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Kernel Mechanisms for Service Differentiation in Overloaded Web Servers

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Abstract

The increasing number of Internet users and innovative new services such as e-commerce are placing new demands on Web servers. It is becoming essential for Web servers to provide performance isolation, have fast recovery times, and provide continuous service during overload at least to preferred customers. In this paper, we present the design and implementation of three kernel-based mechanisms that protect Web servers against overload by providing admission control and service differentiation based on connection and application level information. Our basic admission control mechanism, *TCP SYN policing*, limits the acceptance rate of new requests based on the connection attributes. The second mechanism, *prioritized listen queue*, supports different service classes by reordering the listen queue based on the priorities of the incoming connections. Third, we present *HTTP header-based connection control* that uses application-level information such as URLs and cookies to set priorities and rate control policies.

We have implemented these mechanisms in AIX 5.0. Through numerous experiments we demonstrate their effectiveness in achieving the desired degree of service differentiation during overload. We also show that the kernel mechanisms are more efficient and scalable than application level controls implemented in the Web server.

1 Introduction

Application service providers and Web hosting services that co-host multiple customer sites on the same server cluster or large SMP are becoming increasingly common in the current Internet infrastructure. The increasing growth of e-commerce on the web means that any server down time that affects the clients being serviced will result in a corresponding loss of revenue. Additionally, the unpredictability of flash crowds can overwhelm a hosting server and bring down multiple customer sites simultaneously, affecting the performance of a large number of clients. It becomes essential, therefore, for hosting services to provide performance isolation and continuous operation under overload conditions.

Each of the co-hosted customers sites or applications may have different quality-of-service (QoS) goals based on the price of the service and the application requirements. Furthermore, each customer site may require different services during overload based on the client's identity (preferred gold client) and the application or content they access (e.g., a client with a buy order vs. a browsing request). A simple threshold based request discard policy (e.g., a TCP SYN drop mode in commercial switches/routers discards the incoming, oldest or any random connection [1]) to delay or control overload is not adequate as it does not distinguish between the individual

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QoS requirements. For example, it would be desirable that requests of non-preferred customer sites be discarded first. Such QoS specifications are typically negotiated in a service level agreement (SLA) between the hosting service provider and its customers. Based on this governing SLA, the hosting service providers need to support service differentiation based on client attributes (IP address, session id, port etc.), server attributes (IP address, type), and application information (URL accessed, CGI request, cookies etc.).

In this paper, we present the design and implementation of kernel mechanisms in the network subsystem that provide admission control and service differentiation during overload based on the customer site, the client, and the application layer information.

One of the underlying principles of our design was that it should enable "early discard", i.e., if a connection is to be discarded it should be done as early as possible, before it has consumed a lot of system resources [2]. Since a web server's workload is generated by incoming network connections we place our control mechanisms in the network subsystem of the server OS at different stages of the protocol stack processing. To balance the need for early discard with that of an informed discard, where the decision is made with full knowledge of the content being accessed, we provide mechanisms that enable content-based admission control.

Our second principle was to introduce minimal changes to the core networking subsystem in commercial operating systems that typically implement a BSD-style stack. There have been prior research efforts that modify the architecture of the networking stack to enable stable overload behavior [3]. Other researchers have developed new operating system architectures to protect against overload and denial of service attacks [4]. Some "virtual server" implementations try to sandbox all resources (CPU, memory, network bandwidth) according to administrative policies and enable complete performance isolation [5]. Our aim in this design, however, was not to build a new networking architecture but to introduce simple controls in the existing architecture that could be just as effective.

The third principle was to implement mechanisms that can be deployed both on the server as well as outside the server in layer 4 or 7 switches that perform load balancing and content based routing for a server farm or large cluster [6]. Such switches have some form of overload protection mechanisms that typically consists of dropping a new connection packet (or some random new connection packet) when a load threshold is exceeded. For content-based routing the layer 7 switch functionality consists of terminating the incoming TCP connection to determine the destination server based on the content being accessed, creating a new connection to the server in the cluster, and splicing the two connections together [7]. Such a switch has access to the application headers along with the IP and TCP headers. The mechanisms we built in the network subsystem can easily be moved to the front-end switch to provide service differentiation based on the client attributes or the content being accessed.

There have been proposals to modify the process scheduling policies in the OS to enable preferred web requests to execute as higher priority processes [8]. These mechanisms, however, can only change the relative performance of higher priority requests; they do not limit the requests accepted. Since the hardware device interrupt on a packet receive and the software interrupt for packet protocol processing can preempt any of the other user processes [3] such scheduling policies cannot prevent or delay overload. Secondly, the incoming requests already have numerous system resources consumed before any scheduling policy comes into effect. Such priority scheduling schemes can co-exist with our controls in the network subsystem.

An alternate approach is to enable the applications to provide their individual admission control mechanisms. Although this achieves application level control it requires modifications to existing legacy applications or specialized wrappers. Application controls are useful in differentiating between different clients of an application but are less useful in preventing or delaying overload across customer sites. More importantly, various server resources have already been allocated to a request before the application control comes into effect, violating the early discard policy. However, the kernel mechanisms can easily work in conjunction with application specific controls.

Since most web servers receive requests over HTTP/TCP connections, our controls are located in three different stages in the lifetime of a TCP connection.

- The first control mechanism, *TCP SYN policing*, is located at the start of protocol stack processing of the first SYN packet of a new connection and limits acceptance of a new TCP SYN packet based on compliance with a token bucket based policer.
- The next control, *prioritized listen queue*, is located at the end of a TCP 3-way handshake, i.e., when the connection is accepted and supports different priority levels among accepted connections.
- Third, *HTTP header-based connection control*, is located after the HTTP header is received (which could be after multiple data packets) and enables admission control and priority values to be based on application-layer information contained in the header e.g., URLs, cookies etc.

