Open Source Software Myths

Fred Posner, LOD
Kamailio World, Berlin, 2018

Let's get on the same page…
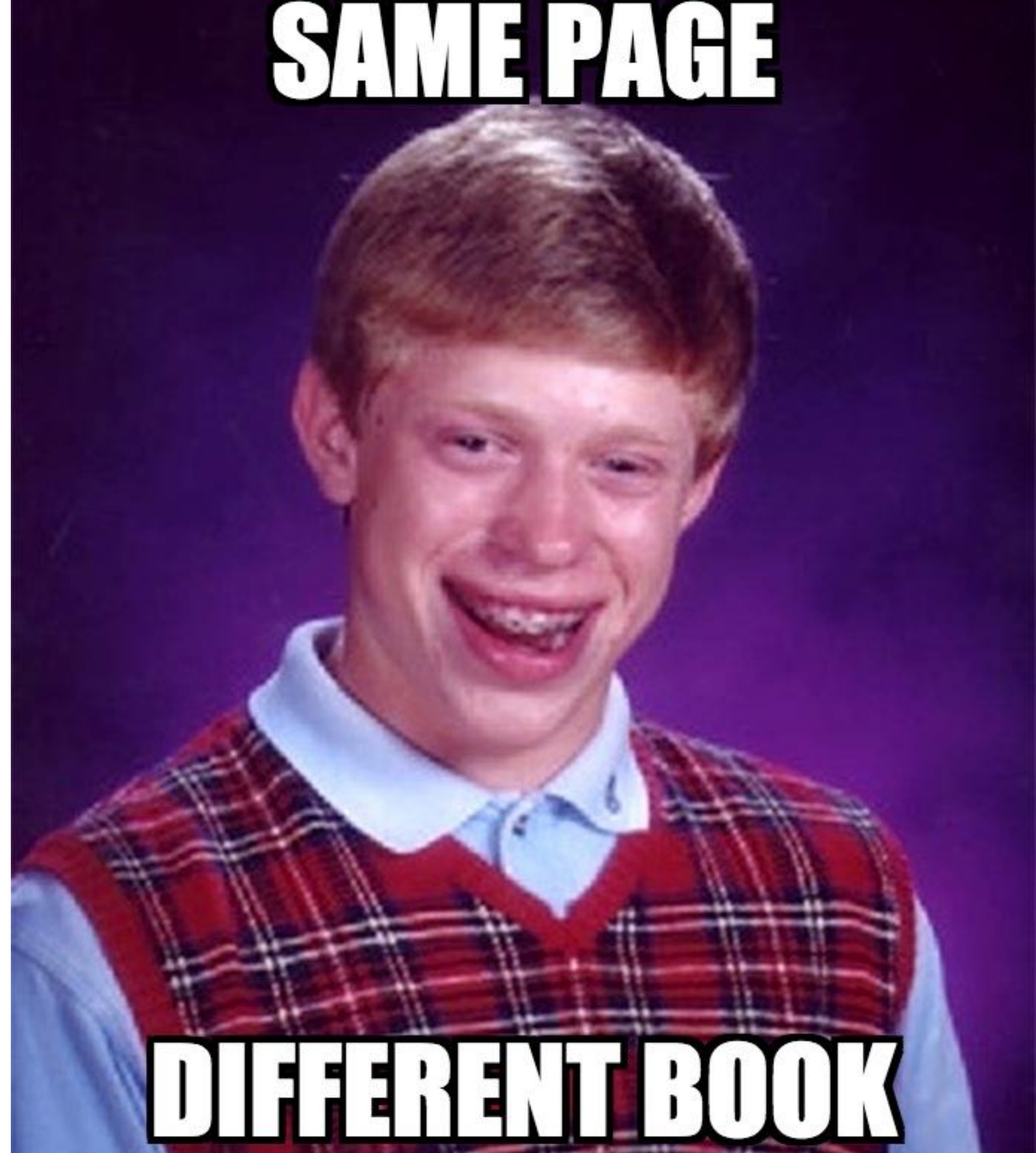
Definitions / Assumptions:

- What is Open Source Software?

- What is an Enterprise?

Agenda:

- 4 Major Myths (Misconceptions)

- How you can counter

Who am I?

- Fred Posner

- Consultant with LOD

- Bearkery® Bakery

- USA / Gainesville, Florida

- https://qxork.com

- qxork on irc

- @fredposner

Open Source is…
Less Secure

Anyone with a computer and a little time can simply download the same source files you did and dig through them for vulnerabilities.

