



Appliance Administration Manual

v8.0

rev. 1.1.0

Copyright © 2002 – 2015 Loadbalancer.org, Inc



Table of Contents

Chapter 1 – Introduction	9
About this Manual.....	10
About the Appliance.....	10
Version 8.....	10
Appliance Configuration Overview.....	11
Appliance Security.....	11
Deployment Guides.....	12
Additional Information.....	12
Chapter 2 – Load Balancing Concepts	13
Load Balancing – the Basics.....	14
Supported Protocols.....	14
Layer 4 & Layer 7.....	14
Load Balancing Algorithms.....	14
Weighted Round Robin.....	14
Weighted Least Connection.....	14
Destination Hashing.....	14
Real Server Agent.....	14
Layer 4 vs Layer 7.....	15
Our Recommendation.....	15
Loadbalancer.org Terminology.....	16
Chapter 3 – Load Balancing Methods	17
Supported Methods.....	18
One-Arm and Two-Arm Configurations.....	18
Direct Routing (DR).....	19
Network Address Translation (NAT).....	20
NAT Mode Packet re-Writing.....	21
Source Network Address Translation (SNAT)	22
Other Considerations.....	23
Does Your Application Cluster correctly Handle its own State?.....	23
Replication Solutions for Shared Data.....	23
Solutions for Session Data.....	23
Persistence (a.k.a. Affinity).....	23
What do You do if Your Application is not Stateless?.....	24
Loadbalancer.org Persistence Options.....	24
Which Load Balancing Method should I Use?.....	25
Our Recommendation.....	25
Chapter 4 – Appliance Fundamentals	26
The Hardware Appliance – Unpacking and Connecting.....	27
The Virtual Appliance – Hypervisor Deployment.....	28
Supported Hypervisors.....	28
Host Requirements.....	28
Downloading the Appliance.....	28
VMware Deployment.....	29
Hyper-V Deployment.....	29
KVM Deployment.....	30
XEN Deployment.....	30
Initial Network Interface Configuration.....	30
Using the Network Setup Wizard.....	31
Using Linux Commands.....	32
Appliance Access & Configuration Methods.....	32
Local Methods.....	32
Console Access.....	32
Appliance Configuration using Links.....	33

Keyboard Layout.....	33
Remote Methods.....	33
Accessing the WUI.....	34
Configuring the Appliance using the Wizard.....	34
Running the Wizard.....	34
Configuring the Appliance using the WUI.....	36
Full Root Access.....	38
Appliance Configuration Files & Locations.....	38
Chapter 5 – Appliance Management.....	39
Network Configuration.....	40
Physical Interfaces.....	40
Configuring IP Addresses.....	40
Configuring Bonding.....	41
Bonding Configuration Modes.....	42
Bonding for High-Availability (default mode).....	43
Bonding for Bandwidth.....	43
Bonding for High-Availability & Bandwidth.....	43
Configuring VLANs.....	44
Configuring MTU Settings.....	45
Configuring Default Gateway & Static Routes.....	45
Configuring Hostname & DNS Configuration.....	46
System Date & Time and NTP Server Configuration.....	47
Auto Configuration using NTP Servers.....	47
Manual Configuration.....	47
Appliance Internet Access via Proxy.....	48
SMTP Relay Configuration.....	48
Syslog Server Configuration.....	49
SNMP Configuration.....	49
Installing License Keys.....	50
Running OS Level Commands.....	50
Restoring Manufacturer's Settings.....	51
Using the WUI.....	51
Using the Console / SSH Session.....	51
Restarting & Reloading Services.....	51
Appliance Restart & Shutdown.....	53
Appliance Software Updates.....	54
Checking the Current Software Version & Revision.....	54
Online Update.....	54
Offline Update.....	56
Updating a Clustered Pair.....	57
Firewall Configuration.....	58
Manual Firewall Configuration.....	58
Firewall Lock-down Wizard.....	59
Conntrack Table Size.....	61
Users & Passwords.....	61
Appliance Security Lockdown Script.....	63
SSH Keys.....	65
Chapter 6 – Configuring Load Balanced Services.....	66
Layer 4 Services.....	67
The Basics.....	67
Creating Virtual Services (VIPs).....	67
Modifying a Virtual Service.....	68
Creating Real Servers (RIPs).....	71
Persistence Considerations.....	73
Persistence State Table Replication.....	73
DR Mode Considerations.....	74

The ARP Problem.....	74
Detecting the ARP Problem.....	74
Solving the ARP Problem for Linux.....	74
Method 1 (using iptables).....	74
Method 2 (using arp_ignore sysctl values).....	75
Solving the ARP Problem for Solaris.....	76
Solving the ARP Problem for Mac OS X / BSD.....	76
Solving the ARP Problem for Windows Servers.....	77
Windows Server 2000.....	77
Windows Server 2003.....	80
Windows Server 2008.....	83
Windows Server 2012.....	87
Verifying netsh Settings for Windows 2008 & 2012.....	91
Configuring IIS to Respond to both the RIP and VIP.....	92
Windows Firewall Settings.....	94
NAT Mode Considerations.....	96
NAT Mode Potential Issues.....	96
Enabling Real Server Internet access using Auto-NAT.....	96
Enabling Access to non Load-Balanced Services.....	96
One-Arm (Single Subnet) NAT Mode.....	97
Route Configuration for Windows Servers.....	97
Route Configuration for Linux Servers.....	98
Firewall Marks.....	98
Firewall Marks – Auto Configuration.....	98
Firewall Marks – Manual Configuration.....	99
Layer 4 – Advanced Configuration.....	104
Layer 7 Services.....	106
The Basics.....	106
Creating Virtual Services (VIPs).....	106
Modifying a Virtual Service.....	107
Creating Real Servers (RIPs).....	112
Persistence Considerations.....	112
Persistence State Table Replication.....	112
Layer 7 – Custom Configurations.....	113
Configuring Manual Virtual Services.....	113
Manual Config Ex. 1 – Simple HTTP Redirect.....	113
Manual Config Ex. 2 – Load Balancing with URL matching using ACL's.....	115
HAProxy Error Codes.....	117
Layer 7 – Advanced Configuration.....	118
SSL Termination.....	121
Concepts.....	121
SSL Termination on the Real Servers (Recommended).....	122
SSL Termination on the Load Balancer.....	122
Creating an STunnel SSL Virtual Service (the Default SSL Terminator).....	123
STunnel Cipher Settings and the BEAST Attack.....	124
Creating a Pound SSL Virtual Service.....	125
Modifying a Pound SSL Virtual Service.....	127
Pound Cipher Settings and the BEAST Attack.....	127
Generating a CSR on the Load Balancer.....	128
Using an Existing Certificate.....	130
Creating a PEM file.....	130
Exporting PFX Certificates from Windows Servers.....	130
Uploading PEM & PFX Certificates.....	130
Converting between certificate formats.....	131
SSL Re-encryption (a.k.a. SSL Bridging).....	132
SSL – Advanced Configuration.....	133
HTTP to HTTPS Redirection.....	135
SSL Termination on the Real Servers (Recommended).....	135
SSL Termination on the Load Balancer.....	136

Using Transparent Proxy (TProxy).....	137
TProxy & HAProxy.....	137
TProxy, HAProxy & Pound.....	138
TProxy, HAProxy & STunnel.....	139
Floating IPs.....	140
Server Feedback Agent.....	141
Windows Agent.....	141
Linux / Unix Agent.....	143
Custom HTTP Agent.....	144
Configuration.....	144
Configuring VIPs & RIPs via Script & Command Line	145
Configuring L4 & L7 Services using the CLI Script (lbcli).....	145
Configuring Layer 4 Services using ipvsadm.....	147
Configuring Layer 7 Services using Linux Socket Commands.....	148
Chapter 7 – Web Application Firewall (WAF).....	149
Introduction.....	150
Implementation Concepts.....	151
WAF Gateway Configuration.....	152
Initial Setup.....	152
WAF Gateway Operating Mode.....	154
WAF Gateway Rules.....	154
WAF Gateway Logging & Monitoring.....	156
Modifying Default Actions.....	157
Chapter 8 – Real Server Health Monitoring & Control.....	158
Configuring Health Checks.....	159
Health Checks for Layer 4 Services.....	159
Health Checks for Layer 7 Services.....	162
Simulating Health-Check Failures.....	165
Disabling Health-Checks.....	165
Fallback Server Settings.....	165
Real Server Monitoring & Control using System Overview.....	167
Real Server Monitoring.....	167
Real Server Control.....	168
Ordering of VIPs.....	169
Sort by Column.....	169
Drag & Drop.....	170
Real Server Control using the HAProxy Statistics Page.....	171
Chapter 9 – Appliance Clustering for HA.....	172
Introduction.....	173
Clustered Pair Considerations.....	173
Master / Slave Operation.....	173
Heartbeat.....	173
Master Slave Replication.....	173
Settings that are NOT Replicated to the Slave Appliance.....	173
High Availability Configuration.....	174
To Create an HA Pair (Add a slave).....	174
To Break an HA Pair (Remove a slave).....	175
Promoting a Slave to Master.....	177
Configuring Heartbeat.....	178
Clustered Pair Diagnostics.....	180
Heartbeat State Diagnostics.....	180
Split Brain Scenarios.....	181
Forcing Master/Slave Failover & Failback.....	182
Testing & Verifying Master/Slave Replication & Failover.....	183
Chapter 10 – Application Specific Settings.....	186

FTP.....	187
Layer 4 Virtual Services for FTP.....	187
FTP Layer 4 Negotiate Health Check.....	187
FTP Recommended Persistence Settings.....	188
Layer 7 Virtual Services for FTP.....	188
Active Mode.....	188
Windows 2008 Example.....	189
Passive Mode.....	190
Windows 2008 Example.....	191
Limiting Passive FTP Ports.....	192
For Windows 2008.....	192
For Windows 2003.....	193
For Windows 2000.....	193
For Linux.....	193
Terminal Services / Remote Desktop Services.....	194
Layer 4 – IP Persistence.....	194
Layer 7 – Microsoft Connection Broker / Session Directory.....	194
Layer 7 – RDP Cookies.....	195
Other Applications.....	195
Chapter 11 – Configuration Examples.....	196
Introduction.....	197
Initial Network Settings.....	197
Example 1 – One-Arm DR Mode (Single Appliance).....	197
Configuration Overview.....	197
Network Settings.....	197
N.B. this step can be skipped if all network settings have already been configured.....	197
Virtual Service (VIP).....	198
Real Servers (RIPs).....	199
Real Server Changes – Solve the ARP Problem.....	199
Basic Testing & Verification.....	200
Example 2 – Two-Arm NAT Mode (Clustered Pair).....	201
Configuration Overview.....	201
Master Unit – Network Settings.....	201
Slave Unit – Network Settings.....	202
Master Unit – Heartbeat Settings.....	204
Checking the Status.....	205
Virtual Service (VIP).....	205
Real Servers (RIP).....	206
Real Server Changes – Set the Default Gateway.....	206
Verify the Slave Configuration.....	207
Basic Testing & Verification.....	207
Example 3 – One-Arm SNAT Mode & SSL Termination (Single Appliance).....	208
Configuration Overview.....	208
Network Settings.....	208
Virtual Service (VIP).....	210
Real Servers (RIP).....	210
SSL Termination.....	211
Basic Testing & Verification.....	212
Chapter 12 – Testing Load Balanced Services.....	213
Testing Load Balanced Services.....	214
Diagnosing VIP Connection Problems.....	214
Taking Real Servers Offline (Halting).....	215
Using Log Files.....	216
Using Reports.....	216
Chapter 13 – Appliance Monitoring.....	217
Appliance Log Files.....	218
Load Balancer.....	218

Layer 4.....	218
Layer 7.....	218
SSL Termination (Pound).....	218
SSL Termination (STunnel).....	218
Heartbeat.....	218
Apache Error Log.....	218
Apache User Log.....	218
WAF Logs.....	219
Appliance Reports.....	219
Layer 4 Status.....	219
Layer 4 Traffic Rate.....	220
Layer 4 traffic Counters.....	221
Layer 4 Current Connections.....	222
Layer 4 Current Connections (resolve hostnames).....	222
Layer 7 Status.....	222
Layer 7 Stick Table.....	223
Graphing.....	223
Graphs – Load Balanced Services.....	223
Graphs – Appliance Specific.....	226
Graph Options.....	227
SNMP Reporting.....	229
SNMP for Layer 4 Based Services.....	229
Monitoring Layer 4 VIPs & RIPv using SNMP.....	229
SNMP for Layer 7 Based Services.....	230
Monitoring Layer 7 RIPv using SNMP.....	230
Configuring Email Alerts.....	231
Configuring Layer 4 Email Alert Default Settings.....	231
VIP Level Alerts.....	232
Chapter 14 – Useful Tools & Utilities.....	234
Useful Diagnostics Tools.....	235
Netstat.....	235
Telnet.....	236
Tcpcmdump.....	236
Ethtool.....	236
Wireshark.....	237
Windows Specific Tools.....	237
WinSCP.....	237
PuTTY.....	237
Remote Support Tools.....	238
Chapter 15 – Backup & Restore and Disaster Recovery.....	239
Introduction.....	240
Backup & Restore.....	240
Restoring XML Files.....	241
Disaster Recovery.....	242
Being Prepared.....	242
Backing Up SSH System Files.....	242
Backing Up Configuration Files to a Remote Location.....	242
Using wget to Copy the Files.....	243
Backing up locally on the Load Balancer.....	243
Appliance Recovery using a USB Memory Stick.....	243
Disaster Recovery After Slave Failure.....	246
Recovery Steps.....	246
Verify the HA Configuration.....	247
Creating a Slave XML File from the Running Master.....	247
Disaster Recovery After Master Failure.....	248
Recovery Steps.....	248
Verify the HA Configuration.....	249

Creating a Master XML File from the Running Slave.....	249
Chapter 16 – Technical Support.....	250
Introduction.....	251
WUI Support Options.....	251
Contact Us.....	251
Technical Support Download.....	252
Useful Links.....	253
Appendix.....	254
Front & Rear Panel Layouts.....	255
IPMI (Remote Management) Configuration for the Enterprise R20 & MAX.....	256
iDRAC (Remote Management) Configuration for the Enterprise 10G & R320.....	260
Appliance IPv4 Address Format.....	261
Company Contact Information.....	262

Chapter 1 – Introduction

About this Manual

This document covers all required administration information for v8.0 Loadbalancer.org appliances.

About the Appliance

The Loadbalancer.org appliance runs the GNU/Linux operating system with a custom kernel configured for load balancing.

The core software is based on customized versions of Centos 6.x / RHEL 6.x, Linux 3.10.x, LVS, HA-Linux, HAProxy, Pound, STunnel & Ldirectord. Full root access is provided which enables complete control of all settings.

The appliance is available in the following formats: hardware, virtual (VMware, HyperV, KVM, XEN) and cloud based (Amazon, Azure).

Appliances can be deployed as single units or as a clustered pair.



NOTE : Loadbalancer.org always recommend that clustered pairs should be used where possible for high availability and resilience, this avoids introducing a single point of failure to your network. For more information on configuring an HA pair please refer to page [172](#).

Version 8

The latest version of the appliance (v8.0.2) includes the following new features, updates and bug fixes:

Layer 7

- External health checks were not working and the cfg parser was incorrectly stating that the configuration was wrong when it was not

Layer 4

- When changing to a multiport virtual service the healthcheck port was not getting written

WAF

- Resolved an issue where users were able to add multiport virtual services to the WAF
- Resolved issue where deleting the first WAF service in a list of many resulted in a corrupted XML section

Licensing

- When using a Azure or HyperV appliance the licence was incorrectly applied

SSH Keys

- Manual key synchronisation was causing a double submit and breaking the functionality

Support

- Added policy based routing script to the support archive

RPMS

- virt-what-1.11-1.2.el6.x86_64.rpm

Appliance Configuration Overview

Initial network configuration can be carried out on the console by using the Network Setup Wizard, using standard Linux network setup commands, or by connecting to the default IP address:port in a browser (**192.168.2.21:9080**) and making changes using the WUI.

Once the network is configured, the appliance can be configured manually or by using the Setup Wizard (for layer 7 services). The WUI is accessible using HTTP on port **9080** and HTTPS on port **9443**. It's also possible to configure the load balancer at the console using the text based Links browser, although using the WUI is the recommended method.

For a clustered pair, we recommend that the master is fully configured first, then the slave should be added. For more information on configuring a clustered pair, please refer to page [172](#). Once a pair is configured, from v8.0 load balanced services can be configured / modified on the master **OR** the slave and the peer appliance will be kept automatically in sync.

Appliance Security

The appliance includes a security lockdown command (**lbsecure**) that enables passwords to set, network access to be locked down and SSH key regeneration in one simple step. This command can be run on a single appliance or an HA pair. For more details please refer to page [63](#).

Deployment Guides

Deployment guides have also been written that focus on load balancing specific applications. An up to date listing is available on the solutions page of our website: www.loadbalancer.org/applications/

At the time of writing, the following deployment & quick-reference guides are available:

- [Load Balancing Microsoft IIS Web Servers](#)
- [Load Balancing Microsoft Terminal Services](#)
- [Load Balancing Microsoft Remote Desktop Services](#)
- [Load Balancing Microsoft Exchange 2013](#)
- [Load Balancing Microsoft Exchange 2010](#)
- [Load Balancing Microsoft Sharepoint](#)
- [Load Balancing Microsoft AD FS](#)
- [Load Balancing Microsoft DirectAccess](#)
- [Load Balancing VMware View](#)
- [Load Balancing Microsoft Lync 2010](#)
- [Load Balancing Microsoft OCS 2007 R2](#)
- [Load Balancing Web Proxies/Filters/Gateways \(generic guide\)](#)
- [Load Balancing Bloxx Web Filter](#)
- [Load Balancing McAfee Web Gateway](#)
- [Load Balancing Smoothwall Web Gateway](#)
- [Load Balancing Barracuda Web Filter](#)
- [Load Balancing Clearswift Web Gateway](#)
- [Load Balancing Trend Micro Web Gateway](#)
- [Load Balancing Sophos Web Gateway](#)
- [Load Balancing RSA Authentication Manager](#)
- [Load Balancing Oracle Application Server](#)

Additional Information

This manual should provide you with enough information to be very productive with your Loadbalancer.org appliance. However, if there are aspects of the appliance that have not been covered, or if you have any questions, please contact our support team : support@loadbalancer.org.

Chapter 2 – Load Balancing Concepts

Load Balancing – the Basics

Loadbalancer.org appliances enable two or more servers to be combined into a cluster. This enables inbound requests to be distributed across multiple servers which provides improved performance, reliability and resilience. Appliances can also be deployed as a clustered pair (our recommended solution) which creates a highly-available configuration.

Supported Protocols

Loadbalancer.org appliances support virtually any TCP or UDP based protocol including HTTP, HTTPS, FTP, SMTP, RDP, SIP, IMAP, POP, DNS etc. etc.

Layer 4 & Layer 7

Load balancing at layer 4 and layer 7 is supported. LVS (*Linux Virtual Server*) is utilized at layer 4 whilst HAProxy is used at layer 7.

Load Balancing Algorithms

The Loadbalancer.org appliance supports several different load balancing algorithms. Each one has its advantages and disadvantages and it depends on the specific application which is the most appropriate to use. Usually the default method *Weighted Least Connection* is a good solution which works well in most situations. The following sections summarize each method supported.

Weighted Round Robin

With this method incoming requests are distributed to Real Servers proportionally to the Real Servers weight. Servers with higher weights receive new jobs first and get more jobs than servers with lower weights. Servers with equal weights get an equal distribution of new jobs. This method addresses the weakness of the simple round robin method. Weightings are relative, so it makes no difference if Real Server #1 and #2 have weightings of 50 and 100 respectively or 5 and 10 respectively.

Weighted Least Connection

This method distributes incoming requests based on the number of current connections and also the weighting of each server. Again, weightings are relative, so it makes no difference if Real Server #1 and #2 have weightings of 50 and 100 respectively or 5 and 10 respectively.

This is the default method for new VIPs.

Destination Hashing

This algorithm assign jobs to servers through looking up a statically assigned hash table by their destination IP addresses.

Real Server Agent

To compliment the methods above, Loadbalancer.org appliances also support Real Server (i.e back-end server) agents. This permits the load balancing algorithm to be dynamically modified based on each Real Servers running characteristics. For example, one Real Server could have a run-away process that is consuming excessive CPU resources or RAM. Without the agent, the load balancer has no way of knowing this and would continue to send requests to the overloaded server based on the algorithm selected. With the agent installed on the Real Server, feedback is provided to the load balancer and the algorithm is then adjusted to reduce requests that are sent to that server. For more details on using the agent please refer to page [141](#).

Layer 4 vs Layer 7

A fundamental choice when setting up the load balancer is whether to configure the services at layer 4 or layer 7.

The Basics

At layer 4 the primary protocols used are TCP and UDP. These protocols are not aware of upper level protocols such as FTP, HTTP, HTTPS, DNS, RDP etc. Therefore the load balancer can only make load balancing decisions based on details available at layers 4 and below such as port numbers and IP addresses. At layer 7, the load balancer has more information to make load balancing related decisions since more information about upper levels protocols is available.

Layer 7 load balancing uses a proxy at the application layer (HAProxy). HTTP requests are terminated on the load balancer, and the proxy generates a new request which is passed to the chosen Real Server.

Performance

Due to the increased amount of information at layer 7, performance is not as fast as at layer 4. If raw throughput is a primary concern, then layer 4 is probably the better choice.

Persistence

Persistence (a.k.a. affinity or sticky connections) is the ability to ensure that a specific client connects back to the same server within a specific time limit. It is normally required when the session state is stored locally on the web server rather than in a separate database. At Layer 4, Source IP persistence is the only option. At layer 7, additional methods are available such as HTTP cookie persistence where the load balancer sets a cookie to identify the session and Microsoft Connection Broker where the load balancer is able to utilize the redirection token for reconnecting users to existing sessions.

Real Server Changes

At Layer 4, either the ARP problem (please refer to page [74](#) for more details) has to be solved (required when using Layer4 DR mode) or the default gateway on the Real Servers must be set to point at the load balancer (required when using Layer 4 NAT mode). At Layer 7, the connection is fully proxied and therefore the Real Servers do not need to be changed in any way.

Transparency

Transparency refers to the ability to see the originating IP address of the client. Connections at Layer 4 are always transparent where as at layer 7 the IP address of the load balancer is recorded as the source address unless additional configuration steps are taken (such as using TProxy or utilizing the X-Forwarded-For headers, please see pages [137](#) and [110](#) respectively).

Our Recommendation

Where possible we recommend that Layer 4 Direct Routing (DR) mode is used. This offers the best possible performance since replies go direct from the Real Servers to the client, not via the load balancer. It's also relatively simple to implement.

Ultimately, the final choice depends on your specific requirements and infrastructure. If you need any advice - whether you're an existing customer or just trialing, don't hesitate to contact our support team: support@loadbalancer.org

Loadbalancer.org Terminology

<u>Acronym</u>	<u>Terminology</u>
Load Balancer	An IP based traffic manager for server clusters
VIP	Virtual IP address – the address of the load balanced cluster of RIPv, the address presented to connecting clients
Floating IP	The Floating IP Address is automatically created whenever a VIP is configured, the FIP address is the same as the VIP address, it enables services to be moved between the master and slave appliance
RIP	The Real IP address of a back-end server in the cluster
GW	The Default Gateway for a back-end server in the cluster
WUI	Web User Interface
Layer 4	Part of the seven layer OSI model, descriptive term for a network device that can route packets based on TCP/IP header information
Layer 7	Part of the seven layer OSI model, descriptive term for a network device that can read and write the entire TCP/IP header and payload information at the application layer
DR	Direct Routing (a.k.a. DSR / Direct Server Return) is a standard load balancing technique that distributes packets by altering only the destination MAC address of the packet
NAT	Network Address Translation – Standard load balancing technique that changes the destination of packets to and from the VIP (external subnet to internal cluster subnet)
SNAT <i>(HAProxy)</i>	Source Network Address Translation – the load balancer acts as a proxy for all incoming & outgoing traffic
SSL Termination <i>(Pound & STunnel)</i>	The SSL certificate is installed on the load balancer in order to decrypt HTTPS traffic on behalf of the cluster
MASQUERADE	Descriptive term for standard firewall technique where internal servers are represented as an external public IP address. Sometimes referred to as a combination of SNAT & DNAT rules
One-Arm	The load balancer has one physical network card connected to one subnet
Two-Arm	The load balancer has two interfaces connected to two subnets - this can be achieved using two physical network cards or by assigning two addresses to one physical network card
Eth0	Usually the internal interface also known as Gb0
Eth1	Usually the external interface also known as Gb1

Chapter 3 – Load Balancing Methods

Supported Methods

The Loadbalancer.org appliance is one of the most flexible load balancers on the market. The design allows different load balancing modules to utilize the core high availability framework of the appliance.

Multiple load balancing methods can be used at the same time or in combination with each other.

Layer 4	DR (Direct Routing)	Ultra-fast local server based load balancing <i>Requires solving the 'ARP problem' on the Real Servers</i>	One-Arm
Layer 4	NAT (Network Address Translation)	Fast Layer 4 load balancing, the appliance becomes the default gateway for the Real Servers	Two-Arm
Layer 4	TUN	Similar to DR but works across IP encapsulated tunnels	One-Arm
Layer 7	SSL Termination (Pound & STunnel)	Usually required in order to process cookie persistence in HTTPS streams on the load balancer <i>Processor intensive</i>	One or Two-Arm
Layer 7	SNAT (Source Network Address Translation: HAProxy)	Layer 7 allows great flexibility including full SNAT and WAN load balancing, cookie insertion and URL switching <i>Not as fast as Layer 4</i>	One or Two-Arm

Key:



Recommended for high performance fully transparent and scalable solutions



Recommended if HTTP cookie persistence is required, also used for several Microsoft applications such as Exchange, Sharepoint & Remote Desktop Services and for overall deployment simplicity since real servers can be on any accessible subnet and no Real-Server changes are required



Only required for Direct Routing implementation across routed networks (rarely used)

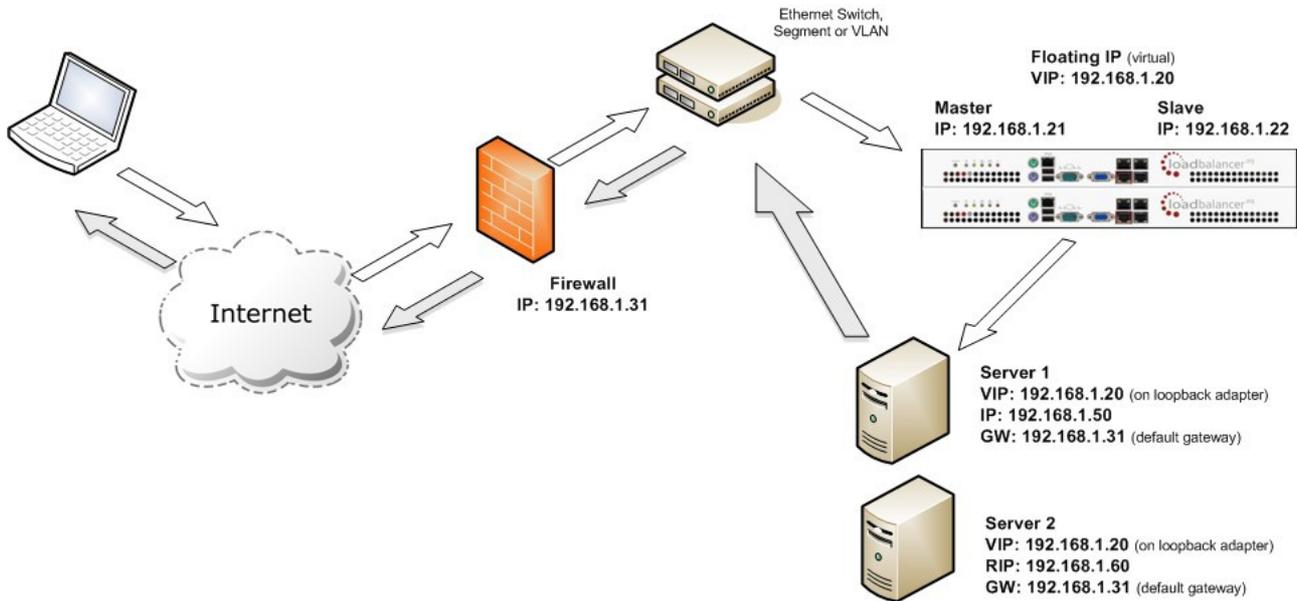
One-Arm and Two-Arm Configurations

The number of 'arms' is normally a descriptive term for how many physical connections (Ethernet interfaces) are used to connect a device to a network. It's very common for a load balancer that uses a routing method (NAT) to have a two-arm configuration. Proxy based load balancers (SNAT) commonly use a one-arm configuration.

One-Arm	The load balancer has one physical network card connected to one subnet
Two-Arm	The load balancer has two interfaces connected to two subnets – this can be achieved using two physical network cards or by assigning two addresses to one physical network card

Direct Routing (DR)

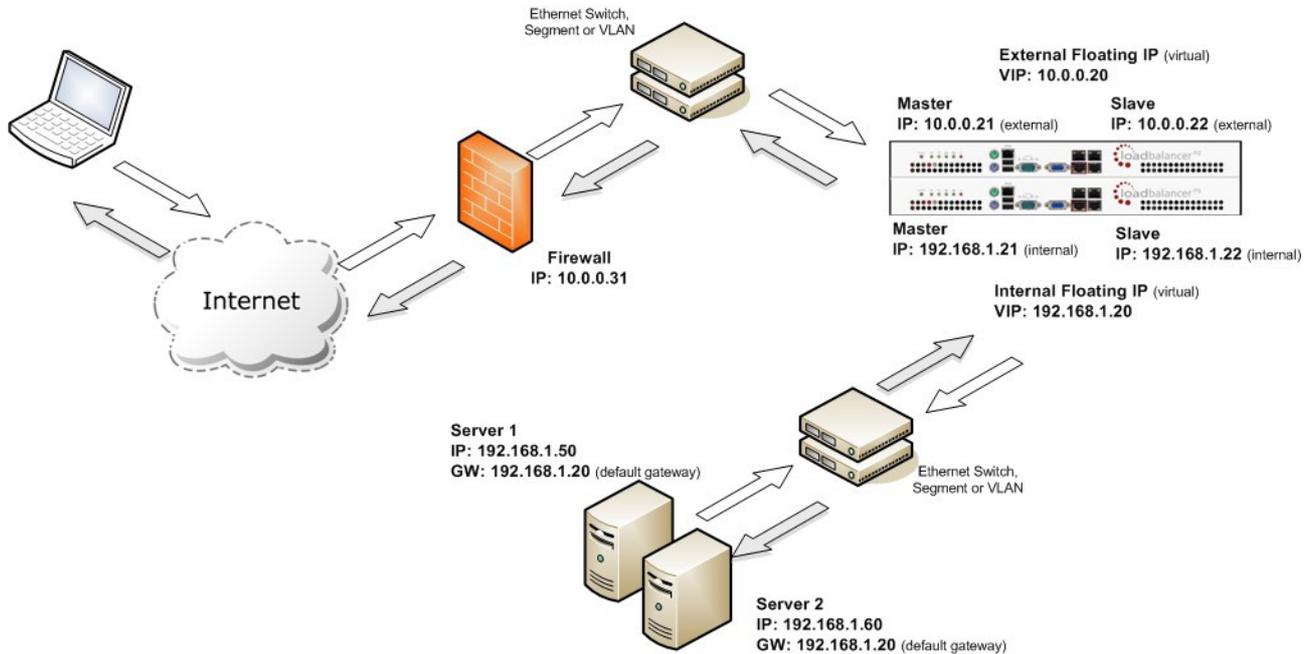
One-arm direct routing (DR) mode is a very high performance solution that requires little change to your existing infrastructure. *N.B. Kemp, Brocade & A10 Networks call this Direct Server Return and F5 call it N-Path.*



- Direct Routing mode works by changing the destination MAC address of the incoming packet to match the selected Real Server on the fly which is very fast
- When the packet reaches the Real Server it expects it to own the Virtual Services IP address (VIP). This means that you need to ensure that the Real Server (and the load balanced application) respond to both the Real Servers own IP address and the VIP
- The Real Server should not respond to ARP requests for the VIP. Only the load balancer should do this. Configuring the Real Servers in this way is referred to as *Solving the ARP Problem*. Please refer to page [74](#) onwards for more details on this
- On average, DR mode is 8 times quicker than NAT for HTTP, 50 times quicker for Terminal Services and much, much faster for streaming media or FTP
- The load balancer must have an Interface in the same subnet as the Real Servers to ensure layer 2 connectivity required for DR mode to work
- The VIP can be brought up on the same subnet as the Real Servers, or on a different subnet provided that the load balancer has an interface in that subnet
- Port translation is not possible in DR mode i.e. having a different RIP port than the VIP port
- DR mode is transparent, i.e. the Real Server will see the source IP address of the client

Network Address Translation (NAT)

Sometimes it's not possible to use DR mode. The two most common reasons being: if the application cannot bind to the RIP & VIP at the same time; or if the host operating system cannot be modified to handle the ARP problem. The second choice is Network Address Translation (NAT) mode. The basic requirement is that return traffic MUST go back via the load balancer.



- The load balancer translates all requests from the external Virtual Service to the internal Real Servers
- Normally eth0 is used for the *internal* network and eth1 is used for the *external* network although this is not mandatory. If the Real Servers require Internet access, Autonat should be enabled using the WUI option: *Cluster Configuration > Layer 4 – Advanced Configuration*, the external interface should be selected
- NAT mode can be deployed in the following ways:

2-arm (using 2 Interfaces), 2 subnets (as shown above) - One interface on the load balancer is connected to subnet1 and the second interface and Real Servers are connected to subnet2. The VIP is brought up in subnet1. The default gateway on the Real Servers is set to be an IP address in subnet2 on the load balancer. Clients can be located in subnet1 or any remote subnet provided they can route to the VIP

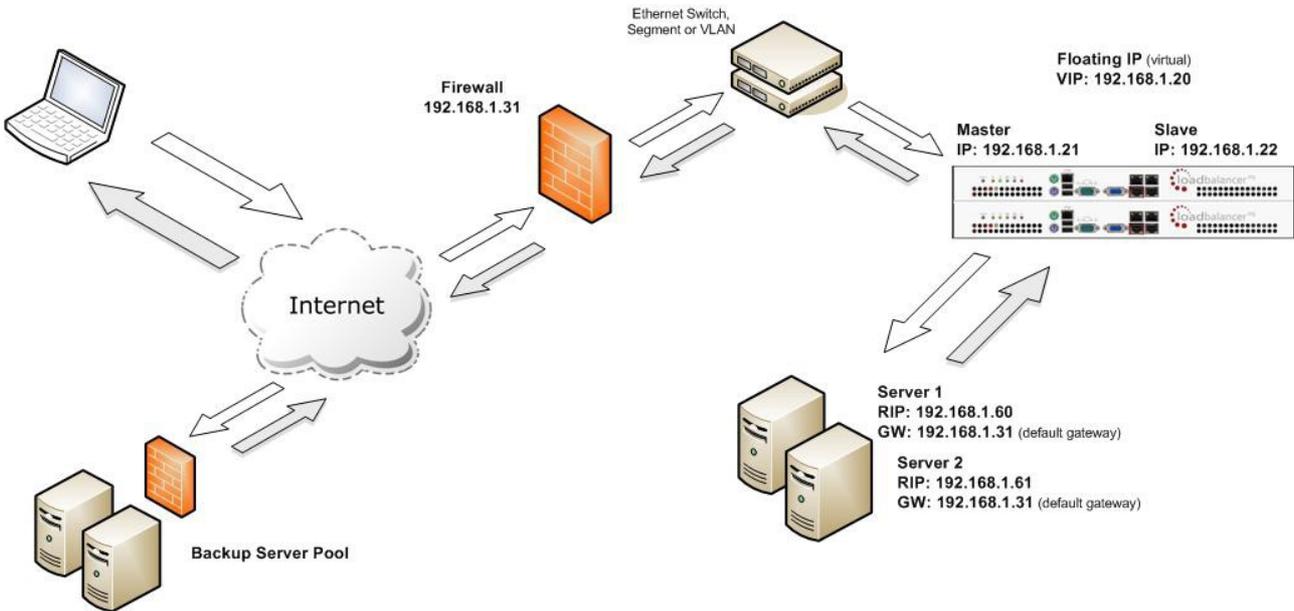
2-arm (using 1 Interface), 2 subnets - same as above except that a single interface on the load balancer is allocated 2 IP addresses, one in each subnet

1-arm (using 1 Interface), 1 subnet - Here, the VIP is brought up in the same subnet as the Real Servers. For clients located in remote networks the default gateway on the Real Servers must be set to be an IP address on the load balancer. For clients located on the same subnet, return traffic would normally be sent directly to the client bypassing the load balancer which would break NAT mode. To address this, the routing table on the Real Servers must be modified to force return traffic to go via the load balancer - *For more details on 'One-Arm NAT Mode' refer to page [97](#)*

- If you want Real Servers to be accessible on their own IP address for non-load balanced services, e.g. SMTP or RDP, you will need to setup individual SNAT and DNAT firewall script rules for each Real Server or add additional VIPs for this - please refer to page [96](#) for more details
- NAT mode is transparent, i.e. the Real Server will see the source IP address of the client
- Port translation is possible in NAT mode, i.e. VIP:80 → RIP8080 is possible

Source Network Address Translation (SNAT)

If your application requires that the load balancer handles cookie insertion then you need to use SNAT mode. This mode is also used with numerous Microsoft applications such as Exchange, Sharepoint, Lync etc.



This mode can be deployed in one-arm or two-arm configuration and does not require any changes to the application servers. However, since the load balancer is acting as a full proxy it doesn't have the same raw throughput as the layer 4 methods.

The network diagram for the Layer 7 HAProxy SNAT mode is very similar to the Direct Routing example except that no re-configuration of the Real Servers is required. The load balancer proxies the application traffic to the servers so that the source of all traffic becomes the load balancer.

- SNAT is a full proxy and therefore load balanced Real Servers do not need to be changed in any way
- Because SNAT is a full proxy any server in the cluster can be on any accessible subnet including across the Internet or WAN
- SNAT 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 balancers IP address. If required, this can be solved by either enabling TProxy on the load balancer, or for HTTP, using X-forwarded-For headers. Please refer to pages [137](#) and [110](#) respectively for more details.



NOTE : For detailed configuration examples using various modes, please refer to chapter 11 starting on page [196](#).

Other Considerations

Does Your Application Cluster correctly Handle its own State?



NOTE : Load balancers work most effectively if the application servers are completely stateless. This means that if a web server fails and is automatically taken out of the cluster; then all the current user sessions will be transferred to other servers in the cluster without the users needing to re login to the application again. ***If your application doesn't have a persistent data store then you can't have seamless fail over for your back-end servers.***

Do your web servers store persistent information on local drives?

- Images (jpeg, png, gif etc.)
- Files (html, php, asp etc.)

If so, these files either need to be on shared storage such as an NFS/CIFS mount, or they need to be replicated to all of the nodes in the cluster.

Replication Solutions for Shared Data

On UNIX you can use the RSYNC command to replicate files, on Windows Server you can use RSYNC as well but you may prefer ROBOCOPY that's included by default in newer versions of Windows Server or in the resource kit for older versions. Usually you will upload your content to one master server and then replicate it to the other servers in the cluster.

Solutions for Session Data

Standard ASP and PHP session data is stored locally by default, leaving your session data in a local store will prevent you from implementing seamless application server fail-over in your cluster. If an application server fails, all of the local session data will be lost and your user will need to re-log in and possibly lose shopping baskets etc.

This problem is easily resolvable by implementing a shared persistent data store for the cluster. This is usually either done with a shared back-end database or a shared memory solution.

Persistence (a.k.a. Affinity)

Persistence is a feature that is required by many web applications. Once a user has interacted with a particular server all subsequent requests are sent to the same server thus persisting to that particular server. It is normally required when the session state is stored locally to the web server as opposed to a database.

What do You do if Your Application is not Stateless?

Some applications require state to be maintained such as:

- Terminal Services / Remote Desktop Services
- SSH
- FTP (upload)
- SMTP (incoming)

You may also find that you are unable to modify your HTTP/HTTPS based application to handle shared session data.

For these cases, you can use persistence based on source IP address. You lose the ability to have transparent fail-over, but you do still get increased capacity and manageability. This persistence problem occurs with all load balancers and all vendors use standard methods and technologies to mitigate the issue.

Loadbalancer.org Persistence Options

- Source IP (subnet)
- Cookie (Active or Passive)
- SSL session ID
- Microsoft Connection Broker / Session Broker Integration

The standard Layer 4 persistence method is source IP persistence, you can handle millions of persistent connections at Layer 4. Just modify your Virtual Service to be persistent if you require source IP persistence.

Cookies are a Layer 7 based persistence method that can offer more even traffic distribution and also handle any clients where the source IP address may change during the session (e.g. mega proxies).

SSL session ID based persistence is useful in certain circumstances, although due to the way some browsers operate – notably older versions of Internet Explorer, the session ID can be renegotiated frequently (every few seconds) which effectively breaks the persistence.

Which Load Balancing Method should I Use?

Layer 4 DR Mode offers the best performance and requires limited physical Real Server changes. The server application must be able to bind to the both the RIP & VIP at the same time.

Layer 4 NAT Mode is also a high performance solution but not as fast as DR mode. It requires the implementation of a two-arm infrastructure with an internal and external subnet to carry out the translation (the same way a firewall works). Also each Real Server must use the load balancer as the default gateway.

Layer 7 SNAT Mode offers greater flexibility but at lower performance levels. It supports HTTP cookie insertion, RDP cookies, Connection Broker integration and works very well with either Pound or STunnel when SSL termination is required. It does not require any changes to the application servers and can be deployed in one-arm or two-arm mode and. HAProxy is a high performance solution, but since it operates as a full proxy, it cannot perform as fast as the layer 4 solutions.

Our Recommendation

Where possible we recommend that Layer 4 Direct Routing (DR) mode is used. This offers the best possible performance since replies go directly from the Real Servers to the client, not via the load balancer. It's also relatively simple to implement.

Ultimately, the final choice does depend on your specific requirements and infrastructure.

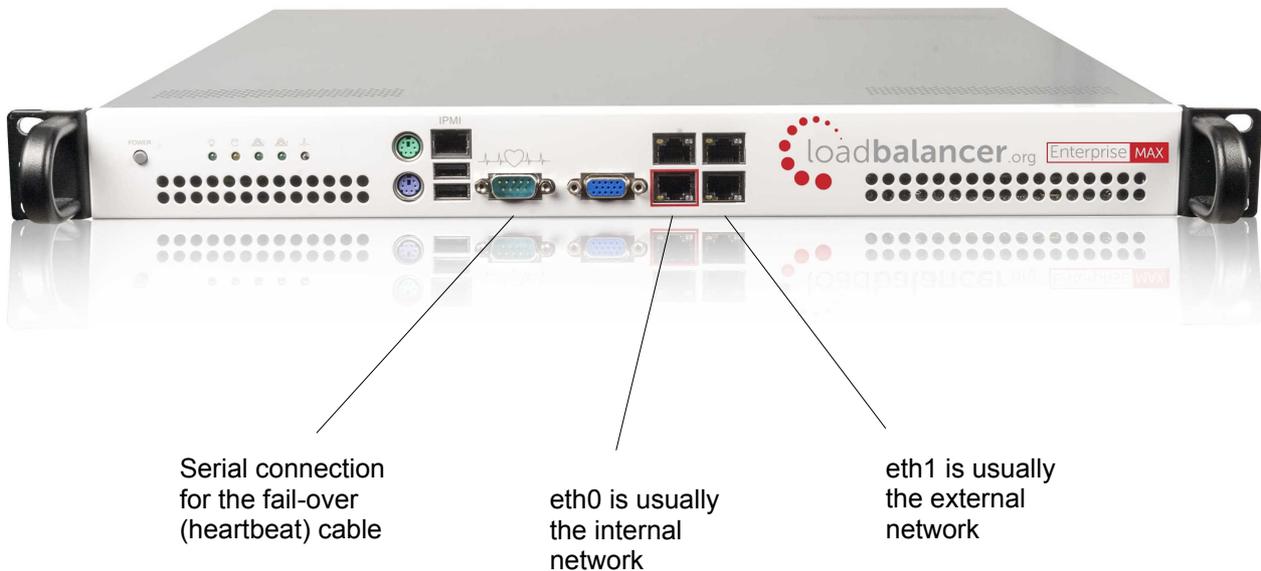


IMPORTANT NOTE : If you are using Microsoft Windows Real Servers (i.e. back-end servers) make sure that Windows **NLB** (Network Load Balancing) is completely disabled to ensure that this does not interfere with the operation of the load balancer.

Chapter 4 – Appliance Fundamentals

The Hardware Appliance – Unpacking and Connecting

- Remove all packaging
- Rack mount the appliance if required
- The power supply is an auto sensing unit (100v to 240v)
- Connect the power lead from the power socket to the mains or UPS
- Connect a network cable from the switch to one of the Ethernet ports – typically *eth0* but this is not mandatory
- If using a two-armed configuration connect another cable to a second Ethernet port – typically *eth1* but this is not mandatory
- For a clustered hardware pair, the units must be able to communicate either via network (ucast), via serial cable or both. By default, ucast only is used. If serial is preferred or you want to use both methods, connect a serial cable (1 supplied with each appliance) between the two appliances.
N.B. If a serial cable is used, Heartbeat must be configured for this using the WUI option: Cluster Configuration > Heartbeat Configuration and enabling 'Serial'
- Attach a monitor to the VGA port and keyboard to the USB or PS/2 port
- Check mains power is on and press the power switch to start the appliance (the fans should start & front panel LED's should light)
- Allow a minute for booting



N.B. The above image shows the Enterprise MAX, for connecting other models please refer to page [255](#) in the Appendix.

The Virtual Appliance – Hypervisor Deployment

Supported Hypervisors

Currently, the Virtual Appliance is available for the following hypervisors:

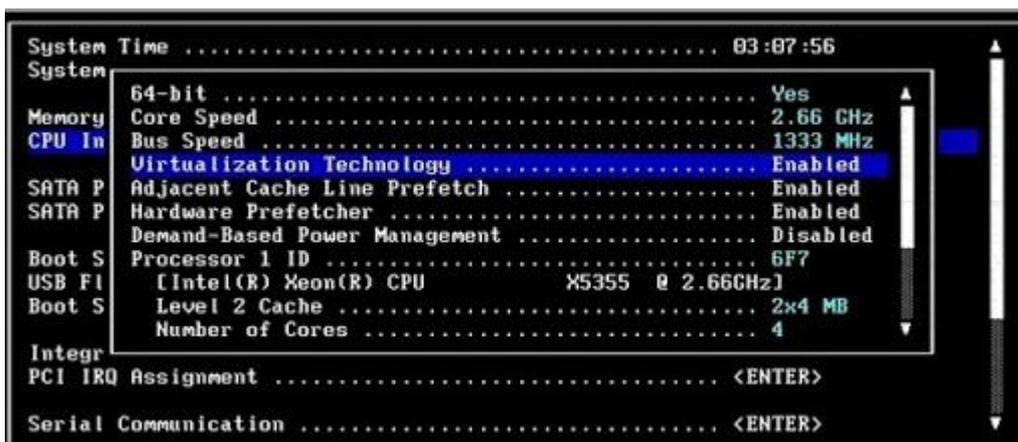
- VMware (Player/Workstation/Server & vSphere ESX/ESXi)
- Microsoft Hyper-V
- KVM
- XEN

Host Requirements

To run the Loadbalancer.org Enterprise VA (irrespective of which Hypervisor is being used) the following basic server specifications must be met:

- 64bit CPU
- Virtual Technology hardware support – either Intel-VT or AMD-V compliant CPU's

For an Intel based server, VT must be enabled in the BIOS as shown in the example below:



If your server is unable to support 64bit guests, an error message will be displayed when attempting to start the VA.

Downloading the Appliance

All downloads are accessible from the following location: <http://www.loadbalancer.org//resources/free-trial>

Once downloaded, extract the files from the .zip archive using your preferred utility. The download also includes a quickstart guide which covers the hypervisor deployment process in more detail.

*N.B. To access the downloads you'll need to enter your name, email address and phone number (optional), specify the application that you'll be load balancing and select the Hypervisor type (VMware, Hyper-V, KVM or XEN). Once the required details are entered, click **Send**, we'll then send you an email that includes the various download links. All information provided is 100% confidential. We may follow up with an email or phone call to see how you are getting on with the trial and offer assistance but under no circumstances will Loadbalancer.org send you other promotional material or share your information with a third party.*

VMware Deployment

The exact steps depend on which VMware environment is in use. The following list provides a basic guideline:

- For vSphere Client use: **File > Deploy ovf Template**
- For Virtual Infrastructure Client use: **File > Virtual Appliance > Import**
- For VMware Server use: **Virtual Machine > Add VM to Inventory**

Hyper-V Deployment

Windows 2008 R2

1. Start Hyper-V Manager, then using the right-click menu or the Actions pane select *Import Virtual Machine* and then click **Next**
2. Browse to the location of the extracted download and select the folder LBVMHYPER-Vv8
3. Select the option "*Copy the virtual machine (create a new unique ID)*" and also select the "*Duplicate all files so the same virtual machine can be imported again*" check-box, click **Import**
4. The import will start, once complete the new appliance will appear in the Virtual Machine list
5. The appliance has 4 NIC cards, to connect these right-click the appliance and select *Settings* then for each Network Adapter select the required network
6. Right-click and select **Start** to power up the appliance, allow a minute to boot
7. If you're deploying a clustered pair, you'll first need to do one of the following steps before importing the second virtual machine. If this is not done, the second virtual machine cannot be deployed because the disk from the first import already exists, and there will therefore be a conflict:
 - i) Shutdown the first VM and modify the name of the disk
 - or
 - ii) Change the default file location using the Hyper-V *Settings* option in the *Actions* paneOnce one of the above is done, repeat steps 1-6 to create the second virtual machine.

Windows 2012

1. Start Hyper-V Manager, then using the right-click menu or the Actions pane select *Import Virtual Machine* then click **Next**
2. Browse to the location of the extracted download and select the folder LBVMHYPER-V3v8
3. Click **Next** until prompted for the Import Type, make sure that '*Copy the virtual machine (create a new unique ID)*' is selected and click **Next**
4. Tick the check-box '*Store the Virtual Machine in different location*', then define a suitable location for the virtual machines files and click **Next**
5. Define a location for the virtual hard disk files
6. Click **Next**, then click **Finish** to complete the import process. Once complete, the load balancer will appear in the Virtual Machines list
7. The appliance has 4 NIC cards, to connect these right-click the appliance and select *Settings* then for each Network Adapter select the required network

8. Highlight the new load balancer and start it either by using the right-click menu or the Actions pane

If you're deploying a clustered pair, repeat steps 2-8 for the slave unit, making sure that a different folder location is selected in steps 4 & 5.

KVM Deployment

The following steps should be followed on the KVM host:

1. Extract the archive to `/var/lib/libvirt/images/`
2. `virsh define Loadbalancer*.xml`
3. `virsh start Loadbalancer*`

N.B. Network cards are set to NAT by default so adjust as needed before powering on. Also, please refer to the included XML file for additional configuration notes

XEN Deployment

The following steps should be followed on the XEN host:

1. Extract the archive
2. Import `Loadbalancer.org_VA_V8.0.xva` into XEN



NOTE : For more details of the cloud based products, please refer to the relevant quick start guide available in the [documentation library](#).

Initial Network Interface Configuration

By default the load balancer is pre-configured with the following IP address & subnet mask:

192.168.2.21 / 24 (192.168.2.21 / 255.255.255.0)

This default address can be changed at the console in two ways:

- Using the built-in Network Setup Wizard
- Using traditional Linux commands



NOTE : For the VA, four NICs are included but only eth0 is connected by default at power on. If the other NICs are required, these should be connected using the network configuration screen within the Hypervisor.

Using the Network Setup Wizard

To run the wizard, login to the console of the appliance as the 'setup' user. This is explained in the initial console start-up message as shown below:

```
Welcome to the Loadbalancer.org appliance.

To perform initial network configuration, log in to the console as
Username: setup
Password: setup

To access the web interface and wizard, point your browser at
http://192.168.2.21:9080/
or
https://192.168.2.21:9443/

lbmaster login: _
```

login to the console:

```
Username: setup
Password: setup
```

Once logged in, enter the IP address / mask, default gateway & DNS servers at the prompts as shown below:

```
Loadbalancer.org basic network set up

Static IP address (eg. 192.168.0.26)      : 192.168.67.23/18
Default gateway (eg. 192.168.0.1)        : 192.168.64.1
DNS Servers
  Primary (eg. 192.168.0.250)            : 192.168.64.1
  Secondary (Leave blank to omit)         :
```

After the required settings have been entered, a summary will be presented along with details of how to access the WUI as shown below:

```
Summary of settings
Static IP address:      192.168.67.23/18
Default gateway:       192.168.64.1
DNS servers:           192.168.64.1

You may now connect the eth0 network interface to your switch, and
continue configuration through the web interface on:

      http://192.168.67.23:9080/lbadmin/

Press any key...
```

As mentioned in the text the IP address is now configured for interface eth0.

IP addresses for the other interfaces can now be configured using the WUI option: *Local Configuration > Network Interface Configuration* (to access the WUI please refer to pages [34](#) and [36](#)) or by using Linux commands as explained in the following section.