We have implemented these controls in the AIX 5.0 kernel as a loadable module using the framework of an existing QoS-architecture [9]. The existing QoS architecture on AIX supports policy-based outbound bandwidth management [10]. These techniques are easily portable to any OS running a BSD style network stack[1].

We present experimental results to demonstrate that these mechanisms effectively provide selective connection discard and service differentiation in an overloaded server. We also compare against application layer controls that we added in the Apache 1.3.12 server and show that the kernel controls are much more efficient and scalable.

The remainder of this paper is organized as follows: In Section 2 we give a brief overview on input packet processing. Our architecture and the kernel mechanisms are presented in Section 3. In Section 4 we present and discuss experimental results. We compare the performance of kernel based mechanisms and application level controls in Section 5. We describe related work in Section 6 and finally, the conclusions and future work in Section 7.

2 Input Packet Processing: Background

In this section we briefly describe the protocol processing steps executed when a new connection request is processed by a web server. When the device interface receives a packet it triggers a hardware interrupt that is serviced by the corresponding device driver [11]. The device driver copies the received packet into an `mbuf` and de-multiplexes it to determine the queue to insert the packet. For example, an IP packet is added to the input queue, `ipintrq`. The device driver then triggers the IP software interrupt. The IP input routine dequeues the packet from the IP input queue and does the next layer demultiplexing to invoke the transport layer input routine. For example, for a TCP packet this will result in a call to a `tcp_input` routine for further processing. The call to the transport layer input routine happens within the realm of the IP input call, i.e., there is no queuing between the IP and TCP layer. The TCP input processing verifies the packet and locates the protocol control block (PCB). If the incoming packet is a SYN request for a listen socket, a new data socket is created and placed in the partial listen queue and an ACK is sent back to the client. When the ACK for the SYN-ACK is received the TCP 3-way handshake is complete, the connection moves to an established state and the data socket is moved to the listen queue. The sleeping process, e.g., the web server, waiting on the `accept` call is woken up. The connection is ready to receive data.

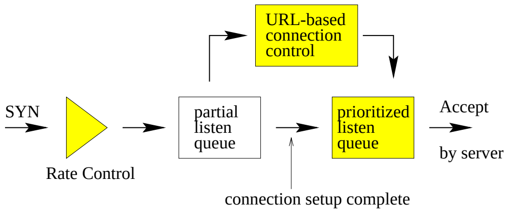

Figure 1: Proposed kernel mechanisms.

3 Architecture Design

The network subsystem architecture adds three control mechanisms that are placed at the different stages of a TCP connection's life time. Figure 1 shows the various phases in the connection setup and the corresponding control mechanisms: (i) when a SYN packet is processed it triggers the SYN rate control and selective drop (ii) when the 3-way handshake is completed the prioritized listen queue selectively changes the ordering of accepted connections in the listen queue (iii) when the HTTP header is received the HTTP header controls decide on dropping or re- prioritizing the requests based on application

[1] A port to Linux is underway.

layer information. Each of these mechanisms can be activated at varying degrees of overload where the earliest and simplest control is triggered at the highest load level.

3.1 SYN Policer

TCP SYN policing controls the rate and burst at which new connections are accepted. Arriving TCP SYN packets are policed using a token bucket profile defined by the pair $< rate, \; burst >$, where *rate* is the average number of new requests admitted per second and *burst* is the maximum number of concurrent new requests. Incoming connections are aggregated using specified filter rules that are based on the connection end points (source and destination addresses and ports as shown in Table 2). On arrival at the server, the SYN packet is classified using the IP/TCP header information to determine the matching rule. A compliance check is performed against the token bucket profile of the rule. If compliant, a new data socket is created and inserted in the partial listen queue otherwise the SYN packet is silently discarded.

When the SYN packet is silently dropped, the requesting client will time-out waiting for a SYN ACK and retry again with an exponentially increasing time-out value[2]. An alternate option, which we do not consider, is to send a TCP RST to reset the connection indicating an abort from the server. This approach, however, incurs unnecessary extra overhead. Secondly, some clients send a new SYN immediately after a TCP RST is received instead of aborting the connection. Note that we drop non-compliant SYNs even *before* a socket is created for the new connection thereby investing only a small amount of overhead on requests that are dropped.

To provide service differentiation, connection requests are aggregated based on filters and each aggregate has a separate token bucket profile. Filtering based on client IP addresses is useful since a few domains account for a significant portion of a web server's requests [12]. The rate and burst values are enforced only when overload is detected and can be dynamically controlled by an adaptation agent, the details of which are beyond the scope of this paper.

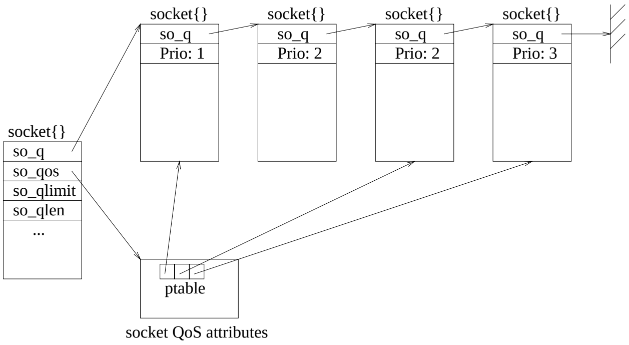

Figure 2: Implementation of the prioritized listen queue

3.2 Prioritized Listen Queue

The prioritized listen queue reorders the listen queue of a server process based on pre-defined connection priorities such that the highest priority connection is located at the head of the queue. The priorities are associated with filters (see Table 2) and connections are classified into different *priority classes*. When a TCP connection is established, it is moved from the partial listen queue to the listen queue. We insert the socket at the position corresponding to its priority in the listen queue. Since the server process always removes the head of the listen queue when calling `accept`, this approach provides better service, i.e. lower delay and higher throughput, to connections with higher priority.

