DATASHEET

Infoblox BloxConnect

Get the Fastest, Most Accurate Technical Support When You Need It Most

OVERVIEW & CHALLENGES

Even when you've designed a highly available, resilient architecture, configuration errors can still disrupt critical network services like DNS, DHCP and IP address management (DDI). In fact, network issues remain the single-biggest cause of IT problems, with nearly 40% of organizations reporting they've experienced disruptions caused by human error.[1]

If you're dealing with an error disrupting critical network services, the most important thing is to fix it as quickly as possible. That's where BloxConnect comes in. Expert Infoblox Support engineers are always ready to help you diagnose errors affecting your NIOS DDI deployment. But when you use BloxConnect, they can do it much more quickly, accelerating remediation to keep your business moving.

THE INFOBLOX SOLUTION

BloxConnect is a background service in the Infoblox NIOS DDI platform that collects information about your NIOS deployment and securely transmits it to Infoblox. **Keeping BloxConnect activated is the single most important thing you can do to ensure that, if there is a problem with your critical network services, Infoblox can help you fix it as quickly and painlessly as possible**.

BloxConnect is similar to other diagnostic services, like AWS Trusted Advisor, Cisco Smart Call Home and others, which collect telemetry from technology deployments to help the vendor diagnose issues and trouble tickets and support ongoing product improvements. BloxConnect works the same way, collecting basic inventory and system data about your NIOS DDI deployment and securely transmitting it back to Infoblox. This gives Infoblox Support teams comprehensive insight into your inventory, feature usage and licenses, so they can perform faster triage and remediation.

BLOXCONNECT SNAPSHOTS

BloxConnect takes "snapshots" of your NIOS deployment, including data from both physical and virtual Infoblox systems. That includes data such as basic configurations, system metrics, features and licenses from your Infoblox Grid and Grid Members. Snapshots also provide health, diagnostic and utilization information captured daily relating to CPU, disk, DNS queries per second (QPS), DHCP leases per second (LPS), IP address management (IPAM) and memory usage.

KEY CAPABILITIES

Faster, More Accurate Support

Ensure that if errors or misconfigurations disrupt your environment, Infoblox Support has your complete inventory and deployment details to immediately start fixing the problem.

Simple, Automated Service

Automatically share serial numbers, enabled features and inventory data with Infoblox, so you do not have to manually collect it.

Secure and Private

Share only data that is relevant to inventory and supportability, with no PII ever collected and all data encrypted.

BloxConnect data is collected from the Infoblox Grid in two ways, each targeting different data sets. First, BloxConnect performs automated, ongoing data collection of Grid Member system metrics and licensing. Additionally, Infoblox Support can use BloxConnect to manually collect additional metrics and feature usage data to assist with diagnosing and remediating an issue.

SECURE AND CONFIDENTIAL

Snapshot data does not include sensitive or personally identifiable information (PII); only what is necessary for accurate inventory and supportability. BloxConnect does not collect or transmit passwords or PII that could cause you to run afoul of regulations like the General Data Protection Regulation (GDPR) or California Consumer Privacy Act (CCPA). The metrics it collects are used only to clarify whether a feature is enabled or to provide a count—such as the number of IP addresses or networks configured, not PII.

For questions regarding data snapshot privacy, please see our Privacy Policy.

SIMPLE AND AUTOMATED

BloxConnect runs transparently in the in the background of NIOS DDI. It consumes negligible resources and transmits very small message sizes, with no impact on system or network performance. It transmits data to Infoblox:

- On initial setup of the system
- Daily (once every 24 hours of uptime)
- After a system failure (on a reboot, following a system restart)

All BloxConnect data is encrypted and sent to Infoblox via Transport Layer Security (TLS).

INFRASTRUCTURE DATA COLLECTED

The following data is automatically collected with no user interaction and includes data used by Infoblox for Grid discovery and monitoring.

GRID INFORMATION

Item	Sub-Items
Grid name	
Internal IDs	
List of Grid members	
NIOS Admins count	
NIOS Dashboards count	
Infoblox license	Enabled/disabled features (based on installed licenses, from DB)
Grid-wide license	

Item	Sub-Items
Grid-enabled features	
CMP plugins	
Total queries	
NGC	

Grid Information, Continued...

Item	Sub-Items
Password policy	Min Password Age Password Min Length Num Numeric Char Expire Enable Chars To Change Expire Days Num Symbol Char Enable Password History Force Reset Enable Reminder Days Num Upper Char Num Lower Char Num Passwords Saved
Upgrade status	Distribution Version Distribution Schedule Active Upgrade Test Status Grid State Message Allow Upgrade Pause Status Time Distribution State Upgrade Schedule Active Allow Upgrade Scheduling Allow Upgrade Resume Allow Distribution Last Action User Ref Upgrade Schedule Time Allow Upgrade Test Distribution Schedule Time Allow Upgrade Allow Upload Upgrade State Group State
Hidden primary	
SAML	
SSL	HTTP Captive CA Cert SFNT Server OCSP Server IDNS Cert Endpoint REST API Cert Endpoint Cisco ISE Cert Endpoint Syslog Cert Endpoint DXL Cert SAML Auth IDP VNode Syslog Server Cluster Syslog Server Proxy Server IFMAP Cert