Using Linux Commands

at the console or via an SSH session login as root:

Username: root
Password: loadbalancer

set the IP address using the following command:

```
ip addr add <IP address>/<mask> dev eth0
```

e.g.

```
ip addr add 192.168.1.100/24 dev eth0
```

set the default gateway using the following command:

```
route add default gw <IP address> <interface>
```

e.g.

```
route add default gw 192.168.1.254 eth0
```

N.B. Setting the IP address in this way is temporary, the IP address MUST be set via the WUI to make this permanent otherwise settings will be lost after a reboot

Appliance Access & Configuration Methods

The appliance can be accessed & configured both locally and remotely.

Local Methods

Console Access

To access the console, simply connect a monitor and keyboard to the load balancer, power up and you'll be presented with a login prompt. The console can also be accessed via the serial port if the default heartbeat configuration is used - i.e. heartbeat is configured to communicate over the network only.

Log in to the console:

Username: root
Password: loadbalancer

Appliance Configuration using Links

Once logged into the console, the text based Links browser can be used to configure the appliance. To start Links and bring up the text based administration interface use the following command:

```
links 127.0.0.1:9080
```

Log in to Links:

Username: loadbalancer
Password: loadbalancer

Use the *Up*, *Down* & *Enter* keys to move between and select the various menu options.

N.B. The preferred configuration method is the WUI which can be accessed via a browser as detailed on page [34](#).

Keyboard Layout

To change the keyboard locale edit the file: `/etc/sysconfig/keyboard`, e.g. to change from a UK to a US layout:

1. edit `/etc/sysconfig/keyboard` using a browser such as 'vi' or 'vim' for Linux or WinSCP under Windows
2. replace `KEYTABLE="uk"` with `KEYTABLE="us"`
3. re-boot the appliance

Remote Methods

When configuring the appliance remotely, take care when changing network and firewall settings. If you do lock yourself out, you'll either need local console access or you can use remote management tools such as IPMI or iDRAC. The Enterprise R20 and Enterprise MAX include IPMI support, iDRAC is included on the Enterprise 10G & R320. For details on configuring both IPMI & iDRAC please refer to the Appendix.

The appliance can be remotely accessed using the following tools:

- | | |
|---|--------------------------|
| ● HTTP / HTTPS Web Browser | Web User Interface (WUI) |
| ● OpenSSH (Linux hosts) or PuTTY (Windows hosts) | Secure Shell Access |
| ● OpenSCP (Linux hosts) or WinSCP (Windows hosts) | Secure File Transfer |

Accessing the WUI

The WUI is accessed using a browser such as Firefox, Chrome etc. Appliance authentication is based on Apache .htaccess files. User admin tasks such as adding users and changing passwords can be performed using the WUI option: *Maintenance > Passwords*.

- Using a web browser, access the WUI using the following URL:

http://192.168.2.21:9080/lbadmin/

(replace 192.168.2.21 with your IP address if it's been changed)

N.B. If you prefer you can use the HTTPS administration address:

https://192.168.2.21:9443/lbadmin/

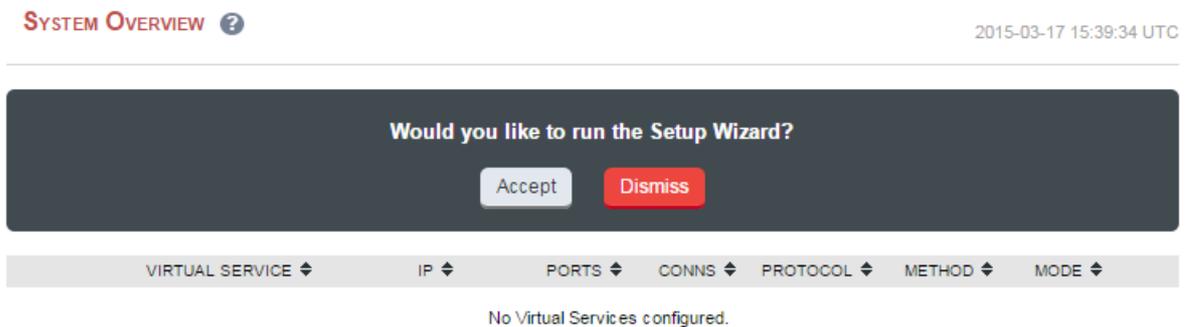
(replace 192.168.2.21 with your IP address if it's been changed)

- Login to the WUI:

Username: loadbalancer

Password: loadbalancer

- Once logged in, you'll be asked if you want to run the web based setup wizard. If you click **[Accept]** the Layer 7 Virtual Service configuration wizard will start. If you prefer to configure the appliance manually, simply click **[Dismiss]**.



SYSTEM OVERVIEW ? 2015-03-17 15:39:34 UTC

Would you like to run the Setup Wizard?

Accept Dismiss

VIRTUAL SERVICE ▾ IP ▾ PORTS ▾ CONNS ▾ PROTOCOL ▾ METHOD ▾ MODE ▾

No Virtual Services configured.



NOTE : A number of compatibility issues have been found with various versions of IE. The WUI has been tested and verified using both Firefox & Chrome.

Configuring the Appliance using the Wizard

The wizard can be used to setup one or more Layer 7 Virtual Services and associated Real Servers. Layer 4 services must currently be configured manually.

Running the Wizard

First, set the IP address using one of the methods described on page [30](#). Then open the WUI and start the wizard by clicking the **[Accept]** link shown above, or by using the WUI option: *Cluster Configuration > Setup Wizard* and clicking **General Layer 7 Virtual Service**, and continue as detailed below:

- Define the required Virtual Service settings as shown in the example below:

SETUP WIZARD - GENERAL LAYER 7 VIRTUAL SERVICE

Load balancer configuration		Master	Slave
Hostname		lbmaster	Not configured
Static IP Addresses	eth0	192.168.111.222/18	
Floating IP Addresses			

Create a new Layer 7 Virtual Service

Label

Virtual Service	IP Address	<input type="text" value="192.168.111.225"/>
	Ports	<input type="text" value="80"/>

Layer 7 Protocol

[Create Virtual Service](#)

Select the Layer 7 protocol to be handled by this Virtual Service. Advanced options may be set by editing this Virtual Service once it has been created.

- Click **Create Virtual Service**
- Now continue and add the associated Real Servers as shown below:

Attach Real Servers

Label	IP Address	Port	Weight	
<input type="text" value="RIP1"/>	<input type="text" value="192.168.111.226"/>	<input type="text" value="80"/>	<input type="text" value="100"/>	<input type="button" value="✕"/>
<input type="text" value="RIP2"/>	<input type="text" value="192.168.111.227"/>	<input type="text" value="80"/>	<input type="text" value="100"/>	<input type="button" value="✕"/>

[Add Real Server](#)

[Attach Real Servers](#)

- Use the **Add Real Server** button to define additional Real Servers, once all are defined click **Attach Real Servers**
- Finally reload HAProxy using the **Reload HAProxy** button in the blue box at the top of the screen or by using the WUI option: *Maintenance > Restart Services* and clicking **Reload HAProxy**



NOTE : Running the wizard again will permit additional Layer 7 VIPs and associated RIPv6s to be defined.



NOTE : To restore manufacturer's settings use the WUI option: *Maintenance > Backup & Restore > Restore Manufacturer's Defaults*. *N.B. this will reset the IP address to 192.168.2.21/24*

Configuring the Appliance using the WUI

If you have already used the web based wizard, then you will already be using the WUI. From here all administration tasks can be carried out. If not, access the WUI as follows:

With a web browser access the WUI: ***http://192.168.2.21:9080/lbadmin/***

(replace 192.168.2.21 with the correct IP address)

log in to the WUI:

Username: loadbalancer

Password: loadbalancer

*N.B. If you prefer you can use the HTTPS administration address: ***https://192.168.2.21:9443/lbadmin/****

Once logged in, the WUI is displayed:

- System Overview
- Local Configuration
- Cluster Configuration
- Maintenance
- View Configuration
- Reports
- Logs
- Support

SYSTEM OVERVIEW

2015-06-18 14:21:20 UTC

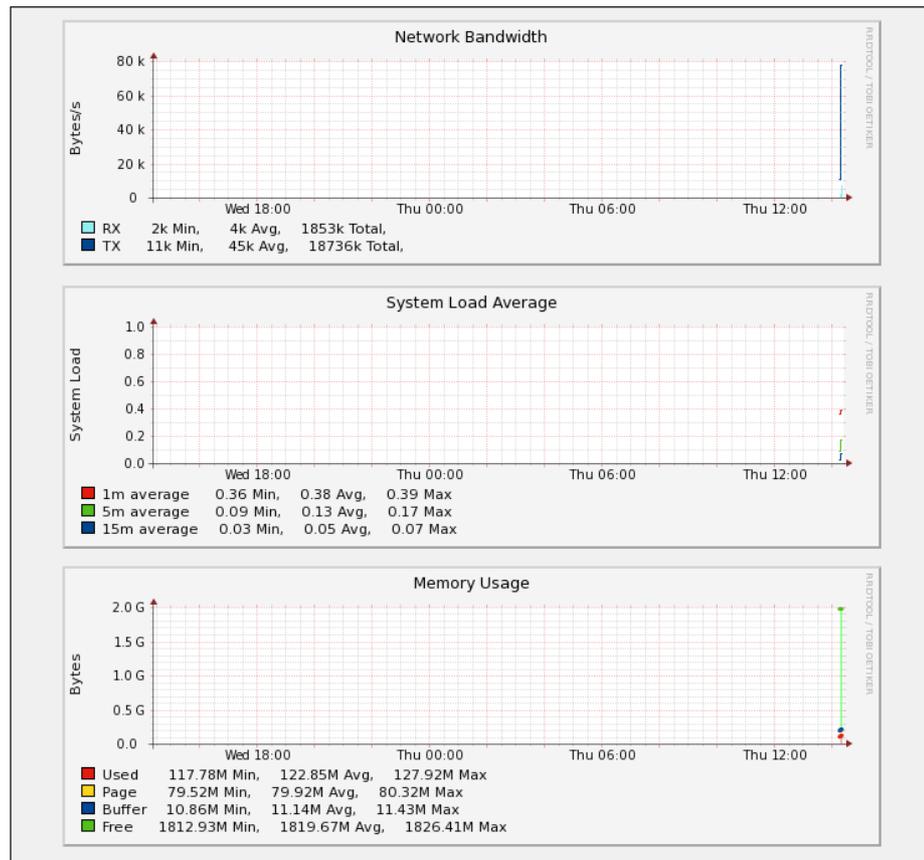
Would you like to run the Setup Wizard?

Accept

Dismiss

VIRTUAL SERVICE ▾ IP ▾ PORTS ▾ CONNS ▾ PROTOCOL ▾ METHOD ▾ MODE ▾

No Virtual Services configured.


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

Full Root Access

One of the great advantages of the Loadbalancer.org appliance is that you have full root access. This unlocks the benefits of the underlying Linux OS. Other vendors tend to lock this down and only provide limited access to certain tools.

Appliance Configuration Files & Locations

Network configuration:	/etc/sysconfig/network-scripts/ifcfg-eth*
Firewall configuration:	/etc/rc.d/rc.firewall
Firewall Lock down wizard:	/etc/rc.d/rc.lockdownwizard.conf
XML configuration file:	/etc/loadbalancer.org/lb_config.xml
Layer 4 configuration:	/etc/ha.d/conf/loadbalancer.cf
Layer 7 HAProxy configuration:	/etc/haproxy/haproxy.cfg
Pound SSL configuration:	/etc/pound/pound.cfg
STunnel configuration:	/etc/stunnel/stunnel.conf
SSL Certificates:	/etc/loadbalancer.org/certs
Heartbeat configuration:	/etc/ha.d/ha.cf



NOTE : If you do require a custom configuration please contact our support team to discuss your requirements : support@loadbalancer.org

Chapter 5 – Appliance Management

Network Configuration

Physical Interfaces

From v8.0 all hardware and virtual models have 4 network interfaces. For the VA, only the first interface is connected by default, the other interfaces can be connected when required using the Hypervisor's management interface. If multiple logical interfaces are required, these can be added simply by specifying multiple IP addresses as shown below. If multiple cables must be connected, an external switch can be used.

Typically, the main reason for using all 4 interfaces is when bonding (e.g. 802.3ad) is required in a two-arm NAT mode (layer 4) or two-arm SNAT mode (layer 7) highly available configuration.

Configuring IP Addresses

IP addresses can be configured using the WUI option: *Local Configuration > Network Interface Configuration*. If a single interface is required, *eth0* is typically used. If 2 interfaces are required, *eth0* is typically used as the internal interface and *eth1* is used as the external interface. However, unlike other appliances on the market you can use any interface for any purpose. In a standard one-arm configuration you would just need to configure *eth0*, the subnet mask and the default gateway. Both IPv4 and IPv6 addresses can be configured. CIDR notation is used as shown below:

192.168.2.100/24

this is equivalent to:

192.168.2.100 / 255.255.255.0

Please refer to page [261](#) in the the appendix for more details.

To set IP address(es):

- In the WUI, open *Local Configuration > Network Interface Configuration*
- Assign the required IP address/mask, multiple addresses can be assigned as shown below:

IP Address Assignment

				
	eth0	eth1	eth2	eth3
	10 GB/s			
eth0	<input type="text" value="192.168.10.100/24"/>			MTU <input type="text" value="1500"/> bytes
eth1	<input type="text" value="192.168.20.100/24"/> <input type="text" value="192.168.40.100/24"/>			MTU <input type="text" value="1500"/> bytes
eth2	<input type="text"/>			MTU <input type="text" value="1500"/> bytes
eth3	<input type="text"/>			MTU <input type="text" value="1500"/> bytes
<input type="button" value="Configure Interfaces"/>				

- Click **Configure Interfaces**



NOTE : If you already have Virtual Services defined when making changes to the network configuration, you should verify that your Virtual Services are still up and working correctly after making the changes.



NOTE : For the VA, four NICs are included but only eth0 is connected by default at power on. If the other NICs are required, these should be connected using the network configuration screen within the Hypervisor.

Configuring Bonding

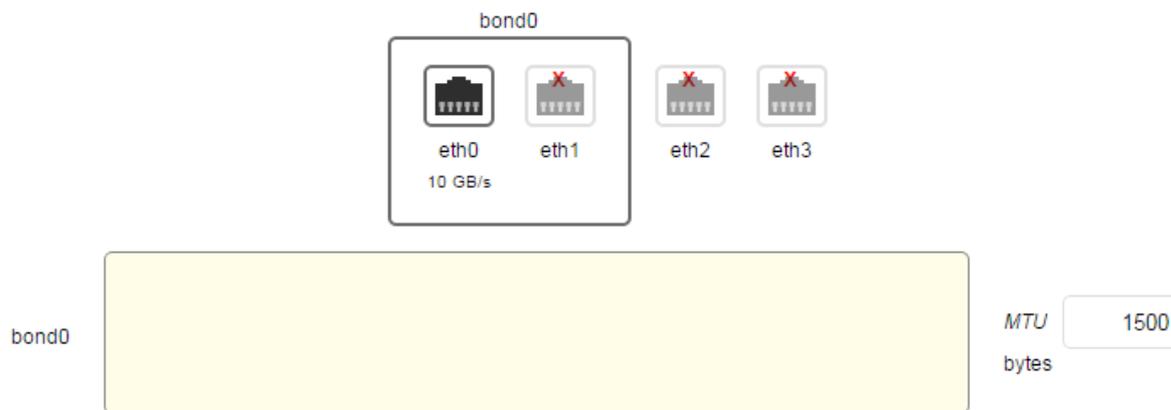
- In the WUI, open *Local Configuration > Network Interface Configuration*
- If you want to bond eth0 and eth1, check the box named **Bond eth0 & eth1 as bond0**

Bonding		
Bond eth0 & eth1 as bond0	<input checked="" type="checkbox"/>	
Bond eth2 & eth3 as bond1	<input type="checkbox"/>	
<input type="button" value="Modify Bonding"/>		

- Click **Modify Bonding**

- The eth0 and eth1 fields will be replaced with bond0

IP Address Assignment



NOTE : At this point the interfaces will still have the same IP settings configured previously. Once an IP address is defined for the bond and **Configure Interfaces** is clicked these addresses will be removed and only the bond address will apply. If bonding is later disabled these addresses will be re-applied to the interfaces.

- Enter the IP address for bond0 and click **Configure Interfaces**



NOTE : If you have a master and slave configured as an HA pair, make sure you configure bonding in the same way on both units. Failure to do this will result in heartbeat (master / slave communication) related issues.

Bonding Configuration Modes

Ideally all single points of failure should be eliminated from a network. To help achieve this a cross-wired switch environment can be used. Every server including the load balancers is cross wired into two switch stacks. Then, if a network switch fails the servers & load balancers will activate the connection to the second switch.

Loadbalancer.org appliances support this using the standard Linux bonding driver. Once you have setup the appliance using a single network card and are happy with the configuration you can set up bonding using *Local Configuration > Network Interface Configuration*.

If required you can change the bonding mode in the file: `/etc/modprobe.d/loadbalancer.conf`. By default mode 1 is used which configures the bond for high availability. Simply edit the file and set the mode setting as needed.

Supported Modes:

Bonding for High-Availability (default mode)

mode=1

```
alias bond0 bonding
options bond0 miimon=100 mode=1
```

Bonding for Bandwidth

Change to mode 0

```
alias bond0 bonding
options bond0 miimon=100 mode=0
```

Bonding for High-Availability & Bandwidth

Change to mode 4

```
alias bond0 bonding
options bond0 miimon=100 mode=4
```

This option requires the ports on the switch to be configured as a TRUNK with 802.3ad support.



NOTE : If your Real Servers, ESX hosts etc. support network bonding using Broadcom's SLB (Smart Load Balancing), this can cause issues in Layer 4 DR mode if older drivers are used. We have successfully tested SLB (Auto Fallback Disable) with driver version 15.2.0.5. Therefore at least this version is recommended.

Configuring VLANs

Native 802.1Q VLAN support can be enabled to load balance clusters on multiple VLANs.

In access mode, switch ports are dedicated to one VLAN. The switch handles all the tagging and detagging of frames – the station connected to the port does not need to be configured for the VLAN at all. In trunk mode, the switch passes on the raw VLAN frames, and the station must be configured to handle them. Trunk mode is usually used to connect two VLAN-carrying switches, or to connect a server or router to a switch.

If the load balancer is connected to an access mode switch port no VLAN configuration is required. If the load balancer is connected to a trunk port, then all the required VLANs will need to be configured on the load balancer.

To configure a VLAN:

- In the WUI, open *Local Configuration > Network Configuration*
- In the VLAN section select the required interface (e.g. eth0)
- Enter the VLAN ID (e.g. 250)
- Click **Add VLAN**
- An extra IP Address Assignment field named eth0.250 will be created as shown below, the required IP address should be entered in this field

IP Address Assignment

eth0 192.168.111.222/18 MTU 1500 bytes

eth0.250 MTU 1500 bytes

Delete eth0.250

- Click **Configure Interfaces**

To delete the VLAN definition, click the appropriate **Delete** button

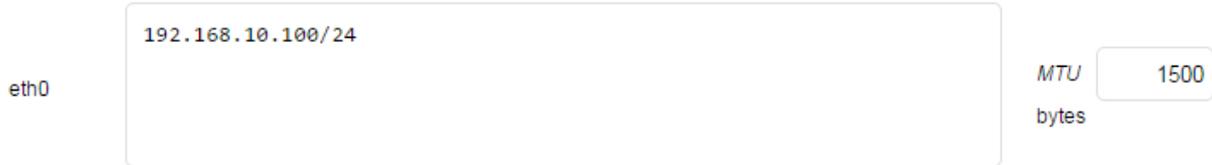


NOTE : If you have a clustered pair, don't forget to configure the same VLANs on the slave as these will not be replicated / created automatically.

Configuring MTU Settings

To set the MTU setting for an interface:

- In the WUI, open *Local Configuration > Network Configuration*



The screenshot shows a configuration form for the interface 'eth0'. A large text input field contains the IP address '192.168.10.100/24'. To the right of this field, there is a label 'MTU' above a smaller input field containing the value '1500', and the unit 'bytes' is displayed below the '1500' value.

- Enter the required MTU setting
- Click **Configure Interfaces**

Configuring Default Gateway & Static Routes

To set the Default Gateway for IPv4 and Ipv6:

- In the WUI, open *Local Configuration > Routing*
- In the Default Gateway section define the default gateway as shown in the example below:



The screenshot shows the 'Default Gateway' configuration section. It has a red header bar with the text 'Default Gateway'. Below the header, there are two rows of configuration options. The first row is for 'IP v4' and the second row is for 'IP v6'. Each row has an input field for the IP address, a label 'via interface', a dropdown menu set to 'auto', and a help icon (question mark in a circle).

Protocol	IP Address	via interface	Dropdown	Help
IP v4	192.168.64.1	via interface	auto	?
IP v6		via interface	auto	?

- Click **Configure Routing**

To configure Static Routes:

- In the WUI, open *Local Configuration > Routing*
- In the Static Routes section configure the subnets & gateway addresses shown in the example below:

Static Routes			
Subnet	<input type="text" value="10.12.0.0/16"/>	via gateway	<input type="text" value="192.168.64.250"/>
Subnet	<input type="text" value="10.20.0.0/16"/>	via gateway	<input type="text" value="192.168.64.251"/>
Subnet	<input type="text"/>	via gateway	<input type="text"/>

- Click **Configure Routing**

N.B. Unlimited static routes can be defined, additional blank rows will be added to the WUI screen as they're used

Configuring Hostname & DNS Configuration

To set the Hostname, Domain & DNS servers:

- In the WUI, open *Local Configuration > Hostname & DNS*

HOSTNAME & DNS			
Hostname		<input type="text" value="lbmaster"/>	?
Domain Name		<input type="text" value="localhost"/>	?
Domain Name Server	Primary	<input type="text" value="8.8.8.8"/>	?
	Secondary	<input type="text"/>	?
	Tertiary	<input type="text"/>	?

[Update](#)

- Specify the required *Hostname*, by default this is set to **lbmaster**
- Specify the Domain name, by default this is set to **localhost**
- Specify the required DNS servers
- Click **Update**

System Date & Time and NTP Server Configuration

Auto Configuration using NTP Servers

To configure NTP:

- In the WUI, open *Local Configuration > System Date & Time*

SYSTEM DATE & TIME

Current system time 2015-03-19 12:24:18 UTC

System Timezone

NTP Servers

Set Timezone & NTP

Date - -

Time :

Set Date & Time

- Select the required *System Timezone*
- Define your NTP servers using the *NTP Servers* fields
- Click **Set Timezone & NTP**

Manual Configuration

To manually set the date & time:

- Set the data & time using the *Date & time* fields
- Click **Set Date & Time**



NOTE : When using a clustered pair (i.e. master & slave) date and time changes on the master will not be automatically replicated to the slave, therefore the date and time on the slave must also be set manually.

Appliance Internet Access via Proxy

The appliance supports the ability to access the Internet via a proxy server.

To set the Proxy Server's IP address & Port:

- In the WUI, open *Local Configuration > Physical Advanced Configuration*



- Enter an appropriate IP address in the *IP Address* field
- Enter an appropriate port in the *Port* field
- Click **Update**

SMTP Relay Configuration

The appliance can be configured with an SMTP smart host to receive all mail messages generated by the load balancer. If this field is not configured the address will be auto-configured based on an MX lookup of the destination email address that's configured under *Cluster Configuration > Layer 4 – Advanced Configuration*.

To configure a smart host:

- In the WUI, open *Local Configuration > Physical Advanced Configuration*



- Enter an appropriate IP address or hostname in the *Smart Host* field
- Click **Update**

Syslog Server Configuration

The appliance supports the ability to write all logs either locally, to an external Syslog Server or both. The Syslog server may be specified by IP address or hostname.

To configure a Syslog server:

- In the WUI, open *Local Configuration > Physical Advanced Configuration*

The screenshot shows the 'Logging' configuration page in the WUI. It features a red header with the word 'Logging'. Below the header, there are three radio button options for 'Log Destination': 'Local Files' (selected), 'Remote syslog Server', and 'Both'. To the right of these options is a help icon (question mark). Below the radio buttons is a text input field for 'Remote syslog Server' with a help icon to its right.

- Define whether logs should be local, written to a remote Syslog server or both
- Enter an appropriate IP address or hostname in the *Remote Syslog Server* field
- Click **Update**

SNMP Configuration

The appliance supports SNMP. Typical SNMP settings can be configured using the WUI.

To Configure SNMP:

- In the WUI, open *Local Configuration > SNMP Configuration*

The screenshot shows the 'SNMP CONFIGURATION' page in the WUI. It has a red header with the text 'SNMP CONFIGURATION'. Below the header, there are three text input fields: 'SNMP community string', 'SNMP location', and 'SNMP contact'. Each input field has a help icon (question mark) to its right. At the bottom right of the form is a green 'Update' button.

- Set the required settings
- Click **Update**



NOTE : Please refer to page [229](#) for details of the various OIDs and associated MIBs for the appliance.

Installing License Keys

License keys are required for all appliances. At initial power up, the VA will display the following message:

WARNING:
This evaluation version will expire in 30 days. Please enter your license key to remove this restriction.

The hardware appliance will display the following message:

WARNING:
This appliance is unregistered. Please enter your license key within 30 days to activate your appliance.
If you do not have your license key please contact sales@loadbalancer.org

To install the license:

- In the WUI, open *Local Configuration > License Key*

INSTALL LICENSE KEY

This unit is in evaluation mode. Please enter your license key to remove this restriction.

If you do not have a license key, please contact sales@loadbalancer.org

Choose file No file chosen

Install License Key

- Browse to the license file provided when the appliance was purchased
- Click **Install License Key**

Running OS Level Commands

The appliance supports the ability to run OS level commands directly from the WUI.

To run a command:

- In the WUI, open *Local Configuration > Execute Shell Command*

EXECUTE SHELL COMMAND

Execute shell command

- Enter the relevant command in the field
- Click **Execute Shell Command**
- The results of the command as well as any errors will be displayed at the top of the screen.

Restoring Manufacturer's Settings

The load balancers settings can be reset to factory default values in two ways. In both cases this will remove all custom configuration from the load balancer. All VIPs and RIPs will be removed and the IP address configured for eth0 will be set to 192.168.2.21/24.

Using the WUI

To restore settings:

- In the WUI, open *Maintenance > Backup & Restore > Restore Tab*
- Click **Restore Manufacturer's Defaults**

Once restored, restart the appliance to complete the process.

Using the Console / SSH Session

Run the following command:

```
lbrestore
```

Once restored, restart the appliance to complete the process.

Restarting & Reloading Services

The various services running on the appliance can be manually reloaded or restarted if required. This is normally only required for HAProxy, Pound, STunnel and Heartbeat when configuration changes are made.

RESTART SERVICES

The screenshot displays a user interface titled "RESTART SERVICES" with a horizontal line below the title. Below the line, there are several rows of buttons, each with a question mark icon to its right. The buttons are arranged as follows:

- Restart Idirectord ? Reload Idirectord ?
- Restart HAProxy ? Reload HAProxy ? Clear HAProxy Stick Table ?
- Restart Pound ?
- Restart STunnel ?
- Restart Heartbeat ? Reload Heartbeat ?
- Restart Firewall ?
- Restart syslogd ?
- Restart Collectd ?
- Restart SNMPD ?

At the bottom of the interface, there is a single button: Reload Apache ?

Restart Ldirectord

Restart Layer 4 Services. Restarting Ldirectord will result in a loss of layer 4 services during the restart. This causes the related process to be stopped and a new instance started. Generally only needed if Ldirectord has failed for some reason and needs to be started again from scratch.

Reload Ldirectord

Reload Layer 4 Services. The Ldirectord configuration is re-read and re-applied. Note that a reload occurs automatically whenever a layer 4 VIP or RIP is added, deleted or modified.

Restart HAProxy

Restart Layer 7 Services. Restarting HAProxy will result in a loss of layer 7 services during the restart. Restarting HAProxy will cause any persistence tables to be dropped and all connections to be closed, it's a complete restart and reload of the HAProxy configuration.

Reload HAProxy

Reload Layer 7 Services. HAProxy will start a new process (leaving the old one) with the new configuration. New connections will be passed onto this process, the old process will maintain existing connections and eventually terminate when there are no more connections accessing it. If you are using stick tables for persistence the entries will be copied between processes. *N.B. If you have long lasting tcp connections it can take quite some time for the old process to terminate, leaving those users running the old configuration. If this is taking too long – See Restart HAProxy.*

Clear HAProxy Stick Table

Clears All HAProxy persistence tables. If you are using a Layer 7 persistence mode that relies on stick-tables (IP persistence or RDP cookie persistence), this option will clear all entries from these tables. Once cleared, clients may be directed to a different server upon re-connection.

Restart Pound

Restart Pound SSL Termination Service. Restarting Pound will result in a loss of SSL termination services during the restart.

Restart STunnel

Restart STunnel SSL Termination Service. Restarting STunnel will result in a loss of SSL termination services during the restart.

Restart Heartbeat

Restart Heartbeat Services. Restarting Heartbeat will result in a loss of service during the restart. Restarting heartbeat will cause a temporary loss of all layer 4, layer 7 and SSL services.

Reload Heartbeat

From v7.6 this option forces heartbeat to stop (for the active member of an HA pair the floating IP's will also be taken down, for a single unit they will be left up) then after an appropriate delay heartbeat is reloaded.

Restart Firewall

Restarts iptables. This will clear then re-read and re-apply the firewall rules.

Restart Syslogd

Restart the syslog service.

Restart Collectd

Restart the graphs data collector service.

Restart SNMPD

Restart the SNMP service.

Reload Apache

Reload the Apache service.

Appliance Restart & Shutdown

The appliance can be restarted or shutdown using the WUI.

To restart or shutdown the appliance:

- In the WUI, open *Maintenance > System Control*

SYSTEM CONTROL

Restart Load Balancer

Halt Load Balancer

- Select the required option:

Restart Load Balancer – *Shutdown and restart the appliance*

Halt Load Balancer – *Shutdown and halt the appliance*

Appliance Software Updates

Loadbalancer.org continually develop and add new and improved features to the appliance. To ensure that customers can benefit from this and can also receive bug fixes and security updates, Loadbalancer.org have an online and an offline update facility that allows customers who have a valid maintenance and support contract to keep their appliance fully up to date. Customers that do not have valid support contracts will still be able to download security related updates.



NOTE : Since services may be restarted during the update process we recommend performing the update during a maintenance window.

For some updates (e.g. v7.5.4 to 7.6) a full appliance restart is required. In these cases a restart notification message will be displayed after the update is complete.

Checking the Current Software Version & Revision

The software version number is displayed in the top right corner of the WUI. To determine the current revision run the following command at the console, via an SSH session or via the WUI using the following command:

```
cat /etc/loadbalancer.org/version.txt
```

Online Update

to perform an online update:

- In the WUI, open *Maintenance > Software Update*
- Select **Online Update**
- If the latest version is already installed, the following message will be displayed:

Information: Version v7.6.4 is the current release. No updates are available.

- If an update is available, Information similar to the following will be displayed:

Online Update

Online updates are only available if your organisation has a valid authorisation key.
An authorisation key may be obtained from [Loadbalancer.org support](#).

Before starting the online update, we recommend that you backup the XML configuration file, firewall script, and any manual changes that have been made.

[\[Download XML Configuration File \]](#)

[\[Download Firewall Script \]](#)

Update from v7.6.4 to v8.0

Changes in this release:

HAProxy

Resolved an issue with the system over view incorrectly showing Agent Drain when the real server is in MAINT or DRAIN mode

Added the option to Clear Stick table on Drain

Removed the option to re-encrypt traffic to a Layer7 RIP when the service is in TCP mode

Other

A WAF option has now been added to the Loadbalancer.org appliance

Amazon AWS version now has a larger disk

Added the ability to reload the Loadbalancer appliance apache process from within the WUI

A new SSH Key pairing and exchange system has been added

Warning: Updates should only be installed during a maintenance window.

WARNING: HAProxy will be restarted as part of this update

Note that this is a large update, and may take several minutes to complete. Please do not stop the web browser, or move to another page, whilst the Loadbalancer.org logo is spinning. When the update is complete, the message *Update completed successfully* will be displayed.

Authorisation Key

Online Update

- Enter the Authorisation key from your Technical Support document and click **Online Update**
- Once complete (the update can take several minutes depending on download speed and upgrade version) the following message is displayed:

Information: Update completed successfully.

If there are any specific post upgrade requirements such as a service restart these will be displayed on the screen after the installation completes.

Notes:

- As indicated in the WUI, we recommend that you should backup your XML configuration and firewall script (if changes have been made) using the links provided before running the update
- Make sure that the load balancer is able to access the Internet – if you have a proxy server, this can be defined using *Local Configuration > Physical Advanced Configuration*
- Make sure that the default gateway is set correctly (*Local Configuration > Routing*)
- Make sure that a valid DNS server is specified (*Local Configuration > Hostname & DNS*)

Offline Update

If the load balancer does not have access to the Internet, Offline Update can be used.

To perform an offline update:

- In the WUI, open *Maintenance > Software Update*
- Select **Offline Update**
- 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: No file selected.

Checksum: No file selected.

- As explained in the on-screen text, contact the Loadbalancer.org support to obtain the archive & checksum files
- Browse to and select these files
- Click **Upload and Install**

Updating a Clustered Pair



NOTE : Since services may be restarted during the update process, we recommend performing the update during a maintenance window.

To update a clustered pair:

1. First perform the update on the slave unit using the online or offline update methods described previously. Take care to follow any on-screen instructions that are displayed (e.g. service restarts)
2. Now update the master unit in the same way.



IMPORTANT NOTE : For a clustered pair, we strongly recommend fully testing & validating the master / slave failover process before going live. If testing was not carried out before go-live, we recommend scheduling a maintenance window to do this. For detailed steps, please refer to page [183](#).

Firewall Configuration



NOTE : Whilst the load balancer is capable of supporting complex firewall rules, we do not recommend using the load balancer as your main bastion host. We recommend that the load balancer is deployed behind your external firewall.

If you want to configure firewall rules, some points to consider are:

1. All Virtual Service connections are dealt with on the INPUT chain not the FORWARD chain
2. The WUI runs on HTTP port 9080 and HTTPS port 9443
3. SSH on the load balancer listens on the standard port (22)
4. SNAT & DNAT is handled automatically for all layer 4 NAT mode (LVS) and layer 7 (HAProxy) based Virtual/Real load balanced services
5. You can use the standard Linux filters against spoofing attacks and syn floods
6. LVS has built in DOS attack filters that can be implemented
7. Plenty of extra information is available on the Internet relating to Linux Netfilter and LVS, if you need any assistance please email our support team : support@loadbalancer.org

Manual Firewall Configuration

The firewall can be configured manually using the WUI based script editor. This enables iptables rules and any other required commands to be easily defined. The form allows you to directly edit `/etc/rc.d/rc.firewall`.

Custom rules can be configured, or for belt & braces security your external firewall settings can be replicated on to the load balancer for multi-layer security.

If you're planning to use NAT mode you may want to use the load balancer as your main firewall but we recommend it is better and simpler to keep your firewall separate from the load balancer, especially if you want to set up VPNs etc.

You can also use the firewall script to group ports together using Firewall Marks (see page [98](#)).

To configure custom firewall rules:

- In the WUI, open *Maintenance > Firewall Script*
- The following screen will be displayed:

FIREWALL SCRIPT

```
1  #!/bin/sh
2  # $Id: rc.firewall 4933 2014-10-23 11:27:11Z mark $
3
4  #
5  # User firewall script for Loadbalancer.org appliance.
6  #
7
8
9
10 # Please note:
11 #     Most configurations will not require any changes to be made to
12 #     this script.
13 #
14 #     Administrators will only need to modify this script if their
15 #     needs are not met by the lock-down wizard, auto-NAT, and
16 #     automatic firewall mark functions of the web interface.
17
18
19
20 ##### One-arm NAT Mode #####
21 # For one-arm NAT, ICMP re-directs will need to be disabled.
22 # (1 = on, 0 = off)
23 #echo "0" >/proc/sys/net/ipv4/conf/all/send_redirects
24 #echo "0" >/proc/sys/net/ipv4/conf/default/send_redirects
25
26
27
28 ##### Manual Firewall Marks #####
29
30 # Example: Associate HTTP and HTTPS with Firewall Mark 1:
31 #VIP1="10.0.0.66"
32 #iptables -t mangle -A PREROUTING -p tcp -d $VIP1 --dport 80 -j MARK --set-mark 1
```

Update

- Define additional rules anywhere in the script above the last two lines:

```
echo "Firewall Activated"
exit 0;
```

- Click **Update**

 **WARNING** : Be careful ! - make a backup before changing this script so that you know you can roll everything back if you cause a problem. A backup can be created using the WUI option: *Maintenance > Backup & Restore > Make Local Firewall Script Backup*

Firewall Lock-down Wizard

The firewall lock down wizard can be used to automatically configure the load balancer to allow access to the various admin ports from one specific IP address or subnet. The wizard automatically detects the IP of the client running the WUI and inserts this into the Admin IP field. The default mask is set to 255.255.255.0 which can be changed as required.

The firewall lockdown wizard is split into two files:

- *rc.lockdownwizard* contains the script that you can change
- *rc.lockdownwizard.conf* contains a set of variable definitions that is written automatically when **Update firewall lock down** is clicked. The file depends on the *rc.lockdownwizard* script and the load balancers configuration. This file should not be changed manually.

When run, the script rc.lockdownwizard loads the settings from the definitions file rc.lockdownwizard.conf and uses them to generate the rules. The web interface writes the definitions rc.lockdownwizard.conf. You can modify rc.lockdownwizard via ssh or from the web interface using **[Modify the firewall lock down wizard script]**. Apart from this link there is no other influence from the WUI.

The default script does not depend on the configured Virtual Services or Real Servers, so the wizard does not need to be re-run when services are changed.

However, it does depend on the IP addresses of master and slave, and the admin related ports used by the web interface, heartbeat, and HAProxy. If those settings are changed, the firewall lockdown wizard will need to be re-run in order to reflect the changes. The re-run of the firewall lockdown wizard will adapt the rc.lockdownwizard.conf definitions file automatically - all your changes in the script rc.lockdownwizard won't be touched when you re-run the firewall lockdown wizard.

To run the lock-down wizard:

- In the WUI, open *Maintenance > Firewall Lock Down Script*
- The following screen will be displayed:

FIREWALL LOCK DOWN WIZARD

Warning: Once the lock-down wizard is enabled, administration access to the load balancer will only be allowed from the Administration Subnet specified below.

Enable lock down script ?

Administration subnet ?

[Update firewall lock down](#)

[Modify the firewall lock down wizard script](#)

- Define your administration subnet/host in the *Administration subnet* field
N.B. Make sure that the subnet mask is correct – by default a /24 mask is displayed. To lock down access to a single host use <ip address>/32, e.g. 192.168.2.1/32
- Click **Update firewall lock down**

N.B. For a clustered pair, the lockdown wizard must be run on each appliance

Disabling the lock-down script

To disable the lock-down script un-check the *Enable lock down script check-box* and click the **Update Firewall lock down** button.

N.B. If you accidentally block your own access to the appliance you will need to clear the current firewall rules and try again. to clear the firewall tables completely use the following command at the console:

```
/etc/rc.d/rc.flush-iptables
```

Conntrack Table Size

By default the connection tracking table size is set to 524288 and is fine in most cases. For high traffic deployment using NAT mode, or when using connection tracking in the firewall script, this value may need to be increased. If the connection tracking table fills up, the following error will be reported in the log:

ip_conntrack: table full, dropping packet.

To increase the setting:

- In the WUI, open *Local Configuration > Physical – Advanced Configuration*
- Use the following section:



The screenshot shows a configuration page for the Firewall. A red header bar contains the word 'Firewall'. Below it, the 'Connection Tracking table size' is set to '524288' with the unit 'connections' and a help icon.

- Set the required value using the *Connection Tracking table size* field
- Click **Update**

Users & Passwords

By default the appliance includes three pre-defined user accounts. The default usernames, passwords, group membership and their primary use are:

Username	Default Password	Default Group	Permissions (<i>see also the group table below</i>)
loadbalancer	loadbalancer	config *	appliance administration account
reportuser	reportuser	report	viewing the appliance configuration, reports & logs
maintuser	maintuser	maint	same as reportuser, can also take servers on/off line & create the support download archive file

* It's not possible to change the default group for user 'loadbalancer'

N.B. These are Apache .htaccess style accounts and are not related to the local Linux OS level accounts.

The permissions for each group are shown below:

Group	Menu / Permissions							
	System Overview	Local configuration	Cluster Configuration	Maintenance	View Configuration	Reports	Logs	Support
config	Full	Full	Full	Full	View	Full	View	Full
report	View	None	none	None	View	Full	View	View
maint	Full	None	None	None	View	Full	View	Full

Modifying User Passwords

to modify a user's password:

- In the WUI, open *Maintenance > Passwords*
- In the following section, click the **[Modify]** link next to the relevant user

PASSWORDS

loadbalancer	Modify	
reportuser	Modify	Delete
maintuser	Modify	Delete

- Now change the password for the selected user:

Username	loadbalancer
Password *	<input type="password"/>
Re-enter Password *	<input type="password"/>

- Click **Edit User**

Adding New Users

to add new users:

- In the WUI, open *Maintenance > Passwords*
- Use the following section:

ADD NEW USER

Username	<input type="text"/>
Password *	<input type="password"/>
Re-enter Password *	<input type="password"/>

[Add New User](#)

- Enter the required *Username & Password* and click **Add New User**
- By default, new users will be added to the report group (least privilege). To change this, click **[Modify]** next to the user, select the required group and click **Edit User**

Resetting forgotten Passwords

It's possible to reset passwords via the command line if required. To do this you'll need to login as root to the console / SSH session. The *htpasswd* command can then be used as shown below:

```
htpasswd -b /etc/loadbalancer.org/passwords loadbalancer <new password>
```

e.g. `htpasswd -b /etc/loadbalancer.org/passwords loadbalancer loadbalancer`

This example sets the password for user 'loadbalancer' to 'loadbalancer'

Appliance Security Lockdown Script

To ensure that the appliance is secure it's recommended that a number of steps should be carried out. These steps have been incorporated into a lockdown script which can be run at the console (recommended) or via a terminal session. The script helps to lock down the following:

- the password for the 'loadbalancer' Web User Interface account
- the password for the Linux 'root' account
- which subnet / host is permitted access to the load balancer

It also regenerates the SSH keys that are used to secure communicating between the master and slave appliance. To start the script, at the console or via an SSH terminal session run the following command:

```
lbsecure
```

The image below illustrates how the script works for a single appliance:

```
[root@lbmaster ~]# lbsecure
```

Loadbalancer.org security lock-down

This script enhances the security of a single or high-availability pair of load balancers.

You will be asked to provide new passwords for the web interface and the console root account, plus an IP subnet that should be allowed remote access to the load balancer's web interface and ssh console.

Please enter a new password for the web interface 'loadbalancer' user. The password will not be displayed as you type.

New web interface password:

Confirm password:

Please enter a new password for the console 'root' user. The password will not be displayed as you type.

This password will also be used for the console 'setup' user.

New console password:

Confirm password:

Please enter an IP subnet that should be allowed remote access to the web interface and ssh console.

Note that any host outside of this subnet will immediately lose access to the load balancer. If you are running this script remotely, that includes the current console.

Administration subnet: 192.168.64.0/18

Working...

Generating new SSH keys...

SSH keys replaced.

Setting web interface password...

Setting console root password on local machine...

Setting console 'setup' password on local machine...

Passwords set.

Setting up firewall...

Firewall enabled.

Security enhancement complete.

Once the script has finished, the "Security enhancement complete" message is displayed as shown above.



NOTE : If lbsecure is run on the master of a correctly configured HA pair, the passwords, firewall rules and SSH keys will also be updated on the slave appliance.

SSH Keys

This menu option enables SSH keys to be managed.



NOTE : Normally this menu option will not be used because the keys are managed by the Loadbalancer.org appliance and under normal circumstances do not require user intervention.

to view / manage SSH keys:

- In the WUI, open *Local Configuration > SSH Keys*

SECURITY

SSH Keys

SSH Authentication

Host Keys ?

Create new key pair

Upload key pair

Type	Length (bits)	Date		
DSA	1024	2015-07-14 09:08	Delete	Download public key
RSA	2048	2015-07-14 09:08	Delete	Download public key

User Keys ?

Create new key pair

Upload key pair

Username	Type	Length (bits)	Date		
root	RSA	2048	2015-07-14 09:08	Delete	Download public key

Synchronise keys with peer

The first tab (SSH Keys) enables the following keys to be viewed & managed:

Host Keys - the host identification key(s) of the local host

User Keys - the public key(s) of the user presented to remote hosts

The second tab (SSH Authentication) enables the following keys to be viewed & managed:

Host Keys (known_hosts) - the known key(s) of hosts that have been previously connected to or have been pre-configured. In an HA pair you will see the peer appliance keys.

User Keys (authorized_keys) - the public key(s) of remote hosts that can log in as the specified user. In an HA pair you will see the peer appliance keys.

Chapter 6 – Configuring Load Balanced Services

Layer 4 Services

The Basics

Layer 4 services are based on LVS (*Linux Virtual Server*). LVS implements transport layer load balancing inside the Linux kernel. It is used to direct requests for TCP/UDP based services to the Real Servers, and makes services on the Real Servers appear as a Virtual Service on a single IP address.

Layer 4 services are transparent by default, i.e. the source IP address is maintained through the load balancer.

Layer 4 persistence is based on source IP address & destination port. The time out value is in seconds and each time the client makes a connection the timer is reset, so even a 5 minute persistence setting could last for hours if the client is active and regularly refreshes their connection.

When a VIP is added the load balancer automatically adds a corresponding floating IP address which is activated instantly. Check *View Configuration > Network Configuration* to ensure that the Floating IP address has been activated correctly. They will show up as secondary addresses / aliases.

Multiple ports can be defined per VIP, for example 80 & 443. In this case it may also be useful to enable persistence (a.k.a. affinity / stickiness) to ensure that clients hit the same back-end server for both HTTP & HTTPS traffic and also prevent the client having to renegotiate the SSL connection.



NOTE : It's not possible to configure a VIP on the same IP address as any of the network interfaces. this ensures that services can 'float' (move) between master and slave appliances.

Creating Virtual Services (VIPs)

Each Virtual Service can have an unlimited number of Real Servers (except the Enterprise R20 which is limited to 5 x VIPs each with up to 4 RIPs). Typically you'll need one Virtual Service for each distinct cluster. Multiple ports can also be specified.

to add a new layer 4 VIP:

- In the WUI, open *Cluster Configuration > Layer 4 – Virtual Services*
- Click **Add a new Virtual Service**

Label	VIP Name	?	
Virtual Service	IP Address	10.0.0.20	?
	Ports	80	?
Protocol	TCP	▼	?
Forwarding Method	Direct Routing	▼	?

Cancel Update

- Enter an appropriate *Label* (name) for the new Virtual Service
- Enter the required IP address in the *Virtual Service IP address* field
- Enter the required port(s) in the *Virtual Service Ports* field, separate multiple ports with commas, specify a range with a hyphen and specify all ports using an asterisk (*)



NOTE : The following ports are used by the appliance and therefore cannot be used for Virtual Services: 22 (SSH), 9080 (WUI – HTTP), 9443 (WUI – HTTPS), 7777 (HAProxy statistics page), 7778 (HAProxy persistence table replication and 9081 (nginx fallback page).

- Set the *Protocol* as required

TCP – Transmission Control Protocol is the default and most common option

UDP – User Datagram Protocol – used for DNS, SIP, etc.

One Packet Scheduling - used for UDP SIP connections

Firewall Marks – For use when traffic has been tagged in the firewall script using the MARK target

- Select the required *Forwarding Method*

Direct Routing (DR) - This is the default one-arm mode. Direct Routing is recommended as it's easy to understand and implement with two load balancers in failover mode (our recommended configuration). It only requires one external Floating IP address on the same subnet as your web server cluster and only one network card.

NAT – This is the default two-arm mode (Network Address Translation). This has the advantage that you can load balance any device without having to deal with the ARP problem. The Real Servers need their default gateway changed to be the internal floating VIP of the load balancer. Because the load balancer handles the return packet you will get more detailed statistics but slower speed than DR or TUN. NAT can also be implemented with a single NIC – just use the firewall script to set up an alias on the eth0 interface.

Tunneling – This is for WAN links (Tunneling). Tunneling has somewhat limited use as it requires an ip tunnel between the load balancer and the Real Server as the VIP is the target address many routers will drop the packet assuming that it has been spoofed. However it is useful for private networks with Real Servers on multiple subnets.

- Click **Update**
- Now proceed to define the RIPv (Real Servers) as detailed on page [71](#)

Modifying a Virtual Service

When first adding a Virtual Service, only certain settings can be configured, others are set at their default setting. These values can be changed after the Virtual Service has been created by clicking **[Modify]** next to the relevant Virtual Service. Additional settings that can be changed are:

Option	Sub-Option	Description
Balance Mode		<p>Weighted Least-Connection – assign more jobs to servers with fewer jobs, relative to the Real Servers' weight (the default).</p> <p>Weighted Round Robin – assign jobs to Real Servers proportionally to the Real Servers' weight. Servers with higher weights receive new jobs first and get more jobs than servers with lower weights. Servers with equal weights get an equal distribution of new jobs.</p> <p>Destination Hash – assign jobs to servers through looking up a statically assigned hash table by their destination IP addresses.</p>

Persistent		<p>Enable persistence for this Virtual Service, by Source IP or SIP call-ID. Sticky or persistent connections are required for some protocols such as FTP and SIP. It is also kind to clients when using SSL, and unfortunately sometimes required with HTTP if your web application cannot keep state between Real Servers.</p> <p>N.B. If your Real Servers cannot keep session state persistence themselves, then you will obtain performance benefits from a load balancer, but may not obtain reliability benefits.</p>
	Timeout	<p>How long do you want connections to be sticky? The persistence time is in seconds and is reset on every connection; i.e. 5 minutes persistence will last for ever if the client clicks on a link within that period.</p>
	Granularity	<p>Group IP addresses for the purposes of persistence. Some large ISPs use clustered proxies, where the clients' source IP address may change frequently. If you require persistence with HTTP, this may cause a problem. Setting a larger mask will associate a subnet with a single persistence record. For example, 255.255.255.0 specifies a whole class C subnet.</p> <p>The default is a single address, or 255.255.255.255.</p>
Health Checks		<p>Specify the type of health check to be performed on the Real Servers. Note that External script is currently the only supported option for IPv6 Real Servers.</p>
	Check Type	<p>Specify the type of health check to be performed on the Real Servers. Note that External script is currently the only supported option for IPv6 Real Servers.</p> <p>Negotiate – Scan the page specified in Request to send, and check the returned data for the Response expected string.</p> <p>Connect to port – Attempt to make a connection to the specified port.</p> <p>Ping Server – Use a simple ICMP ping to perform health checks.</p> <p>External script – Use a custom file for the health check. Specify the script path in the Check Command field.</p> <p>No checks, always off – all Real Servers are marked offline.</p> <p>No checks, always on – all Real Servers are marked</p>

		<p>online.</p> <p>5 Connects, 1 Negotiate – Repeating pattern of 5 Connect checks followed by 1 Negotiate check.</p> <p>10 Connects, 1 Negotiate – Repeating pattern of 10 Connect checks followed by 1 Negotiate check.</p>
	Check Port	If you want the Service to check to be say HTTPS but not on the default port (443) then you can specify that here.
	External Script command	The custom check script, used with the external check type. The script should be placed in /var/lib/loadbalancer.org/check, and given world read and execute permissions.
Negotiate Check Related Options		The options available depend on which protocol is selected for the health-check.
	Protocol	Specify the protocol to use for negotiate health checks. For common protocols, this will match the Virtual Service port. Simple TCP may be used to send an arbitrary string to the server, and match against its response.
	Virtual Host	If the Negotiate check should be performed on a specific Virtual Host, specify the hostname here.
	Database Name	The database to use for the MySQL Negotiate check. This is a required option if MySQL is selected under Negotiate Check Service above. There is no default.
	Radius Secret	Configure the RADIUS secret string for the RADIUS negotiate check.
	Login	The login name to use with the Negotiate check where authentication is required.
	Password	The password to use with the Negotiate check where authentication is required.
	Request to send	<p>With negotiate checks, the request to send to the server. The use of this parameter varies with the protocol selected in Service to Check.</p> <p>With protocols such as HTTP and FTP, this should be the object to request from the server. Bare file names will be requested from the web or FTP root.</p> <p>With DNS, this should be either a name to look up in an A record, or an IP address to look up in a PTR record.</p> <p>With databases, this should be an SQL query. With LDAP, this should be the search base for the query. The load balancer will perform an (Object Class=*) search relative to this base.</p> <p>With Simple TCP, this should be a string to send verbatim to the server.</p>

	Response expected	This string will be matched against the response to a negotiate check. If the string matches anywhere in the response data, the negotiate check is considered a success.
Feedback Method		<p>The method the load balancer uses to measure to performance of the Real Servers.</p> <p>Agent – A simple telnet to port 3333 on the Real Server.</p> <p>HTTP – A simple HTTP GET to port 3333 on the Real Server.</p> <p>None – No feedback (default setting).</p> <p>The loadbalancer expects a 0-99 integer response from the agent, usually relating to the CPU idle; i.e. a response of 92 would imply that the Real Servers CPU is 92% idle. The load balancer will then use the formula $((92 / 10) * \text{requested_weight})$ to find the new weight. Using this method an idle Real Server will get 10 times as many new connections as an overloaded server.</p>
Fallback Server		<p>The server to route to if all of the Real Servers in the group fail the health check. The local nginx fallback server is configured for the ports 80 and 9081 (configured to always show the index.html page). When using HAProxy Layer 7 the nginx server port 80 is automatically disabled. You can also configure the fallback server to be a 'Hot Spare' if required. For example you have one server in the cluster and one fallback they will act as a master / slave pair.</p>
	IP Address	Set the fallback server IP Address.
	Port	Set the fallback server port, for DR mode leave this blank as it must be the same as the VIP.
	MASQ Fallback	Masquerade fallback. When enables, this enables the fallback server to be set as a Layer 7 Virtual Service. This is especially useful in WAN/DR site environments.
Email Alert Destination Address		Destination email address for server health-check notifications.

