SHARKFEST'14 WIRESHARK DEVELOPER AND USER CONFERENCE JUNE 16-20 2014 DOMINICANUMIVERSITY

113: Analysis and Visualization

Robert Bullen Application Performance Engineer Blue Cross Blue Shield of Minnesota robert_d_bullen@bluecrossmn.com

The BCBSMN Experience

- Who is Blue Cross Blue Shield of Minnesota?
 - We are the first "Blue" health plan in the nation & the largest in Minnesota.
 - We have 2.6 million members across all 50 states and 3,500 employees.
 - Our administrative costs are less than 10 cents on the dollar, among lowest in the country.
- What do I do there as an Application Performance Engineer?
 - I perform deep dive packet analysis for a few reasons:
 - To comprehend application functionality for modeling in our APM solution.
 - I troubleshoot application functionality and performance problems.
 - I co-architect, implement, and administer our Shared Visibility Fabric (SVF).
 - I implement and administer our packet capture appliances.
 - I code in "down" time.

Agenda

- Argue for Visualizations
- Introduce tcptrace
- Create a Firewall Latency Scatterplot
- Create a HTTP Waterfall Chart?

Wireshark + ASCII Art = Wireshart

Offset(h)	00	01	02	03	04	05	06	07	80	09	OA	0B	00	0D	0E	OF	
00000000	D4	C3	B2	A1	02	00	04	00	00	00	00	00	00	00	00	00	ÔÃ*;
00000010	FF	FF	00	00	01	00	00	00	95	08	86	53	48	A3	09	00	ÿÿ
00000020	40	01	00	00	EA	05	00	00	24	77	03	D9	36	94	88	1F	@ê\$w.Ù6"^.
00000030	A1	3D	73	CE	08	00	45	20	05	DC	BE	AC	00	00	73	06	;=sÎE .Ü%⊣s.
00000040	06	98	4B	67	6F	25	CO	A8	01	83	17	OD	80	97	DB	9E	.~Kgo%À~.f€—Ûž
00000050	18	4B	DA	86	31	47	50	10	02	01	FO	92	00	00	48	54	.KÚ†1GPð'HT
00000060	A9	D3	33	12	34	56	AA	DD	00	00	00	16	80	90	45	32	©Ó3.4VªÝ€.E2
00000070	00	00	00	00	FF	00	00	00	00	····ŶŶŶŶŶŶŶŶŶŶ							
00000080	00	00	00	00	00	FF	FF	FF	FF	FF	FF	00	00	00	00	00	····· 999999. · · · ·
00000090	00	00	00	00	00	00	FF	FF	FF	FF	00	00	00	00	00	00	ÿÿÿÿ
0A000000	00	00	00	00	00	00	00	FF	FF	00	00	00	00	00	00	00	ÿÿ
00000B0	FF	00	00	00	00	00	00	00	00	00	00	00	00	00	00	FF	ÿÿ
00000000	FF	FF	00	00	00	00	00	00	00	00	00	00	00	00	FF	FF	ÿÿÿÿ
000000D0	FF	FF	FF	00	00	00	00	00	00	00	00	00	00	FF	FF	FF	999
000000E0	FF	FF	FF	FF	00	00	00	00	00	00	00	00	FF	FF	FF	FF	9999
000000F0	FF	FF	FF	FF	00	00	00	00	00	00	00	00	FF	FF	FF	FF	9999
00000100	FF	FF	FF	00	00	00	00	00	00	00	00	00	00	FF	FF	FF	999
00000110	FF	FF	00	00	00	00	00	00	00	00	00	00	00	00	FF	FF	ŷŷŷŷ
00000120	FF	00	00	00	00	00	00	00	00	00	00	00	00	00	00	FF	ÿÿ
00000130	00	00	00	00	00	00	00	FF	FF	00	00	00	00	00	00	.00	ÿÿ
00000140	00	00	00	00	00	00	FF	FF	FF	FF	00	00	00	00	00	00	·····ÿÿÿÿ······
00000150	00	00	00	00	00	FF	FF	FF	FF	FF	FF	00	00	00	00	00	····· ???????
00000160	00	00	00	00	FF	00	00	00	00	···· ??????????							

Wireshark + ASCII Art = Wireshart

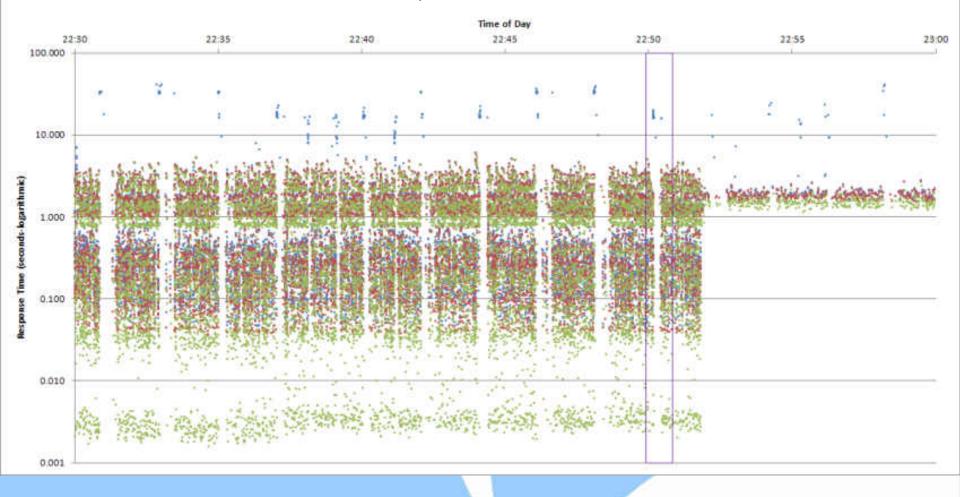
Offset(h)	00	01	02	03	04	05	06	07	80	09	OA	0B	00	OD	0E	OF	
00000000	D4	C3	B2	A1	02	00	04	00	00	00	00	00	00	00	00	00	ÔÃ*;
00000010	FF	FF	00	00	01	00	00	00	95	08	86	53	48	A3	09	00	ÿÿ†SH£
00000020	40	01	00	00	EA	05	00	00	24	77	03	D9	36	94	88	1F	@ê\$w.Ù6"^.
00000030	A1	3D	73	CE	08	00	45	20	05	DC	BE	AC	00	00	73	06	;=sÎE .ܾ⊣s.
00000040	06	98	4B	67	6F	25	CO	A8	01	83	17	OD	80	97	DB	9E	.~Kgo%À~.f€—Ûž
00000050	18	4B	DA	86	31	47	50	10	02	01	FO	92	00	00	48	54	.KÚ†1GPð'HT
00000060	A9	D3	33	12	34	56	AA	DD	00	00	00	16	80	90	45	32	©Ó3.4VªÝ€.E2
00000070	52	6F	62	20	69	73	20	61	20	64	6F	72	6B	20	20	52	Rob is a dork, R
00000080	6F	62	20	69	73	20	61	20	64	6F	72	6B	20	20	52	6F	ob is a dork, Ro
00000090	62	20	69	73	20	61	20	64	6F	72	6B	20	20	52	6F	62	b is a dork, Rob
000000A0	20	69	73	20	61	20	64	6F	72	6B	20	20	52	6F	62	20	is a dork, Rob
00000B0	69	73	20	61	20	64	6F	72	6B	20	20	52	6F	62	20	69	is a dork, Rob i
00000000	73	20	61	20	64	6F	72	6B	20	20	52	6F	62	20	69	73	s a dork, Rob is
00000D0	20	61	20	64	6F	72	6B	20	20	52	6F	62	20	69	73	20	a dork, Rob is
000000E0	61	20	64	6F	72	6B	20	20	52	6F	62	20	69	73	20	61	a dork, Rob is a
000000F0	20	64	6F	72	6B	20	20	52	6F	62	20	69	73	20	61	20	dork, Rob is a
00000100	64	6F	72	6B	20	20	52	6F	62	20	69	73	20	61	20	64	dork, Rob is a d
00000110	6F	72	6B	20	20	52	6F	62	20	69	73	20	61	20	64	6F	ork, Rob is a do
00000120	72	6B	20	20	52	6F	62	20	69	73	20	61	20	64	6F	72	rk, Rob is a dor
00000130	6B.	20	20	52	6F	62	20	69	73	20	61	20	64	6F	72	68	k, Rob is a dork
00000140	20	20	52	6F	62	20	69	73	20	61	20	64	6F	72	6B	20	, Rob is a dork,
00000150	20	52	6F	62	20	69	73	20	61	20	64	6F	72	6B	20	20	Rob is a dork,
00000160	52	6F	62	20	69	73	20	61	20	64	6F	72	6B	20	20	52	Rob is a dork, R

Why Visualize?

