

TROUBLESHOOTING NETSCALER BY RAGHU VARMA TIRUMALARAJU



Troubleshooting NetScaler

Gain essential knowledge and keep your NetScaler environment
in top form

Raghu Varma Tirumalaraju

[PACKT] enterprise⁸⁸
PUBLISHING professional expertise distilled

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Troubleshooting NetScaler By Raghu Varma Tirumalaraju. In undertaking this life, lots of people always attempt to do as well as get the ideal. New knowledge, encounter, driving lesson, as well as every little thing that could enhance the life will certainly be done. Nevertheless, lots of people occasionally feel confused to obtain those things. Feeling the minimal of experience and also resources to be far better is one of the lacks to have. Nonetheless, there is a quite straightforward point that could be done. This is what your teacher always manoeuvres you to do this. Yeah, reading is the answer. Checking out an e-book as this Troubleshooting NetScaler By Raghu Varma Tirumalaraju as well as various other recommendations can improve your life quality. How can it be?

About the Author

Raghu Varma Tirumalaraju

Raghu Varma Tirumalaraju has been in the networking industry for around 10 years, with a good part of this time at Citrix working with NetScaler in various support roles. As someone who thoroughly enjoys packet analysis, he finds that NetScaler lends itself perfectly to troubleshooting if you just know where to look, and he would like to share some of the techniques he's picked up over the years.

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Key Features

- Learn how the main features - Load Balancing, Content Switching, GSLB, SSL offloading, AAA, AppFirewall, and Gateway work under the hood using vividly explained flows and traces
- Explore the NetScaler layout and the various logs, tools and methods available to help you when it's time to debug
- An easy-to-follow guide, which will walk you through troubleshooting common issues in your NetScaler environment

Book Description

NetScaler is a high performance Application Delivery Controller (ADC). Making the most of it requires knowledge that straddles the application and networking worlds.

As an ADC owner you will also likely be the first person to be solicited when your business applications fail. You will need to be quick in identifying if the problem is with the application, the server, the network, or NetScaler itself.

This book provides you with the vital troubleshooting knowledge needed to act fast when issues happen. It gives you a thorough understanding of the NetScaler layout, how it integrates with the network, and what issues to expect when working with the traffic management, authentication, NetScaler Gateway and application firewall features. We will also look at what information to seek out in the logs, how to use tracing, and explore utilities that exist on NetScaler to help you find the root cause of your issues.

What you will learn

- Troubleshoot traffic management features such as load balancing, SSL, GSLB and content switching
- Identify issues with caching and compression
- Deal with authentication issues when using LDAP, RADIUS, certificates, Kerberos and SAML
- Diagnose NetScaler high availability and networking issues
- Explore how application firewall protections work and how to avoid false positives
- Learn about NetScaler Gateway integration issues with XenApp, XenDesktop, and XenMobile
- Deal with NetScaler system-level issues
- Discover the NetScaler troubleshooting tools

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Five Stars

By Amazon Customer

covering most of basic troubleshooting steps - get's you started with troubleshooting easy0 of 0 people found the following review helpful.

Good info. Straight-forward and easy to follow

By Rampy101

Good info. Straight-forward and easy to follow.0 of 0 people found the following review helpful.

This book is awesome, all the NetScaler features are covered with deployment examples, flowcharts, Deployment considerations

By Amazon Customer

This book is awesome, all the NetScaler features are covered with deployment examples, flowcharts, Deployment considerations which is very important for admin before starting any project. Highlight of this book is troubleshooting part, all the feature troubleshooting is explained with Wireshark traces and NetScaler counters, which did not find in any book or document in detail as this book.

Would like to share chapter wise highlights of this book, which would help buyers

Chater1:

Which covers NetScaler file system, locations of NetScaler system files, configs and Certificates.

In this chapter I found "Request switching and connection multiplexing" very interesting and author explained it very nicely, how this feature works and improves the performance of NetScaler.

Very well explained about different modes of NetScaler, pros and cons of each mode and when to enable/disable them.

Chapter2:

Which covers commonly used load balancing methods, when to use which method and what are the factors to consider before deciding the LB type.