 **NOTE :** For more details on configuring health-checks please refer to chapter 8 on page [158](#)

Creating Real Servers (RIPs)

You can add an unlimited number of Real Servers to each Virtual Service (except the Enterprise R20 which is limited to 5 x VIPs each with up to 4 RIPs). In DR mode, since port redirection is not possible the Real Server port field is not available and the port is automatically set to be the same as the Virtual Service, whilst for a NAT mode Real Server, it's possible to configure the port to be the same or different to the Virtual Service's port.

to add a new layer 4 RIP:

- In the WUI, open *Cluster Configuration > Layer 4 – Real Servers*
- Click **Add a new Real Server** next to the relevant Virtual Service

Label	<input type="text" value="RIP Name"/>	?
Real Server IP Address	<input type="text" value="IPAddress"/>	?
Real Server Port	<input type="text"/>	?
Weight	<input type="text" value="100"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?

- Enter an appropriate *Label* (name) for the new Real Server
- Enter the required IP address in the *Real Server IP Address* field
- Enter the required port in the *Real Server Port* field. This only applies to NAT mode, in DR mode port redirection is not possible so by default the port is the same as defined in the VIP
- Specify the required *Weight*, this is an integer specifying the capacity of a server relative to the others in the pool, the valid values of weight are 0 through to 65535, the default is 100. The higher the value, the more connections the server will receive
- Specify the *Minimum Connections*, this is an integer specifying the lower connection threshold of a server. The valid values are 0 through to 65535. The default is 0, which means the lower connection threshold is not set

If *Minimum Connections* is set with other values, the server will receive new connections when the number of its connections drops below its lower connection threshold. If *Minimum Connections* is not set but *Maximum Connections* is set, the server will receive new connections when the number of its connections drops below three fourths of its upper connection threshold

- Specify the *Maximum Connections*, this is an integer specifying the upper connection threshold of a server. The valid values of *Maximum Connections* are 0 through to 65535. The default is 0, which means the upper connection threshold is not set

Persistence Considerations

Persistence State Table Replication

If you want the current persistent connection table to work when the active appliance (typically the master) swaps over to the passive appliance (typically the slave appliance) then you can start the synchronization daemons on each load balancer to replicate the data in real time as detailed below.

First login to the master appliance using SSH or the console, then as root run the following commands:

```
ipvsadm --start-daemon master
ipvsadm --start-daemon backup
```

Then login to the slave appliance using SSH or the console, then as root run the following commands:

```
ipvsadm --start-daemon master
ipvsadm --start-daemon backup
```

N.B. To ensure that these sync daemons are started on each reboot put these commands in the rc.firewall. This can be done via the WUI using Maintenance > Firewall Script. Make sure that the full path is specified in the firewall script, i.e.

```
/usr/local/sbin/ipvsadm --start-daemon master
/usr/local/sbin/ipvsadm --start-daemon backup
```

After a few seconds you can confirm that it is working by seeing the output from:

```
ipvsadm -Lc
```

N.B. This is the same command that the 'Layer 4 Current Connections' report is based on.

When run on the active device the output will show all connections including those in state 'NONE' i.e. the persistence entries. When run on the passive device, the output will only include connections in state 'NONE' since only these are being replicated.



NOTE : Setting this option can generate a high level of connection state synchronization data between the master and slave load balancers.

DR Mode Considerations

The ARP Problem

DR mode works by changing the MAC address of the inbound packets to match the Real Server selected by the load balancing algorithm. To enable DR mode to operate:

- Each Real Server must be configured to accept packets destined for both the VIP address **and** the Real Servers IP address (RIP). This is because in DR mode the destination address of load balanced packets is the VIP address, whilst for other traffic such as health-checks, administration traffic etc. it's the Real Server's own IP address (the RIP). The service/process (e.g. IIS) must also respond to both addresses.
- Each Real Server must be configured so that it does not respond to ARP requests for the VIP address – only the load balancer should do this.

Configuring the Real Servers in this way is referred to as '**Solving the ARP problem**'. The steps required depend on the OS used as detailed in the following sections.

Detecting the ARP Problem

Attempt to connect to the VIP and then use *Reports > Layer 4 Current Connections* to check whether the connection state is SYN_RECV as shown below. If it is, this is normally a good indication that the ARP problem has not been correctly solved.

LAYER 4 CURRENT CONNECTIONS

Check Status

IPVS connection entries

pro	expire	state	source	virtual	destination
TCP	00:26	SYN_RECV	192.168.64.7:20415	192.168.111.232:80	192.168.110.240:80
TCP	00:26	SYN_RECV	192.168.64.7:20414	192.168.111.232:80	192.168.110.240:80
TCP	04:18	NONE	192.168.64.7:0	192.168.111.232:80	192.168.110.240:80

Solving the ARP Problem for Linux

Method 1 (using iptables)

You can use iptables (netfilter) on each Real Server to re-direct incoming packets destined for the Virtual Service IP address. To make this permanent, simply add the command to an appropriate start-up script such as /etc/rc.local. If the Real Server is serving multiple VIPs, add additional iptables rules for each VIP.

```
iptables -t nat -A PREROUTING -p tcp -d <VIP> -j REDIRECT
```

e.g.

```
iptables -t nat -A PREROUTING -p tcp -d 10.0.0.21 -j REDIRECT
```

(Change the IP address to be the same as your Virtual Service)

This means redirect any incoming packets destined for 10.0.0.21 (the Virtual Service) locally, i.e. to the primary address of the incoming interface on the Real Server.



NOTE : Method 1 may not always be appropriate if you're using IP-based virtual hosting on your web server. This is because the iptables rule above redirects incoming packets to the primary address of the incoming interface on the web server rather than any of the virtual hosts that are configured. Where this is an issue, use method 2 below instead.

Also, Method 1 does not work with IPv6 Virtual Services, use method 2 below instead.

Method 2 (using arp_ignore sysctl values)

This is the preferred method as it supports both IPv4 and IPv6. Each Real Server needs the loopback adapter to be configured with the Virtual Services IP address. This address must not respond to ARP requests and the web server also needs to be configured to respond to this address. To set this up follow steps 1-4 below.

Step 1: re-configure ARP on the Real Servers (this step can be skipped for IPv6 Virtual Services)

To do this add the following lines to `/etc/sysctl.conf`:

```
net.ipv4.conf.all.arp_ignore=1
net.ipv4.conf.eth0.arp_ignore=1
net.ipv4.conf.eth1.arp_ignore=1
net.ipv4.conf.all.arp_announce=2
net.ipv4.conf.eth0.arp_announce=2
net.ipv4.conf.eth1.arp_announce=2
```

Step 2: re-configure DAD on the Real Servers (this step can be skipped for IPv4 Virtual Services)

```
net.ipv6.conf.lo.dad_transmits=0
net.ipv6.conf.lo.accept_dad=0
```

Step 3: apply these settings

Either reboot the Real Server or run the following command to apply these settings:

```
/sbin/sysctl -p
```

Step 4: add the Virtual Services IP address to the loopback adapter

Run the following command for each VIP. To make this permanent, simply add the command to an appropriate startup script such as `/etc/rc.local`.

```
ip addr add dev lo <IPv4-VIP>/32
```

for IPv6 addresses use:

```
ip addr add dev lo <IPv6-VIP>/128
```

*N.B. Steps 1, 2 & 3 can be replaced by writing directly to the required files using the following commands:
(temporary until the next reboot)*

```
echo 1 > /proc/sys/net/ipv4/conf/all/arp_ignore
echo 1 > /proc/sys/net/ipv4/conf/eth0/arp_ignore
echo 1 > /proc/sys/net/ipv4/conf/eth1/arp_ignore
echo 2 > /proc/sys/net/ipv4/conf/all/arp_announce
echo 2 > /proc/sys/net/ipv4/conf/eth0/arp_announce
echo 2 > /proc/sys/net/ipv4/conf/eth1/arp_announce
echo 0 > /proc/sys/net/ipv6/conf/lo/dad_transmits
echo 0 > /proc/sys/net/ipv6/conf/lo/accept_dad
```

Solving the ARP Problem for Solaris

With Solaris the loopback interface does not respond to ARP requests so you just add your VIPs to it.

```
ifconfig lo0:1 plumb
ifconfig lo0:1 VIP netmask 255.255.255.255 up
```

You will need to add this to the startup scripts for your server.

Solving the ARP Problem for Mac OS X / BSD

OS X is BSDish, so you need to use BSDish syntax:

```
ifconfig lo0 alias VIP netmask 255.255.255.255 -arp up
```

You will need to add this to the startup scripts for your server.



NOTE : Don't forget that the service on the Real Servers needs to listen on both the RIP address and VIP address as mentioned previously.



NOTE : Failure to correctly configure the Real Servers to handle the ARP problem is the most common mistake in DR mode configurations.

Solving the ARP Problem for Windows Servers

Windows Server 2000

Windows Server 2000 supports the direct routing (DR) method through the use of the MS Loopback Adapter to handle the traffic. The IP address on the Loopback Adapter must be set to be the same as the Virtual Services IP address (VIP). If the Real Server is included in multiple VIPs, you can add additional IP addresses to the Loopback Adapter that correspond to each VIP.

Step 1: Install the Microsoft Loopback Adapter

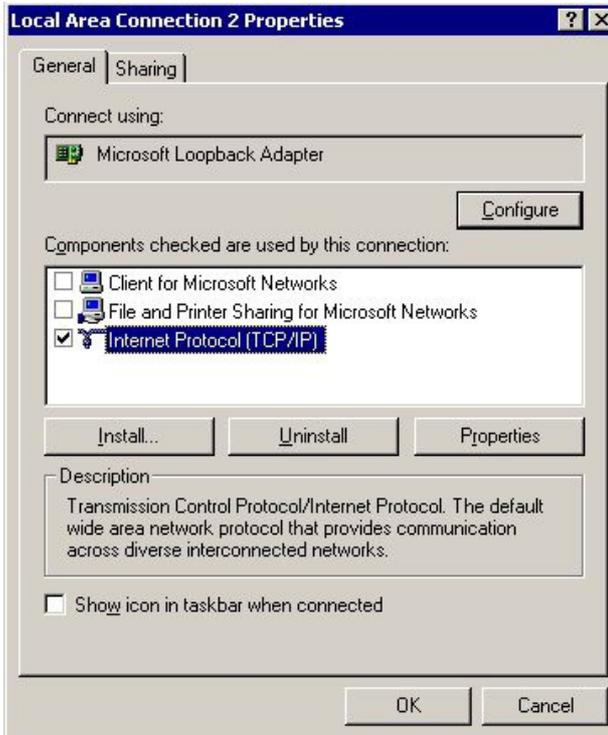
1. Open the Control Panel and double-click **Add/Remove Hardware**
2. Once the Hardware Wizard opens, click **Next**
3. Select **Add/Troubleshoot a device**, click **Next**
4. Once the device list appears, select **Add a new device** at the top of the list, click **Next**
5. Select **No, I want to select the hardware from a list**, click **Next**
6. Scroll down the list and select **Network Adapters**, click **Next**
7. Select **Microsoft & Microsoft Loopback Adapter**, click **Next** as shown below



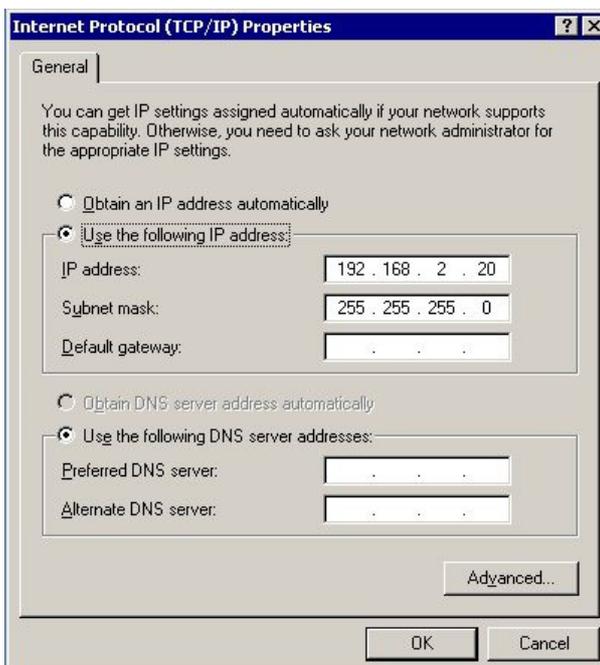
8. Click **Next** to start the installation, when complete click **Finish**

Step 2: Configure the Loopback Adapter

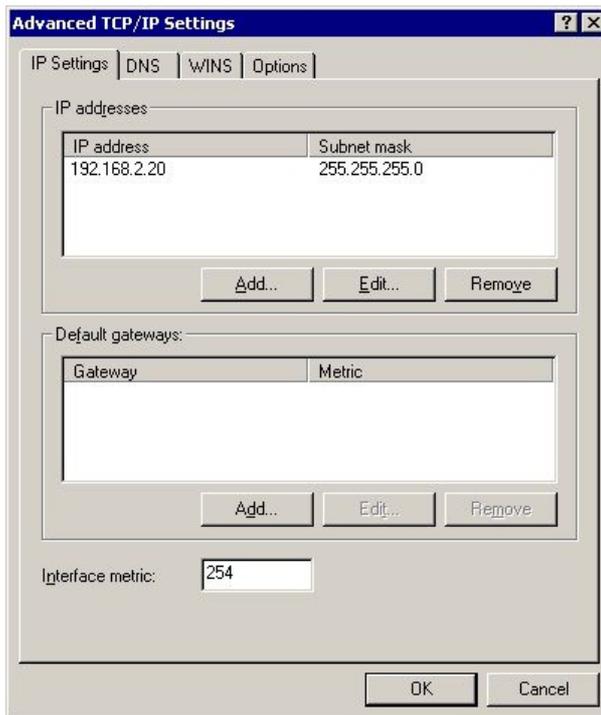
1. Open the Control Panel and double-click **Network and Dial-up Connections**
2. Right-click the new Loopback Adapter and select **Properties**
3. Un-check all items except **Internet Protocol (TCP/IP)** as shown below



4. Select **Internet Protocol (TCP/IP)**, click **Properties** and configure the IP address and mask to be the same as the Virtual Service IP address (VIP), e.g. 192.168.2.20/24 as shown below



5. Click **Advanced** and change the **Interface metric** to 254 as shown below, this prevents the adapter responding to ARP requests for the VIP address



6. Click **OK** on Advanced Settings, TCP/IP Properties and Connection Properties to save and apply the new settings
7. Repeat the above steps for all other Windows 2000 Real Servers

Windows Server 2003

Windows server 2003 supports the direct routing (DR) method through the use of the MS Loopback Adapter to handle the traffic. The IP address on the Loopback Adapter must be set to be the same as the Virtual Services IP address (VIP). If the Real Server is included in multiple VIPs, you can add additional IP addresses to the Loopback Adapter that correspond to each VIP.

Step 1: Install the Microsoft Loopback Adapter

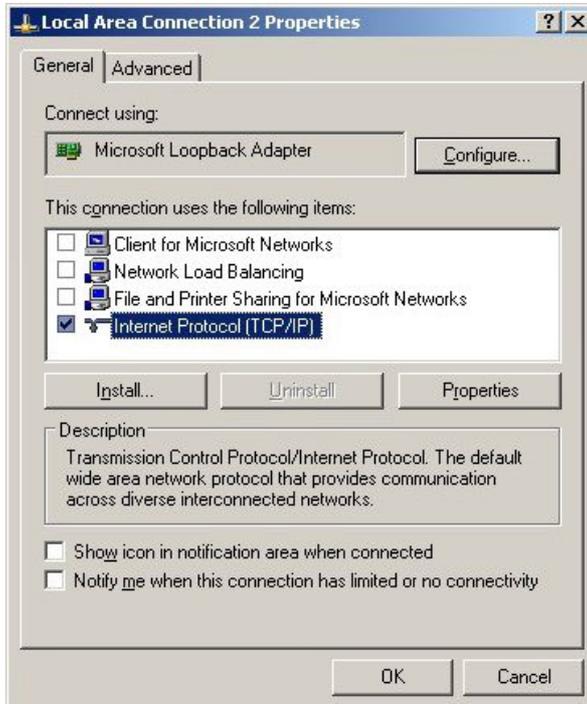
1. Open the Control Panel and double-click **Add Hardware**
2. Once the Hardware Wizard opens, click **Next**
3. Select **Yes, I have already connected the hardware**, click **Next**
4. Scroll to the bottom of the list, select **Add a new hardware device**, click **Next**
5. Select **Install the hardware that I manually select from a list (Advanced)**, click **Next**
6. Select **Network adapters**, click **Next**
7. Select **Microsoft & Microsoft Loopback Adapter**, click **Next** as shown below



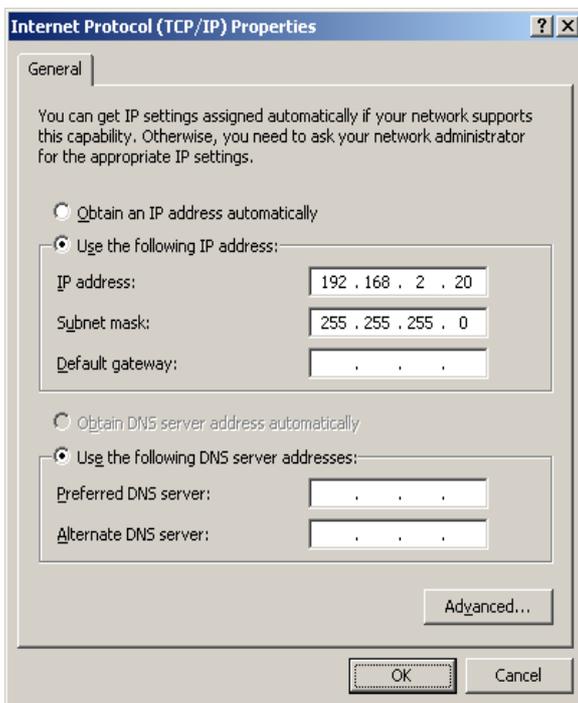
8. Click **Next** to start the installation, when complete click **Finish**

Step 2: Configure the Loopback Adapter

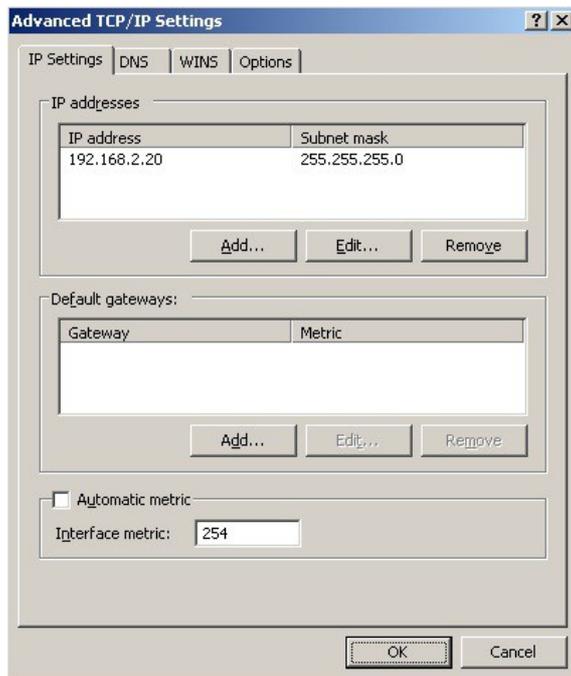
1. Open the Control Panel and double-click **Network Connections**
2. Right-click the new Loopback Adapter and select **Properties**
3. Un-check all items except **Internet Protocol (TCP/IP)** as shown below



4. Select **Internet Protocol (TCP/IP)**, click **Properties** and configure the IP address and mask to be the same as the Virtual Service (VIP), e.g. 192.168.2.20/24 as shown below



5. Click **Advanced**, un-check **Automatic metric** and change **Interface metric** to 254 as shown below, this prevents the adapter responding to ARP requests for the VIP address



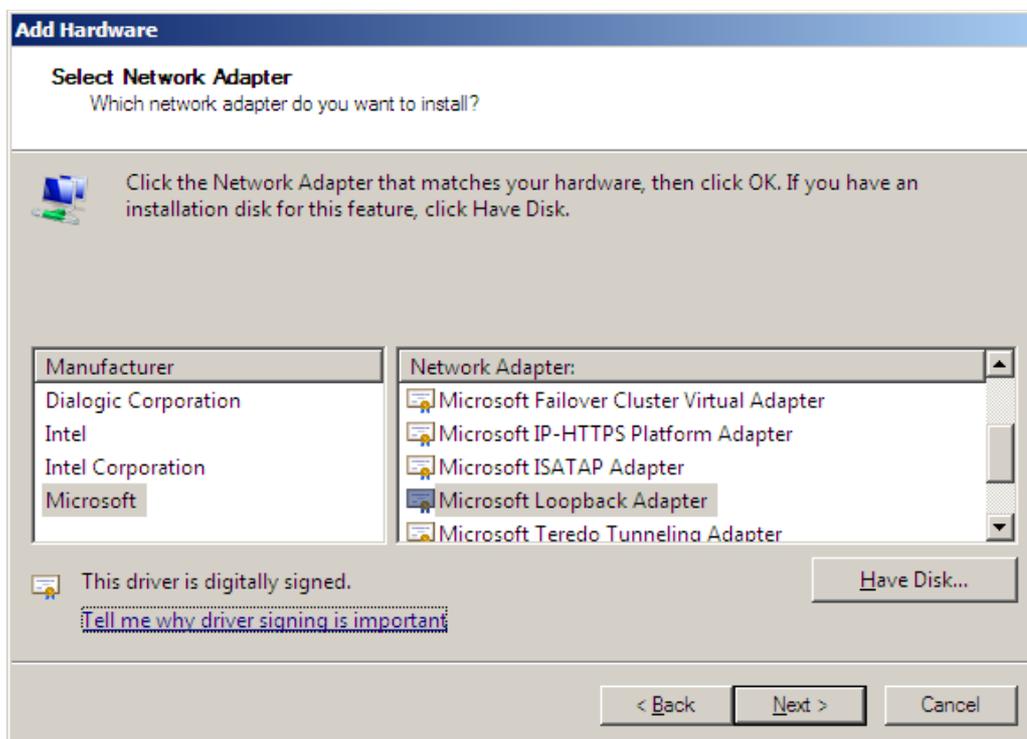
6. Click **OK** on Advanced Settings & TCP/IP Properties, then click **Close** on Connection Properties to save and apply the new settings
7. Now repeat the above process for all other Windows 2003 Real Servers

Windows Server 2008

The basic concept is the same as for Windows 2000 / 2003. However, additional steps are required to set the strong / weak host behavior. This is used to either block or allow interfaces receiving packets destined for a different interface on the same server. As with Windows 2000 / 2003, if the Real Server is included in multiple VIPs, you can add additional IP addresses to the Loopback Adapter that correspond to each VIP.

Step 1: Install the Microsoft Loopback Adapter

1. Click **Start**, then run **hdwwiz** to start the Hardware Installation Wizard
2. When the Wizard has started, click **Next**
3. Select **Install the hardware that I manually select from a list (Advanced)**, click **Next**
4. Select **Network adapters**, click **Next**
5. Select **Microsoft & Microsoft Loopback Adapter**, click **Next**



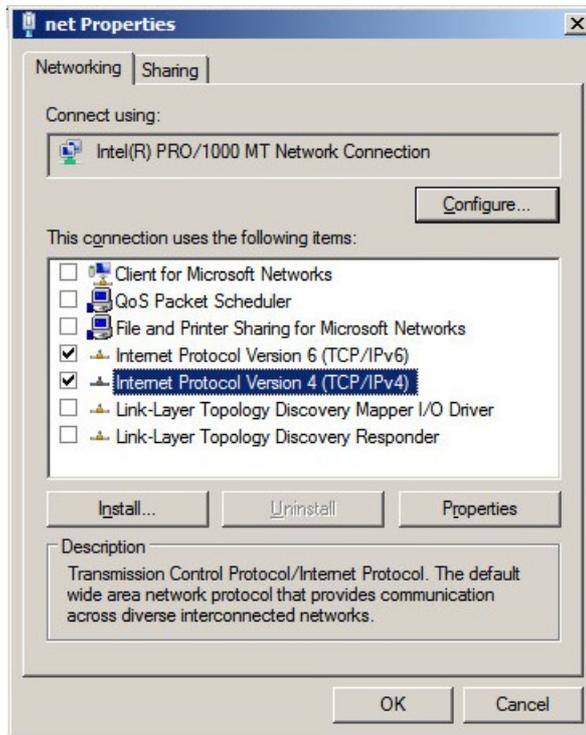
6. Click **Next** to start the installation, when complete click **Finish**

Step 2: Configure the Loopback Adapter

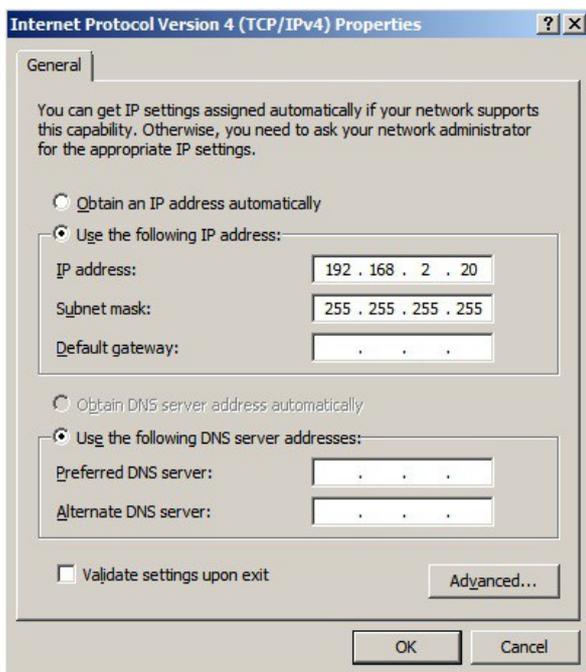
1. Open Control Panel and click **View Network status and tasks** under **Network and internet**
2. Click **Change adapter settings**
3. Right-click the new Loopback Adapter and select **Properties**

- Un-check all items except **Internet Protocol Version 4 (TCP/IPv4)** and **Internet Protocol Version 6 (TCP/IPv6)** as shown below

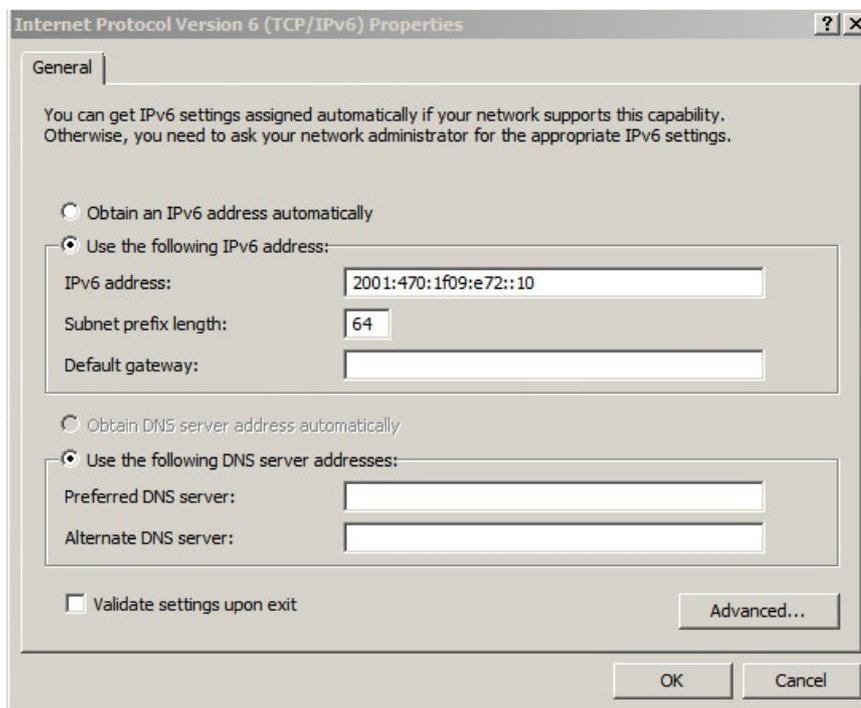
N.B. leaving both checked ensures that both IPv4 and IPv6 are supported. If preferred, only the protocol to be used can be checked



- If configuring IPv4 addresses select **Internet Protocol Version (TCP/IPv4)**, click **Properties** and configure the IP address to be the same as the Virtual Service (VIP) with a subnet mask of 255.255.255.255 , e.g. 192.168.2.20 / 255.255.255.255 as shown below



- If configuring IPv6 addresses select **Internet Protocol Version (TCP/IPv6)**, click **Properties** and configure the IP address to be the same as the Virtual Service (VIP) and set the *Subnet Prefix Length* to be the same as your network setting , e.g. 2001:470:1f09:e72::15 / 64 as shown below



7. Click **OK**, then click **Close** to save and apply the new settings
8. Now repeat the above process on the other Windows 2008 Real Servers

N.B. For Windows 2008, it's not necessary to modify the interface metric on the advanced tab and should be left set to Automatic

Step 3: Configure the strong / weak host behavior

Windows Server 2000 and Windows Server 2003 use the weak host model for sending and receiving for all IPv4 interfaces and the strong host model for sending and receiving for all IPv6 interfaces. You cannot configure this behavior.

The Next Generation TCP/IP stack in Windows 2008 and later supports strong host sends and receives for both IPv4 and IPv6 by default. To ensure that Windows 2008 is running in the correct mode to be able to respond to the VIP, the following commands must be run on each Real Server:

For IPv4 addresses :

```
netsh interface ipv4 set interface "net" weakhostreceive=enabled
netsh interface ipv4 set interface "loopback" weakhostreceive=enabled
netsh interface ipv4 set interface "loopback" weakhostsend=enabled
```

For these commands to work, the LAN connection NIC must be named "net" and the loopback NIC must be named "loopback" as shown below. If you prefer to leave your current NIC names, then the commands above must be modified accordingly. For example, if your network adapters are named "LAN" and "LOOPBACK", the commands required would be:

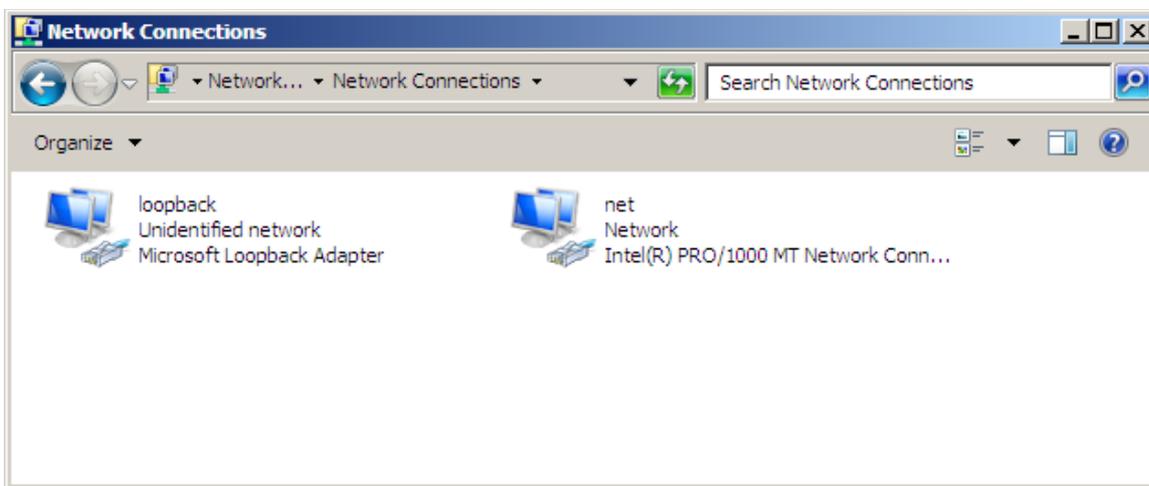
```
netsh interface ipv4 set interface "LAN" weakhostreceive=enabled
netsh interface ipv4 set interface "LOOPBACK" weakhostreceive=enabled
netsh interface ipv4 set interface "LOOPBACK" weakhostsend=enabled
```

For IPv6 addresses :

```
netsh interface ipv6 set interface "net" weakhostreceive=enabled
netsh interface ipv6 set interface "loopback" weakhostreceive=enabled
netsh interface ipv6 set interface "loopback" weakhostsend=enabled
netsh interface ipv6 set interface "loopback" dadtransmits=0
```

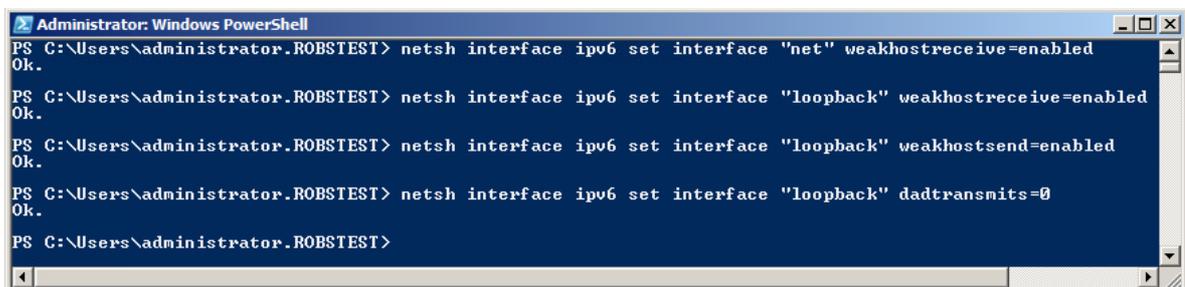
For these commands to work, the LAN connection NIC must be named "net" and the loopback NIC must be named "loopback" as shown below. If you prefer to leave your current NIC names, then the commands above must be modified accordingly. For example, if your network adapters are named "LAN" and "LOOPBACK", the commands required would be:

```
netsh interface ipv6 set interface "LAN" weakhostreceive=enabled
netsh interface ipv6 set interface "LOOPBACK" weakhostreceive=enabled
netsh interface ipv6 set interface "LOOPBACK" weakhostsend=enabled
netsh interface ipv6 set interface "LOOPBACK" dadtransmits=0
```



N.B. The names for the NICs are case sensitive, so make sure that the name used for the interface and the name used in the commands match exactly.

1. Start Powershell or use a command window to run the appropriate netsh commands as shown in the example below



N.B. This shows an IPv6 example, use the IPv4 commands if you're using IPv4 addresses

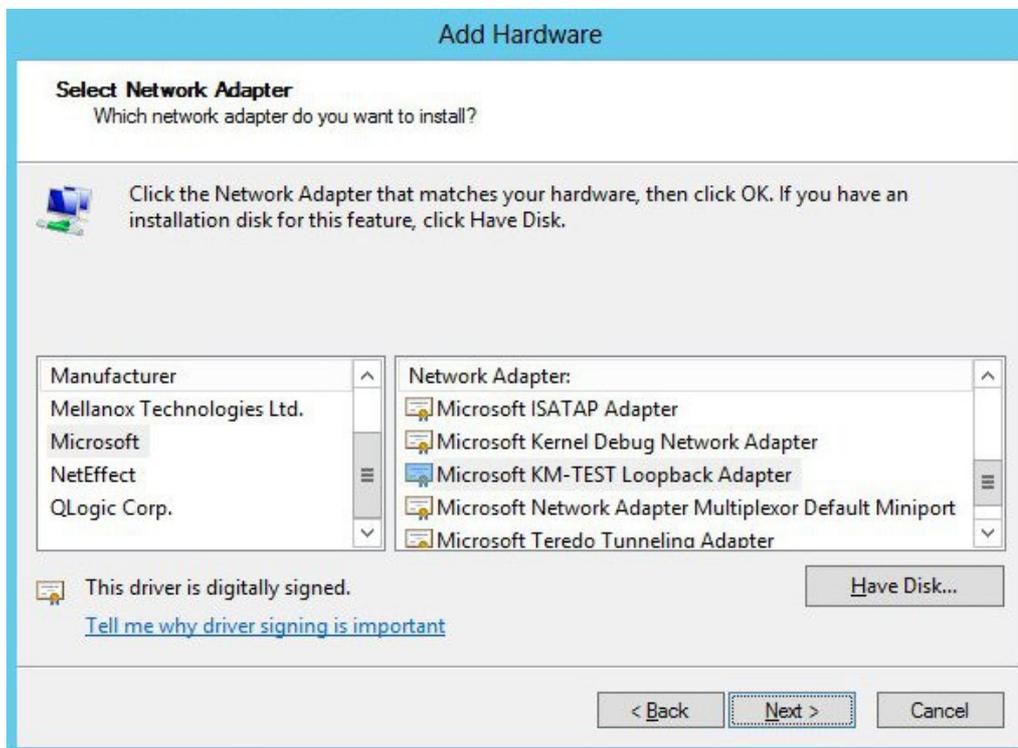
2. Now repeat these 4 commands on the other Windows 2008 Real Servers

Windows Server 2012

The basic concept is the same as for Windows 2000 / 2003. However, additional steps are required to set the strong / weak host behavior. This is used to either block or allow interfaces receiving packets destined for a different interface on the same server. As with Windows 2000 / 2003 / 2008, if the Real Server is included in multiple VIPs, you can add additional IP addresses to the Loopback Adapter that correspond to each VIP.

Step 1: Install the Microsoft Loopback Adapter

1. Click **Start**, then run **hdwwiz** to start the Hardware Installation Wizard
2. When the Wizard has started, click **Next**
3. Select **Install the hardware that I manually select from a list (Advanced)**, click **Next**
4. Select **Network adapters**, click **Next**
5. Select **Microsoft & Microsoft KM-Test Loopback Adapter**, click **Next**



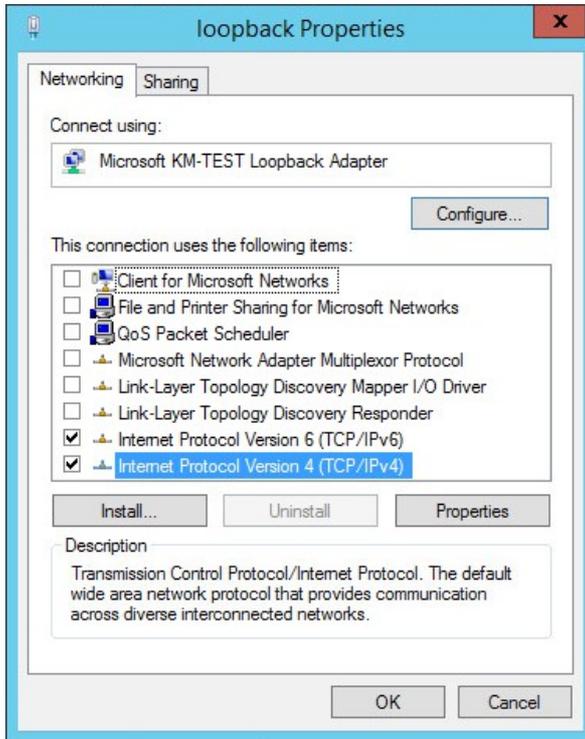
6. Click **Next** to start the installation, when complete click **Finish**

Step 2: Configure the Loopback Adapter

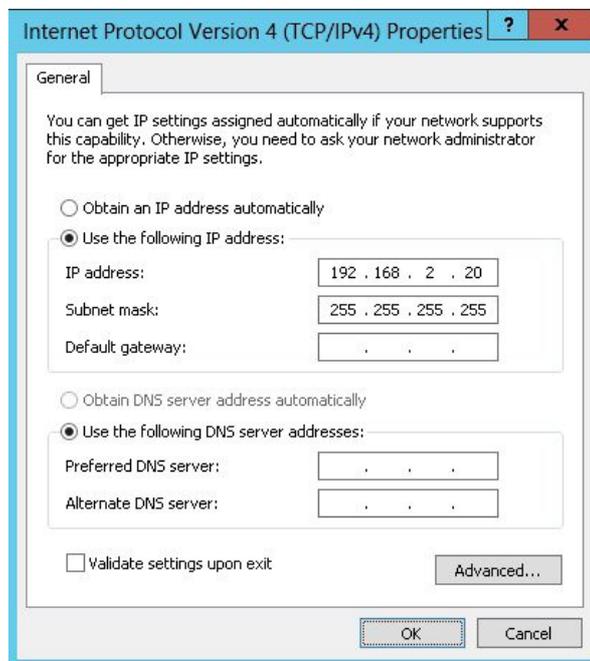
1. Open Control Panel and click **Network and Sharing Center**
2. Click **Change adapter settings**
3. Right-click the new Loopback Adapter and select **Properties**

- Un-check all items except **Internet Protocol Version 4 (TCP/IPv4)** and **Internet Protocol Version 6 (TCP/IPv6)** as shown below

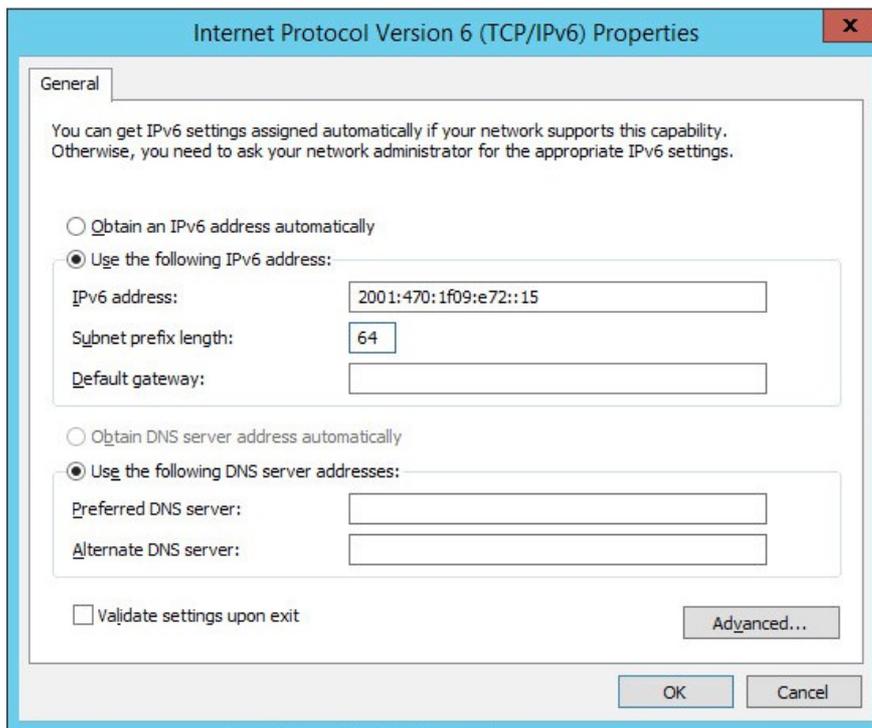
N.B. leaving both checked ensures that both IPv4 and IPv6 are supported. If preferred, only the protocol to be used can be checked



- If configuring IPv4 addresses select **Internet Protocol Version (TCP/IPv4)**, click **Properties** and configure the IP address to be the same as the Virtual Service (VIP) with a subnet mask of 255.255.255.255 , e.g. 192.168.2.20 / 255.255.255.255 as shown below



- If configuring IPv6 addresses select **Internet Protocol Version (TCP/IPv6)**, click **Properties** and configure the IP address to be the same as the Virtual Service (VIP) and set the *Subnet Prefix Length* to be the same as your network setting , e.g. 2001:470:1f09:e72::15 / 64 as shown below



7. Click **OK** on TCP/IP Properties, then click **Close** on Ethernet Properties to save and apply the new settings
8. Now repeat the above process on the other Windows 2012 Real Servers

N.B. For Windows 2012, it's not necessary to modify the interface metric on the advanced tab and should be left set to Automatic

Step 3: Configure the strong / weak host behavior

Windows Server 2000 and Windows Server 2003 use the weak host model for sending and receiving for all IPv4 interfaces and the strong host model for sending and receiving for all IPv6 interfaces. You cannot configure this behavior.

The Next Generation TCP/IP stack in Windows 2008 and later supports strong host sends and receives for both IPv4 and IPv6 by default. To ensure that Windows 2012 is running in the correct mode to be able to respond to the VIP, the following commands must be run on each Real Server:

For IPv4 addresses :

```
netsh interface ipv4 set interface "net" weakhostreceive=enabled
netsh interface ipv4 set interface "loopback" weakhostreceive=enabled
netsh interface ipv4 set interface "loopback" weakhostsend=enabled
```

For these commands to work, the LAN connection NIC must be named "net" and the loopback NIC must be named "loopback" as shown below. If you prefer to leave your current NIC names, then the commands above must be modified accordingly. For example, if your network adapters are named "LAN" and "LOOPBACK", the commands required would be:

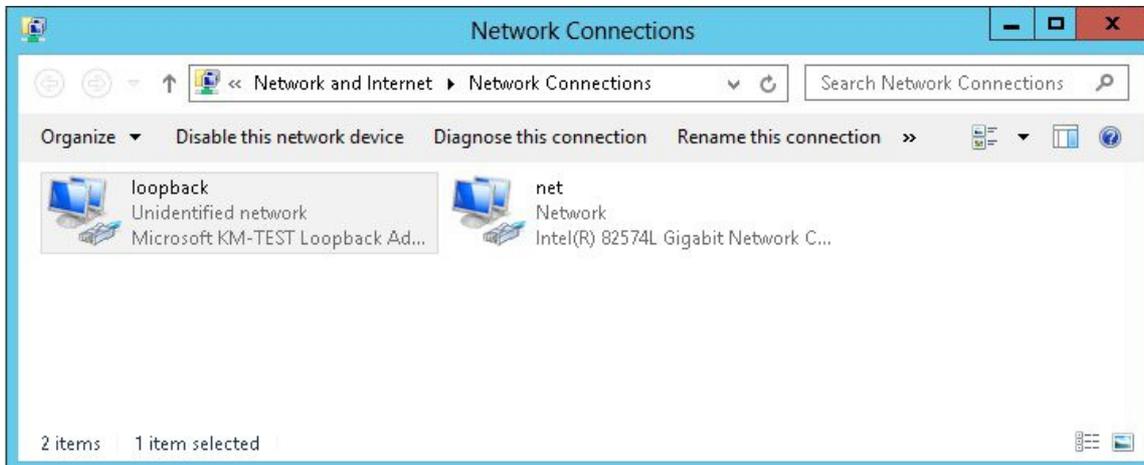
```
netsh interface ipv4 set interface "LAN" weakhostreceive=enabled
netsh interface ipv4 set interface "LOOPBACK" weakhostreceive=enabled
netsh interface ipv4 set interface "LOOPBACK" weakhostsend=enabled
```

For IPv6 addresses :

```
netsh interface ipv6 set interface "net" weakhostreceive=enabled
netsh interface ipv6 set interface "loopback" weakhostreceive=enabled
netsh interface ipv6 set interface "loopback" weakhostsend=enabled
netsh interface ipv6 set interface "loopback" dadtransmits=0
```

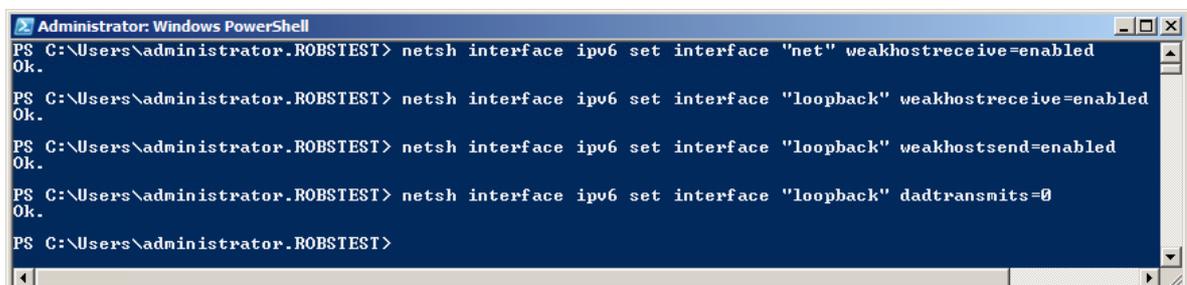
For these commands to work, the LAN connection NIC must be named "net" and the loopback NIC must be named "loopback" as shown below. If you prefer to leave your current NIC names, then the commands above must be modified accordingly. For example, if your network adapters are named "LAN" and "LOOPBACK", the commands required would be:

```
netsh interface ipv6 set interface "LAN" weakhostreceive=enabled
netsh interface ipv6 set interface "LOOPBACK" weakhostreceive=enabled
netsh interface ipv6 set interface "LOOPBACK" weakhostsend=enabled
netsh interface ipv6 set interface "LOOPBACK" dadtransmits=0
```



N.B. The names for the NICs are case sensitive, so make sure that the name used for the interface and the name used in the commands match exactly.

1. Start Powershell or use a command window to run the appropriate netsh commands as shown in the example below

A screenshot of an Administrator Windows PowerShell window. The prompt is "PS C:\Users\administrator.ROBSTEST>". Four netsh commands are entered and executed, each returning "Ok.". The commands are: 1. netsh interface ipv6 set interface "net" weakhostreceive=enabled; 2. netsh interface ipv6 set interface "loopback" weakhostreceive=enabled; 3. netsh interface ipv6 set interface "loopback" weakhostsend=enabled; 4. netsh interface ipv6 set interface "loopback" dadtransmits=0. The prompt returns to "PS C:\Users\administrator.ROBSTEST>".

N.B. This shows an IPv6 example, use the IPv4 commands if you're using IPv4 addresses

2. Now repeat these 4 commands on the other Windows 2012 Real Servers

Verifying netsh Settings for Windows 2008 & 2012

To verify that settings have been configured correctly, run the following command on each Real Server to clearly list the settings that have been applied to the interface:

```
netsh interface ipv4 show interface <interface name>
```

i.e.

for the 'loopback' adapter run: netsh interface ipv4 show interface loopback

for the 'net' adapter run: netsh interface ipv4 show interface net

(N.B. For IPv6, simply replace 'ipv4' with 'ipv6' in the above commands)

e.g.

```
C:\Users\Administrator>netsh interface ipv4 show interface loopback
```

```
Interface loopback Parameters
```

```
-----  
IfLuid                : ethernet_9  
IfIndex               : 15  
State                 : connected  
Metric                : 30  
Link MTU              : 1500 bytes  
Reachable Time        : 28500 ms  
Base Reachable Time   : 30000 ms  
Retransmission Interval : 1000 ms  
DAD Transmits         : 3  
Site Prefix Length    : 64  
Site Id               : 1  
Forwarding            : disabled  
Advertising           : disabled  
Neighbor Discovery    : enabled  
Neighbor Unreachability Detection : enabled  
Router Discovery      : dhcp  
Managed Address Configuration : enabled  
Other Stateful Configuration : enabled  
Weak Host Sends       : enabled  
Weak Host Receives    : enabled  
Use Automatic Metric  : enabled  
Ignore Default Routes : disabled  
Advertised Router Lifetime : 1800 seconds  
Advertise Default Route : disabled  
Current Hop Limit     : 0  
Force ARPND wake up patterns : disabled  
Directed MAC wake up patterns : disabled
```

```
C:\Users\Administrator>
```

This shows that the settings have been applied correctly.



NOTE : For Windows server 2008 / 2012, if you want to leave the built-in firewall enabled, you'll either need to enable the relevant default firewall exceptions or create your own to enable access to the web server. By default these exceptions will allow traffic on both the network and loopback adapters.



NOTE : Failure to correctly configure the Real Servers to handle the ARP problem is the most common problem in DR configurations.

Configuring IIS to Respond to both the RIP and VIP

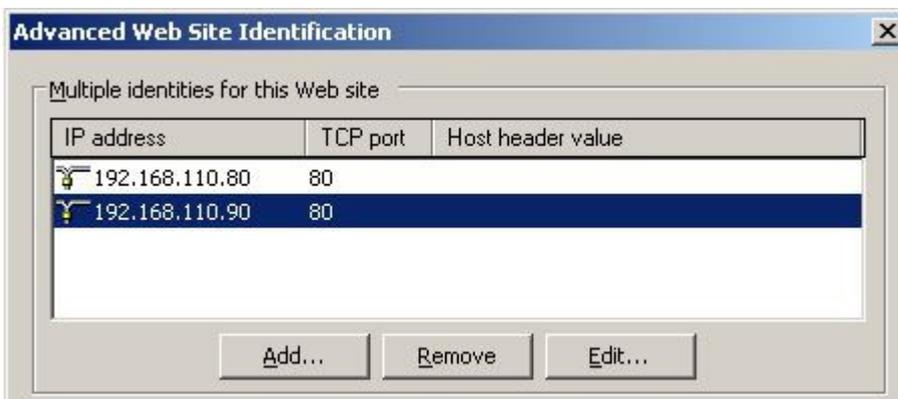
For DR & TUN modes, it's also important to make sure that your application (IIS in this case) responds to both the VIP and RIP.