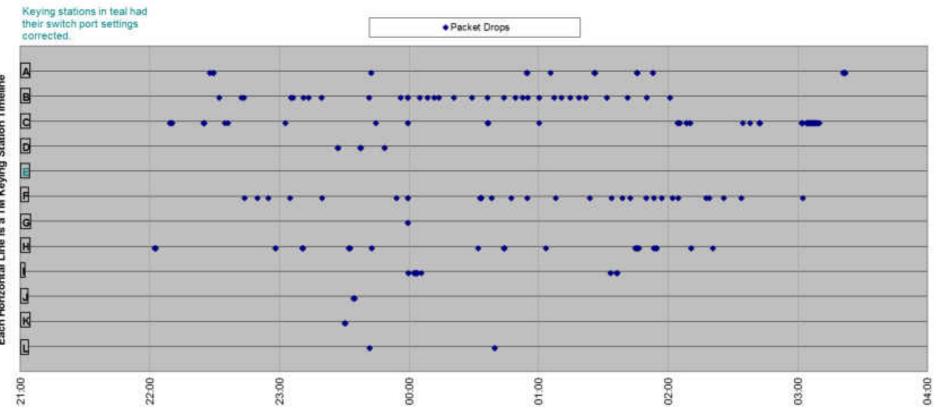
- Analyzing large quantities of packets is time consuming and difficult for people
- Analyzing more samples of packets leads to a better understanding but is at odds with the previous bullet
- Visual analysis is more intuitive for people
- Producing visualizations/diagrams from packets helps analysts:
 - Digest more packets much quicker
 - Identify macro patterns
 - Spot anomalies and focus their analysis in those areas
 - Explain the problem to others!

HTTP Response Time Through 3 Chained Devices on 7/5/2011

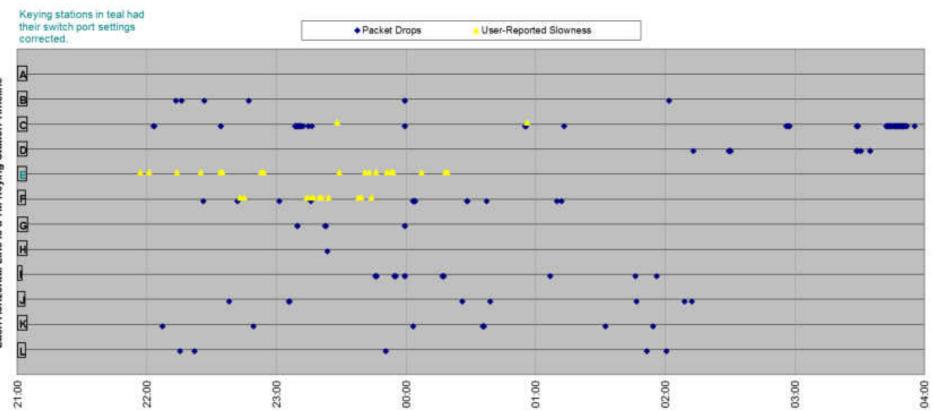
• Reverse Proxy • Load Balancer • Web Server

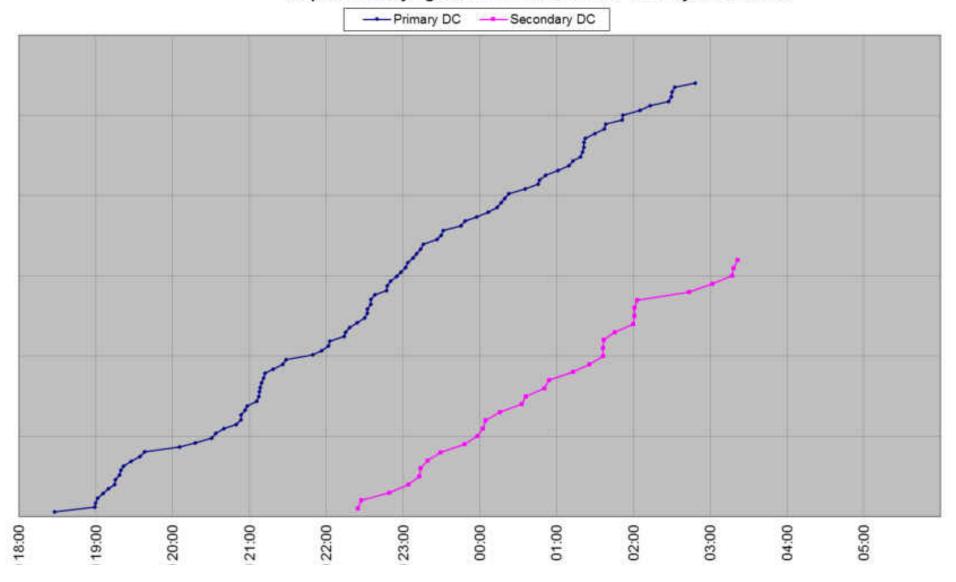


Timelines of Keying Station Packet Drops



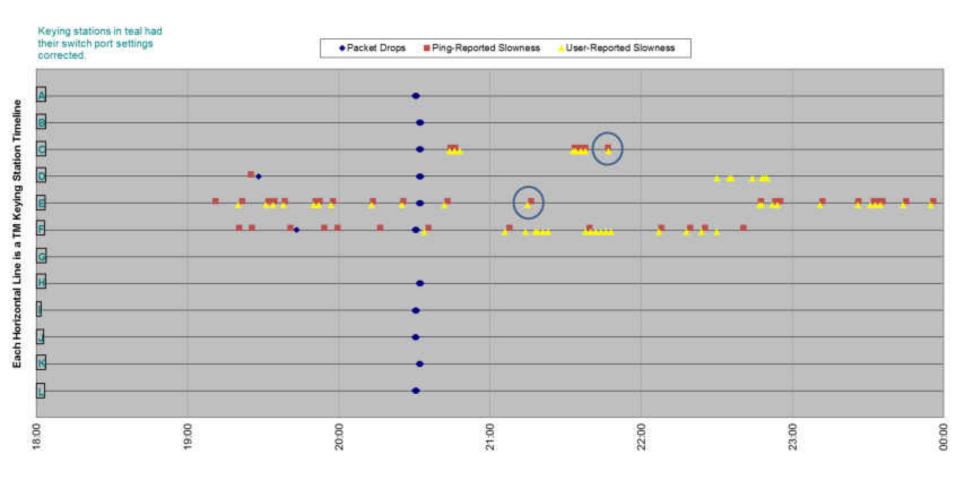
Timelines of Keying Station Packet Drops and User-Reported Slowness

