XEP-0455: Service Outage Status

Mathieu Pasquet
mailto:mathieui@mathieui.net
xmpp:mathieui@mathieui.net

2021-02-09
Version 0.2.0

<table>
<thead>
<tr>
<th>Status</th>
<th>Type</th>
<th>Short Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experimental</td>
<td>Standards Track</td>
<td>NOT_YET_ASSIGNED</td>
</tr>
</tbody>
</table>

This document defines an XMPP protocol extension that enables server administrators to communicate issues with the server to all users in a semantic manner.
Legal

Copyright

This XMPP Extension Protocol is copyright © 1999 – 2020 by the XMPP Standards Foundation (XSF).

Permissions

Permission is hereby granted, free of charge, to any person obtaining a copy of this specification (the "Specification"), to make use of the Specification without restriction, including without limitation the rights to implement the Specification in a software program, deploy the Specification in a network service, and copy, modify, merge, publish, translate, distribute, sublicense, or sell copies of the Specification, and to permit persons to whom the Specification is furnished to do so, subject to the condition that the foregoing copyright notice and this permission notice shall be included in all copies or substantial portions of the Specification. Unless separate permission is granted, modified works that are redistributed shall not contain misleading information regarding the authors, title, number, or publisher of the Specification, and shall not claim endorsement of the modified works by the authors, any organization or project to which the authors belong, or the XMPP Standards Foundation.

Warranty

## NOTE WELL: This Specification is provided on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. ##

Liability

In no event and under no legal theory, whether in tort (including negligence), contract, or otherwise, unless required by applicable law (such as deliberate and grossly negligent acts) or agreed to in writing, shall the XMPP Standards Foundation or any author of this Specification be liable for damages, including any direct, indirect, special, incidental, or consequential damages of any character arising from, out of, or in connection with the Specification or the implementation, deployment, or other use of the Specification (including but not limited to damages for loss of goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses), even if the XMPP Standards Foundation or such author has been advised of the possibility of such damages.

Conformance

This XMPP Extension Protocol has been contributed in full conformance with the XSF’s Intellectual Property Rights Policy (a copy of which can be found at <https://xmpp.org/about/xsf/ipr-policy> or obtained by writing to XMPP Standards Foundation, P.O. Box 787, Parker, CO 80134 USA).
Contents

1 Introduction 1

2 External status 1
  2.1 Discovery 1
  2.2 External status format 2

3 In-band status 4
  3.1 PubSub Node 4
  3.2 Outage event 4
  3.3 Outage End Event 5

4 Use Cases 6

5 Business Rules 6

6 Internationalization Considerations 6

7 Security Considerations 7

8 IANA Considerations 7

9 XMPP Registrar Considerations 7
  9.1 Field Standardization 7

10 XML Schema 8
1 Introduction

The XMPP Network is a network of servers which each have their own administration policies, status reports, and other peculiarities. Contact Addresses for XMPP Services (XEP-0157) provides a consistent framework for reaching out to administrators and reporting abuse, incidents, or even giving feedback on the service, and the goal of this specification is to provide a similar framework for letting users (or other entities) know the server status in-band or out of band (in case of hard failures).

Centralized systems usually control both the infrastructure and client code, making it easy to hardcode information retrieval one way or the other. The usual way of informing users of planned maintenance, partial or total outage was previously through "announce" modules that lets the admin broadcast server-wide messages. This approach has several drawbacks, as it will appear in most clients as a new discussion with the server JID, which can prove confusing. It also does not provide a way to reach the user when the XMPP server is offline.

This XEP provides:

- An informational way of exposing an external service endpoint containing machine-readable data using Service Discovery Extensions (XEP-0128) ²
- A specification of the data this service should provide
- A normative way of providing such information in-band, when the outage is not complete
- A way to reference and archive such incidents, in a Publish-Subscribe (XEP-0060) ³ node

2 External status

2.1 Discovery

To make such discovery possible, we specify a Service Discovery Extensions (XEP-0128) ⁴ mechanism that a server SHOULD return in response to service discovery information ("disco#info") requests sent to the bare domain of the server. This information MUST be scoped using a FORM_TYPE of "urn:ietf:XS:0" (as already specified in XEP-0128) and data form fields registered for this purpose as defined in the XMPP Registrar Considerations section of this document.