Windows 2000 / 2003

By default, IIS listens on all configured IP addresses, this is shown in the example below (shows Windows 2003 example). As can be seen the IP address field is set to 'All Unassigned'.



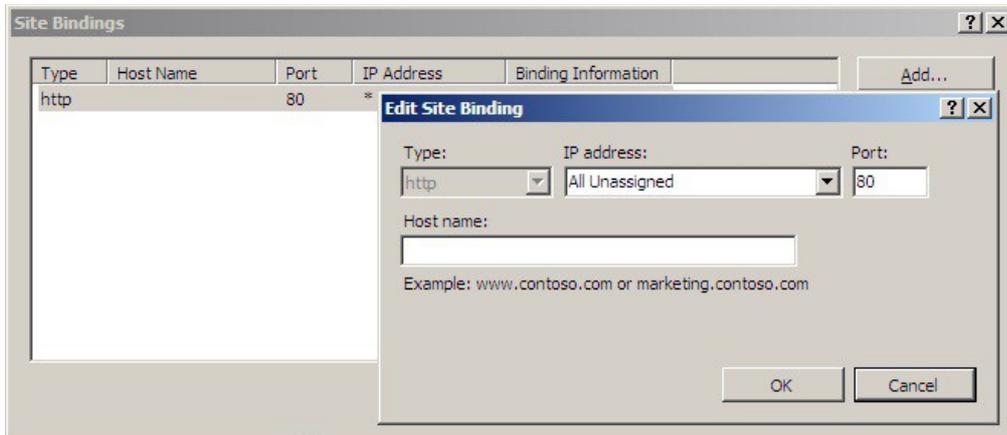
If the default configuration is left, no further IIS configuration is required. If you do change the IP address in the bindings from 'All Unassigned' to a specific IP address, then you need to make sure that you also add a binding for the Virtual Service IP address (VIP) as shown in the example below:



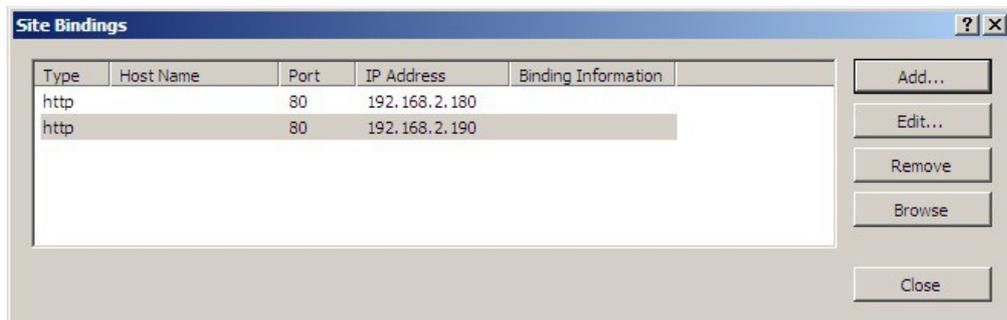
NOTE : These examples illustrates how IIS must be configured to ensure that its listening on both the RIP and VIP address. It's important to remember that this applies equally to all applications when running in DR mode.

Windows 2008 / 2012

By default, IIS listens on all configured IP addresses, this is shown in the example below (shows Windows 2008 example). As can be seen the IP address field is set to "All Unassigned".



If the default configuration is left, no further IIS configuration is required. If you do change the IP address in the bindings from "All Unassigned" to a specific IP address, then you need to make sure that you also add a binding for the Virtual Service IP address (VIP) as shown in the example below:

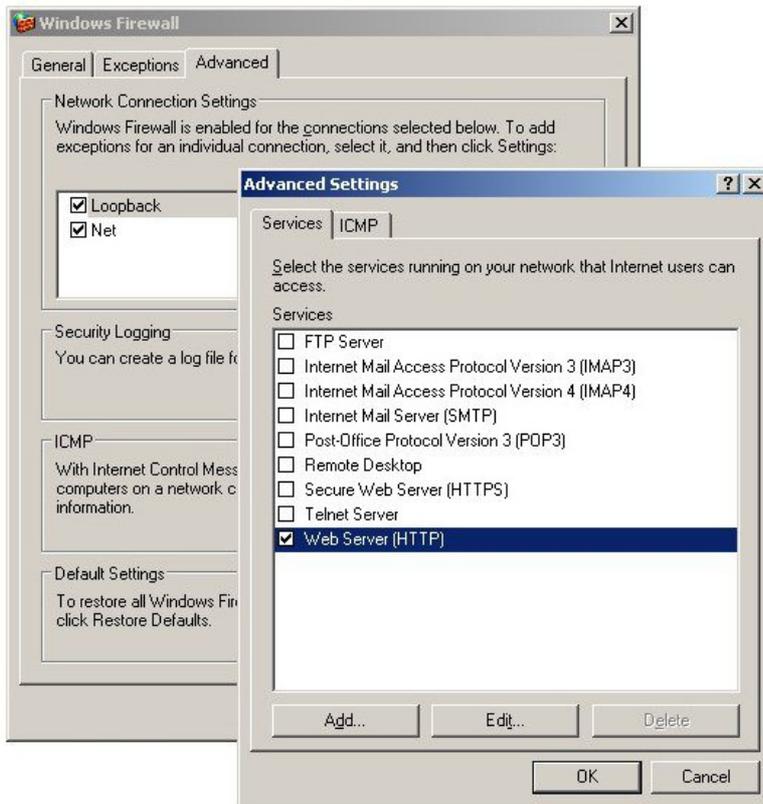


i **NOTE :** These examples illustrates how IIS must be configured to ensure that its listening on both the RIP and VIP address. It's important to remember that this applies equally to all applications when running in DR mode.

Windows Firewall Settings

Windows 2003 SP1+

For Windows Server 2003 SP1 & later, if you have enabled the built-in firewall, you will need to enable the Web Server (HTTP) exception to permit access to the web server. This exception is created automatically when IIS is installed and when enabled allows traffic on both the network and Loopback Adapters.



Windows 2008 R1 Firewall Settings

For Windows 2008 R1 the firewall configuration is very similar to windows 2003 R2. Again, an exception is created automatically that must be enabled to permit port 80 HTTP traffic. You just need to enable the firewall for both interfaces then ensure that the WWW service check-box is ticked as shown below:



Windows 2008 R2 Firewall Settings

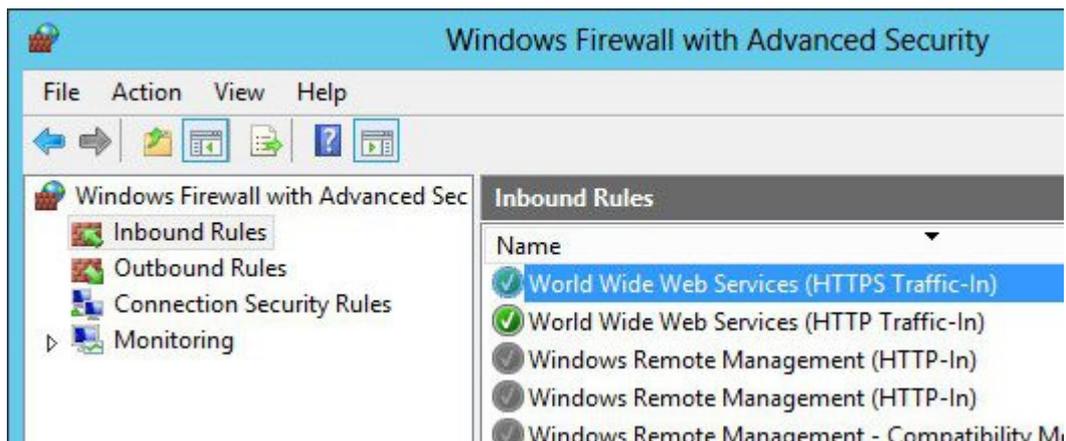
Windows 2008 automatically creates several default firewall rules for both inbound and outbound traffic. There are 3 firewall profiles and interfaces can be associated with one of these 3 profiles (domain, private and public) although the Loopback Adapter automatically gets associated with the public profile and this cannot be changed.

For a web server listening on port 80 the following default HTTP rules need to be enabled as shown below:



Windows 2012 Firewall Settings

Windows 2012 is very similar to Windows 2008 R2 as shown below.



NAT Mode Considerations

NAT mode load balancing has the advantage that the only change required to the Real Servers is to modify the default gateway and possibly the IP address and subnet. Whilst NAT mode is fairly straight forward, a few points need to be considered.

NAT Mode Potential Issues

1. By default your Real Servers won't be able to access the Internet through the new default gateway (except when replying to requests made through the external VIP).
2. Non-load balanced services on the Real Servers (e.g. RDP for management access to Windows servers) will not be accessible since these have not been exposed via the load balancer

Enabling Real Server Internet access using Auto-NAT

When NAT mode is selected in the setup wizard, the Auto-NAT feature will be automatically enabled. If you have not used the wizard, you'll need to configure Auto-NAT manually.

To enable Auto-NAT manually:

- In the WUI, open *Cluster Configuration > Layer 4 – Advanced Configuration*
- Change Auto-NAT from **off** to the external interface being used – typically **eth1**
- Click **Update**

This activates the rc.nat script that forces external network traffic to be MASQUERADED to and from the external network. The iptables masquerade rule that's used for this is shown below:

```
iptables -t nat -A POSTROUTING -o eth1 -j MASQUERADE
```

Enabling Access to non Load-Balanced Services

If you want specific services to be exposed on your Real Servers you have two choices:

- Setup a Virtual Service with a single Real Server for each service
- or
- Setup a floating IP address and individual SNAT/DNAT rules for each service as shown in the example below. These lines can be added to the firewall script using the WUI option *Maintenance > Firewall Script*

```
INT_ADDR="10.50.110.238"  
EXT_ADDR="192.168.111.250"
```

```
iptables -t nat -A POSTROUTING -p tcp -s $INT_ADDR -j SNAT --to-source $EXT_ADDR  
iptables -t nat -A PREROUTING -p tcp -d $EXT_ADDR -j DNAT --to-destination $INT_ADDR
```

Once the above SNAT/DNAT rules have been configured, the following firewall entries will be listed under *View Configuration > Firewall Rules*

```
Chain PREROUTING (policy ACCEPT 524 packets, 123K bytes)
pkts bytes target prot opt in  out  source      destination
 2 104 DNAT  tcp -- *  *   0.0.0.0/0   192.168.111.250 to:10.50.110.238

Chain POSTROUTING (policy ACCEPT 80 packets, 4896 bytes)
pkts bytes target prot opt in  out  source      destination
 0  0 SNAT  tcp -- *  *   10.50.110.238 0.0.0.0/0   to:192.168.111.250
```

N.B If Autonat is already enabled, only the DNAT rule (i.e. not the SNAT rule) will be required.



NOTE : Please don't hesitate to contact support@loadbalancer.org to discuss any specific requirements you may have.

One-Arm (Single Subnet) NAT Mode

Normally the VIP is located on a different subnet to the Real Servers.

However, it is possible to perform NAT mode load balancing on a single subnet. Here, the VIP is brought up in the same subnet as the Real Servers. For clients located on this subnet, return traffic would normally be sent directly to the client bypassing the load balancer which would break NAT mode. To address this, the routing table on the Real Servers must be modified to force return traffic to go via the load balancer.

The sections below explain how routing must be modified for Windows hosts and Linux hosts.

Route Configuration for Windows Servers

To rectify this issue for Windows servers, a route must be added to each server that takes priority over the default Windows routing rules.

This is a simple case of deleting the default route and adding a permanent route via the load balancer as shown below:

```
route delete 192.168.2.0 mask 255.255.255.0
route add -p 192.168.2.0 mask 255.255.255.0 192.168.2.21 metric 1
```

Or using netsh commands:

```
netsh interface ipv4 delete route 192.168.2.0/24 "LAN"
netsh interface ipv4 add route 192.168.2.0/24 "LAN" 192.168.2.21
```

N.B. Replace 192.168.2.0 with your local subnet address

N.B. Replace 192.168.2.21 with the IP address of your load balancer

N.B. Replace "LAN" with the name of your Interface

This replaces the default route with a new route which goes via the loadbalancer.

Any local traffic (same subnet) is handled by this route and any external traffic is handled by the default route (which also points at the load balancer).

Route Configuration for Linux Servers

To rectify this issue for Linux servers, we need to modify the local network route by changing to a higher metric:

```
route del -net 192.168.2.0 netmask 255.255.255.0 dev eth0  
route add -net 192.168.2.0 netmask 255.255.255.0 metric 2000 dev eth0
```

Then we need to make sure that local network access uses the load balancer as its default route:

```
route add -net 192.168.2.0 netmask 255.255.255.0 gateway 192.168.2.21 metric 0 dev eth0
```

N.B. Replace 192.168.2.21 with the IP address of your load balancer

Any local traffic (same subnet) is then handled by this manual route and any external traffic is handled by the default route (which also points at the load balancer).

Firewall Marks

Using firewall marks enables multiple ports and/or multiple IP addresses to be combined into a single Virtual Service. A common use of this feature is to aggregate port 80 (HTTP) and port 443 (HTTPS) so that when a client fills their shopping cart on via HTTP, then move to HTTPS to give their credit card information, they will remain on the same Real Server.

Firewall Marks – Auto Configuration

When defining a layer 4 VIP with multiple ports, firewall marks are used automatically in the background to enable this functionality. For example, to configure an HTTP & HTTPS NAT mode Virtual Service, port 80 & 443 must be specified separated by a comma in the 'Virtual Service Ports' field as shown below:

Label	<input type="text" value="HTTP-Cluster"/>	?	
Virtual Service	IP Address	<input type="text" value="192.168.115.100"/>	?
	Ports	<input type="text" value="80,443"/>	?
Protocol	<input type="text" value="TCP"/>	▼	?
Forwarding Method	<input type="text" value="NAT"/>	▼	?

This will automatically configure the load balancer for firewall marks.

N.B. Persistence will be enabled automatically

For NAT mode VIPs, leave the Real Server port blank as shown below:

Label	<input type="text" value="IIS1"/>	?
Real Server IP Address	<input type="text" value="192.168.30.22"/>	?
Real Server Port	<input type="text"/>	?
Weight	<input type="text" value="100"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?

Packets will then be forwarded to the Real Servers on the same port as it was received at the VIP.

N.B. For Layer 4 DR mode VIPs, there is no Real Server Port field since port translation is not possible in this mode and packets will be forwarded to the same port as specified for the VIP

 **NOTE :** To create an auto firewall mark VIP that listens on **all ports**, simply specify * in the ports field rather than a specific port number.

 **NOTE :** The health check port is automatically set to be the first port in the list, e.g. if ports 80 & 443 are defined for the VIP, the check port is automatically set to port 80. This can be changed if required using the *Check Port* field.

Firewall Marks – Manual Configuration

Firewall Marks can also be configured manually. This may be required for example when both TCP and UDP are needed for a particular VIP. The basic concept is to create a firewall rule that matches incoming packets to a particular IP address / port(s) and mark them with an arbitrary integer. A Virtual Service is also configured specifying this firewall mark integer instead of the IP address.

EXAMPLE 1 – Setup a new DR Mode Firewall Mark when no Initial VIP has been Created

Step 1: Create the New VIP

- Using the WUI, go to *Cluster Configuration > Layer 4 – Virtual Services*
- Click **Add a new Virtual Service**
- Define the required *Label* (name) for the VIP
- Instead of entering an IP address, enter a numeric value representing the 'mark' as shown below, e.g. **1**

Label	<input type="text" value="Cluster-1"/>	?
Virtual Service	IP Address <input type="text" value="1"/>	?
	Ports <input type="text"/>	?
Protocol	<input type="text" value="Firewall Marks"/>	?
Forwarding Method	<input type="text" value="Direct Routing"/>	?

- Leave the *Virtual Service Ports* field blank (the ports will be defined in the firewall script in step 5 below)
- Set *Protocol* to **Firewall Marks**
- Set the *Forwarding Method* to **Direct Routing**
- Click **Update**

N.B. Persistence will be enabled automatically

Step 2: Define a Health-Check Port

- Using the WUI, go to *Cluster Configuration > Layer 4 – Virtual Services*
- Click **[Modify]** next to the new Virtual Service
- Enter the appropriate value in the *Check Port* field
- Click **Update**

Step 3: Add the Real Servers

- Using the WUI, go to *Cluster Configuration > Layer 4 – Real Servers*
- Click **Add a new Real Server**
- Enter the required details as shown below

Label	<input type="text" value="Server1"/>	?
Real Server IP Address	<input type="text" value="192.168.111.241"/>	?
Weight	<input type="text" value="100"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?

- Click **Update**

Step 4: Add the Associated Floating IP Address for the VIP

- Using the WUI, go to *Cluster Configuration > Floating IPs*
- Add a floating IP that corresponds to the required VIP, in this example **192.168.111.240**

New Floating IP

Add Floating IP

- Click **Add Floating IP**

Step 5: Modify the Firewall Script

- Using the WUI, go to *Maintenance > Firewall Script*
- Un-comment / modify the example firewall marks section as shown below:

FIREWALL SCRIPT

```
28 ##### Manual Firewall Marks #####
29
30 # Example: Associate HTTP and HTTPS with Firewall Mark 1:
31 VIP1="192.168.111.240"
32 iptables -t mangle -A PREROUTING -p tcp -d $VIP1 --dport 80 -j MARK --set-mark 1
33 iptables -t mangle -A PREROUTING -p tcp -d $VIP1 --dport 443 -j MARK --set-mark 1
34
35 # A Virtual Service may then be created in the web interface, using 1 as the
36 # service address.
37
38 #It is also possible to bind TCP and UDP protocols together with a firewall mark.
39 #VIP1="192.168.64.27"
40 #iptables -t mangle -A PREROUTING -p tcp -d $VIP1 --dport 80 -j MARK --set-mark 1
41 #iptables -t mangle -A PREROUTING -p udp -d $VIP1 --dport 300 -j MARK --set-mark 1
42
43
44 ##### Packet Filtering #####
45
46 # You should always use a network perimeter firewall to lock down all
47 # external access to the load balancer except the required Virtual Services
48 # and the required services from your admin machine / network (SSH & HTTPS)
49
50 # Allow unlimited traffic on the loopback interface:
51 #iptables -A INPUT -i lo -j ACCEPT
52 #iptables -A OUTPUT -o lo -j ACCEPT
53
54
55
56 echo "Firewall Activated"
57 exit 0;
58
--
```

Update

- Click **Update**
- If using a clustered pair, make the same changes to the firewall script (i.e. step 5) on the slave unit.

*** The VIP is now configured and will be accessible on 192.168.111.240 , TCP ports 80 & 443 ***

EXAMPLE 2 – Setup a Firewall Mark by Modifying an Existing VIP

In this case, the floating IP address associated with the VIP will already exist so does not need to be created manually.

Step 1: Modify the Existing Virtual Service

- Using the WUI, go to *Cluster Configuration > Layer 4 – Virtual Services*
- Click **[Modify]** next to the relevant VIP

Label	<input type="text" value="Cluster-2"/>	?
Virtual Service	IP Address <input type="text" value="2"/>	?
	Ports <input type="text"/>	?
Protocol	<input type="text" value="Firewall Marks"/>	?

- Change the IP address to the chosen 'mark' value as shown above
- Clear the *Virtual Service Ports* field
- Set the *Protocol* field to Firewall Marks
- Click **Update**

Step 2: Define a Health-Check Port

- Using the WUI, go to *Cluster Configuration > Layer 4 – Virtual Services*
- Click **[Modify]** next to the new Virtual Service
- Enter the appropriate value in the *Check Port* field
- Click **Update**

Step 3: Modify the Firewall Script

- Using the WUI, go to *Maintenance > Firewall Script*
- Un-comment / modify the example firewall marks section as shown in the following example. Additional ports can be added as required by adding additional iptables entries and specifying the appropriate port / protocol.

FIREWALL SCRIPT

```
28 ##### Manual Firewall Marks #####
29
30 # Example: Associate HTTP and HTTPS with Firewall Mark 1:
31 VIP1="192.168.111.240"
32 iptables -t mangle -A PREROUTING -p tcp -d $VIP1 --dport 80 -j MARK --set-mark 1
33 iptables -t mangle -A PREROUTING -p tcp -d $VIP1 --dport 443 -j MARK --set-mark 1
34
35 # A Virtual Service may then be created in the web interface, using 1 as the
36 # service address.
37
38 #It is also possible to bind TCP and UDP protocols together with a firewall mark.
39 #VIP1="192.168.64.27"
40 #iptables -t mangle -A PREROUTING -p tcp -d $VIP1 --dport 80 -j MARK --set-mark 1
41 #iptables -t mangle -A PREROUTING -p udp -d $VIP1 --dport 300 -j MARK --set-mark 1
42
43
44 ##### Packet Filtering #####
45
46 # You should always use a network perimeter firewall to lock down all
47 # external access to the load balancer except the required Virtual Services
48 # and the required services from your admin machine / network (SSH & HTTPS)
49
50 # Allow unlimited traffic on the loopback interface:
51 #iptables -A INPUT -i lo -j ACCEPT
52 #iptables -A OUTPUT -o lo -j ACCEPT
53
54
55
56
57 echo "Firewall Activated"
58 exit 0;
--
```

Update

- Click Update

*** The VIP is now configured and will be accessible on 192.168.111.240 , TCP ports 80 & 443 ***

Firewall Mark Notes:

- When using firewall marks the load balancer forwards traffic to the selected Real Server without changing the destination port. So, incoming traffic to port 80 on the Virtual IP will be forwarded to port 80 on one of the Real Servers. Likewise, incoming traffic to port 443 will be forwarded to port 443 on the same Real Server
- You can only have one health check port assigned, so if you are grouping port 80 and 443 traffic together you can only check one of these ports, typically this would be port 80
- You can specify a range of ports rather than a single port as shown below:

```
iptables -t mangle -A PREROUTING -p tcp -d 10.141.12.34 --dport 1024:5000 -j MARK --set-mark 1
```

this specifies destination ports from 1024 to 5000

- You can leave the upper limit blank to use the default upper limit as shown below:

```
iptables -t mangle -A PREROUTING -p tcp -d 10.141.12.34 --dport 1024: -j MARK --set-mark 1
```

this specifies destination ports from 1024 to 65536

- You can specify a range of IP addresses as shown below:

```
iptables -t mangle -A PREROUTING -p tcp -m iprange --dst-range 10.141.12.34-10.141.12.40 --dport 80 -j MARK --set-mark 1
```

this specifies the destination IP address as a range from 10.141.12.34 to 10.141.12.40

Layer 4 – Advanced Configuration

This section allows you to configure the various layer 4 global settings.

LAYER 4 - ADVANCED CONFIGURATION

Lock Ldirectord Configuration	<input type="checkbox"/>	?
Check Interval	<input type="text" value="5"/>	?
Check Timeout	<input type="text" value="3"/>	?
Negotiate Timeout	<input type="text" value="5"/>	?
Failure Count	<input type="text" value="2"/>	?
Quiescent	<input type="text" value="no"/>	?
Email Alert Source Address	<input type="text"/>	?
Email Alert Destination Address	<input type="text"/>	?
Auto-NAT	<input type="text" value="off"/>	?
Multi-threaded	<input type="text" value="yes"/>	?

[Update](#)

Lock Ldirectord Configuration – Prevent the web interface from writing the Ldirectord configuration file, so that manual changes are retained. Manual changes to the Ldirectord configuration file may be overwritten if settings are edited in the WUI. Locking the configuration file will prevent the web interface from modifying the file so that custom edits are preserved.

A warning message will be displayed on all Layer 4 configuration pages, and changes will be denied.

Warning: The Layer 4 configuration is set to read-only – changes made on this page will not be saved. Read-only mode may be disabled on the [Advanced Configuration](#) page.



NOTE : If manual changes are made to configuration files, then *Lock Ldirectord Configuration* is unchecked, any changes made via the WUI will overwrite the manual changes.

Check Interval – Layer 4 (Ldirectord) health check interval in seconds. If this setting is too low, you may experience unexpected Real Server downtime.

Check Timeout – Layer 4 (Ldirectord) health check timeout in seconds. If this setting is too low, you may induce unexpected Real Server downtime.

Negotiate Timeout – Layer 4 (Ldirectord) negotiate health check timeout in seconds. The negotiate checks may take longer to process as they involve more server side processing than a simple TCP socket connect check. If this setting is too low, you may induce unexpected Real Server downtime.

Failure Count – Layer 4 (Ldirectord) number of times a check has to fail before taking server offline. The time to detect a failure and take down a server will be (check interval + check timeout) * failure count.

Quiescent – When a Real Server fails a health check, do we kill all connections?

When Quiescent is set to **yes**, on a health check failure the Real Server is not removed from the load balancing table, but the weight is set to 0. Persistent connections will continue to be routed to the failed server, but no new connections will be accepted.

When Quiescent is set to **no**, the server is completely removed from the load balancing table on a health check failure. Persistent connections will be broken and sent to a different Real Server.

N.B. Quiescent only applies to health checks – it has no effect on taking Real Servers offline in System Overview. To manually force a Real Server to be removed from the table, set Quiescent to no and arrange for the server to fail its health check. This may be done, for example, by shutting down the daemon or service, changing the negotiate check value, or shutting down the server.

Email Alert Source Address – Specify the global source address of the email alerts. When an email alert is sent, the system will use this address as the 'From' field.

Email Alert Destination Address – Specify the global destination email alert address. This address is used to send notifications of Real Server health check failures. This can also be configured on a Virtual Service level.

Auto NAT – Automatically NAT outbound network connections from internal servers. By default servers behind the load balancer in a NAT configuration will not have access to the outside network. However clients on the outside will be able to access load balanced services. By enabling Auto NAT the internal servers will have their requests automatically mapped to the load balancers external IP address. The default configuration is to map all requests originating from internal network eth0 to the external IP on eth1. If you are using a different interface for external traffic you can select it here. Manual SNAT and DNAT configurations for individual servers can also be configured in the firewall script.

Multi-threaded – Perform health checks with multiple threads. Using multiple-threads for health checks will increase performance when you have a large number of Virtual Services.

Layer 7 Services

The Basics

Layer 7 services are based on HAProxy which is a fast and reliable proxying and load balancing solution for TCP and HTTP-based applications.

Since HAProxy is a full proxy, Layer 7 services are not transparent by default, i.e. the client source IP address is lost as requests pass through the load balancer and instead are replaced by the load balancer's own IP address.

Layer 7 supports a number of persistence methods including source IP address, HTTP cookie (both application based and inserted), Connection Broker, RDP cookie and SSL session ID.

When a VIP is added the load balancer automatically adds a corresponding floating IP address which is activated instantly. Check *View Configuration > Network Configuration* to ensure that the Floating IP address has been activated correctly. They will show up as secondary IP addresses under the relevant interface.

Multiple ports can be defined per VIP, for example 80 & 443. In this case it may also be useful to enable persistence (a.k.a. affinity / stickiness) to ensure that clients hit the same back-end server for both HTTP & HTTPS traffic and also prevent the client having to renegotiate the SSL connection.

With Layer 7, port re-direction is possible, i.e. VIP:80 → RIP:8080 is supported

From v7.6.3, manual configuration of layer 7 services is possible using the WUI.



NOTE : It's not possible to configure a VIP on the same IP address as any of the network interfaces. this ensures services can 'float' (move) between master and slave appliances

Creating Virtual Services (VIPs)

Each Virtual Service can have an unlimited number of Real Servers (except the Enterprise R20 which is limited to 5 x VIPs each with up to 4 RIPs). Typically you'll need one Virtual Service for each distinct cluster. Multiple ports can also be specified.

to add a new layer 7 VIP:

- In the WUI, open *Cluster Configuration > Layer 7 – Virtual Services*
- Click **Add a new Virtual Service**

Label	VIP Name	?	
Virtual Service	IP Address	10.0.0.20	?
	Ports	80	?
Layer 7 Protocol	HTTP Mode	▼	?
Manual Configuration	<input type="checkbox"/>		?

- Enter an appropriate *Label* (name) for the new Virtual Service
- Enter the required IP address in the *Virtual Service IP Address* field
- Enter the required ports(s) in the *Virtual Service Ports* field, separate multiple ports with commas, specify a range with a hyphen and specify all ports using an asterisk

 **NOTE** : the following ports are used by the appliance and therefore cannot be used for Virtual Services: 22 (SSH), 9080 (WUI – HTTP), 9443 (WUI – HTTPS), 7777 (HAProxy statistics page), 7778 (HAProxy persistence table replication and 9081 (nginx fallback page).

- Select the Layer 7 protocol to be handled by this Virtual Service, either HTTP or TCP

HTTP Mode – Selected if the Virtual Service will handle only HTTP traffic. Allows more flexibility in the processing of connections. The HTTP Cookie and HTTP application cookie modes, and the X-Forwarded-For header all require HTTP to be selected. In addition, HAProxy logs will show more information on the client requests and Real Server responses.

TCP Mode – Required for non HTTP traffic such as HTTPS, RPC, RDP, FTP etc.

- If the VIP will be configured manually, check (enable) the **Manual Configuration** check-box
N.B. Please refer to page [113](#) for more information on manually configuring layer 7 services
- Click **Update**
- Now proceed to define the RIPs (Real Servers) as detailed on page [112](#)

Modifying a Virtual Service

When first adding a Virtual Service, only certain values can be configured, others are set at their default setting. These values can be changed after the Virtual Service has been created by clicking [**Modify**] next to the relevant Virtual Service. Additional settings that can be changed are:

Option	Description
HTTP Pipeline Mode	<p>Select how HAProxy should handle HTTP pipelining to client and server</p> <p>No change - Act as a transparent tunnel, allowing the client and server to negotiate pipelining.</p> <p>Close both client and server - Disable pipelining, always closing connections to both client and server using HTTP.</p> <p>Keep-alive client, close server - Allow client to negotiate pipelining, whilst closing the server connection using HTTP.</p> <p>Close client, force close server - Close the server connection at the TCP layer, as well as sending the Connection: close header. Also close the client connection using HTTP.</p>
Work around broken <i>Connection: close</i>	<p>Work around Real Servers that do not correctly implement the HTTP <i>Connection:close</i> option. This does not take effect when HTTP pipeline mode is set to No change.</p>

Balance Mode	The scheduler used to specify server rotation. Specify the scheduler to utilize when deciding the back-end server to use for the next new connection.
Persistence Mode	<p>Select how the load balancer should track clients so as to direct each request to the same server.</p> <p>HTTP Cookie - The load balancer will set an HTTP Cookie to track each client.</p> <p>Application Cookie - Where an existing HTTP Cookie is set by the web application on the Real Servers, use this to track each client.</p> <p>SSL Session ID - Read the Session ID from the SSL connection and use this to track each client.</p> <p>MS Session Broker - Use the server-set msts RDP Cookie to track clients connecting to a Microsoft Terminal Server. The Session Broker service must be enabled on the real servers.</p> <p>RDP Client Cookie - Use the client-set mstshash RDP Cookie to track clients connecting to a Microsoft Terminal Server. If the cookie is missing, source IP persistence will be used instead.</p> <p>Source IP - Make sure the same source IP always hits the same server.</p> <p>HTTP Cookie and Source IP - As HTTP Cookie, falling back to Source IP if the cookie is missing from the HTTP request.</p> <p>None - No persistence. The allocation of clients to Real Servers will be determined solely by the Balance Mode.</p>
Persistence Options	<p>The persistence options depend on which mode is selected. The following list details all available options.</p> <p>HTTP Cookie name – set the name of the HTTP cookie</p> <p>Application Cookie name - The name of a cookie used by the application running on the Real Servers. If set, this enables connection persistence based on an existing application cookie, ensuring that a client is always directed to the same Real Server. Note that this option requires the selection of HTTP Application Cookie persistence mode.</p> <p>Application Cookie Length – The number of characters of the application cookie value to match. When storing and matching an Application Cookie value, the loadbalancer will use only the number of characters given here. If the cookie value is shorter than this maximum, only the actual length will be stored.</p> <p>Application Cookie hold time - The time-out period before an idle application cookie is removed from memory. The application cookie will be removed from memory when it has been idle for longer than the Hold Time period. The default units are milliseconds.</p> <p>Persistence timeout - The time-out period before an idle connection is removed from the connection table. The source IP address will be removed from memory when it has been idle for longer than the persistence timeout. The default units are minutes.</p>

	<p>Persistence table size - The size of the table of connections in KB. The size of the table of connections (approx 50 bytes per entry) where connection information is stored to allow a session to return to the same server within the timeout period. The default units are in KB.</p>
Feedback Method	<p>Select whether HAProxy should query each Real Server for its load level.</p> <p>Agent - The Real Server is queried every health check interval for the real server's percent CPU idle. This is used to set each Real Server's weight to a value proportional to its initial weight. For example, if the initial weight is 100 and the percentage cpu idle is 34, the weight will be set to 34. Remember lower numbers mean lower priority for traffic, when compared with other real servers in the pool.</p> <p>None - HAProxy will not modify the Real Server's weight.</p>
Fallback Server	<p>Configure fallback server settings. i.e. where to direct requests if all RIPs are down.</p> <p>IP Address – define the server's IP address Port - define the server's IP address</p> <p>Fallback Persistence - Configure the Fallback server to be persistent. During a health-check failure users can be forwarded to a fallback server. Setting this to on will make this server persistent so that when the Real Servers are put back in the pool, they will remain on the fallback server until their persistence times out. Setting this to off will move users to a Real Server as soon as one is available.</p>
Health Checks	<p>Specify the type of health check to be performed on the real servers.</p> <p>Negotiate HTTP - Scan the page specified in <i>Request to Send</i>, and check the returned data for the <i>Response Expected</i> string.</p> <p>Negotiate HTTPS - Scan the page specified in <i>Request to Send</i>, and check the returned data for the <i>Response Expected</i> string.</p> <p><i>N.B. If a negotiate http or https check is used and Request to Send is configured but Response Expected is left blank, the appliance looks for a 200 OK response from the real server.</i></p> <p>Connect to port - Attempt to make a connection to the specified port.</p> <p>External Script - Use a custom file for the health check. Specify the script name & path in the <i>Check Script</i> field.</p> <p>MySQL - The check consists of sending two MySQL packets, one Client Authentication packet, and one QUIT packet, to correctly close the MySQL session. It then parses the MySQL Handshake Initialization packet and/or Error packet. It's a basic but useful test and does not produce errors or aborted connects on the server. However, it requires adding an authorization in the MySQL table as follows:</p> <p>use mysql; INSERT INTO user (Host,User) values ('<appliance-IP>','<username>'); flush privileges;</p> <p>e.g.</p> <p>use mysql; INSERT INTO user (Host,User) values ('192.168.1.1','probe'); flush privileges;</p>

	<p>No checks, Always on – No health checks, all real servers are marked online.</p>
Health Check Options	<p>The health check options depend on which mode is selected. The following list details the possible options.</p> <p>Check Port - Specify a different port for health checks. If specified this setting overrides the default checkport, useful when you are balancing multiple ports.</p> <p>Request to send - Specify a specific file for the health check. Open the specified file and check for the response expected. This may be used to run a server-side script to check the health of the backend application.</p> <p>For example, if index.html was specified in this field, the following check directive would be automatically created in the HAProxy configuration file: <pre>option httpchk GET /index.html HTTP/1.0</pre></p> <p><i>N.B. the back-slash character before 'index.html' is added automatically</i></p> <p>Response expected - The content expected for a valid health check on the specified file. The response expected can be any valid regular expression. Continuing the example above, if the file index.html contained the word 'Copyright' response expected would be set to Copyright. The following check directive would then be automatically created in the HAProxy configuration file: <code>http-check expect rstring Copyright</code></p> <p>Check Script – Specify the external check script.</p> <p>Username – Specify the SQL database username.</p> <p>Host Header - Set the HTTP Host header to be sent with health check requests. If the real server's web server is configured to require a Host header, the value to be used in health checks may be set here.</p>
Maximum Connections	<p>Specifies the maximal number of concurrent connections that will be sent to this server. If the number of incoming concurrent requests goes higher than this value, they will be queued, waiting for a connection to be released.</p>
Timeout	<p>Use this option to override the default client & server timeouts in the Layer 7 advanced section.</p>
Set X-Forwarded-For Header	<p>Instruct HAProxy to add an X-Forwarded-For (XFF) header to all requests, showing the client's IP Address. If HTTP is selected under Layer 7 Protocol, HAProxy is able to process the header of incoming requests. With this option enabled, it will append a new X-Forwarded-For header containing the client's IP Address. This information may be extracted by the Real Server for use in web applications or logging.</p>
Force to HTTPS	<p>If set to 'Yes' any HTTP connections that are made on this VIP will be forced to reconnect using HTTPS. This will keep any entered URL. If you are terminating the SSL on the Loadbalancer you should use the same VIP address for both the SSL Termination and Layer7 configurations.</p>
HTTPS Redirect Code <i>(available when Force to</i>	<p>Indicates which type of HTTP redirection is desired. Codes 301, 302, 303, 307 and 308 are supported, with 302 used by default if no code is</p>

<i>HTTPS is enabled)</i>	<p>specified.</p> <p>301 means "Moved permanently", and a browser may cache the Location. 302 means "Moved permanently" and means that the browser should not cache the redirection. 303 is equivalent to 302 except that the browser will fetch the location with a GET method. 307 is just like 302 but makes it clear that the same method must be reused. 308 replaces 301 if the same method must be used.</p>
Proxy Protocol	<p>Enable Proxy Protocol if using STunnel SSL Off-load. If you wish to use this VIP with STunnel for SSL off-load whilst passing the client's IP address to the real servers this option needs to be enabled (checked). Please ensure that TProxy is enabled in the Layer7 Advanced options and that the 'Set as Transparent Proxy' is enabled in your STunnel VIP.</p>

	<p>NOTE : For more details on configuring health-checks please refer to Chapter 8 starting on page 158.</p>
---	--

Creating Real Servers (RIPs)

You can add an unlimited number of Real Servers to each Virtual Service (except the Enterprise R20 which is limited to 5 x VIPs each with up to 4 RIPs). For layer 7 VIPs port redirection is possible so the Real Server port field can be set to a different value to the VIP port. Real Servers in a Layer 7 configuration can be on any subnet in any network as long as they are accessible from the load balancer.

to add a new layer 7 RIP:

- In the WUI, open *Cluster Configuration > Layer 7 – Real Servers*
- Click **Add a new Real Server** next to the relevant Virtual Service

Label	<input type="text" value="RIP Name"/>	?
Real Server IP Address	<input type="text"/>	?
Real Server Port	<input type="text"/>	?
Weight	<input type="text" value="100"/>	?

- Enter an appropriate *Label* (name) for the new Real Server
- Enter the required IP address in the *Real Server IP Address* field
- Specify the required *Weight*, this is an integer specifying the capacity of a server relative to the others in the pool, the valid values of weight are 0 through to 65535, the default is 1



NOTE : The configuration options *Re-Encrypt to Backend*, *Minimum Connections* and *Maximum Connections* are available when the Real Server is modified using the **[Modify]** option after the RIP has been created.

Persistence Considerations

Persistence State Table Replication

If you want the current persistent connection table to work when the master load balancer swaps over to the slave then this can be enabled using the WUI. Enabling this option will replicate persistence tables for all relevant layer 7 VIPs to the peer load balancer.

to enable persistence state table replication:

- In the WUI, open *Cluster Configuration > Layer 7 – Advanced Configuration*
- Enable the *Persistence Table Replication*
- Click **Update**

N.B. This option is not available if you have IPv6 Virtual Services in your HAProxy configuration.

Layer 7 – Custom Configurations

From v7.6.3 it's possible to manually configure custom Layer 7 services via the WUI. Previously the HAProxy configuration file (/etc/haproxy/haproxy.cfg) had to be manually edited which had a number of disadvantages.

Configuring Manual Virtual Services

Step 1

Create a new layer 7 Virtual Service using the WUI option: *Cluster Configuration > Layer 7 - Virtual Services* ensuring that the **Manual Configuration** check-box is ticked. Enabling this option stops the HAProxy configuration file being written for this virtual service, leaving the user to configure via the WUI option: *Cluster Configuration > Layer 7 – Manual Configuration* instead.

Step 2

Define the required layer 7 Real Servers using the WUI option: *Cluster Configuration > Layer 7 – Real Servers*.

Step 3

Use the WUI option: *Cluster Configuration > Layer 7 - Manual Configuration* to manually define the Virtual Service and Real Servers using the same Names, IP Addresses and Ports used in steps 1 & 2.



NOTE : Make sure you use the same Names, IP Addresses and Ports in Step 3 as you did in Step 1 & 2. This is required to ensure that the system overview is able to report the VIP & RIP status correctly. If different details were used, this would not be possible.

Manual Config Ex. 1 – Simple HTTP Redirect

In this example, requests that start with **/staff/** or **/staff** will be redirected to <https://login.domain.com>

```
listen VIP1
bind 192.168.2.110:80
mode http
balance leastconn
acl ACL-1 path_beg /staff/                                ← see note 1
acl ACL-2 path_beg /staff                                ← see note 1
redirect location https://login.domain.com if ACL-1 or ACL-2 ← see note 2
cookie SERVERID insert nocache indirect
server backup 127.0.0.1:9081 backup non-stick
option httpclose
option forwardfor
option redispatch
option abortonclose
maxconn 40000
server rip1 192.168.110.111:80 weight 1 cookie rip1 check inter 2000 rise 2 fall 3 minconn 0 maxconn 0 on-
marked-down shutdown-sessions
server rip1 192.168.110.112:80 weight 1 cookie rip1 check inter 2000 rise 2 fall 3 minconn 0 maxconn 0 on-
marked-down shutdown-sessions
```

Configuration Steps:

1. Using the WUI option: *Cluster Configuration > Layer 7 – Virtual Services* create a Layer 7 VIP with the required Label (name), IP Address and Port, and ensure that the **Manual Configuration** checkbox is enabled, e.g. :

Label	<input type="text" value="VIP1"/>	?	
Virtual Service	IP Address	<input type="text" value="192.168.2.110"/>	?
	Ports	<input type="text" value="80"/>	?
Layer 7 Protocol	<input type="text" value="HTTP Mode"/>	?	
Manual Configuration	<input checked="" type="checkbox"/>	?	

2. Using the WUI option: *Cluster Configuration > Layer 7 – Real Servers* define the associated RIPs in the normal way, e.g. :

Label	<input type="text" value="rip1"/>	?
Real Server IP Address	<input type="text" value="192.168.110.111"/>	?
Real Server Port	<input type="text" value="80"/>	?
Weight	<input type="text" value="100"/>	?

3. Select the WUI option: *Cluster Configuration > Layer 7 – Manual Configuration* and define the required VIP / RIP settings in the text window using the same Names, IP Addresses and Ports used in the WUI. e.g. :

```
listen VIP1
bind 192.168.2.110:80
mode http
balance leastconn
acl ACL-1 path_beg /staff/
acl ACL-2 path_beg /staff
redirect location https://login.domain.com if ACL-1 or ACL-2
cookie SERVERID insert nocache indirect
server backup 127.0.0.1:9081 backup non-stick
option httpclose
option forwardfor
option redispatch
option abortonclose
maxconn 40000
server rip1 192.168.110.111:80 weight 1 cookie rip1 check inter 2000 rise      2 fall 3 minconn 0
maxconn 0 on-marked-down shutdown-sessions
server rip1 192.168.110.112:80 weight 1 cookie rip1 check inter 2000 rise  2 fall 3 minconn 0
maxconn 0 on-marked-down shutdown-sessions
```

4. Click **Update**

5. Now reload HAProxy using the **Reload HAProxy** button in the blue *Commit Changes* box at the top of the screen or by using the WUI option: *Maintenance > Restart Services*

Notes:

1. These lines configure 2 ACL's named **ACL-1 & ACL-2** where the criteria for a match is that the URL starts with either */staff/* or */staff*
2. This line causes a redirect to **https://login.domain.com** to occur when either acl is matched

Manual Config Ex. 2 – Load Balancing with URL matching using ACL's

To support URL matched load balancing the structure of the HAProxy configuration file must be changed to use the front-end / back-end model as shown in the example below:

```
frontend f1
  bind 192.168.2.110:80
  acl ACL-1 path_beg /test1
  acl ACL-2 path_beg /test2
  use_backend b1 if ACL-1
  use_backend b2 if ACL-2
  default_backend b2
  option httpclose

backend b1
  cookie SERVERID insert nocache indirect
  server s1 192.168.2.111:80 weight 1 cookie s1 check
  server s2 192.168.2.112:80 weight 1 cookie s2 check

backend b2
  cookie SERVERID insert nocache indirect
  server s3 192.168.2.113:80 weight 1 cookie s3 check
  server s4 192.168.2.114:80 weight 1 cookie s4 check
```

Configuration Steps:

1. Using the WUI option: *Cluster Configuration > Floating IPs*, add a floating IP for the new VIP, in this example 192.168.2.110 is added to match the IP address required:

FLOATING IPs

New Floating IP

192.168.2.110

Add Floating IP

2. Click **Add Floating IP**
3. Select the WUI option: *Cluster Configuration > Layer 7 – Manual Configuration* and define the required VIP / RIP settings in the text window. .e.g. :

```
frontend F1
bind 192.168.2.110:80
```

```
acl ACL-1 path_beg /test1
acl ACL-2 path_beg /test2
use_backend B1 if ACL-1
use_backend B2 if ACL-2
default_backend B2
option httpclose
```

```
backend B1
cookie SERVERID insert nocache indirect
server s1 192.168.2.111:80 weight 1 cookie s1 check
server s2 192.168.2.112:80 weight 1 cookie s2 check
```

```
backend B2
cookie SERVERID insert nocache indirect
server s3 192.168.2.113:80 weight 1 cookie s3 check
server s3 192.168.2.114:80 weight 1 cookie s3 check
```

4. Click **Update**
5. Now reload HAProxy using the **Reload HAProxy** button in the blue *Commit Changes* box at the top of the screen or by using the WUI option: *Maintenance > Restart Services*

Notes:

1. **ACL-1 & ACL-2** are the names of the ACLs
2. **path_beg** matches the beginning of the path to a certain value, in this case **/test1 & /test2** and then directs requests to the appropriate back-end, either backend B1 or B2



IMPORTANT : This example uses the Frontend/Backend structure to define the Layer 7 Virtual Service. When using this structure, the related Virtual Service cannot be displayed in the System Overview so there is no need to define a matching VIP in this case.

These are fairly simple examples to show the principle of using ACLs. For much more information please refer to the HAProxy manual at the following link:

<http://www.haproxy.org/download/1.6/doc/configuration.txt>

(Search that page for "Using ACLs")



NOTE : Don't hesitate to contact support@loadbalancer.org to discuss any specific ACL or other custom configuration requirements you may have.

HAProxy Error Codes

For reference, HAProxy's own error codes are as follows:

Code	When / Reason
200	access to stats, and when replying to monitoring requests
301	when performing a redirection, depending on the configured code
302	when performing a redirection, depending on the configured code
303	when performing a redirection, depending on the configured code
400	for an invalid or too large request
401	when an authentication is required to perform the action (when accessing the stats page)
403	when a request is forbidden by a "block" ACL or "reqdeny" filter
408	when the request timeout strikes before the request is complete
500	when HAProxy encounters an unrecoverable internal error, such as a memory allocation failure, which should never happen
502	when the server returns an empty, invalid or incomplete response, or when an "rspdeny" filter blocks the response
503	when no server was available to handle the request, or in response to monitoring requests which match the "monitor fail" condition
504	when the response timeout strikes before the server responds

For a complete HAProxy reference please refer to the following link:

<http://www.haproxy.org/download/1.6/doc/configuration.txt>

Layer 7 – Advanced Configuration

This section allows you to configure the various layer 7 global settings.

Lock HAProxy Configuration (Deprecated)	<input type="checkbox"/>	?
Logging	<input type="checkbox"/>	?
Log Only Errors	<input type="checkbox"/>	?
Redispatch	<input checked="" type="checkbox"/>	?
Connection Timeout	<input type="text" value="4000"/> ms	?
Client Timeout	<input type="text" value="42000"/> ms	?
Real Server Timeout	<input type="text" value="43000"/> ms	?
Maximum Connections	<input type="text" value="40000"/>	?
ulimit	<input type="text"/>	?
Abort on Close	<input checked="" type="checkbox"/>	?
Transparent Proxy	<input type="checkbox"/>	?
Disable On Start	<input type="checkbox"/>	?
Interval	<input type="text" value="4000"/> ms	?
Rise	<input type="text" value="2"/> checks	?
Fall	<input type="text" value="2"/> checks	?
Feedback Agent Interval	<input type="text" value="2000"/> ms	?
HAProxy Statistics Page	Password <input type="text"/>	?
	Port <input type="text" value="7777"/>	?
	Advanced Stats <input type="checkbox"/>	?
Request buffer length	<input type="text" value="16384"/> bytes	?
Header buffer length	<input type="text" value="1024"/> bytes	?
Persistence Table Replication	<input type="checkbox"/>	?
	Replication port <input type="text" value="7778"/>	?

[Update](#)

Lock HAProxy Configuration – Prevent the WUI writing to the HAProxy configuration file. Manual changes to the HAProxy configuration file may be overwritten if settings are edited in the web interface. Locking the configuration file will prevent the web interface from modifying the file, so that custom edits are preserved. A warning message will be displayed on all Layer 7 configuration pages, and changes will be denied.

Warning: The HAProxy configuration is set to read-only – changes made on this page will not be saved. Read-only mode may be disabled on the [Advanced Configuration](#) page.



NOTE : This Feature is now deprecated. It's now possible to configure each virtual service as read-only. The manual configuration can then be created using the WUI option: *Layer 7 - Manual Configuration*

Logging – Activate detailed logging of the Layer 7 HAProxy service. When activated the HAProxy log is written to /var/log/haproxy.log.

Log Only Errors – Do not log operational connection details, only log errors.

Redispatch – Allows HAProxy to break persistence and redistribute to working servers should failure occur. Normally this setting should not require changing.

Connection Timeout – HAProxy connection timeout in milliseconds. This setting should normally not require changing.

Client Timeout – HAProxy client timeout in milliseconds. This setting should normally not require changing.

Real Server Timeout – HAProxy Real Server timeout in milliseconds. This setting should not require changing.

Maximum Connections – HAProxy maximum concurrent connections. This setting should not require changing, unless you are running a high volume site. See also Maximum Connections for a Virtual Service (HAProxy).

Ulimit – The maximum number of file descriptors used for layer 7 load balancing.

N.B. From v7.6.3 this value is now auto-configured internally based on other system parameters and does not need to be set here.

Abort on Close – Abort connections when users close their connection. Recommended as the probability for a closed input channel to represent a user hitting the 'STOP' button is close to 100%

Transparent Proxy – Enable TProxy support for Layer 7 HAProxy. TProxy support is required in order for the Real Servers behind a layer 7 HAProxy configuration to see the client source IP address. The load balancer must be in a NAT configuration (internal and external subnets) with the Real Servers using an IP address on the load balancer (preferably a floating IP) as their default gateway.

N.B. all Layer 4 methods are transparent by default



NOTE : For more details on using TProxy, refer to page [137](#).

N.B. Since the load balancer must be in a NAT configuration (i.e. VIPs & RIPs in different subnets and default gateway on the real servers set as an IP on the load balancer) to utilize TProxy, it's not always an appropriate solution. In situations such as this, it's also possible to use the X-forwarded-for header with layer 7 Virtual Services. Most web servers can then be configured to record the X-Forwarded-For IP address in the log files.

For details on how to enable X-Forwarded-For support, please refer to page [110](#). For details on how to enable X-Forwarded-For support with Apache and IIS, please refer to the following [Loadbalancer.org](#) blog links:

Apache - <http://blog.loadbalancer.org/apache-and-x-forwarded-for-headers/>

IIS - <http://blog.loadbalancer.org/iis-and-x-forwarded-for-header/>

Interval – Interval between health checks. This is the time interval between Real Server health checks in milliseconds.

Rise – Number of health checks to Rise. The number of positive health checks required before re-activating a Real Server.

Fall – Number of health checks to Fall. The number of negative health checks required before de-activating a Real Server.

Feedback Agent Interval - The time in milliseconds between each feedback agent check from HAProxy to the feedback agent.

HAProxy Statistics Page Password – Set the password used to access *Reports > Layer 7 Status*.

HAProxy Statistics Page Port – Change the listening port for the HAProxy web based statistics report from the default of TCP 7777.

Advanced Stats - Enable/disable additional actions available on the HAProxy stats page.

Request Buffer Length – Set the health check buffer length in bytes.

N.B. Changing this value will effect the performance of HAProxy. Do not make changes unless you know exactly what you are doing.

Lower values allow more sessions to coexist in the same amount of RAM, and higher values allow some applications with very large cookies to work. The default value is 16384 bytes. It is strongly recommended not to change this from the default value, as very low values will break some services such as statistics, and values larger than the default size will increase memory usage, possibly causing the system to run out of memory. Administrators should consider reducing the Maximum Connections parameter if the request buffer is increased.

Header Buffer Length – Set the header buffer length, in bytes The header buffer is a section of the request buffer, reserved for the addition and rewriting of request headers. The default value is 1024 bytes. Most applications will only require a small header buffer, as few headers are added or rewritten.

Persistence Table Replication – When enabled, HAProxy's persistence tables are replicated to the slave device.