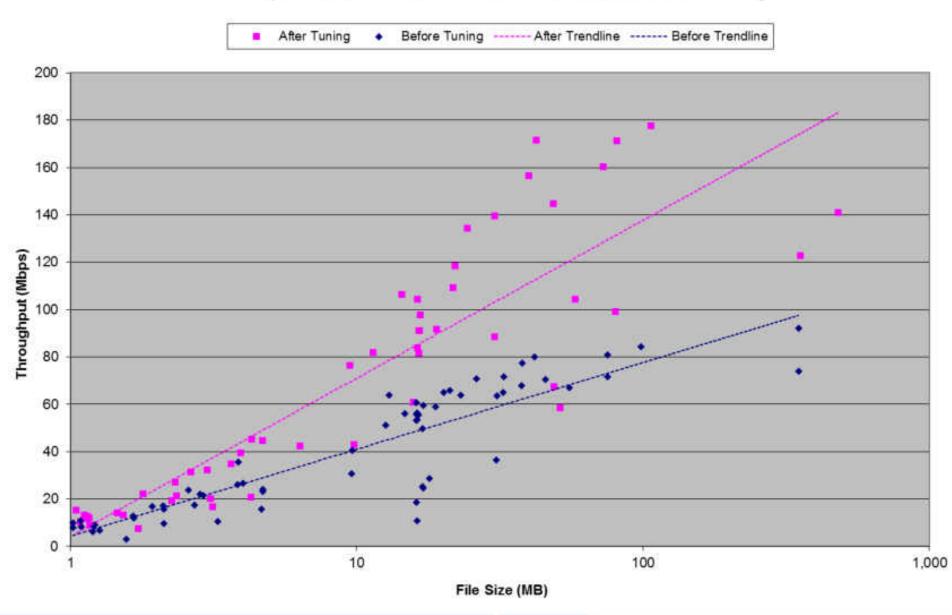




Reports of Keying Station Slowness over Time by Data Center

Timelines of Keying Station Packet Drops and Reported Slowness



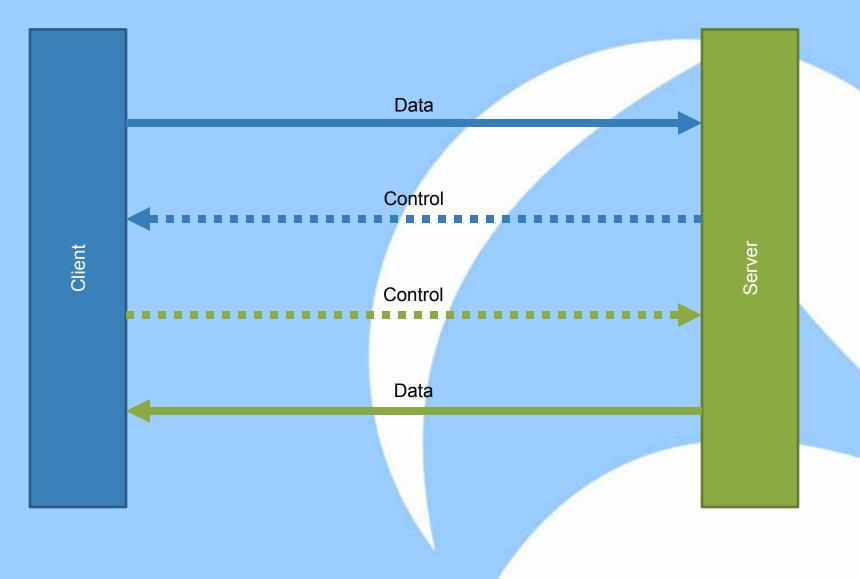


Comparison of File Transfer Performance Before and After Tuning

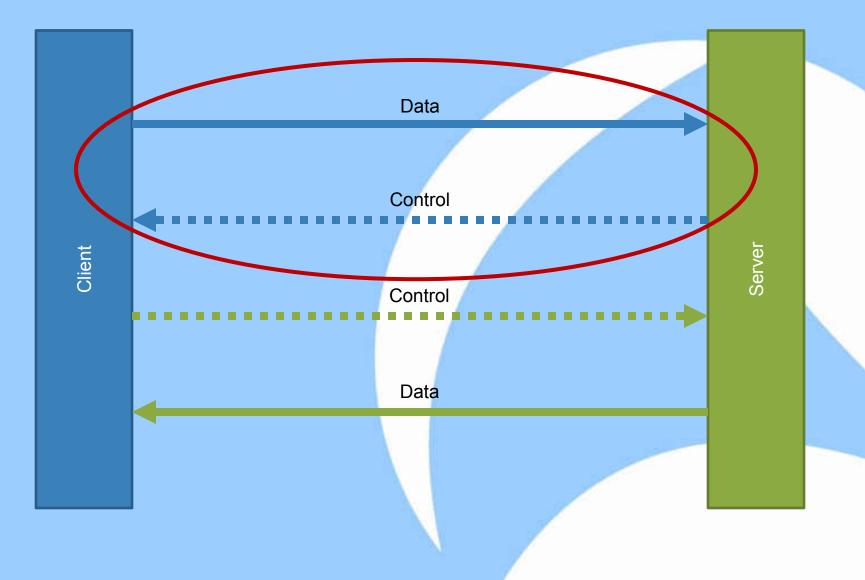
tcptrace

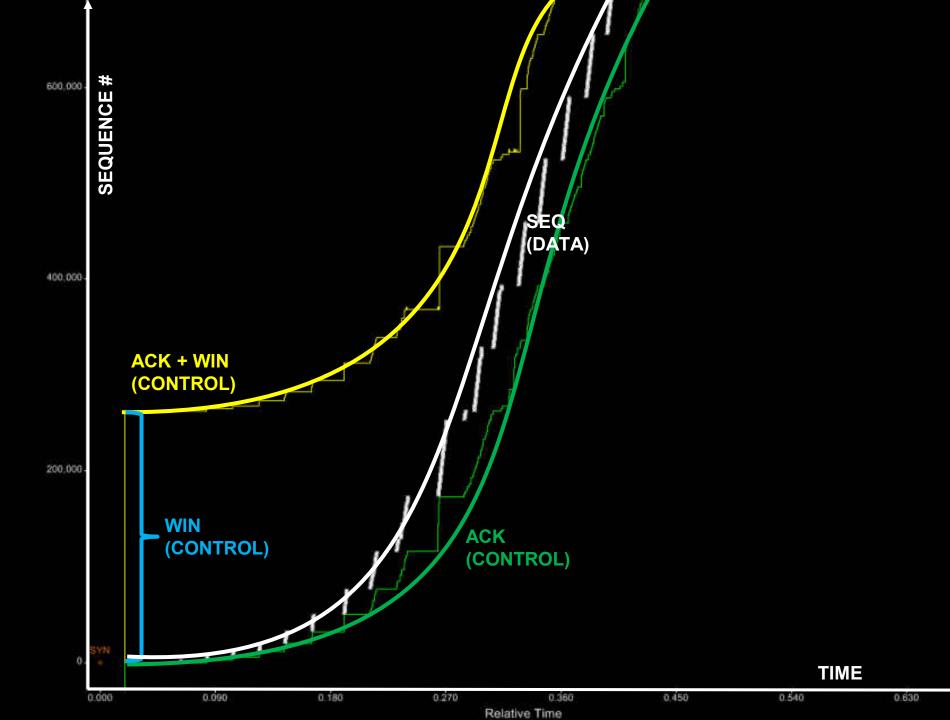
- <u>http://www.tcptrace.org</u>—"*tcptrace* is a tool written by Shawn Ostermann at Ohio University, for analysis of [packet capture] files."
- tcptrace creates a variety of charts, many of which are also implemented in Wireshark's Statistics | TCP StreamGraph menu.
- The Time Sequence chart is by far the coolest (IMHO), and is oftentimes termed a tcptrace chart.

