DATASHEET

Infoblox BloxConnect®

VISIBILITY AND SUPPORT FOR CRITICAL NETWORK SERVICES

Comprehensive visibility into critical network services is essential for optimizing service availability, reliability, resiliency and support. The Infoblox DNS, DHCP and IP address management (DDI) platform can send encrypted and automated system data and utilization information to the Infoblox Business Operations Center. This capability is a service called BloxConnect. Its data is extremely helpful for improving services and supporting customers seeking to optimize on-premises, hybrid- and multi-cloud networks. BloxConnect does not transmit Personally Identifiable Information (PII).

SNAPSHOT DATA

BloxConnect data, referred to as snapshots, include data from your physical and virtual systems and provide Infoblox support professionals with key information about basic configuration, features and protocols. Snapshots also provide health, diagnostic and utilization information captured daily relating to CPU, disk, DNS Queries Per Second (QPS), DHCP Leases Per Second (LPS), IPAM and memory usage.

The snapshot feature is enabled by default (auto on) for all customers to ensure timely and effective services. Snapshots may be connected to your support bundles or logs from the individual Infoblox unit. Infoblox's ability to promptly resolve issues depends upon timely receipt of this necessary diagnostic information. The size of the daily snapshot message is negligible and will have no impact on system or network performance.

All snapshots are encrypted and are sent securely via Transport Layer Security (TLS) which encrypts sensitive and private data transmitted over the Internet to ensure that eavesdroppers and hackers are unable to see your data. Snapshots do not contain personal or sensitive information such as passwords and/or customer IP addresses. Any metrics collected are designed to clarify feature usage as follows:

- Feature Enabled/Disabled: indicating the data collection status of the feature as enabled or disabled.
- Metric Count: specifying number or count of that feature (e.g., the number of IP addresses, networks or ranges configured on the Infoblox Grid).

OVERVIEW

With BloxConnect, the Infoblox DDI platform sends encrypted and automated system data and utilization information to the Infoblox Business Operations Center. Data, referenced to as snapshots, are sent in the following instances:

- On the first setup of the system
- Daily (every 24 hours of uptime)
- After a system failure (on a reboot, following a system restart)

Snapshots include data from your physical and virtual systems and provide Infoblox support professionals with key information about basic configuration, features and protocols.

Snapshots do not contain personally identifiable information (PII) or sensitive data such as passwords and/or customer IP addresses. Metrics include whether a feature is enabled or disabled and the feature count.

Snapshots additionally provide health, diagnostic and utilization information captured daily relating to CPU, disk, LPS, QPS, IPAM and memory usage. By implementing the snapshot feature, Infoblox can progressively increase its level of customer service.

Data is collected from customer Grids in two separate ways, each one targeting different data sets. The first set includes data *automatically* collected from the Grid with no user interaction, including data from the Grid, Grid members system metrics and licensing for Grid discovery and monitoring. The second set of data is *manually* collected and includes additional metrics and feature usage data from network categories (e.g., DNS, DHCP and IPAM), items (e.g., DHCP IPv6, DNS Anycast, IPAM Network Views), and sub-items (e.g., Networks, Ranges, Health Checks). Through snapshot, Infoblox can progressively improve its services to better serve customers. For questions regarding data snapshot privacy, please see our Privacy Policy. For questions regarding data retention and data deletion policies, see our Customer Support Retention Policy.

IMPROVE VISIBILITY AND SUPPORT

BloxConnect, with its updated user interface, ensures regular data synchronization, adds full data visibility and includes all data in the support bundle. In this way BloxConnect provides comprehensive customer insight into feature and license usage for greater customer support, rapid triage, issue remediation and business continuity.

INFRASTRUCTURE DATA COLLECTED

The following data is automatically collected with no user interaction and includes data used by Infoblox for Grid discovery and monitoring.

<table>
<tr>
<th>Grid Information</th>
<th>Grid Member
(Per member)</th>
<th>Metrics (Including only feature enabled/disabled and feature count)</th>
</tr>
<tr>
<td>
• Name
• Internal IDs
• List of Grid members
• NIOS Admins count
• NIOS Dashboards count
• Infoblox License - Enabled/ disabled features (based on installed licenses, from DB)
• Grid wide
• Per member
• Enabled/disabled features, non-licensed based (based on settings, from DB)
• Grid wide
• Per member
• Enabled/disabled protocols
• Per member
• Grid members list
</td>
<td>
• Model
• Platform type
• Role (GM, GMC, ...)
• Mode (Standalone, HA, ...)
• Disk size
• Hostname
• Hardware ID / Serial Number
• IP address - VIP interface
• External IP when calling home
• NIOS Version, current
• NIOS Versions history
• Operational state: enabled services status aggregate
License Information
• License usage over time
• Deployed Package Name
</td>
<td>
• Resource utilization over time (per grid member)
• CPU
• Memory
• Disk space
• Disk I/O
• System utilization over time (per grid member)
• DNS
• kQPS measured every 10 minutes to determine max per day
• 5 day rolling average calculated across
the month
• DHCP
• LPS measured every 10 minutes to determine max per day 5 day rolling average calculated across the month
• IP addresses (IP address count only, not actual IP addresses)
• Max managed per day
• 5 day rolling average calculated across the month
</td>
</tr>
</table>