— Experts at Mitel
"Six Major Risks of Open Source Phone Systems"
January 2017, removed

All software has vulnerabilities

- Both open source and proprietary has security vulnerabilities

- Assume whatever you're running has vulnerabilities and put additional measures in place

Source: Black Duck Software, Inc. 2017

Vulnerabilities in Open Source v. Commercial Code

Open Source   Commercial
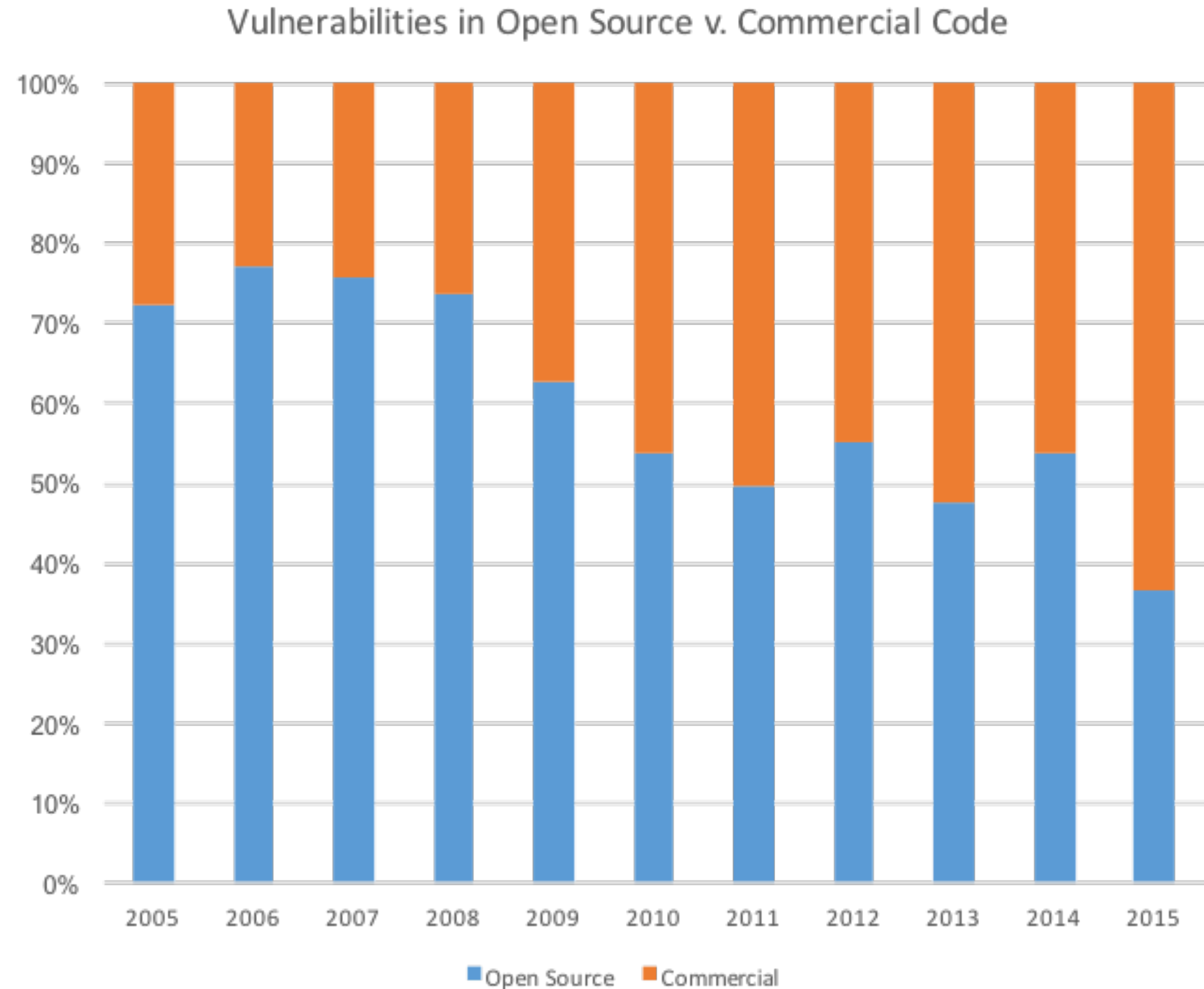
Open Source is…
Not Enterprise Grade