TCP Bidirectionality



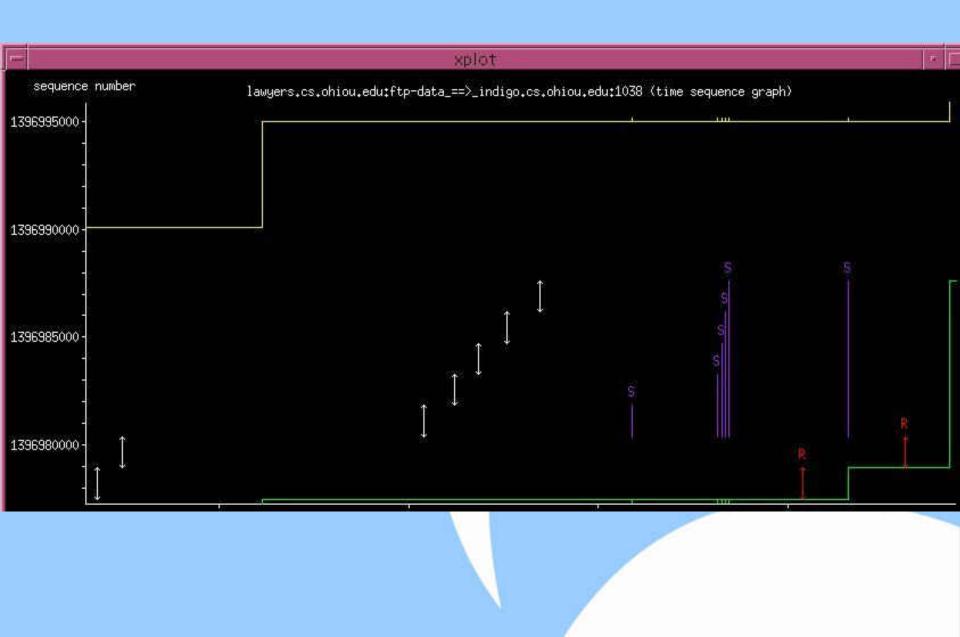
tcptrace is a Unidirectional Visualization

