Using Reporting Appliance for Managed Service Providers

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Overview

Introduction

With NIOS 8.3 Infoblox has launched a new type of business model for Managed Service Providers(MSPs).MSPs can leverage this business model by activating *"Flex Grid License for Managed Service Providers"*.

Instead of selling perpetual license and 1Yr subscription products to the MSP, Infoblox (IB) will allow the MSPs to deploy most of the IB DDI features to its end customers through several defined feature bundles. IB will then collect, on a monthly or quarterly basis the used licenses for the past calendar period and bill the MSP accordingly for the use of features across all its end customers.

"Flex Grid Activation License for Managed Services" is grid wide license and can only be installed on grid master or standalone appliance. This license will only be applicable to IB-FLEX members in the grid. If *"Flex Grid Activation License for Managed Services"* license is installed, the *"Flex Grid Activation"* license cannot be installed and vice-versa.

"Flex Grid Activation License for Managed Services" will be the equivalent of having the following licenses.

- Grid
- DNS
- DHCP
- DNS Traffic Control
- Response Policy Zone
- NXDOMAIN Redirection
- Dual Engine DNS (Only for recursive DNS)
- DNS Cache Acceleration
- Threat Protection (Software Add-on)
- Threat Protection Update
- FireEye
- Threat Analytics
- Security Ecosystem
- Microsoft Management
- Cloud Network Automation (Only applies to IB-FLEX grid master)

Using Reporting Appliance

In order to support billing for different MSPs, Infoblox has introduced new reporting dashboards and alerts which comes out of the box. MSPs can set alerts for:

- IP address usage count.
- DNS Queries per second usage.
- Features enabled on the grid.

MSPs will have to enable alerts based on billing frequency (monthly or quarterly).Each alert generates an email with an attached CSV report.

This deployment guide contains step by step procedure of configuring various MSP related reports and alerts.