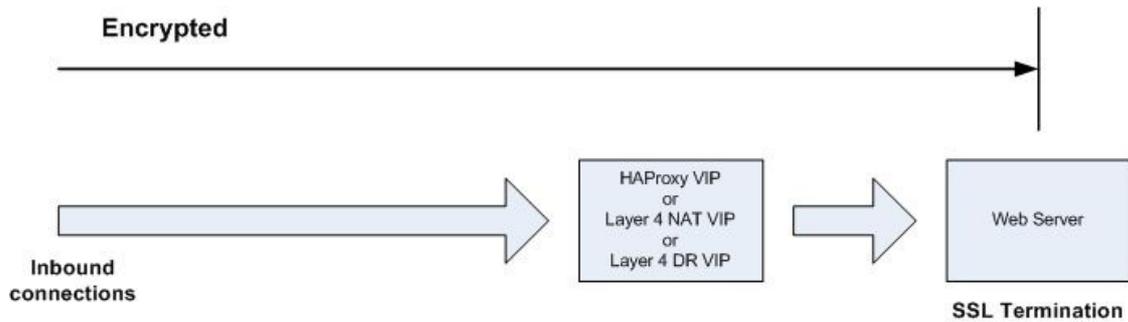
Persistence Table Replication Port – Set the TCP port to use for persistence table replication. The default port is TCP 7778.

SSL Termination

Concepts

SSL termination can be performed on the Real Servers (a.k.a. **SSL pass-through**) or on the load balancer (a.k.a. **SSL offloading**).

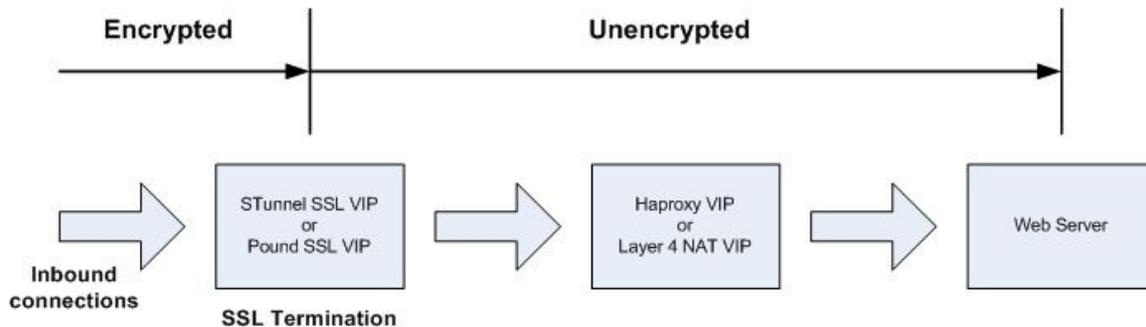
SSL Termination on the Real Servers:



Notes:

- Data is encrypted from client to server. This provides full end-to-end data encryption as shown in the diagram below
- It's not possible to use HTTP cookie persistence since the packet is encrypted and therefore the cookie cannot be read – in this case the only option is source IP persistence

SSL Termination on the Load balancer:



Notes:

- Since SSL is terminated on the load balancer, by default, data from the load balancer to the web servers is not encrypted as shown in the diagram above. This may or may not be an issue depending on the network structure between the load balancer and web servers and your security requirements

*N.B. From v7.6 re-encryption is possible between the load balancer and the Real Servers (a.k.a. **SSL bridging**). To use this, enable the 'Re-encrypt to Backend' option for each RIP and click **Update**. Each server must be correctly configured for HTTPS for this to work and an appropriate certificate must also be installed. See page [132](#) for more details.*

- It's possible to use HTTP cookie based persistence
- A Pound or STunnel SSL VIP is used to terminate SSL. The backend for the VIP can be either a Layer 4 NAT mode VIP or a Layer 7 HAProxy VIP. Layer 4 DR mode **cannot** be used since Pound acts as a proxy, and the real servers see requests with a source IP address of the VIP. However, since the real servers believe that they own the VIP (due to the loopback adapter configured to handle to ARP problem) they are unable to reply to Pound.

 **NOTE :** SSL termination on the load balancer can be very CPU intensive. In most cases, for a scalable solution, terminating SSL on the Real Servers is the best option.

SSL Termination on the Real Servers (Recommended)

In this case SSL certificates are installed on each Real Server in the normal way. The load balancer is then configured with a VIP that listens on HTTPS port 443 and distributes inbound requests to the Real Servers again on port 443 as shown in the layer 4 DR mode example below:

SSL	192.168.110.50	Port 443/tcp	Direct Routing	[Add a new Real Server]
SSL1	192.168.110.51		Weight 1	[Modify] [Delete]
SSL2	192.168.110.52		Weight 1	[Modify] [Delete]

A fairly common configuration is to include port 80 in the VIPs definition and also enable persistence. This ensures that both HTTP and HTTPS requests from a particular client are always sent to the same Real Server as shown below:

SSL	192.168.110.50	Ports 80,443/tcp	Direct Routing	[Add a new Real Server]
SSL1	192.168.110.51		Weight 1	[Modify] [Delete]
SSL2	192.168.110.52		Weight 1	[Modify] [Delete]

SSL Termination on the Load Balancer

In this case an SSL certificate must be installed on the load balancer. The appliance supports the use of both STunnel (default) and Pound for SSL termination.

To configure SSL termination on the appliance an SSL Virtual Service must be defined that specifies an IP address and port to listen for inbound HTTPS connections and a back-end IP address / port where to forward the corresponding un-encrypted HTTP connection.

By default a self-signed certificate is used for the new VIP which is ideal for testing but needs to be replaced for production deployments.

Creating an STunnel SSL Virtual Service (the Default SSL Terminator)

to add an STunnel SSL VIP:

- In the WUI, open *Cluster Configuration > SSL Termination*
- Click **Add a new Virtual Service**

Label	<input type="text" value="VIP Name"/>	?
Virtual Service IP address	<input type="text" value="10.0.0.20"/>	?
Virtual Service Port	<input type="text" value="443"/>	?
Backend Virtual Service IP Address	<input type="text" value="10.0.0.20"/>	?
Backend Virtual Service Port	<input type="text" value="80"/>	?
Ciphers to use	<input type="text" value="ECDHE-RSA-AES128-GCM"/>	?
Do not insert empty fragments	<input checked="" type="checkbox"/>	?
SSL Terminator	<input type="radio"/> Pound <input checked="" type="radio"/> STunnel	?
Delay DNS Lookups	<input checked="" type="checkbox"/>	?
Disable SSLv2 Ciphers	<input checked="" type="checkbox"/>	?
Disable SSLv3 Ciphers	<input checked="" type="checkbox"/>	?
Allow Client Renegotiation	<input checked="" type="checkbox"/>	?
Disable SSL Renegotiation	<input checked="" type="checkbox"/>	?
Time To Close	<input type="text" value="0"/>	?
Set as Transparent Proxy	<input type="checkbox"/>	?

- Enter an appropriate *Label* (name) for the new Virtual Service
- Enter the required IP address in the *Virtual Service IP address* field
- Enter the required port in the *Virtual Service Port* field – typically 443
- Enter the required IP address in the *Back-end Virtual Service IP Address* field

This is normally the same IP address as the Virtual Service IP address but can be any valid IP. The IP address specified must correspond to a Layer 7 HAProxy VIP or a Layer 4 NAT mode VIP. Unencrypted traffic will be sent here for load balancing.

N.B. DR mode cannot be used since STunnel acts as a proxy, and the Real Servers see requests with a source IP address of the Virtual Service. However since the Real Servers believe that they own the Virtual IP (due to the Loopback Adapter configured to handle to ARP problem) they are unable to reply to STunnel

- Enter the required port in the *Back-end Virtual Service Port* field
- Define the list of accepted ciphers using the *Ciphers to use* field
By default the cipher is set to: ECDHE-RSA-AES128-GCM-SHA256:ECDHE-RSA-RC4-SHA:ECDHE-RSA-AES128-SHA:RC4:HIGH:!MD5:!aNULL:!EDH
This can be modified as required, or the field can be cleared (blank) to allow all available ciphers (not recommended)
- Configure *Do not Insert Empty Fragments*
Disables a countermeasure against a SSL 3.0/TLS 1.0 protocol vulnerability affecting CBC ciphers. This option needs to be enabled (checked) to ensure mitigation of both the BEAST and CRIME MITM attacks. It is also required for PCI Testing.
- Ensure *SSL Terminator* is set to **STunnel**
- Configure *Delay DNS Lookup*
Delay DNS lookup for 'connect' option. This option is useful for dynamic DNS, or when DNS is not available during STunnel startup (road warrior VPN, dial-up configurations).
- Configure *Disable SSLv2 Ciphers*
When ticked this option disables all SSLv2 Ciphers by using the OpenSSL 'SSL_OP_NO_SSLv2' option.
- Configure *Disable SSLv3 Ciphers*
When ticked this option disables all SSLv3 Ciphers by using the OpenSSL 'SSL_OP_NO_SSLv3' option. Please note that entering '!SSLv3' into a Cipher list can have an adverse effect and we recommend using this option and not entering '!SSLv3'.
- Configure *Allow Client Renegotiation*
Sets whether the client is allowed to renegotiate the cipher order. This option should be enabled (checked) to mitigate the BEAST attack.
- Configure *Disable SSL Renegotiation*
Applications of the SSL renegotiation include some authentication scenarios, or re-keying long lasting connections. On the other hand this feature can facilitate a trivial CPU-exhaustion DoS attack. This option should be enabled (checked) to mitigate the BEAST Attack.
- Configure *Time to Close*
Configure the global client response timeout in seconds. This setting should not require changing.
- Configure *Set as Transparent Proxy*
If you wish to use HAProxy and TProxy this option needs to be enabled (checked) to allow SSL termination on the load balancer whilst passing the client's IP address to the Real Servers. This option only enables TProxy on a Single STunnel VIP – if you're using HAProxy with this VIP you will also need to enable TProxy for your HAProxy VIP (please refer to the examples on page [137](#))
- Click **Update** to create the SSL VIP

STunnel Cipher Settings and the BEAST Attack

The following STunnel options should be set to mitigate the BEAST attack:

Ciphers to use – a minimum cipher list of 'RC4:HIGH:!MD5:!aNULL' is required

Allow Client Renegotiation – this option should be disabled (un-checked)

Do Not Insert Empty Fragments – this option should be enabled (checked)

Disable SSL Renegotiation – this option should be enabled (checked)

If these options are set, this should prevent the BEAST attack, and should also help to mitigate DoS attacks and MITM Attacks.

Creating a Pound SSL Virtual Service

to add a Pound SSL VIP:

- In the WUI, open *Cluster Configuration > SSL Termination*
- Click **Add a new Virtual Service**

Label	<input type="text" value="VIP Name"/>	?
Virtual Service IP address	<input type="text" value="10.0.0.20"/>	?
Virtual Service Port	<input type="text" value="443"/>	?
Backend Virtual Service IP Address	<input type="text" value="10.0.0.20"/>	?
Backend Virtual Service Port	<input type="text" value="80"/>	?
Ciphers to use	<input type="text" value="ECDHE-RSA-AES128-GCM"/>	?
Do not insert empty fragments	<input checked="" type="checkbox"/>	?
SSL Terminator	<input checked="" type="radio"/> Pound <input type="radio"/> STunnel	?
Enable WebDAV Verbs	<input type="checkbox"/>	?
Rewrite HTTP Redirects	<input checked="" type="checkbox"/>	?
Honor Cipher Order	<input checked="" type="checkbox"/>	?
Allow Client Renegotiation	<input type="text" value="No Client Renegotiation"/>	?
Disable SSLv2 Ciphers	<input checked="" type="checkbox"/>	?
Disable SSLv3 Ciphers	<input checked="" type="checkbox"/>	?
Disable SSL Compression	<input checked="" type="checkbox"/>	?

Cancel

Update

- Enter an appropriate *Label* (name) for the new Virtual Service

- Enter the required IP address in the *Virtual Service IP address* field
- Enter the required port in the *Virtual Service Port* field – typically 443
- Enter the required IP address in the Back-end *Virtual Service IP address* field

This is normally the same IP address as the Virtual Service IP address but can be any valid IP. The IP address specified must correspond to a Layer 7 HAProxy VIP or a Layer 4 NAT mode VIP. Unencrypted traffic will be sent here for load balancing.

N.B. DR mode cannot be used since Pound acts as a proxy, and the Real Servers see requests with a source IP address of the Virtual Service. However since the Real Servers believe that they own the Virtual IP (due to the Loopback Adapter configured to handle to ARP problem) they are unable to reply to Pound

- Enter the required port in the Back-end *Virtual Service Port* field
- Define the list of accepted ciphers using the *Ciphers to use* field

By default the cipher is set to: ECDHE-RSA-AES128-GCM-SHA256:ECDHE-RSA-RC4-SHA:ECDHE-RSA-AES128-SHA:RC4:HIGH:!MD5:!aNULL:!EDH

This can be modified as required, or the field can be cleared (blank) to allow all available ciphers (not recommended)

- Configure *Do Not Insert Empty Fragments*

Disables a countermeasure against a SSL 3.0/TLS 1.0 protocol vulnerability affecting CBC ciphers. This option needs to be enabled (checked) to ensure mitigation of both the BEAST and CRIME MITM attacks. It is also required for PCI Testing.

- Ensure *SSL Terminator* is set to **Pound**

- Configure *Enable WebDAV Verbs*

When enabled extends which HTTP / WebDAV verbs are accepted.

- Configure *Rewrite HTTP Redirects*

Pound to change the Location: and Content-location: headers in responses If they point to the back-end itself or to the listener (but with the wrong protocol) the response will be changed to show the virtual host in the request. NOTE: If you do not know what this means leave this as the default (enabled).

- Configure *Honor Cipher Order*

When choosing a cipher during a handshake, normally the client's preference is used. If this directive is enabled, the server's preference will be used instead. When choosing a cipher during a SSLv3 or TLSv1 handshake, normally the client's preference is used. If this directive is enabled, the server's preference will be used instead.

This option should be enabled to mitigate the BEAST attack.

- Configure *Allow Client Renegotiation*

Sets whether the client is allowed to renegotiate the cipher order. In Pound when set to either:

- No Client Renegotiation, no client renegotiation will be honored
- Secure Renegotiation, secure renegotiation will be honored
- Insecure Renegotiation, insecure renegotiation will be honored

This option should be set to 'No Client Renegotiation' to mitigate the BEAST attack.

- Configure *Disable SSLv2 Ciphers*

Allow the option to Disable all SSLv2 Ciphers. When ticked this option disables all SSLv2 Ciphers by using the OpenSSL 'SSL_OP_NO_SSLv2' option.

- Configure *Disable SSLv3 Ciphers*

When ticked this option disables all SSLv3 Ciphers by using the OpenSSL 'SSL_OP_NO_SSLv3' option. Please note that entering '!SSLv3' into a Cipher list can have an adverse effect and we recommend using this option and not entering '!SSLv3'.

- Configure *Disable SSL Compression*

Disable DEFLATE compression even if both server and client supports it. If this option is enabled (checked), the server will disable DEFLATE compression even if both server and client supports it. In case compression is enabled an attacker with access to encrypted network traffic can conduct a "CRIME" attack by making client issue requests with specific character sequences and observing whether they got compressed or not, indicating their presence in part of the request that is not under his control (e.g. cookie headers).

- Click **Update** to create the SSL VIP

Modifying a Pound SSL Virtual Service

When first adding a Pound SSL Virtual Service, only certain values can be configured, others are set at their default setting. These values can be changed after the Virtual Service has been created by clicking **[Modify]** next to the relevant Virtual Service. Additional settings that can be changed are:

Option	Sub-Option	Description
Headers	Header Field Name	Add your own header to be passed on by Pound. Set Field Name allows the name part of the header to be specified: [field-name] : [field-value]
	Header Field Value	Add your own header to be passed on by Pound. Set Field Value allows the value part of the header to be specified: [field-name]: [field-value]

Pound Cipher Settings and the BEAST Attack

The following Pound options should be set to mitigate the BEAST attack:

Ciphers to use – a minimum cipher list of 'RC4:HIGH:!MD5:!aNULL' is required

Honor Cipher Order – this option should be enabled (checked)

Allow Client Renegotiation – this option should be set to 'No Client Renegotiation'

Do not Insert Empty Fragments – this option should be enabled (checked)

If these options are set, this should prevent the BEAST attack, and should also help to mitigate DoS attacks and MITM Attacks.

Generating a CSR on the Load Balancer

By default, when creating an SSL Virtual Service a self-signed certificate is used. This is ideal for testing but needs to be replaced for production deployments.

In order to obtain a valid signed certificate from a certificate authority such as Verisign or Thawte you'll need to generate a certificate request (CSR).

to generate a CSR

- In the WUI, open *Cluster Configuration > SSL Termination*
- Click **[Certificate]** next to the relevant Virtual Service
- Complete the fields as shown in the example below:

Country code (C)	<input type="text" value="Great Britain (UK)"/>	
State or Province (ST)	<input type="text" value="Hampshire"/>	
City (L)	<input type="text" value="Portsmouth"/>	
Organisation (O)	<input type="text" value="Loadbalancer.org"/>	
Organisation unit (OU)	<input type="text" value="Support"/>	
Domain (CN)	<input type="text" value="www.loadbalancer.org"/>	
Email address	<input type="text" value="support@loadbalancer.org"/>	
CSR Key Length	<input type="text" value="1024 bits"/>	
Signature Algorithm	<input type="text" value="sha1"/>	

- Click **Generate SSL Certificate Request**

Certificate Signing Request

```
-----BEGIN CERTIFICATE REQUEST-----
MIIBTDCBtgIBADANMQswCQYDVQQGEwJBWDCBnzANBgkqhkiG9w0BAQEFAA0BjQAw
gYkCgYEAv+wFDXMKRdjRaJEr4wYCS8m86p2agriWUpnBoP/XSdpZuXYpc2p0yMVN
MAF2HfTlS7+G1THTOLLTaWn4Nu/741CrBRRnJjh7crP9CpgRY67tXFb33NEESroo
MYXq6qx4cTFCmfIdI7+JZFd9mpTcgBm+C4wdt6T+kI44r4FJ2dcCAwEAAaAAMA0G
CSqGSib3DQEBBQUAA4GBAGzuTNoYUd4cHZdqAkCrW5i1IKHxv+o+2RFTz5vZnbjQ
1nPoJDHcg3ZlHje+JneSTZ47614WGraUuIuMus5W+jSipsPaM0v3oWcwr3whMo10
IlgTczmy3JbC/es5W/xjm2pdw0ctULV8wXf9nDw20kPpfxoJ1CcVTn23pU7+7Sni
```

Signed Certificate from CA

Paste your signed certificate here.

Upload signed certificate

- Copy the resulting CSR from the top pane and send this to your chosen Certificate Authority

N.B. Select Apache as the platform type during the certificate generation process.

- Once you receive your signed certificate from the CA, copy/paste this into the lower pane
- If you need to add an intermediate certificate, paste it after the signed certificate in the lower pane.

Certificate Signing Request

```
-----BEGIN CERTIFICATE REQUEST-----
MIIBTDCBtgIBADANMQswCQYDVQQGEwJBWDCBnzANBgkqhkiG9w0BAQEFAA0BjQAw
gYkCgYEAv+wFDXMKRdjRaJEr4wYCS8m86p2agriWUpnBoP/XSdpZuXYpc2p0yMVN
MAF2HfTlS7+G1THTOLLTaWn4Nu/741CrBRRnJjh7crP9CpgRY67tXFb33NEESroo
MYXq6qx4cTFCmfIdI7+JZFd9mpTcgBm+C4wdt6T+kI44r4FJ2dcCAwEAAaAAMA0G
CSqGSib3DQEBBQUAA4GBAGzuTNoYUd4cHZdqAkCrW5i1IKHxv+o+2RFTz5vZnbjQ
1nPoJDHcg3ZlHje+JneSTZ47614WGraUuIuMus5W+jSipsPaM0v3oWcwr3whMo10
IlgTczmy3JbC/es5W/xjm2pdw0ctULV8wXf9nDw20kPpfxoJ1CcVTn23pU7+7Sni
```

Signed Certificate from CA

```
gYkCgYEAv+wFDXMKRdjRaJEr4wYCS8m86p2agriWUpnBoP/XSdpZuXYpc2p0yMVN
MAF2HfTlS7+G1THTOLLTaWn4Nu/741CrBRRnJjh7crP9CpgRY67tXFb33NEESroo
MYXq6qx4cTFCmfIdI7+JZFd9mpTcgBm+C4wdt6T+kI44r4FJ2dcCAwEAAaAAMA0G
CSqGSib3DQEBBQUAA4GBAGzuTNoYUd4cHZdqAkCrW5i1IKHxv+o+2RFTz5vZnbjQ
1nPoJDHcg3ZlHje+JneSTZ47614WGraUuIuMus5W+jSipsPaM0v3oWcwr3whMo10
IlgTczmy3JbC/es5W/xjm2pdw0ctULV8wXf9nDw20kPpfxoJ1CcVTn23pU7+7Sni
CSqGSib3DQEBBQUAA4GBAGzuTNoYUd4cHZdqAkCrW5i1IKHxv+o+2RFTz5vZnbjQ
1nPoJDHcg3ZlHje+JneSTZ47614WGraUuIuMus5W+jSipsPaM0v3oWcwr3whMo10
```

Upload signed certificate

- Click **Upload signed certificate**

Using an Existing Certificate

It's possible to upload both PEM and PFX format certificates. PEM files should contain the private key (*without a password*), the signed certificate issued by a Certificate Authority (CA) and also any additional validation / intermediate certificates that may be required by the CA.

Creating a PEM file

- Using a text editor such as vi or vim under Linux or Notepad under Windows create an empty file called pem.txt for example. Then copy/paste the **Certificate**, the **Private Key** and any additional **Intermediate Certificates** into the file as follows (*truncated versions are shown*):

```
-----BEGIN CERTIFICATE-----
MIICsDCCAhmGAWlBAglJAL98jheIUm3iMA0GCSqGSIb3DQEBBQUAMEUxChAJBgN
2bShC2AVC+ZDMNu6bvCdvfySi6EypUclvEwao7ZbyaAEbcSVympQJdgs6W6ajilSfE
-----END CERTIFICATE-----
-----BEGIN RSA PRIVATE KEY-----
MIICXAIBAAKBgQCcPYkYHm8gYwlm3HyoVxjrymusOelFgZlWyuablrreCplo+iydRf
YwC2ZCE0HwquomN/q4ctnhgeN+kugDxlgCTVYd3eo/Dv/KZ16p4HUIrTqwES4Lunff
-----END RSA PRIVATE KEY-----
-----BEGIN CERTIFICATE-----
MIICsDCCAhmGAWlBAglJAL98jheIUm3iMA0GCSqGSIb3DQEBBQUAMEUxChAJBgN
E89UJCG2nMW5JVBnkyHYbQTVU8MeR3ilhe2fw+qVE2pgxWYWaGm8QwTsxQKgbx
2bShC2AVC+ZDMNu6bvCdvfySi6EypUclvEwao7ZbyaAEbcSVympQJdgs6W6ajilSfE
-----END CERTIFICATE-----
```

- Save the file

Exporting PFX Certificates from Windows Servers

When exporting certificates from Windows servers, make sure that **Yes, export the private key** is selected, this will enable the output format to be PFX. Also make sure that **Include all certificates in the certification path if possible** is selected.

Uploading PEM & PFX Certificates

- Using the WUI open *Cluster Configuration > SSL Termination*
- Click **[Certificate]** next to the relevant Virtual Service
- Navigate to the bottom of the screen, then using the browse option select the relevant certificate file (either PEM or PFX format)

Upload prepared PEM/PFX file

Select Local File No file chosen

- Click **Open** to upload the certificate
- Once uploaded, restart Pound / STunnel using the restart link at the top of the page or via the WUI option: *Maintenance > Restart Services*



NOTE : If your master & slave are correctly configured as a clustered pair, when you upload the certificate file to the master, the file will be automatically copied over to the slave unit.



NOTE : It's important to backup all of these files. This can be done via the WUI from *Maintenance > Backup & Restore > Download SSL Certificates.*

Converting between certificate formats

PFX file upload is a new feature available in v7.6 and later which has virtually eliminated the need to manually convert certificates between formats. However, this may still be required in certain circumstances. In these cases OpenSSL can be used. This is usually included by default in Linux distributions. For Windows, it can be freely downloaded from the following location:

<http://slproweb.com/products/Win32OpenSSL.html>

At this URL you'll need to download and install the Visual C++ 2008 Redistributable, then download either the light or full version of OpenSSL. Once installed, you'll have an OpenSSL directory located on your filesystem (default location `c:\OpenSSL`)

To use the program, open a command window, navigate to the location where it was installed (by default `c:\OpenSSL\bin`) then run the required command as detailed below.

Converting PFX certificates to PEM format

Using OpenSSL under Windows:

```
openssl pkcs12 -in drive:\path\filename.pfx -nodes -out drive:\path\filename.pem
```

e.g.

```
openssl pkcs12 -in c:\cert.pfx -nodes -out c:\cert.pem
```

Using the Appliance / Linux:

```
openssl pkcs12 -in /path/filename.pfx -nodes -out /path/filename.pem
```

e.g

```
openssl pkcs12 -in /root/cert.pfx -nodes -out /root/cert.pem
```

Converting .cer certificates to PEM format

Using OpenSSL under Windows:

```
openssl x509 -in filename.cer -inform DER -out filename.pem -outform PEM
```

e.g

```
openssl x509 -in c:\cert.cer -inform DER -out c:\cert.pem -outform PEM
```

Using the Appliance / Linux:

```
openssl x509 -in filename.cer -inform DER -out filename.pem -outform PEM
```

e.g

```
openssl x509 -in cert.cer -inform DER -out cert.pem -outform PEM
```

Converting an Encrypted Private Key to an Unencrypted Key

If a password has been included in the private key, this should be removed before it is used with your PEM file. This can be done using the following OpenSSL command either on the load balancer or another machine with openssl installed:

```
openssl rsa -in encrypted-server.key -out unencrypted-server.key
```

SSL Re-encryption (a.k.a. SSL Bridging)

From v7.6 it's possible to terminate SSL on the load balancer and then re-encrypt the HTTP traffic between the load balancer and each Real Server. Each Real Server must have an SSL certificate and be correctly configured for HTTPS. This option DOES NOT check the state of the installed SSL Certificate on the Real Server which will allow for the use of locally generated SSL Certificates.

To enable re-encryption:

- For each Real Server use the WUI option: *Cluster Configuration > Layer 7 – Real Servers > [Modify]*
- Enable the option *Re-Encrypt to Backend*

Label	<input type="text" value="IIS1"/>	?
Real Server IP Address	<input type="text" value="192.168.210.240"/>	?
Real Server Port	<input type="text" value="443"/>	?
Re-Encrypt to Backend	<input checked="" type="checkbox"/>	?
Weight	<input type="text" value="100"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?

- Click **Update**
- Repeat for your other Real Server(s)

SSL – Advanced Configuration

Pound Global Settings

Lock Pound Configuration	<input type="checkbox"/>	?
Logging	Off ▼	?
Client Timeout	30	?
Global Server Timeout	60	?
ulimit	81000	?
Process Threads	250	?
Transparent Proxy	Off ▼	?

[Update](#)

Lock Pound Configuration – When enabled it will stop the user interface overwriting the configuration files so manual changes can be made.

Logging – Activate detailed logging of the Pound SSL termination service. When activated the Pound log is written to `/var/log/Poundssl`.

Client Timeout – Configure the global client response timeout in seconds. This setting should not require changing.

Global Server Timeout – Configure the global Real Server response timeout in seconds. This setting should not require changing.

Ulimit – Set Ulimit value for Pound the process. This setting will change the maximum number of file descriptors available to the Pound process. The default is 81000.

Ulimit – Set Ulimit value for Pound the process. This setting will change the maximum number of file descriptors available to the Pound process. The default is 81000.

Transparent Proxy – Enable TProxy support in Pound SSL. The combination of Pound, TProxy, and HAProxy allows SSL termination on the load balancer whilst passing the client's IP address to the Real Servers. This option also automatically enables TProxy for HAProxy.



NOTE : One consequence of using transparent proxy with both Pound and HAProxy is that you can no longer access the HAProxy Virtual Service directly. With transparency turned on HAProxy will only accept traffic from Pound. One way to get around this is to configure the HAProxy VIP to listen on 2 ports. One will listen on port 80, and be your standard HTTP service. The other will listen on a different port, 81 for example – and will be the destination for traffic from Pound. This is covered on page [138](#).

STunnel Global Settings

STunnel Global Settings

Debug Level	Emergency (0) ▾	?
Disable Nagle Algorithm	<input type="checkbox"/>	?

[Update](#)

Debug Level – Option to set the debugging level for all STunnel Services. The Debug Level is a one of the syslog level names or numbers emergency (0), Alert (1), Critical (2), err (3), Warning (4), Notice (5), Information (6), or Debug (7). The higher the number the more detail will be contained in the STunnel Logs.

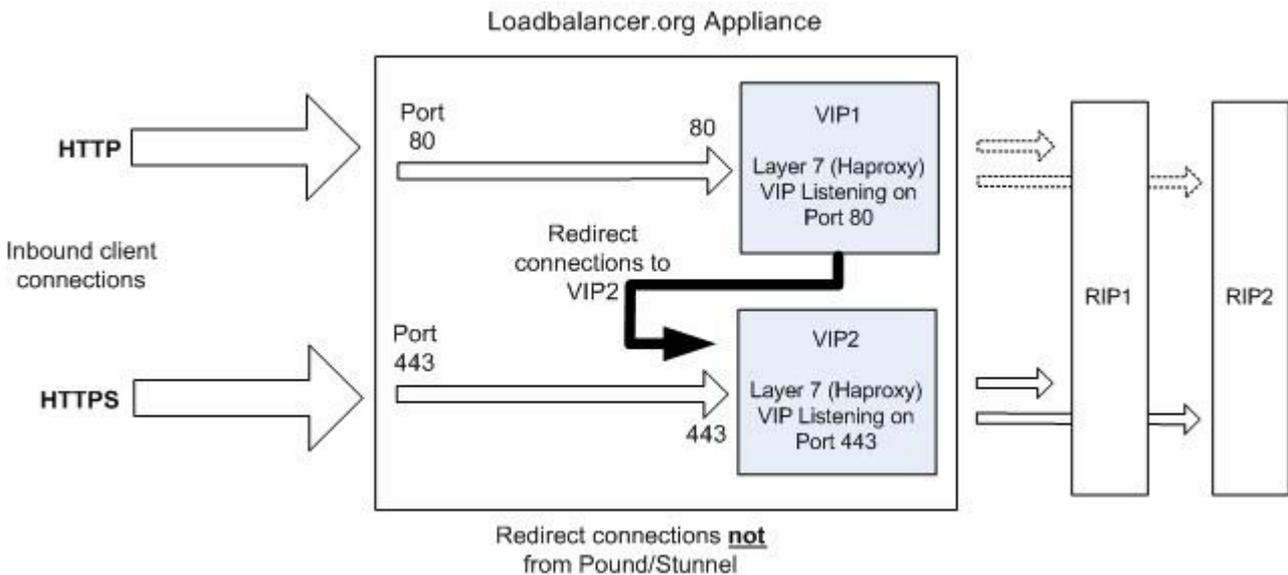
Disable Nagle Algorithm – More details can be found in RFC 896. With this option ticked (enabled) the Nagle Algorithm will be disabled.

HTTP to HTTPS Redirection

V7.6 introduced the capability to force HTTP to HTTPS redirection via the WUI. Previously, a manual edit was required. This can be achieved both when terminating SSL on the Real Servers and when offloading SSL on the load balancer.

SSL Termination on the Real Servers (Recommended)

This method requires 2 VIPs:



- **VIP1** – This is a layer 7 (HAProxy), HTTP mode VIP that listens on port 80 and redirects all connections to VIP2

*N.B. This VIP will show purple/green in the System Overview. This occurs once **Force to HTTPS** is enabled (see below)*

- **VIP2** – This is a layer 7 (HAProxy), TCP mode VIP that listens on port 443 and load balances connections between real servers RIP1 & RIP2

VIP1 Redirect Configuration

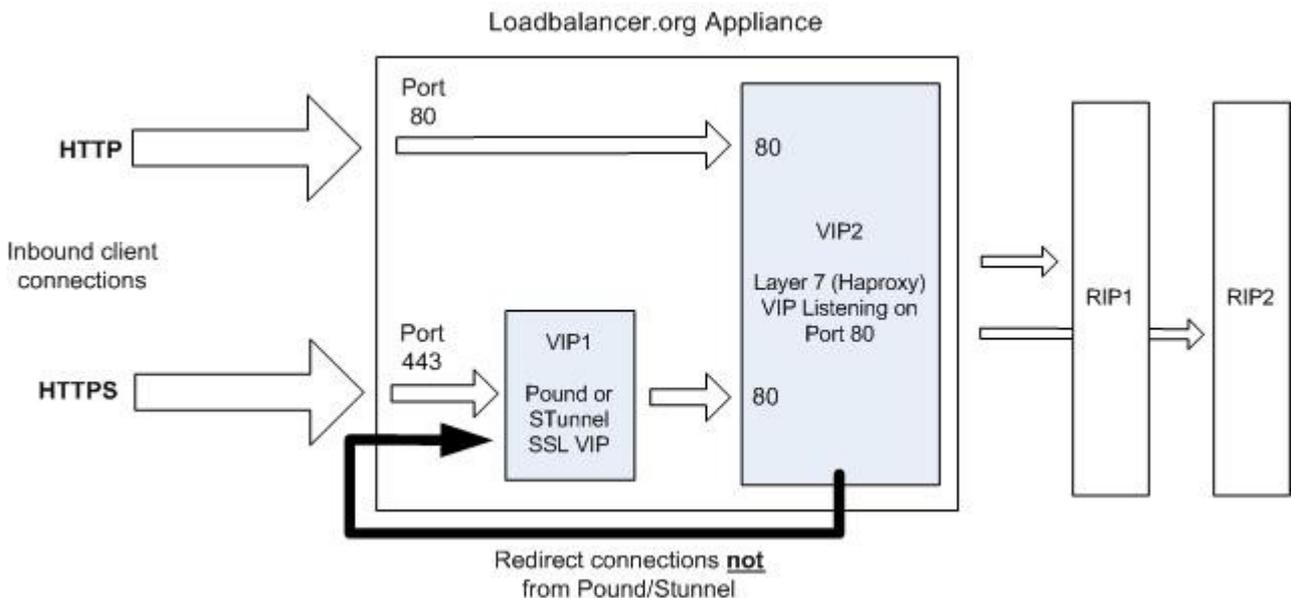
Enable the **Force to HTTPS** options as shown below and set the redirect code as required:

Force to HTTPS	<input checked="" type="radio"/> Yes <input type="radio"/> No	?
HTTPS Redirect Code	301 (Moved Permanently) ▼	?

NOTE : It's not possible to enable TProxy when using this configuration.

SSL Termination on the Load Balancer

This method requires 2 VIPs:



- **VIP1** – This is a Pound or STunnel VIP that listens on port 443, terminates the SSL connection and then forwards the decrypted HTTP connections to VIP2 on port 80
- **VIP2** – This is a layer 7 (HAProxy), HTTP mode VIP that listens on port 80 and load balances connections between real servers RIP1 and RIP2. It also redirects connections that have NOT come from Pound or STunnel, i.e. client connections directly on port 80

VIP2 Redirect Configuration

Enable the **Force to HTTPS** options as shown below and set the redirect code as required:

Force to HTTPS	<input checked="" type="radio"/> Yes <input type="radio"/> No	?
HTTPS Redirect Code	301 (Moved Permanently) ▾	?



NOTE : It's not possible to enable TProxy when using this configuration.



NOTE : If you require to re-encrypt the data from the load balancer to the Real Server, enable the *Re-encrypt to Backend* option for the each real server. See page [132](#) for more details.

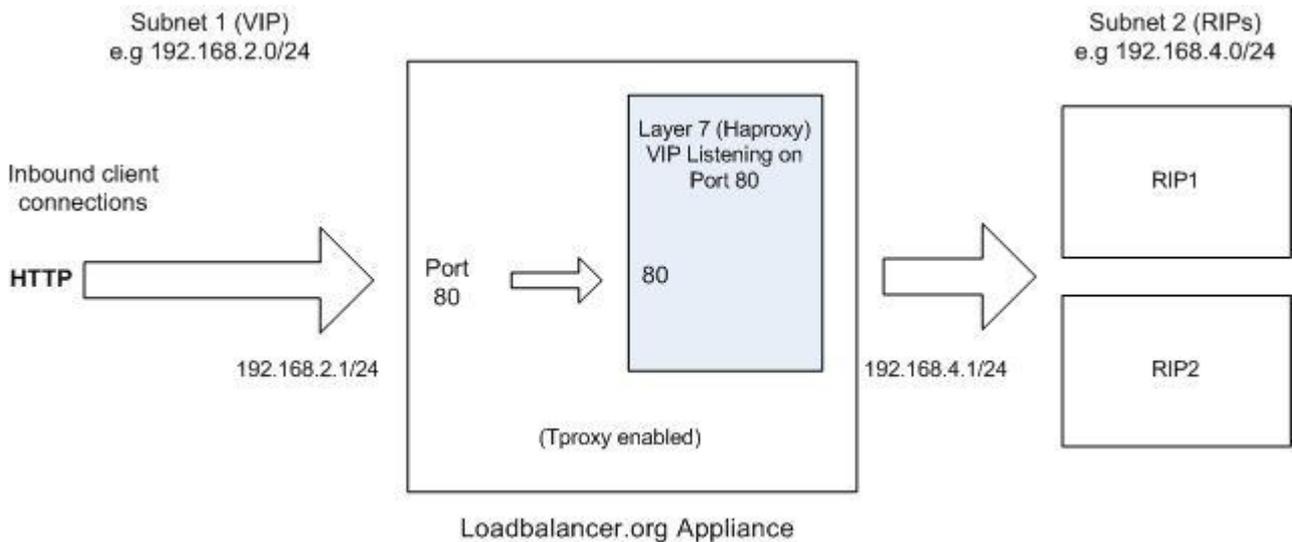
Using Transparent Proxy (TProxy)

HAProxy, Pound and STunnel are proxies which means that a new connection is established from the proxy out to the back-end server in response to an inbound client connection to the proxy. This means that the source IP address of the packet reaching the server will be the proxies address, or more specifically the IP address assigned to the load balancers Ethernet interface.

TProxy can be used with HAProxy, Pound and STunnel to maintain the actual source IP address of the client. When enabling TProxy, it's important to be aware of the topology requirements for TProxy to work correctly. This is covered in the examples below.

TProxy & HAProxy

In this example, TProxy is enabled with a layer 7 Virtual Service. This setup is illustrated in the following diagram.

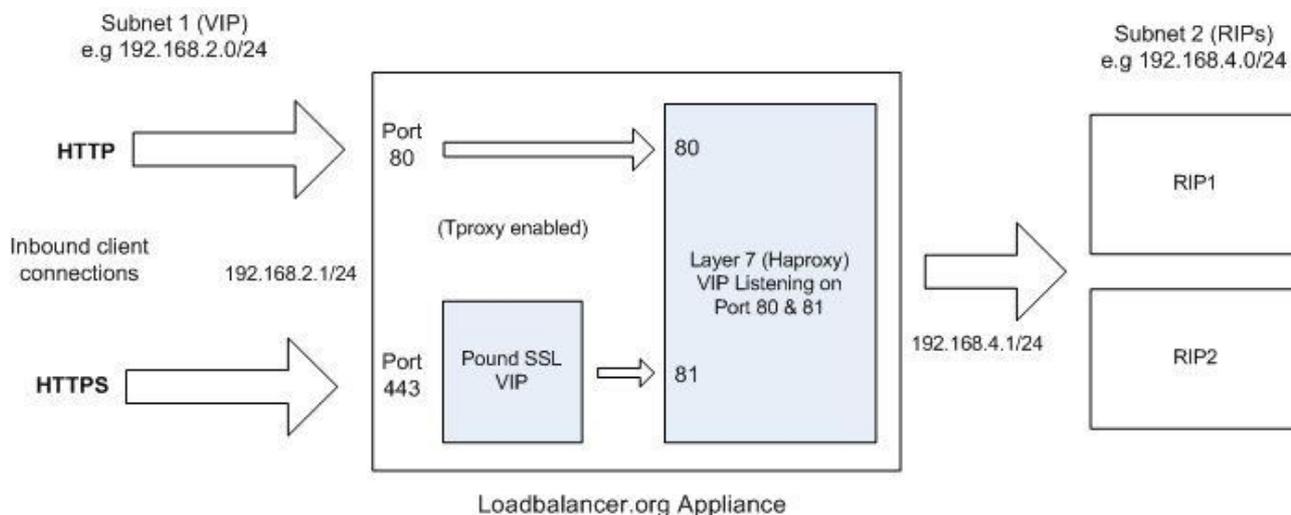


Topology Requirements / Notes

- The RIPs **must** be on a different subnet to the VIP – this can be achieved by using 2 IP addresses assigned to a single interface, or two separate interfaces (in the above example, eth1 = 192.168.2.1 and eth0 = 192.168.4.1)
- TProxy must be enabled using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration* and setting **Transparent Proxy** to 'On'
- On the Real Servers, the default gateway must be configured to be an IP address on the load balancer. When using a clustered pair, this should be a floating IP to allow failover to the slave

TProxy, HAProxy & Pound

In this example, Pound is used to terminate SSL. Pound passes the decrypted traffic to a layer 7 back-end VIP where the Real Servers are configured. This setup is illustrated in the following diagram.



N.B. Using STunnel rather than Pound in this scenario is not supported. For STunnel, 2 separate HAProxy VIPs must be used as explained on the following page.

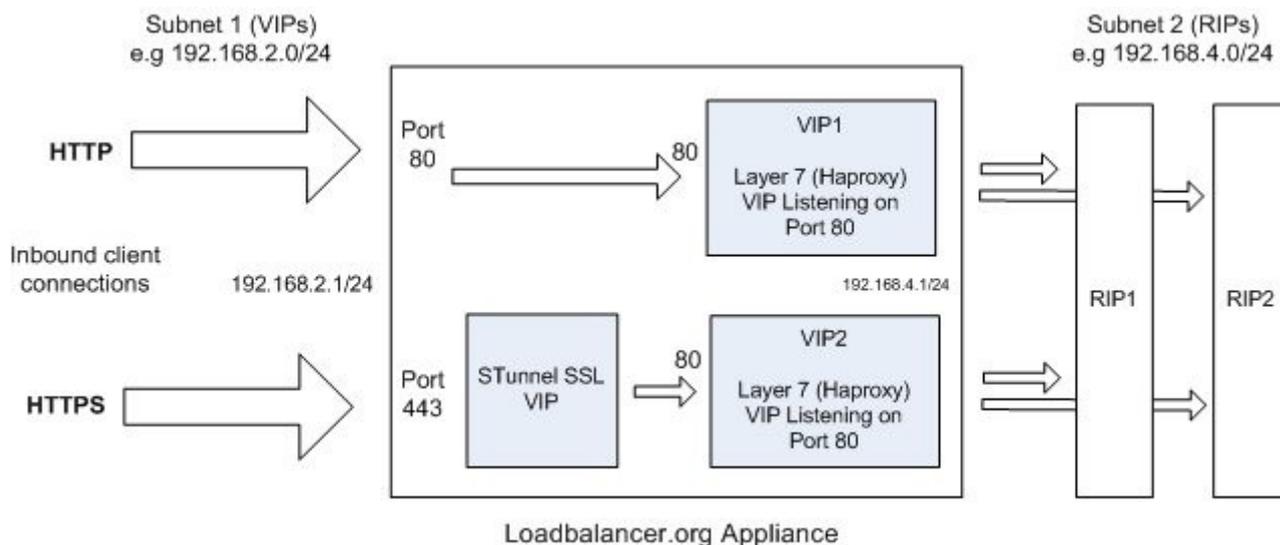
Topology Requirements / Notes

- The RIPs **must** be on a different subnet to the VIP – this can be achieved by using 2 IP addresses assigned to a single interface, or two separate interfaces (in the above example, eth1 = 192.168.2.1 and eth0 = 192.168.4.1)
- Configure the Layer 7 VIP to listen on 2 ports – e.g. 80 & 81, then use port 81 for the Pound back-end and port 80 for client connections. Configure the Pound VIP to listen on the same IP address / port 443 and set its back-end to be port 81 of the HAProxy VIP.
This way, clients connect to a single IP address listening on port 80 & 443.
- TProxy for HAProxy must be enabled using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration* and setting **Transparent Proxy** to 'On'
- TProxy for Pound must be enabled using the WUI option: *Cluster Configuration > SSL – Advanced Configuration* and setting **Transparent Proxy** to 'On'
- On the Real Servers, the default gateway must be configured to be an IP address on the load balancer. When using a clustered pair, this should be a floating IP to allow failover to the slave

TProxy, HAProxy & STunnel

In this example, STunnel is used to terminate SSL. STunnel passes the decrypted traffic to a layer 7 back-end VIP where the Real Servers are configured. As mentioned in the previous section, when STunnel is used, 2 separate HAProxy VIPs are required. This setup is illustrated in the following diagram.

N.B. If you require a single IP address with persistence across both ports 80 and 443, use the TProxy/HAProxy/Pound configuration described on the previous page.



Topology Requirements / Notes

- The RIPs **must** be on a different subnet to the VIP – this can be achieved by using 2 IP addresses assigned to a single interface, or two separate interfaces (in the above example, eth1 = 192.168.2.1 and eth0 = 192.168.4.1)
- Configure each Layer 7 VIP to listen on 1 port – e.g. port 80. Then configure the same Real Servers for both VIPs
- TProxy for HAProxy must be enabled using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration* and setting **Transparent Proxy** to 'On'
- For VIP2, TProxy for STunnel must be enabled by checking the **Proxy Protocol** option when creating or modifying the VIP
- For the STunnel VIP, TProxy must be enabled by checking the **Set as Transparent Proxy** option when creating or modifying the VIP
- On the Real Servers, the default gateway must be configured to be an IP address on the load balancer. When using a clustered pair, this should be a floating IP to allow failover to the slave

Floating IPs

In order for the load balancer to function, the unit must physically own the Virtual IP address that the clients are accessing before they get re-directed to a Real Server in the cluster. The floating IP(s) are added automatically when new Virtual Services are created.

It's also possible to manually define Floating IP(s) if required, this is normally only required when manually configuring firewall marks or when using layer 4 NAT mode or TProxy where in both cases the load balancer must be the default gateway for the Real Servers.

The Floating IP(s) are controlled by heartbeat to ensure that only one of the load balancer appliance's (normally the master) owns the Floating IP(s) at any time.

to manually add a Floating IP:

- In the WUI, open *Cluster Configuration > Floating IPs*

FLOATING IPs

192.168.111.40	Delete
192.168.111.42	Delete

New Floating IP

Add Floating IP

- Specify the new floating IP
- Click **Add Floating IP**



IMPORTANT NOTE : When using a clustered pair, ensure that the slave also has a static IP address assigned that's in the same subnet as the floating IP being added. Failure to do so will result in heartbeat issues during a failover.



NOTE : Floating IPs are not deleted automatically when Virtual Services are removed or modified, this must be done manually.

Server Feedback Agent

The load balancer can modify the weight (amount of traffic) of each server by gathering data from either a custom agent or an HTTP server. For layer 4 VIPs the feedback method can be set to either agent or HTTP, for Layer 7 VIPs, only the agent method is supported.

A telnet to port 3333 on a Real Server with the agent installed will return the current idle stats as an integer value in the range 0 – 100. The figure returned can be related to CPU utilization, RAM usage or a combination of both. This can be configured using the XML configuration file located in the agents installation folder (by default C:\ProgramData\LoadBalancer.org\LoadBalancer).

The load balancer typically expects a 0-99 integer response from the agent which by default relates to the current CPU idle state, e.g. a response of 92 would imply that the Real Servers CPU is 92% idle. The load balancer will then use the formula $(92/100 * \text{requested_weight})$ to find the new optimized weight.

N.B. The 'Requested Weight' is the weight set in the WUI for each Real Server.

For more information please also refer to the following blog article:

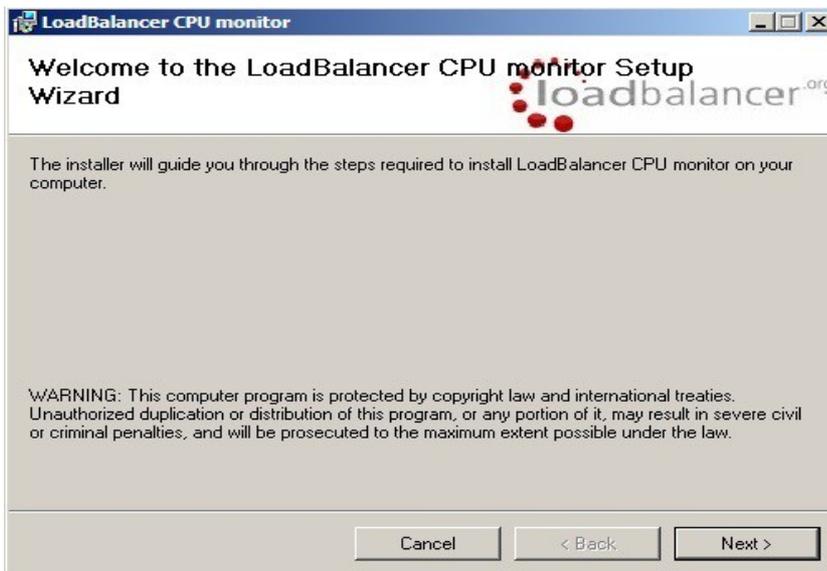
<http://blog.loadbalancer.org/open-source-windows-service-for-reporting-server-load-back-to-haproxy-load-balancer-feedback-agent/>

Windows Agent

The latest Windows feedback agent can be downloaded from:

<http://downloads.loadbalancer.org/agent/loadbalanceragent.msi>

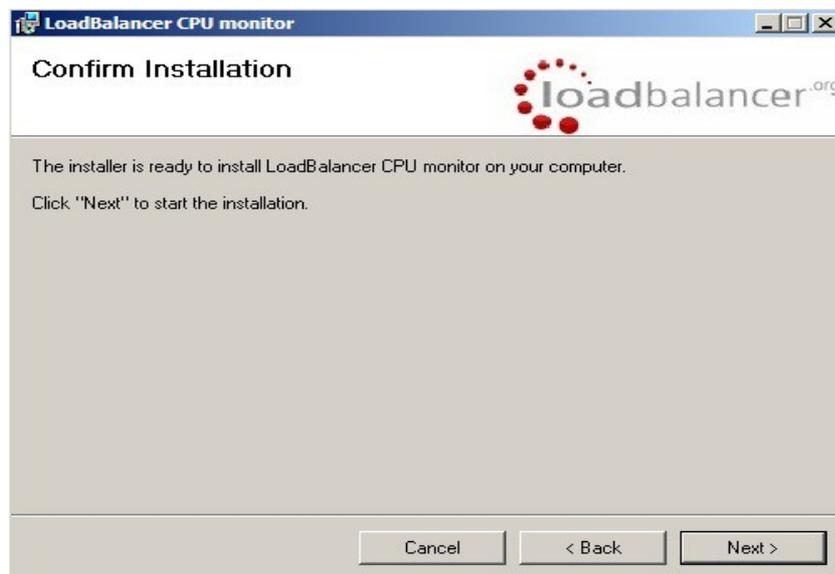
To install the agent, run loadbalanceragent.msi on each Real Server



Click **Next**



Select the installation folder and click **Next**



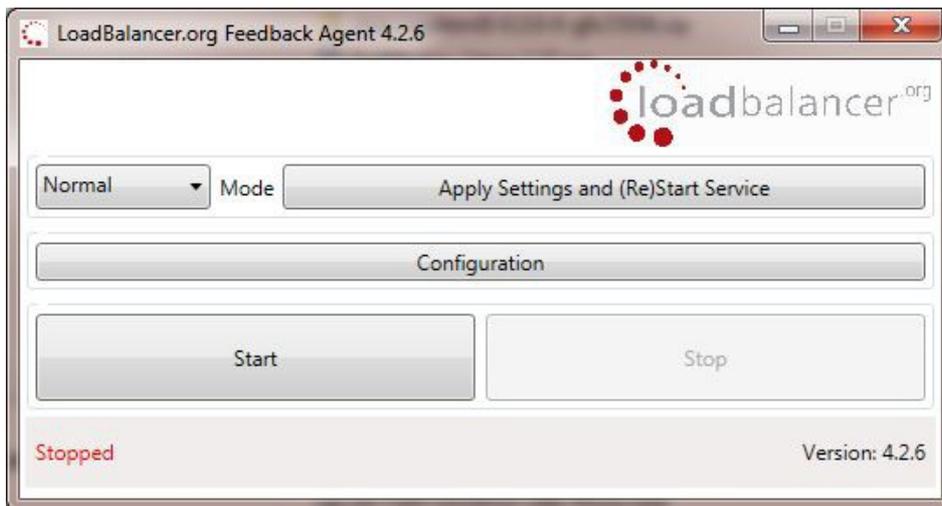
Click **Next** to start the installation

N.B. .NET Framework v3.5 is required by the agent and .NET Framework v4.0 is required by the Monitor

N.B. The agent should be installed on all Real Servers in the cluster

Starting the Agent

Once the installation has completed, you'll need to start the service on the Real Servers. The service is controlled by the Feedback Agent Monitor program that is also installed along with the Agent. The monitor can be accessed on the Windows server using: *All Programs > Loadbalancer.org > Monitor*. It's also possible to start the service using the services snap-in – the service is called 'Loadbalancer CPU monitor'.