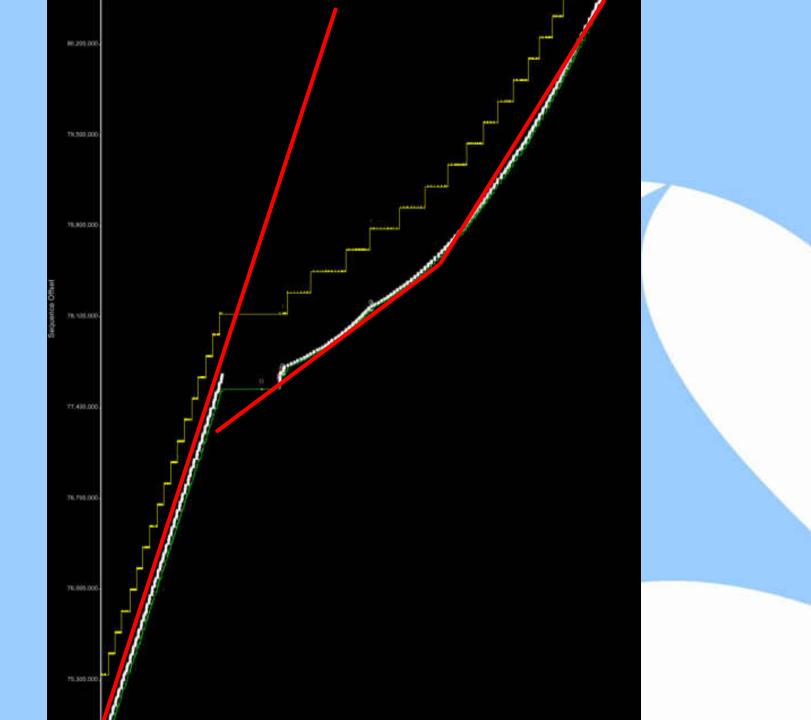








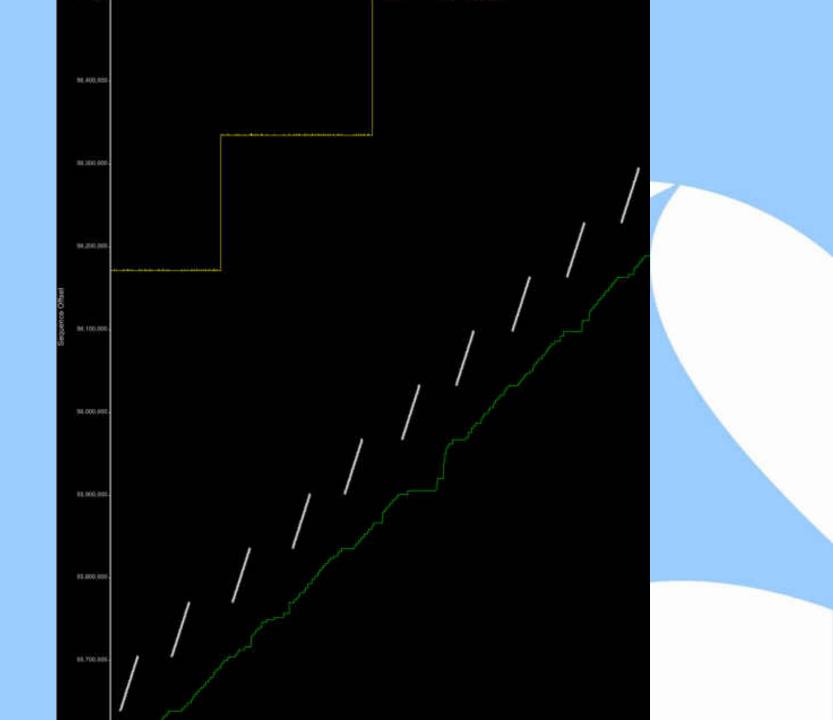


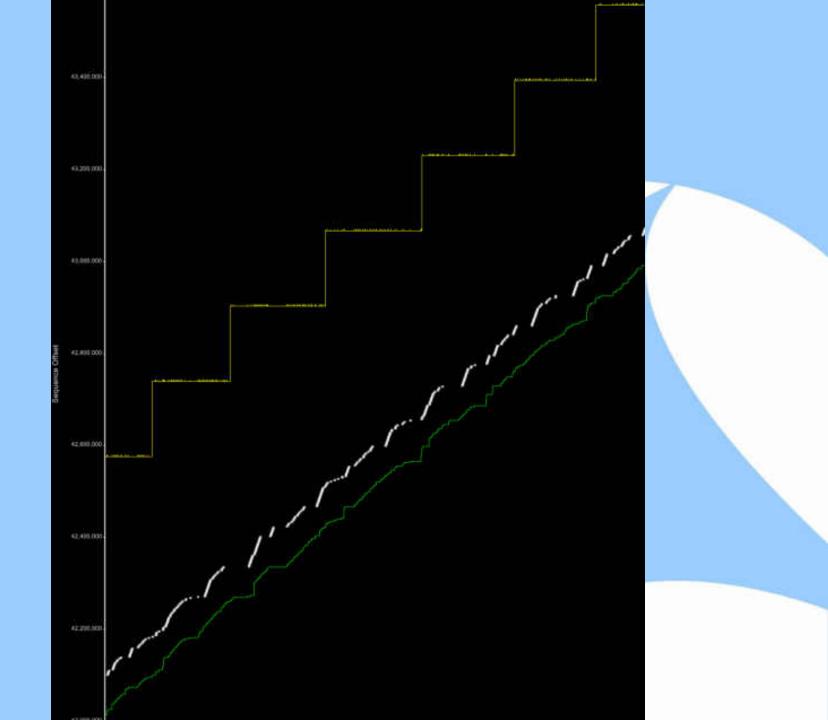


FTP File Transfer Realizing Poor Throughput

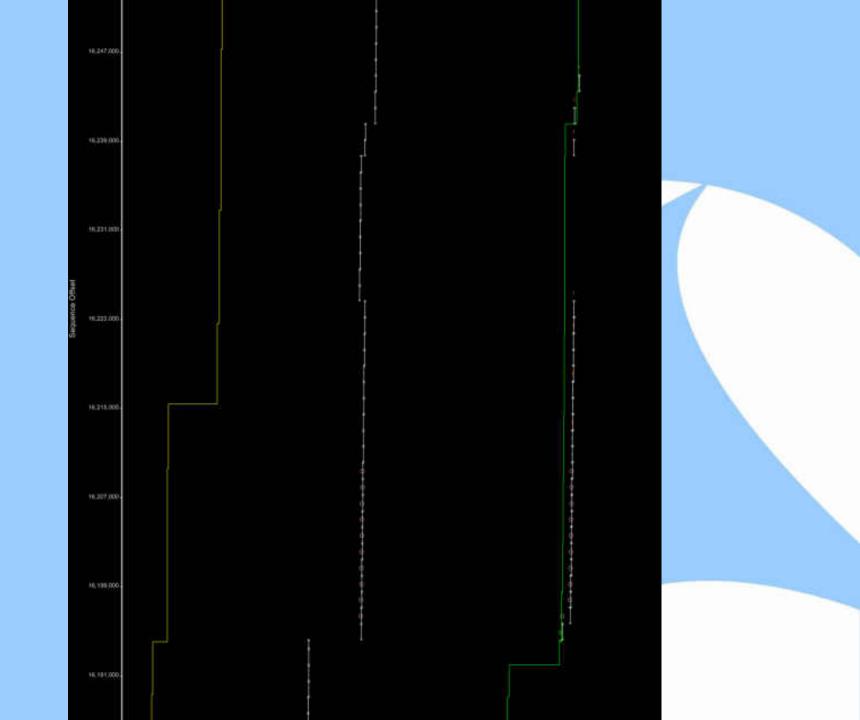
Packet Source		Destination	Size	Absolute Time	Delta Time	Protocol	Summary	Expe
11	10.42.232.217	192.160.125.65	1518	15:45:05.669427000		FTF Data	Src= 2859,Dat= 20,.A,0=3701143293,L= 1448,A=2240505265,W=655	95
2	10.42.232.217	192.168.125.65	1518	15:45:05.669550000	0.000123000	FTF Data	Str= 2819,Dat= 20,.A,S=2701144741,L= 1448,A=2240505265,W=655	35
3	192.168.125.65	10.42.232.217	70	15:45:05.669632000	0.000082000	FTP Data	Src= 10,Dst= 2859,.A5=2240505265,L= 0,A=3701070518,W=169	96
4	10.42.232.217	3 192.168.125.65	1518	15:45:05.669673000	0.000041000	FTP Data	Sec= 2859,Dat= 20,.A,S=3701145109,L= 1440,A=2240505265,W=655	95
5	10.42.232.217	192.168.125.65	1518	15:45:05.669796000	0.000123000	FTP Data	Stc= 2859,Dat= 20,.A,S=3701147637,L= 1448,A=2240505265,W=655	35
6	10.42.232.217	192.168.125.65	1518	15:45:05.669919000	0.000123000	FTP Data	SEC= 2859,Dut= 20,.A,S=3701149085,L= 1448,A=2240565265,W=655	35
7	10.42.232.217	192.168.125.65	1518	15:45:05.670043000	0.000124000	FTP Data	Src= 2859;Det= 20,.A,8=3701150333;L= 1440;A=2240505265;W=655	35
8	10.42.232.217	192.168.125.65	1518	15:45:05.670165000	0,000122000	FTF Data	CHEMAN CONSTRUCTION AND A	
9	10.42.232.217	3 192,168,125.65	1518	15:45:05.670288000	0.000123000	FTP Data		35
10	192.168.125.65	10.42.232.217		15:45:05.670328000			방 상태는 그는 것 사람에서 잘 들었다. 양양 것은 것은 것은 것은 것은 것은 것이라. 것은 것 같은 것은 것 같은 것이 가지 않는 것 것 같이 것 같이 것을 것 같이 것 같이 없는 것 같이 없는 것	
11	10.42.232.217	192.168.125.65		15:45:05.670411000				
12	10.42.232.217	192,168,125,65		15:45:05.670534000				
13	10.42.232.217	192.168.125.65		15:45:05.670658000				
14	10.42.232.217	192.168.125.65		15:45:05.670780000				
15	192.168.125.65	10.42.232.217		15:45:05.670897000				
16	10.42.232.217	192.168,125.65		15:45:05.670903000				
17	10.42.232.217	192.168.125.65		15:45:05.671026000			STEN A THE FEAR AND THE TOP AND A THE ATTRACT AND A THE AND A THE AND A THE ATTRACT AND A THE ATTRACT AND A THE	
18	10.42.232.217	192.168.125.65		15:45:05.671149000				
19	10.42.232.217	192.168.125.65		15:45:05.671273000			exact should be remembered when the form of the the Astronomy of the Astronomy and the Astronomy and the Astronomy Astronomy and the Astronomy Astronomy and the Astronomy As	
20	10.42.232.217	192.168.125.65		15:45:05.671396000				
21	10.42.232.217	192,168.125.65		15:45:05.671518000				
22	192.168.125.65	10,42,232,217		15:45:05.671570000	and provide the part of the second	Sel contractions		
12164	10.42.232.217	and the second se		15:45:05.671642000 15:45:05.671765000	and the first the product of the second			
24	10.42.232.217	192,168,125,65		15:45:05.671888000				
26	10.42.232.217	192.168.125.65		15:45:05.672011000				
27	10.42.232.217	192.168.125.65		15:45:05.672134000				
28	10.42.232.217	192.168.125.65		15:45:05.672257000				
29	10.42.232.217	192.168.125.65		15:45:05.672269000				
30	192.168.125.65	10.42.232.217		15:45:05.672630000			이 가지 같은 것 같은	
31	192.168.125.65	10.42.232.217		15:45:05.673112000				
32	192.168.125.65	10.42.232.217		15:45:05.673963000			P - Set State 12 (2) Permit (3.2) (12 Permit) (3.2) (12 Permit Control (12 Permit) (3.2))	
33	192.168.125.65	10,42.232.217		15:45:05.674447000				
34	192.168.125.65	10,42.232.217		15:45:05.674924000				
35	192.168.125.65	10.42.232.217		15:45:05.676558000				
36	192.168.125.65	10.42.232.217		15:45:05.677125000				
37	192.168.125.65	10.42.232.217		15:45:05.678264000			[25] 25 ·································	
38	192.168.125.65	10.42.232.217		15:45:05.679714000				
39	192.168.125.65	10.42.232.217	70	15:45:05.680395000	0.000681000	FTP Data	Src= 20,Dst= 2859,.A,5=2240505265,L= 0,A=3701111062,W=157	29
40	192.168.125.65	10.42.232.217	70	15:45:05.682117000	0.001722000	FTP Data		72
41	10.42.232.217	192.168.125.65	1518	15:45:05.682703000	0.000586000	FTP Data	Stt- 2859,Dat- 20,.A,S-3701178420,L- 1448,A-2240505265,W-655	35
42	10.42.232.217	192.168.125.65	1518	15:45:05.682826000	0.000123000	FTP Data	Sic= 2859,Dut= 20,.A,S=3701179868,L= 1448,A=2240565265,W=655	35
43	10.42.232.217	192.168.125.65	1518	15:45:05.682949000	0.000123000	FTP Data	Src= 2859;Det= 20,.A, 3=3701181016,L= 1440,A=2240505265,W=655	35
44	10.42.232.217	192.168.125.65	1518	15:45:05.683072000	0,000123000	FTF Data	Scc= 2819,Dst= 20,.A,S=3701182764,L= 1440,A=2240305265,U=653	35
45	10.42.232.217	3 192,168,125.65	1518	15:45:05.683195000	0,000123000	FTP Data	Stc= 2859,Dst= 20,.A,3=3701184212,L= 1448,A=2240505265,U=655	35
46	10.42.232.217	192.168.125.65	1518	15:45:05.683319000	0.000124000	FTP Data	Sto= 2859,Dat= 20,.A,S=9701185660,L= 1448,A=2248505265,W=655	35
47	10.42.232.217	192.168.125.65	1518	15:45:05.683441000	0.000122000	FTF Data		
48	10.42.232.217	192,168.125.65		15:45:05.683564000			[25] 16 - 21 29 45 (12) A. (11) - A A A A A A A A A A A A A A A A A A	
49	10.42.232.217	192.168.125.65		15:45:05.683687000				
50	10.42.232.217	192.168.125.65	0.000	15:45:05.683811000		a set for a set of the		
51	10.42.232.217	192.168.125.65		15:45:05.683933000				
52	10.42.232.217	192.168.125.65		15:45:05.684057000				
53	10.42.232.217	192.168.125.65		15:45:05.684179000				
54	10.42.232.217	192.168.125.65		15:45:05.684303000				
55	10.42.232.217	192.168.125.65	1518	15:45:05.684426000	0.000123000	FTP Data	Src= 2859;Det= 20,.A,S=3701198692,L= 1440,A=2240505265;W=655	35