Accessing the MSP Dashboards

1. Login to the Grid and navigate to **Reporting → Dashboards.**
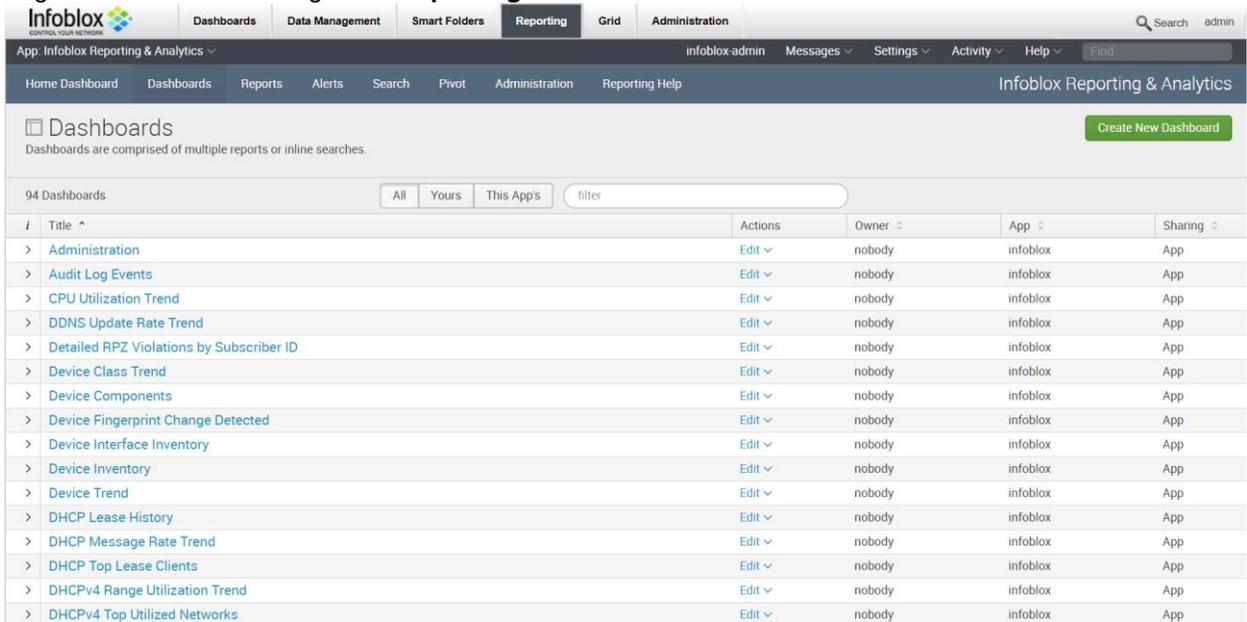
2. In the filter option search for *Managed* Keyword. You will see 3 Managed reports.
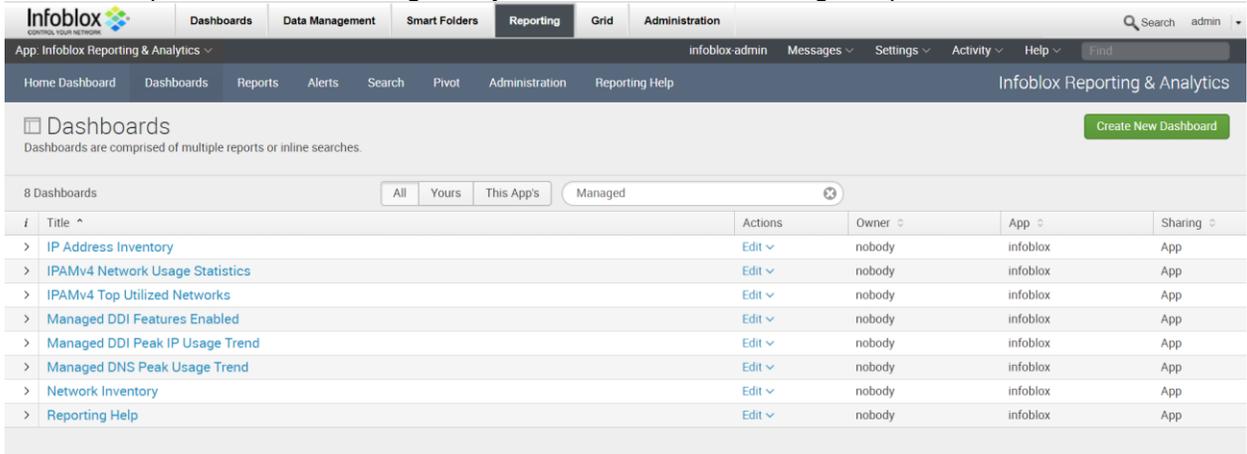
Infoblox ships **3** reports out of the box for Managed service providers.

- Managed DDI Enabled Features.
- Managed DDI Peak IP Usage Trend
- Managed DNS peak

Accessing Managed DDI Enabled Features

This report displays list features which gets enabled because of Flex Grid Activation License for Managed Service Providers.

1. Login to the Grid and navigate to **Reporting→Dashboard.** In the filter option search for *Managed* Keyword.

2. Click on *"Managed DDI Features Enabled"* report to get the list of enabled features.

3. Under Time option, you can select the frequency of the data to be pulled.

4. Cancel out the All option from the member tab

5. Post canceling, click in white box to get the list of all members which have inherited the MSP license.

Accessing DDI Peak IP Usage Trend

This report enables MSPs to view the five-day average for total peak DNS QPS calculated for all IB-FLEX members in the grid. The Peak DNS QPS is calculated as maximum per day of average QPS calculated for 10-minute intervals.