Figure 2 shows the implementation of a prioritized listen queue. A special data structure used for maintaining socket QoS attributes stores an array of *priority pointers*. Each priority pointer points to the *last* socket of the corresponding priority class. This allows efficient socket insertion — a new socket is always inserted behind the one pointed to by the corresponding priority pointer.

3.3 HTTP Header-based Controls

The SYN policer and prioritized listen queue have limited knowledge about the type and nature of a connection request, since they are based on the information available in the TCP and IP headers. For web servers with the majority of the traffic being HTTP over TCP, a more informed control is possible by examining the HTTP headers. For example,

[2] The timeout values are typically set to 6, 24, 48, up to 75 seconds.

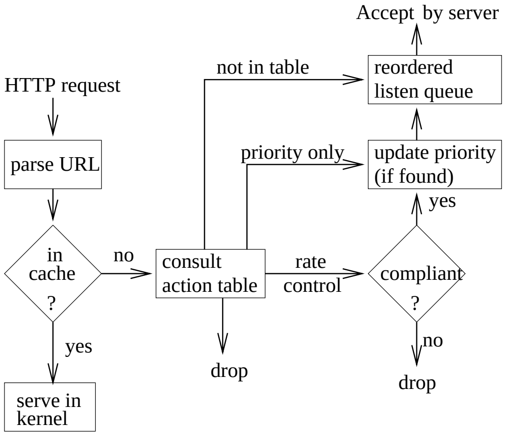

Figure 3: The HTTP header-based connection control mechanism.

Table 1: URL action table

URL	ACTION
noaccess	<drop >
/shop.html	<priority=1 >
/index.html	< rate=15 conn./sec, burst=5 conn.>, <priority=1 >
/cgi-bin/*	< rate=10 , burst=2 >

a majority of the load is caused by a few CGI requests and most of the bytes transferred belong to a small set of large files. This suggests that targeting specific URLs, types of URLs, or cookie information for service differentiation can have a wide impact during overload.

Our third mechanism, *HTTP header-based connection control*, enables content-based connection control by examining application layer information in the HTTP header, such as the URL name or type (e.g., CGI requests) and other application-specific information available in cookies. The control is applied in the form of rate policing and priorities based on URL names and types and cookie attributes.

This mechanism involves parsing the HTTP header in the kernel and waking the sleeping web server process only after a decision to service the connection is made. If a connection is discarded, a TCP RST is sent to the client and the socket receive buffer contents are flushed.

For URL parsing, our implementation relies upon Advanced Fast Path Architecture(AFPA) [13], an in-kernel web cache on AIX. For Linux, an in-kernel web engine called KHTTPD is available [14]. As opposed to the normal operation, where the sleeping process is woken up after a connection is established, AFPA responds to cached HTTP requests directly without waking up the server process. With AFPA, a connection is *not* moved out of the partial listen queue even after the 3-way handshake is over. The normal data flow of TCP continues with the data being stored in the socket receive buffer. When the HTTP header is received (that is when the AFPA parser finds two CR control characters in the data stream), AFPA checks for the object in its cache. On a cache miss, the socket is moved to the listen queue and the web server process is woken up to service the request.

Table 2: Example Network-level Policies

(dst IP,dst port,src IP,src port)	(r,b)	priority
(*, 80, *, *)	(300,5)	3
(*, 80, 10.1.1.1, *)	(100,5)	2
(12.1.1.1, 80, *, *)	(10,1)	*

The HTTP header-based connection control mechanism comes into play at this juncture, as illustrated in Figure 3, before the socket is moved out of the partial listen queue. The URL action table (Table 1) specifies three types of actions/controls for each URL or set of URLs. A drop action implies that a TCP RST is sent before discarding the connection from the partial listen queue and flushing the socket receive buffer. If a priority value is set it determines the location of the corresponding socket in the ordered listen queue. Finally, rate control specifies a token bucket profile of a <rate, burst> pair which drops out-of-profile connections similar to the SYN policer.

3.4 Filter Specification

A filter rule specifies the network-level and/or application-level attributes that define an aggregate and the parameters for the control mechanism that is associated with it. A network-level filter is a fourtuple consisting of local IP address, local port, remote IP address, and remote port; application-level filters were shown in Table 1. Table 2 lists some network-level filter examples. The first rule applies to the web server process listening at local port 80 on all network interfaces; it specifies that all con-

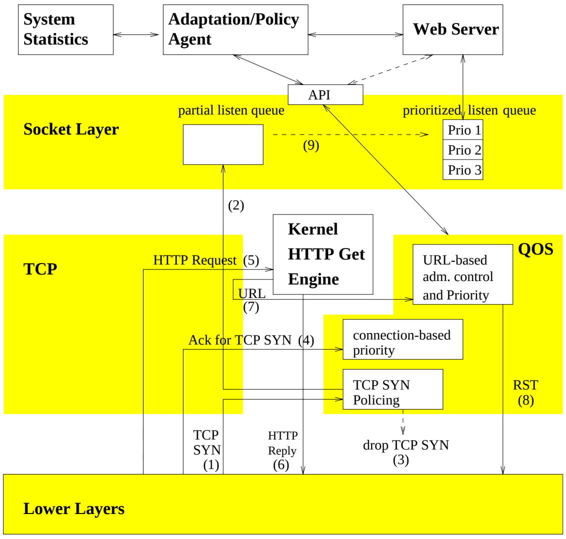

Figure 4: Enhanced protocol stack architecture.

nections to the server are rate-controlled at a rate of 300 conns/sec, a burst of 5, and a priority of 3 (the default lowest priority). The filter rules can contain range of IP addresses, wildcards, etc.

3.5 Protocol Stack Architecture

We have developed architectural enhancements for Unix-based servers to provide these mechanisms. Figure 4 shows the basic components of the enhanced protocol stack architecture, with the new capabilities utilized either by user-space agents or applications themselves. This architecture permits control over an application's inbound network traffic via policy-based traffic management [10]; an adaptation/policy agent installs policies into the kernel via a special API. The policy agent interacts with the kernel via an enhanced socket interface by sending (receiving) messages to (from) special control sockets. The policies specify filters to select the traffic to be controlled, and actions to perform on the selected traffic. The figure shows the flow of an incoming request through the various control mechanisms.

