

2018-03-28

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- 1) From a security perspective the post-connect nature of your product and the delay in a device being identified and granted/denied access (especially when connected via passthrough on a VoIP Phone) potentially grants unauthorized devices access to a network segment until identification and authorization.
- 2) Once a device fails authorization the switchport is then disabled and requires manual intervention to re-activate the port via the software
- 3) Related to #1, the delay in authenticating a device that sits behind a VoIP phone is unacceptable and will potentially cause operational delays that will generate additional tickets to our support team. Increasing the polling of the switches isn't an option as it will add more overhead to the processing on the switch when used in conjunction with our network monitoring software.
- 4) The Dynamic VLAN solution we came up with for working behind a VoIP phone does not seem solid. When making any changes to the authorization lists you have to remember to go in and re-install the policies otherwise the changes don't take effect.
- 5) The lack of follow-up is a concern moving forward. A few of the calls ended with a "We'll get back to you regarding this" and I heard nothing until I reached out again. On the same note, some of the support engineers that I spoke with prior to being connected with Gordon did not seem to really know the product at all and were simply stumbling around.

Tickets:

- 8884 - OU Based Dynamic Vlan (Yossi)
 - Issue seems not understood
- 8885 - Dynamic VLAN Assignment (Yossi->Gordon)
 - Very slow response
 - What happened between Feb. 12 and Feb. 28?

Lessons Learned

- Contingent purchase
 - Communicate widely (including support personnel)
 - Owner of process treated as POC
- Main reason: set vlan did not work
- Support handling:
 - Slow
 - Missing knowledge
 - Was not able to address issue without assistance/management
 - **Prioritize US customers!**
- Handover of management was lacking
- Follow up and verify with engineer and customer