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1. About this Guide

This guide details the steps required to configure a load balanced Fiserv DNA SAF Server environment utilizing Loadbalancer.org appliances. It covers the configuration of the load balancers and also any Fiserv DNA SAF Server configuration changes that are required to enable load balancing.

For more information about initial appliance deployment, network configuration and using the Web User Interface (WebUI), please also refer to the Administration Manual.

2. Loadbalancer.org Appliances Supported

All our products can be used with Fiserv DNA SAF Server. For full specifications of available models please refer to https://www.loadbalancer.org/products.

Some features may not be supported in all cloud platforms due to platform specific limitations, please check with Loadbalancer.org support for further details.

3. Loadbalancer.org Software Versions Supported

- V8.6.1 and later

Note The screenshots used throughout this document aim to track the latest Loadbalancer.org software version. If using an older software version, note that the screenshots presented here may not match the WebUI exactly.

4. Fiserv DNA SAF Server Software Versions Supported

- Fiserv DNA SAF Server – all versions

5. Fiserv DNA SAF Server

Fiserv is a provider of financial services and technologies. Fiserv’s DNA SAF server is one part of their product offering. In order to make the service highly available and to ensure uptime, it is recommended to deploy multiple SAF servers and place a highly available pair of load balancers in front of them.

6. Load Balancing Fiserv DNA SAF Server

Note It’s highly recommended that you have a working Fiserv DNA SAF Server environment first before implementing the load balancer.

Persistence (aka Server Affinity)

Source IP affinity is required for a load balanced Fiserv DNA SAF Server deployment to function correctly. This is enabled by default when creating the virtual service as described in this document.

Virtual Service (VIP) Requirements

To provide load balancing and HA for Fiserv DNA SAF Server, only a single VIP is required:

- SAF
Port Requirements

The following table shows information regarding the port that is load balanced:

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocols</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>10001</td>
<td>TCP</td>
<td>DNA SAF service</td>
</tr>
</tbody>
</table>

7. Deployment Concept

VIPs = Virtual IP Addresses

Note: The load balancer can be deployed as a single unit, although Loadbalancer.org recommends a clustered pair for resilience & high availability. Please refer to the section Configuring HA - Adding a Secondary Appliance in the appendix for more details on configuring a clustered pair.

8. Loadbalancer.org Appliance – the Basics

Virtual Appliance

A fully featured, fully supported 30 day trial is available if you are conducting a PoC (Proof of Concept) deployment. The VA is currently available for VMware, Virtual Box, Hyper-V, KVM, XEN and Nutanix AHV and has been optimized for each Hypervisor. By default, the VA is allocated 2 vCPUs, 4GB of RAM and has a 20GB virtual disk. The Virtual Appliance can be downloaded here.

Note: The same download is used for the licensed product, the only difference is that a license key file (supplied by our sales team when the product is purchased) must be applied using the appliance’s WebUI.

Note: Please refer to Virtual Appliance Installation and the ReadMe.txt text file included in the VA download for additional information on deploying the VA using the various Hypervisors.

Note: The VA has 4 network adapters. For VMware only the first adapter (eth0) is connected by default. For HyperV, KVM, XEN and Nutanix AHV all adapters are disconnected by default. Use the network configuration screen within the Hypervisor to connect the required adapters.
Initial Network Configuration

After boot up, follow the instructions on the appliance console to configure the management IP address, subnet mask, default gateway, DNS Server and other network settings.

**Important**  Be sure to set a secure password for the load balancer, when prompted during the setup routine.

Accessing the WebUI

The WebUI is accessed using a web browser. By default, user authentication is based on local Apache .htaccess files. User administration tasks such as adding users and changing passwords can be performed using the WebUI menu option: **Maintenance > Passwords**.

**Note**  A number of compatibility issues have been found with various versions of Internet Explorer and Edge. The WebUI has been tested and verified using both Chrome & Firefox.

**Note**  If required, users can also be authenticated against LDAP, LDAPS, Active Directory or Radius. For more information please refer to [External Authentication](#).