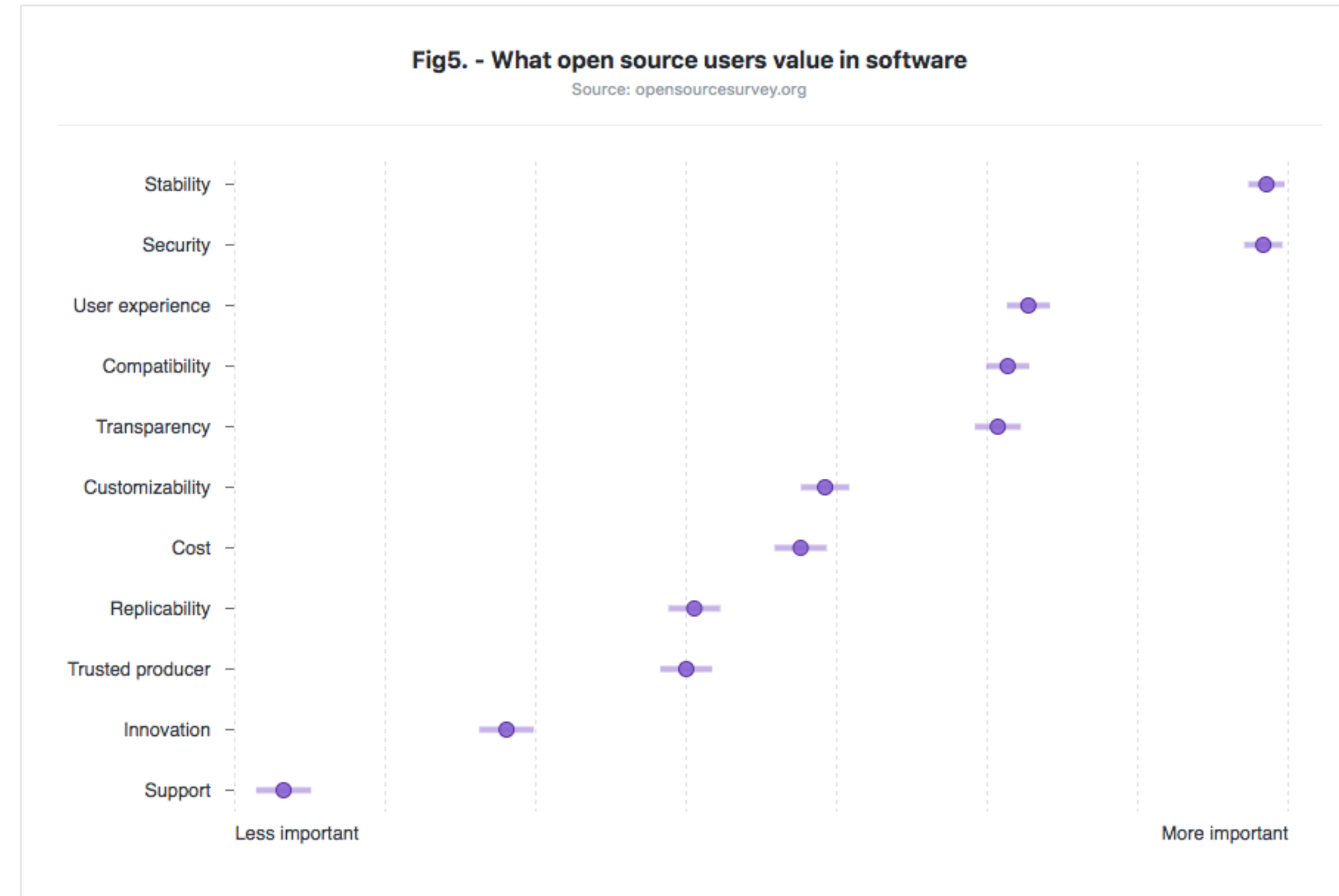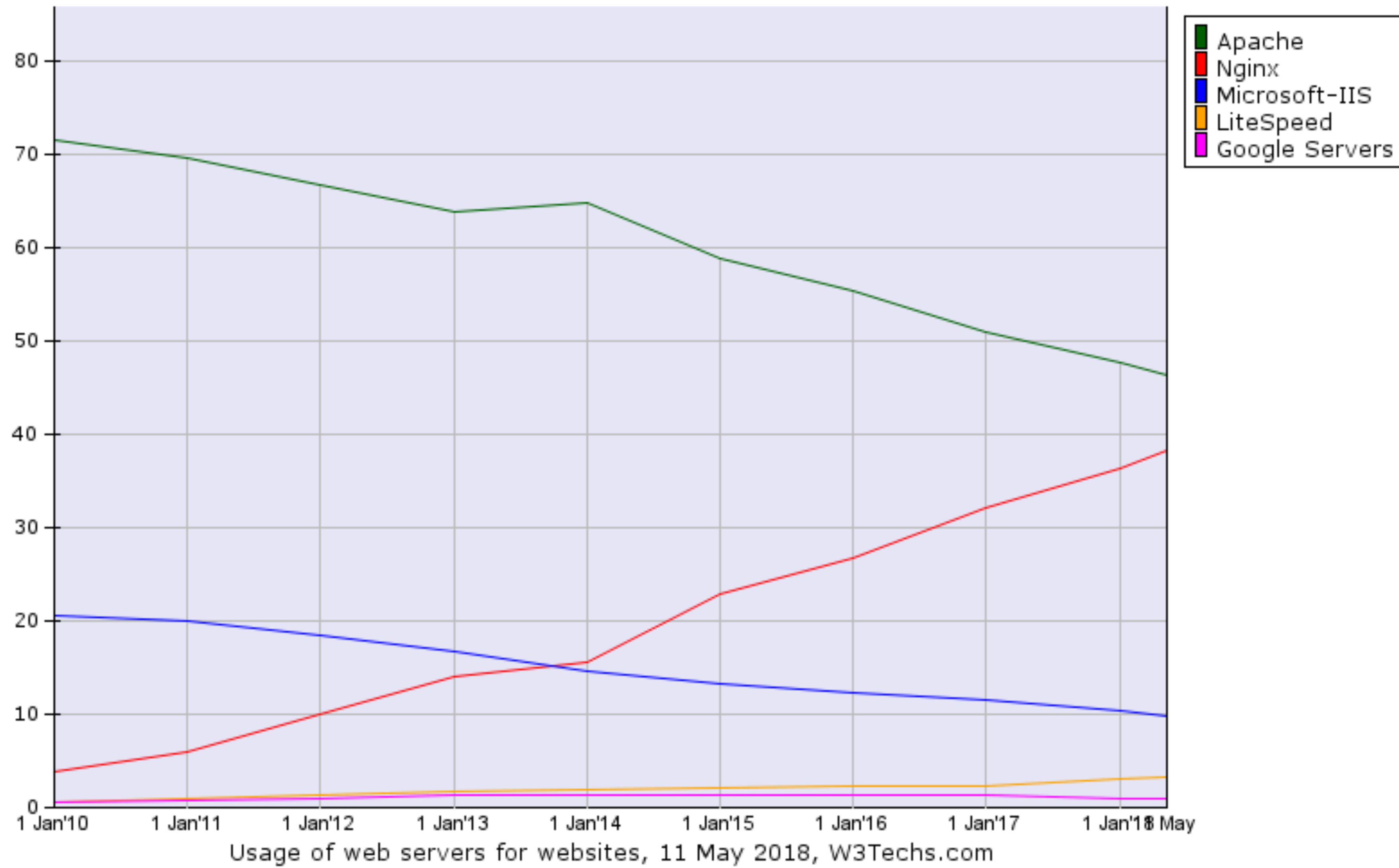We use thousands of open source projects to build scalable and reliable products.