3.6 Implementation Methodology and Testbed

We have implemented the proposed kernel mechanisms in AIX 5.0, and evaluated them on the testbed described below. As shown in Figure 4, the QoS module contains the TCP SYN policer, a priority assignment function for new connections, and the entity that performs URL-based admission control and priority assignment.

All experiments were conducted on a testbed comprising an IBM HTTP Server running on a 375 MHz RS/6000 machine with 512 MB memory, several 550 MHz Pentium III clients running Linux, and one 166 MHz Pentium Pro client running FreeBSD. The server and clients are connected via a 100 BaseT Ethernet switch. For client load generators we use Webstone 2.5 [15] and a slightly modified version of sclient [16]. Both programs measure client throughput in connections per second. The experimental workload consists of static and dynamic requests. The dynamic files are minor modifications of standard Webstone CGI files that simulate memory consumption of real-world CGIs.

The IBM HTTP Server is a modified Apache [17] 1.3.12 web server that utilizes an in-kernel HTTP get engine called the Advanced Fast Path Architecture (AFPA). We use AFPA in our architecture only to perform the URL parsing and have disabled any caching when measuring throughput results. Unless stated otherwise, we configured Apache to use a maximum of 150 server processes.

4 Experimental Results

4.1 Efficacy of SYN Policing

In this section we show how TCP SYN policing protects a preferred client against flash crowds or high request rates from other clients. In our setup, one client replays a large e-tailer's trace file representing a preferred customer. For the competing load we use five machines running Webstone, each with 50 clients. All clients request an 8 KB file, which is reasonable since a typical HTTP transfer is between 5 and 13 KB [12].

Without SYN policing, the e-tailer's client receives a low throughput of about 6 KB/sec. Using policing to lower the acceptance rate of Webstone clients, we expect the throughput for the e-tailer's client to increase. Figure 5 shows that the throughput for e-tailer's client increases from 100 KB/sec to 800 KB/sec as the acceptance rate for Webstone clients

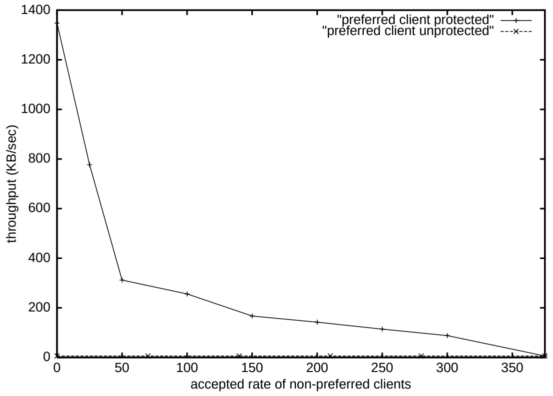

Figure 5: Throughput of the preferred e-tailer's client with and without TCP SYN policing. On the X-axis is the SYN policing rate of the non-preferred Webstone clients that are continuously generating requests. The Y-axis shows the corresponding throughput received by the e-tailer's client when there was no SYN control and when SYN control was enforced.

is lowered from 300 reqs/sec to 25 reqs/sec. The experiment demonstrates that a preferred client can be successfully protected by rate-controlling connection requests of other greedy clients.

TCP SYN policing works well when client identities and request patterns are known. In general, however, it is difficult to correctly identify a misbehaving group of clients. Moreover, as discussed below, it is hard to predict the rate control parameters that enable service differentiation for preferred clients without under-utilizing the server. For effective overload prevention the policing rate must be dynamically adapted to the resource consumption of accepted requests.

4.2 Impact of Burst Size

In the previous experiment we did not analyze the effect of the burst size on the effective throughput. The burst size is the maximum number of new connections accepted concurrently for a given aggregate. With a large burst size, greedy clients can overload the server, whereas with a small burst, clients may be rejected unnecessarily. The burst size also controls the responsiveness of rate control. There is a tradeoff, however, between responsiveness and the achieved throughput.

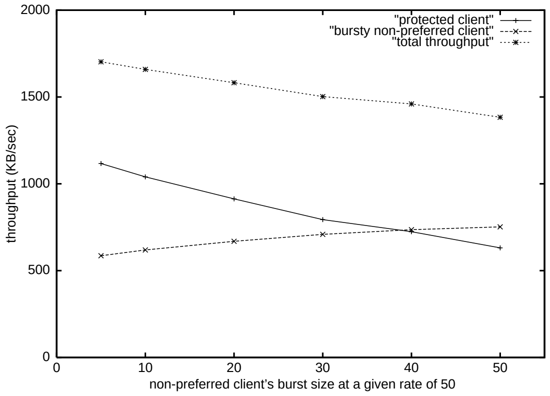

Figure 6: Impact of burst size on preferred client throughput. The burst size for policing non-preferred client is varied from 5 to 50 while the connection acceptance rate is fixed at 50 conn/sec. The plot shows the throughput achieved by the preferred and non-preferred clients along with the total throughput.

We next show the effect of the burst size on the throughput of a preferred client. In our experiment, the non-preferred client is a modified sclient program that makes 50 to 80 back-to-back connection requests about twice a second, in addition to the specified request rate. Both the length of the incoming request burst and its timing are randomized. Figure 6 shows the throughput of preferred and non-preferred client with the SYN policing rate of the non-preferred client set to 50 conn/sec and the burst size varying from 5 to 50. The non-preferred sclient program requests a 16 KB dynamically generated cgi file. The preferred client is a Webstone program with 40 clients, requesting a static 8 KB file. As the burst size is increased from 5 to 50, the sclient's throughput increases from 36.6 conns/sec (585.6 KB/sec) to 47.7 conns/sec (752 KB/sec), while the throughput received by the preferred client decreases from about 140 conns/sec (1117 KB/sec) to 79 conns/sec.

