Load Balancing Meditech
RESTful API
Version 1.2.0
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1. About this Guide

This guide details the steps required to configure a load balanced Meditech API environment utilizing Loadbalancer.org appliances. It covers the configuration of the load balancers and also any Meditech API 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 Meditech API servers. For full specifications of available models please refer to https://www.loadbalancer.org/products.

Some features may not be available or fully supported in all cloud platforms due to platform specific limitations. For more details, please refer to the "Main Differences to our Standard (Non-Cloud) Product" section in the appropriate cloud platform Quick Start Guide or check with Loadbalancer.org support.

3. Software Versions Supported

3.1. Loadbalancer.org Appliance

- V8.9.1 and later

Note: The screenshots used throughout this document aim to track the latest Loadbalancer.org software version. If you’re using an older version, or the very latest, the screenshots presented here may not match your WebUI exactly.

3.2. Meditech RESTful API

- All versions

4. Meditech RESTful API

The RESTful API Infrastructure allows MEDITECH and third party vendor software to securely access the MEDITECH EHR through APIs. Interoperability Services (or IOPS) — which is a component of the RESTful API Infrastructure and installed on the same machine(s) — adds a set of APIs to meet Meaningful Use Stage 3 (MU3) and Imaging Appropriate Use Criteria (AUC) requirements. RESTful API is independent from any other web products or interoperability interfaces MEDITECH offers and requires dedicated hardware.

RESTful API is independent from any other web products or interoperability interfaces MEDITECH offers and requires dedicated hardware.

5. Load Balancing Meditech RESTful API

Note: It’s highly recommended that you have a working Meditech RESTful API environment first before
implementing the load balancer.

SSL certificates must be placed either on the load balancer and/or the real servers.

DNS entries for the API and Application end-point for each MRI or HIM database are required. SSL termination or SSL bridging are the recommended configurations for load balancing Meditech RESTful API.

## 5.1. Requirements

### API Servers(s)

An optimal RESTful API Infrastructure configuration consists of two or more servers running the RESTful API services as well as Interoperability Services. The cluster helps to ensure better performance and failover protection for the Infrastructure. These servers host the web services which clients connect to.

#### Hardware
- Server Type: Physical or Virtual
- 4 Cores, 2GHz+
- 4GB RAM
- C: Partition: 60GB - used for OS and service installations
- E: Partition: 40GB - used for server logs

#### Software
- 64-bit Windows Server 2012 Standard Edition

### Cache Server

The Redis service, which is installed on the Cache Server, reduces latency and increases performance on requests by reducing the number of hits to the database. The cache is memory-only, meaning it is never persisted to disk. It is suggested that the Redis service run on its own server. However the Redis service can be installed on one of the API servers if additional servers cannot be obtained. If combining the two servers, it is suggested you increase the RAM available to that API server by 4GB, bringing the total to 8GB for that one API server. This server caches responses and also acts as a messaging service between API Servers.

#### Hardware
- Server Type: Physical or Virtual
- 4 Cores, 2GHz+
- 4GB RAM
- C: Partition: 60GB - used for OS and service installations

#### Software
- 64-bit Windows Server 2012 Standard Edition

### Database Server
The database stores the configuration and run time details of the RESTful services. It does not store patient data nor does it store any other data that is stored in the MEDITECH database.

A supported database is required. The RESTful API Infrastructure supports:

- MSSQL
- MySQL
- MariaDB

**HA Load balancers**

- Provides high availability and scalability of the Meditech RESTful API services
- It allows the end user to mitigate or prevent SSL vulnerabilities and to configure the SSL parameters according to their regulatory and corporate requirements
- It allows the end user to install and maintain their SSL certificates in a single location instead of across multiple servers/services
- Using DNS round-robin for failover does not provide graceful failover to the client - the client software needs to be smart enough to retry the connection using another IP, depending on the client's technology, this can take seconds or minutes, whereas failover with a load balancer or proxy is nearly instantaneous
- When configured for SSL Termination, this reduces the CPU load on the RESTful API Infrastructure servers

### 5.2. Persistence (aka Server Affinity)

No persistence is required.