— **Google**

We consume and contribute tons of open source, so it's important for us to give back whenever possible.

— Alex Grigoryan, Director of Engineering, WalmartLabs

Enterprise proven

- Some of the largest companies in the world rely on open source.

- Large, enterprise companies contribute code to open source software.

- 9 out of 10 Wall Street banks use open source

Fig5. - What open source users value in software
Source: opensourcesurvey.org

Usage of web servers for websites, 11 May 2018, W3Techs.com

Legend:
- Apache
- Nginx
- Microsoft-IIS
- LiteSpeed
- Google Servers

Web Servers of top Websites | Open source is not Enterprise Grade

	2010 1 Jan	2011 1 Jan	2012 1 Jan	2013 1 Jan	2014 1 Jan	2015 1 Jan	2016 1 Jan	2017 1 Jan	2018 1 Jan	2018 11 May
Apache	71.5%	69.7%	66.7%	63.9%	64.8%	58.8%	55.5%	50.9%	47.8%	46.4%
Nginx	3.9%	5.9%	10.1%	14.1%	15.6%	22.9%	26.7%	32.1%	36.4%	38.4%
Microsoft-IIS	20.6%	20.1%	18.4%	16.8%	14.6%	13.3%	12.4%	11.6%	10.4%	9.8%
LiteSpeed	0.6%	1.0%	1.4%	1.8%	2.0%	2.1%	2.3%	2.3%	3.1%	3.3%
Google Servers	0.6%	0.7%	1.0%	1.3%	1.3%	1.3%	1.4%	1.3%	1.0%	1.0%
Tomcat	0.6%	0.6%	0.6%	0.7%	0.4%	0.4%	0.5%	0.6%	0.5%	0.5%
Node.js			<0.1%	<0.1%	0.1%	0.1%	0.2%	0.2%	0.3%	0.4%
Apache Traffic Server					<0.1%	0.2%	0.2%	0.3%	0.3%	0.3%
IdeaWebServer								0.3%	0.3%	0.3%
Tengine					0.1%	0.2%	0.1%	0.1%	0.2%	0.1%
Cowboy						0.1%	0.1%	0.1%	0.1%	0.1%
Lighttpd	0.6%	0.6%	0.6%	0.5%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%
Oracle Servers	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	<0.1%	<0.1%
IBM Servers	0.4%	0.3%	0.3%	0.3%	0.2%	0.1%	0.1%	0.1%	<0.1%	<0.1%
Zope	0.1%	0.1%	0.1%	0.1%	0.1%	<0.1%	<0.1%	<0.1%	<0.1%	<0.1%
Jetty	0.1%	0.1%	0.1%	<0.1%	0.1%	0.1%	<0.1%	<0.1%	<0.1%	<0.1%
Resin	0.1%	0.1%	0.1%	0.1%	0.1%	<0.1%	<0.1%	<0.1%	<0.1%	<0.1%
Zeus	0.2%	0.1%	0.1%	0.1%	0.1%	<0.1%	<0.1%	<0.1%	<0.1%	<0.1%
Mongrel	0.1%	0.1%	<0.1%	<0.1%	<0.1%	<0.1%	<0.1%	<0.1%	<0.1%	<0.1%
Yahoo Traffic Server	0.3%	0.2%	0.3%	0.2%	0.3%	<0.1%	<0.1%	<0.1%	<0.1%	
Sun Servers	0.2%	0.2%								