Intuitively the overall throughput should have increased, however, the observed decrease in total throughput is due to the fact that we accept more CPU consuming CGI requests from sclient, thereby, incurring a higher overhead per byte transferred.

4.3 Prioritized Listen Queue: Simple Priority

With TCP SYN policing, one must limit the greedy non-preferred clients to a meaningful rate during overload. In most cases it is relatively simpler to just give the preferred clients a higher absolute priority. We demonstrate next that the prioritized listen queue provides service differentiation, especially with a large listen queue length.

In our experiments we classify clients into three priority levels. Clients belonging to a common priority level are all created by a Webstone benchmark that requests an 8 KB file. A separate Webstone instance is used for each priority level. We measure client throughput for each priority level while varying the total number of clients in each class. Each priority class uses the same number of clients.

In the first experiment, the Apache server is configured to spawn a maximum of 50 server processes. The results in Figure 7 show that when the total number of clients is small, all priority levels achieve similar throughput. With fewer clients, server processes are always free to handle incoming requests. Thus, the listen queue remains short and almost no reordering occurs. As the number of clients increases, the listen queue builds up since there are fewer Apache processes than concurrent client requests. Consequently, with re-ordering the throughput received by the high priority client increases, while that of the two lower priority clients decreases. Figure 7 shows that with more than 30 Webstone clients per class only the high-priority clients are served while the lower-priority clients receive almost no service.

Figure 8 illustrates the effect on response times observed by clients of the three priority classes. It can be seen that as the number of clients increases across all priority classes the response time for the lower priority classes increases exponentially. The response time of the high priority class, on the other hand, only increases sub-linearly. When the number of high priority requests increases, the lower priority ones are shifted back in the listen queue, thereby, increasing their response times. Also as more high priority requests get serviced by the different server processes running in parallel and competing for the CPU their response times increase.

We also observed that when the number of high priority requests was fixed and the lower priority request rate was steadily increased, the response time of the high priority requests remained unaffected.

The priority-based approach enables us to give low delay and high throughput to preferred clients independent of the requests or request patterns of other clients. However, one may need many priority classes for different levels of service. The main drawback of a simple priority ordering is that it provides no protection against starvation of low-priority requests.

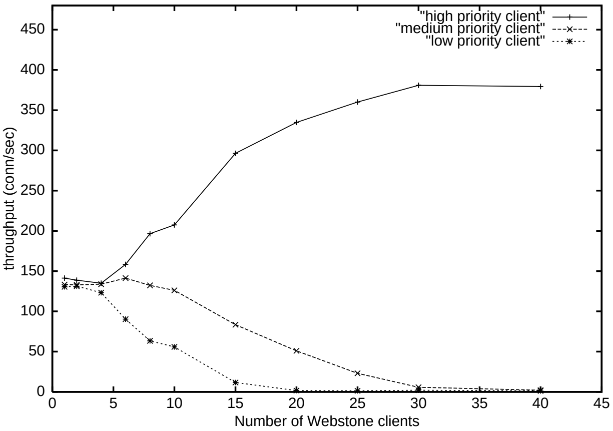

Figure 7: Throughput with the prioritized listen queue and 3 priority classes with 50 Apache processes. The number of clients in each class remains equal.

4.4 Combining Policing and Priority

To prevent starvation, low priority requests need to have some minimum number reserved slots in the listen queue so that they are not always preempted by a high priority request. However, reserving slots in the listen queue arbitrarily could cause a high priority request to find a full listen queue, which would in turn cause it to be aborted after its 3-way handshake is completed. To avoid starvation with fixed priorities, we combine the listen queue priorities with SYN policing to give preferred clients higher priority, but limiting their maximum rate and burst, thereby, implicitly reserving some slots in the queue for the lower priority requests.

Table 3 shows the results for experiments with three sets of Webstone clients with different priorities and rate control of the high priority class. The lower priority class has 30 Webstone clients while the high priority class has 150 Webstone clients spread over three different hosts. With no SYN policing of the clients in the high priority class, the two low-priority clients are completely starved. Table 3 shows that rate limiting the clients in the high priority class to 300 conn/sec prevents starvation; the medium and

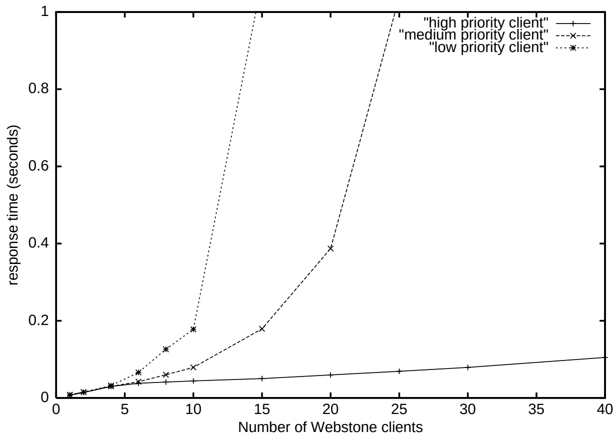

Figure 8: Response time with the prioritized listen queue and 3 priority classes with 50 Apache processes. The number of clients in each class remains equal.

Table 3: TCP SYN policing of a high-priority client to avoid starvation of other clients.

Throughput (conn/sec) of each priority class			
client priority	(rate, burst) limit of high priority		
	none	(300,300)	(200,200)
high	381	306	196
medium	0	78.6	180
low	0	4.1	13

low priority clients achieve a throughput of 78.6 and 4.1 conn/sec respectively.

4.5 HTTP Header-based Connection Control

In this section we illustrate the performance and effectiveness of admission control and service differentiation based on information in the HTTP headers i.e., URL name and type, cookie fields etc.

