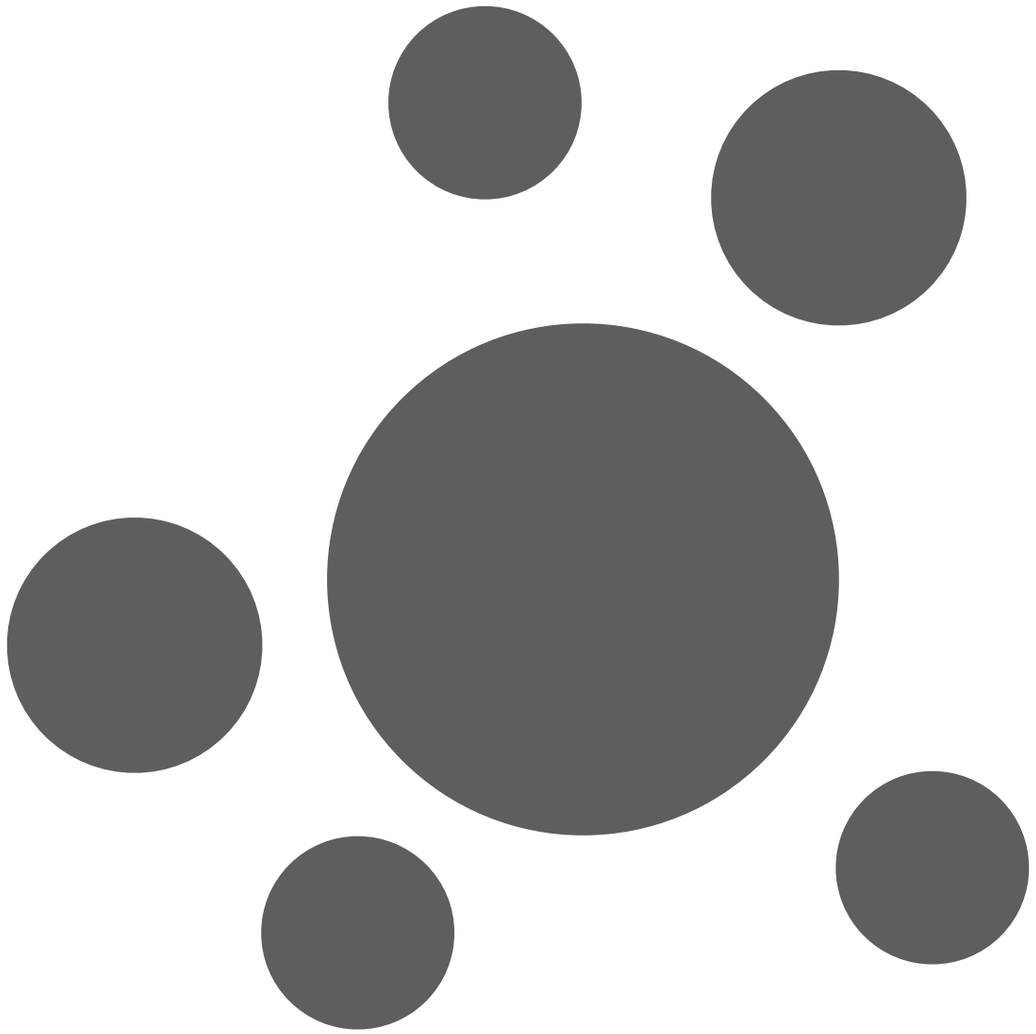
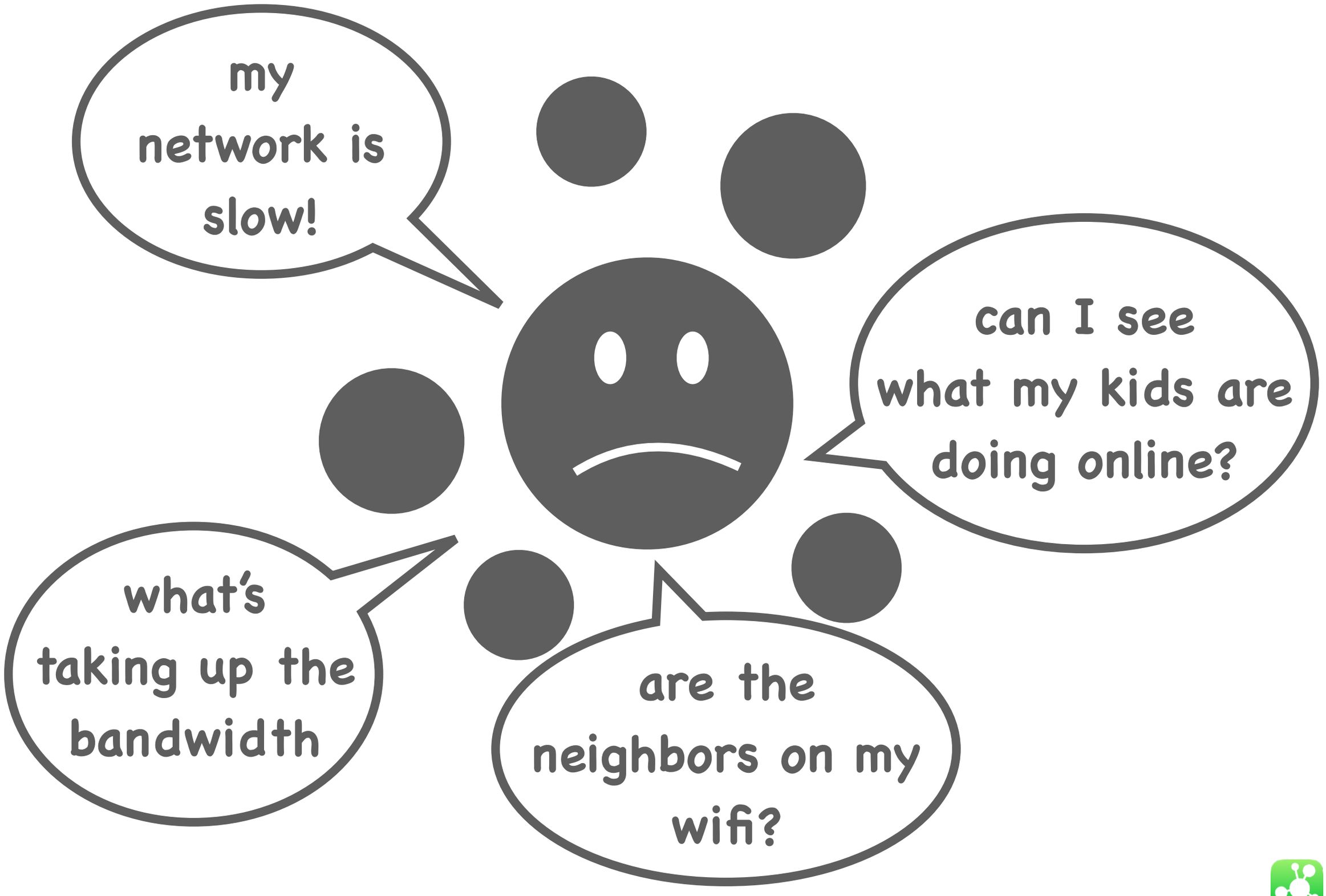
Faster better tech support with TLS Host Matching