Web Servers of top Websites | Open source is not Enterprise Grade

Scaling: MariaDB

- Wikipedia, Google, others use MariaDB

- ServiceNow runs MariaDB processing 25 billion queries per hour.

- English Wikipedia daily peak of ~50k queries/second
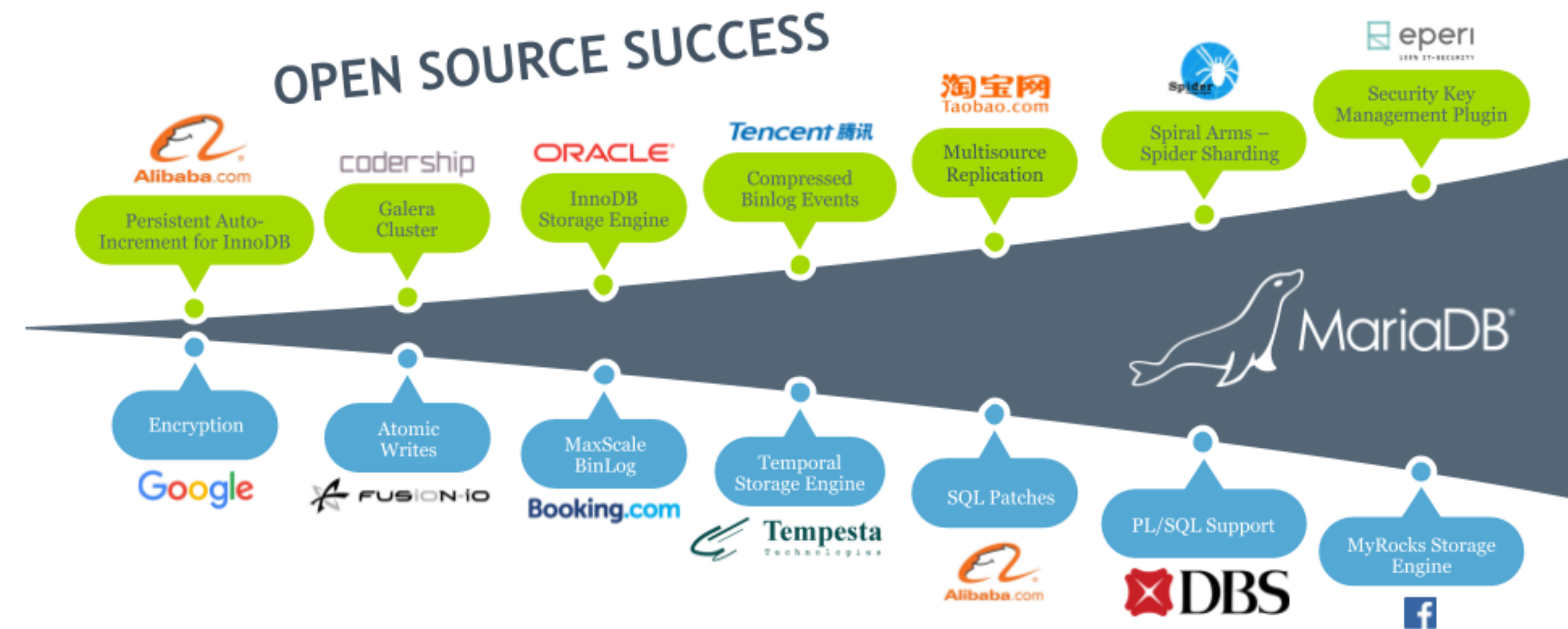
Open Source is…
Too Difficult to Use

