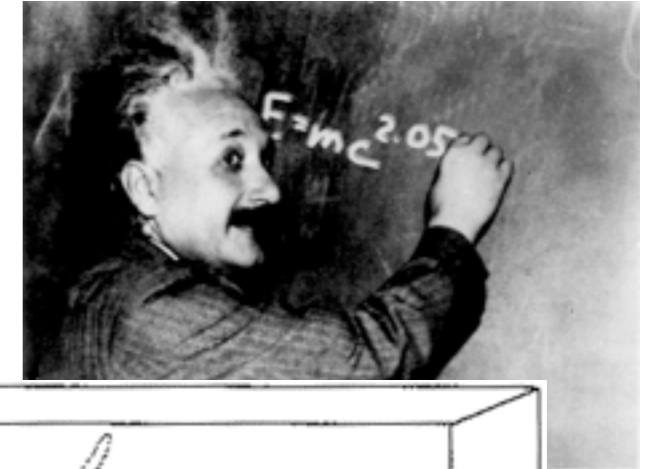


Oh my...

# Troubleshooting Procedure

## Intermittent packet loss

- Confirm the issue - ping
- Validate the path - traceroute
- Check counters - sh int
- Check SYSLOGs - sh log
- shutdown random ports - shut
- Call vendor - Which one??  
For which device??



**It must be a network issue!**

**Acceptance**  
it's broke...

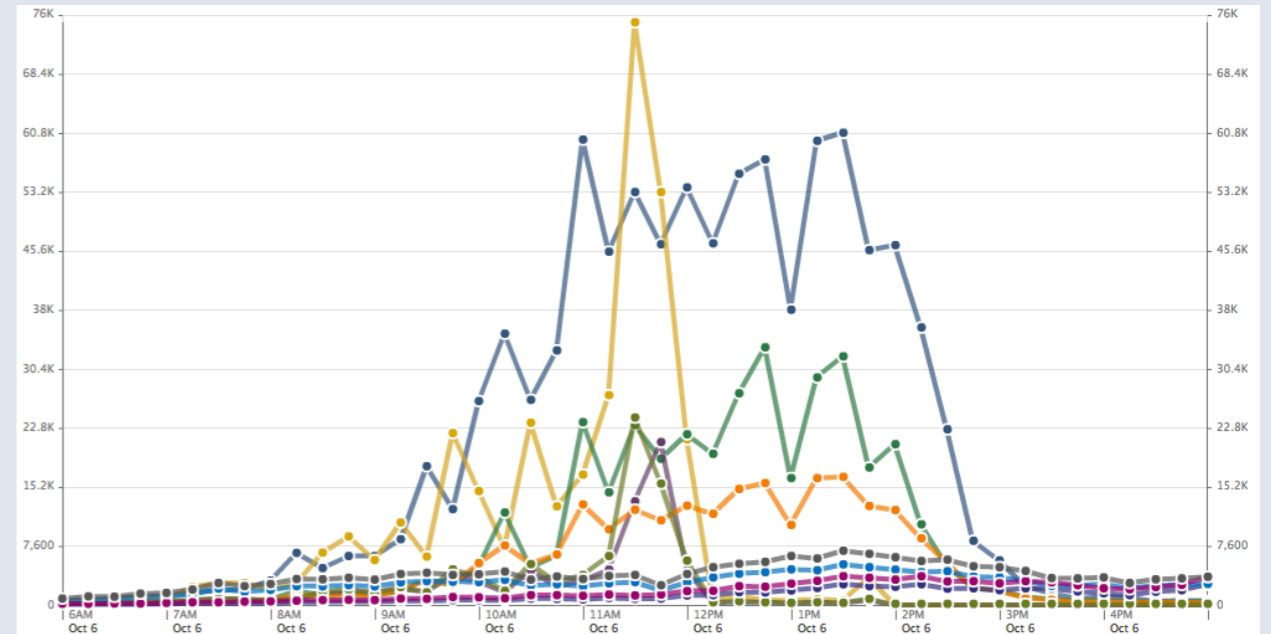
**Solutions?**

**Let's do this!**

# Solutions

I got this

- TraceFlow/TracePath
- hping | ping v2?
- Full fabric monitoring
- BFD is cool
- More granular counters
- We need to poll more
- We need to poll less
- Let me pop the hood



**Now what?**



**Want to help?**  
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