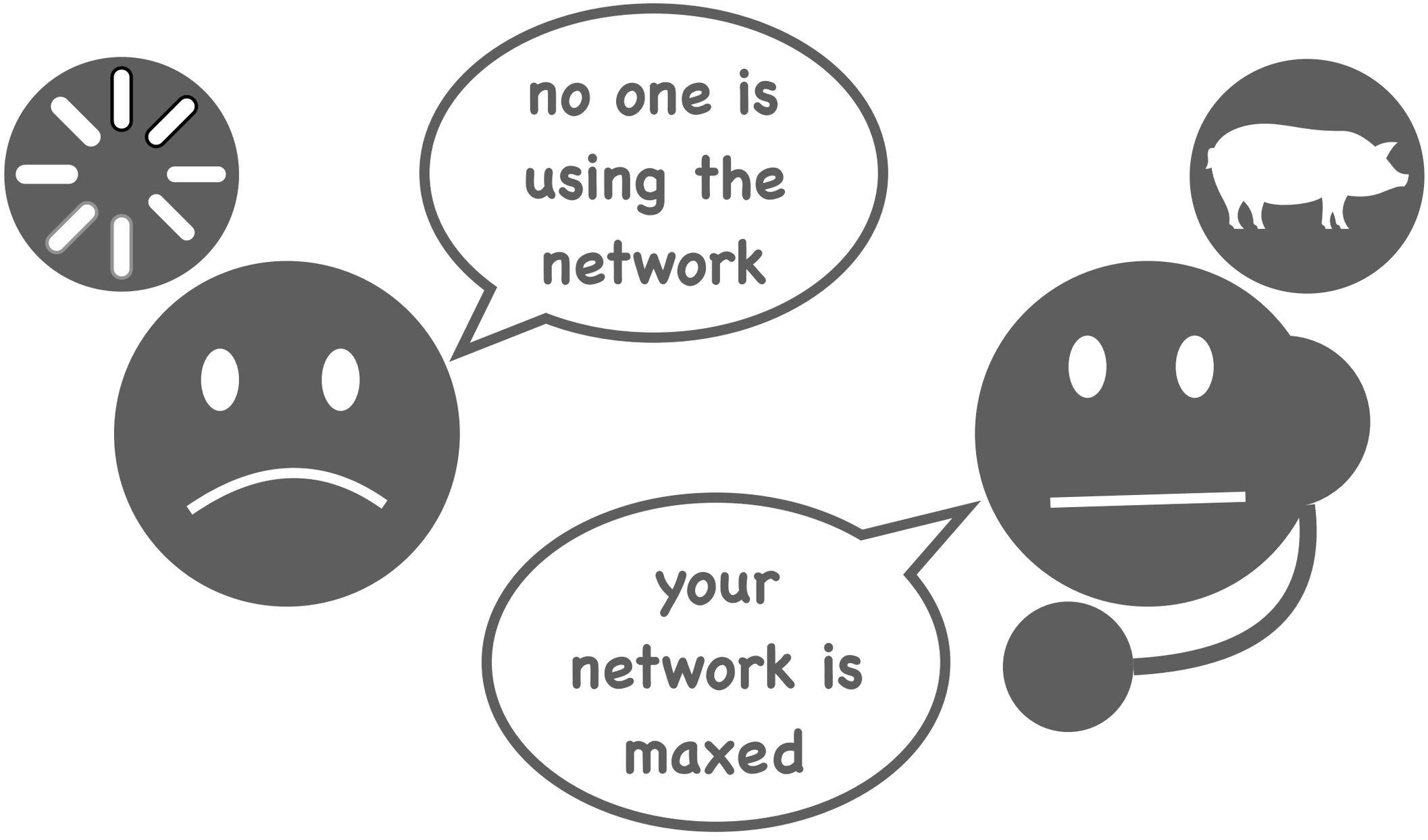


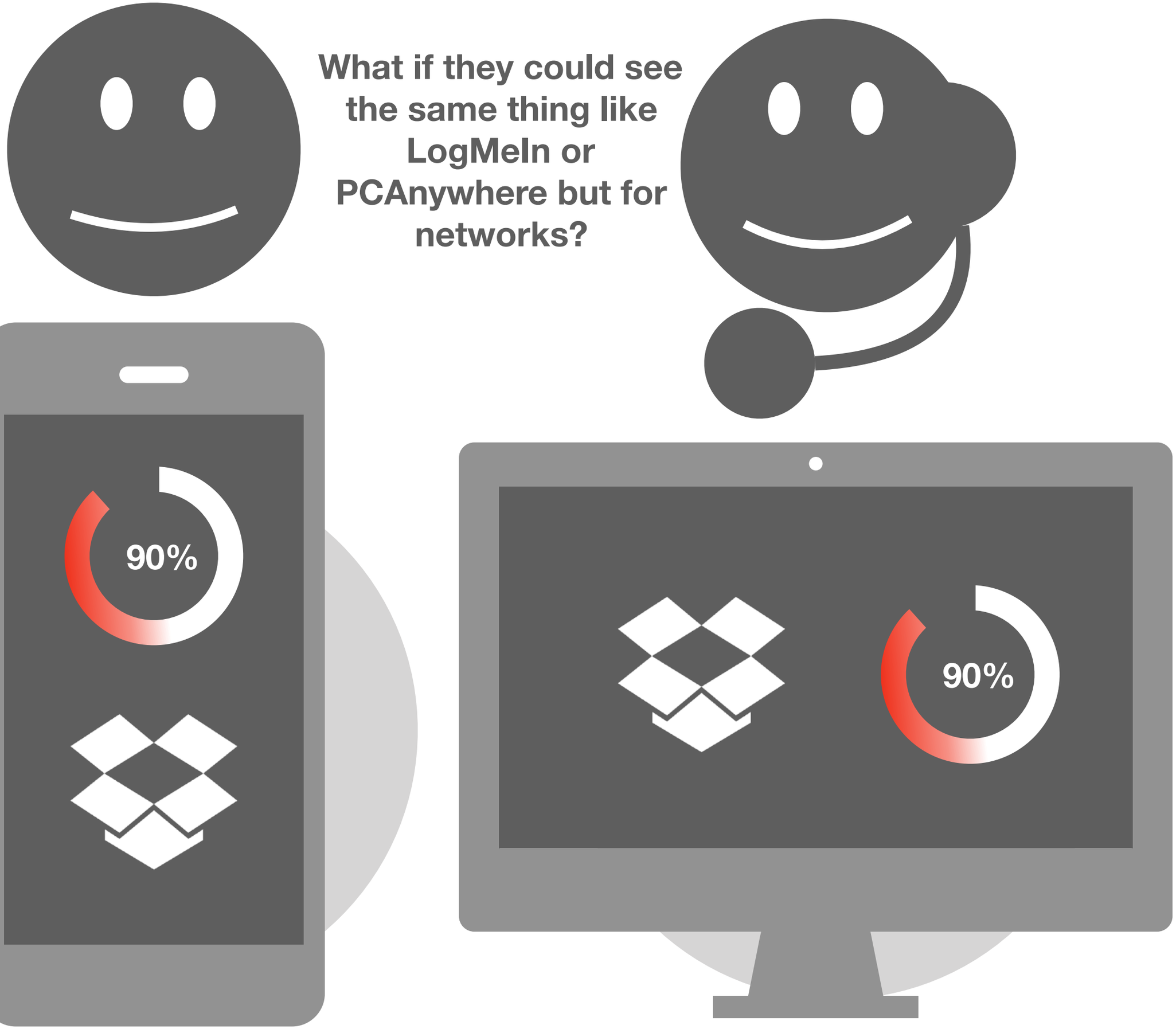
MUM Costa Rica 2018