With an open source phone system, your IT team will need to have a more-than-advanced knowledge of how to install and configure all the necessary components to bring the system to life.
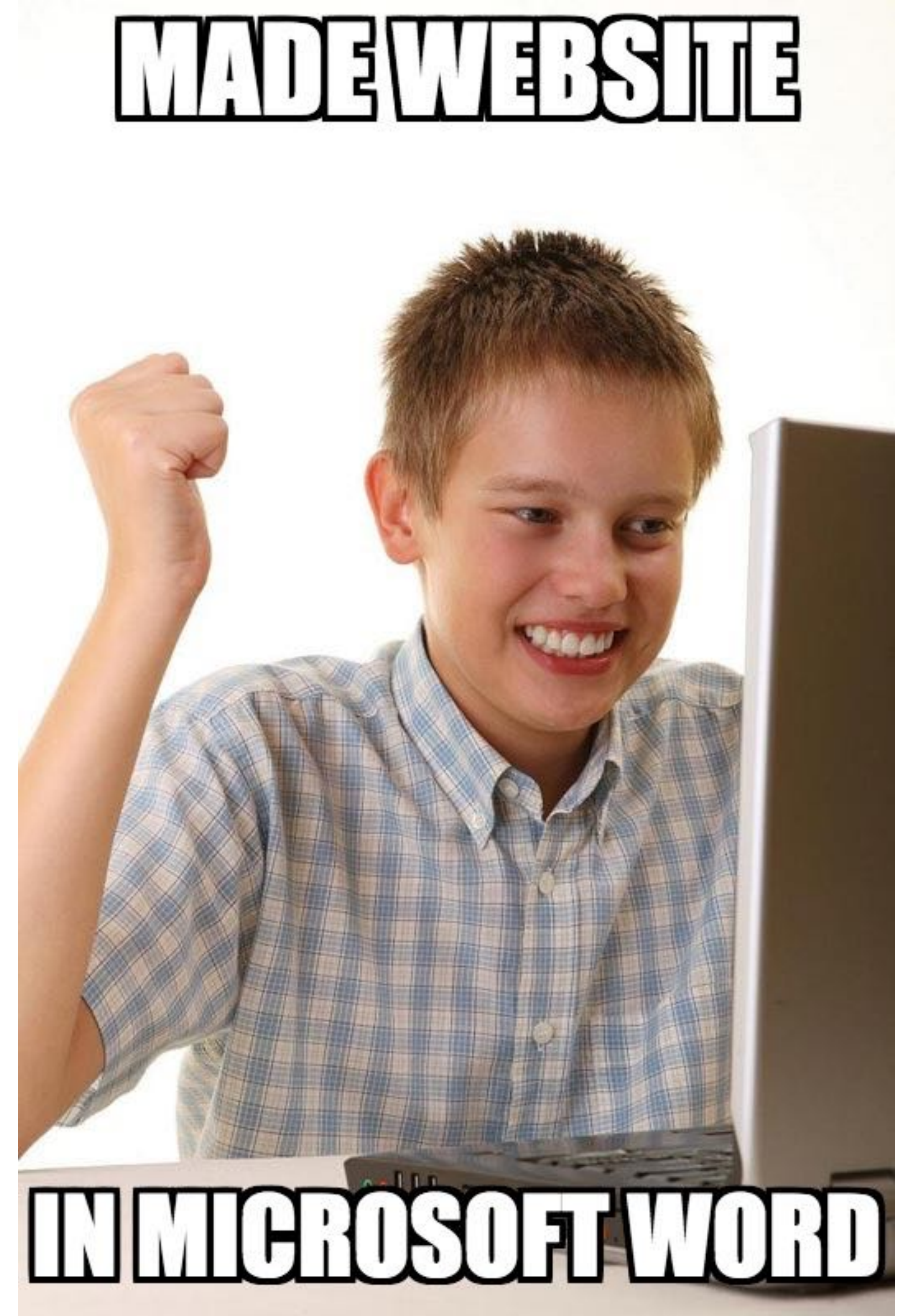
— EXPERTS AT MITEL

An investment in knowledge pays the best interest.

— Benjamin Franklin

Is it really Open Source that's Difficult?

- Knowledge = Power

- Once you have concepts down, the software itself seems less difficult.

