

iStatus FlowTracking™ Setup Guide

About iStatus FlowTracking

iStatus FlowTracking is used to track data flow in complex SD-WAN networks. FlowTracking, when paired with AkativeSD™, allows networks with latency-sensitive traffic to fail over portions of their network traffic to the most stable network connection available to avoid jitter or latency. FlowTracking displays SD-WAN-based traffic on the iStatus Dashboard to solve issues such as the unpredictable nature of ISP connectivity for business-critical applications.

For example, major VoIP providers have expressed ongoing challenges when implementing VoIP service for their customers due to unpredictable Internet service. While their technology could be working flawlessly, the ISPs used by their customers frequently have congestion and service-affecting performance that cause VoIP calls to fail. AkativeSD and iStatus FlowTracking were developed to solve these issues. FlowTracking is inexpensive visibility with a turn-key solution that solves the problem of poorly performing ISPs by routing VoIP traffic over 4G when primary connections are degraded.

This brief guide will show you how to set up iStatus FlowTracking.

NOTE: The iStatus FlowTracking feature is dependent upon a special firewall configuration. Please reach out to support@akative.com to have an Akative technician assist you.

Go to your Probe Page

1. There are many different ways to find the probe in the location you would like to add SD-WAN flow tracking. In the search box, you can search the location with the probe you would like to add it to, or you can type in your probe's Probe ID in the search box

OR

You may also use the 'View All Groups' link on the left-hand navigation menu to view all of the groups you are a member of and find the probe there. Once you navigate to the probe page, you should see a page with your connections or links that will allow you to 'Create a Connection.'

Create Connections

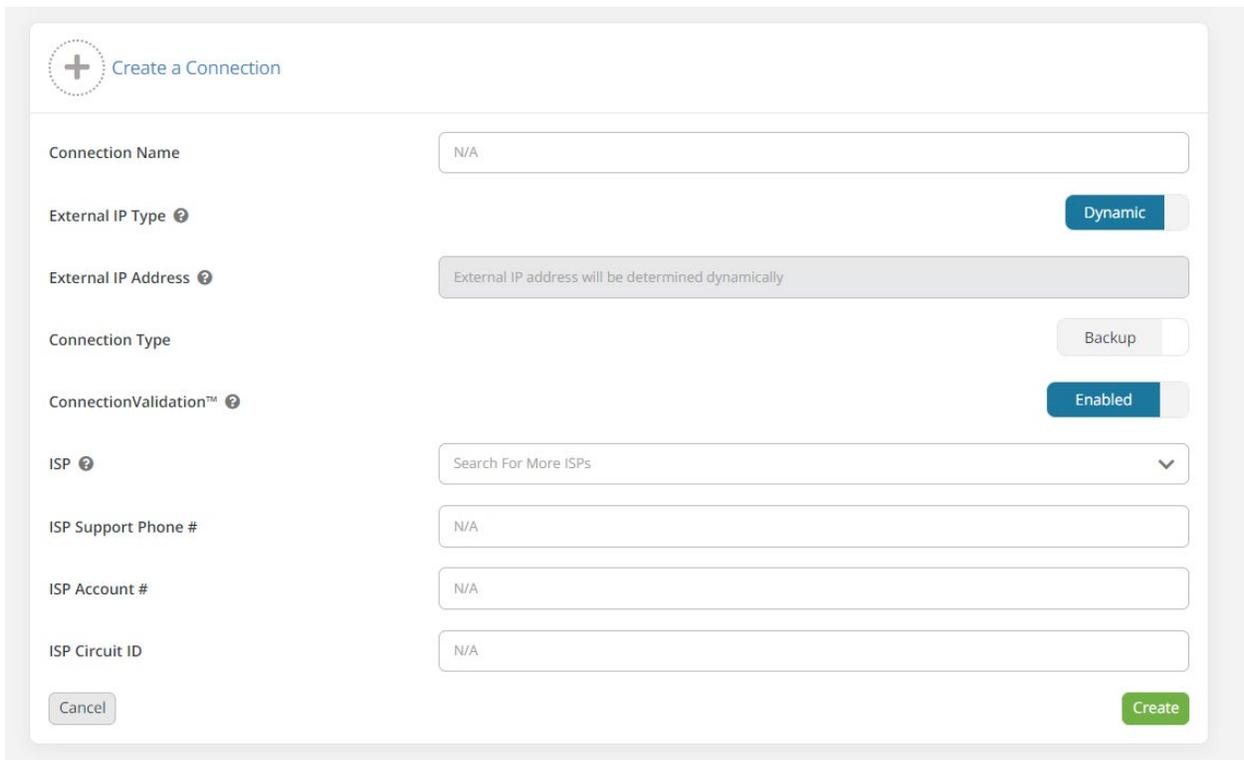
1. If your probe does not currently have connections created, you will have to set them up for SD-WAN FlowTracking to be functional. Click 'Create a Connection' to get started.