1. Click on "*Managed DDI Peak IP Usage Trend*" to get this report details.
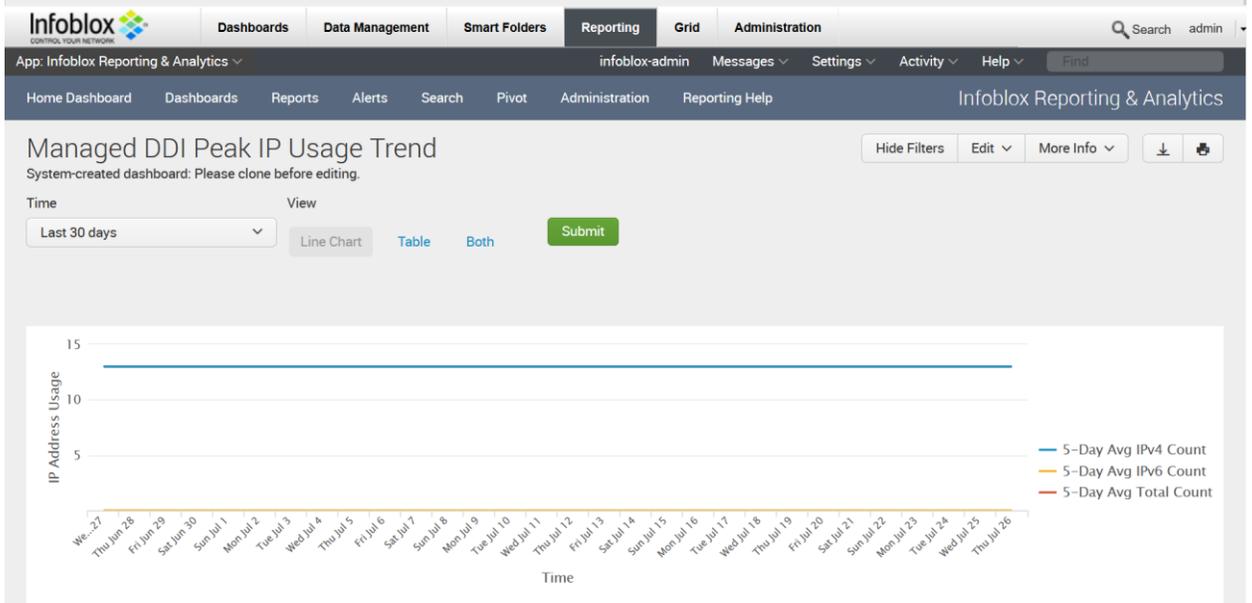
2. Under Time option, you can select the frequency of the data to be pulled.
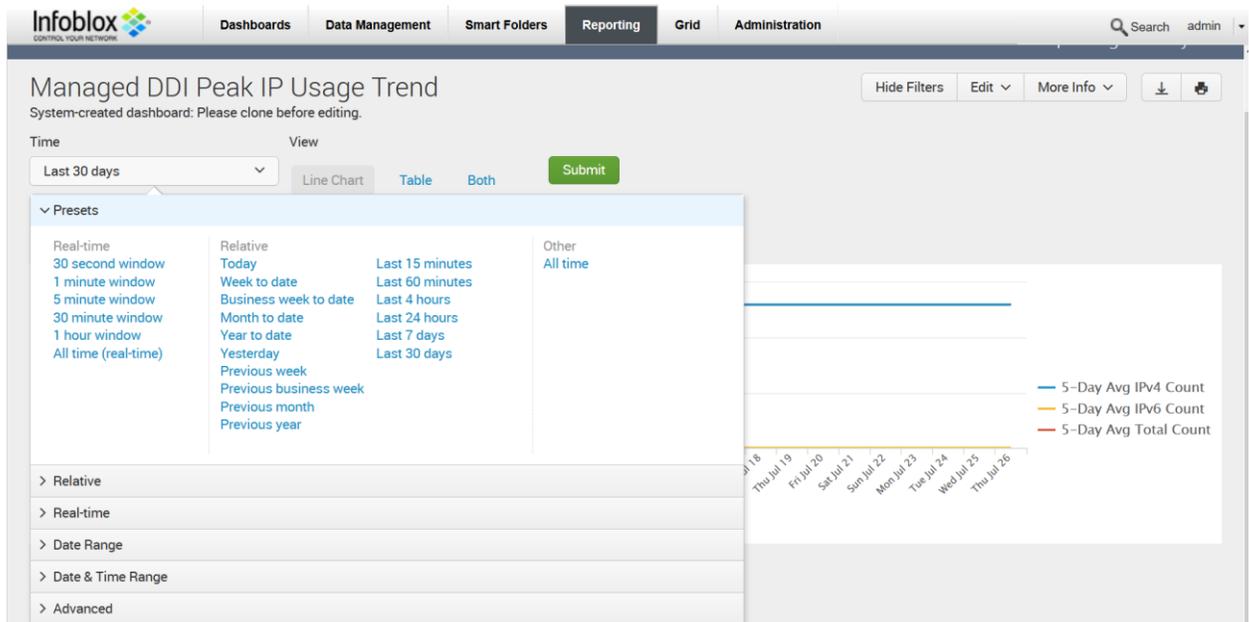
Accessing Managed DNS Peak Usage Trend