### 5.3. Virtual Service (VIP) Requirements

To provide load balancing and HA for Meditech API and Application, 2 VIPS are required:

- VIP1 : Meditech API
- VIP2 : Meditech Application

### 5.4. Port Requirements

The following table shows the ports that are load balanced:

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocols</th>
<th>Uses</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>TCP/HTTP</td>
<td>This will respond to API requests that originate from the proxy. Requests directly to the server or from an untrusted proxy will be issued a redirect to HTTPS.</td>
</tr>
<tr>
<td>8081</td>
<td>TCP/HTTPS</td>
<td>This will respond to Application requests that originate from the proxy. Requests directly to the server or from an untrusted proxy will be issued a redirect to HTTPS.</td>
</tr>
<tr>
<td>Port</td>
<td>Protocols</td>
<td>Uses</td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>------</td>
</tr>
<tr>
<td>443</td>
<td>TCP/HTTPS</td>
<td>This is the connection clients make to access the API and/or Application services proxied by the load balancer/proxy.</td>
</tr>
</tbody>
</table>

Note: Ports displayed are default and can be configured to ports applicable to the customer’s environment.

5.5. TLS/SSL Termination

There are two suggested configurations concerning the Meditech RESTful API and Application, both of which are supported on the load balancer.

1. **SSL Termination** - this is when the connection to the load balancer is encrypted with SSL but the connection from the load balancer to the RESTful services is not encrypted.

2. **SSL Bridging** - this is when the connection to the load balancer is encrypted with SSL and the connection from the load balancer to the RESTful services is also encrypted, sometimes using different certificates.

Note: **SSL Pass-through** is not a recommended configuration as it directly exposes the SSL implementation included in the RESTful services to the Internet.

6. Deployment Concept

Meditech RESTful API can be load balanced in two different ways, as shown in the diagrams that follow:

- **Recommended deployment**: Uses two virtual services to load balance the Meditech API servers which then make a connection to the Cache servers and any other Meditech related server, such as Platform Service, File Library, Monitor Service on the backend.

- **Minimum deployment**: Uses two virtual services to load balance the Meditech API servers which have both the API and Cache services installed on the same server. The server then makes a connection to the other Meditech related servers, such as Platform Service, File Library, Monitor Service on the backend.

6.1. Scenario 1 – Recommended Deployment Using SSL Offloading
6.2. Scenario 2 – Recommended Deployment Using SSL Bridging

In this deployment, two virtual services are used in addition to a TLS/SSL termination. The virtual services use layer 7 SNAT mode. An SSL certificate is uploaded and associated to the Virtual Service. Data is encrypted from the client to the load balancer, but is unencrypted from the load balancer to the backend servers as shown above.

7. Load Balancer Deployment Methods

The load balancer can be deployed in 4 fundamental ways: **Layer 4 DR mode**, **Layer 4 NAT mode**, **Layer 4 SNAT mode**, and **Layer 7 SNAT mode**.

For Meditech RESTful API, using layer 7 SNAT mode is recommended due to it being a full proxy meaning the load balanced Real Servers do not need to be changed in any way.

This load balancing mode is described below and is used for the configurations presented in this guide.
7.1. Layer 7 SNAT Mode

Layer 7 SNAT mode uses a proxy (HAProxy) at the application layer. Inbound requests are terminated on the load balancer and HAProxy generates a new corresponding request to the chosen Real Server. As a result, Layer 7 is typically not as fast as the Layer 4 methods. Layer 7 is typically chosen when either enhanced options such as SSL termination, cookie based persistence, URL rewriting, header insertion/deletion etc. are required, or when the network topology prohibits the use of the layer 4 methods.

- Because layer 7 SNAT mode is a full proxy, any server in the cluster can be on any accessible subnet including across the Internet or WAN.