Packet	Absolute Time	Delta Time	PacketV	isualizer	Ack For	Sum	ary									Expert	~
7654	15:45:07.920991000	0.000592000	→			IP L	= 1500	TCP	A S=	7440582	L= 1	448	0=A	¥=65535			
7655	15:45:07.921114000	0.000123000	i→			IP L	= 1500	TCP	A 3=	7442030	L= 1	448	0=A	W=65535			
7656	15:45:07.921238000	0.000124000	→			IP L	- 1500	TCP	A 5-	7443478	L= 1	448	0-A	¥=65535			
7657	15:45:07.921361000	0.000123000	→			IP L	- 1500	TCP	A 5+	7444926	1- 1	448	0-A	W+65535			
7658	15:45:07.921483000	0.000122000				IP L	= 1500	TCP	A 5=	7446374	L= 1	448	0=A	W=65535			
7659	15:45:07.921606000	0.000123000				IP L	= 1500	TCP	A 3=	7447822	L= 1	448	0=A	W=65535			
7660	15:45:07.921729000	0.000123000	→			IP L	- 1500	TCP	A 5-	7449270	L= 1	448	0=A	W=65535			
7661	15:45:07.921852000	0.000123000	→			IP L	- 1500	TCF	A 5-	7450718	L= 1	448	0-A	8+65535			-
7662	15:45:07.921976000	0.000124000				IP L	= 1500	TCP	A 5=	7452166	L= 1	448	0=A	W=65535			
7663	15:45:07.922099000	0.000123000	-			IP L	= 1500	TCP	A 5=	7453614	L= 1	448	0=A	W=65535			_
7664	15:45:07.922221000	0.000122000				IP L	- 1500	TCP	A 5*	7455062	L= 1	448	0-A	W=65535			
7665	15:45:07.922344000	0.000123000				IP L	- 1500	TCP	A 5=	7456510	L= 1	448	0-A	W+65535			
7666	15:45:07.922468000	0.000124000	→			IP L	= 1500	TCP	A 3=	7457958	L= 1	448	0=A	W=65535			
7667	15:45:07.922590000	0.000122000				IP L	= 1500	TCP	A 5#	7459406	L= 1	448	0=A	W=65535			
7668	15:45:07.922714000	0.000124000				IP L	- 1500	TCP	A 5=	7460854	L- 1	446	0-A	W-65535			
7669	15:45:07.922837000	0.000123000	→			IP L	= 1500	TCP	A 5=	7462302	L= 1	448	0=A	W+65535			
7670	15:45:07,922960000	0.000123000	→			IP L	= 1500	TCP	A 3=	7463750	L= 1	448	0=A	W=65535			
7671	15:45:07.923083000	0.000123000				IP L	= 1500	TCP	A 8=	7465198	L= 1	448	0=A	₩=65535			
7672	15:45:07.923206000	0.000123000				IP L	- 1500	TCP	A 5*	7466646	L= 1	448	0-A	W=65535			
7673	15:45:07.923510000	0.000304000		← Ⅲ	7587	IP L	- 52	TCP	A	7377943=A	L=	0 5-	0		W=19624		
7674	15:45:07.923522000	0.000012000		←	7589	IF L:	= 52	TCP	A	7380839=A	La	0 5=	0		W=19533		
7675	15:45:07.923765000	0.000243000		1.00		IP L	= 1500	TCP	A 5*	7468094	L= 1	448	0=A	W=65535			
7676	15:45:07.923887000	0.000122000	i →			IP L	- 1500	TCP	A 3*	7469542	L= 1	448	0-A	₩+65535			_
7677	15:45:07.924011000	0.000124000	→ .			IP L	- 1500	TCP	A 54	7470990	L= 1	448	0=A	W=65535			
7678	15:45:07.924134000	0.000123000	→			IP L:	= 1500	TCP	A 3=	7472438	L= 1	448	0=A	W=65535			
				0.001000000													_
				0.002000000													
7679	15:45:07.926264000	0.002130000		← Ⅲ	7591	IL P	 52 	TCP	A	7383735=A	La	0.5+	0		V=19443		_
- ASSAR	15:45:07.926516000	0.000252000	-				1010000		A 3=	7473886	L= 1			W=65535			
7681	15:45:07.926639000	0.000123000	-						A 5=	7475334	L= 1	448	0=A	¥+65535			_
7682	15:45:07.927099000	0.000460000	1964	+=		Ib r.		TCP		7386631-A		0 5=	0		W-19352		_
- During and	15:45:07.927359000	0.000260000					= 1500		A 3=	7476782	L= 1			8=65535			_
7684	15:45:07.927484000	0.000125000	+	1117800000		IP L:	= 1500	TCP	A S=	7478230	L= 1	448	0= A	W=65535			
nunse		101001002000		0.001000000	10000			1412-025	20		0.20	2212.0	12		12402000		_
- 1985 F-F	15:45:07.929204000	0.001720000		**		IP L.		TCP		7389527-A		0.5+	0		W-19262		
- 10 A A	15:45:07.929456000	0.000252000							A 5+	7479678	L= 1			W=65535			
7687	15:45:07.929579000	0.000123000	-			IP L:	= 1500	TCP	A 5=	7481126	L= 1	448	0=A	W=65535			_
		1 11 11 11 11 11		0.001000000	1000	10.56		Com View	00						1000000		_
10.0500	15:45:07.930887000	0.001388000		- B		IP L.		TCP		7392423=A		0.5=	0		W-19171		
and and the second s	15:45:07.931139000	0.000252000	-						A S=	7482574	L= 1			B+65535			
	15:45:07.931262000	0.000123000	-						A 3=		L= 1			W=65535			
10.557.4	15:45:07.931870000	0.000608000				IP L.		TCP		7395319=A		0 5=	0		W=19081		_
	15:45:07.931886000	0.000016000		← ≝		IP L.		TCP		7399663=A		0 5-	0		W-18945		
7693	15:45:07.931899000	0.000013000				IP L.		TCP		7402559=A		0.5-	0		W=18855		_
	15:45:07.931916000	0.000017000				IP L:		TCP		7405455=A		0.5=	0		W=18764		
102-254	15:45:07.931923000	0.000007000		-		IP L.		TCP		7408351=A		0 5=	0		W=18674		
104003	15:45:07.931930000	0.000007000				IP L.		TCP		7411247=A		0 5-	0		W-18583		
	15:45:07.932029000	0.000099000	11993			IP L.		TCP		7414143=A		0.5+	0		W=18493		_
/698	15:45:07,932124000	0.000095000				IP L	= 1500	TUF	A 3=	7485470	L= 1	440	U=A	W=65535			

