

Managed NetFlow Technology Service Description

Overview

NetFlow is a network protocol for collecting IP traffic information and is a useful tool for the monitoring and analysis network traffic flows. It provides insights that are crucial for performance optimization, security enhancements, and resource management. This document provides information relating to the management and monitoring of NetFlow under the MCN offering. The monitoring, configuration, limitations, and available standard service requests are outlined hereunder.

Client Responsibilities and Pre-requisites

In addition to the pre-requisites documented in the MCN Statement of Work, the following technology specific pre-requisites are applicable.

- An additional 50Kb of bandwidth, per device, is required between the device and the SPEKTRA NetFlow collector.

Technology Specific Operations

Monitors

The following technology specific monitors can be configured by default.

Monitor	Description	Alerts	Performance Info	Resolution	Poll interval (sec)
Top Talkers	Displays usage details for the top talkers on the device.	✗	N/A	N/A	N/A
Top source / destination endpoints	Displays usage details for the top source and destination endpoint IPs. Available at the device level only.	✗	N/A	N/A	N/A
Top flows	Displays usage details for the top flows on the device.	✗	N/A	N/A	N/A
Top ports	Displays the ports with the most traffic flow. Available at the device level only.	✗	N/A	N/A	N/A
Quality of Service	Displays quality of service (QoS) data for each differentiated service code point (DSCP) type. (If available).	✗	N/A	N/A	N/A

Configuration Management

Device configuration backups are included in the standard offering and are described in more detail in the MCN Managed Configuration Backup Service Description.

Firmware Maintenance

There are no specific requirements for firmware maintenance of the technology. Firmware maintenance is administered in accordance with the standard MCN processes. Refer to the MCN Common Network Management Service Description for further information.

Supported Configurations

The following configuration are supported under the MCN NetFlow offering:

- NetFlow versions 5, 7 and 9
- Flexible NetFlow (requires same configurations as version 9)
- IPFIX (sometimes referred to as NetFlow version 10)
- sFlow versions 1, 3, and 5
- JFlow (version 5)

Limitations

- A separate NetFlow collector is required for the offering. It may be required that multiple collectors are required depending on network latency and the number of devices that need to be “monitored”
- NetFlow Lite is unsupported.
- It is recommended that time synchronization is enabled across the network using NTP.
- There is no alerting for any parameters that are monitored.
- Analysis and recommendations of collected data is excluded.
- NetFlow specific reporting is excluded with the exception of reports available on the SPEKTRA Client portal.
- The Collector cannot share the infrastructure with any other applications (i.e. must be a dedicated resource).
- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual NetFlow appliances.
- NetFlow data retention policy is applied per interface and is scheduled as follows:
 - Raw data is retained for up to five minutes.
 - Every five minutes, the top 1000 flows are retained for up to 30 minutes.
 - Every 30 minutes, the top 1000 flows are combined and retained for up to 24 hours.
 - Every 24 hours, the top 1000 flows are combined and retained on a rolling basis for a maximum period of (400 calendar days based on the account retention plan).

Standard Service Requests

There are no specific Standard Service Requests for this technology.

Technology Transition Tasks

No technology specific transition tasks are required. A description of the standard transition tasks included for the service offering is documented in the MCN Statement of Work.

Note:

Any tasks not explicitly described under the Technology Transition Tasks are implicitly excluded from transition.