This report enables MSPs to view the five-day average for total peak DNS QPS calculated for all IB-FLEX members in the grid. The peak DNS QPS is calculated as maximum per day of average QPS calculated for 10-minute intervals.

1. Click on "Managed DNS Peak Usage Trend" to get this report details.

2. Under **Time** option, you can select the frequency of the data to be pulled.

Alerts

Infoblox ships multiple alerts out of the box which MSPs can use based on their preferred billing frequency. Each alert generates email with attached CSV.

Alerts are disabled by default and has to be enabled manually.

Configuring Email Settings

1. Login to the Grid and navigate to the **Grid → Grid Manager → Grid Properties→ Edit**
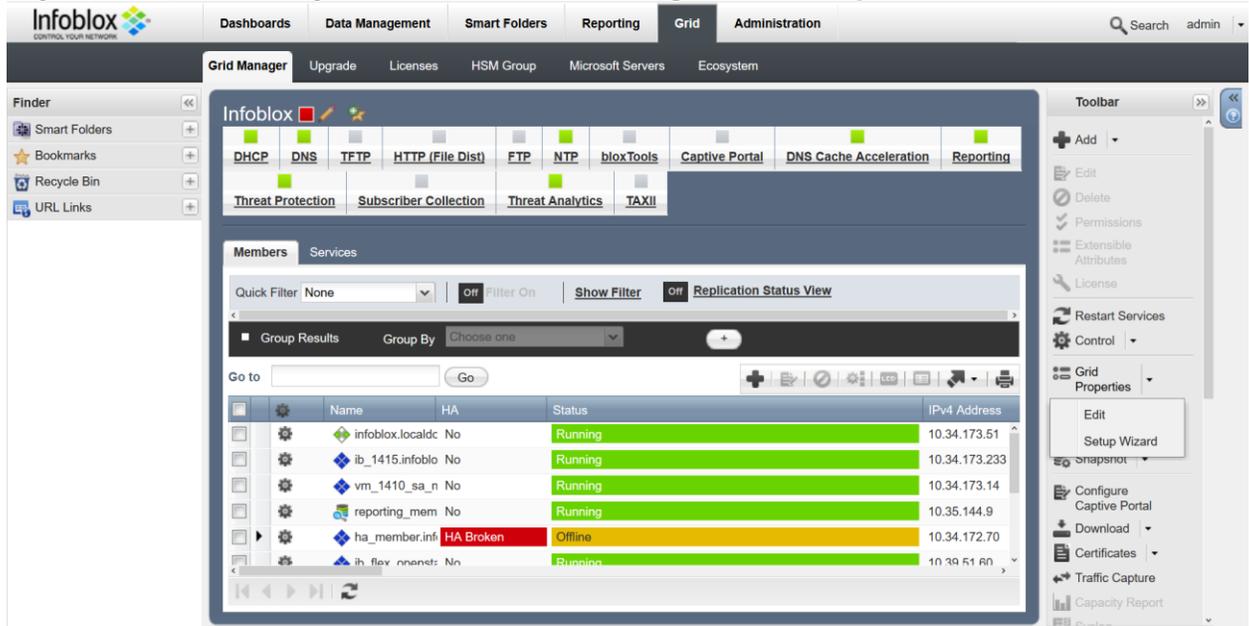
2. Click on **Email** option. Check the **Enable Email notification**.In the Email Address option enter the email address which will be used to send email alerts to Infoblox. In case you wish to use SMTP relay, check the **Use SMTP Relay** option and enter the SMTP server address. Click on **Test email settings** to verify that email settings are valid.
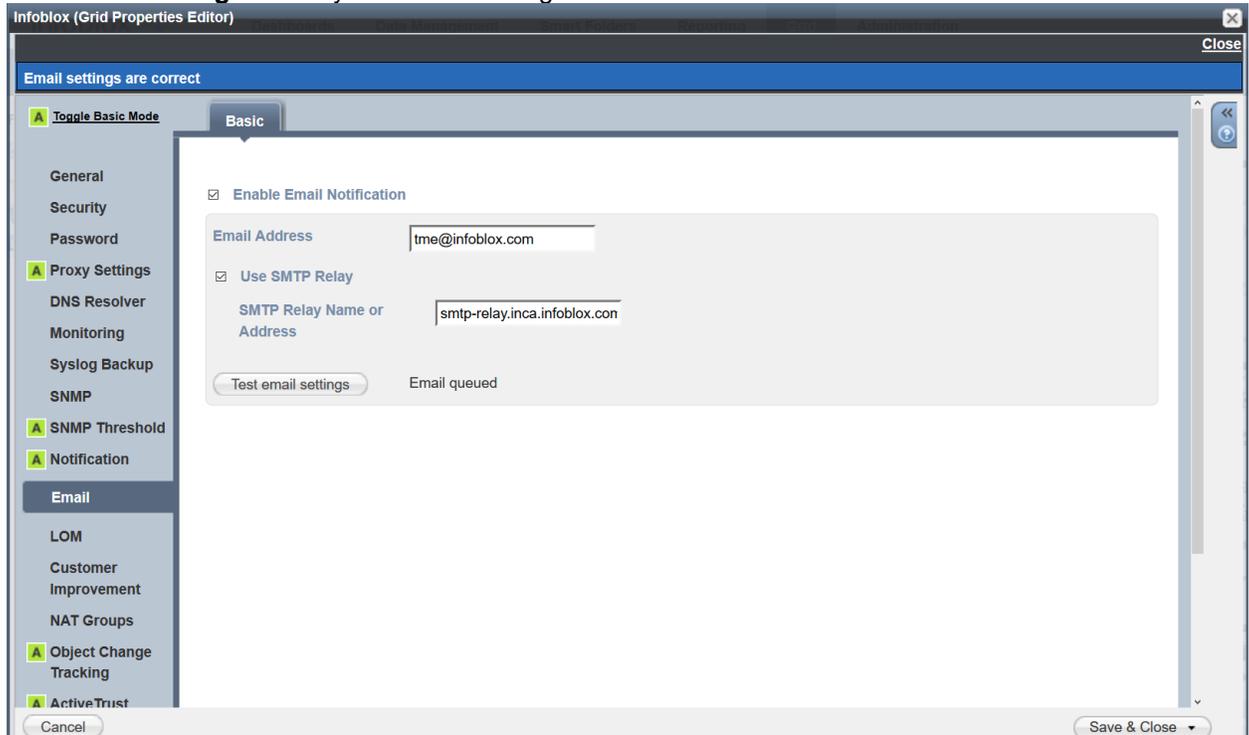
3. Click in Save & Close to come out of the Email configuration wizard.