- To start the service, click the **Start** button
- To stop the service, click the **Stop** button

Linux / Unix Agent

The Linux feedback agent files can be downloaded using the following links:

readme file: <http://downloads.loadbalancer.org/agent/linux/v4.1/readme.txt>
 xinetd file: <http://downloads.loadbalancer.org/agent/linux/v4.1/lb-feedback>
 feedback script: <http://downloads.loadbalancer.org/agent/linux/v4.1/lb-feedback.sh>

Installation

N.B. The agent files must be installed on all Real Servers, not the load balancer.

```
# Install xinetd
apt-get install xinetd (if not already installed)

# Insert this line into /etc/services
lb-feedback 3333/tcp          # Loadbalancer.org feedback daemon

# Then
cp lb-feedback.sh /usr/bin/lb-feedback.sh
chmod +x /usr/bin/lb-feedback.sh
cp lb-feedback /etc/xinetd.d/lb-feedback
chmod 644 /etc/xinetd.d/lb-feedback

/etc/init.d/xinetd restart

# Testing
telnet 127.0.0.1 3333

Trying 127.0.0.1...
Connected to 127.0.0.1.
Escape character is '^]'.
95%

Connection closed by foreign host.
```

Custom HTTP Agent

You can use any HTTP server responding on port 3333 to give feedback information to the load balancer. The format of this information must be an integer number of 0-100 without any header information. Using this method you can generate a custom response based on your applications requirements i.e. a mixture of memory usage, IO, CPU etc.

Configuration

As mentioned, from v7.6 both layer 4 and layer 7 VIPs can be configured to use the feedback agent. To Configure Virtual Services to use Agent / HTTP Feedback follow the steps below:

- Go to *Cluster Configuration > Layer 4 - Virtual Services*
or
Layer 7 - Virtual Services
- Click [**Modify**] next to the Virtual Service



Feedback Method	Agent ▼	?
Feedback Agent Port	3333	?

- Change the Feedback Method to either **Agent** or **HTTP** for layer 4 VIPs
- Change the Feedback Method to **Agent** for layer 7 VIPs
- Click **Update**
- Reload / restart services as prompted

Configuring VIPs & RIPs via Script & Command Line

Configuring L4 & L7 Services using the CLI Script (lbcli)

Action Category	Action	Example Command
Overview Actions:	Drain a server	<code>lbcli --action drain --vip <VIP Name> --rip <RIP Name></code>
	Halt a server	<code>lbcli --action halt --vip <VIP Name> --rip <RIP Name></code>
	Online a server	<code>lbcli --action online --vip <VIP Name> --rip <RIP Name></code>
VIP actions:	Add a VIP	<p><u>Layer 4 VIP</u> <code>lbcli --action add-vip --layer 4 --vip_type <ipv4 ipv6> --vip <VIP Name> --ip <VIP IP Address> --ports <ports> --forwarding <gate masq ipip> --protocol <tcp udp></code></p> <p><u>Layer 7 VIP</u> <code>lbcli --action add-vip --layer 7 --vip_type <ipv4 ipv6> --vip <VIP Name> --ip <VIP IP Address> --ports <ports> --mode <http tcp></code></p>
	Delete a VIP	<code>lbcli --action delete-vip --vip <VIP Name></code>
	Edit a VIP	*Advanced option* - USE NOT RECOMMENDED, Seek assistance from Support if you need to use this option.
RIP actions:	Add a RIP	<p><u>Layer 4 RIP</u> <code>lbcli --action add-rip --vip <VIP Name> --rip_type <ipv4 ipv6> --rip <RIP Name> --layer 4 --ip <RIP IP Address> --port <Port Value> --weight <Weight value> --minconn <minconn> --maxconn <maxconn></code></p> <p><u>Layer 7 RIP</u> <code>lbcli --action add-rip --vip <VIP Name> --rip <RIP Name> --layer 7 --ip <RIP IP Address> --port <Port value> --rip_type <ipv4 ipv6> --weight <Weight value></code></p>
	Delete a RIP	<code>lbcli --action delete-rip --vip <VIP Name> --rip <RIP Name></code>
	Edit a RIP	*Advanced option* - USE NOT RECOMMENDED, Seek assistance from Support if you need to use this option
Floating IP actions:	Add a FIP	<code>lbcli --action add-floating-ip --ip <IP Address></code>
	Delete a FIP	<code>lbcli --action delete-floating_ip --ip <IP Address></code>
Service actions:	Restart HAProxy	<code>lbcli --action restart-haproxy</code>
	Reload HAProxy	<code>lbcli --action reload-haproxy</code>
	Restart Ldirectord	<code>lbcli --action restart-ldirectord</code>
	Reload Ldirectord	<code>lbcli --action reload-ldirectord</code>
	Generate Support Archive	<code>lbcli --action support-downloa</code>

N.B. The above help information is also displayed when typing the following command:

```
lbcli --action help
```

Running lbcli from a remote Linux Host:

These commands can be run from a remote Linux host. This example halts VIP1 / RIP1 :

```
ssh root@192.168.111.42 "lbcli --action halt --vip L72 --rip RIP_Name"
```

Running lbcli from a remote Windows Host:

These commands can be run from a remote Windows host. This example halts VIP1 / RIP1 :

```
plink -pw loadbalancer root@192.168.111.42 "lbcli --action halt --vip VIP1 --rip RIP1"
```

Notes:

1. PuTTY must be installed to use the *plink* command
(see: <http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>)
2. 'loadbalancer' is the default password for the root user
3. 192.168.111.42 is the IP address of the load balancer

Configuring Layer 4 Services using ipvsadm

For layer 4 services, the ipvsadm command can also be used. Several examples are provided below.

Add a TCP based Virtual Service & use weighted round robin scheduling:

```
ipvsadm -A -t 192.168.65.192:80 -s wrr
```

Add a TCP based Real Server in DR mode:

```
ipvsadm -a -t 192.168.65.192:80 -g -r 192.168.70.196:80
```

Add a TCP based Real Server in NAT mode:

```
ipvsadm -a -t 192.168.65.192:80 -m -r 192.168.70.196:80
```

Add a UDP based Virtual Service & use weighted least connection scheduling:

```
ipvsadm -A -u 192.168.65.192:80 -s wlc
```

Add a UDP based Real Server in DR mode:

```
ipvsadm -a -u 192.168.65.192:80 -g -r 192.168.70.196:80
```

Delete a TCP based Virtual Service:

```
ipvsadm -D -t 192.168.65.180:80
```

Delete a TCP based Real Server:

```
ipvsadm -d -t 192.168.65.122:80 -r 192.168.70.134:80
```

View the current running config:

```
ipvsadm -ln
```

```
IP Virtual Service version 1.2.1 (size=4096)
```

```
Prot LocalAddress:Port Scheduler Flags
```

```
-> RemoteAddress:Port      Forward Weight ActiveConn InActConn
TCP 192.168.65.120:80 rr
-> 192.168.70.130:80      Route 1 0 0
-> 192.168.70.131:80      Route 1 0 0
TCP 192.168.65.122:80 rr
-> 192.168.70.132:80      Mass 1 0 0
-> 192.168.70.133:80      Mass 1 0 0
```

Configuring Layer 7 Services using Linux Socket Commands

For layer 7 HAProxy VIPs, the socat socket command can also be used as shown in the examples below.

To take a server offline:

```
echo "disable server VIP_Name/RIP_Name" | socat unix-connect:/var/run/haproxy.stat stdio
```

To bring a server online:

```
echo "enable server VIP_Name/RIP_Name" | socat unix-connect:/var/run/haproxy.stat stdio
```

To set the weight of a Real Server:

```
echo "set weight VIP_Name/RIP_Name 0" | socat unix-connect:/var/run/haproxy.stat stdio
```

To view HAProxy's running configuration:

```
echo "show info" | socat unix-connect:/var/run/haproxy.stat stdio
```

To clear HAProxy's statistics:

```
echo "clear counters all" | socat unix-connect:/var/run/haproxy.stat stdio
```

N.B. Other examples can be found by searching for "Unix Socket Commands" at the following link:

<http://haproxy.1wt.eu/download/1.6/doc/configuration.txt>



IMPORTANT NOTE : Please note that since these changes are being made directly to the running configuration, the services that are displayed in the System Overview will no longer match the running configuration when ipvsadm / socat commands are used.

Using the **lbcli** command does not have this disadvantage and the System Overview will show the correct VIP and RIP status.



NOTE : For additional assistance don't hesitate to contact: support@loadbalancer.org.

Chapter 7 – Web Application Firewall (WAF)

Introduction

New to v8.0 is the Web Application Firewall (WAF). This additional appliance feature is based on the Modsecurity Open Source Project.

The default vulnerability rule-set is based on the "OWASP top 10". This defines 10 areas of vulnerability that can effect Web Applications. These are summarised in the table below:

Category	Description
A1 - Injection	Injection flaws, such as SQL, OS, and LDAP injection occur when untrusted data is sent to an interpreter as part of a command or query. The attacker's hostile data can trick the interpreter into executing unintended commands or accessing data without proper authorization.
A2 - Broken Authentication and Session Management	Application functions related to authentication and session management are often not implemented correctly, allowing attackers to compromise passwords, keys, or session tokens, or to exploit other implementation flaws to assume other users' identities.
A3 - Cross-Site Scripting (XSS)	XSS flaws occur whenever an application takes untrusted data and sends it to a web browser without proper validation or escaping. XSS allows attackers to execute scripts in the victim's browser which can hijack user sessions, deface web sites, or redirect the user to malicious sites.
A4 - Insecure Direct Object References	A direct object reference occurs when a developer exposes a reference to an internal implementation object, such as a file, directory, or database key. Without an access control check or other protection, attackers can manipulate these references to access unauthorized data.
A5 - Security Misconfiguration	Good security requires having a secure configuration defined and deployed for the application, frameworks, application server, web server, database server, and platform. Secure settings should be defined, implemented, and maintained, as defaults are often insecure. Additionally, software should be kept up to date.
A6 - Sensitive Data Exposure	Many web applications do not properly protect sensitive data, such as credit cards, tax IDs, and authentication credentials. Attackers may steal or modify such weakly protected data to conduct credit card fraud, identity theft, or other crimes. Sensitive data deserves extra protection such as encryption at rest or in transit, as well as special precautions when exchanged with the browser.
A7 - Missing Function Level Access Control	Most web applications verify function level access rights before making that functionality visible in the UI. However, applications need to perform the same access control checks on the server when each function is accessed. If requests are not verified, attackers will be able to forge requests in order to access functionality without proper authorization.
A8 - Cross-Site Request Forgery (CSRF)	A CSRF attack forces a logged-on victim's browser to send a forged HTTP request, including the victim's session cookie and any other automatically included authentication information, to a vulnerable web application. This allows the attacker to force the victim's browser to generate requests the vulnerable application thinks are legitimate requests from the victim.
A9 - Using Components with Known Vulnerabilities	Components, such as libraries, frameworks, and other software modules, almost always run with full privileges. If a vulnerable

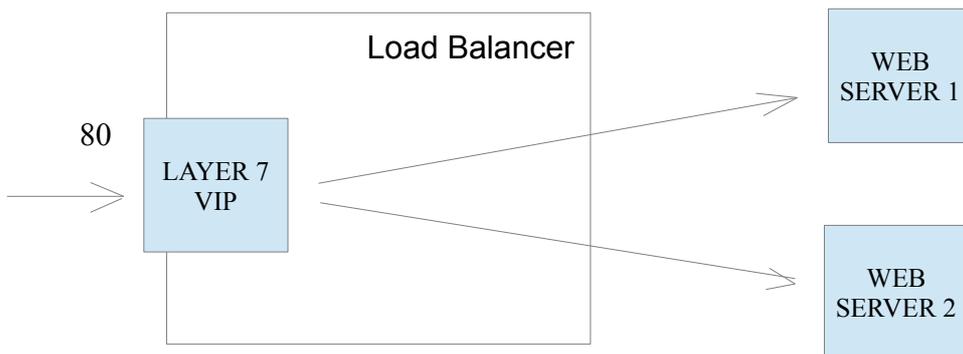
	component is exploited, such an attack can facilitate serious data loss or server takeover. Applications using components with known vulnerabilities may undermine application defenses and enable a range of possible attacks and impacts.
A10 - Unvalidated Redirects and Forwards	Web applications frequently redirect and forward users to other pages and websites, and use untrusted data to determine the destination pages. Without proper validation, attackers can redirect victims to phishing or malware sites, or use forwards to access unauthorized pages

More details can be found here : https://www.owasp.org/index.php/Top_10_2013-Top_10

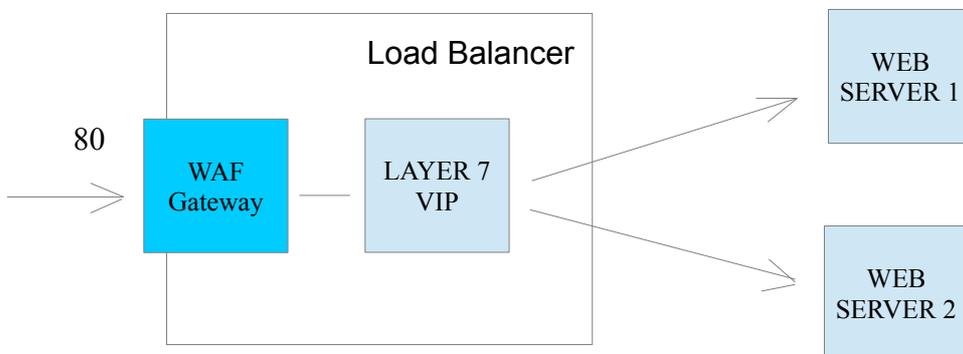
Implementation Concepts

When a WAF gateway is created on the load balancer, the data path is automatically modified so that the WAF becomes the initial connection point for inbound client connections as illustrated below:

Data flow without WAF deployed



Modified data flow once WAF is deployed



NOTES:

- When defining a WAF Gateway on the load balancer, the associated layer 7 VIP must be selected from a drop-down list. This enables the WAF to be automatically configured to listen on the same TCP socket as the original layer 7 VIP

The WAF gateway is then automatically configured to forward packets to the original layer 7 VIP

- Each WAF gateway is associated with one layer 7 VIP
- Once the WAF gateway is defined, the *Label*, *IP Address*, *Port* and *Protocol* of the associated layer 7 VIP cannot be edited to ensure the association remains intact. If changes to these settings are required, remove the WAF, make the changes, then recreate the WAF
- Each WAF gateway is comprised of an additional layer 7 VIP which acts as the WAF front-end and an Apache/ModSecurity config. Both are auto-created when the WAF Gateway is configured

WAF Gateway Configuration

Initial Setup

For reasons mentioned in the previous section, the layer 7 VIP must be created first, then the WAF gateway.

Step 1 – Create the Layer 7 VIP

- Using the WUI open *Cluster Configuration > Layer 7 – Virtual Services* and click **Add a new Virtual Service**

Label	<input type="text" value="HTTP-Cluster"/>	?	
Virtual Service	IP Address	<input type="text" value="192.168.110.46"/>	?
	Ports	<input type="text" value="80"/>	?
Layer 7 Protocol	<input type="text" value="HTTP Mode"/>	▼	?
Manual Configuration	<input type="checkbox"/>		?

- Enter a suitable Label (name) for the VIP, e.g. **HTTP-Cluster**
- Enter a valid IP address, e.g. **192.168.110.46**
- Enter a valid port, e.g. **80**
- Click **Update**

Step 2 – Define the associated Real Servers (RIPs)

- Using the WUI open *Cluster Configuration > Layer 7 – Real Servers* and click **Add a new Real Server** next to the the VIP just created

Label	<input type="text" value="Web1"/>	
Real Server IP Address	<input type="text" value="192.168.110.241"/>	
Real Server Port	<input type="text" value="80"/>	
Weight	<input type="text" value="100"/>	

- Enter a suitable Label (name) for the RIP, e.g. **Web1**
- Enter a valid IP address, e.g. **192.168.110.241**
- Enter a valid port, e.g. **80**
- Click **Update**

Step 3 – Define the WAF Gateway

- Using the WUI open *Cluster Configuration > WAF - Gateway* and click **Add a new WAF gateway**

Select Layer 7 Virtual Service	<input type="text" value="HTTP-Cluster"/>	
WAF Label	<input type="text" value="WAF1"/>	
Rule Engine Traffic Blocking	<input type="checkbox"/>	
Process Request Data	<input checked="" type="checkbox"/>	
Process Response Data	<input type="checkbox"/>	
Inbound Anomaly Score	<input type="text" value="5"/>	
Outbound Anomaly Score	<input type="text" value="4"/>	
Audit Mode	<input type="checkbox"/>	

- Select the VIP created in step 1 in the drop down
- Enter a suitable Label (name) for the WAF, e.g. **WAF1**
- Leave other options at their default settings
- Click **Update**

Step 4 – Reload Services to Apply the New Settings

- Click *System Overview* in the WUI
- Reload the services (Apache and HAProxy) as prompted in the blue message box

Step 5 – View Configured Services

- The original layer 7 VIP and the auto created layer 7 WAF front-end VIP are now displayed in the system overview as shown below:

SYSTEM OVERVIEW  2015-07-02 13:20:18 UTC

VIRTUAL SERVICE 	IP 	PORTS 	CONNNS 	PROTOCOL 	METHOD 	MODE 	
 HTTP-Cluster	192.168.110.46	65435	0	HTTP	Layer 7	Proxy	
 WAF1	192.168.110.46	80	0	HTTP	Layer 7	Proxy	

WAF Gateway Operating Mode

By default, the WAF Gateway only logs any breaches of the ModSecurity rules, it doesn't block any requests.

The WAF gateway should initially be left in this mode so that any rule matches are logged. If there are no false positives, blocking mode can be enabled to reject any malicious requests and respond with a 403 Forbidden response.

To enable blocking mode:

- Using the WUI open *Cluster Configuration > WAF – Gateway* and click **Modify** next to the relevant WAF
- Enable the *Rule Engine Traffic Blocking* checkbox
- Click **Update**
- Click *System Overview* in the WUI
- Reload the services (Apache and HAProxy) as prompted in the blue message box

WAF Gateway Rules

Rules can easily be switched off if required. This may be required if the default settings prove to be restrictive.

To disable rules:

- Using the WUI open *Cluster Configuration > WAF – Manual Configuration*
- Select the relevant WAF in the drop-down

WAF - MANUAL CONFIGURATION

WAF1 ▼

```
1 # Default ruleset generated by Loadbalancer.org.
2 # These can be removed.
3
4 # Do not allow an invalid range from ping of death attack MS15034
5
6 #SecRule REQUEST_HEADERS:Range "@rx (?i)^(bytes\s*=)(.*){10,}" \
7 #id:'100007',phase:1,t:none,block,setvar:tx.anomaly_score+="{tx.critical_anomaly_score},msg:'Invalid header r
8
9
10 #Example for whitelisting an ip address
11 #replace the ip in the example with the one you want to whitelist
12
13 #SecRule REMOTE_ADDR "^192.168.2.21"
14 #phase:1,nolog,allow,ctl:ruleEngine=Off,id:100008\"
15
16 #Example to allow ALL users to access the website by ip address.
17 #Rather than just by URL
18
19 #SecRuleRemoveById 960017
20
```

- Add an extra line specifying the rule to disable

e.g.

```
SecRuleRemoveById 960022
```

N.B. The rule ID can be obtained from the logs whilst in non blocking mode. For more details on viewing the logs see the next section – WAF Gateway Monitoring

- Click **Update**
- Click *System Overview* in the WUI
- Reload Apache as prompted in the blue message box

Browsing by IP Address

The default rules block browsing by IP address. e.g. <http://192.168.110.10/>. This particular rule can be disabled by going to *Cluster Configuration > WAF - Manual Configuration*, selecting the WAF in the dropdown, then un-commenting the following line , i.e. removing the #

```
#SecRuleRemoveById 960017
```

Then reloading Apache as directed in the blue message box.

Any rule can be excluded in this way, as long as you know the ID, this can be obtained from the log entry as explained below.

WAF Gateway Logging & Monitoring

The WAF always logs malicious requests. The actual log entry depends on whether the WAF is running in logging only mode or blocking mode.

To View the log:

- In the WUI select : *Logs > WAF Logs*
- In the drop-down select *Error <WAF_NAME>*

Example Log Entries:

1 - Example log entry (LOGGING ONLY mode)

```
[Thu Aug 13 14:36:10 2015] [error] [client 192.168.64.7] ModSecurity: Warning. Operator GE
matched 3 at TX:sql_select_statement_count. [file
"/etc/httpd/modsecurity.d/activated_rules/modsecurity_crs_41_sql_injection_attacks.conf"] [line
"108"] [id "981317"] [rev "2"] [msg "SQL SELECT Statement Anomaly Detection Alert"] [data
"Matched Data: X-Forwarded-For found within TX:sql_select_statement_count: 4"] [ver
"OWASP_CRS/2.2.6"] [maturity "8"] [accuracy "8"] [tag
"OWASP_CRS/WEB_ATTACK/SQL_INJECTION"] [tag "WASCTC/WASC-19"] [tag
"OWASP_TOP_10/A1"] [tag "OWASP_AppSensor/CIE1"] [tag "PCI/6.5.2"] [hostname
"192.168.111.235"] [uri "/"] [unique_id "VcyrWn8AAAEAAA@CCC8AAAAB"]
```

In this example, the matching rule is: **981317** as highlighted above

2 - Example log entry (BLOCKING mode)

```
[Thu Aug 13 14:35:03 2015] [error] [client 192.168.64.7] ModSecurity: Access denied with code
403 (phase 2). Operator GE matched 3 at TX:sql_select_statement_count. [file
"/etc/httpd/modsecurity.d/activated_rules/modsecurity_crs_41_sql_injection_attacks.conf"] [line
"108"] [id "981317"] [rev "2"] [msg "SQL SELECT Statement Anomaly Detection Alert"] [data
"Matched Data: X-Forwarded-For found within TX:sql_select_statement_count: 4"] [ver
"OWASP_CRS/2.2.6"] [maturity "8"] [accuracy "8"] [tag
"OWASP_CRS/WEB_ATTACK/SQL_INJECTION"] [tag "WASCTC/WASC-19"] [tag
"OWASP_TOP_10/A1"] [tag "OWASP_AppSensor/CIE1"] [tag "PCI/6.5.2"] [hostname
"192.168.111.235"] [uri "/"] [unique_id "VcyrF38AAAEAAAMYBpcAAAAA"]
```

In this example, the matching rule is also: **981317** as highlighted above

The difference here is that access was denied as highlighted

Modifying Default Actions

Default actions can easily be modified is required, a good example is to modify the response when access is denied. By default a 403 (forbidden) response is returned to the requesting client. This can be changed to redirect to a different URL using the **SecDefaultAction** as detailed below.

To customize default behavior:

- Using the WUI go to *Cluster Configuration > WAF – Manual configuration*
- Using the drop-down at the top of the page, select the required WAF
- In the Edit Window, add the following lines at the bottom of the page as shown below:

```
SecDefaultAction "phase:1,deny,log,redirect:https://www.yourdomain.com/pageforbidden.html"  
SecDefaultAction "phase:2,deny,log,redirect:https://www.yourdomain.com/pageforbidden.html"
```

```
1 # Default ruleset generated by Loadbalancer.org.  
2 # These can be removed.  
3  
4 # Do not allow an invalid range from ping of death attack MS15034  
5  
6 #SecRule REQUEST_HEADERS:Range "@rx (?i)^(bytes\s*=)(.*){10,}" \\  
7 #id:'100007',phase:1,t:none,block,setvar:tx.anomaly_score+=%{tx.critical_anomaly_score},msg:'Invalid header r  
8  
9  
10 #Example for whitelisting an ip address  
11 #replace the ip in the example with the one you want to whitelist  
12  
13 #SecRule REMOTE_ADDR "^192.168.2.21" \\  
14 #phase:1,nolog,allow,ctl:ruleEngine=Off,id:100008  
15  
16 #Example to allow ALL users to access the website by ip address.  
17 #Rather than just by URL  
18  
19 #SecRuleRemoveById 960017  
20  
21 SecDefaultAction "phase:1,deny,log,redirect:https://www.yourdomain.com/pageforbidden.html"  
22 SecDefaultAction "phase:2,deny,log,redirect:https://www.yourdomain.com/pageforbidden.html"  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32
```

Update

- Click **Update**
- Reload the services (Apache and HAProxy) as prompted in the blue message box at the top of the screen



NOTE : For more information, please refer to the [ModSecurity Reference Manual](#).

Chapter 8 – Real Server Health Monitoring & Control

Configuring Health Checks

The appliance supports a range of health-check options to check and verify the health of Real Servers. These range from simple ping checks to more complex negotiate options to determine that the underlying daemon / service is running. The specific options available depend on whether services are deployed at Layer 4 or Layer 7, details of both are covered in the following sections.

Health Checks for Layer 4 Services

At layer 4, Real Server health checking is provided by Ldirectord. This is integrated into Loadbalancer.org appliances and allows a full range of options to check that Real Servers are operational.

To configure health checks use the WUI option: *Cluster Configuration > Layer 4 - Virtual Services > Modify*

The exact options available depend on the check type selected. For the default (*Connect to port*), one field is required:

Health Checks	Check Type	Connect to port ▼
	Check Port	<input type="text"/>

As the drop-down is changed, the field list changes. The full list of options is shown below:

Health Checks	Check Type	Negotiate ▼	?
	Check Port	Negotiate	?
	Protocol	Connect to port	?
	Virtual Host	ping server	?
	Request to send	External script	?
	Response expected	No checks, always Off	?
		No checks, always On	?
		5 Connects, 1 Negotiate	?
		10 Connects, 1 Negotiate	?
		/	?
		OK	?

Default Health Check

By default, a TCP connect health check is used for newly created layer 4 Virtual Services.

Check Types

Negotiate – Sends a request and looks for a specific response (see Negotiate Check Service below)

Connect to port – Just do a simple connect to the specified port/service & verify that it's able to accept a connection

Ping server – Sends an ICMP echo request packet to the Real Server

External check – Use a custom file for the health check. Specify the file path in the 'Check Command' field.

No checks, always Off – All Real Servers are off

No checks, always On – All Real Servers are on (no checking)

5 Connects, 1 Negotiate – Do 5 connect checks and then 1 negotiate check

10 Connects, 1 Negotiate – Do 10 connect checks and then 1 negotiate check

Check Port

This can be used if the port to check is non standard, e.g., the service to check is HTTPS, but the port used is 4443 instead of the standard 443. Leaving the field blank will cause the health-check to occur on the port specified for the Real Server (note that in DR mode there is no Real Server port field since port re-mapping is not possible, the port specified for the Virtual Service is used).

External Script Command

The custom check script, used with the external check type. The script should be placed in `/var/lib/loadbalancer.org/check`, and given world read and execute permissions.

The following example illustrates how scripts can be constructed. This script uses the Linux command 'wget' to connect to the Real Server, then uses the Linux command 'grep' to look for the text 'OK' in the file 'check.txt'. The variable 'EXIT_CODE' which indicates a pass or fail is then returned to Ldirectord to control whether the server should be left online or removed.

```
#!/bin/bash
# Variables
REALIP="$3"
PORT="$4"
REQUEST="check.txt"
RESPONSE="OK"

# Get the Page/File
wget -qO- --header="Host: host.domain.com" http://$REALIP:$PORT/$REQUEST |grep -e $RESPONSE
if [ "$?" -eq "0" ]; then
EXIT_CODE="0"
else
EXIT_CODE="1"
fi

exit $EXIT_CODE
```

Notes:

\$3 and \$4 are Ldirectord variables that are passed to the script. The following Ldirectord variables are available and can be used as required:

- \$1 – the VIP address
- \$2 – the VIP port
- \$3 – the RIP address
- \$4 – the RIP port

Negotiate Check Service

If negotiate is selected as the check type, the following methods are valid:

HTTP – use HTTP as the negotiate protocol (also requires filename, path + text expected)

HTTPS – use HTTPS as the negotiate protocol (also requires filename, path + text expected)

HTTP Proxy – Use an HTTP proxy check

FTP – use FTP as the negotiate protocol (also requires login/password, filename in the default folder)

IMAP (IPv4 only) – use IMAP as the negotiate protocol (requires login/password)
IMAPS (IPv4 only) - use IMAPS as the negotiate protocol (requires login/password)
POP – use POP as the negotiate protocol (also requires login/password)
POPS – use POPS as the negotiate protocol (also requires login/password)
LDAP (IPv4 only) – use LDAP as the negotiate protocol (also requires username/password)
SMTP – use SMTP as the negotiate protocol
NNTP (IPv4 only) – use NNTP as the negotiate protocol
DNS – use DNS as the negotiate protocol
MySQL (IPv4 only) – use MySQL as the negotiate protocol (also requires username/password)
SIP – use SIP as the negotiate protocol (also requires username/password)
Simple TCP – Sends a request string to the server and checks the response
RADIUS (IPv4 only) – use RADIUS as the negotiate protocol (also requires username/password)
none -

Virtual Host

If the Real Server will only respond to a URL or 'virtualhost' rather than an ip address, you can specify the virtual host to request here.

Database Name

The database to use for the MySQL Negotiate check. This is a required option if MySQL is selected under Negotiate Check Service above.

Radius Secret

The secret to use with Radius servers.

Login

The login name to use with negotiate checks where authentication is required.

Password

The password to use with negotiate checks where authentication is required.

Request to Send

This is used with negotiate checks and specifies the request to send to the server. The use of this parameter varies with the protocol selected in *Negotiate Check Service*. With protocols such as HTTP and FTP, this should be the object to request from the server. Bare filenames will be requested from the web or FTP root. With DNS, this should be either a name to look up in an A record, or an IP address to look up in a PTR record. With databases, this should be an SQL SELECT query (N.B. the response expected field is not used by the SQL health check since the data returned is not read, the answer must simply be 1 or more rows). With LDAP, this should be the search base for the query. The load balancer will perform an (ObjectClass=*) search relative to this base. With Simple TCP, this should be a string to send verbatim to the server.

Response Expected

This is the response that must be received for the negotiate check to be a success. The negotiate check succeeds if the specified text (response) is found anywhere in the response from the web server when the file specified in the *Request to Send* field is requested.

For example, a file called 'check.txt' could be placed in the default folder of the web server, this text file could just have the text **OK** in the file, then when the negotiate check runs, it would look for a file called 'check.txt' containing **OK**. If found, the test would succeed, if not found it would fail and no new sessions will be sent to that server.

Additional Health Check Settings

Additional Layer 4 health check options such as Check Interval, Failure Count etc. are available using the WUI option: *Cluster Configuration > Layer 4 – Advanced Configuration*



NOTE : For more details of these options, please refer to page [104](#).

Health Checks for Layer 7 Services

At layer 7, Real Server health checking is handled by HAProxy. This is integrated into Loadbalancer.org appliances and allows a range of options to check that Real Servers are operational.

To configure health checks use the WUI option: *Cluster Configuration > Layer 7 - Virtual Services > Modify*

Health Checks	
Check Port	<input type="text"/>
Request to send	<input type="text"/>
Response expected	<input type="text"/>
Host Header	<input type="text"/>

As with Layer 4 Services, as the drop-down is changed, the field list changes.

Default Health Check

By default, a TCP connect health check is used for newly created layer 7 Virtual Services.

Check Types

Negotiate HTTP – Sends an HTTP request and looks for a specific response. Also set the *Request to Send* & *Response Expected* fields.

Negotiate HTTPS – Sends an HTTPS request and looks for a specific response. Also set the *Request to Send* & *Response Expected* fields.

N.B. If a negotiate HTTP or HTTPS check is used and Request to Send is configured but Response Expected is left blank, the appliance looks for a 200 OK response from the real server.

Connect to port – Just do a simple TCP connect to the specified port/service & verify that it's able to accept a connection

External Script – use a custom file for the health check. Specify the script path in the *Check Script* field.

MySQL - The check consists of sending two MySQL packets, one Client Authentication packet, and one QUIT packet, to correctly close the MySQL session. It then parses the MySQL Handshake Initialization packet and/or Error packet. It is a basic but useful test and does not produce error nor aborted connect on the server. However, it does require adding an authorization in the MySQL table as follows:

use mysql; INSERT INTO user (Host,User) values ('<appliance-IP>','<username>'); flush privileges;
e.g.

use mysql; INSERT INTO user (Host,User) values ('192.168.1.1';probe'); flush privileges;

No checks, always On – All Real Servers are on (i.e. no checking)

Check Port

Specify a different port for health checks. If this field is left blank, health checks occur on the port specified for each Real Server. If the VIP includes multiple ports (e.g. 80 & 443) by default the check occurs on the first port listed. If a different port must be checked, it can be specified here.

Request to Send

Specify a specific file for the health check. Open the specified file and check for the response expected. useful for checking a server sided script to check the health of the back-end application.

Response Expected

The content expected for a valid health check on the specified file. The response expected can be any valid regular expression statement.

Request to Send / Response Expected Example:

If the server has a virtual directory called /customers, with a default page that contains the word 'welcome' the required setup would be as follows:

Request to send: **customers**
Response expected: **welcome**

These settings would configure the following check directives in the HAProxy configuration file:

```
option httpchk GET /customers HTTP/1.0  
http-check expect rstring welcome
```

N.B. the forward-slash character before 'customers' is added automatically

In this example, provided that the load balancer can access the page and see the text 'welcome', the health-check would pass.

External Script Command

The custom check script, used with the external check type. The script should be placed in **/var/lib/loadbalancer.org/check**, and given world read and execute permissions.

The following example illustrates how scripts can be constructed. This script uses the Linux command 'wget' to connect to the Real Server, then uses the Linux command 'grep' to look for the text 'OK' in the file 'check.txt'. The variable 'EXIT_CODE' which indicates a pass or fail is then returned to HAProxy to control whether the server should be left online or removed.

```
#!/bin/bash  
export PATH=/bin:/usr/bin:/sbin:/usr/sbin  
  
# Variables  
REALIP="$3"
```

```
PORT="$4"
REQUEST="check.txt"
RESPONSE="OK"

# Get the Page/File
wget -qO- --header="Host: host.domain.com" http://$REALIP:$PORT/$REQUEST |grep -qe $RESPONSE
if [ "$?" -eq "0" ]; then
EXIT_CODE="0"
else
EXIT_CODE="1"
fi

exit $EXIT_CODE
```

Notes:

\$3 and \$4 are HAProxy variables that are passed to the script. The following HAProxy variables are available and can be used as required:

\$1 – the VIP address
\$2 – the VIP port
\$3 – the RIP address
\$4 – the RIP port

N.B. It's important that the commands are set to run in quiet mode, i.e. no output. Otherwise HAProxy may misinterpret the return data. This is achieved in the above example with -q options for the commands 'wget' and 'grep'.

Testing the script at the command line

A health-check script can be checked at the command line using the following format:

```
# ./<check-script-name> <$1> <$2> <$3> <$4>
```

e.g.

```
# ./check.sh 192.168.1.1 80 192.168.1.10 80
```

to check the return value, use the command:

```
# echo $?
```

A return value of 0 means the check has passed, 1 means it has failed.

Additional Health Check Settings

Additional Layer 7 health check options such as the check interval and failure count are available using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration*



NOTE : For more details of these options, please refer to page [118](#).

Simulating Health-Check Failures

It may not always be possible to take a server offline to check that health-checks are working correctly. In these cases, firewall rules can be used. The following rules can be configured at the console, using SSH or via the WUI under *Local Configuration > Execute a Shell Command*

To block access to a particular Real Server port:

```
iptables -A OUTPUT -p tcp --dport <Check Port> -d <REAL-SERVER-IP> -j DROP
```

e.g. `iptables -A OUTPUT -p tcp --dport 80 -d 192.168.65.60 -j DROP`

To re-enable access to a particular Real Server port:

```
iptables -D OUTPUT -p tcp --dport <Check Port> -d <REAL-SERVER-IP> -j DROP
```

e.g. `iptables -D OUTPUT -p tcp --dport 80 -d 192.168.65.60 -j DROP`

N.B. Make sure these rule are cleared after testing & verification is complete!

Disabling Health-Checks

In some cases it may be desirable to completely disable health checking and simply assume that the real servers are up and working correctly. The can be configured simply by setting the health-check option to **No Checks, Always On** – this applies to both layer 4 and layer 7 services.

Fallback Server Settings

The appliance uses NGINX for the local fallback server. The fallback server is activated under the following conditions for Layer 4 & Layer 7 Virtual Services:

Layer 4

From v7.6 the fallback page is displayed when all Real Servers are unavailable **AND** when all servers are taken offline via the WUI. The page can be hosted on the load balancer or on an external server. From v7.6.3 it can also be configured to be a Layer 7 VIP. Set the Fallback Server option of the VIP accordingly.

Layer 7

For layer 7 VIPs the fallback page is displayed when all Real Servers are unavailable and when all servers are taken offline via the WUI. The page can be hosted on the load balancer or on an external server. Set the Fallback Server option of the VIP accordingly.

The local fallback page can be modified using the WUI option: *Maintenance > Fallback Page*

FALLBACK PAGE

```
1 <html>
2 <head>
3 <title>The page is temporarily unavailable</title>
4 <style>
5 body { font-family: Tahoma, Verdana, Arial, sans-serif; }
6 </style>
7 </head>
8 <body bgcolor="white" text="black">
9 <table width="100%" height="100%">
10 <tr>
11 <td align="center" valign="middle">
12 The page you are looking for is temporarily unavailable.<br/>
13 Please try again later.<br/>
14 (WUI port reminder 9080)
15 </td>
16 </tr>
17 </table>
18 </body>
19 </html>
20
```

Notes:

- The local fallback server is an NGINX instance that by default listens on port 9081
- If a layer 4 VIP is added that listens on port 80, NGINX is automatically configured to listen on ports 9081 & 80
- You can use any valid HTML for the default page, simply copy and paste the required HTML into the Fallback Page using the Maintenance menu

Additional Fallback Server Notes:

Using the load balancers built-in Fallback Server:

- If you are using the load balancer for your holding page and your web servers are offline then the local NGINX server is exposed to hacking attempts, if you are concerned about this you can change the fallback server to be one of your internal servers.

Using an External, Dedicated Server:

- For DR mode the fallback server must be listening on the same port as the VIP (port re-mapping is not possible with DR mode). Also, don't forget to solve the ARP problem for the dedicated fallback server (see page [74](#))
- For NAT mode don't forget to set the default gateway of the fallback server to the internal IP of the load balancer or when you have 2 appliances in a cluster, to a floating IP.

Using a Layer 7 VIP as the fallback server for Layer 4 VIPs:

- From v7.6.3 it's possible to set the fallback server for a layer 4 VIP to be a layer 7 VIP. This is especially useful in WAN/DR site environments.

It also enables an external fallback server to be easily configured for Layer 4 VIPs – simply create a fallback VIP and configure the fallback server as an associated RIP, then enable the MASQ option for the Layer 4 VIP and set the fallback VIP as its fallback server. If all servers are down, requests will then be routed via the Layer 7 VIP to the external server. If the layer 4 VIP is multi-port, specify 0 as the port for the fallback server. Requests will then be forwarded to the correct port.

Real Server Monitoring & Control using System Overview

Real Server Monitoring

The System Overview includes a visual display indicating the health status of all Virtual and Real Servers as shown in the example below:

SYSTEM OVERVIEW  2015-04-21 10:36:58 UTC

VIRTUAL SERVICE	IP	PORTS	CONNS	PROTOCOL	METHOD	MODE	
 HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy	
 RDS-Cluster	192.168.110.152	3389	0	TCP	Layer 7	Proxy	

Clicking on each Virtual Service expands the view so that the associated Real Servers can also be seen:

SYSTEM OVERVIEW  2015-04-21 10:38:59 UTC

VIRTUAL SERVICE	IP	PORTS	CONNS	PROTOCOL	METHOD	MODE	
 HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy	
<i>REAL SERVER</i>							
 IIS1	192.168.110.240	80	100	0	Drain	Halt	
 IIS2	192.168.110.241	80	100	0	Drain	Halt	
 RDS-Cluster	192.168.110.152	3389	0	TCP	Layer 7	Proxy	
<i>REAL SERVER</i>							
 RDS1	192.168.110.240	3389	100	0	Drain	Halt	
 RDS2	192.168.110.241	3389	100	0	Drain	Halt	

The various colors used to indicate status are:

- Green** – All Real Servers in the cluster are healthy

- **Yellow** – One or more Real Servers in the cluster has failed or has been taken offline using *Halt* or *Drain*
- **Red** – All Real Servers in the cluster have failed
- **Blue** – All Real Servers have been taken offline using *Drain* or *Halt* (see below)
- **Purple / Green** – Used to indicate that a particular VIP is used for HTTP to HTTPS redirection

This information is also displayed when clicking the system overview help button:

System Overview

The following colors and icons are used to show the real-time status of your Load balanced Virtual Services

Colour	Image	Details
Green	↑	Virtual Service / Real Server healthy
Yellow	⚠	Virtual Service needs attention
Blue	⚙	Real Server taken offline
Red	↓	Virtual Service / Real Server down
Purple	↑	Virtual Service FORCE-TO-HTTPS

The Virtual Services may be sorted using drag and drop, or by clicking on the column headings.

Real Server Control

The System Overview also enables the state of each Real Server to be controlled. Real Servers can be put in the following modes:

- **Drain** – This option allows existing connections to close gracefully and prevents new connections
- **Halt** – This options prevents new connections and drops all existing connections immediately without waiting

The screen shot below shows that RDS2 has been put into drain mode:

	RDS-Cluster	192.168.110.152	3389	0	TCP	Layer 7	Proxy	
	REAL SERVER	IP	PORTS	WEIGHT	CONNS			
↑	RDS1	192.168.110.240	3389	100	0	Drain	Halt	
⚙	RDS2	192.168.110.241	3389	0	0	Online (drain)	Halt	

To bring RDS2 back online, click the *Online (drain)* link. If the server had been halted rather than drained, the the link would be displayed as *Online (Halt)*.



NOTE : If a particular Real Server is used in multiple VIPs you can choose to apply the offline / online action to all relevant VIPs or only a single VIP. This simplifies taking Real Servers offline for maintenance purposes.



NOTE : From v7.6, halting or draining all Real Servers in a cluster at layer 7 *and* layer 4 activates the fallback server.

Ordering of VIPs

The display order of configured VIPs can be changed either by clicking on the column heading, or by drag and drop.

Sort by Column

If VIPs are ordered by a particular column, this is indicated using arrows next to the column heading as shown below:

SYSTEM OVERVIEW  2015-04-21 12:01:46 UTC

	VIRTUAL SERVICE ▼	IP ⇅	PORTS ⇅	CONNS ⇅	PROTOCOL ⇅	METHOD ⇅	MODE ⇅	
	 HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy	
	 RDS-Cluster	192.168.110.152	3389	0	TCP	Layer 7	Proxy	

In this example, the VIPs are ordered alpha-numerically by Virtual Service name. To change the order, click on the required column heading then click save. If you want to reverse the order for a particular column, click that column heading again.

e.g. Clicking on the IP column heading shows the following:

EDIT MODE  

	VIRTUAL SERVICE ⇅	IP ▲	PORTS ⇅	CONNS ⇅	PROTOCOL ⇅	METHOD ⇅	MODE ⇅	
	 RDS-Cluster	192.168.110.152	3389	0	TCP	Layer 7	Proxy	
	 HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy	

Clicking on the IP column heading again changes the order to:

EDIT MODE

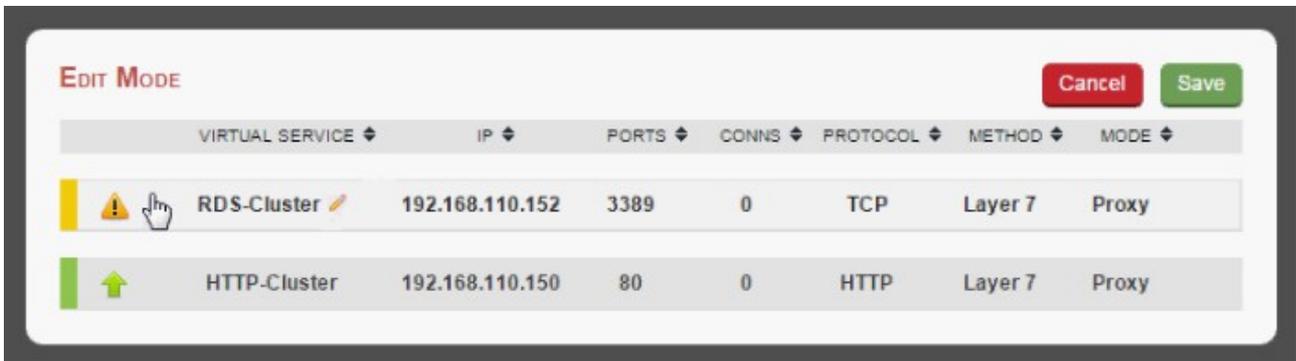
Cancel Save

	VIRTUAL SERVICE	IP	PORTS	CONN	PROTOCOL	METHOD	MODE
↑	HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy
⚠	RDS-Cluster	192.168.110.152	3389	0	TCP	Layer 7	Proxy

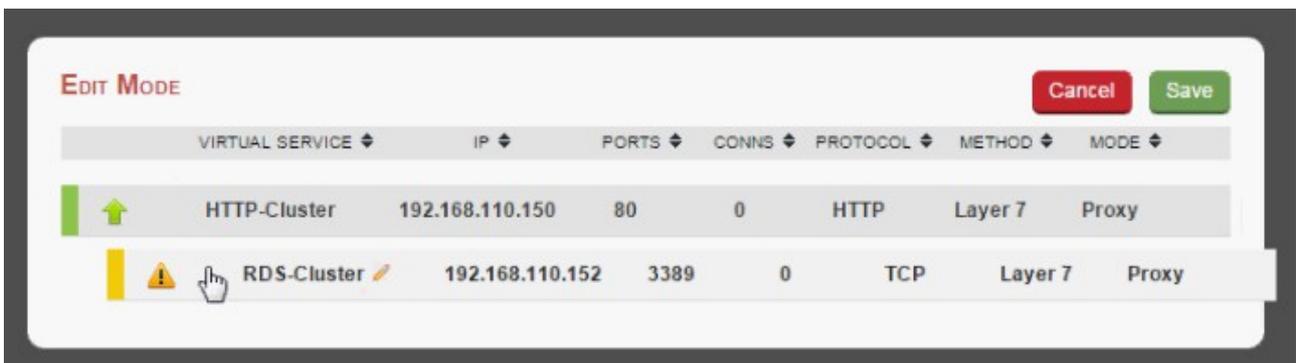
Once you've set the required order, click **Save**.

Drag & Drop

To re-order VIPs by drag and drop, simply click the mouse on any part of the VIP:



Then drag it to the required position:



And release it.

Once you've set the required order, click **Save**.

Real Server Control using the HAProxy Statistics Page

It's also possible to control layer 7 Real Servers using the HAProxy statistics page. By default this is not enabled.

To enable this:

- In the WUI, open *Cluster Configuration > Layer 7 – Advanced*
- Enable the **Advanced Stats** option as shown below:

HAProxy Statistics Page configuration fields:

- Password: [masked]
- Port: 7777
- Advanced Stats:

- Click **Update**
- Reload HAProxy using the button at the top of screen

With this setting, the HAProxy stats page has the ability to control the state of real servers as shown below:

HAProxy

Statistics Report for pid 29981

> General process information

pid = 29981 (process #1, nbproc = 1)
 uptime = 0d 0h00m03s
 system limits: memmax = unlimited; ulimit-n = 80033
 maxsock = 80033; maxconn = 40000; maxpipes = 0
 current conns = 3; current pipes = 0/0; conn rate = 3/sec
 Running tasks: 1/8; idle = 100 %

Legend for server states:

- active UP
- active UP, going down
- active DOWN, going up
- active or backup DOWN
- active or backup DOWN for maintenance (MAINT)
- active or backup SOFT STOPPED for maintenance
- backup UP
- backup UP, going down
- backup DOWN, going up
- not checked

Note: "NOLB"/"DRAIN" = UP with load-balancing disabled.

Display option:

- Scope: [input field]
- [Hide "DOWN" servers](#)
- [Refresh now](#)
- [CSV export](#)

External resources:

- [Primary site](#)
- [Updates \(v1.5\)](#)
- [Online manual](#)

		Queue		Session rate			Sessions			Bytes		Denied		Errors		Warnings		Server														
		Cur	Max	Limit	Cur	Max	Limit	Cur	Max	Limit	Total	LbTot	Last	In	Out	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bok	Chk	Dwn	Dwntme	Thrtle	
	Frontend				0	0	-	0	0	0	40 000	0		0	0	0	0	0	0	0	0	0	0	OPEN								
<input type="checkbox"/>	backup	0	0	-	0	0		0	0		-	0	?	0	0	0	0	0	0	0	0	0			1	-	Y					
<input type="checkbox"/>	rip	0	0	-	0	0		0	0		-	0	?	0	0	0	0	0	0	0	0	0	3s UP	L4OK in 0ms	100	Y	-	0	0	0	0s	-
	Backend	0	0		0	0		0	0	4 000	0	0	?	0	0	0	0	0	0	0	0	0	3s UP		100	1	1		0	0	0s	

Choose the action to perform on the checked servers: [dropdown]

		Queue		Session rate			Sess			Denied		Errors		Warnings		Server																
		Cur	Max	Limit	Cur	Max	Limit	Cur	Max	Limit	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bok	Chk	Dwn	Dwntme	Thrtle						
	Frontend				3	4	-	3	4	2 000	0	0	0	0	0	0	0	0	0	0	0	0	0	OPEN								
	Backend	0	0		0	0		0	0	200	0	0	0	0	0	0	0	0	0	0	0	0	0	3s UP		0	0	0		0	0	

Set state to READY
 Set state to DRAIN
 Set state to MAINT
 Health: disable checks
 Health: enable checks
 Health: force UP
 Health: force NOLB
 Health: force DOWN
 Agent: disable checks
 Agent: enable checks
 Agent: force UP
 Agent: force DOWN
 Kill Sessions

Use the check-boxes to select the relevant Real Server(s), then select the required action in the drop-down, then click **Apply**

Chapter 9 – Appliance Clustering for HA

Introduction

Appliances can be deployed as single units or as a clustered pair.



NOTE : We always recommend deploying a clustered pair to avoid introducing a single point of failure.

Clustered Pair Considerations

When configured as a clustered pair, the appliances work in **Active-Passive** mode. In this mode the active unit (normally the master) handles all traffic under normal circumstances. If the active unit fails, the passive unit (normally the slave) becomes active and handles all traffic.

Master / Slave Operation

Heartbeat

By default, heartbeat uses ucast over UDP port 6694 to communicate between the master and slave appliances. The link enables the state of each to be monitored by the other and permits a failover to the passive unit if the active unit should fail. For hardware appliances, it's also possible to configure ucast and serial communication if required.



NOTE : For hardware appliances we recommend that heartbeat is configured to use both ucast and serial when possible for added resilience. Once the serial cable is connected between the appliances, the serial option must be enabled under: *Cluster Configuration > Heartbeat Configuration*

Ping checks to a common node such as the default gateway can also be configured. If the active node loses access to the ping node, the system will fail-over to the peer. However, if both nodes lose access, no fail-over will occur.

Master Slave Replication

Once the master and slave are paired, all settings related to the layer 4 and layer 7 load balanced services are automatically replicated from master to slave. This ensures that should the master unit fail, the slave is already configured to run the same services. Note that replication of the configured load balanced services from the master to the slave appliance occurs over the network using SSH/SCP.

