Wireshark Developer and User Conference

Network Mysteries & How to Solve Them
Mystery 2 - Case of the Missing Download

Thursday June 16, 2011 - 1:30pm - 3:00

Betty DuBois
Principal Consultant | DuBois Training & Consultant, LLC
Betty@DTCpackets.com

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Agenda

- You've just been called to solve a mystery. Where do you start?
  - What questions to ask
  - What tools do you need
  - Once you have the traces - what then?

Client Interview

- This is the most critical step - more data is better
- Think like a reporter and ask the 5 W's
  - **Who** is complaining?
    - Are they in different physical locations?
    - If same location, different subnets?
  - **What** are they complaining about?
    - Which specific applications?
    - Do they have other applications they rely on? AD for example?
  - **Where** are the clients and servers involved physically?
  - **When** did it start?
    - Is it constant or intermittent?
  - **Why** did you call?
    - Are they short on time, expertise, or both?

Tools

- Wireshark - duh…. ☺
- Taps - sure makes life easier
- Mirror switches - not everyone can afford taps
- Cable tester - don't forget layer 1 in the OSI
- 802.11 rfmon capable interfaces - AirPcap
- Long term capture device

- Disclosure - I cheat and use Pilot

Mystery 2

Case of the Missing Download

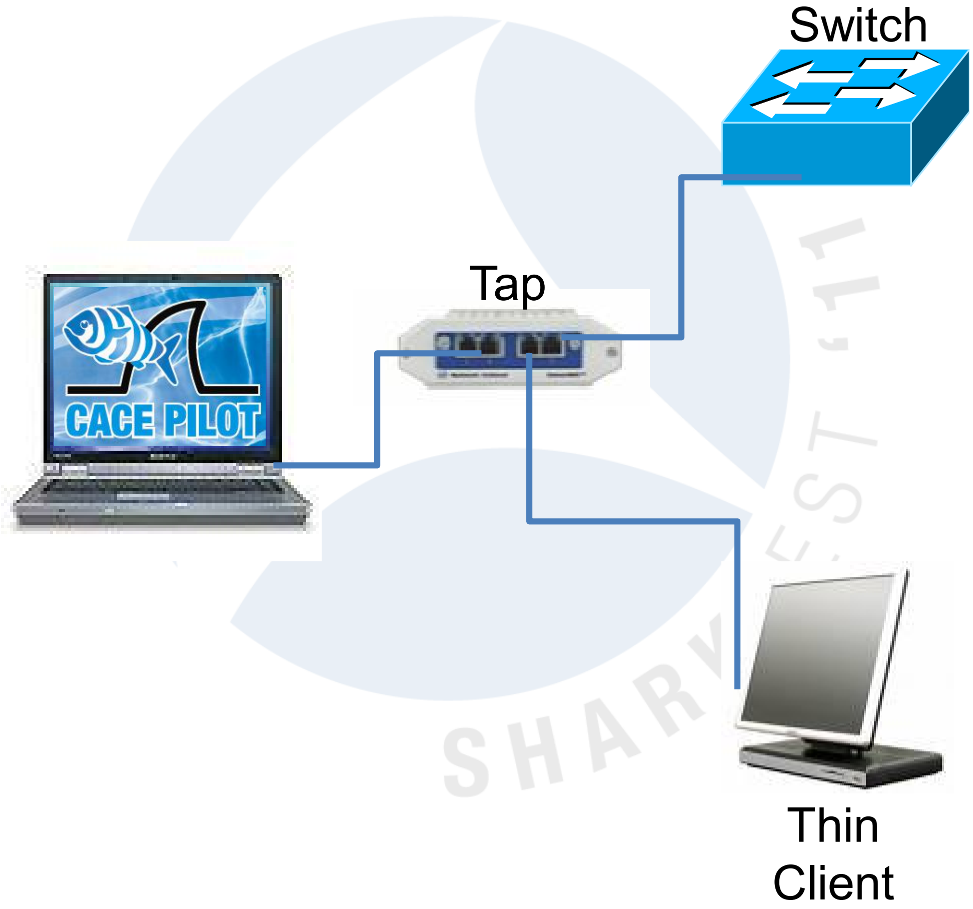
- Company has just invested in hundreds of new thin clients for the call center. The project is on hold because they can't complete the image download. The vendor is blaming the network.
- Possible suspects?

  1. ____________________________
  2. ____________________________
  3. ____________________________

- Possible accomplices? Are there any interdependent protocols involved?

Mystery 2

- Never start without a network diagram



Tracefile Time

- Case of the Missing Download.pcap

Q & A

- Questions?????

Thanks For Coming!

Enjoy the rest of the conference.