- Layer 7 SNAT mode is not transparent by default, i.e. the Real Servers will not see the source IP address of the client, they will see the load balancer’s own IP address by default, or any other local appliance IP address if preferred (e.g. the VIP address). This can be configured per layer 7 VIP. If required, the load balancer can be configured to provide the actual client IP address to the Real Servers in 2 ways. Either by inserting a header that contains the client’s source IP address, or by modifying the Source Address field of the IP packets and replacing the IP address of the load balancer with the IP address of the client. For more information on these methods please refer to Transparency at Layer 7.

- Layer 7 SNAT mode can be deployed using either a one-arm or two-arm configuration. For two-arm deployments, eth0 is normally used for the internal network and eth1 is used for the external network although this is not mandatory.

- Requires no mode-specific configuration changes to the load balanced Real Servers.

- Port translation is possible with Layer 7 SNAT mode, e.g. VIP:80 → RIP:8080 is supported.

- You should not use the same RIP:PORT combination for layer 7 SNAT mode VIPs and layer 4 SNAT mode VIPs because the required firewall rules conflict.

8. Configuring Meditech RESTful API for Load Balancing

Some changes must be made to the Meditech RESTful API server environment in order for them to be correctly
load balanced. These changes need to be configured by in-house IT staff or a vendor.

8.1. DNS Entries

A DNS entry is needed for the API and Application end-point for each MRI or HIM database (both TEST and LIVE). These records should all point to VIPs on your Load Balancer - you may use one or multiple VIPs when configuring your Load Balancer.

It is suggested that the API services use different VIP(s) from Application services. This makes it easier to restrict access to the Application to only those clients that are on your network. If they shared a VIP, your firewall would need to be able to do deep packet inspection and disallow access to the hostnames for the Application services when accessed over the Internet.

Example

If you have 3 LIVE rings with 1 HIM database each and 3 TEST rings with 1 HIM database each, we would expect the following DNS entries:

```
mtrestapis-live01.CUSTOMER-DOMAIN
mtrestapis-live02.CUSTOMER-DOMAIN
mtrestapis-live03.CUSTOMER-DOMAIN
mtrestapis-test01.CUSTOMER-DOMAIN
mtrestapis-test02.CUSTOMER-DOMAIN
mtrestapis-test03.CUSTOMER-DOMAIN
mtrestapps-live01.CUSTOMER-DOMAIN
mtrestapps-live02.CUSTOMER-DOMAIN
mtrestapps-live03.CUSTOMER-DOMAIN
mtrestapps-test01.CUSTOMER-DOMAIN
mtrestapps-test02.CUSTOMER-DOMAIN
mtrestapps-test03.CUSTOMER-DOMAIN
```

When not exposing the Application to the Internet, only the `mtrestapis-*` entries would resolve on your public DNS. The DNS entries allow the infrastructure to differentiate requests as it is possible that an identifier may be reused in one or more databases. Additionally, the API and Application services run on different ports and within different processes because the workloads are significantly different.

9. Loadbalancer.org Appliance – the Basics

9.1. 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.
9.2. Initial Network Configuration

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

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

9.3. Accessing the Appliance WebUI

The WebUI is accessed using a web browser. By default, users are authenticated using Apache authentication. Users can also be authenticated against LDAP, LDAPS, Active Directory or Radius - for more information, please refer to External Authentication.

Note: There are certain differences when accessing the WebUI for the cloud appliances. For details, please refer to the relevant Quick Start / Configuration Guide.

1. Using a browser, navigate to the following URL:


   You'll receive a warning about the WebUI's SSL certificate. This is due to the default self signed certificate that is used. If preferred, you can upload your own certificate - for more information, please refer to Appliance Security Features.

   Note: If you need to change the port, IP address or protocol that the WebUI listens on, please refer to Service Socket Addresses.

2. Log in to the WebUI using the following credentials:

   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:
3. You'll be asked if you want to run the Setup Wizard which can be used to configure layer 7 services. Click **Dismiss** if you're following a guide or want to configure the appliance manually or click **Accept** to start the wizard.

**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
- **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
9.4. Appliance Software Update

To ensure that the appliance(s) are running the latest software version, we recommend a software update check is performed.