- Apache -> NGINX

Open Source is…
Has No Support

MYTH

I'm not quite sure. You'll have to ask your reseller.
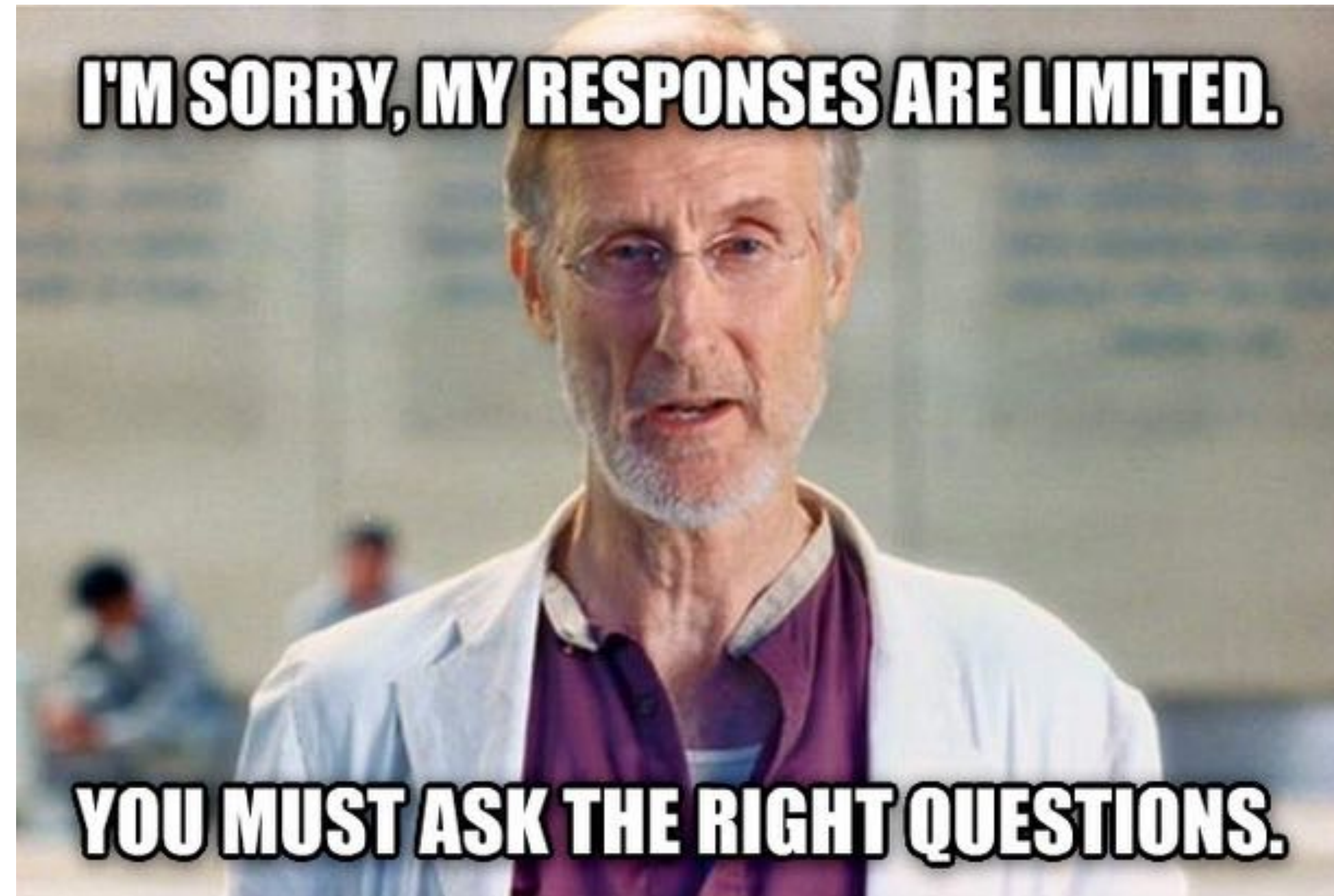
— Cisco, when asked "Does Cisco offer free support?"

Support is only available for customers with an active maintenance agreement.

— Avaya

Free Support
or just support?

- Mailing lists, IRC, GitHub tickets, etc. are **very common** in open source.

- Proprietary support almost always has a cost.

- Paid support is also available for open source software. *ahem*

This being said…

We can do better…

- There is always room for better documentation.

- Everyone in this room can help with documentation.