1. Using a browser, access the WebUI using the following URL:


2. Log in to the WebUI:

   **Username:** loadbalancer  
   **Password:** <configured-during-network-setup-wizard>

   **Note**  To change the password, use the WebUI menu option: **Maintenance > Passwords**.

Once logged in, the WebUI will be displayed as shown below:
Note: The WebUI for the VA is shown, the hardware and cloud appliances are very similar. The yellow licensing related message is platform & model dependent.

3. You'll be asked if you want to run the Setup Wizard. If you click **Accept** the Layer 7 Virtual Service configuration wizard will start. If you want to configure the appliance manually, simple click **Dismiss**.

**Main Menu Options**

- **System Overview** - Displays a graphical summary of all VIPs, RIPs and key appliance statistics
- **Local Configuration** - Configure local host settings such as IP address, DNS, system time etc.
- **Cluster Configuration** - Configure load balanced services such as VIPs & RIPs
- **Maintenance** - Perform maintenance tasks such as service restarts and taking backups
- **View Configuration** - Display the saved appliance configuration settings
- **Reports** - View various appliance reports & graphs
- **Logs** - View various appliance logs

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Support - Create a support download, contact the support team & access useful links
Live Chat - Start a live chat session with one of our Support Engineers

HA Clustered Pair Configuration
Loadbalancer.org recommend that load balancer appliances are deployed in pairs for high availability. In this guide a single unit is deployed first, adding a secondary unit is covered in the section Configuring HA - Adding a Secondary Appliance of the appendix.

9. Appliance Configuration for Fiserv DNA SAF Server

Configuring the Virtual Service (VIP)

1. Using the web user interface, navigate to Cluster Configuration > Layer 7 – Virtual Services and click on Add a new Virtual Service.

2. Define the Label for the virtual service as required, e.g. SAF_VIP.

3. Set the Virtual Service IP Address field to the required IP address, e.g. 192.168.85.150.

4. Set the Ports field to 10001.

5. Set the Layer 7 Protocol to TCP Mode.

6. Click Update to create the virtual service.

7. Click Modify next to the newly created VIP.

8. In the Other section click Advanced to expand the menu.

9. Check the Timeout checkbox.

10. Set Client Timeout to 1h (one hour).

11. Set Real Server Timeout to 1h (one hour).
12. Click Update.

Defining the Real Servers (RIPs)

1. Using the web user interface, navigate to Cluster Configuration > Layer 7 – Real Servers and click on Add a new Real Server next to the newly created VIP.
2. Define the Label for the real server as required, e.g. Prod_SAF_01.
3. Set the Real Server IP Address field to the required IP address, e.g. 192.168.85.200.
4. Click Update.
5. Repeat these steps to add additional servers as required.

Finalizing the Configuration

To apply the new settings, HAProxy must be reloaded. This can be done using the button in the blue box at the top of the screen or by using the Restart Services menu option:

1. Using the WebUI, navigate to: Maintenance > Restart Services.
2. Click Reload HAProxy.

10. Testing & Verification

Note For additional guidance on diagnosing and resolving any issues you may have, please also refer to Diagnostics & Troubleshooting.

Using System Overview

The System Overview can be viewed in the WebUI. It shows a graphical view of all VIPs & RIPs (i.e. the Fiserv DNA SAF servers) and shows the state/health of each server as well as the state of the cluster as a whole. The example
below shows that both DNA SAF servers are healthy and available to accept connections:

11. Technical Support
For more details about configuring the appliance and assistance with designing your deployment please don’t hesitate to contact the support team using the following email address: support@loadbalancer.org.

12. Further Documentation

13. Conclusion
Loadbalancer.org appliances provide a very cost effective solution for highly available load balanced Fiserv DNA SAF Server environments.
14. Appendix

Configuring HA - Adding a Secondary Appliance

Our recommended configuration is to use a clustered HA pair of load balancers to provide a highly available and resilient load balancing solution.

We recommend that the Primary appliance should be configured first, then the Secondary should be added. Once the Primary and Secondary are paired, all load balanced services configured on the Primary are automatically replicated to the Secondary over the network using SSH/SCP.