Determination of the Current Software Version

The software version is displayed at the bottom of the WebUI as shown in the example below:

Checking for Updates using Online Update

1. Using the WebUI, navigate to: Maintenance > Software Update.
2. Select Online Update.
3. If the latest version is already installed, a message similar to the following will be displayed:

   Information: Version v8.11.1 is the current release. No updates are available

4. If an update is available, you’ll be presented with a list of new features, improvements, bug fixes and security related updates.
5. Click Online Update to start the update process.

   Note: Do not navigate away whilst the update is ongoing, this may cause the update to fail.

6. Once complete (the update can take several minutes depending on download speed and upgrade version) the following message will be displayed:

   Information: Update completed successfully.

7. If services need to be reloaded/restarted or the appliance needs a full restart, you’ll be prompted accordingly.

Using Offline Update

If the load balancer does not have access to the Internet, offline update can be used.
Please contact support@loadbalancer.org to check if an update is available and obtain the latest offline update files.

To perform an offline update:

1. Using the WebUI, navigate to: **Maintenance > Software Update**.
2. Select **Offline Update**.
3. The following screen will be displayed:

   **Software Update**

   **Offline Update**

   The following steps will lead you through offline update:

1. Contact Loadbalancer.org support to obtain the offline update archive and checksum.
2. Save the archive and checksum to your local machine.
3. Select the archive and checksum files in the upload form below.
4. Click Upload and Install to begin the update process.

   [Archive: Choose File] No file chosen
   [Checksum: Choose File] No file chosen

   [Upload and Install]

4. Select the **Archive** and **Checksum** files.
5. Click **Upload and Install**.
6. If services need to be reloaded/restarted or the appliance needs a full restart, you’ll be prompted accordingly.

### 9.5. Ports Used by the Appliance

By default, the appliance uses the following TCP & UDP ports:

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Port</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCP</td>
<td>22 *</td>
<td>SSH</td>
</tr>
<tr>
<td>TCP &amp; UDP</td>
<td>53 *</td>
<td>DNS / GSLB</td>
</tr>
<tr>
<td>TCP &amp; UDP</td>
<td>123</td>
<td>NTP</td>
</tr>
<tr>
<td>TCP &amp; UDP</td>
<td>161 *</td>
<td>SNMP</td>
</tr>
<tr>
<td>UDP</td>
<td>6694</td>
<td>Heartbeat between Primary &amp; Secondary appliances in HA mode</td>
</tr>
<tr>
<td>TCP</td>
<td>7778</td>
<td>HAPProxy persistence table replication</td>
</tr>
<tr>
<td>TCP</td>
<td>9000 *</td>
<td>Gateway service (Centralized/Portal Management)</td>
</tr>
<tr>
<td>TCP</td>
<td>9080 *</td>
<td>WebUI - HTTP (disabled by default)</td>
</tr>
<tr>
<td>TCP</td>
<td>9081 *</td>
<td>Nginx fallback page</td>
</tr>
<tr>
<td>Protocol</td>
<td>Port</td>
<td>Purpose</td>
</tr>
<tr>
<td>----------</td>
<td>------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>TCP</td>
<td>9443</td>
<td>WebUI - HTTPS</td>
</tr>
<tr>
<td>TCP</td>
<td>25565</td>
<td>Shuttle service (Centralized/Portal Management)</td>
</tr>
</tbody>
</table>

**Note**

The ports used for SSH, GSLB, SNMP, the WebUI, the fallback page, the gateway service and the shuttle service can be changed if required. For more information, please refer to Service Socket Addresses.

### 9.6. 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 Configuring HA - Adding a Secondary Appliance.

### 10. Appliance Configuration for Meditech API – Using Layer 7 SNAT Mode (Scenario 1: Recommended Deployment Using SSL Offloading)

#### 10.1. Configuring the API Virtual Service (VIP1)

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. MeditechAPI.

3. Set the **Virtual Service IP Address** field to the required IP address, e.g. 192.168.86.140.

4. Set the **Ports** field to 80.

5. Leave the **Protocol** set to **HTTP mode**.

**Layer 7 - Add a new Virtual Service**
6. Click **Update** to create the virtual service.

7. Now click **Modify** next to the newly created VIP.

8. Set **Balance mode** to **Weighted Round Robin**.

9. Scroll down to the Persistence section and set **Persistence Mode** to **None**.

10. In the Health Checks section set **Health Checks** to **Negotiate HTTP (HEAD)**.

11. Leave **Response expected** blank, which will configure the load balancer to look for a ‘200 OK’ response.

12. Scroll down to the Other section and click [Advanced].

13. Enable (check) the Timeout checkbox and set both **Client Timeout & Real Server Timeout** to **5m**.

14. Ensure that **Set X-forwarded-For Header** is enabled (checked).

15. Set **Force to HTTPS** to **Yes**.

16. Click **Update**.

**Defining the Real Servers (RIPs)**

1. Using the WebUI, navigate to **Cluster Configuration > Layer 7 – Real Servers** and click **Add a new Real Server** next to the newly created VIP.

2. Enter an appropriate label for the RIP, e.g. **MeditechAPI1**.

3. Change the **Real Server IP Address** field to the required IP address, e.g. **192.168.86.50**.

4. Leave the **Real Server Port** field empty.

5. Click **Update**.

6. Repeat the above steps to add additional MeditechAPI Server(s).

**10.2. Configuring the Application Virtual Service (VIP2)**

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. Meditech_APP.

3. Set the Virtual Service IP Address field to the required IP address, e.g. 192.168.86.65.

4. Set the Ports field to 8081.

5. Leave the Protocol set to HTTP mode.

6. Click Update to create the virtual service.

7. Now click Modify next to the newly created VIP.

8. Set Balance mode to Weighted Round Robin.

9. Scroll down to the Persistence section and set Persistence Mode to None.

10. In the Health Checks section set Health Checks to Negotiate HTTP (HEAD).

11. Leave Response expected blank, which will configure the load balancer to look for a ‘200 OK’ response.

12. Scroll down to the Other section and click [Advanced].

13. Enable (check) the Timeout checkbox and set both Client Timeout & Real Server Timeout to 5m.

14. Ensure that Set X-forwarded-For Header is enabled (checked).

15. Set Force to HTTPS to Yes.

16. Click Update.

Defining the Real Servers (RIPs)

1. Enter an appropriate label for the RIP, e.g. Meditech_APP1.

2. Change the Real Server IP Address field to the required IP address, e.g. 192.168.86.50.

3. Leave the Real Server Port field empty.
4. Click **Update**.

5. Repeat the above steps to add your other Meditech_APP Server(s).

### 10.3. Setting Up TLS/SSL Termination

#### Uploading a Certificate

An appropriate certificate must be present on the load balancer for TLS/SSL termination to work. Typically, a valid certificate is uploaded to the load balancer for use. The process for doing this is as follows:

1. Using the web user interface, navigate to **Cluster Configuration > SSL Certificate** and click on **Add a new SSL Certificate**.

2. Press the **Upload prepared PEM/PFX file** radio button.

3. Define the **Label** for the certificate as required, e.g. **Meditech_Certificate**.

4. Click on **Browse** and select the appropriate PEM or PFX style certificate.

5. If uploading a PFX certificate, enter the certificate’s password in the **PFX File Password** field.

6. Click **Upload certificate**.

In the absence of a valid certificate, it is also possible to create a Certificate Signing Request (CSR) on the load balancer. A CSR can be submitted to a certificate authority for the issuance of a certificate. For more information
Creating the TLS/SSL Terminations

1. Using the web user interface, navigate to Cluster Configuration > SSL Termination and click on Add a new Virtual Service.

2. Using the Associated Virtual Service drop-down list, select the MeditechAPI service which was created previously.

   Once the VIP is selected, the Label field will be auto-populated with SSL-MeditechAPI. This can be changed if preferred.

3. Set the Virtual Service Port field to 443.

4. From the SSL Certificate drop-down list, select the appropriate certificate.

5. Click Update to create the TLS/SSL termination service.

6. Repeat the above steps to configure TLS/SSL termination for your other Meditech_APP virtual service.

10.4. Finalizing the Configuration

To apply the new settings, HAProxy and STunnel must both be reloaded. This can be done using the buttons in the “Commit changes” 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.

3. Click Reload STunnel.
11. Appliance Configuration for Meditech API – Using Layer 7 SNAT Mode (Scenario 2: Recommended Deployment Using SSL Bridging)

11.1. Configuring the API Virtual Service (VIP1)

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. MeditechAPI.

3. Set the Virtual Service IP Address field to the required IP address, e.g. 192.168.86.140.

4. Set the Ports field to 80.

5. Leave the Protocol set to HTTP mode.

6. Click Update to create the virtual service.

7. Now click Modify next to the newly created VIP.

8. Set Balance mode to Weighted Round Robin.

9. Scroll down to the Persistence section and set Persistence Mode to None.

10. In the Health Checks section set Health Checks to Negotiate HTTP (HEAD).

11. Leave Response expected blank, which will configure the load balancer to look for a ‘200 OK’ response.

12. Scroll down to the SSL section and check the Enable Backend Encryption box.

13. Scroll down to the Other section and click [Advanced].

14. Enable (check) the Timeout checkbox and set both Client Timeout & Real Server Timeout to 5m.

15. Ensure that Set X-forwarded-For Header is enabled (checked).

16. Set Force to HTTPS to Yes.
17. Click **Update**.

**Defining the Real Servers (RIPs)**

1. Enter an appropriate label for the RIP, e.g. **Meditech_API1**.
2. Change the **Real Server IP Address** field to the required IP address, e.g. **192.168.86.50**.
3. Enter **443** in the **Real Server Port** field.
4. Enable the **Re-Encrypt to Backend** check-box.

![Layer 7 Modify Real Server - MeditechAPI / MeditechAPI1](image)

5. Click **Update**.
6. Repeat the above steps to add your other Meditech_API Server(s).

**11.2. Configuring the Application Virtual Service (VIP2)**

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. **Meditech_APP**.
3. Set the **Virtual Service IP Address** field to the required IP address, e.g. **192.168.86.65**.
4. Set the **Ports** field to **8081**.
5. Leave the **Protocol** set to **HTTP mode**.
6. Click **Update** to create the virtual service.

7. Now click **Modify** next to the newly created VIP.

8. Set **Balance mode** to **Weighted Round Robin**.

9. Scroll down to the Persistence section and set **Persistence Mode** to **None**.

10. In the Health Checks section set **Health Checks** to **Negotiate HTTP (HEAD)**.

11. Leave **Response expected** blank, which will configure the load balancer to look for a ‘200 OK’ response.

12. Scroll down to the SSL section and check the **Enable Backend Encryption** box.

13. Scroll down to the Other section and click **[Advanced]**.

14. Enable (check) the Timeout checkbox and set both **Client Timeout** & **Real Server Timeout** to **5m**.

15. Ensure that **Set X-forwarded-For Header** is enabled (checked).

16. Set **Force to HTTPS** to **Yes**.

17. Click **Update**.

**Defining the Real Servers (RIPs)**

1. Enter an appropriate label for the RIP, e.g. **Meditech_APP1**.

2. Change the **Real Server IP Address** field to the required IP address, e.g. **192.168.86.50**.

3. Enter **443** in the **Real Server Port** field.

4. Enable the **Re-Encrypt to Backend** check-box.
5. Click **Update**.

6. Repeat the above steps to add your other Meditech_APP Server(s).

**Uploading a Certificate**

1. Follow the steps in **Uploading a Certificate**.

**Creating the TLS/SSL Terminations**

1. Follow the steps in **Creating the TLS/SSL Terminations**.

11.3. **Finalizing the Configuration**

1. Follow the steps in **Finalizing the Configuration**.

**12. Testing & Verification**

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

**12.1. Using System Overview**

The System Overview can be viewed in the WebUI. It shows a graphical view of all VIPs & RIPs (i.e. the Meditech nodes) and shows the state/health of each server as well as the state of the cluster as a whole. The example below shows that all Meditech nodes are healthy and available to accept connections:
13. 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.