Settings that are NOT Replicated to the Slave Appliance

Settings that are not replicated and therefore must be manually configured on the slave unit are listed below:

- Hostname & DNS settings
- Network settings including IP addresses, bonding configuration and VLANs
- Routing configuration including default gateways and static routes
- Date & time settings
- Physical – Advanced Configuration settings including Internet Proxy IP address & port, Firewall table size, SMTP relay and Syslog server
- SNMP settings
- Graphing settings

- Firewall Script & Firewall Lockdown Script settings
- Software updates

High Availability Configuration

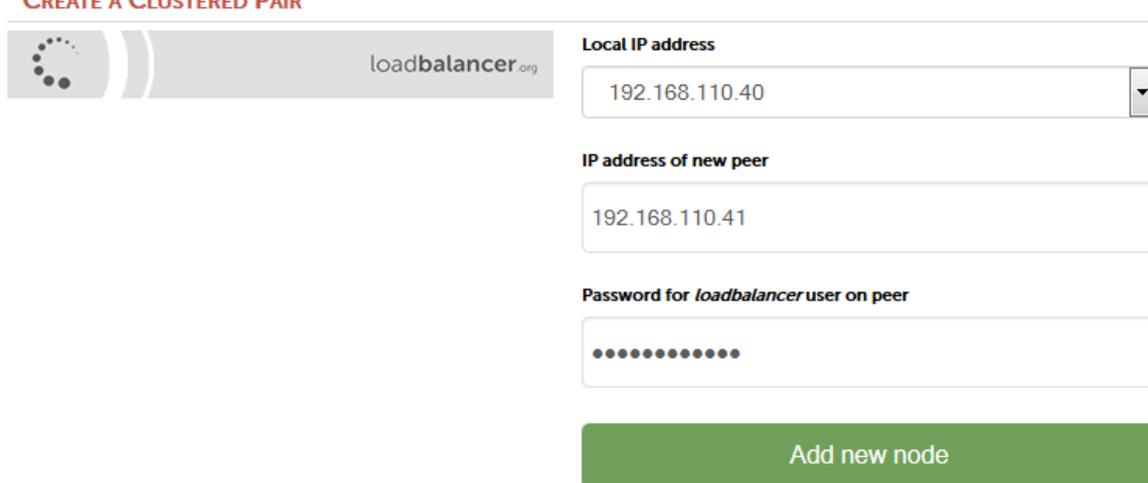
Units can be combined into a clustered pair for high-availability and resilience. Points to note:

- Pairing should be performed on the unit that is to be the master appliance
- The master and slave appliance must be able to perform an ICMP echo request (ping) to each other
- The master and slave appliance must be able to communicate with each other on TCP port 22
- The master and slave appliance must be able to communicate with each other on UDP port 6694 (or the selected custom port if this has been changed)
- The appliance to be used as the slave should not have any existing Virtual Services defined

To Create an HA Pair (Add a slave)

- In the WUI, open: *Cluster Configuration > High-Availability Configuration*

CREATE A CLUSTERED PAIR



loadbalancer.org

Local IP address
192.168.110.40

IP address of new peer
192.168.110.41

Password for *loadbalancer* user on peer
●●●●●●●●

Add new node

- Specify the IP address and the *loadbalancer* users password (the default is 'loadbalancer') for the slave (peer) appliance as shown above
- Click **Add new node**
- The pairing process now commences as shown below:

CREATE A CLUSTERED PAIR

 192.168.110.40 loadbalancer.org	Local IP address <input type="text" value="192.168.110.40"/>
 Creating pool..	
 192.168.110.41 loadbalancer.org	IP address of new peer <input type="text" value="192.168.110.41"/>
	Password for loadbalanceruser on peer <input type="password" value="....."/>
<input type="button" value="configuring"/>	

- Once complete, the following will be displayed:

HIGH AVAILABILITY CONFIGURATION - MASTER	
 192.168.110.40 loadbalancer.org	<input type="button" value="Break"/>
 192.168.110.41 loadbalancer.org	

- To finalise the configuration, restart heartbeat as prompted in the blue message box

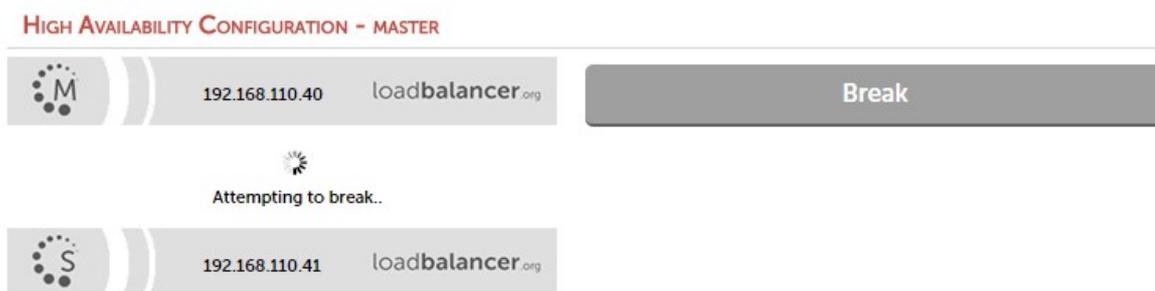
*N.B. Clicking the **Restart Heartbeat** button on the master appliance will also automatically restart heartbeat on the slave appliance*

To Break an HA Pair (Remove a slave)

- In the WUI of the master or slave appliance, open: *Cluster Configuration > High-Availability Configuration*

HIGH AVAILABILITY CONFIGURATION - MASTER	
 192.168.110.40 loadbalancer.org	<input type="button" value="Break"/>
 192.168.110.41 loadbalancer.org	

- To break the pair, click the red **Break** button



- Once the process is complete, the pairing configuration screen will be displayed:

- To complete the reconfiguration, restart the system services on both appliances as directed in the blue message box

NOTES:

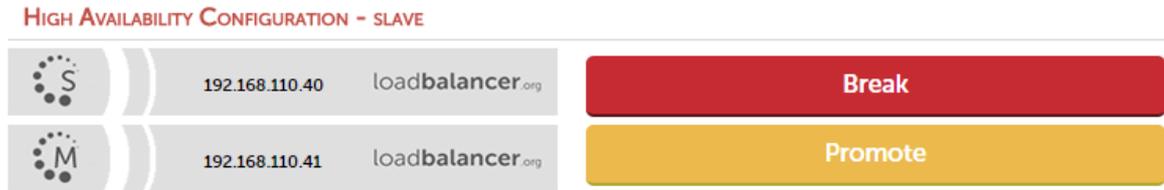
- Load balanced services will be momentarily interrupted as system services are restarted
- After the pair is broken, the slave will be left configured as a slave and any configured load balanced services will remain.
- If you later want to use the slave as a master, use the *Cluster Configuration > High Availability Configuration* menu option on the slave to setup a new pair. The slave will then be re-configured as a master, and the added peer will be configured as a slave.

Promoting a Slave to Master

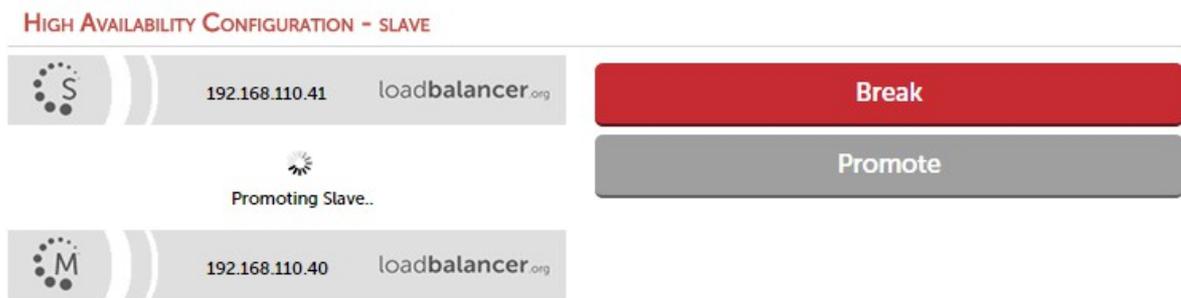
This is useful if the master unit fails and you'd like to change the now active slave to be a master, and then add the repaired / replaced master back as a slave unit.

To promote a slave unit to become a master :

- In the WUI of the slave appliance, open: *Cluster Configuration > High-Availability Configuration*



- Click **Promote**



N.B. If the master is still up and operational, it will not be possible to promote the slave

- Once complete, the unit will be configured as a master



NOTE : Please refer to page [242](#) for details on how to recover from various failure scenarios.

Configuring Heartbeat

To configure Heartbeat:

- In the WUI of the Master appliance, open *Cluster Configuration > Heartbeat Configuration*
N.B. The screen shot below shows the configuration screen for a hardware appliance. The virtual appliance does not have the serial option checkbox in the communications method section

The screenshot displays the Heartbeat Configuration interface, organized into several sections:

- Communication method:** A table with four rows: 'Serial' (checkbox unchecked), 'UDP Unicast' (checkbox checked), 'UDP Broadcast (Deprecated)' (dropdown set to 'Off'), and 'UDP Port for broadcast & unicast' (text input '6694'). Each row has a help icon (?) on the right.
- Peer Failure Detection:** Three rows: 'Keep-alive message interval' (input '3' seconds), 'Dead peer timer' (input '10' seconds), and 'Warning timer' (input '5' seconds). Each row has a help icon (?) on the right.
- Routing Failure Detection:** Two rows: 'Test IP addresses' (empty text input) and 'Test time-out' (input '10' seconds). Each row has a help icon (?) on the right.
- Email Alerts:** One row: 'Email Alert Destination Address' (empty text input) with a help icon (?) on the right.
- Automatic Fail-back:** One row: 'Automatic Fail-back' (checkbox unchecked) with a help icon (?) on the right.

At the bottom center, there is a button labeled 'Modify Heartbeat configuration'.

Serial – Enable or disable heartbeat master/slave communication over the serial port. Ucast is the default heartbeat communication method. However, if the load balancer pair is located in close proximity, enabling serial communication in addition to ucast is recommended. This method requires a null modem cable (one cable is supplied with each appliance) to be connected between the two load balancers in the cluster. This enables heartbeat checks to utilize the serial port. When serial communication is disabled, console access via the serial port is activated.

UDP Unicast – Enable or disable unicast heartbeat master/slave communication. This is the default method of heartbeat communication and uses unicast UDP between master and slave, with a destination port specified by the *UDP Port for broadcast & unicast* parameter. When unicast is enabled, the load balancer determines the correct interface and IP addresses to use based upon the configured slave IP address.

UDP Broadcast (Deprecated) – Enable or disable broadcast heartbeat master/slave communication, and choose the interface. This option is deprecated - please migrate to Unicast. This method of heartbeat communication uses broadcast UDP between master and slave, with a destination port specified by the *UDP Port for broadcast & unicast* parameter. Care must be taken when using broadcast on multiple pairs of load balancers in the same network. Each high-availability pair must operate on a different UDP port if they are not to interfere with each other. If heartbeat communication over the network is required, it is recommended that unicast be used in preference to broadcast.

UDP Port for unicast & broadcast – The UDP port number used by heartbeat for network communication over unicast or broadcast. By default, heartbeat uses UDP port 6694 for unicast or broadcast communication. If you have multiple load balancer pairs on the same subnet, and wish to use broadcast, you will need to set each pair to a different UDP port.

Keep-alive message interval – Specify the number of seconds between keepalive pings. The Keepalive setting must be less than the warntime and deadtime.

Dead peer timer – The number of seconds communication can fail before a fail over is performed. A very low setting of deadtime could cause unexpected failovers.

Warning timer – If communication fails for this length of time write a warning to the logs. This is useful for tuning your deadtime without causing failovers in production.

Test IP address – Specify one or more mutually accessible IP address to test network availability. A good ping node to specify is the IP address of a router that both the master and slave node can access. If the active node loses access to the ping node, the system will fail-over to the peer. However, if both nodes lose access, no fail-over will occur. Multiple IP addresses may be given, separated by spaces or commas. In this case, if any one address is reachable the routing test will pass.

Test time-out - Specify the time-out, in seconds, for the routing test. If a response is not received from the test address within the time-out period, the route to that host will be considered dead.

Email Alert Destination Address – Specify the Email address to send heartbeat alerts. In the event of failover the email address specified will receive an alert.

Automatic Fail-back – Enable/disable auto-failback. When the master returns to service after a failure, should it become active again? This option controls the cluster behavior when the master returns to service after a failure. With Automatic Fail-back enabled, the master will automatically return to active status, taking back the floating IP addresses from the slave. With Automatic Fail-back disabled, the slave will remain active and will retain the floating IP addresses. Fail-over back to the master must then be controlled manually.

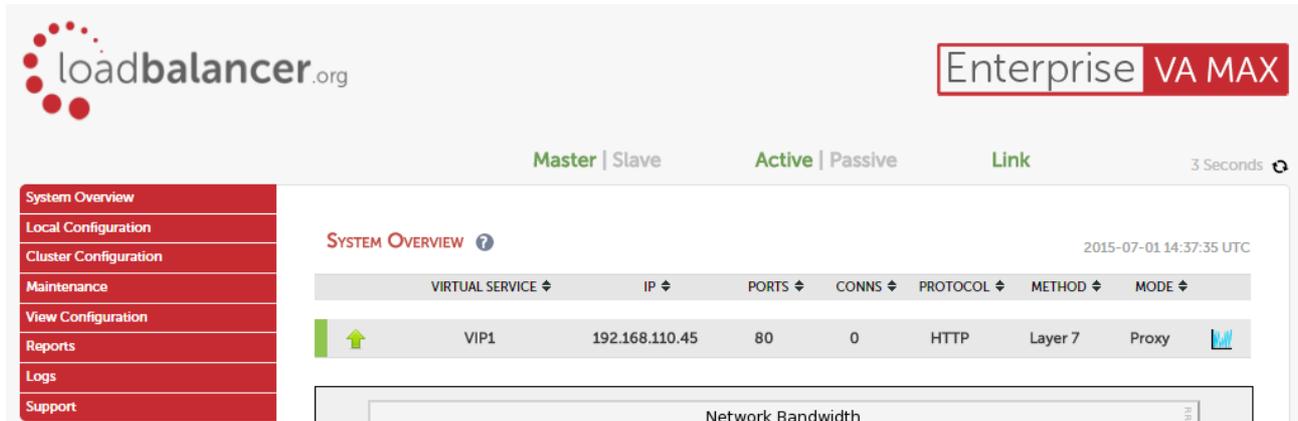


NOTE : Automatic Fail-back is disabled by default. Manual intervention is required to force the repaired master to become active and the slave unit to return to passive mode. For more details refer to page [182](#). Auto fail-back can be enabled if required using the WUI option: *Cluster Configuration > Heartbeat Configuration* and enabling **Automatic Fail-Back**

Clustered Pair Diagnostics

Heartbeat State Diagnostics

The status of the appliance is shown at the top of the screen. For a working pair, the normal view is shown below:



This shows that the master unit is active and that the heartbeat link is up between master & slave.

N.B. If no VIPs are defined, the status on master & slave appears as follows:



Other states:

Master Slave	Active Passive	Link	this is a master unit, it's active, no slave unit has been defined
Master Slave	Active Passive	Link	this is a master unit, it's active, a slave has been defined but the link to the slave is down. Action: check & verify the heartbeat configuration
Master Slave	Active Passive	Link	this is a slave unit, it's active (a failover from the master has occurred) and the heartbeat link to the master has been established
Master Slave	Active Passive	Link	this is a master unit, a slave unit has been defined, but the link is down (e.g. serial cable unplugged) so the state cannot be determined. In this case the floating IP's may be active on both units.

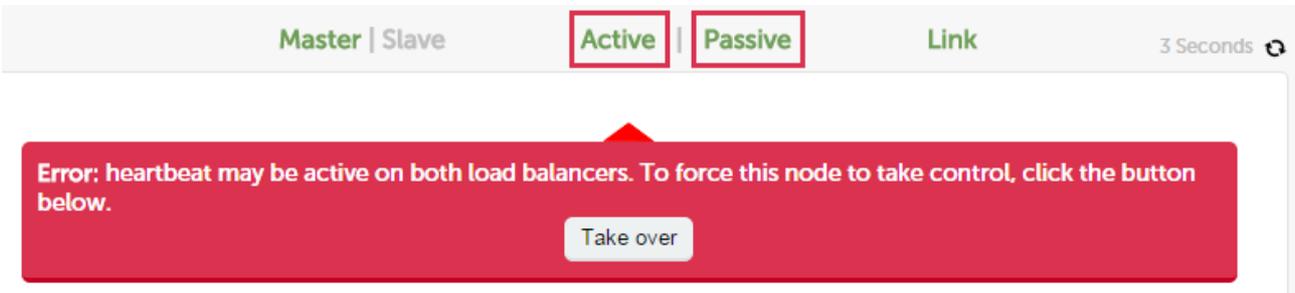
			Action: check & verify the heartbeat configuration, check the serial cable (if applicable), check heartbeat logs & if required restart heartbeat on both units
--	--	--	---

Split Brain Scenarios

Split brain can occur if heartbeat on the master/slave clustered pair can no longer communicate with one another. In this case both units will bring up the Virtual Services and the system status will look similar to the following on both units:



When heartbeat communication is re-established, heartbeat will automatically attempt to resolve the split brain and ensure that only one of the units is active. If heartbeat fails to do this automatically, the system status will show as follows on both units:

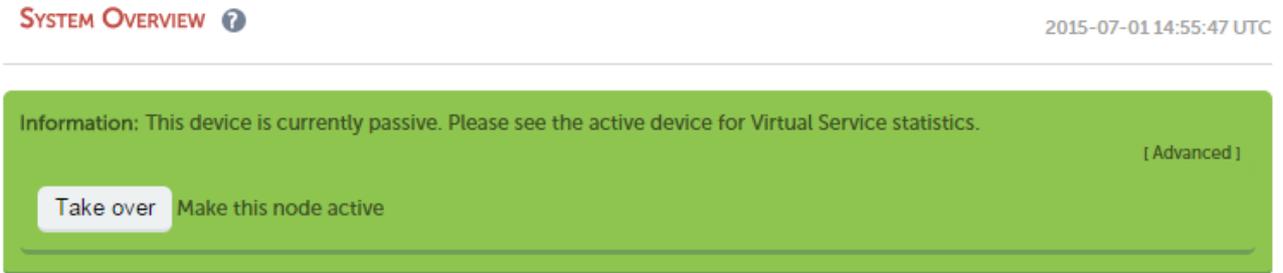


The **Take over** button can then be used on either master or slave to attempt to force that unit to become active.

Forcing Master/Slave Failover & Failback

To force the slave to become active & the master to become passive

Either use the **Take over** button in the slave's system overview:



The screenshot shows a system overview interface. At the top left, it says 'SYSTEM OVERVIEW' with a question mark icon. At the top right, it shows the date and time '2015-07-01 14:55:47 UTC'. Below this is a green information box with the text: 'Information: This device is currently passive. Please see the active device for Virtual Service statistics.' To the right of this text is a link '[Advanced]'. At the bottom of the green box is a button labeled 'Take over' with the text 'Make this node active' next to it.

N.B. Click the [Advanced] link to show this button.

Or run the following command on the slave:

```
/usr/local/sbin/hb_takeover.php all
```

To force the master to become active & the slave to become passive

*Either use the **Take over** button on the master as explained above, or run the following command on the master:*

```
/usr/local/sbin/hb_takeover.php all
```

N.B. these commands can either be run on the console, via an SSH session or via the WUI using: Local Configuration > Execute Shell Command

Testing & Verifying Master/Slave Replication & Failover



NOTE : It's very important to verify that master/slave failover occurs correctly before going live. This proves the resilience of the HA cluster and makes you aware of the failover/failback process.



NOTE : When testing appliance fail-over, if heartbeat is configured to use only the serial link don't just pull the serial cable out. This will not cause a fail-over but will cause a split brain (i.e. both units active) to occur. Testing must be done by pulling both the network and serial cable (if used) as detailed below.

STEP 1 - Verify Basic Settings for the clustered pair

1) On the master unit verify that the system status appears as follows:

Master | Slave Active | Passive Link

2) On the slave unit verify that the system status appears as follows:

Master | Slave Active | Passive Link

STEP 2 - Verify Replication

1) Verify that the load balanced services have been replicated to the slave unit, this can be done by using either the *View Configuration* or *Edit Configuration* menus to validate that the same Virtual & Real Servers exist on the slave as on the master.

STEP 3 - Verify Failover to the Slave (using the Take over button)

1) On the slave unit, click the **[Advanced]** option in the green information box, then click the **Take Over** button

2) Verify that the slave's status changes to *Active*:

Master | Slave Active | Passive Link

3) Verify that the master's status changes to *Passive*:

Master | Slave Active | Passive Link

4) Using the WUI option: *View Configuration > Network Configuration* verify that the floating IPs associated with the VIPs have been brought up on the slave unit and brought down on the master e.g. the partial screen shot below from the View Network Configuration screen on the slave unit shows the status of eth0:

```
2: eth0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc pfifo_fast state UP qlen 1000
    link/ether 00:0c:29:92:18:4f brd ff:ff:ff:ff:ff:ff
    inet 192.168.111.223/18 brd 192.168.127.255 scope global eth0
        valid_lft forever preferred_lft forever
    inet 192.168.111.72/18 brd 192.168.127.255 scope global secondary eth0
        valid_lft forever preferred_lft forever
```

This shows the secondary IP address 192.168.111.72 (the VIP address) is up and therefore the slave has become active as intended.

STEP 4 - Verify Fallback to the Master (using the Take over button)

1) On the master unit, click the **[Advanced]** option in the green information box, then click the **Take Over** button

2) Verify that the master's status has changed to *Active*:



3) Verify that the slave's status has changed to *Passive*:

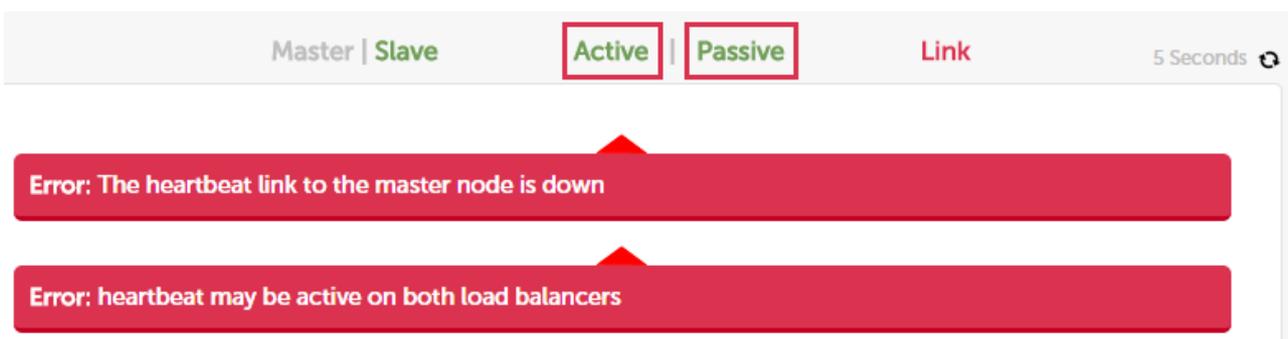


4) Also, using the WUI option: *View Configuration > Network Configuration* verify that the floating IPs associated with the VIPs have been brought up on the master unit and brought down on the slave (see STEP 3 above for more details)

STEP 5 - Verify Failover to the Slave (when removing the network and serial cable from master)

1) Remove the network cable and serial cable (if applicable) from the master

2) verify that the slave's status has changed as follows:



This indicates that the slave is unable to communicate with the master. This means that either the master is down, or is still up but is unreachable. In both cases the slave will go active.

3) On the slave using the WUI option: *View Configuration > Network Configuration* verify that the floating IPs associated with the VIPs have been brought up (see STEP 3 above for more details)

STEP 6 - Verify normal operation resumes (when reconnecting the network & serial cable to master)

1) Reconnect the cables to the master

2) Verify that the master's status is set to *Active*:



3) Verify that the slave has changed to *Passive*:



4) Also, using the WUI option: *View Configuration > Network Configuration* verify that the floating IPs associated with the VIPs have been brought up on the master unit and brought down on the slave



NOTE : If the power cable on the master had been removed rather than disconnecting the network cable and serial cable (if applicable), once the master is brought back up the slave would remain active and the master would come back up in a passive state. The **Take over** button on the master would then need to be used to force the master to become active.

Chapter 10 – Application Specific Settings

FTP

FTP is a multi-port service in both active and passive modes:

active 20,21

passive 21,high_port

Layer 4 Virtual Services for FTP

When configuring a Virtual Service at layer 4 for FTP, simply setup a layer 4 VIP in the normal way and set the Virtual Service / Real Server port field to port 21. Where Firewall Marks are required to handle other FTP ports, these will be configured automatically. This applies to both active and passive mode. In NAT mode, the ip_vs_ftp module is used to ensure that the client connects back via the load balancer rather than attempting to connect directly to the Real Server.

N.B. Since the VIP is auto-configured for multi-port operation, ensure the checkpoint is set manually as shown in the image below (typically port 21)

FTP Layer 4 Negotiate Health Check

You can modify the layer 4 Virtual Service so that rather than doing a simple socket connect check, it will attempt to log into the FTP server and read a file for a specific response:

Health Checks	Check Type	Negotiate	?
	Check Port	21	?
	Protocol	FTP	?
	Login	health	?
	Password	*****	?
	Request to send	check.txt	?
	Response expected	OK	?

Key Points:

- Change the *Check Type* to **Negotiate**
- Ensure the *Check Port* is set to **21**
- Make sure the *Negotiate Check Service* is set to **FTP**
- Specify a suitable *login* and *password* for the FTP server
- Specify the file to check using the *Request to send* field (defaults to the root directory)
- The file is parsed for the *Response expected* that you specify

FTP Recommended Persistence Settings

When using multiple FTP servers in a cluster you should be aware of the effects of a client switching to a different server. For sites that are download only, you generally don't need any special settings on the load balancer as the connection will usually stay on the same server for the length of the connection. You may however wish to force persistence to something sensible like 15mins.

If you are using the FTP servers for upload it is recommended to use a single FTP server for uploads and then replicate the data to the read only cluster for downloads (or use a clustered file system). For upload it is especially important to use persistence.

Automatically resuming a broken download is no problem even if you switch servers in a cluster on re-connect. This is because the FTP resume functionality is client based and does not need any server session information.

Layer 7 Virtual Services for FTP

Active Mode

In active mode, the FTP server connects back to the client, so it must be aware of the clients IP address. To achieve this, TProxy must be enabled to make the load balancer transparent at layer 7. For this to work, two subnets must be used – the Virtual Server (VIP) in one subnet, the RIPv (i.e. the FTP servers) in another. For more details on TProxy, please refer to page [137](#).

Also, to ensure that the client receives a connection from the same address that it established the control connection to, an iptables SNAT rule must be defined in the firewall script for each FTP server. The format of the required rule is as follows:

```
iptables -t nat -A POSTROUTING -p tcp -s <FTP-Server-IP> -j SNAT --to-source <FTP-VIP>
```

e.g.

```
iptables -t nat -A POSTROUTING -p tcp -s 10.20.1.1 -j SNAT --to-source 192.168.2.180
```

(one rule must be added for each FTP server in the cluster)

N.B. These rules can be added to the firewall script using the WUI option: Maintenance > Firewall Script

Active Mode – Key Points:

- Use separate subnets for the VIP & RIPv
- Enable TProxy
- Set the default gateway on the FTP servers to be an IP on the load balancer (ideally a floating IP to permit failover to the slave unit)
- Setup a layer 7 VIP listening on port 21 & configure the RIPv also to listen on port 21
- Ensure the Layer 7 Protocol is set to 'Other TCP'
- Increase the default client & server HAProxy timeouts to 5 minutes
- Add the SNAT firewall rules for each FTP server

Windows 2008 Example

- Create a L7 VIP with the following settings changing the name and IP address as required:

Label	FTP-ClusterACTV	?	
Virtual Service	IP Address	192.168.2.150	?
	Ports	21	?
Layer 7 Protocol	TCP Mode	?	
TCP Keep-alive	<input type="checkbox"/>	?	
Balance Mode	Weighted Least Connections	?	
Persistence Mode	Source IP	?	

- Define the FTP servers as RIPs for the VIP just created as illustrated below (these must be on a different subnet to the VIP to enable TProxy to work correctly):

Label	ftp1	?
Real Server IP Address	10.10.1.1	?
Real Server Port	21	?
Weight	100	?

- Enable TProxy using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration*
- Set *Client Timeout* and *Real Server timeout* to **5m** (i.e. 5 minutes) using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration*
- Now restart HAProxy using the WUI option: *Maintenance > Restart Services*
- Define a SNAT rule for each FTP server using the WUI option: *Maintenance > Firewall Script*

e.g.

```
iptables -t nat -A POSTROUTING -p tcp -s 10.10.1.1 -j SNAT --to-source 192.168.2.180
```

```
iptables -t nat -A POSTROUTING -p tcp -s 10.10.1.2 -j SNAT --to-source 192.168.2.180
```

- Configure the default gateway on each FTP server to be the load balancer. Ideally this should be a floating IP address to allow it to move between the master & slave appliance. This can be added using the WUI option: *Cluster Configuration > Floating IPs*
- Active FTP clients should now be able to connect to the VIP address (192.168.2.180) and view the directory listing successfully

Passive Mode

In passive mode all connections are initiated by the client. The server passes the client a port to use for the inbound data connection. By default, FTP servers can use a wide range of ports for the inbound connection and it's often useful to limit this range. The following section "Limiting Passive FTP ports" on page [192](#) covers this for a range of OS's & FTP servers.

N.B. This method configures HAProxy to listen on port 21 (control channel) and all passive ports (data channel)

Passive Mode – Key Points:

- It's sensible to use a controlled passive port range, this can be configured on the FTP server
- Configure the VIP to listen on port 21 and also the passive range selected, e.g. 50000-50100
- Configure the RIPv without specifying a port
- Ensure the Layer 7 Protocol is set to 'TCP Mode'
- If transparency is required (for passive mode this is optional), enable TProxy using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration*

N.B. If TProxy is enabled, make sure that the RIPv (i.e. the FTP servers) are located in a different subnet to the Virtual Server (VIP). The default gateway on each FTP server must also be set to be an IP on the load balancer – preferably a floating IP which then allows failover to the slave unit (see page [137](#) for more details on using TProxy)

- Using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration* increase the default *Client timeout & Real Server Timeout* to **5m** (i.e. 5 minutes)
- To ensure the correct address is passed back to the client, on each FTP server specify the external address to be the VIP address.

e.g.

- for Windows 2008 use the **External IP address of Firewall** field

- for Linux vsftpd use the directive: **pasv_address=xxx.xxx.xxx.xxx**

- for Linux ProFTPD use the directive: **MasqueradeAddress=xxx.xxx.xxx.xxx**

Windows 2008 Example

- Create a L7 VIP with the following settings changing the name, IP address & passive port range as required:

Label		FTP-ClusterPASV	?
Virtual Service	IP Address	192.168.2.150	?
	Ports	21,50000-50100	?
Layer 7 Protocol		TCP Mode	?
TCP Keep-alive		<input type="checkbox"/>	?
Balance Mode		Weighted Least Connections	?
Persistence Mode		Source IP	?

- Configure the VIP to listen on both the control port (21) and passive range (e.g. 50000-50100) as shown
- Define the FTP servers as RIPs for the VIP just created leaving the port field blanks as illustrated below:

Label	ftp1	?
Real Server IP Address	10.10.1.1	?
Real Server Port		?
Weight	100	?

- Set *Client Timeout* and *Real Server timeout* to **5m** (i.e. 5 minutes) using the WUI option: *Cluster Configuration > Layer 7 – Advanced Configuration*
- Now restart HAProxy using the WUI option: *Maintenance > Restart Services*
- On each FTP server using IIS Manager define the same passive port range and set the external IP address to be the Virtual Server (VIP) address as shown in the example below:



FTP Firewall Support

The settings on this page let you configure your FTP server to accept passive connections from an external firewall.

Data Channel Port Range:

Example: 5000-6000

External IP Address of Firewall:

Example: 10.0.0.1

N.B. The external IP address must be set to be the VIP address, this ensure that this IP address is passed back to the client to use for the subsequent inbound connection

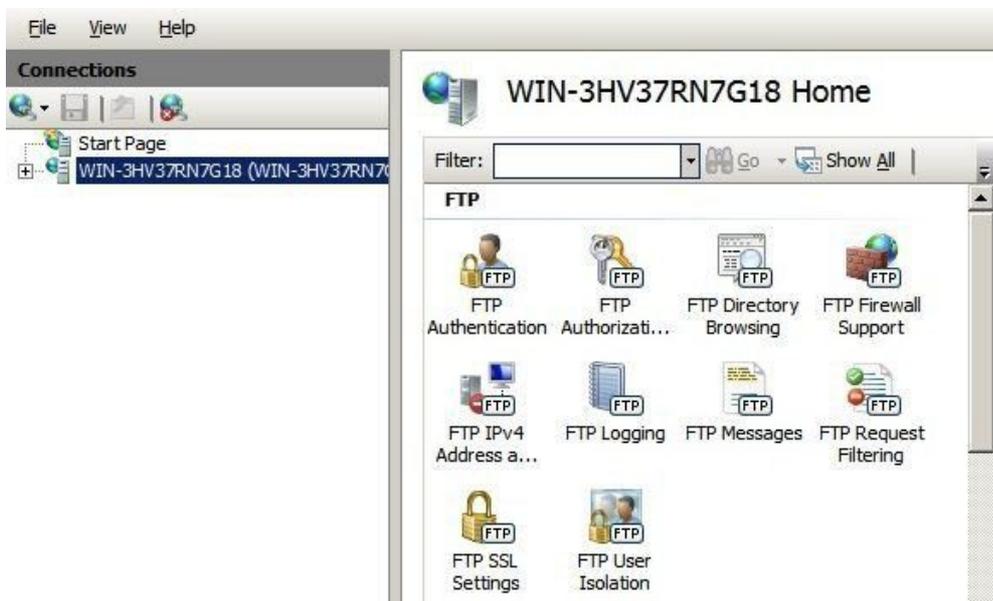
- If TProxy is enabled, make sure the gateway of each FTP sever is set to be an IP on the load balancer (preferably a floating IP to allow failover to the slave unit)
- Now restart both IIS **and** the Microsoft FTP Service on each FTP server
- Passive FTP clients should now be able to connect to the VIP address (192.168.2.180) and view the directory listing successfully

Limiting Passive FTP Ports

Limiting passive ports allows your firewall to be more tightly locked down. The following sections show how this is achieved for a range of Operating Systems / FTP servers.

For Windows 2008

Open the IIS Management console, highlight the server node, then double-click the FTP Firewall Support icon.



The following screen will be displayed:



Specify a suitable range, in the example above this is 50000-50100

IMPORTANT! - Make sure you restart IIS and the Microsoft FTP Service to apply these settings.

For Windows 2003

a) Enable Direct Metabase Edit

1. Open the IIS Management Console
2. Right-click on the Local Computer node
3. Select **Properties**
4. Make sure the **Enable Direct Metabase Edit check-box** is checked

b) Configure PassivePortRange via ADSUTIL script

1. Click **Start**, click **Run**, type `cmd`, and then click **OK**
2. Type `cd inetpub\AdminScripts` and then press **ENTER**
3. Type the following command from a command prompt
`adsutil.vbs set /MSFTPSVC/PassivePortRange "50000-50100"`
4. Restart the FTP service

For Windows 2000

Configure PassivePortRange via the Registry Editor

1. Start Registry Editor (Regedt32.exe)
2. Locate the following registry key:
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Msftpsvc\Parameters
3. Add a value named "PassivePortRange" (without the quotation marks) of type REG_SZ
4. Close Registry Editor
5. Restart the FTP service

(SP4 or higher must be installed for this to work)

N.B. The range that FTP will validate is from 5001 to 65535

For Linux

*For **vsftpd**, the following line can be added to the vsftpd.conf file to limit the port range:*

```
pasv_max_port – max is 65535  
pasv_min_port – min is 1024
```

*For **proftpd**, the following line can be added to the proftpd.conf file to limit the port range:*

```
PassivePorts 50000 – 50100
```

*For **pureftpd**, the following startup switch can be used:*

```
-p --passiveportrange <min port:max port>
```

Terminal Services / Remote Desktop Services

Layer 4 – IP Persistence

RDP is a TCP based service usually on port 3389. Clients will need to be sent to the same server to allow reconnection to existing sessions. The persistence setting should be changed to suit your requirements. A typical setting to use is *persistence = 7200* (i.e. 7200s = 2 hours). This means that when a client reconnects within this time, they will be sent to the same Terminal Server / Remote Desktop Server. If a client is idle for more than 2 hours, then the load balancer will treat the next connection as a new connection and possibly take them to a different server.

Label		RDP-Cluster	?
Virtual Service	IP Address	192.168.10.20	?
	Ports	80	?
Protocol		TCP	?
Forwarding Method		Direct Routing	?
Balance Mode		Weighted Least Connection	?
Persistent		<input checked="" type="checkbox"/>	?
	Timeout	7200 seconds	?

Layer 7 – Microsoft Connection Broker / Session Directory

It's possible to configure the load balancer to interact with Session Directory / Connection Broker by enabling Routing Token Redirection mode. This mode allows the reconnection of disconnected sessions by utilizing a routing token to enable the load balancer to re-connect the client to the correct server. Simply create Layer 7 VIP as shown below:

Label		RDP-Cluster	?
Virtual Service	IP Address	192.168.10.20	?
	Ports	3389	?
Layer 7 Protocol		TCP Mode	?
TCP Keep-alive		<input type="checkbox"/>	?
Balance Mode		Weighted Least Connections	?
Persistence Mode		MS Session Broker	?

Layer 7 – RDP Cookies

The appliance also supports persistence based on RDP cookies. This method utilizes the cookie sent from the client in the initial Connection Request PDU (mstshash). This cookie is created when the username is entered at the first client login prompt (mstsc.exe). Note that if the username is not entered here, the cookie is not created. An associated persistence entry is also created in a stick table on the load balancer for each connection. If the cookie is not found, it will fallback to source IP persistence.

Label	<input type="text" value="RDP-Cluster"/>		
Virtual Service	IP Address	<input type="text" value="192.168.10.20"/>	
	Ports	<input type="text" value="3389"/>	
Layer 7 Protocol	<input type="text" value="TCP Mode"/>		
TCP Keep-alive	<input checked="" type="checkbox"/>		
Balance Mode	<input type="text" value="Weighted Least Connections"/>		
Persistence Mode	<input type="text" value="RDP Client Cookie"/>		
Persistence	Timeout	<input type="text" value="120"/>	

Again, persistence can be set as required, but as per the previous example 2 hours (120m) has been configured in the example above.

Initial connections are distributed to the Real Servers based on the balance mode selected (defaults to weighted least connection). Re-connecting clients utilize the stick table to return the client to the same server first connected to. This enables clients to reconnect to their disconnected sessions.



NOTE : In certain scenarios depending on client version as well as the specific client & server settings, the RDP cookie (mstshash) is not consistently sent. For this reason RDP cookie persistence is not generally recommended.

Please also refer to our blog post on this topic: <http://blog.loadbalancer.org/microsoft-drops-support-for-mstshash-cookies/>



NOTE : For additional information, please refer to our Deployment Guides available here:
http://www.loadbalancer.org/pdffiles/Microsoft_Terminal_Services_Deployment_Guide.pdf
http://pdfs.loadbalancer.org/Microsoft_Remote_Desktop_Services_Deployment_Guide.pdf

Other Applications

The appliance is able to support virtually any TCP or UDP based protocol which enables most applications to be load balanced. For a list of deployment guides currently available for popular applications such as Microsoft Exchange, IIS, Lync etc., please refer to page [12](#) earlier in this manual.



NOTE : Don't hesitate to contact support@loadbalancer.org for advice on load balancing your application if it's not listed.

Chapter 11 – Configuration Examples

Introduction

This section presents three example configurations that illustrate how the appliance is configured.

Initial Network Settings

For details on configuring initial network settings and accessing the WUI please refer to page [30](#) and page [34](#).

Example 1 – One-Arm DR Mode (Single Appliance)

This DR (Direct Return) mode example has one Virtual Service (VIP) with two Real Servers (RIPs). It's a straight forward deployment mode that can be used in many situations. It also offers the highest performance because return traffic passes directly from the Real Servers to the client rather than passing back via the load balancer.

Configuration Overview

- **Configure Network Settings** – a single Interface is needed, eth0 is normally used
- **Define the Virtual Service (VIP)** – all Real (back-end) Servers are accessed via this IP address
- **Define the Real Servers (RIPs)** – define the Real Servers that make up the cluster
- **Implement the required changes to the Real Servers** – for DR mode, the ARP issue must be solved

Network Settings

N.B. this step can be skipped if all network settings have already been configured

Configure the various network settings as outlined below:

- Using the WUI open *Local Configuration > Network Interface Configuration*

IP Address Assignment

eth0 10 GB/s

eth1

eth2

eth3

eth0 192.168.2.120/24

MTU 1500 bytes

- Specify the IP address & subnet mask for eth0 (normally eth0 is used for single-arm configurations although this is not mandatory), e.g. **192.168.2.120/24**
- Click **Configure Interfaces**

- Using the WUI open *Local Configuration > Hostname & DNS*
- Specify the DNS server(s)

Domain Name Server	Primary	<input type="text" value="192.168.2.254"/>	
	Secondary	<input type="text"/>	
	Tertiary	<input type="text"/>	

- Click **Update**
- Using the WUI open *Local Configuration > Routing*

Default Gateway				
IP v4	<input type="text" value="192.168.2.254"/>	via interface	<input type="text" value="auto"/>	
IP v6	<input type="text"/>	via interface	<input type="text" value="auto"/>	

- Specify the Default Gateway
- Click **Configure Routing**

Virtual Service (VIP)

Next, configure the Virtual Service. This is the IP address that is presented to clients. Any packet arriving at the load balancer with that IP address and port number will be forwarded to the the Real Servers associated with the Virtual Service.

- Using the WUI open *Cluster Configuration > Layer 4 – Virtual Services* and click **Add a new Virtual Service**

Label	<input type="text" value="ExVIP1"/>		
Virtual Service	IP Address	<input type="text" value="192.168.2.150"/>	
	Ports	<input type="text" value="80"/>	
Protocol	<input type="text" value="TCP"/>		
Forwarding Method	<input type="text" value="Direct Routing"/>		

- Enter a suitable Label (name) for the VIP, e.g. **ExVIP1**
- Enter a valid IP address, e.g. **192.168.2.150**
- Enter a valid port, e.g. **80**

- Ensure that *Forwarding Method* is set to **Direct Routing** (*N.B. this is the default*)

Real Servers (RIPs)

Each Virtual Service requires a cluster of Real Servers (back-end servers) to forward the traffic to.

- Using the WUI open *Cluster Configuration > Layer 4 – Real Servers* and click **Add a new Real Server** next to the relevant Virtual Service

Label	<input type="text" value="RIP1"/>	
Real Server IP Address	<input type="text" value="192.168.2.151"/>	
Weight	<input type="text" value="100"/>	
Minimum Connections	<input type="text" value="0"/>	
Maximum Connections	<input type="text" value="0"/>	

- Enter a suitable Label (name) for the RIP, e.g. **RIP1**
- Enter a valid IP address, e.g. **192.168.2.151**
N.B. A port is not required since port redirection is not possible in DR mode. The port used will be the same as that configured for the VIP
- The weight defaults to 100 making the Real Server active immediately
- Leave *Minimum Connections & Maximum Connections* set to 0 which means unrestricted
- Click **Update**
- Repeat for the remaining Real Servers

Real Server Changes – Solve the ARP Problem

Since this example uses the one-arm DR mode load balancing method each Real Server requires the ARP problem to be solved:

- Each Real Server must be configured to respond to its own IP address **and** the VIP address
- Each Real Server must be configured so that it only responds to ARP requests for its own IP address, it should **not** respond to ARP requests for the VIP address – only the load balancer must respond to these requests



NOTE : Failure to correctly configure the Real Servers to handle the ARP problem is the most common problem in DR configurations. Please refer to page [74](#) for more details.

Basic Testing & Verification

Once configured, a few quick checks can be performed to verify the setup:

- Using *System Overview* check that the VIP & RIPv are shown as active (green)
- Using a browser, navigate to the VIP address, i.e. **http://192.168.2.150** to verify that you can reach the Real Servers via the Virtual Service
- Check *Reports > Layer 4 Current Connections* to ensure that client connections are reported in state 'ESTABLISHED'. If connections are in state 'SYN_RECV', this normally indicates that the ARP problem on the Real Servers has not been correctly solved

Example 2 – Two-Arm NAT Mode (Clustered Pair)

This example covers the process of configuring two load balancers (as a clustered pair) in NAT mode.

NOTE: Using two appliances configured as a clustered pair is Loadbalancer.org's recommended configuration and ensures that no single point of failure is introduced



NOTE : When using two-arm NAT mode all Real Servers should be in the same subnet as the internal interface of the load balancer and the default gateway on each Real Server must be set to be the load balancer.

Configuration Overview

- **Configure the Master's Network Settings** – two Interfaces are needed, this can be either two physical interfaces such as eth0 and eth1, or one physical interface and a secondary interface/alias
- **Configure the Slave's Network Settings** – two Interfaces are needed, this can be either two physical interfaces such as eth0 and eth1, or one physical interface and a secondary interface/alias
- **Configure the Master & Slave Heartbeat Settings** – set the heartbeat comms method
- **Define the Virtual Service (VIP)** – all Real Servers are accessed via this IP address
- **Define the Real Servers (RIPs)** – define the Real Servers that make up the cluster
- **Implement the required changes to the Real Servers** – in NAT mode, the Real Servers default gateway must be set to be the load balancer

Master Unit – Network Settings

- Using the WUI on the master unit, open *Local Configuration > Network Interface Configuration*

IP Address Assignment

eth0 10 GB/s eth1 10 GB/s eth2 eth3

eth0: 192.168.2.120/24 MTU 1500 bytes

eth1: 192.168.20.120/24 MTU 1500 bytes

- Specify the IP address & mask for eth0 – normally eth0 is configured as the *internal* interface although this is not mandatory, e.g. **192.168.2.120/24**
- Specify the IP address & mask for eth1 – normally eth1 is configured as the *external* interface although this is not mandatory, e.g. **192.168.20.120/24**

N.B. For a VA make sure that the virtual NIC associated with eth1 is connected to the virtual switch. By default only the first NIC is connected.

- Click **Configure Interfaces**
- Using the WUI open *Local Configuration > Hostname & DNS*

Hostname	<input type="text" value="lbmaster"/>		?
Domain Name	<input type="text" value="localhost"/>		?
Role	master ▼		?
Domain Name Server	Primary	<input type="text" value="192.168.2.254"/>	?
	Secondary	<input type="text"/>	?
	Tertiary	<input type="text"/>	?

- Ensure that *Role* is set to **master**
- Ensure that the DNS server(s) are set correctly
- Click **Update**
- Using the WUI open *Local Configuration > Routing*

Default Gateway			
IP v4	<input type="text" value="192.168.2.254"/>	via interface	auto ▼ ?
IP v6	<input type="text"/>	via interface	auto ▼ ?

- Specify the Default Gateway, e.g. **192.168.254**
- Click **Configure Routing**

Slave Unit – Network Settings

Configure the various network settings as outlined below:

- Using the WUI on the slave unit open *Local Configuration > Network Interface Configuration*

IP Address Assignment

				
	eth0	eth1	eth2	eth3
	10 GB/s	10 GB/s		
eth0	<input type="text" value="192.168.2.121/24"/>			MTU <input type="text" value="1500"/> bytes
eth1	<input type="text" value="192.168.20.121/24"/>			MTU <input type="text" value="1500"/> bytes

- Specify the IP address & mask for eth0 – normally eth0 is configured as the *internal* interface although this is not mandatory, e.g. **192.168.2.121/24**
- Specify the IP address & mask for eth1 – normally eth1 is configured as the *external* interface although this is not mandatory, e.g. **192.168.20.121/24**
- Click **Configure Interfaces**
- Using the WUI open *Local Configuration > Hostname & DNS*

Hostname	<input type="text" value="lbmaster"/>	?	
Domain Name	<input type="text" value="localhost"/>	?	
Role	<input type="text" value="slave"/>	?	
Domain Name Server	Primary	<input type="text" value="192.168.2.254"/>	?
	Secondary	<input type="text"/>	?
	Tertiary	<input type="text"/>	?

- Ensure that *Role* is set to **slave**
- Ensure that the DNS server(s) are set correctly
- Click **Update**
*N.B. Once update is clicked the Hostname field will automatically change to **lbslave***
- Using the WUI open *Local Configuration > Routing*

Default Gateway			
IP v4	<input type="text" value="192.168.2.254"/>	via interface	<input type="text" value="auto"/> ?
IP v6	<input type="text"/>	via interface	<input type="text" value="auto"/> ?

- Specify the default gateway, e.g. **192.168.2.254**
- Click **Configure Routing**

Master Unit – Heartbeat Settings

- Using the WUI on the master unit open *Cluster Configuration > Heartbeat Configuration*

Communication method			
UDP Unicast	<input checked="" type="checkbox"/>		?
UDP Broadcast <i>(Deprecated)</i>	<input type="text" value="Off"/>		?
UDP Port for broadcast & unicast	<input type="text" value="6694"/>		?
Peer Failure Detection			
Keep-alive message interval	<input type="text" value="3"/>	seconds	?
Dead peer timer	<input type="text" value="10"/>	seconds	?
Warning timer	<input type="text" value="5"/>	seconds	?
Routing Failure Detection			
Test IP addresses	<input type="text"/>		?
Test time-out	<input type="text" value="10"/>	seconds	?
Email Alerts			
Email Alert Destination Address	<input type="text"/>		?
Automatic Fail-back	<input type="checkbox"/>		?
<input type="button" value="Modify Heartbeat configuration"/>			

- Define the slave load balancers IP address in the *Slave Load Balancer Address* field, e.g. **192.168.2.121**
- Set the heartbeat communications method as required. The default is UDP unicast.
- Click **Modify Heartbeat Configuration**, this will apply the heartbeat configuration on the local master and copy and apply the heartbeat configuration to the slave
- Now click **Restart Heartbeat** as prompted in the blue commit changes box – this will restart heartbeat both locally and on the slave unit to ensure that heartbeat synchronization occurs successfully



NOTE : If Virtual Services have already been defined, you'll need to use the WUI option: *Maintenance > Backup & Restore > Synchronization > Synchronize Configuration with Peer* to copy all configured services from master to slave. If Virtual Services are setup after the units have been paired, they are automatically copied over to the slave.

Checking the Status

A successfully configured clustered pair will display the following status:

On the Master unit:

Master | Slave Active | Passive Link

On the Slave unit:

Master | Slave Active | Passive Link

Virtual Service (VIP)

Next, configure the Virtual Service. This is the IP address that is presented to clients. Any packet arriving at the load balancer with that IP address and port number will be forwarded to the the Real Servers associated with the Virtual Service.

- Using the WUI open *Cluster Configuration > Layer 4 – Virtual Services* and click **Add a new Virtual Service**

Label	<input type="text" value="ExVIP2"/>	?	
Virtual Service	IP Address	<input type="text" value="192.168.2.150"/>	?
	Ports	<input type="text" value="80"/>	?
Protocol	<input type="text" value="TCP"/>	▼	?
Forwarding Method	<input type="text" value="NAT"/>	▼	?

- Enter a suitable label (name) for the VIP, e.g. **ExVIP2**
- Enter a valid IP address, e.g. **192.168.2.150**
- Enter a valid port, e.g. **80**
- Ensure that *Forwarding Method* is set to **NAT**
- Click **Update**, this will save the VIP locally and also replicate it to the slave

Real Servers (RIP)

Each Virtual Service requires a cluster of Real Servers (back-end servers) to forward the traffic to.

- *Open Cluster Configuration > Layer 4 – Real Servers* and click **Add a new Real Server**

Label	<input type="text" value="RIP1"/>	?
Real Server IP Address	<input type="text" value="192.168.2.151"/>	?
Real Server Port	<input type="text" value="80"/>	?
Weight	<input type="text" value="100"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?

- Enter a suitable Label (name) for the RIP, e.g. **RIP1**
- Enter a valid IP address, e.g. **192.168.2.151**
- Enter a valid port, e.g. **80**
- *Weight* defaults to 100 making the Real Server active immediately
- Leave *Minimum Connections* & *Maximum Connections* set to 0 which means unrestricted
- Click **Update**, this will save the RIP locally and also replicate IT to the slave
- Repeat for the remaining Real Servers

Real Server Changes – Set the Default Gateway

When using NAT mode, each Real Servers default gateway must be changed to be the load balancer. For a clustered pair, you must define an additional floating IP for this purpose. Then, if failover is required the same IP will also be brought up on the slave.

To add a floating IP to use as the default gateway, use *Cluster Configuration > Floating IP's*.

New Floating IP	<input type="text" value="192.168.2.254"/>
-----------------	--

Define the IP address that you'd like to use for the default gateway, then click **Add Floating IP**. Now configure the default gateway on each Real Server to use this address.

Verify the Slave Configuration

To verify that the new VIP & RIP have been replicated correctly, open the WUI on the slave and open *Cluster Configuration > Layer 4 – Virtual Services* and *Cluster Configuration > Layer 4 – Real Servers* and check that your configuration appears there also. For a correctly configured pair, the VIPs and RIPs are automatically replicated to the slave as they are defined on the master.

If not, double check that both units are configured correctly and that the IP address for the slave defined on the master is correct. Then on the master open *Maintenance > Backup & Restore* and click *Synchronize Configuration with peer*. This will force the VIPs & RIPs to be copied from the master to the slave, then check again.

Basic Testing & Verification

A few quick checks can be performed to verify the configuration:

- On the master, use *System Overview* to check that the VIP & RIPs are shown as active (green)
- Using a browser, navigate to the VIP address, i.e. **http://192.168.2.150** to verify that you can reach the Real Servers via the Virtual Service
- On the master, check *Reports > Layer 4 Current Connections* to ensure that client connections are reported in state 'ESTABLISHED'. If not, double-check that you have set the default gateway on all Real Servers to be an IP address on the load balancer.

Example 3 – One-Arm SNAT Mode & SSL Termination (Single Appliance)

This example uses HAProxy and STunnel at layer 7. STunnel is used to terminate SSL on the load balancer. STunnel then passes un-encrypted HTTP traffic to the HAProxy VIP / RIP cluster.

HAProxy does not offer the raw throughput of layer 4, but is still a high performance solution that is appropriate in many situations.

N.B. Pound can also be used for SSL termination, although STunnel is the preferred and default method

In this example it's assumed that the Real Server application has not been designed to track & share session details between Real Servers. Therefore, cookie based persistence will be enabled on the load balancer to ensure that clients connect to the same Real Server on each subsequent connection (within the persistence timeout window). If persistence is not configured then new connections may get distributed to a different Real Server which may result in failure of the application.



NOTE : Because HAProxy is a full proxy, any server in the cluster can be on any accessible subnet including across the Internet or WAN.



NOTE : In this mode, no changes are required to the Real Servers.



NOTE : We generally recommend that SSL is terminated on the real serves rather than on the load balancer. This ensures that the SSL load is distributed and also ensures scalability.