Rate control using URLs: In our experimental scenario the preferred client replaying the e-tailer's trace needs to be protected from overload due to a large number of high overhead CGI requests from non-preferred clients. The client issuing CGI requests is an sclient program requesting a dynamic file of length 5 KB at a very high rate. Figure 9 shows that without any protection, the preferred e-tailer's customer receives a low throughput of under 1 KB/sec. By rate-limiting the dynamic requests from 40 reqs/sec to 2 reqs/sec the throughput of the preferred e-tailer's customer improves from 1 KB/sec to 650 KB/sec. In contrast to TCP SYN policing (Figure 5), URL rate control targets a specific URL causing overload instead of a client pool.

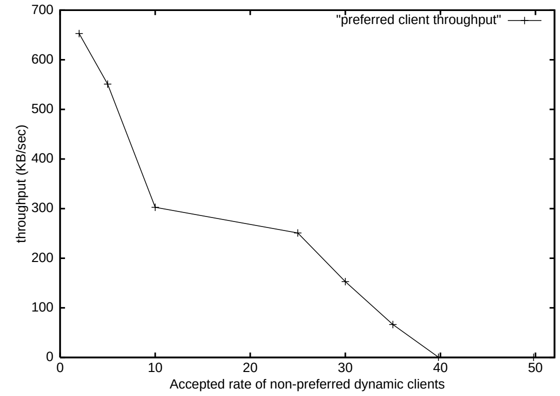

Figure 9: URL-based policing to protect preferred e-tailer's customers. The graph shows the resulting throughput of the preferred e-tailer's client as a specific high overhead CGI requests is limited to a given number of conn/sec

URL priorities: In this section we present the results of priority assignments in the listen queue based on the URL name or type being requested. The clients are Webstone benchmarks requesting two different URLs, both corresponding to files of size 8 KB. There are two priority classes in the listen queue based on the two requested URLs. Figure 10 shows that the lower priority clients (accessing the low priority URL) receive lower throughput and are almost starved when the number of clients requesting the high priority URL exceeds 40. These results correspond to the results shown earlier with priorities based on the connection attributes (see Figure 7). The average total throughput, however, is slightly lower with URL-based priorities due to the additional overhead of URL parsing.

Combined URL-based rate control and priorities: To avoid starvation of requests for the low-priority URL, we rate limit the requests for the high-priority URL. In this experiment, we assign a higher priority to requests for a dynamic CGI request of size 5 KB (requested by an sclient program), and lower priority to requests for a static 8 KB file (requested by the Webstone program). Table 4 shows that starvation can be avoided by rate-limiting the high-priority URL requests.

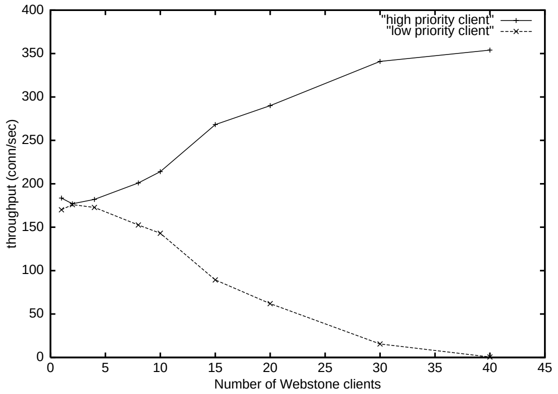

Figure 10: Throughput with 2 URL-based priorities and 50 Apache server processes. The number of clients in each class is equal

Table 4: URL-based policing of a high-priority client to avoid starvation of other clients.

Throughput (conn/sec)			
client priority	(rate, burst) limit of high priority		
	none	(30,10)	(10,10)
high	61.7	29.0	10.1
low	0	10.2	117

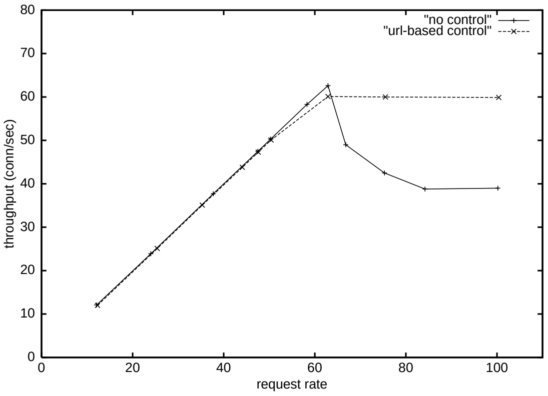

Figure 11: Overload protection from high overhead requests using URL-based connection control. The graph shows the throughput of web server with no controls servicing CPU intensive CGI requests and the corresponding throughput when the CGI requests are limited to 60 reqs/sec.

4.5.1 Overload Protection from High Overhead Requests

So far we have used the URL-based controls for providing service differentiation based on URL names and types. In the next experiment, we investigate if URL-based connection control can be used to protect a web server from overload by a targeted control of high overhead requests (e.g., CGI requests that require large computation or database access).

We use the sclient load generator to request a given high overhead URL and control the request rate, steadily increasing it and measuring the throughput. Figure 11 shows the client's throughput with varying request rates for a dynamic CGI request that generates a file size of 29 KB. The throughput increases linearly with the request rate up to a critical point of about 63 connections/sec. For any further increase in the request rate the throughput falls exponentially and later plateaus to around 40 connections/sec. To understand this behavior we used `vmstat` to capture the paging statistics. Since the dynamic requests are memory-intensive, the available free memory rapidly declines. For some combinations of the request rate and the number of active processes, the available free memory falls to zero. Eventually the system starts thrashing as the CPU spends most of the time waiting for pending local disk I/O. In the above experiment with 150 server processes and a request rate of 63 reqs/sec the wait time starts increasing as indicated by the `wait` field of the output from vmstat.