Item	Sub-Items
MS sync data	**DNS data:** MS zone info MS record info: [“BIND A”, “BIND AAAA”, “BIND CAA”, “BIND CNAME”, “BIND DNAME”, “BIND MX”, “BIND NS”, “BIND PTR”, “BIND SRV”, “BIND TXT”, “BIND SOA”] **DHCP data:** MS network Networks Ranges Leases Networks CIDR/31 DHCP failover
Multi-cloud data	**Multi-cloud general info** [“CDNS Feature Enabled”, “AWS Route 53 Zone Info”, “Azure DNS Zone Info”, “Google Cloud DNS Zone Info”] **AWS Route 53 record types** [“A”, “AAAA”, “CAA”, “CNAME”, “MX”, “NS”, “PTR”, “NAPTR”, “SOA”, “SPF”, “SRV”, “TXT”] **Azure DNS record types** [“A”, “AAAA”, “CAA”, “CNAME”, “MX”, “NS”, “PTR”, “NAPTR”, “SOA”, “SPF”, “SRV”, “TXT”] **Google Cloud DNS record types** [“A”, “AAAA”, “CAA”, “CNAME”, “MX”, “NS”, “PTR”, “NAPTR”, “SOA”, “SPF”, “SRV”, “TXT”] **Multi-cloud account info** [“Amazon”, “Azure”, “Google Cloud”] **Cloud providers**

Grid Information, Continued...

Item	Sub-Items
vDiscovery data	**vDiscovery general info** ["Cloud vDiscovery Feature Enabled"] **vDiscovery number of cloud accounts** ["Amazon", "Azure", "Google Cloud"] **vDiscovery total number of VPCs** ["Amazon", "Azure", "Google Cloud"] **vDiscovery total number of subnets** ["Amazon", "Azure", "Google Cloud", "OpenStack"] **vDiscovery total number of VMs** ["Amazon", "Azure", "Google Cloud", "OpenStack"] **vDiscovery total number of used IPs** ["Amazon", "Azure", "Google Cloud", "OpenStack"] **vDiscovery providers**

Item	Sub-Items
Federation data	Federation enabled Routing realms
Reporting data	**Reporting general info** ["Reporting License Capacity (MB)", "Reporting Configuration", "Total Daily Usage (MB)"] **Reporting license usage per index** ["ib_audit", "ib_dns", "ib_dns_capture", "ib_dhcp", "ib_dhcp_lease_history", "ib_ipam", "ib_discovery", "ib_security", "ib_dtc", "ib_cloud", "ib_syslog", "ib_system_capacity", "ib_system", "ib_ecosystem_subscription", "ib_ecosystem_publish", "ib_license"]
Restart groups	DNS DHCP

DYNAMIC DATA (METRICS DATA)

Item	Sub-Items
CPU usage ratio	
Memory usage ratio	
Disk I/O	
DNS	kQPS measured every 15 minutes to determine maximum per day
DHCP	1. LPS measured every 15 minutes to determine maximum per day 2. IP addresses (IP address count only, not actual IP addresses) 3. Maximum managed per day
Managed IP addresses	DHCP lease, DHCP fixed address, host, DNS record (A, AAAA, PTR), unmanaged IP addresses found by discovery (IP address count only, not actual IP addresses)
VDCA data	Cache hit ratio, average QPS, UDP total query count, UDP total response count, TCP total query count, TCP total response count
ATP data	DOH total query count, DOH total response count

GRID FEATURE USAGE

Item	Sub-Items
Grid	
Virtual nodes	
Physical nodes	
WINS forwarding	
Data collector—Registration	
GMC promotion groups	
IPAM networks	Networks with cidr /31 or /32 or /128-----"dns.network.cidr_31_32_128"
Object_counters	Lease count A records PTR records TXT records SRV records CNAME records Zones SOA records NS records MX records AAAA records
Network	Override BOOT file Override BOOT server Override next server Deny BOOTP PXE lease time
Extended discovery	
Object count	
Zone	DNSSEC
Outbound endpoints	REST API Syslog DXL PxGrid
DB utilization	
Threat protection	Last rule update version Disable multiple DNS TCP request Cluster enable accel response before threat protection

Item	Sub-Items
DNS	
Multi-master	
Forwarding zones	
DNSSEC	
DNSSEC validation	
Blackhole	
GSS-TSIG DDNS authentication	
TSIG DDNS authentication	
DNS scavenging	
DNS64	
AWS Route 53	
Bulk hosts	
Query/response logging	
DNS over HTTP/S	
Parental control	
GSS TSIG zone updates	
Blacklist	
Health check	
Zones	**Count of:** View zones External primary zones Dummy zones Nondnshost zones Idnsroot zones
Shared record groups	
RPZs	
Primary authoritative zones, secondary authoritative zones	
Delegated zones	

Grid Feature Usage, Continued...