Chronic tech support calls bog down the help desk

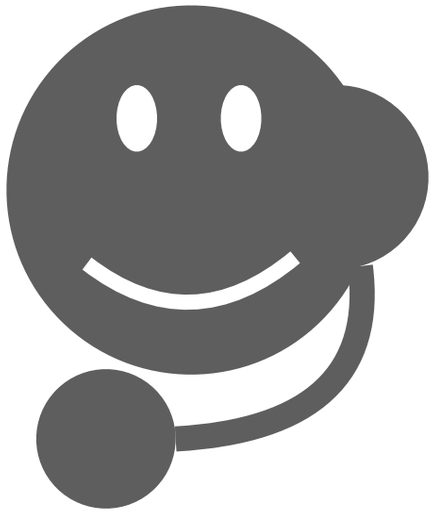


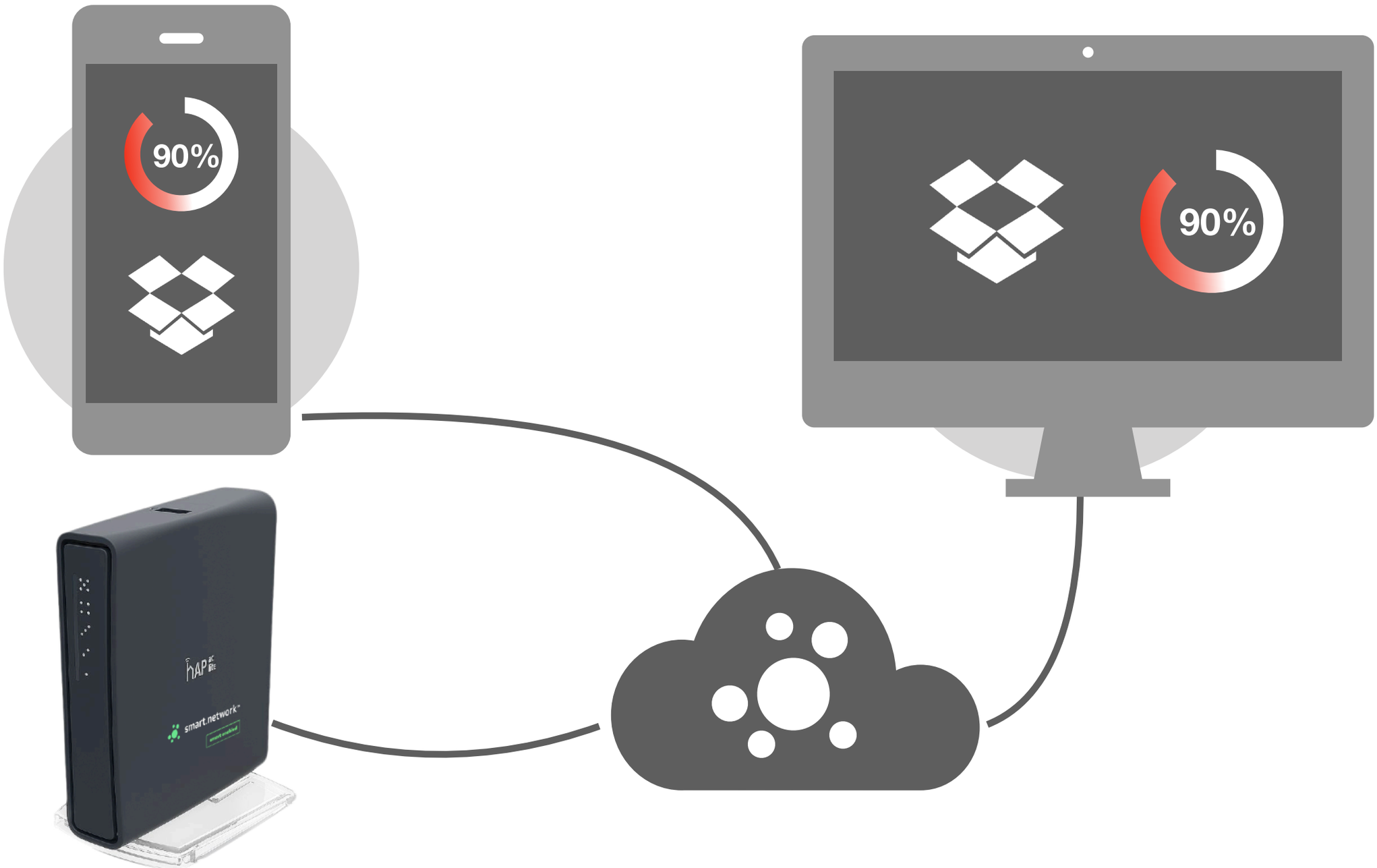
The customer and the helpdesk agent don’t see the same thing