Configuring Alerts

1. Login to the Grid and navigate to **Reporting → Alerts.** In the search box, type ib-managed and hit on enter. You will get 6 alert types.
   a. Alerts for generating IP address usage report email
      i. ib-managed-ddi-ip-usage-report-per-month
      ii. ib-managed-ddi-ip-usage-report-per-quarter
   b. Alerts for generating DNS usage report email
      i. ib-managed-dns-usage-report-per-month
      ii. ib-managed-dns-usage-report-per-quarter
   c. Alert for generating Feature usage report email
      i. ib-managed-ddi-feature-usage-report-per-month
      ii. ib-managed-ddi-feature-usage-report-per-quarter

Configuring Email Alerts

1. Click on **ib-managed-ddi-feature-usage-report-per-month** alert. Click on Enable option to enable this alert. After enabling, click on Edit option to edit the alert settings.

2. Click on **Edit** option and expand the **Send email** option. Enter the email address, where you want to send the email alerts.

Edit Actions   ✕

Alert   ib-managed-ddi-feature-usage-report-per-month

Trigger Actions

  + Add Actions ⌄

When triggered   >   🔔   Add to Triggered Alerts   Remove

  ⌄   ✉   Send email   Remove

To | mspreports@infoblox.com | Comma separated list of email addresses.
Show CC and BCC

Priority | Normal ⌄ |

Subject | Managed DDI Feature Usage Monthly Repo | The email subject and message can include tokens that insert text based

Cancel   Save

3. In the message option, enter details like MSP Name, End Customer Name(which MSP will be servicing) and Grid License UID.In the **Include** section select **Attach CSV** to send out CSV reports.

Edit Actions   ✕

  addresses.
Show CC and BCC

Priority | Normal ⌄ |

Subject | Managed DDI Feature Usage Monthly Repo | The email subject and message can include tokens that insert text based on the results of the search. Learn More ↗

Message | Monthly Feature Usage Report for Infoblox-based Managed DDI Services.
Date: $trigger_date$
MSP Name:
End Customer Name:
Grid License UID: |

Include   ☐ Link to Alert   ☐ Link to Results
    ☐ Search String   ☐ Inline Table ⌄
    ☐ Trigger Condition   ☑ Attach CSV
    ☐ Trigger Time   ☐ Attach PDF

Cancel   Save

4. Repeat all these steps, to configure other email alerts.

Sample email alert.

Sample IP Address Usage CSV file

Sample DNS Usage CSV file

Spreadsheet: ib-managed-dns-usage-report-per-month-2018-05-06

	A	B	C
1	Date	Peak QPS	5-Day Average Peak QPS
2	4/7/18	0.085	0.085
3	4/8/18	0.083	0.084
4	4/9/18	0.085	0.084
5	4/10/18	0.083	0.084
6	4/11/18	0.085	0.084
7	4/12/18	0.087	0.084
8	4/13/18	0.083	0.085
9	4/14/18	0.085	0.085
10	4/15/18	0.083	0.085
11	4/16/18	0.085	0.085
12	4/17/18	0.085	0.084
13	4/18/18	0.081	0.084

Sample Feature Usage CSV file

Spreadsheet: ib-managed-ddi-feature-usage-report-per-month-2018-05-01

	A	B
1	Feature	Enabled
2	Active Trust Plus	No
3	Active Trust Standard	No
4	Authoritative DNS	No
5	Captive Portal	Yes
6	Cloud Network Automation	Yes
7	DHCP	No
8	DNS Cache Acceleration	Yes
9	DNS Traffic Control	No
10	Fireeye	No
11	Microsoft Management	No
12	Recursive DNS	No
13	Security Ecosystem	No
14	Subscriber Services	No
15	Threat Analytics	No
16	Threat Protection	Yes
17		

Some useful Information

- In case of Email generation issues, validate that email configuration in Splunk is setup correctly and DNS resolver is configured in Grid Properties
- Dashboards will take atleast 1 day to display results.