Item	Sub-Items
DNS, Continued...	
Multi-master	
Anycast	
Nameserver groups	
Stub zones	
DNS views	
NXDOMAIN redirection	
RRset order	
Custom root name servers	
XFRs	
Enable recursion	
Minimal responses	
Response rate limiting (RRL)	
Hostname policy	
pDNS	
HSM signing	
IDN/i18n/Punycode	
GSS TSIG	
IBALIAS records	
Fault tolerant caching	
DNS forwarders feature	
DCA	DNSTAP queries DNSTAP response DNSTAP violation TLS DNSTAP receiver Port DNS cache TTL

Item	Sub-Items
DHCP	
Network views	
Shared networks	
Templates	
Authenticated DHCP	
Captive portal	
Expert mode	
IPv4	Networks Ranges Exclusion ranges Fixed addresses Reservations Hosts, roaming hosts SuperHost
Filters	
IPv6	Networks Ranges Fixed addresses Shared networks Lease affinity Global prefixes
PXE lease time	
Deny BOOTP	
Roaming hosts	
IFMap	
V6 GSS TSIG	
DHCPv4 options—custom	
IPv6 options—custom	
UTF-8 hostname encoding	
Zone/network association	
Fingerprinting	
GSS TSIG	

Grid Feature Usage, Continued...

Item	Sub-Items
DHCP, Continued...	
DNS update style	
Recycle leases	
Enable scavenging of DHCPv6 leases	
Grace period to keep an expired lease	
Log queries	
CISCO DHCPd lease publish	
DTC	
DNS updates on lease renewal	Ipv4, Ipv6
DDNS update for fixed addresses	
Lease logging for the grid	
Disable NSDNAME and NSIP for grid	
DTC	
% Grid members with DTC license installed	DTC usage
Consolidated monitors	Objects
Health monitors	HTTP SNMP TCP HTTPS ICMP PDP SIP
IPAM	
Network views	
Discovery	
VLAN management	

Item	Sub-Items
Microsoft Management	
DNS	
DHCP	
User ID	
AD sites	
Sync-enabled user	
NIOS	
Network insight	
Smart folders	
Authentication	
Authorization	
NTP	
File distribution	
OSPF	
BGP	
Admins	
NI	
# of unmanaged network	
# of unmanaged IP address	
Discovered assets	
Polled device capacity	
Discovered interfaces	
Discovered IP addresses	

MEMBER INFORMATION

Item	Sub-Items
Model	
Platform type	
Role (GM, GMC, ...)	
Mode (Standalone, HA, ...)	
Disk size	
Hostname	
Hardware ID/Serial number	
NIOS Version, current	
NIOS Versions history	
Operational state: enabled services status aggregate	
License usage over time	
Deployed package name	
Enabled protocols	
Type	
Virtual OID	
Object count	
Update DNS on lease renewal	
v6Update DNS on lease renewal	

Item	Sub-Items
Update static lease	
Log lease events	
RPZ disable nsdname nsip	
Recursive client limit	
Smartcache enabled	
DNS forwarder	
HA on cloud	
HA cloud platform	
Public IP enabled	
Cloud vendor region	
Cloud instance type	
Cloud image ID	
Cloud product code	
Hwmodel	
DB utilization	
CPU core count	
Memory size in kb	
Threat Protection	Disable multiple DNS TCP request Monitor mode Cluster enable accel response before threat protection

MEMBER FEATURE USAGE

Item	Sub-Items
Member	
Captive portal	
DFP	
Unbound	
Virtual node	
RPZ zones	
Signing-enabled zones	
IPV6 enabled	
DNS	
Service	
Log queries	
GSS TSIG	
GSS TSIG zone updates	
DNS64	
Health check	
Virtual node	
DNSSEC	
DNSSEC validation	
DNS over v6 LAN2	
DNS over v6 MGMT	
DNS over v6 LAN	

Item	Sub-Items
DNS, Continued...	
DCA	DNSTAP queries DNSTAP response DNSTAP violation TLS DNSTAP receiver port DNS cache TTL DCA service TLS session timeout DNS over TCP service DNSTAP setting usage DOH DOT DOH HTTPS session duration TCP idle timeout
DHCP	
Fingerprinting	
UTF-8 hostname encoding	
Blacklist	
Enable recursion	
Service	
Override BOOT file	
Override BOOT server	
Override next server	
PXE lease time	
Recycle leases	
Deny BOOTP	
IFMap	
V6 service enable	
BOOTP overload	
DNS update style	
Virtual node	
GSS TSIG	
GSS TSIG keys	

Member Feature Usage, Continued...

Item	Sub-Items
DHCP, Continued...	
V6 GSS TSIG	
Active DHCP lease	
Total DHCP lease	
Lease scavenging	
Number of days	
DTC	
Objects	LBDN Pools Servers Monitors Zones with LBDN records Health checks Avg object count
Global server load balancing (GSLB) method	Round Robin Global availability All available Ratio fixed Ratio dynamic Topology

Item	Sub-Items
NI	
# of managed devices	
# of interfaces	

[1] Uptime Institute 2022 Outage Analysis, June 2022.

Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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