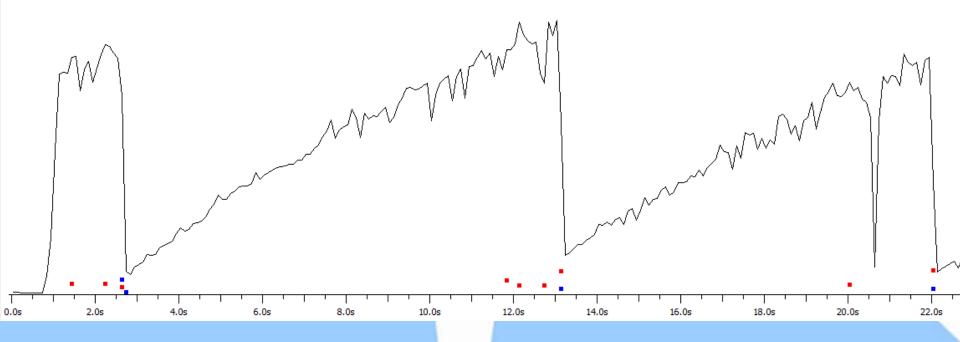




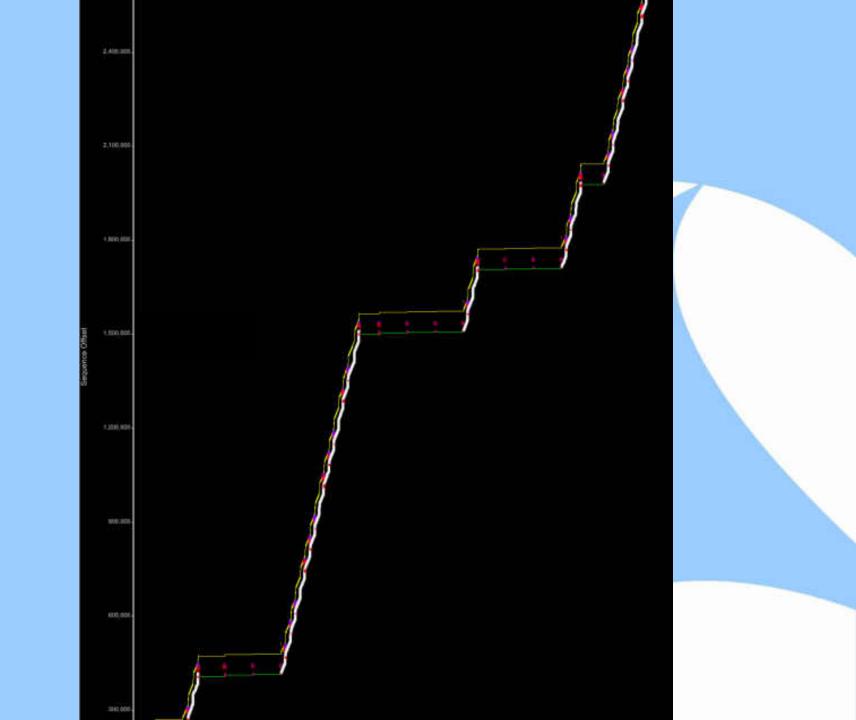
Mainframe Sending Segments Out-of-Order

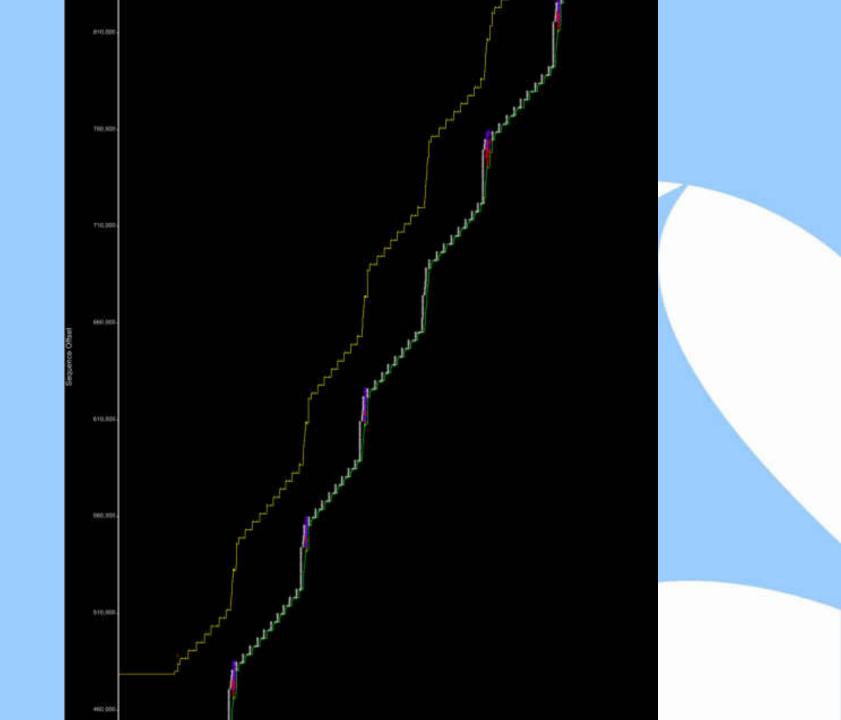


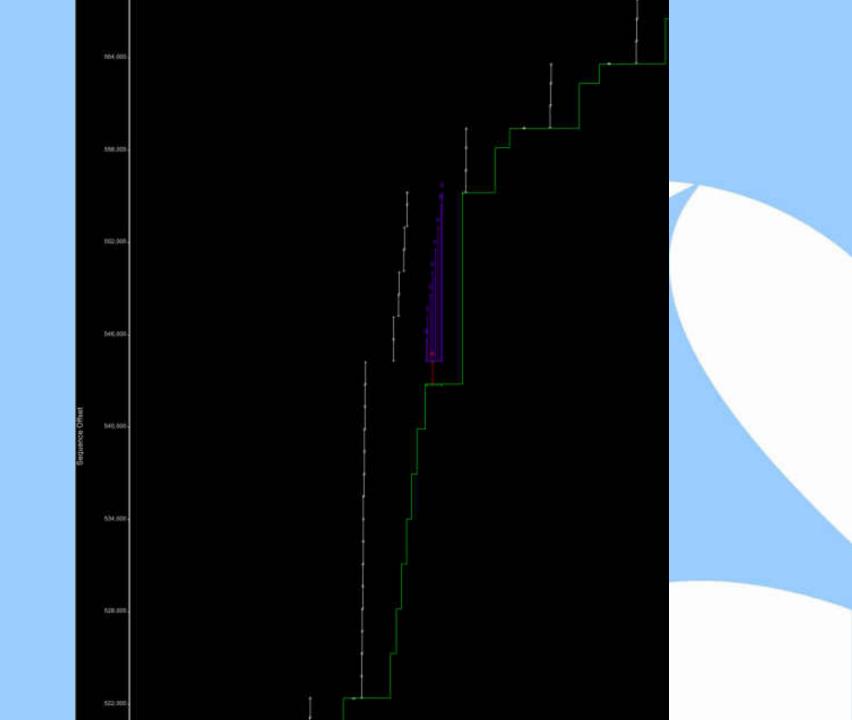
	16,700,000 -	
	16,600,000	
	16,500,000 -	
Sequence Offset	16,400,000-	
	16,300,000	

