Troubleshooting DNS



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Module Goals



Isolate cause and resolve DNS outages
Identify single point of failure
Evaluate DNS error replies and slow

responses



DNS Outage Common Causes

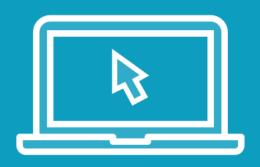
Hardware or network failures

DDoS Attack

Human Error



Demo

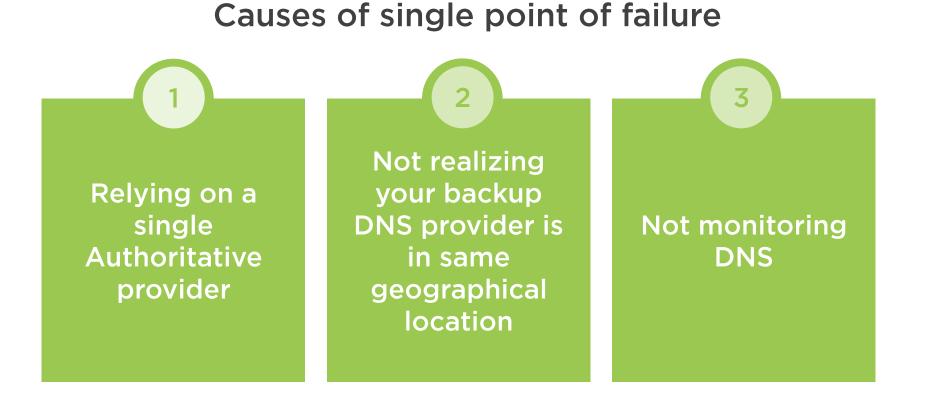


Isolate and resolve two DNS outage scenarios



DNS Single Point of Failure

Best defense against single points of failure in networking Fault tolerance, load balancing, and redundancy



SPEED

Troubleshooting
DNS Using
Wireshark

Is it slow? Or is it no?



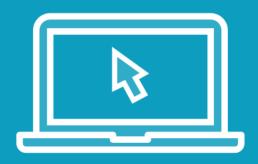
Users are complaining about slow access to the Internet

Checklist for silence, errors and slowdowns

- □ Can you ping the outside?
- □ Can you ping the local Resolvers?
- □ Are there errors? Log files or packets?
- What is the response time?
 - □ Is there a pattern in the slows?



Demo



Silence

Error responses

Slow responses



Summary



Isolate cause and resolve DNS outages
Identify single point of failure
Evaluate DNS error replies and slow

responses



Up Next: Securing DNS