To prevent overload we use URL-based connection control to limit the number of accepted dynamic CGI requests to a rate of 60 reqs/sec and a burst of 10. The dashed line in Figure 11 shows that with URL-based control the throughput stabilizes to 60 reqs/sec and the server never thrashes. In the above experiment, the URL-based connection control can handle request rates of up to 150 requests per second. However, for request rates beyond that thrashing starts as the kernel overhead of setting up connections, parsing the URL and sending the RSTs, becomes substantial.

To further delay the onset of thrashing we augment the URL-based control with the TCP SYN policer. For every TCP RST that is sent we drop any subsequent SYN request from that same client for a specified time interval. The time interval selected is the timeout value used for a lost SYN.

Table 5: Performance of AFPA and matching a URL to a rule for a 8 KB file with different URL lengths.

Throughput (conn/sec)			
URL off length	AFPA (no cache)	AFPA on, (no cache) no rule	AFPA on, matching rule
11 char.	370.1	340.5	338.3
80 char.	361.5	321.9	319.4
160 char.	355.1	321.1	303.7

Table 6: Overhead of kernel mechanisms

Operation		Cost(μsec)
TCP SYN policing	1 filter rule	7.9
	3 filter rules	9.6
classification and priority	1 rule	4.4
	3 rules	5.0
AFPA including URL parsing		19
URL-based rate control including URL matching	1 rule	5.0
	2 rules	5.8
	3 rules	6.5
URL-based priority including URL matching	1 rule	3.8
	2 rules	4.1
	3 rules	4.3

4.5.2 Discussion

The HTTP header-based rate control relies on sending TCP RST to terminate non-preferred connections as and when necessary. In a more user-friendly implementation we could directly return an HTTP error message (e.g., server busy) back to the client and close the connection.

Our current implementation of URL-based control handles only HTTP/1.0 connections. We are currently exploring different mechanisms for HTTP/1.1 with keep-alive connections to limit the number and types of requests that can be serviced on the same persistent connection. The experiments in the previous section have only presented results on URL based controls. Similar controls can be set based on the information in cookies that can capture transaction information and client identities.

4.6 Overhead of the Kernel Mechanisms

We quantify the overhead of matching URLs in the kernel for varying URL lengths. Table 5 shows that the overhead of matching a URL to a rule is moderate (under 6% for a 160 character URL). The throughput numbers are for 20 Webstone clients requesting an 8 KB file. Rules are matched using the standard string comparison (`strcmp`) with no optimizations; better matching techniques can reduce this overhead significantly. On a cache miss, the in-kernel AFPA cache introduces an overhead of about 10% for an 8 KB file. However, the AFPA cache under normal conditions increases performance significantly for cache hits. In our experiments we have the cache size set to 0 so that AFPA cannot serve any object from the cache. When caching is enabled Webstone received a throughput of over 800 connections per second on a cache hit.

Table 6 summarizes the additional overhead of the implemented kernel mechanisms. The overhead of compliance check and filter matching for TCP SYN policing with 1 filter rule is 7.9 μsecs. Simply matching the filter, allocating space to store QoS state, and setting the priority adds an overhead of around 4.4 μsecs for 1 filter rule. The policing controls are more expensive as they include accessing the clock for the current time. Surprisingly, the URL matching and rate control has a low overhead of 5.0 μsecs for a URL of 11 chars. This happens to be lower than SYN policing as the `strcmp` matching is cheaper for one short URL compared to matching multiple IP addresses and port numbers. The overhead of URL matching and setting priorities for a single rule is around 3.8 μsecs. The most expensive operation is the call to AFPA to parse the URL. AFPA not only parses the URL, but also does logging, checks if the requested object is in the network buffer cache, and pre-computes the HTTP response header.

5 Comparison of User Space and Kernel Mechanisms

In this section we compare the effectiveness of our kernel mechanisms with overload protection and service differentiation mechanisms implemented in user space. One might argue that kernel-based mechanisms are less flexible and more difficult to implement than mechanisms implemented in user space. User level controls although limited in their capa-

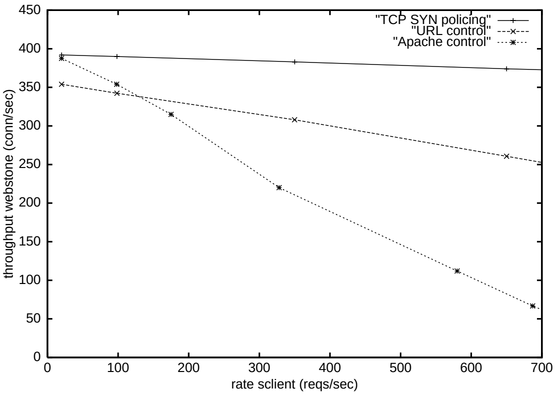

Figure 12: Throughput of kernel-based TCP SYN policing, kernel based URL rate control and Apache module based connection rate control. The throughput achieved by Webstone clients is measured against an increasing request load generated by sclient. The sclient requests are rate controlled to 10.0 req/sec with a burst of 2.

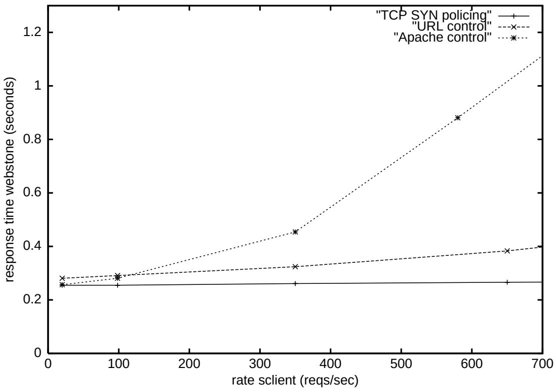

Figure 13: Response times using kernel-based TCP SYN policing, kernel based URL rate control and Apache module based connection rate control. The response time achieved by Webstone clients is measured against an increasing request load generated by sclient. The sclient requests are rate controlled to 10 req/sec with a burst of 2.

bilities, have easy access to application layer information. However, kernel mechanisms are more scalable and provide much better performance. In general, placing mechanisms in the kernel is beneficial if it leads to considerable performance gains and increases the robustness of the server without relying on the application layer to prevent overload.