Values of 'external-status-addresses' form field MUST be valid URIs, i.e. comply with the 'xs:anyURI' datatype of XML Schema Part 2 ⁵.

2 EXTERNAL STATUS

Listing 1: Entity queries server for information

```xml
<iq from='thirdwitch@shakespeare.lit/chamber'
    to='shakespeare.lit'
    id='disco1'
    type='get'>
    <query xmlns='http://jabber.org/protocol/disco#info'/>
</iq>
```

Listing 2: Server communicates information

```xml
<iq from='shakespeare.lit'
    to='thirdwitch@shakespeare.list/chamber'
    id='disco1'
    type='result'>
    <query xmlns='http://jabber.org/protocol/disco#info'>
        <identity category='server' type='im'/>
        <feature var='http://jabber.org/protocol/disco'/>
        <x xmlns='jabber:x:data' type='result'>
            <field var='FORM_TYPE' type='hidden'>
                <value>urn:xmpp:sos:0</value>
            </field>
            <field var='external-status-addresses'>
                <value>http://secondary.shakespeare.lit/status.json</value>
            </field>
        </x>
    </query>
</iq>
```

Links present inside the 'external-status-addresses' field SHOULD use HTTP/HTTPS protocol and the resources referenced MUST be available without authentication.

2.2 External status format

TODO: do we want this to be XML or json? I have no real preference, in any case it should be preferably generated by a tool but easy to write by hand, as this needs to be usable in situations where time is the essence.

The format used for the external status is defined here, to allow a wide range of compatibility across services and clients.

A client MUST ignore unknown extra fields present in the JSON file, to allow extensibility, and implementations MAY add other fields.

Listing 3: Example status

```json
{
    "outage": "complete",
    "planned": true,
    "beginning": "2021-01-12T01:01:01Z",
}
The "message" field MUST contain at least a message on the "default" key, that will be used by the client if the current user language is not found. It is left to the operator to determine which language is more relevant as a default, according to the server's user base.

When the outage is over, the file SHOULD be replaced with an empty JSON object.

Listing 4: Empty file after resolution of the issue

```json
{}
```

The following JSON schema is provided as a means to describe and validate the file exposed by the external service:

```json
{
  "$schema": "http://json-schema.org/draft-07/schema#",
  "title": "XMPP_Server_Outage_Format",
  "type": "object",
  "required": ["beginning"],
  "additionalProperties": true,
  "properties": {
    "outage": {
      "type": "string",
      "enum": ["partial", "complete"],
      "description": "The outage status (partial or complete)."
    },
    "planned": {
      "type": "boolean",
      "description": "If the outage was planned or not."
    },
    "beginning": {
      "type": "string",
      "format": "date-time",
      "description": "Approximate time of the start of the outage."
    },
    "expected_end": {
      "type": "string",
      "format": "date-time",
      "description": "Estimated time of the end of the outage (if known)."
    },
    "message": {
```
3 In-band status

3.1 PubSub Node

For in-band notifications of server issues, a service with this extension SHOULD expose a
'urn:xmpp:sos:0' pubsub node with the access model defined in Best Practices for Persistent
Storage of Public Data via Publish-Subscribe (XEP-0222) on its bare JID. This pubsub node
contains items describing outages and outage resolutions, and each item MUST have an
'id' attribute value containing the outage date and time, in XMPP Date and Time Profiles
(XEP-0082) format.

Clients implementing this extension SHOULD subscribe to the '+notify' on that node, as
defined in Publish-Subscribe (XEP-0060).

Entities from other servers MAY be allowed to subscribe to other server nodes, to allow
external services to monitor the server. Doing so allows aggregation of XMPP outage events
across the network, for a better transparency.

3.2 Outage event

Listing 5: Server operator publishes an outage event