With respect to troubleshooting he covered how to troubleshoot performance issue(interestingly he did explain how to isolate to specific server/device), uneven load balancing issues, Persistency issues which includes cookie based persistency.

SSL certificates and how to troubleshoot SSL related issues .

GLSB covered in details, Communication flow from user till backend server, different types of GSLB methods, What is MEP and how to troubleshoot MEP communication related issues.

In this chapter I found very useful was, log analysis explained using Wireshark(also how to decrypt the SSL communication) and explanation of NetScaler nsconmsg system counters which I could not find in other books.

Chapter3:

Integrated caching and compression, how these features helps in improving the user performance.

Which are the files/content NetScaler will cache and compress, which is explained very well using flow chart along with sample packet flow

With respect to troubleshooting author explained it very, how to confirm if the severed content is form NetScaler cache or not, what are the HTTP headers to check and NetScaler counters to use while troubleshooting.

Chapter4:

AAA traffic management which is my favourite topic, in this book commonly used AAA protocols like

LDAP, RADIUS, SAML, certificate based auth, Form based and Kerberos.

With respect to troubleshooting aaad.debug log which is commonly used AAA troubleshooting is very well explained along with error codes also did point to Citrix article for reference.

When comes to cert based auth author explained what is certificate, types of certificate and how they are validated. What to look when authentication failing with NetScaler system counter nsconmsg.

Kerberos protocol explanation is awesome which covers deployment options, configuration checklist and authentication flow explained with traces which I did not find in most of the books, this would help admin in implementing an troubleshooting.

SAMAL protocol also explained very well with Fiddler traces for better understanding of the flow and what to look when auth fails

Chapter5:

Here comes the mostly commonly used feature of NetScaler, High availability(HA) and Networking.

Until I read this book I had lots of confusion about NSVLAN, tagging options, LACP and NIC buffer, all the networking concepts are explained with examples and when to use them.

This covers HA in details, ports used by NetScaler in HA, how RPC password plays important role in HA. Different stats of HA and meaning of the same.

How to identify the failover event, What logs and counters to check when HA hertbeats are not seen on the devices. Issues caused by ARP, GARP and Split-brain conditions.

Last but not least HA syn issues also covered log analysis and NetScaler packet handling with HA is enabled is explained with flow chard for easy understanding.

Chapter6:

ApplicatioFirwall one of the commonly used App security feature, this book covers Application attacks like cross-site scripting(XSS), SQL injection, Forceful browsing attacks, cookie tampering, Hidden filed tampering. All these are explained with examples and logs, also covers how to prevent them by AppFw policies.

Signature based policy configuration is also explained with configuration steps

With respect to troubleshooting, identifying the firewall blocks using NetScaler output commands and system counters, Also covered performance issues when enabling AppFirewall and how to troubleshoot by creating custom policies.

Chapter7:

NetScaler gateway is vastly used remote access feature of NetScaler.

Difference between basic and smart access modes is covered and when to use them.

In this chapter I liked the way VPN session phases are explained using Wireshark captures, phase1:EPA exchanges, Phase2:Authentication exchanges, and Phase3: Authentication exchanges, explanation includes HTTP header/content level details.

Troubleshooting includes how to collect client side VPN and EPA logs and how to diagnose the failure.

ICA proxy troubleshooting and App launch process is extensively covered in this book

- Different phases of App launch process
- What are the servers involved in each communication and role of each servers
- How to troubleshoot App/Desktop enumeration and launch issues, with sample log analysis and policy hits counters

This chapter also covers the XenMobile(XM) configuration as gateway is used for securing the communication between mobile devices and backend servers.

All wizards used in the XM configuration is explained along with inbuilt tools to check the connectivity

Chapter8:

After covering all the network features author did cover system level issues, licensing issues, NTP issues, SNMP issues and how to troubleshoot them.

CPU, memory and device hang issues are explained very will using counters and how to read them

Chapter9:

All the inbuilt NetScaler utilities like dashboards, Show techsupport utility are covered, I did find few nsconmsg commands online and was using them while troubleshooting the NetScaler issues but after reading this book I understand the different syntaxes used along with nsconmsg and meaning of the same. Now I don't need to remember the whole command as I can tweak the command using syntaxes based on the output. See all 4 customer reviews...

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