14. Further Documentation

For additional information, please refer to the Administration Manual.
15. Appendix

15.1. 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 is fully configured first, then the Secondary appliance can be added to create an HA pair. Once the HA pair is configured, load balanced services must be configured and modified on the Primary appliance. The Secondary appliance will be automatically kept in sync.

For Enterprise Azure, the HA pair should be configured first. For more information, please refer to the Azure Quick Start/Configuration Guide available in the documentation library.

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>Interface IP addresses, bonding configuration and VLANs</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Routing</td>
<td>Default gateways and static routes</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>System Date &amp; time</td>
<td>Time and date related settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Physical – Advanced Configuration</td>
<td>Various appliance settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Portal Management</td>
<td>Portal management settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Security</td>
<td>Security settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>SNMP Configuration</td>
<td>SNMP settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>Graphing</td>
<td>Graphing settings</td>
</tr>
<tr>
<td>Local Configuration</td>
<td>License Key</td>
<td>Appliance licensing</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Backup &amp; Restore</td>
<td>Local XML backups</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Software Updates</td>
<td>Appliance software updates</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Fallback Page</td>
<td>Fallback page configuration</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Firewall Script</td>
<td>Firewall (iptables) configuration</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Firewall Lockdown Wizard</td>
<td>Appliance management lockdown settings</td>
</tr>
</tbody>
</table>

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Important: Make sure that where any of the above have been configured on the Primary appliance, they’re also configured on the Secondary.

Configuring the HA 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**.

### Create a Clustered Pair

<table>
<thead>
<tr>
<th>Loadbalancer</th>
<th>Local IP address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>192.168.110.40</td>
</tr>
</tbody>
</table>

3. Specify the IP address and the `loadbalancer` user’s password for the Secondary (peer) appliance as shown in the example above.
4. Click **Add new node**.
5. The pairing process now commences as shown below:

### Create a Clustered Pair

```
<table>
<thead>
<tr>
<th>Primary</th>
<th>Local IP address</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP: 192.168.110.40</td>
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</table>

<table>
<thead>
<tr>
<th>Secondary</th>
<th>IP address of new peer</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP: 192.168.110.41</td>
<td>192.168.110.41</td>
</tr>
</tbody>
</table>

Password for loadbalancer user on peer
```

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 "Commit changes" 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**.
# 16. 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>1.0.0</td>
<td>1 October 2019</td>
<td>Initial version</td>
<td></td>
<td>IG</td>
</tr>
<tr>
<td>1.0.1</td>
<td>11 February 2021</td>
<td>New title page, Updated Canadian contact details</td>
<td>Branding update, Change to Canadian contact details</td>
<td>AH</td>
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<td>1.1.0</td>
<td>1 December 2021</td>
<td>Converted the document to AsciiDoc</td>
<td>Move to new documentation system</td>
<td>AH, RJC, ZAC</td>
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<td>22 April 2022</td>
<td>Updated SSL related content to reflect latest software version</td>
<td>New software release</td>
<td>RJC</td>
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<td>28 September 2022</td>
<td>Updated layer 7 VIP and RIP creation screenshots</td>
<td>Reflect changes in the web user interface</td>
<td>AH</td>
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<td>5 January 2023</td>
<td>Combined software version information into one section</td>
<td>Housekeeping across all documentation</td>
<td>AH</td>
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<td></td>
<td>Added one level of section numbering</td>
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<td></td>
<td>Added software update instructions</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>Added table of ports used by the appliance</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reworded ‘Further Documentation’ section</td>
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<td></td>
<td>Removed references to the colour of certain UI elements</td>
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<td>Branding update</td>
<td>AH</td>
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<td>Modified diagram colours</td>
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</table>
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