To enable a fair comparison we have extended the Apache 1.3.12 server with additional modules [18] that police requests based on the client IP address and requested URL. The implemented rate control schemes use exactly the same algorithms as our kernel based mechanisms. If a request is not compliant we send a “server temporarily unavailable” (503 response code) back to the client and close the connection.

The experimental setup consists of a Webstone traffic generator with 100 clients requesting a file of size 8 KB along with an sclient program requesting a file of size 16 KB. The sclient’s requests are rate controlled with a rate of 10 requests per second and a burst of 2; there are no controls set for the Webstone clients. During our experiments, we steadily increased the sclient’s request rate.

Figure 12 illustrates that when the request load of the sclient program is low (20 reqs/sec), the Webstone throughput is 392 conn/sec and 387.3 conn/sec for TCP SYN policing and Apache user level controls respectively. These controls limit the sclient acceptance rate to 10.0 conn/sec. With in-kernel URL-based rate control the throughput is lower (354 conn/sec). This low throughput is caused by the additional 10% overhead added by AFPA (with no caching) as discussed in Section 4.6. As discussed earlier, with the cache size set to zero, we add more overhead than necessary for URL parsing, without the corresponding gains from AFPA caching.

As the sclient’s request load increases further, TCP SYN policing is able to achieve a sustained throughput for the Webstone clients, while the Apache based controls shows a marked decline in throughput. The graph shows that for a sclient load of 650 reqs/sec the Webstone throughput for TCP SYN policing is 374 conn/sec; for in-kernel URL-based connection control it is 260.7 conn/sec; for Apache user level controls the throughput sinks to about 75 conn/sec. The corresponding results for response times are shown in Figure 13.

The experiment demonstrates that the kernel mechanisms are more efficient and scalable than the user space mechanisms. There are two main reasons for the higher efficiency and scalability: First, non-compliant connection requests are discarded earlier reducing the queuing time of the compliant requests, in particular less CPU is consumed and the context switch to user space is avoided. Second, when implementing rate control at user space, the synchronization mechanisms for sharing state among all the Apache server processes decrease performance.

6 Related Work

Several research efforts have focused on admission control and service differentiation in web servers [19], [20], [21], [22], [8] and [23]. Almeida *et al.* [8] use priority-based schemes to provide differentiated levels of service to clients depending on the web pages accessed. While in their approach the application, i.e., the web server, determines request priorities, our mechanisms reside in the kernel and can be applied without context-switching to user level. *WebQoS* [23] is a middleware layer that provides service differentiation and admission control. Since it is deployed in user space, it is less efficient compared to kernel-based mechanisms. While WebQoS also provides URL-based classification, the authors do not present any experiments or performance considerations. Cherkasova *et al.* [20] present an enhanced web server that provides session-based admission control to ensure that longer sessions are completed. Crovella *et al.* [24] show that client response time improves when web servers serving static files serve shorter connections before handling longer connections. Our mechanisms are general and can easily realize such a policy.

Reumann *et al.* [25] have presented virtual services, a new operating system abstraction that provides resource partitioning and management. Virtual services can enhance our scheme by, for example, dynamically controlling the number of processes a web server is allowed to fork. In [26] Reumann *et al.* have described an adaptive mechanism to setup rate controls for overload protection. The receiver livelock study [2] showed that network interrupt handling could cause server livelocks and should be taken into consideration when designing process scheduling mechanisms. Banga and Druschel's [27] *resource containers* enable the operating system to account for and control the consumption of resources. To shield preferred clients from malicious or greedy clients one can assign them to different containers. In the same paper they also describe a multi listen socket approach for priorities in which a filter splits a single listen queue into multiple queues from which connections are accepted separately and accounted to different principals. Our approach is similar, however, connections are accepted from the same single listen queue but inserted in the queue based on priority. Kanodia *et al.* [21] present a simulation study of queuing-based algorithms for admission control and service differentiation at the front-end. They focus on guaranteeing latency bounds to classes by controlling the admission rate per class. Aron *et al.* [28] describe a scalable request distribution architecture for clusters and also present resource management techniques for clusters.

Scout [29], Rialto [30] and Nemesis[31] are operating systems that track per-application resource consumption and restrict the resources granted to each application. These operating systems can thus provide isolation between applications as well as service differentiation between clients. However, there is a significant amount of work involved to port applications to these specialized operating systems. Our focus, however, was not to build a new operating system or networking architecture but to introduce simple controls in the existing architecture of commercial operating systems that could be just as effective.

7 Conclusions and Future Work

In this paper, we have presented three in-kernel mechanisms that provide service differentiation and admission control for overloaded web servers. TCP SYN policing limits the number of incoming connection requests using a token bucket policer and prevents overload by enforcing a maximum acceptance rate of non-preferred clients. The prioritized listen queue provides low delay and high throughput to clients with high priority, but can starve low priority clients. We show that starvation can be avoided by combining priorities with TCP SYN policing. Finally, URL-based connection control provides in-kernel admission control and priority based on application-level information such as URLs and cookies. This mechanism is very powerful and can, for example, prevent overload caused by dynamic requests. We compared the kernel mechanisms to similar application layer controls added in the Apache server and demonstrated that the kernel mechanisms are much more efficient and scalable than the Apache user level controls.

The kernel mechanisms that we presented rely on the existence of accurate policies that control the operating range of the server. In a production system it is unrealistic to assume knowledge of the optimal operating region of the server. We are currently implementing a policy adaptation agent (Figure 4) that dynamically adapts the rate control policies to the changing workload conditions. This adaptation agent uses available kernel statistics and past history to select appropriate values for the various policies and monitors the interaction between various control options on the overall performance during overload.

Our current implementation does not address security issues of fake IP addresses and client identities. We plan to integrate a variety of overload prevention policies with traditional firewall rules to provide an integrated solution.

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