Note

For Enterprise Azure, the HA pair should be configured first. In Azure, when creating a VIP using an HA pair, 2 private IPs must be specified – one for the VIP when it’s active on the Primary and one for the VIP when it’s active on the Secondary. Configuring the HA pair first, enables both IPs to be specified when the VIP is created.

The clustered HA pair uses Heartbeat to determine the state of the other appliance. Should the active device (normally the Primary) suffer a failure, the passive device (normally the Secondary) will take over.

Non-Replicated Settings

A number of settings are not replicated as part of the Primary/Secondary pairing process and therefore must be manually configured on the Secondary appliance. These are listed by WebUI menu option in the table below:

<table>
<thead>
<tr>
<th>WebUI Main Menu Option</th>
<th>Sub Menu Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Configuration</td>
<td>Hostname &amp; DNS</td>
<td>Hostname and DNS settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Network Interface Configuration</td>
<td>All network settings including IP address(es), bonding configuration and VLANs</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Routing</td>
<td>Routing configuration including default gateways and static routes</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>System Date &amp; time</td>
<td>All time and date related settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Physical – Advanced Configuration</td>
<td>Various settings including Internet Proxy, Management Gateway,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Firewall connection tracking table size, NIC offloading, SMTP relay,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>logging and Syslog Server</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Security</td>
<td>Appliance security settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>SNMP Configuration</td>
<td>Appliance SNMP settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Graphing</td>
<td>Appliance graphing settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>License Key</td>
<td>Appliance licensing</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Software Updates</td>
<td>Appliance software update management</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Firewall Script</td>
<td>Appliance firewall (iptables) configuration</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Firewall Lockdown Wizard</td>
<td>Appliance management lockdown settings</td>
</tr>
</tbody>
</table>

Important

Make sure that if these settings/updates have been configured on the Primary appliance, they’re also configured on the Secondary appliance.

To add a Secondary node - i.e. create a highly available clustered pair:
Note

If you have already run the firewall lockdown wizard on either appliance, you'll need to ensure that it is temporarily disabled on both appliances whilst performing the pairing process.

1. Deploy a second appliance that will be the Secondary and configure initial network settings.

2. Using the WebUI on the Primary appliance, navigate to: Cluster Configuration > High-Availability Configuration.

3. Specify the IP address and the loadbalancer user's password for the Secondary (peer) appliance as shown above.

4. Click Add new node.

5. The pairing process now commences as shown below:

6. Once complete, the following will be displayed on the Primary appliance:
7. To finalize the configuration, restart heartbeat and any other services as prompted in the blue message box at the top of the screen.

**Note**
Clicking the **Restart Heartbeat** button on the Primary appliance will also automatically restart heartbeat on the Secondary appliance.

**Note**
For more details on configuring HA with 2 appliances, please refer to [Appliance Clustering for HA](#).

**Note**
For details on testing and verifying HA, please refer to [Clustered Pair Diagnostics](#).
## 15. Document Revision History

<table>
<thead>
<tr>
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<th>Date</th>
<th>Change</th>
<th>Reason for Change</th>
<th>Changed By</th>
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<td>1.1.0</td>
<td>30 August 2019</td>
<td>Styling and layout</td>
<td>General styling updates</td>
<td>AH</td>
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<tr>
<td>1.1.1</td>
<td>28 August 2020</td>
<td>New title page</td>
<td>Branding update</td>
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<td>Updated Canadian contact details</td>
<td>Change to Canadian contact details</td>
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<td>Updated health check and ACL options</td>
<td>Changes to the appliance WebUI</td>
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<td>Amended instructions for enabling TPROXY</td>
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<td>to include new option for per-VIP TPROXY</td>
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<tr>
<td>2.0.0</td>
<td>7 February 2022</td>
<td>Completely reworked document into more</td>
<td>Move to new documentation system</td>
<td>AH</td>
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Loadbalancer.org's mission is to ensure that its clients' businesses are never interrupted. The load balancer experts ask the right questions to get to the heart of what matters, bringing a depth of understanding to each deployment. Experience enables Loadbalancer.org engineers to design less complex, unbreakable solutions - and to provide exceptional personalized support.