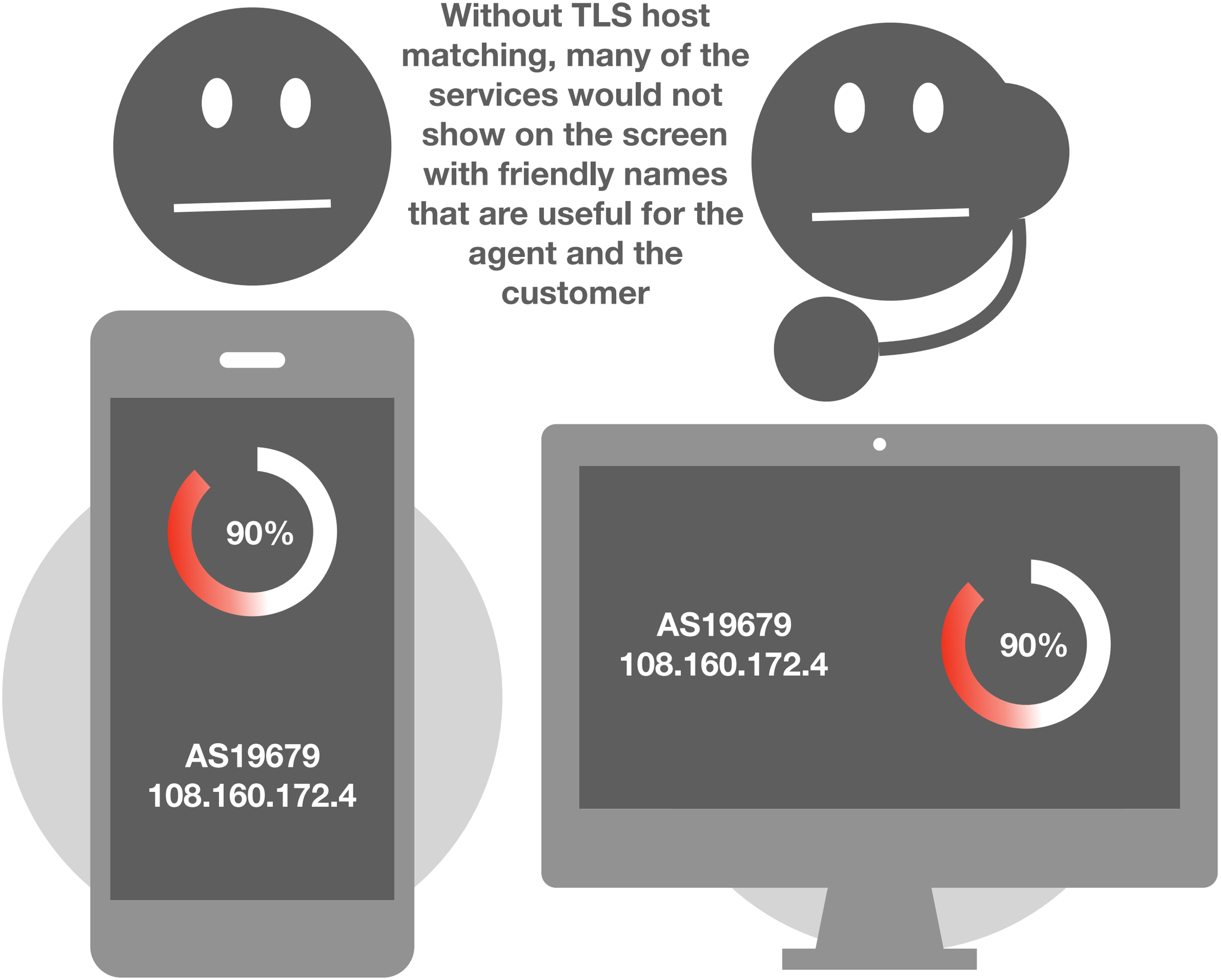



What if they could see the same thing like LogMeIn or PCAnywhere but for networks?
90%
90%

That is exactly what smart.network offers, a way for the customer and agent to view the network together, in real time, and in non technical terms






Without TLS host matching, many of the services would not show on the screen with friendly names that are useful for the agent and the customer
90%
AS19679
108.160.172.4
AS19679
108.160.172.4
90%