```
<iq from='firstwitch@shakespeare.lit/broom' to='shakespeare.lit' type='set' id='pub1'>
  <pubsub xmlns='http://jabber.org/protocol/pubsub'>
    <publish node='urn:xmpp:sos:0'>
      <item id='2021-01-01T01:01:01Z'>
        <outage xmlns='urn:xmpp:sos:0'/>
      </item>
    </publish>
  </pubsub>
</iq>
```

---

The ICQ and MSN gateways are down

Les passerelles ICQ et MSN sont mortes

false

Expected end 2021-01-01T05:00:00Z

3.3 Outage End Event

When the outage is over, servers operators SHOULD publish an <outage-end/> element with the item id matching the time at which the issue was resolved. It can optionally contain a description.

Listing 7: Server operator publishes an end of outage event

<iq from='firstwitch@shakespeare.lit/broom' to='shakespeare.lit' type='set' id='pub2'>
<pubsub xmlns='http://jabber.org/protocol/pubsub'><item id='2021-01-01T02:05:01Z'>
<outage-end xmlns='urn:xmpp:sos:0'>
Clients receiving this notification SHOULD remove the information about the outage from the user’s view, and MAY display the new message briefly.

4 Use Cases

This extension has been thought for several different cases of service outages:

- A client failing to connect to a server is able to display an informative message to the user if the server is having issues.
- A server experiencing difficulties is able to communicate it to the users, and clients can display the information prominently.
- An external service can keep track of the various outages, either for a single server or a number of them, and present the information in a structured manner.

5 Business Rules

A client implementing this extension MUST fetch the addresses of the external service and cache it for later use. Doing so allows the client to use this information when it is impossible to connect to the server.

A client receiving an outage event for a time in the future SHOULD treat it as a planned event that is not already happening and adapt its display consequently.

When connected, a client SHOULD NOT fetch the external file as the in-band notification provides the same information, if available.

6 Internationalization Considerations

Both the JSON and the XML format defined in this document allow for internationalization in the fields that are expected to be presented to the user as-is. The other fields are machine-readable and their various values SHOULD be translated in the implementing applications.
7 Security Considerations

Client implementations MUST check the provenance of the pubsub notifications before displaying a notification, otherwise malicious entities could send fake outage events. Server administrators MUST ensure the servers provided in 'external-status-addresses' are trusted, as malicious administrators of this server could use the referenced file to display arbitrary messages to users.

8 IANA Considerations

This document requires no interaction with the Internet Assigned Numbers Authority (IANA).

9 XMPP Registrar Considerations

The XMPP Registrar includes the following information in its registries.

9.1 Field Standardization

Field Standardization for Data Forms (XEP-0068) defines a process for standardizing the fields used within Data Forms qualified by a particular namespace, and XEP-0128 describes how to use field standardization in the context of service discovery. This section registers fields for server information scoped by the "urn:xmpp:sos:0" FORM_TYPE.

```
<form_type>
  <name>urn:xmpp:sos:0</name>
  <doc>XEP-XXXX</doc>
  <desc>
    Form enabling a the registration of a machine-readable external file to describe a service status.
  </desc>
  <field
    var='external-status-addresses'
    type='list-multi'
  </field>
</form_type>
```

9 The Internet Assigned Numbers Authority (IANA) is the central coordinator for the assignment of unique parameter values for Internet protocols, such as port numbers and URI schemes. For further information, see <http://www.iana.org/>.

10 The XMPP Registrar maintains a list of reserved protocol namespaces as well as registries of parameters used in the context of XMPP extension protocols approved by the XMPP Standards Foundation. For further information, see <https://xmpp.org/registrar/>.

10 XML Schema

REQUIRED for protocol specifications.