Grid Information	Grid Member (Per member)	Metrics (Including only feature enabled/disabled and feature count)
		• Managed IP addresses include: • DHCP Lease, DHCP Fixed Address, Host, DNS Record (A, AAAA, PTR), Unmanaged IP addresses found by discovery • Managed IP addresses do not include: • Unused addresses in DHCP ranges • Unused addresses in reserved ranges

ADDITIONAL METRICS, FEATURE USAGE

Category	Item	Sub-Item
DHCP	Network Views	
	Shared Networks	
	Templates	
	UTF-8 Hostname encoding	
	Zone/network association	
	DHCP Failover	
	Authenticated DHCP	
	Captive Portal	
	Fingerprinting	
	Expert Mode	
	IPv4	Networks
		Ranges
		Exclusion Ranges
		Fixed Addresses
		Reservations
		Hosts
		Roaming Hosts

Category	Item	Sub-Item
		SuperHost
	Filters	
	DHCPv4 Options	Custom
	IPv6	Networks
		Ranges
		Fixed Addresses
		Shared networks
		Lease affinity
		Global prefixes
	IPv6 Options	Custom
	Grid	PXE lease time
	Grid	Deny BOOTP
	Grid	Roaming Hosts
	Grid	IFMap
	Grid	CISCO DHCPd lease publish
	Grid	V6 GSS TSIG
	Member	Service
	Member	Override BOOT file

Category	Item	Sub-Item
	Member	Override BOOT server
	Member	Override Next server
	Member	PXE lease time
	Member	Recycle leases
	Member	Deny BOOTP
	Member	IFMap
	Member	V6 service enable
	Member	BOOTP overload
	Member	GSS TSIG
	Member	GSS TSIG keys
	Member	V6 GSS TSIG
	Network	Override BOOT file
	Network	Override BOOT server
	Network	Override next server
	Network	Deny BOOTP
	Network	PXE lease time
DNS	Anycast	
	Nameserver Groups	
	Primary authoritative zones	
	Secondary authoritative zones	
	Multi-master	
	Forwarding zones	
	Stub zones	

Category	Item	Sub-Item
	Delegated zones	
	Shared Record Groups	
	RPZs	
	DNSSEC	
	DNS Views	
	Blackhole	
	GSS-TSIG DDNS authentication	
	TSIG DDNS authentication	
	Blacklist	
	NXDOMAIN redirection	
	RRset Order	
	DNS Scavenging	
	Custom root name servers	
	DNS64	
	XFRs	
	Enable recursion	
	Minimal responses	
	Response rate limiting (RRL)	
	Hostname policy	
	DTC	
	AWS r53	
	Bulk hosts	
	pDNS	
	Query/Response logging	

Category	Item	Sub-Item
	HSM signing	
	IDN /i18n / Punycode	
	DNS Over HTTP/S	
	Parental Control	
	Grid	GSS TSIG zone updates
	Grid	Blacklist
	Grid	Health Check
	Grid	GSS TSIG
	Member	Service
	Member	Log queries
	Member	GSS TSIG
	Member	GSS TSIG zone updates
	Member	DNS64
	Member	Health check
	Member	Virtual node
	Zones	External primary
	Zones	Multi-master
IPAM	Network Views	
	Discovery	
	VLAN Mgmt	
Microsoft Management	DNS	
	DHCP	
	User Id	
	AD sites and services	
NIOS	Network Insight	

Category	Item	Sub-Item
	Smart Folders	
	Authentication	
	Authorization	
	NTP	
	File Distribution	
	OSPF	
	BGP	
	Admins	
DTC	DTC Usage	% Grid members with DTC license installed
	DTC Objects	LBDN
		Pools
		Servers
		Monitors
		Consolidated Monitors
		Zones with LBDN Records
		Health Checks
		Avg object count
	Health Monitors	HTTP
		SNMP
		TCP
		HTTPS
		ICMP
		PDP
		SIP
	Global server Load Balancing (GSLB) method	Round Robin

Category	Item	Sub-Item
		Global Availability
		All Available
		Ratio Fixed
		Ratio Dynamic
		Topology
Grid		Virtual Nodes
		Physical Nodes
		Extended Discovery
		WINS forwarding
Data Collector		Registration
IPAM Networks		Networks with cidr /31 or /32 or /128
Object_ counters		Lease count
		A records
		PTR records
		TXT records
		SRV records
		CNAME records

Category	Item	Sub-Item
		Zones
		SOA records
		NS records
		MX records
		AAAA records
Member		Active DHCP lease
		Total DHCP lease
		Lease Scavenging
		Number of days
Features		Captive portal
		DHCPv6
		DFP
		Unbound
NI		# of managed devices
		# of Interfaces
		# of unmanaged Network
		# of unmanaged IP Address

infoblox.

Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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