

2024-11 Advisory: Roaming1.ja.net going offline for maintenance

Released 11/11/2024

This advisory applies to all member organisations of eduroam(UK) providing a service for Visitors.

Summary: Roaming1.ja.net going will be going offline for maintenance on 12/11/2024 – the national RADIUS service will be maintained via roaming0 and roaming2. No urgent action is necessary.

Notice of outage of roaming1.ja.net: It is highly regrettable, but due to late communication to us we must advise that that one of our three National RADIUS Proxy Servers (NRPS), roaming1.ja.net (193.63.195.34), will be going offline before 8:00 tomorrow morning, 12th Nov. The scope of the maintenance work is considerable and we do not expect roaming1 will be back online until late on the 13th or the 14th Nov at the earliest.

Risk/Actions: The eduroam(UK) national proxy service is not at risk and you do not need to take any action. The national proxy load can in fact comfortably be supported by any one of the three proxies. Due to the inherent resilience of RADIUS, if your organisational RADIUS proxy server (ORPS) should randomly/load balance select roaming1, the authentication request will time out and the next NRPS in the pool/secondary will then be selected.

Recommendation: We advise that you should, nevertheless, check your systems tomorrow to verify that your service for Visitors is not being impacted. (Hint, check the Troubleshoot > Logs panel on Support Server and verify that authentication requests for your eduroam visitors are being forwarded to roaming0 and roaming2 (you can apply the filter 'operator:<your-operator-name>' to the RADIUS authlog view)).

Optional: Optionally you could temporarily disable roaming1.ja.net (193.63.195.34) in your remote RADIUS servers configuration in your ORPS (no value in taking action with your RADIUS clients config).

If you are running a Visitor service/NRPS heartbeat monitor, you may wish to take out roaming1.ja.net from the check for the duration of the outage of roaming1.

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