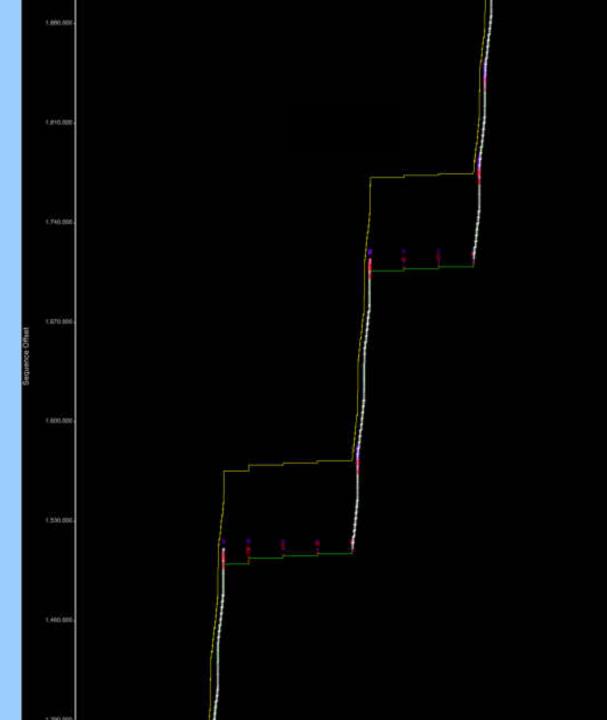


SMB File Transfer Overrunning a Switch Buffer

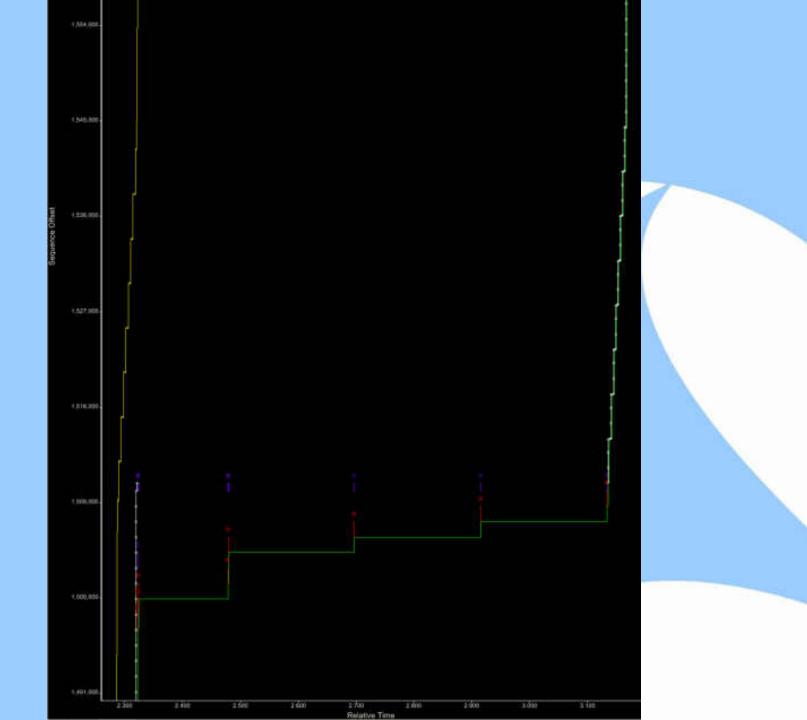








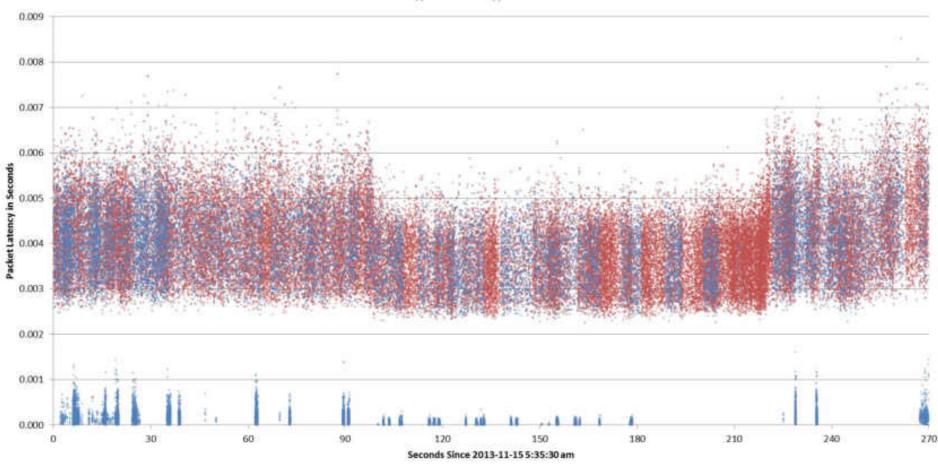




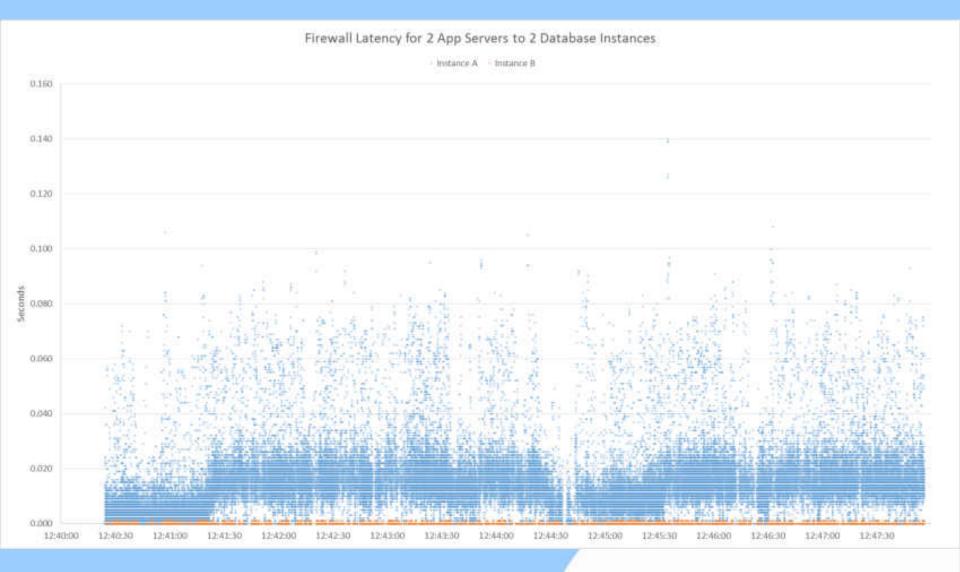
Firewall Latency Scatterplot

Packet Latency Through Firewall for 2 App Servers to a DB

App Server A App Server B



Firewall Latency Scatterplot



Firewall Latency Distribution Compared Between Database Instances