Configuration Overview

- **Configure Network Settings** – A single Interface is needed, eth0 is normally used
- **Define the Virtual Service (VIP)** – All Real Servers are accessed via this IP address
- **Define the Real Servers (RIPs)** – Define the Real Servers that make up the cluster
- **Configure SSL Termination** – Configure STunnel for SSL termination

Network Settings

Configure the various network settings as outlined below:

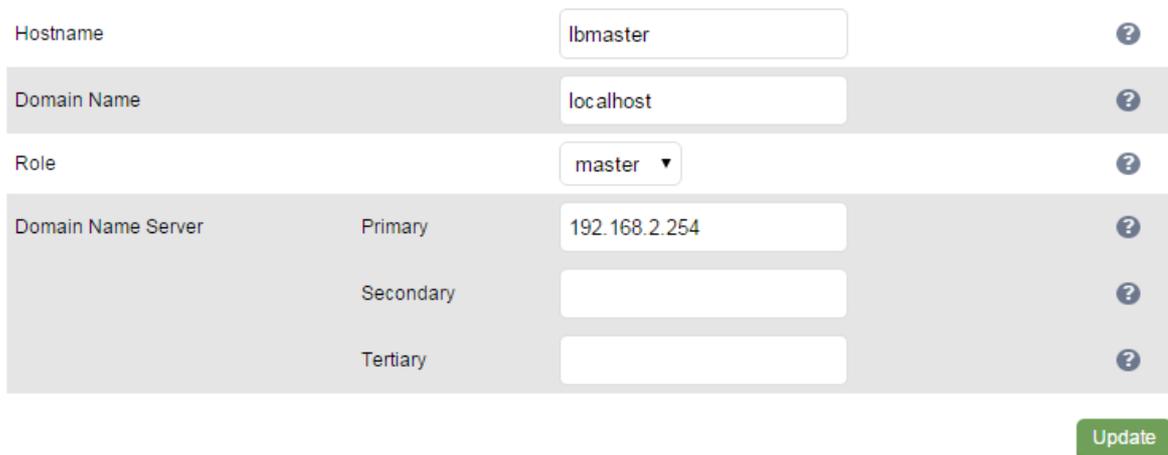
- Using the WUI open *Local Configuration > Network Interface Configuration*

IP Address Assignment



The screenshot shows the 'IP Address Assignment' section of a network configuration interface. At the top, there are four network interface icons labeled eth0, eth1, eth2, and eth3. eth0 is active and shows a speed of 10 GB/s. eth1, eth2, and eth3 are disabled, indicated by a red 'X' over each icon. Below the icons, the eth0 interface is selected. A text input field contains the IP address and mask '192.168.2.120/24'. To the right, there is an 'MTU' field set to '1500 bytes'.

- Specify the IP address & mask for eth0 – normally eth0 is used for one-arm configurations although this is not mandatory, e.g. **192.168.2.120/24**
- Click **Configure Interfaces**
- Using the WUI open *Local Configuration > DNS & Hostname*
- Specify the DNS server(s)



The screenshot shows the 'DNS & Hostname' configuration page. It features several input fields and a dropdown menu. The 'Hostname' field is set to 'lbmaster'. The 'Domain Name' field is set to 'localhost'. The 'Role' dropdown menu is set to 'master'. Below these, there are three rows for 'Domain Name Server' configuration: 'Primary' is set to '192.168.2.254', 'Secondary' is empty, and 'Tertiary' is empty. Each field has a help icon (question mark) to its right. At the bottom right, there is a green 'Update' button.

- Click **Update**
- Using the WUI open *Local Configuration > Routing*



The screenshot shows the 'Default Gateway' configuration page. It has two rows. The first row is for 'IP v4', with the IP address '192.168.2.254' entered in the input field. The second row is for 'IP v6', with an empty input field. Both rows have 'via interface' and 'auto' (with a dropdown arrow) as options, and a help icon (question mark) to the right of each row.

- Specify the Default Gateway, e.g. 192.168.2.254
- Click **Configure Routing**

Virtual Service (VIP)

Next, configure the Virtual Service. This is the IP address that is presented to clients. Any packet arriving at the load balancer with that IP address and port number will be handled by the Real Servers associated with the Virtual Service.

- Using the WUI open *Cluster Configuration > Layer 7 – Virtual Services* and click **Add a new Virtual Service**

Label	<input type="text" value="ExVIP3"/>	?	
Virtual Service	IP Address	<input type="text" value="192.168.2.150"/>	?
	Ports	<input type="text" value="80"/>	?
Layer 7 Protocol	<input type="text" value="HTTP Mode"/>	▼	?
Manual Configuration	<input type="checkbox"/>		?

- Enter a suitable Label (name) for the VIP, e.g. **ExVIP3**
- Enter a valid IP address, e.g. **192.168.2.150**
- Enter a valid port, e.g. **80**
- Click **Update**

Real Servers (RIP)

Each Virtual Service requires a cluster of Real Servers (back-end servers) to forward the traffic to.

- Using the WUI open *Cluster Configuration > Layer 7 – Real Servers* and click **Add a new Real Server**

Label	<input type="text" value="RIP1"/>	?
Real Server IP Address	<input type="text" value="192.168.111.151"/>	?
Real Server Port	<input type="text" value="80"/>	?
Weight	<input type="text" value="100"/>	?

- Enter a suitable Label (name) for the RIP, e.g. **RIP1**
- Enter a valid IP address, e.g. **192.168.2.151**

N.B. In this mode it's possible to have a different port for the RIP than was configured for the VIP, in this example both are the same

- Enter a valid port, e.g. **80**

- The *Weight* defaults to 100 making Real Servers active as soon as HAProxy is restarted
- Click **Update**
- Repeat for the remaining Real Servers
- Restart HAProxy to apply the new settings using the link provided in the blue box

SSL Termination

An STunnel (default) or Pound VIP can be configured on port 443 using the same IP address as the Layer 7 VIP created previously. This allows a single IP address to be used.

- Open *Cluster Configuration > SSL Termination* and click **Add a new Virtual Service**

Label	<input type="text" value="ExSSL"/>	?
Virtual Service IP address	<input type="text" value="192.168.2.150"/>	?
Virtual Service Port	<input type="text" value="443"/>	?
Backend Virtual Service IP Address	<input type="text" value="192.168.2.150"/>	?
Backend Virtual Service Port	<input type="text" value="80"/>	?
Ciphers to use	<input type="text" value="ECDHE-RSA-AES128-GCM"/>	?
Do not insert empty fragments	<input checked="" type="checkbox"/>	?
SSL Terminator	<input type="radio"/> Pound <input checked="" type="radio"/> STunnel	?
Delay DNS Lookups	<input checked="" type="checkbox"/>	?
Disable SSLv2 Ciphers	<input checked="" type="checkbox"/>	?
Disable SSLv3 Ciphers	<input checked="" type="checkbox"/>	?
Allow Client Renegotiation	<input checked="" type="checkbox"/>	?
Disable SSL Renegotiation	<input checked="" type="checkbox"/>	?
Time To Close	<input type="text" value="0"/>	?
Set as Transparent Proxy	<input type="checkbox"/>	?

- Enter a suitable Label (name) for the VIP, e.g. **ExSSL**
- Set *Virtual Service IP address* to be the same as the layer 7 VIP created earlier, i.e. **192.168.2.150**
- Leave *Virtual Service Port* set to **443**
- Set *Backend Virtual Service IP address* to be the same as the layer 7 VIP created earlier, i.e. **192.168.2.150**

- Leave *Backend Virtual Service Port* set to **80**
- Leave the other settings at their default values
- Click **Update**
- Restart STunnel to apply the new settings using the link provided in the blue box

When creating the SSL Virtual Service, by default a self-signed certificate is used. This is ideal for testing but needs to be replaced for live deployments.



NOTE : For more detailed information on SSL termination please refer to page [121](#).

Basic Testing & Verification

A few quick checks can be performed to verify the configuration:

- Using *System Overview*, verify that the VIP & RIP are shown as active (green)
- Using a browser, navigate to the VIP address, i.e. **http://192.168.2.150** to verify that you can reach the Real Servers via the Virtual Service using HTTP
- Using a browser, navigate to the STunnel SSL VIP address, i.e. **https://192.168.2.150** to verify that you can reach the Real Servers via the Virtual Service using HTTPS
- Check / verify the certificate details

Chapter 12 – Testing Load Balanced Services

Testing Load Balanced Services

For example, to test a web server based configuration, add a page to each web servers root directory e.g. test.html and put the server name on this page for easy identification during the tests.

Use two or more clients to do the testing. Open up a web browser on each test clients and enter the URL for the VIP e.g. <http://192.168.110.150>

Each client should see a different server name because of the load balancing algorithm in use i.e. they are being load balanced across the cluster.

Why test using two clients? If you use a single client it will most likely keep on hitting the same server for multiple requests. This is to do with the way that the load balancing algorithms are optimized.

Diagnosing VIP Connection Problems

1. **Make sure that the device is active** - this can be checked in the WUI. For a single appliance, the status bar should report **Master & Active** as shown below:

Master | Slave Active | Passive Link

2. **Check that the VIP/floating IP is up** - Using *View Configuration > Network Configuration* verify that the VIP is active on the load balancer, if not check *Logs > Heartbeat* for errors.

```
2: eth0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc pfifo_fast state UP qlen 1000
    link/ether 00:0c:29:cf:18:03 brd ff:ff:ff:ff:ff:ff
    inet 192.168.110.85/18 brd 192.168.127.255 scope global eth0
        valid_lft forever preferred_lft forever
    inet 192.168.110.90/18 brd 192.168.127.255 scope global secondary eth0
        valid_lft forever preferred_lft forever
```

The above example shows that the interface address (192.168.110.85) and the VIP address (192.168.110.90) are both up.

3. **Check that the Real Servers are up** - Using *System Overview* make sure that none of your VIPs are colored red. If they are, the entire cluster is down (i.e. all Real Servers). Green indicates a healthy cluster, yellow indicates that your cluster may need attention (one or more of the Real Servers may be down), and blue indicates all Real Server have been deliberately taken offline (by using either Halt or Drain).

SYSTEM OVERVIEW ? 2015-03-18 11:37:15 UTC

	VIRTUAL SERVICE	IP	PORTS	CONN	PROTOCOL	METHOD	MODE	
	HTTP-Cluster	192.168.110.150	80	0	TCP	Layer 4	DR	
	RDP-Cluster	192.168.110.150	3389	0	TCP	Layer 4	DR	
	HTTP-Cluster-2	192.168.110.152	80	0	HTTP	Layer 7	Proxy	
	RDP-Cluster-2	192.168.110.152	3389	0	TCP	Layer 7	Proxy	

4. Check the connection state -

For Layer 4 DR mode VIPs check *Reports > Layer 4 Current Connections* to view the current traffic in detail. Any packets with state **SYN_RECV** imply that the 'ARP Problem' has not been correctly solved on the Real Servers. See page [74](#) for more details on solving the ARP problem.

For layer 4 NAT mode VIPs check *Reports > Layer 4 Current Connections* to view the current traffic in detail. Any packets with state **SYN_RECV** often imply that the default gateway on the Real Servers has not been set to be an IP address on the load balancer.

For Layer 7 VIPs check *Reports > Layer 7 Status*. The default credentials required are:

username: loadbalancer
password: loadbalancer

This will open a second tab in the browser and display a statistics/status report as shown in the example below:

Statistics Report for pid 3261

> General process information

pid = 3261 (process #1, nbproc = 1)
 uptime = 0d 0h00m42s
 system limits: memmax = unlimited; ulimit-n = 81000
 maxsock = 80024; maxconn = 40000; maxpipes = 0
 current conns = 1; current pipes = 0/0; conn rate = 2/sec
 Running tasks: 1/5; idle = 100 %

■ active UP
■ active UP, going down
■ active DOWN, going up
■ active or backup DOWN
■ active or backup DOWN for maintenance (MAINT)
■ backup UP
■ backup UP, going down
■ backup DOWN, going up
■ not checked

Display option:
 • [Hide DOWN servers](#)
 • [Refresh now](#)
 • [CSV export](#)

External resources:
 • [Primary site](#)
 • [Updates \(v1.5\)](#)
 • [Online manual](#)

Note: UP with load-balancing disabled is reported as "NOLE".

L7		Queue			Session rate			Sessions				Bytes		Denied		Errors			Warnings		Server										
		Cur	Max	Limit	Cur	Max	Limit	Cur	Max	Limit	Total	LbTot	In	Out	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bck	Chk	Dwn	Dwntme	Thrtle	
Frontend		0	0	0	15	-	0	4	40 000	50	0	0	21 696	3 385 782	0	0	0	0	0	0	0	0	OPEN								
backup		0	0	-	0	0	0	0	0	-	0	0	0	0	0	0	0	0	0	0	0	0			1	-	Y				
RIP1		0	0	-	0	16	0	2	-	50	56	56	21 696	3 385 782	0	0	0	0	0	0	0	0	42s UP	L4OK in 0ms	1	Y	-	0	0	0s	
Backend		0	0	0	16	0	2	4 000	50	56	56	21 696	3 385 782	0	0	0	0	0	0	0	0	42s UP		1	1	1		0	0s		

stats		Queue			Session rate			Sessions				Bytes		Denied		Errors			Warnings		Server									
		Cur	Max	Limit	Cur	Max	Limit	Cur	Max	Limit	Total	LbTot	In	Out	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bck	Chk	Dwn	Dwntme	Thrtle
Frontend		2	4	-	1	1	2 000	8			1 464	33 111	0	0	0	4	0	0	0	0	0	OPEN								
Backend		0	0	0	0	0	200	0	0	0	0	0	1 464	33 111	0	0	0	0	0	0	0	42s UP		0	0	0		0		

Taking Real Servers Offline (Halting)

Using the *System Overview* check that when you Halt one of the Real Servers the connections are redirected to the other server in the cluster.

Remove the network cable from one of the web servers or stop the web service/process, wait a few seconds (for the load balancer to detect the change) and then refresh the browsers on both clients. They should now both switch to the same server (since one has been removed from the load balancing list).

Replace the network cable, wait a few seconds and then refresh the browsers again. After a few refreshes they should again show different web servers.

The *System Overview* will also show the updated status as these tests are performed:

	VIRTUAL SERVICE	IP	PORTS	CONN	PROTOCOL	METHOD	MODE	
	HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy	
	<i>REAL SERVER</i>	<i>IP</i>	<i>PORTS</i>	<i>WEIGHT</i>	<i>CONN</i>			
	RIP1	192.168.110.240	80	100	0	Drain	Halt	
	RIP2	192.168.110.241	80	0	0	Online (halt)		
	RIP3	192.168.110.242	80	100	0	Drain	Halt	

In this example:

'*rip1*' is green, this indicates that it's operating normally.

'*rip2*' is blue, this indicates that it has been either Halted or Drained. in this example Halt has been used as indicated by *Online (Halt)* being displayed. If it had been drained it would show as *Online (Drain)*.

'*rip3*' is red, this indicates that it has failed a health check.



NOTE : From v7.6.4 the System Overview supports sorting of VIPs. This can be done by clicking on the column headings or by drag & drop. For more details please refer to page [169](#).

Using Log Files

The appliance includes several log files that are very useful when diagnosing issues. Please refer to the next chapter for more details on the logs available.

Using Reports

The appliance includes several reports that are very useful when diagnosing issues. Please refer to the next chapter for more details on the reports available.



NOTE : When testing a clustered pair, also make sure that failover to the slave appliance and failback to the master appliance is working correctly. For more details please refer to page [183](#).

Chapter 13 – Appliance Monitoring

Appliance Log Files

All appliance logs can be accessed using the *Logs* option in the WUI.

Load Balancer

File: /var/log/lbadmin.log

The lbadmin log shows all changes made to the appliances configuration. This is very useful for tracking changes made to the configuration.

Layer 4

File: /var/log/ldirectord.log

The Ldirectord log shows the output from the health checking daemon. This is useful for checking the health your Real Servers or pinning down any configuration errors. The logging here can be quite verbose but it clearly shows exactly what the health checking process is doing.

Layer 7

File: /var/log/haproxy.log

If activated via *Cluster Configuration > Layer 7 – Advanced Configuration*, this will show the contents of the HAProxy log. This is a very detailed log of all HAProxy transactions. It's also possible to configure HAProxy to log errors only.

SSL Termination (Pound)

File: /var/log/poundssl.log

If activated via *Cluster Configuration > SSL – Advanced Configuration*, this will show the contents of the Pound log. This is a very detailed log of all Pound SSL transactions.

SSL Termination (STunnel)

File: /var/log/stunnel.log

If activated via *Edit Configuration > SSL – Advanced Configuration*, this will show the contents of the STunnel log. The required debug level can also be set.

Heartbeat

File: /var/log/ha.log

The heartbeat log shows the status of the heartbeat daemons. Heartbeat is used whether configured as a single device or as a clustered pair. The log provides a detailed real-time status of heartbeat.

Apache Error Log

File: /var/log/httpd/error.log

Shows Apache errors. These can be generated by the WUI and WAF (Web Application Firewall).

Apache User Log

File: /var/log/httpd/user_access.log

Shows Apache user access logs. Can be generated by WUI and the WAF (Web Application Firewall) since both utilize Apache for their operation.

WAF Logs

Various log file for monitoring WAFs.

Appliance Reports

All reports can be accessed using the *Reports* option in the WUI.

Layer 4 Status

This report shows the current weight and number of active & inactive connections for each Real Server. If a Real Server has failed a health check, it will not be listed. Use the *Logs > Layer 4* option to view the *Ldirectord* log file if expected servers are not listed.

Check Status

Virtual Service	Real Server	Forwarding Method	Weight	Active Connections	Inactive Connections
HTTP-Cluster1					
192.168.110.120 port 80/tcp					
	RIP1 192.168.110.240	Route	100	0	0
	RIP2 192.168.110.241	Route	100	0	0
	RIP3 192.168.110.242				

```
IP Virtual Server version 1.2.1 (size=32768)
```

```
Prot LocalAddress:Port Scheduler Flags
```

```
-> RemoteAddress:Port      Forward Weight ActiveConn InActConn
```

```
TCP 192.168.110.120:80 wlc persistent 300
```

```
-> 192.168.110.240:80      Route 100  0      0
```

```
-> 192.168.110.241:80      Route 100  0      0
```

In the example above, the details for RIP3 are not displayed because it's failing its health checks.

Layer 4 Traffic Rate

This report shows the current connections per second and bytes per second to each Real Server. If a Real Server has failed a health check, it will not be listed.

Check Status

Virtual Service	Real Server	Connections / s	Incoming Packets / s	Outgoing Packets / s	Incoming Bytes / s	Outgoing Bytes / s
<i>HTTP-Cluster1</i> 192.168.110.120 port 80/tcp		0	0	0	0	0
	RIP1 192.168.110.240	0	0	0	0	0
	RIP2 192.168.110.241	0	0	0	0	0
	RIP3 192.168.110.242					

IP Virtual Server version 1.2.1 (size=32768)

Prot	LocalAddress:Port	CPS	InPPS	OutPPS	InBPS	OutBPS
	-> RemoteAddress:Port					
TCP	192.168.110.120:80	0	0	0	0	0
	-> 192.168.110.240:80	0	0	0	0	0
	-> 192.168.110.241:80	0	0	0	0	0

In the example above, the details for RIP3 are not displayed because it's failing its health checks.

Layer 4 traffic Counters

This report shows the volume of traffic to each Real Server since the counters were last re-set. If a Real Server has failed a health check, it will not be listed.

Check Status

Reset Counters

Virtual Service	Real Server	Connections	Incoming Packets	Outgoing Packets	Incoming Bytes	Outgoing Bytes
HTTP-Cluster1 192.168.110.120 port 80/tcp		0	0	0	0	0
	RIP1 192.168.110.240	0	0	0	0	0
	RIP2 192.168.110.241	0	0	0	0	0
	RIP3 192.168.110.242					

IP Virtual Server version 1.2.1 (size=32768)

Prot	LocalAddress:Port	Conns	InPkts	OutPkts	InBytes	OutBytes
	-> RemoteAddress:Port					
TCP	192.168.110.120:80	0	0	0	0	0
	-> 192.168.110.240:80	0	0	0	0	0
	-> 192.168.110.241:80	0	0	0	0	0

N.B. These reports are generated in real time. Direct Routing is the default load balancing method and you will not see any stats for return packets as shown above (as they do not pass through the load balancer). They will be seen for NAT mode since return traffic does pass back via the load balancer.

In the example above, the details for RIP3 are not displayed because it's failing its health checks.

Layer 4 Current Connections

The current connections report is very useful for diagnosing issues with routing or ARP related problems. In the example below, the state is shown as **SYN_RECV**. For layer 4 DR mode this is normally a good indication that the ARP problem has not been solved. For NAT mode, this is a good indication that the Real Servers default gateway has not been configured to be the load balancer and therefore return traffic is not routed correctly.

Check Status

IPVS connection entries

```

pro expire state      source          virtual         destination
TCP 04:44 NONE        192.168.64.7:0 192.168.110.120:80 192.168.110.241:80
TCP 00:49 SYN_RECV 192.168.64.7:28808 192.168.110.120:80 192.168.110.241:80
TCP 00:49 SYN_RECV 192.168.64.7:28809 192.168.110.120:80 192.168.110.241:80
  
```

*N.B. The IPVS connection entries in state **NONE** represent the persistence related entries for client connections, and are not actual client connections. These only appear when persistence is enabled.*

Layer 4 Current Connections (resolve hostnames)

This is the same as the current connections report but is slower as it looks up the DNS name of each IP address.

Layer 7 Status

This report is provided by the stats instance of HAProxy. This web page contains the current live status of all of the configured layer 7 HAProxy virtual and Real Servers.

Log in using: **Username:** loadbalancer
Password: loadbalancer

HAProxy

Statistics Report for pid 19335

> General process information

pid = 19335 (process #1, nbproc = 1)
uptime = 0d 0h00m22s
system limits: memmax = unlimited; ulimit-n = 81000
maxsock = 80024; maxconn = 40000; maxpipes = 0
current conns = 2; current pipes = 0/0; conn rate = 2/sec
Running tasks: 2/6; idle = 100 %

■ active UP
■ active UP, going down
■ active DOWN, going up
■ active or backup DOWN
■ active or backup DOWN for maintenance (MAINT)

■ backup UP
■ backup UP, going down
■ backup DOWN, going up
■ not checked

Display option:

- [Hide 'DOWN' servers](#)
- [Refresh now](#)
- [CSV export](#)

External resources:

- [Primary site](#)
- [Updates \(v1.6\)](#)
- [Online manual](#)

Note: UP with load-balancing disabled is reported as "NOLB".

L7-HTTP

	Queue			Session rate			Sessions				Bytes		Denied		Errors			Warnings			Server										
	Cur	Max	Limit	Cur	Max	Limit	Cur	Max	Limit	Total	LbTot	In	Out	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bck	Chk	Dwn	Dwntme	Thrtle		
Frontend				0	0	-	0	0	40 000	0	0	0	0	0	0	0	0	0	0	0	OPEN										
backup	0	0	-	0	0		0	0	-	0	0	0	0	0	0	0	0	0	0	0			1	-	Y						
rip1	0	0	-	0	0		0	0	-	0	0	0	0	0	0	0	0	0	0	0	22s UP	L4OK in 0ms	1	Y	-	0	0	0s	-		
Backend	0	0		0	0		0	0	4 000	0	0	0	0	0	0	0	0	0	0	0	22s UP		1	1	1		0	0s			

stats

	Queue			Session rate			Sessions				Bytes		Denied		Errors			Warnings			Server										
	Cur	Max	Limit	Cur	Max	Limit	Cur	Max	Limit	Total	LbTot	In	Out	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bck	Chk	Dwn	Dwntme	Thrtle		
Frontend	2	2	-	2	2	-	2	2	2 000	5	0	1 406	20 676	0	0	0	0	0	0	0	OPEN										
Backend	0	0		0	0		0	0	200	0	0	1 406	20 676	0	0	0	0	0	0	0	22s UP		0	0	0		0	0			

N.B. This password can be changed using the 'statistics password' field available under Cluster Configuration > Layer 7 – Advanced Configuration

Layer 7 Stick Table

Displays the layer 7 stick tables. For example, if a layer 7 VIP is created using RDP cookie persistence, a stick table will be used. The related VIP is then available in the drop-down as shown below:

REPORTS > STICK TABLE (HAPROXY)

HTTP-Cluster ? Refresh Clear Table

1 Entries Returned

ID	Key	Use	Expires	Server	Remove
0x1338964	192.168.64.7	use=0	1762056	WEB1	X

Page 1 of 1

Prev Next

Notes:

- Stick tables are used when either source IP persistence or RDP cookie persistence is used with layer 7 Virtual Services
- Individual stick table entries can be removed by clicking the red 'X' in the remove column, the whole table can be cleared by clicking the **Clear Table** button

Graphing

Graphs are automatically configured when new Virtual and Real Servers are defined.

Graphs – Load Balanced Services

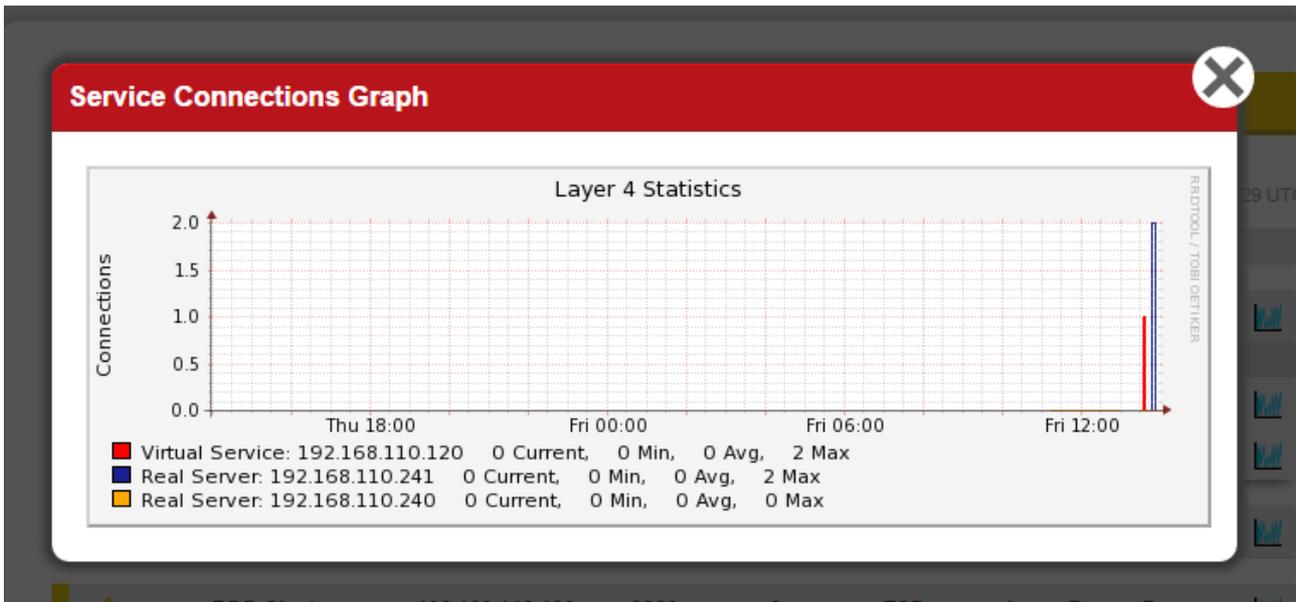
Graphs for the configured Virtual & Real Servers can be accessed either from the System Overview using the appropriate blue colored graph icon that appears next to each VIP and RIP or from the drop-down available in the WUI under *Reports > Graphing*.

Using the System Overview

The graph is displayed by clicking the relevant blue icon that's displayed next to each VIP / RIP:

↑	HTTP-Cluster1	192.168.110.120	80	0	TCP	Layer 4	DR	
	REAL SERVER	IP	PORTS	WEIGHT	CONNS			
↑	RIP1	192.168.110.240	80	100	0	Drain	Halt	
↑	RIP2	192.168.110.241	80	100	0	Drain	Halt	

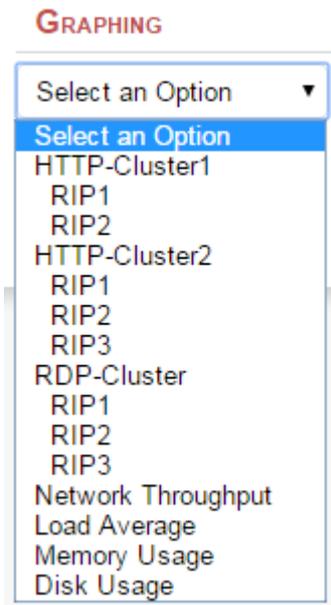
When this method is used, the daily Service Connections Graph (i.e. the last 24 hrs) is displayed for the particular VIP or RIP:



Clicking anywhere within this graph opens the complete list of graphs for the VIP / RIP in question. This is the same as selecting the VIP/RIP in the *Reports > Graphing* menu options as explained below.

Using the WUI Option: Reports > Graphing

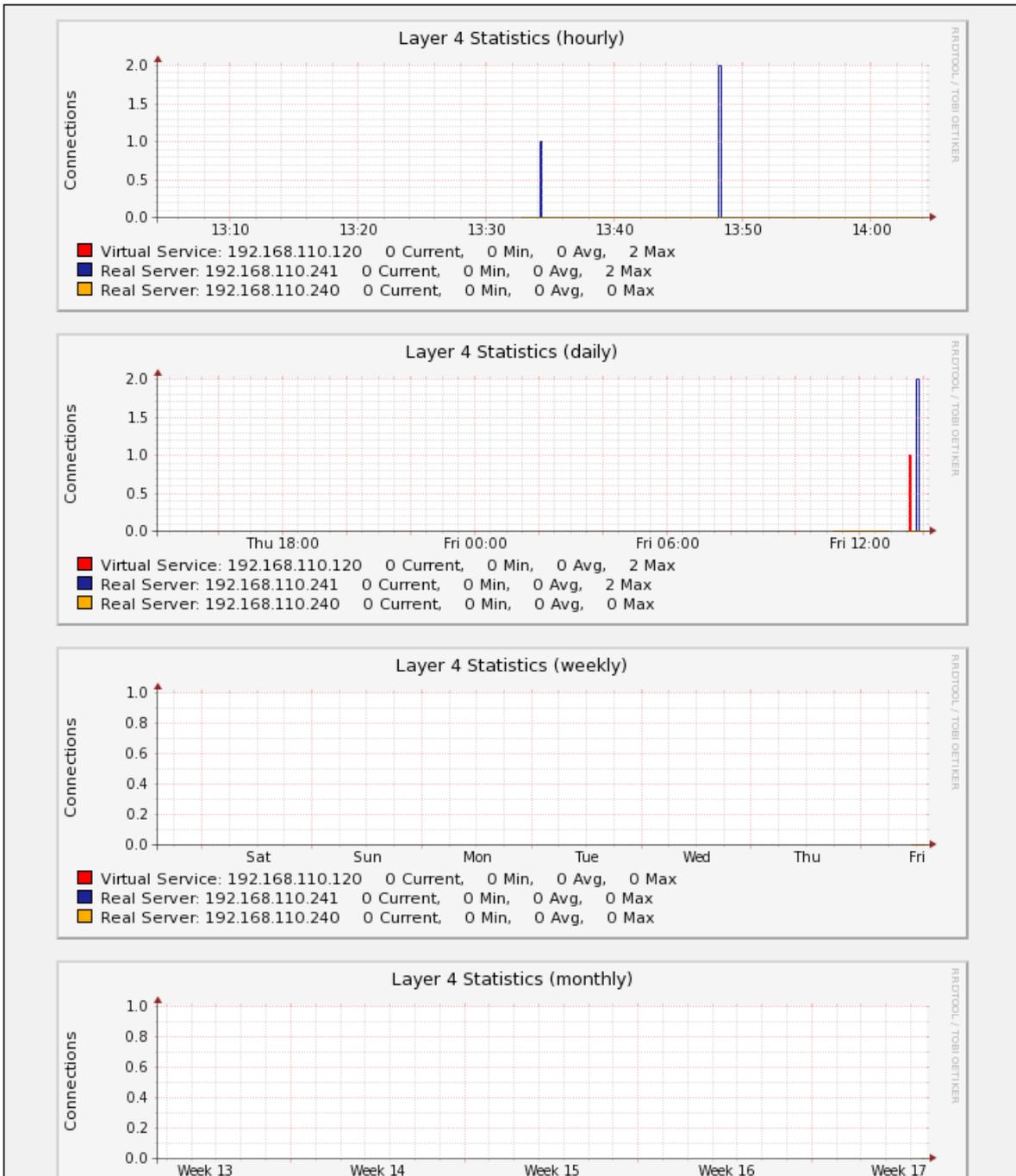
When selected, a drop-down similar to the following is displayed:



When selected in this way, a complete list of graphs is displayed for the VIP / RIP selected as shown below:

N.B. As VIPs & RIPs are added or removed, these are automatically added / removed from the drop-down list

HTTP-Cluster1 ▾



The following graphs are displayed for each VIP or RIP selected:

- 5 x **Connection graphs** : Hourly, daily, weekly, monthly and yearly
- 5 x **Bytes/s graphs** : Hourly, daily, weekly, monthly and yearly

Graphs – Appliance Specific

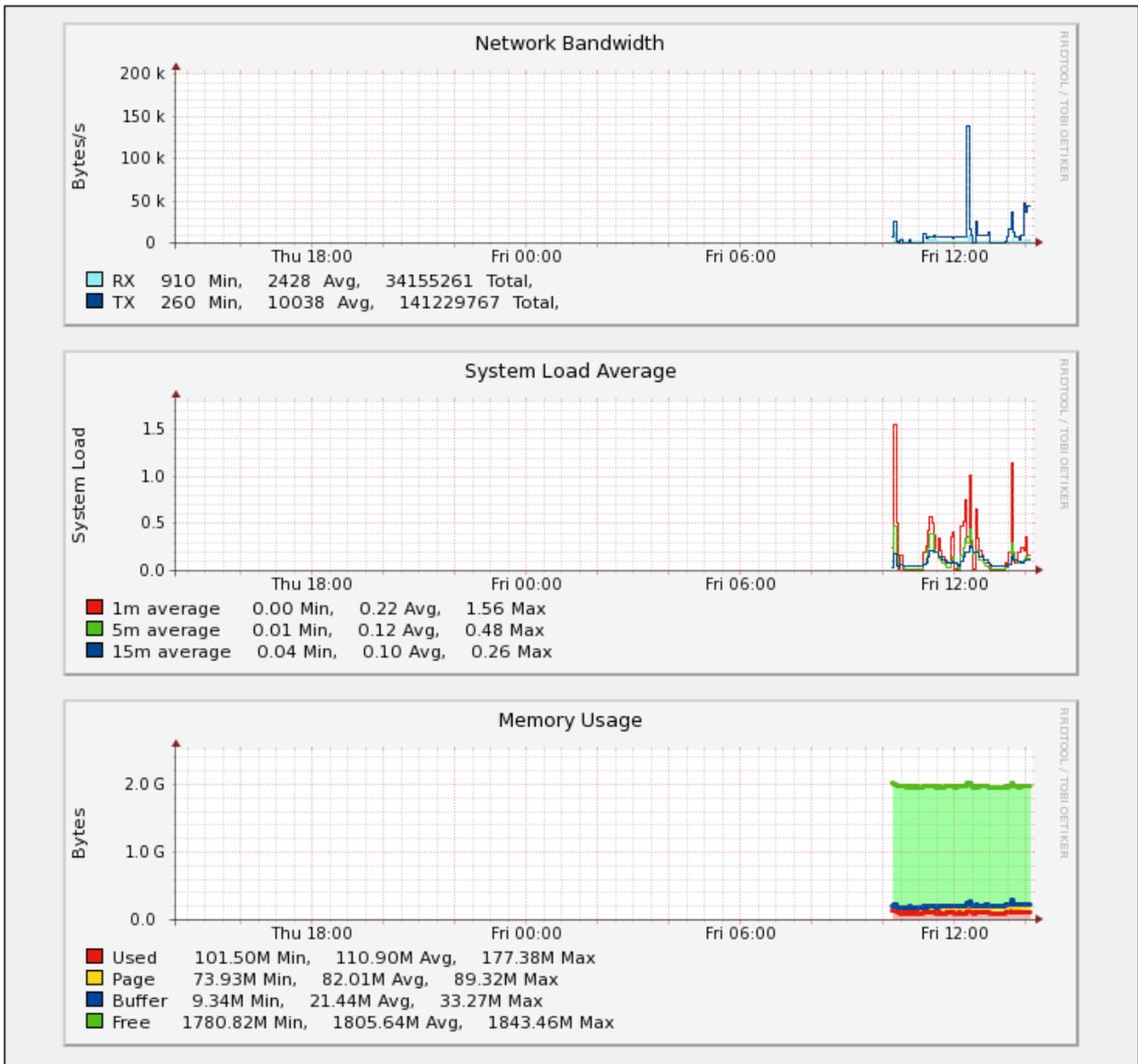
Appliance specific graphs are available for the following statistics:

- Network Throughput
- Load Average
- Memory Usage
- Disk Usage

The first three graphs listed above are displayed in the System Overview by default although these can be disabled/hidden if preferred using the WUI option: *Local Configuration > Graphing*.

All four graphs can also be accessed using the WUI option: *Reports > Graphing*, then selecting the required graph from the bottom of the list.

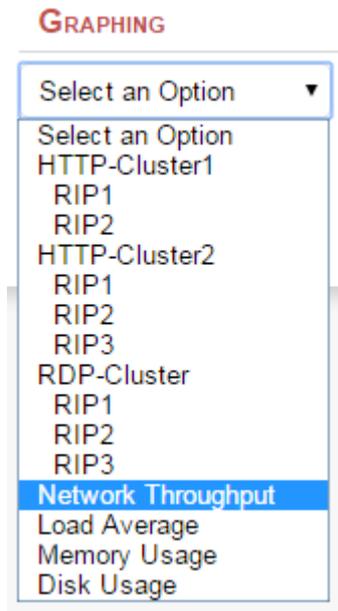
System Overview Graphs



As shown above, daily graphs for **Network Bandwidth**, **System Load Average** and **Memory Usage** are displayed by default in the System Overview. Clicking anywhere within these graph opens the full list of related graphs (hourly, daily, weekly etc.). This is the same as selecting the graph in the Reports menu as explained below.

Using the Reports Menu

When selected, a drop-down including all VIPs / RIPs as well as the 4 appliance specific graphs is displayed:



Graph Options

A number of graph options are available.

To change the settings:

- In the WUI, open *Local Configuration > Graphing*

Layer 4	On ▼	?
Layer 7	On ▼	?
Interfaces	On ▼	?
Load Average	On ▼	?
Memory	On ▼	?
Disk Usage	On ▼	?

Data collection for each graphing category can be enabled (default) by selecting *On* and clicking **Update**

Data collection for each graphing category can be disabled by selecting *Off* and clicking **Update**

The stored data for each graphing category can be removed by selecting *Delete* and clicking **Update**

Advanced Configuration Settings

Advanced Configuration

Interval	<input type="text" value="10"/>	
Timeout	<input type="text" value="2"/>	
Threads	<input type="text" value="6"/>	
Logging	<input type="text" value="Off"/> ▾	

Interval - Set the data collector Interval time specified in seconds. Change the interval for which data is recorded by the collector. This is a global value and will effect all collectors. Do not change unless advised to do so by support.

WARNING – Changing this value will reset the RRD database files and you will loose all your previous data!!

Timeout - Set the data collector timeout specified in seconds. Change the timeout for the data collector when querying the various services. Do not change unless advised to do so by support.

Threads - Set the number of data collector process threads. Change the number of collector process threads to use for reading stats. Do not change unless advised to do so by support.

Logging - Enable collector logging for collectd. Warning this is incredibly verbose and should only be used for debugging purposes.

SNMP Reporting

By default, SNMP is disabled on the appliance. Once the SNMP settings are configured using the WUI option: *Local Configuration > SNMP Configuration*, the SNMP service is set to auto start at boot.

SNMP for Layer 4 Based Services

The root OID for Layer 4 based services is: 1.3.6.1.4.1.8225.4711

You can test if everything works by running the command shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c -m LVS-MIB localhost 1.3.6.1.4.1.8225.4711

LVS-MIB::lvsVersion.0 = STRING: "1.2.0"
LVS-MIB::lvsNumServices.0 = INTEGER: 2
LVS-MIB::lvsHashTableSize.0 = INTEGER: 4096
LVS-MIB::lvsTcpTimeOut.0 = INTEGER: 900
LVS-MIB::lvsTcpFinTimeOut.0 = INTEGER: 120
LVS-MIB::lvsUdpTimeOut.0 = INTEGER: 300
LVS-MIB::lvsDaemonState.0 = INTEGER: none(0)
...
etc.
```

N.B. LVS-MIB.txt and other MIB files are available on the appliance in /usr/share/snmp/mibs/

You can also use all the usual MIB II counters and gauges such as network and CPU etc.

Monitoring Layer 4 VIPs & RIPs using SNMP

To list the Virtual Services use the command shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c -m LVS-MIB localhost 1.3.6.1.4.1.8225.4711.17.1.4

LVS-MIB::lvsServiceAddr.1 = IpAddress: 192.168.110.194
```

To list the Real Servers use the command shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c -m LVS-MIB localhost 1.3.6.1.4.1.8225.4711.18.1.3

LVS-MIB::lvsRealServerAddr.2.1 = IpAddress: 10.0.0.101
LVS-MIB::lvsRealServerAddr.2.2 = IpAddress: 10.0.0.100
```

This indicates that all servers are passing their health-check. If the check fails, that server will be omitted from the list as shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c -m LVS-MIB localhost 1.3.6.1.4.1.8225.4711.18.1.3

LVS-MIB::lvsRealServerAddr.2.1 = IpAddress: 10.0.0.100
```

In this case, 10.0.0.101 is now failing its health-check so has been omitted from the list.

SNMP for Layer 7 Based Services

The root OID for Layer 7 front-end services is: 1.3.6.1.4.1.29385.106.1.0

The root OID for Layer 7 back-end services is: 1.3.6.1.4.1.29385.106.1.1

To list the Front End stats use the command shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c localhost 1.3.6.1.4.1.29385.106.1.0
SNMPv2-SMI::enterprises.29385.106.1.0.0.1.0 = STRING: "stats"
SNMPv2-SMI::enterprises.29385.106.1.0.1.1.0 = STRING: "FRONTEND"
SNMPv2-SMI::enterprises.29385.106.1.0.2.1.0 = ""
SNMPv2-SMI::enterprises.29385.106.1.0.3.1.0 = ""
SNMPv2-SMI::enterprises.29385.106.1.0.4.1.0 = STRING: "0"
SNMPv2-SMI::enterprises.29385.106.1.0.5.1.0 = STRING: "0"
SNMPv2-SMI::enterprises.29385.106.1.0.6.1.0 = STRING: "2000"
etc.
```

To list the Back End stats use the command shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c localhost 1.3.6.1.4.1.29385.106.1.1
SNMPv2-SMI::enterprises.29385.106.1.1.0.1.0 = STRING: "stats"
SNMPv2-SMI::enterprises.29385.106.1.1.1.1.0 = STRING: "BACKEND"
SNMPv2-SMI::enterprises.29385.106.1.1.2.1.0 = STRING: "0"
SNMPv2-SMI::enterprises.29385.106.1.1.3.1.0 = STRING: "0"
SNMPv2-SMI::enterprises.29385.106.1.1.4.1.0 = STRING: "0"
SNMPv2-SMI::enterprises.29385.106.1.1.5.1.0 = STRING: "0"
SNMPv2-SMI::enterprises.29385.106.1.1.6.1.0 = STRING: "2000"
SNMPv2-SMI::enterprises.29385.106.1.1.7.1.0 = STRING: "0"
SNMPv2-SMI::enterprises.29385.106.1.1.8.1.0 = STRING: "0"
etc.
```

Monitoring Layer 7 RIPs using SNMP

To list the Real Servers use the command shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c localhost 1.3.6.1.4.1.29385.106.1.2.1
SNMPv2-SMI::enterprises.29385.106.1.2.1.1.1 = STRING: "backup"
SNMPv2-SMI::enterprises.29385.106.1.2.1.1.2 = STRING: "IIS1"
SNMPv2-SMI::enterprises.29385.106.1.2.1.1.3 = STRING: "IIS2"
SNMPv2-SMI::enterprises.29385.106.1.2.1.2.1 = STRING: "backup"
SNMPv2-SMI::enterprises.29385.106.1.2.1.2.2 = STRING: "RDP1"
SNMPv2-SMI::enterprises.29385.106.1.2.1.2.3 = STRING: "RDP2"
```

To get the health status of each of these Real Servers use the command shown below:

```
[root@lbmaster ~]# snmpwalk -c public -v 2c localhost 1.3.6.1.4.1.29385.106.1.2.17
SNMPv2-SMI::enterprises.29385.106.1.2.17.1.1 = STRING: "no check"
SNMPv2-SMI::enterprises.29385.106.1.2.17.1.2 = STRING: "UP"
SNMPv2-SMI::enterprises.29385.106.1.2.17.1.3 = STRING: "DOWN"
SNMPv2-SMI::enterprises.29385.106.1.2.17.2.1 = STRING: "no check"
SNMPv2-SMI::enterprises.29385.106.1.2.17.2.2 = STRING: "DOWN"
SNMPv2-SMI::enterprises.29385.106.1.2.17.2.3 = STRING: "DOWN"
```

In this example, IIS1 is passing its health-check and IIS2, RDP1 & RDP2 are failing their health-checks.



NOTE : Please refer to page [49](#) for details on configuring SNMP settings such as community string etc.

Configuring Email Alerts

Email alerts can be configured for Layer 4 Virtual Services. This enables emails to be sent when Real Servers fail their health-checks and are removed from the table, and also when they subsequently start to pass checks and are re-added to the table. Settings can be configured globally that apply to all VIPs or individually to each VIP.

Email alerts for Layer 7 services is not currently directly supported, but it is possible to provide this functionality in a number of different ways as discussed in the following blogs:

<http://blog.loadbalancer.org/haproxy-email-alerts-guide/>

<http://blog.loadbalancer.org/3-ways-to-send-haproxy-health-check-email-alerts/>

Configuring Layer 4 Email Alert Default Settings

Once configured, these settings apply to all layer 4 VIPs by default.

To configure default email alert settings for layer 4 services:

- In the WUI, open *Cluster Configuration > Layer 4 Advanced Configuration*

Lock Idirectord Configuration	<input type="checkbox"/>	?
Check Interval	<input type="text" value="5"/>	?
Check Timeout	<input type="text" value="3"/>	?
Negotiate Timeout	<input type="text" value="5"/>	?
Failure Count	<input type="text" value="2"/>	?
Quiescent	<input type="text" value="no"/>	?
Email Alert Source Address	<input type="text" value="lbmaster1@loadbalancer.org"/>	?
Email Alert Destination Address	<input type="text" value="alerts@loadbalancer.org"/>	?
Auto-NAT	<input type="text" value="off"/>	?
Multi-threaded	<input type="text" value="yes"/>	?

[Update](#)

- Enter an appropriate email address in the *Email Alert Source Address* field
e.g. **lbmaster1@loadbalancer.org**
- Enter an appropriate email address in the *Email Alert Destination Address* field
e.g. **alerts@loadbalancer.org**
- Click **Update**

N.B. Make sure that you also configure an SMTP smart host using the WUI option: Local Configuration > Physical Advanced configuration > Smart Host. This will be auto-configured (if a DNS server has already been defined) to the MX record of the destination address domain name.

VIP Level Alerts

To configure VIP level email alerts:

- In the WUI, open *Cluster Configuration > Layer 4 Advanced Configuration*
- Enter an appropriate email address in the *Email Alert Source Address* field
e.g. **LB1@loadbalancer.org**
- In the WUI, open *Cluster Configuration > Layer 4 Virtual Service* and click **[Modify]** next to the VIP to be configured

Label		HTTP-Cluster	?
Virtual Service	IP Address	192.168.111.88	?
	Ports	80	?
Protocol		TCP	?
Forwarding Method		Direct Routing	?
Balance Mode		Weighted Least Connection	?
Persistent		<input checked="" type="checkbox"/>	?
	Timeout	300 seconds	?
	Granularity		?
Health Checks	Check Type	Connect to port	?
	Check Port		?
Feedback Method		None	?
Fallback Server	IP Address	127.0.0.1	?
	Port	80	?
	MASQ Fallback	<input type="checkbox"/>	?
Email Alert Destination Address		alerts@loadbalancer.org	?

- Enter an appropriate email address in the *Email Alert Destination Address* field
e.g. **alerts@loadbalancer.org**
- Click **Update**

N.B. Make sure that you also configure an SMTP smart host using the WUI option: Local Configuration > Physical Advanced configuration > Smart Host. This will be auto-configured (if a DNS server has already been defined) to the MX record of the destination address domain name.

Chapter 14 – Useful Tools & Utilities

Useful Diagnostics Tools

Full root access to the appliance is supported which enables many useful commands to be run directly at the console or via an SSH session. Many commands can also be run using the WUI option: *Local Configuration > Execute Shell Command*. Several commonly used examples are listed below.

Netstat

Print network connections, routing tables, interface statistics, masquerade connections, and multicast memberships. Useful to check that services are listening on the correct IP / port.

e.g. **netstat -anp**

Command Output:

Active Internet connections (servers and established)

Proto	Recv-Q	Send-Q	Local Address	Foreign Address	State	PID/Program name
tcp	0	0	0.0.0.0:7777	0.0.0.0:*	LISTEN	17784/haproxy
tcp	0	0	127.0.0.1:7778	0.0.0.0:*	LISTEN	17784/haproxy
tcp	0	0	127.0.0.1:199	0.0.0.0:*	LISTEN	24881/snmpd
tcp	0	0	192.168.111.129:82	0.0.0.0:*	LISTEN	17784/haproxy
tcp	0	0	192.168.111.128:82	0.0.0.0:*	LISTEN	17784/haproxy
tcp	0	0	0.0.0.0:22	0.0.0.0:*	LISTEN	1789/sshd
tcp	0	0	0.0.0.0:9081	0.0.0.0:*	LISTEN	12863/nginx
tcp	0	0	192.168.110.232:443	0.0.0.0:*	LISTEN	10199/Pound
tcp	0	0	192.168.110.230:443	0.0.0.0:*	LISTEN	10113/STunnel
tcp	0	0	192.168.67.22:22	192.168.64.7:3424	ESTABLISHED	24798/sshd
tcp	0	1	192.168.67.22:49118	192.168.110.238:3389	SYN_SENT	17784/haproxy
tcp	0	1	192.168.67.22:50915	192.168.110.237:3389	SYN_SENT	17784/haproxy
tcp	0	0	:::9443	:::*	LISTEN	1946/httpd
tcp	0	0	:::22	:::*	LISTEN	1789/sshd
tcp	0	0	:::9080	:::*	LISTEN	1946/httpd
tcp	0	0	::ffff:192.168.67.22:9080	::ffff:192.168.64.7:11322	ESTABLISHED	19953/httpd

etc.

Telnet

The telnet command is used to communicate with another host using the TELNET protocol. Useful for testing that a connection to a specific port can be made. Note that this command should be run from the console or a terminal session rather than via the WUI.

e.g. **telnet 192.168.100.10 80**

In this example, 192.168.100.10 is a Real Server, the command is useful to ensure that the load balancer is able to successfully connect to this server on port 80.

```
[root@lbmaster ~]# telnet 192.168.100.10 80
```

```
Trying 192.168.100.10...
```

```
Connected to 192.168.100.10.
```

```
Escape character is '^['.
```

Tcpdump

Tcpdump enables network traffic to be dumped to a file for analysis. Filters can also be applied if required to select which traffic is captured. Very useful tool when diagnosing network issues. Note that this command should be run from the console or a terminal session rather than via the WUI.

e.g. **tcpdump -i any -s 0 -w tcpdump-file.pcap**

This command captures all network traffic on all interfaces using the maximum packet size of 65535 bytes and dumps it to a file called tcpdump-file.pcap. To end the capture use CTRL+C.

Our support department may ask you to run this command and send the resulting output file to help them diagnose certain network issues.

Ethtool

Ethtool is used for querying settings of an Ethernet device and changing them.

e.g. **ethtool eth0**

Output:

Settings for eth0:

Supported ports: [TP]

Supported link modes: 10baseT/Half 10baseT/Full

100baseT/Half 100baseT/Full

1000baseT/Full

Supports auto-negotiation: Yes

Advertised link modes: 10baseT/Half 10baseT/Full

100baseT/Half 100baseT/Full

1000baseT/Full

Advertised pause frame use: No

Advertised auto-negotiation: Yes

Speed: 100Mb/s

Duplex: Full

Port: Twisted Pair

PHYAD: 1

Transceiver: internal

Auto-negotiation: on

MDI-X: off

Supports Wake-on: pumbag

Wake-on: g

Current message level: 0x00000001 (1)

drv

Link detected: yes

Wireshark

Wireshark is an open source application that can be used to analyze tcpdump output files. It can be downloaded from the following location:

<http://www.wireshark.org/download.html>

Windows Specific Tools

WinSCP

WinSCP is an open source application that allows files to be uploaded/downloaded to/from the load balancer using Windows. It can be downloaded from the following location:

<http://winscp.net/eng/download.php>

PuTTY

PuTTY is an open source SSH client for Windows. It can be downloaded from the following location:

<http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>

Remote Support Tools

The Loadbalancer.org Support Department uses **Teamviewer** for remote desktop support. The client-side software is available at the following links:

Windows clients: <http://downloads.loadbalancer.org/support/quicksupport/WindowsQS.exe>

Mac clients: <http://downloads.loadbalancer.org/support/quicksupport/MacQS.zip>

Linux clients: <http://downloads.loadbalancer.org/support/quicksupport/LinuxQS.tar.gz>

Once downloaded, the client should be installed on a local machine that has access to the load balancer's WUI and also to the load balancer via SSH (Putty, WinSCP for Windows). Our Support Engineers will provide guidance as required.



NOTE : The download links mentioned above can be accessed using the WUI option:
Support > Useful Links

Chapter 15 – