2022 Q1

Important updates for ISC's BIND 9, ISC DHCP, and Kea DHCP support subscribers.

We appreciate everyone who took the time to fill out the **Support Subscriber Satisfaction Survey** we mailed you in February. We are very conscious that your time is valuable so we only survey you infrequently.

Survey Results
(2022 vs. 2019)

- 94% of you responded that you were *very satisfied* or *satisfied* with our support overall. This is excellent, and even better than the 89% score you gave us in 2019.
- 89% were also *very satisfied* or *satisfied* with the time to resolve issues, compared to 85% in 2019. We ask this separately because we are aware sometimes it can take a while to resolve more complex issues, and we are glad to see we are doing slightly better at this than previously.
- More of you reported opening issues in GitLab (39% vs. 31%), participating on our user mailing lists (54% vs. 40%), and consulting our Knowledgebase (73% vs. 62%) in the more recent survey.
- The most popular way to receive our software is still by building from source (70% reported doing this), although 50% also reported using packages from their OS provider and 29% used packages from ISC (respondents were permitted to choose multiple answers).
- RHEL remains the most popular OS among our subscribers (56%), followed by CentOS (42%), then Debian (27%), then Ubuntu (24%).

BIND/DNS News

What does the End of Life for BIND 9.11 mean for you?

As of the end of March 2022, BIND 9.11 will be EOL. ISC will no longer issue patches, provide security notifications, or post maintenance versions for 9.11. The source code will remain on our FTP server (more or less forever), but the packages will be replaced in the ISC Cloudsmith repository. ISC's support team will answer questions about 9.11, but anyone encountering problems requiring software modification will be advised to upgrade to a currently supported version.

What version should you upgrade to?

Those upgrading now can choose between 9.16 and 9.18. Both are stable versions, which means no new major features will be added. The 9.16 version was declared an Extended Support version (ESV), which means we will be making only minimal essential changes in that branch. Per our current release model, all stable versions will be supported for four years: since 9.16 has been out for a while already, there is less time left on that branch. 9.16 will be maintained through the end of 2023, and 9.18 through the end of 2025. Anyone wishing to deploy encrypted DNS (DoH or DoT) should plan to upgrade to 9.18.

Whichever branch you choose, please upgrade to the most recent release on that branch. Our support team has created Changes to be aware of when moving from BIND 9.11 to 9.16, specifically to help with the upgrade process. For more discussion on this topic, see our KB article Which Version of BIND do I want to download and install?

ISC's Software Support Policy and Version Numbering explains our software lifecycle and is also relevant.

Kea/DHCP News

DHCP Application Security

We are extending the security features of Kea and Stork to better protect against attacks on this part of your infrastructure. For an overview, see the Security chapter in the Kea ARM. We had already secured the connection between Kea and Stork; now we are adding security for the connections to backend databases used by Kea, as well as hiding these credentials in a separate configuration file. Several users have recently requested a solution for provisioning TLS certificates in bulk while dynamically spinning up new temporary virtual machines, so we know there is interest in securing these connections. We have a new KB article providing tips on configuring MySQL with TLS. (*note, please ensure you are using the latest version of OpenSSL, patched for CVE-2022-0778)

Stork to Support Kea Configuration

We are embarking on a major project to enable Stork to make configuration changes in Kea servers. For this project, we have created a list of Requirements, as well as a proposed Design. Obviously, it is important to consider how to manage contention and conflicts when enabling remote configuration; we are attacking the "greenfield" (new server) configuration use case first and will focus on configuration of host reservations, subnets, and pools.

DDNS Tuning

As we get more Kea users in enterprises, we are also seeing more requests for DDNS tuning. One exciting upcoming feature is a new hook library, allowing you to generate FQDNs using regular expressions.

Register for our April 27th Kea Performance Tuning Webinar, with Tomek Mrugalski, our Director of DHCP Engineering.

Updates from Support

What is a Configuration Review?

New support subscribers are entitled to a configuration review. This is entirely optional, and is initiated by the subscriber when and if they decide they want a review.

This basic config review is an examination of a single server's configuration file by one of our support engineers. We ask you to provide the configuration for a single server, and to let us know what your area(s) of concern are, if any. Our response and recommendations generally include references to some of our advice articles, and sometimes lead to follow-on projects.

The process:

1. The subscriber opens a ticket, requesting a review. Subsequent dialog happens on that ticket.
2. The customer fills out a short questionnaire about the deployment, and submits a text file with the configuration to be reviewed.
3. An ISC support engineer has a call with the subscriber to discuss the review goals and clarify any issues surrounding the configuration.
4. The ISC support engineer reviews the configuration offline and makes observations and suggestions, focused on the area of concern.
5. The review response is provided on the support ticket.

If the customer needs a more extensive review, perhaps covering multiple systems, that is handled as a consulting engagement. Please contact ISC support or ask your account manager for more details.

Meet an ISC Engineer!

Eddy Winstead, ISC Sales Engineer, at a recent NANOG conference

Many of our customers have already interacted with Eddy Winstead, either face-to-face or virtually. Find out more about him here!

We've just released our 2021 Annual Report!

ISC Webinars

All our webinars are recorded and available for viewing on ISC's YouTube and BrightTALK channels and on our website. If you would like to be notified of new webinars, please sign up for our training-info mailing list, or monitor our social media (Facebook, LinkedIn, and Twitter) or website. Recent topics have included:

- ISC's Advance Security Notification Process
- Governing the Ungovernable: Root Server Operator Governance