



# Operations, Troubleshooting and Visibility

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Solutions Engineering

# Operational Challenges in Public Cloud

## Evidential Data

When working with Cloud Providers, often customer is challenged to prove providers fault/issues

## Unfamiliar Toolset

Native cloud lacks familiar tools like ping, packet capture, traceroute

## Blackbox – No visibility

Native cloud constructs want you to trust all is well always. No visibility into logs, current state, routing tables, etc.

## Infrastructure as Code

Solves agility problem, creates support issues as tier-1 is not able to troubleshoot code problems



## A Flat World in Public Cloud

There is a lack of hierarchy in the cloud which means its hard to insert security, control and visibility

## Tier-3 becomes Tier-1

Frontline support teams don't have the skill and tools in public cloud requiring senior network engineers to assist with most support issues

## Scaling Out

Real problems are experienced when architecture scales out as it very quickly grows to be complex and very hard to troubleshoot



Infrastructure as Code

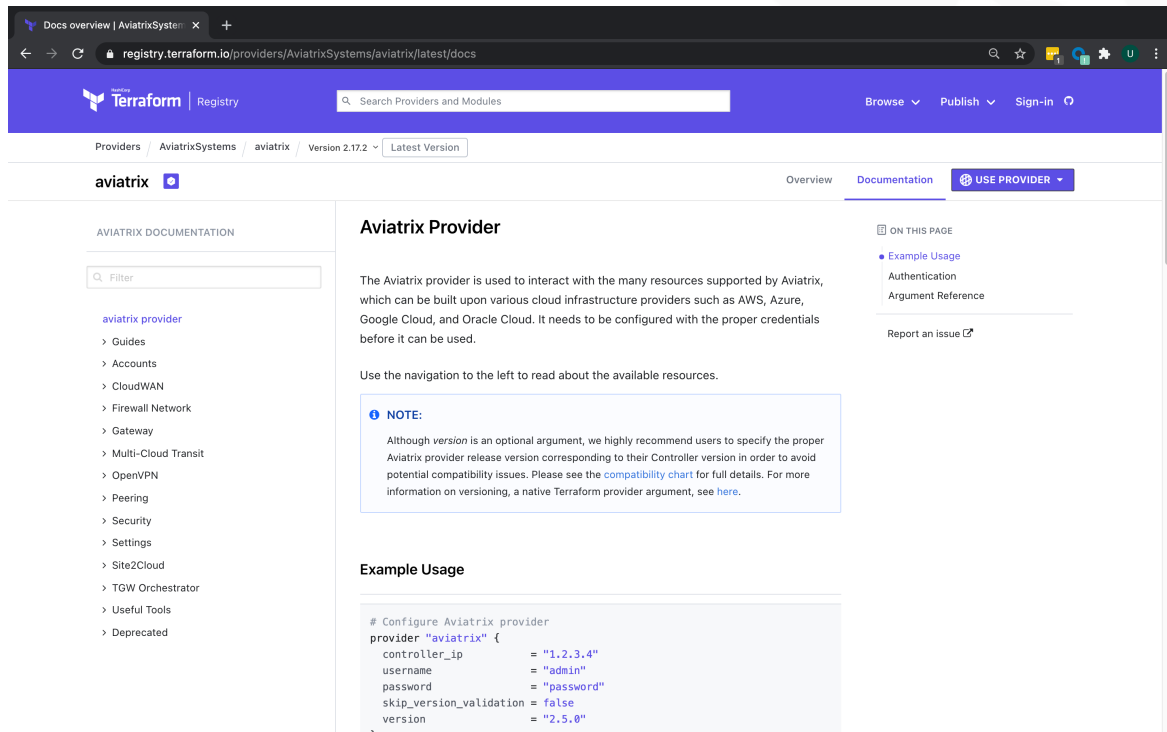
# What it is

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- Use Infrastructure as Code to provision and manage any cloud, infrastructure, or service
- Write declarative configuration files – define desired state
- Plan and predict changes
- Create reproducible infrastructure – if resource already exists, it won't recreate it
- Maintains knowledge of resources in a database called **State**
  - State maps config to real world

# Aviatrix Terraform Provider

- Multi-lingual entity responsible for API interactions with CSPs
- Exposes resources in those CSPs for any account/subscription that has been onboarded
- Feature parity with Controller code



The screenshot shows the official documentation for the Aviatrix Terraform Provider. The page is titled "Aviatrix Provider" and is part of the "AviatrixSystems/aviatrix" provider page on the Terraform Registry. The left sidebar contains a navigation menu for "AVIATRIX DOCUMENTATION" with links to Guides, Accounts, CloudWAN, Firewall Network, Gateway, Multi-Cloud Transit, OpenVPN, Peering, Security, Settings, Site2Cloud, TGW Orchestrator, Useful Tools, and Deprecated. The main content area includes an introduction to the provider, a "NOTE" about versioning, and an "Example Usage" section showing the configuration for the provider.

**Aviatrix Provider**

The Aviatrix provider is used to interact with the many resources supported by Aviatrix, which can be built upon various cloud infrastructure providers such as AWS, Azure, Google Cloud, and Oracle Cloud. It needs to be configured with the proper credentials before it can be used.

Use the navigation to the left to read about the available resources.

**NOTE:**

Although `version` is an optional argument, we highly recommend users to specify the proper Aviatrix provider release version corresponding to their Controller version in order to avoid potential compatibility issues. Please see the [compatibility chart](#) for full details. For more information on versioning, a native Terraform provider argument, see [here](#).

**Example Usage**

```
# Configure Aviatrix provider
provider "aviatrix" {
  controller_ip = "1.2.3.4"
  username     = "admin"
  password     = "password"
  skip_version_validation = false
  version      = "2.5.0"
}
```

# Aviatrix Terraform Resources – Examples

- # Create an Aviatrix AWS Gateway

```
resource "aviatrix_gateway"
"test_gateway_aws" {

    cloud_type    = 1

    account_name = "devops-aws"

    gw_name      = "avtx-gw-1"
    vpc_id       = "vpc-abcdef"
    vpc_reg      = "us-west-1"
    gw_size      = "t2.micro"

    subnet       = "10.0.0.0/24"
```



- # Create an Aviatrix Azure Gateway

```
resource "aviatrix_gateway"
"test_gateway_azure" {

    cloud_type    = 8

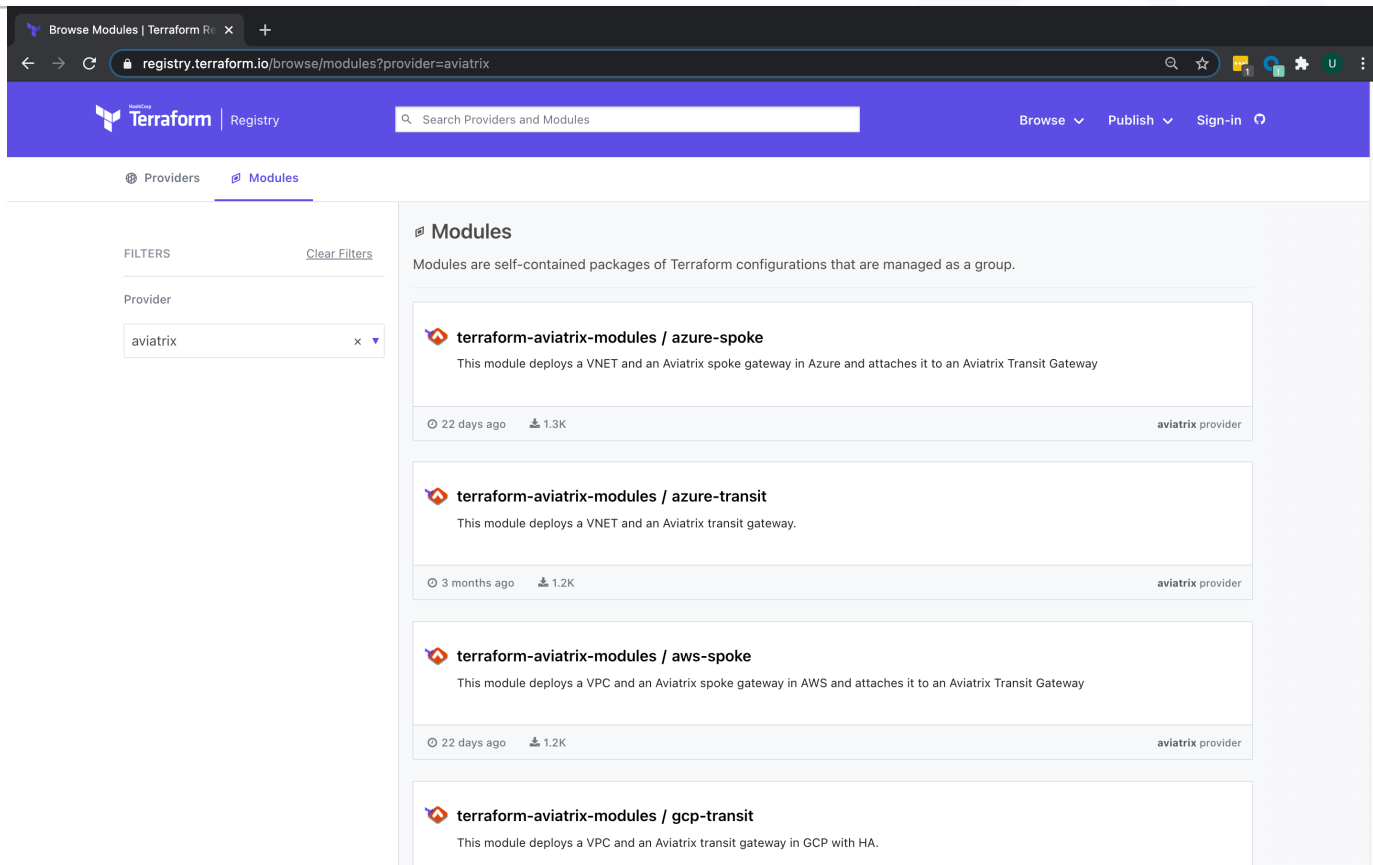
    account_name = "devops-azure"

    gw_name      = "avtx-gw-azure"
    vpc_id       = "gateway:test-gw-123"
    vpc_reg      = "West US"
    gw_size      = "Standard_D2"
    subnet       = "10.13.0.0/24"

}
```

# Aviatrix Terraform Modules

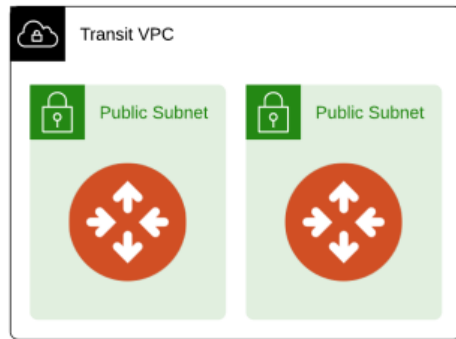
- ***“Repeatable++”***
- Similar to the concepts of libraries, packages, or modules found in most programming languages
- Provide many of the same benefits
- ~10X reduction in lines of code
- Can be found on Terraform Registry



# Aviatrix Terraform Module – Example

- # Create a VPC and a set of Aviatrix transit gateways.

```
module "transit_aws_1" {  
    source  = "terraform-aviatrix-modules/mc-transit/aviatrix"  
    version = "1.1.2"  
    cloud   = "aws"  
    cidr    = "10.1.0.0/20"  
    region  = "eu-west-1"  
    account = "AWS-account"  
}  
  
ha_gw set to true by default
```







## Aviatrix Controller High Availability (HA)

# Aviatrix Controller High Availability (HA)

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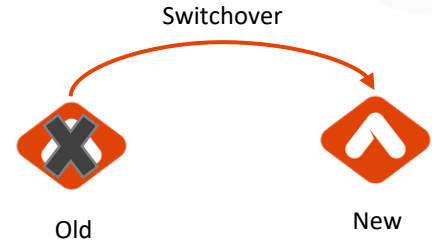
- Very important: Controller is not in the data path
- If Controller is down → Data Plane still functions
- Your cloud network is still up and running
- Do not compare on-prem to cloud
  - Hardware devices cannot be replaced / software is more flexible
  - Cloud operating models are different
  - Cloud processes are different
  - We need a fresh and different look to solve



# Aviatrix Controller HA Process

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- Takes minutes to switch over to new controller
  - Depends on factors such as AWS latency, instance type, size of the DB, etc.
- Previous controller is terminated
- All existing configuration is restored
- New Private IP is assigned (new AZ)
- New controller stays at the same version as previous

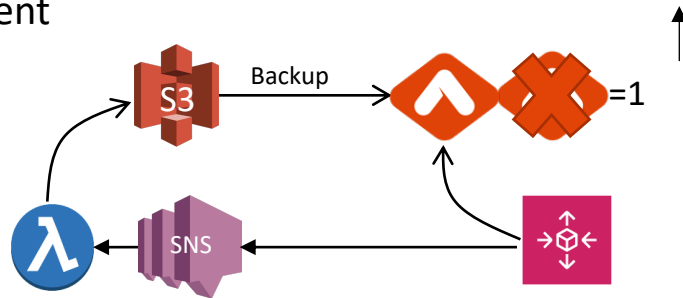


[https://docs.aviatrix.com/HowTos/controller\\_ha.html](https://docs.aviatrix.com/HowTos/controller_ha.html)

<https://github.com/AviatrixSystems/Controller-HA-for-AWS/>

# Aviatrix Controller HA Process

- Aviatrix Controller HA operates by relying on an AWS Auto Scaling Group
- The Auto Scaling Group has a desired capacity of 1
- If the Controller EC2 instance is stopped or terminated, it will be automatically re-deployed by the Auto Scaling Group
- An AWS Lambda script is notified via SNS when new instances are launched by the Auto Scaling Group
- This script handles configuration restore using the most recent Controller backup file, stored in S3





## Upgrade Process

# Important Points to Remember for Upgrade

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- Controller is in management/control plane
- Upgrade process is designed in a modern / cloud native / born in the cloud way that is hitless and much faster than on-prem upgrades
- Upgrade time depends on many factors
  - Customer Data Point: 500 GWs environment → ~22 min to upgrade
- You can perform the following operations on selected gateways:
  - Perform a Platform Software Upgrade Dry Run
  - Perform a Gateway Software Upgrade Dry Run
  - Upgrade the Platform Software
  - Upgrade the Gateway Software
  - Roll Back the Gateway Software
  - Upgrade the Gateway Image
- All details at [https://docs.aviatrix.com/HowTos/selective\\_upgrade.html](https://docs.aviatrix.com/HowTos/selective_upgrade.html)

# Best Practices for Upgrade

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- Use Staging environment to test new features out
- Perform upgrades in a maintenance window
- Read the documentation before planning your upgrades
  - [https://docs.aviatrix.com/HowTos/UCC\\_Release\\_Notes.html](https://docs.aviatrix.com/HowTos/UCC_Release_Notes.html)
  - [https://docs.aviatrix.com/Support/support\\_center\\_operations.html#pre-op-procedures](https://docs.aviatrix.com/Support/support_center_operations.html#pre-op-procedures)
  - [https://docs.aviatrix.com/HowTos/inline\\_upgrade.html](https://docs.aviatrix.com/HowTos/inline_upgrade.html)
  - [https://docs.aviatrix.com/HowTos/field\\_notices.html](https://docs.aviatrix.com/HowTos/field_notices.html)
- Stage the upgrade with a Dry Run to assess the following:
  - Reachability between the controller and the release server
  - Reachability between the controller and gateways
  - Free memory on controller and gateways
  - Disk space on controller and gateways
  - CPU low enough on controller and gateways
- Only if all green, should you proceed with upgrade

# Support Portal

- Aviatrix customers may visit Support portal – <https://support.aviatrix.com> to access:

- Knowledge Base with videos
- Documentation
- Community
- History of tickets
- CSP outage tracker

- Sign up for Email Notifications

## Email Notifications

Manage the status of your Aviatrix system and ensure your teams receive important notification emails sent by Aviatrix.

Enter email aliases for teams that can respond to each type of alert. If you enter the same email for all four fields, that email account could be overwhelmed. [Read more](#)

The email aliases collected will solely be used for the purpose described here. For more information, please refer to our [Privacy Policy](#)

### ACCOUNT AND CERTIFICATE ALERTS

Receive important account and certification information.

Administrator Email Alias

ace.lab@aviatrix.com

VERIFY

### SECURITY EVENTS

Receive security and CVE (Common Vulnerabilities and Exposures) notification emails.

Security Admin Email Alias

security-admin-group@yourcompany.com

VERIFY

### CRITICAL ALERTS

Receive field notices and **critical** notices. These alerts ensure that you can respond to urgent events.

IT Admin Email Alias

it-support@yourcompany.com

VERIFY

### STATUS CHANGE NOTIFICATIONS

Receive system/tunnel status notification emails.

IT Admin Email Alias

it-admin-group@yourcompany.com

VERIFY

Status Change Notification Interval (seconds)

60





## Aviatrix Sandbox Starter Tool

# Build your own MCNA Transit at ~\$1/hr

- Goal: Fast path for Customers and Partners to deploy Aviatrix multi-cloud transit foundation with minimal cost
- Turn-key solution to deploy Aviatrix Controller + MCNA in AWS and Azure + test instances with extreme simplicity and flexibility
- Can be deployed in 3 different ways:
  - Local (BYO Docker)
  - AMI
  - AMI with Terraform module

Description	Unit Cost	Quantity	Hourly Cost	Cost for 8 hours	Cost for 24 hours
Aviatrix Controller in AWS (t3.large)	\$0.09	1	\$0.09		
Aviatrix Gateway in AWS (t2.micro)	\$0.01	3	\$0.03		
Test instances in AWS (t2.micro)	\$0.01	2	\$0.02		
Aviatrix Encrypted Peering (AWS)	\$0.23	2	\$0.46		
Total Cost for AWS-only Transit + 2 Spokes			\$0.60	\$4.80	\$14.40

## Extending into Azure

Description	Unit Cost	Quantity	Hourly Cost	Cost for 8 hours	Cost for 24 hours
Aviatrix Gateway in Azure (B1s)	\$0.01	3	\$0.03		
Aviatrix Encrypted Peering (Azure)	\$0.23	2	\$0.46		
Aviatrix Transit Peering (between AWS and Azure)	\$0.70	1	\$0.70		
Total Cost for MCNA (including minimal network egress charges)			\$1.19	\$9.52	\$28.56

User guide: <https://community.aviatrix.com/t/g9hx9jh>

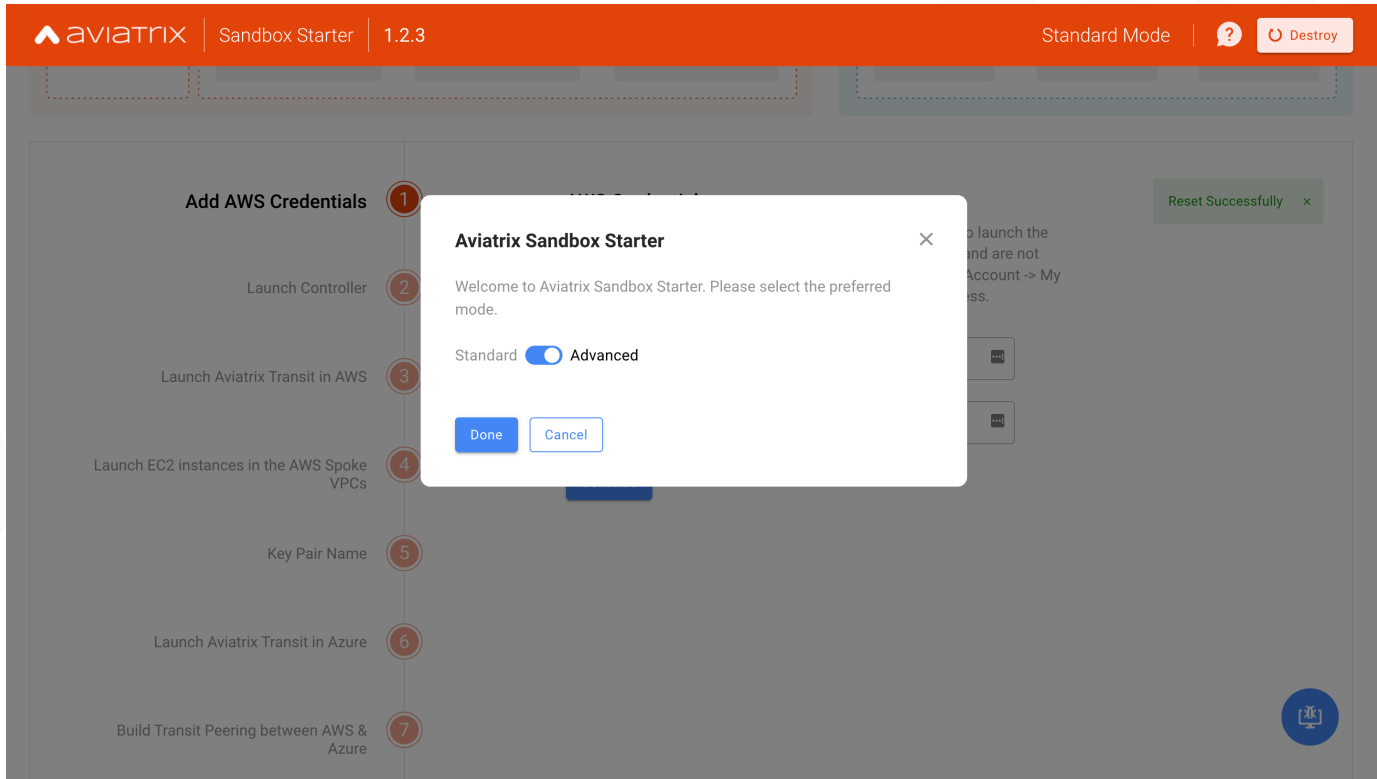
# What Sandbox Starter Tool Builds

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- **Controller** launch (Metered or BYOL)
  - VPC and all networking
  - Security Groups
  - Key pairs
  - IAM roles and policies (only if they don't already exist)
  - EC2 instance
  - Username and password
  - Software upgrade
  - AWS account onboarding
  - Configuring License (BYOL)
- **MCNA** launch
  - Azure account onboarding
  - AWS VPCs and Azure VNets
    - Spoke and Transit
  - ActiveMesh Transit in AWS
    - Spoke gateways
    - Transit gateways
    - Spoke attachment to Transit
  - Same ActiveMesh Transit in Azure
  - Transit peering between AWS and Azure

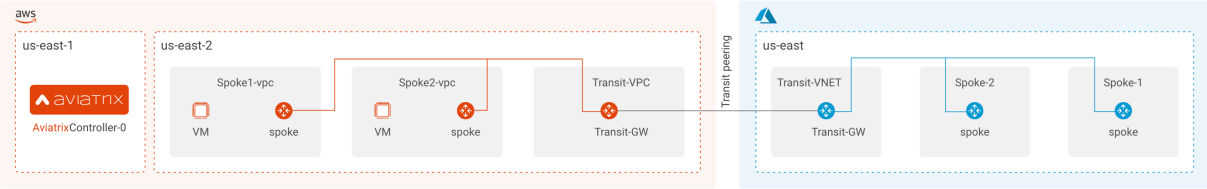
# Sandbox Starter Tool Modes


- Standard Mode
  - Fixed regions, resource names, and CIDR blocks
- Advanced Mode
  - Customizable regions, resource names, and CIDR blocks



# Sandbox Starter Tool Workflow Start

 Sandbox Starter 1.2.3 Standard Mode ? Destroy

 us-east-1

 AviaTRiXController-0

us-east-2

Spoke1-vpc

VM spoke


Spoke2-vpc

VM spoke

Transit-VPC

Transit-GW

Transit peering

 us-east

Transit-VNET

Transit-GW

Spoke-2

spoke

Spoke-1

spoke

1

Add AWS Credentials

2

Launch Controller

3

Launch AviaTRiX Transit in AWS

4

Launch EC2 instances in the AWS Spoke VPCs

5

Key Pair Name


**AWS Credentials**


Going to get your AWS API access keys. They are required to launch the AviaTRiX controller in AWS. They stay local to this container and are not shared. Access keys can be created in AWS console under Account -> My Security Credentials -> Access keys for CLI, SDK, & API access.

Access Key ID


Secret Access Key

Continue





# Sandbox Starter Tool Workflow Completion

 Sandbox Starter 1.2.3 Advanced Mode ? Destroy

Add AWS Credentials

Launch Controller

Launch AviaTRIX Transit in AWS

Launch EC2 instances in the AWS Spoke VPCs

Key Pair Name

Launch AviaTRIX Transit in Azure

Build Transit Peering between AWS & Azure

## Success!


Sandbox Starter has completed successfully. Access the below link to open the controller:  
<https://13.228.158.61>

### Private IPs

Spoke1-VM	10.61.50.103	Copy
Spoke2-VM	10.62.59.49	Copy

### Public IPs

Spoke1-VM	13.250.58.65	Copy
Spoke2-VM	13.212.62.117	Copy





Next: Let's Design Together