- Everyone in this room NEEDS to help with documentation.
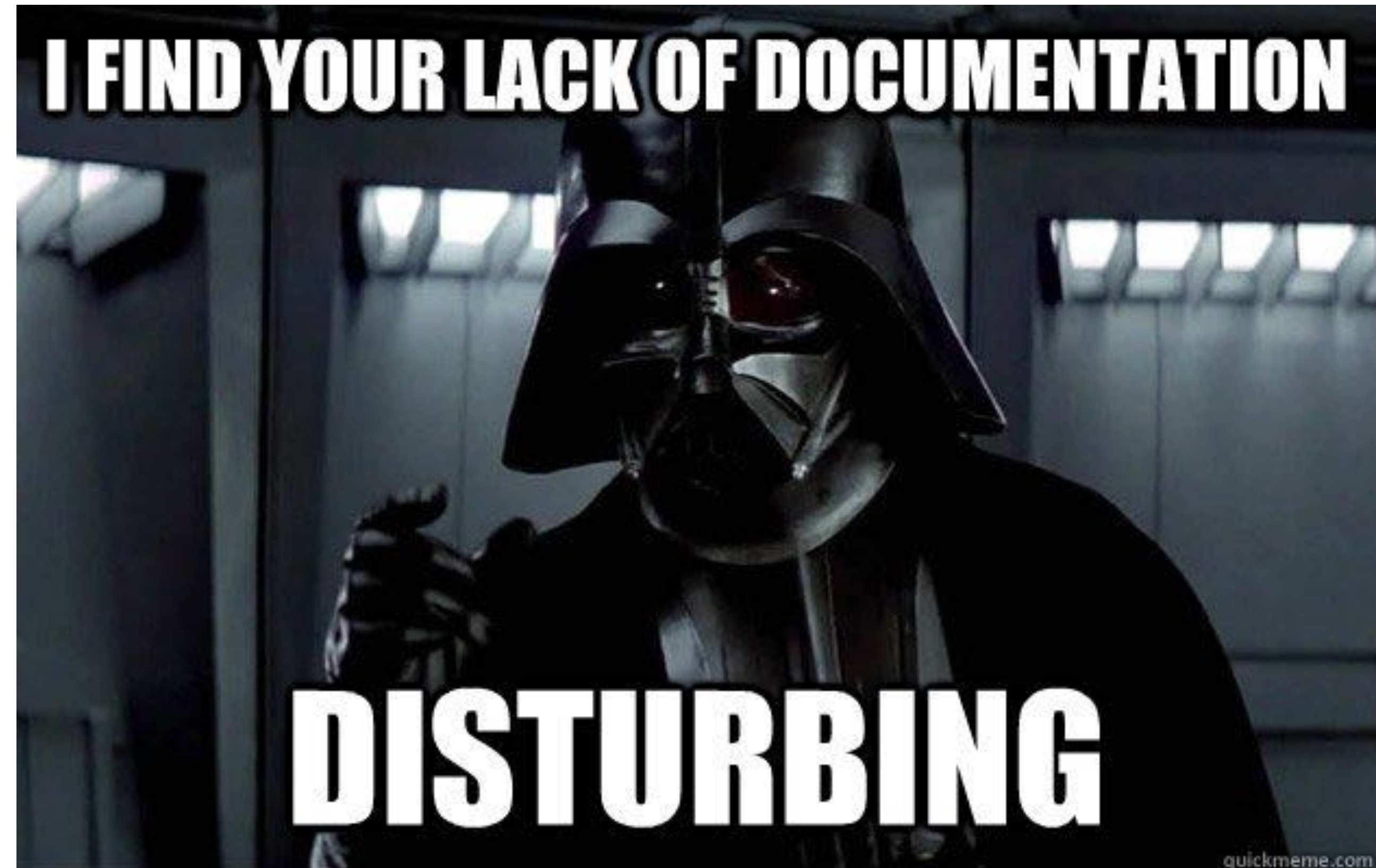
How do you counter these myths?

Big Money = Dirty Tricks

Open Source is a threat to licensing revenue

Kamailio downloads are decreasing rapidly, so the project won't be around much longer

— Client report deciding between Kamailio and Cisco

2017 Revenue

- Cisco: **48 billion USD**

- IBM: **79 billion USD**

- Oracle: **38 billion USD**

- Microsoft: **90 billion USD**

- Avaya: **3 billion USD**

- Mitel: **1 billion USD**

That's great...

but is open source a *safe* solution?

FUD

Fear, Uncertainty and Doubt

FUD

- Disinformation strategy

- Popular in sales, PR, talk radio, etc.

- Influence perception

- Negative, False information

- Appeal to Fear

- Common in software and hardware

Mitel

You can't always get what you want.

"Six Major Risks of Open Source Phone Systems" | FUD

How do you fight FUD?

Education, Education, and Education

This ain't your daddy's diesel.

Stinky, smoky, and sluggish. Those old diesel realities no longer apply. Enter TDI Clean Diesel. Ultra-low-sulfur fuel, direct injection technology, and extreme efficiency. We've ushered in a new era of diesel.

- **Engineered to burn low-sulfur diesel fuel**

- **"Common Rail" direct injection system**

View key fuel efficiency info ?

Evidence and follow-up

· Cold, hard facts.

· Ask for source of data.

· Some people will never believe the truth.

· Keep it geared towards the customers needs.

· TODO

Thank You

Fred Posner, LOD

Twitter/Wire	@fredposner
irc	qxork
Contact	https://qxork.com