

XMPP in real life: attacks, bad behaviour and how to cope with them

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- Two main activities
 - software: complete software solution for IM
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- - software: complete software solution for IM
 - expertise: renowed company for high-availability, scalability and custom solutions (consulting, development and hosting)
- Several tens of large customers, spread across the world
 - Large scale worldwide leader
 - Specific needs renowed expertise



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 - Large scale in term of thoughput
 - At least tens of thousands of packets per seconds or tens of thousands users in MUC room or subscribed to pubsub node, etc.
- Experience of large clusters with several tens of millions registered users and more than 500 000 simultaneous users.



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- **♦** When a server is restarted:
 - fi it faces a reconnect storm from client that login again
 - it needs to resync the complete presence states with most of its known s2s servers
 - fit reconnects the users accounts on gateways ...
- You need to:
 - Be able to **monitor** lots of values to **detect troubles** and have tools to keep the server online during trouble phase (otherwise it crash:get worse)
 - F Be able to perform maintenance task and upgrade code live



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- Response: Need to detect abnormal usage pattern and trigger alerts



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 - Large presence broadcast, especially in MUC rooms
- Need to restrict the ability to perform those patterns:
 - Limit the interval for sending presences in chat rooms
 - **★** Limit resourc consumption in general



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 - **€** Change presence to bypass voice
 - Flood with messages
 - Use large values to «attack» the server or the client (large room names, large nick names, etc)



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- They do not often use headline message type (which means they are not intended to be stored offline).
- They sometimes rely on presence, but it can be inaccurate after a force server shutdown.
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- **★** Limit the size of the offline store
- Ability to detect abusers and limit their ability to send massive amount of messages



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M Challenge:

- This has to been done right otherwise the service might seems unreliable
- Federation rules / pattern needed?



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 - Lots of s2s connections to maintain for large servers
 - **♥** Will XMPP scale to millions of servers?
- **★** Large servers connected through s2s:
 - Several large servers need to keep users presence in sync
 - Imagine what happen when one of them goes down ...
 - Yes, massive presence resync is needed
- New usage patterns
 - ✓ Ubiquitous XMPP: A single users can have many connections: Increase in size of XMPP platforms
 - Devices / Machine to Machine communication: increase of volume of messages



Questions and challenges to share?