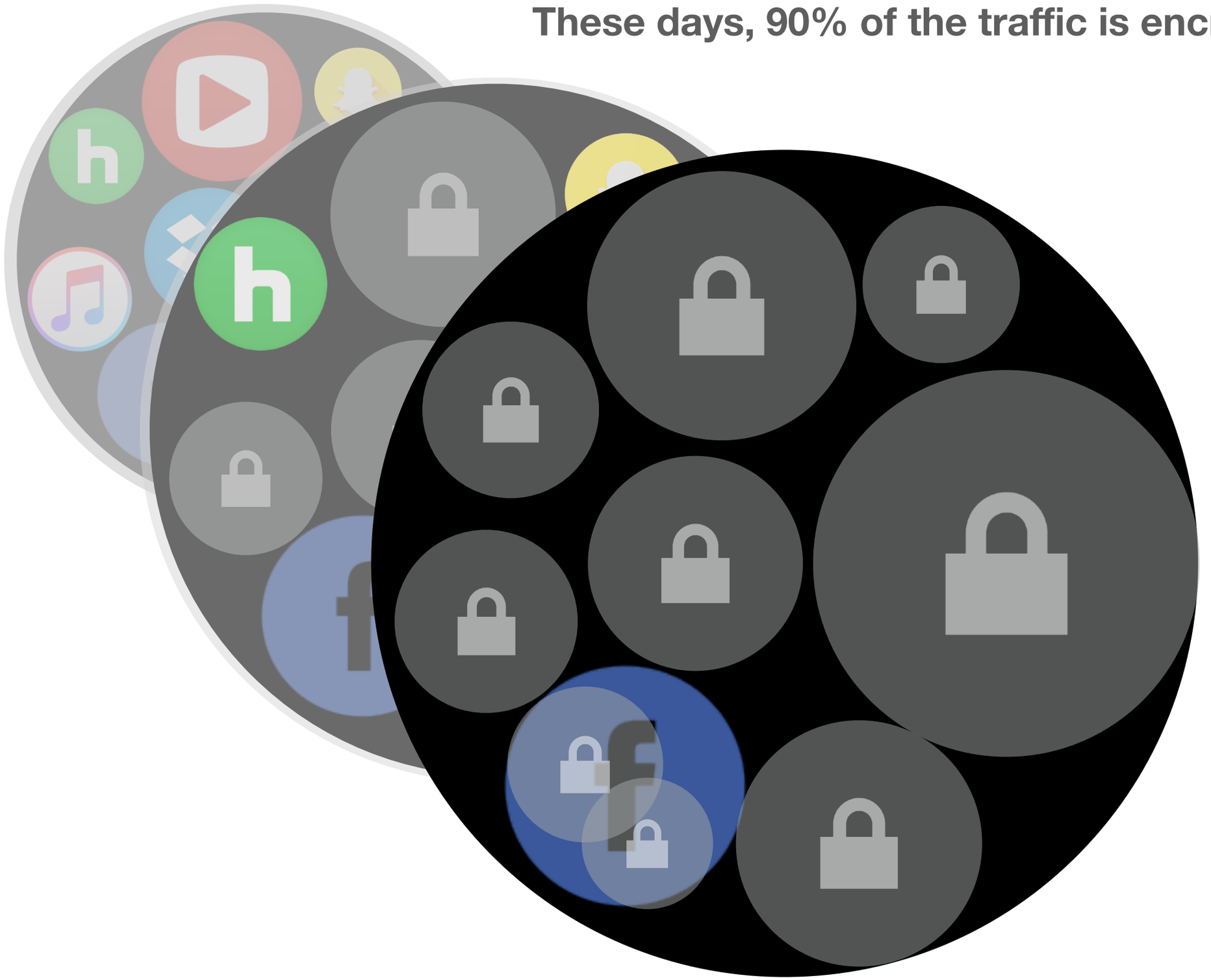
Back in the days, traffic was not encrypted so traditional packet inspections was useful

2008

By 2013, between 30% and 50% of the traffic was encrypted

2013

These days, 90% of the traffic is encrypted



2018

Other means are used to identify and classify encrypted traffic

ASN

Port

Pattern

DNS

TLS

TLS host matching is a big help on classifying ssl traffic

TLS

> “Allows to match https traffic based on TLS SNI hostname. **Accepts GLOB syntax for wildcard matching.** Note that matcher will not be able to match hostname if TLS handshake frame is fragmented into multiple TCP segments (packets).”

wiki.mikrotik.com

Where to find TLS Host matching settings:

IP > Firewall > New Firewall/NAT/Mangle Rule

> Advanced tab

youtube.com or *.youtube.com or *youtube*

Most services will use other domains to call content from, so additional tis hosts need to be found

`youtube.com or *.youtube.com or *youtube*`

`ytimg.com and googlevideo.com`

Here are some examples of other TLS Hosts related to primary domains

cnn.com	bbc.com	vimeo.com	twitter.com
cnnios-f.akamaihd.net	bbci.co.uk	vimeocdn.com	t.co
ugdturner.com	bbcfmt.hs.llnwd.net	vimeo.akamaized.net	twimg.com
turner.com	bbc.co.uk		

To find more, one has to go deep with wireshark
look for client hello, ssl handshake server name!