NOTE: SD-WAN FlowTracking requires a main (primary) connection – this will be represented on the iStatus Dashboard as the IP address going out to your main ISP. FlowTracking also requires a backup (RocketFailover®, etc.) 4G connection.

The  provides an explanation of each setting.



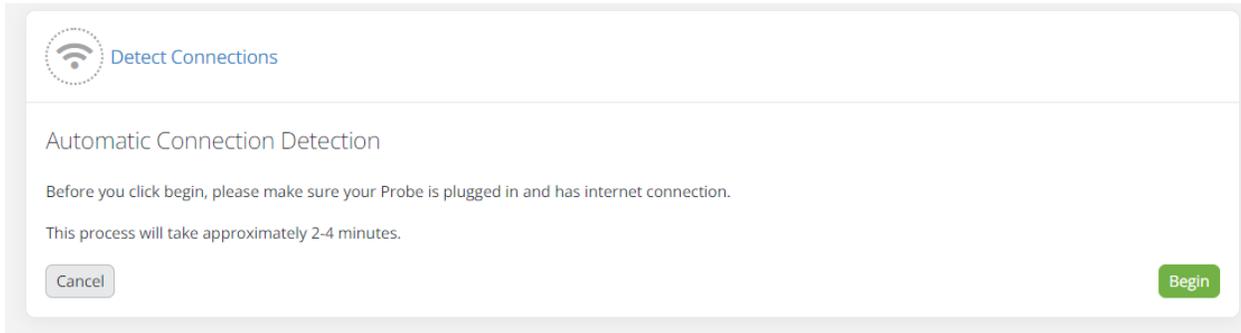
2. If you know the static IPs that these connections will be using, you can add each connection individually with the static IPs as shown.
 - a. If your connection uses a Dynamic IP address, select Dynamic. If you are not sure, ask your ISP what kind of IP address your location has.
 - b. Filling in other information like ISP and account number is not required but is generally helpful – we email you this when we detect an outage so you or your IT company can contact your ISP as soon as possible.
 - c. Click Create when finished.
 - d. Repeat for any backup or failover connections.



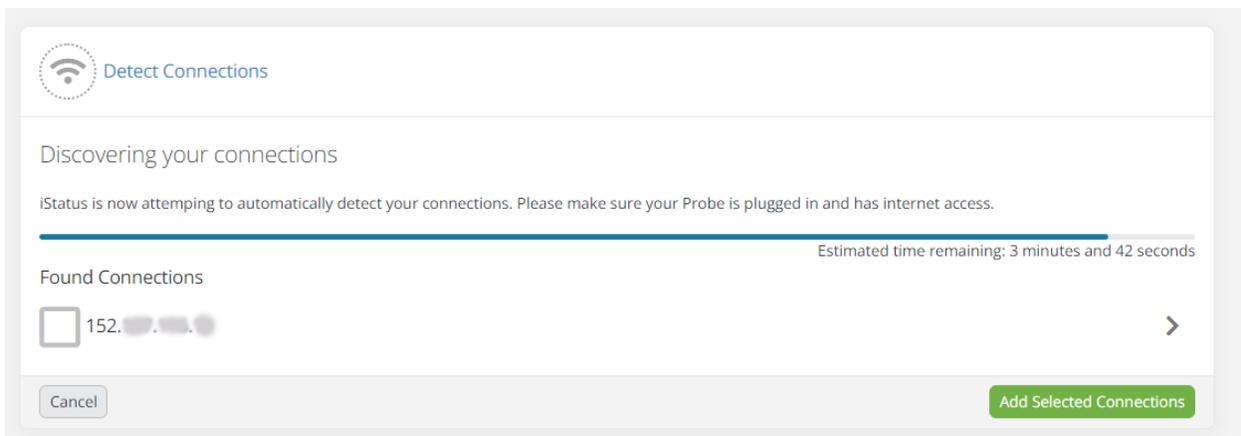
The screenshot shows the 'Create a Connection' form with the following fields and controls:

- Connection Name:** Text input field containing 'N/A'.
- External IP Type:** Toggle switch set to 'Dynamic'.
- External IP Address:** Text input field containing 'External IP address will be determined dynamically'.
- Connection Type:** Toggle switch set to 'Backup'.
- ConnectionValidation™:** Toggle switch set to 'Enabled'.
- ISP:** Dropdown menu with 'Search For More ISPs' and a downward arrow.
- ISP Support Phone #:** Text input field containing 'N/A'.
- ISP Account #:** Text input field containing 'N/A'.
- ISP Circuit ID:** Text input field containing 'N/A'.
- Buttons:** 'Cancel' (grey) and 'Create' (green) buttons at the bottom.

OR 2.5 If you do not know what the IPs are, no worries! We have a feature called Connection Detection that you can use to automatically detect your outbound connections. This requires the firewall to be pre-configured for RocketFailover in order to detect that connection. Primary internet connections can almost always be detected by Connection Detection. You can start connection detection by clicking 'Begin' – this process can take a few minutes.



- Once connection detection has found the connections communicating with iStatus, you can easily add them by checking the box next to the connections found and then clicking 'Add Selected Connections.' You can also edit these connections before adding them by clicking the chevron and editing the fields provided.



- You've now successfully added your connections! You will start to see them appear in iStatus in 10-15 minutes.



Adding the SD-WAN Flow Tracking Connection

Adding an SD-WAN Flow Tracking connection is very similar to adding a regular connection and requires both the primary and main backup connection to be created before adding.

- First, click on 'Monitor and SD-WAN Traffic Flow,' then enter a 'Flow Name' – this will be represented as the 'Connection's Name' in any events you receive for it.

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Monitor an SD-WAN Traffic Flow

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AkativeSD SD-WAN flow-tracking allows you to monitor a specific SD-WAN rule which you configure in your firewall. When your firewall detects network lag, jitter, packet loss, congestion, or other triggering events, it may switch traffic defined in the firewall rule to be routed over a different Internet connection. With the AkativeSD flow-tracking feature in iStatus, you are able to see when these SD-WAN rules are triggered and when they are operating normally. To learn how to get these rules activated on your network, contact our support team or download our AkativeSD flow-tracking whitepaper.

When the AkativeSD flow-tracking detects that this SD-WAN rule is using a connection other than the one which you specify as the default (above), the timeline will indicate that SD-WAN traffic is using a backup connection. This allows you to monitor SD-WAN traffic flows and allowing you to know which connection is in use for each SD-WAN traffic flow. If you have multiple SD-WAN rules in your firewall, you are able to create separate SD-WAN rules within iStatus to monitor each SD-WAN rule. When we detect that an SD-WAN connection is using the default connection we call that the 'normal' state where your firewalls SD-WAN rule is inactive. Conversely, when your firewall detects problems which trigger the SD-WAN rule to route traffic over a backup connection, we call that the 'active' state because your firewalls SD-WAN rule is actively routing traffic over a backup connection.

SD-WAN Flow Name

Default Connection

The connection which you expect the SD-WAN traffic to use, when network conditions are 'normal'

Cancel
Create

For example, if you're a business monitoring VoIP, you could enter something like 'South Wing VoIP Connection' for the 'SD-WAN Flow Name.'

2. Then, select a 'Default Connection.' This connection will serve as the active connection representative of when the traffic is 'good.'

NOTE: Selecting the correct 'good' connection is important because it ensures we will send you events correctly. If you select the wrong connection, you can revisit and edit it later.

3. Hit the green 'Create' button.

That's it! You've set up your SD-WAN FlowTracking rule. You should now get events any time this SD-WAN active connection is being used.



Once flow tracking is running on the network for a while, you will see the flow tracking rule in your timeline with any SD-WAN active events – purple means SD-WAN traffic is flowing across the SD-WAN connection. Green means it is flowing over the expected connection.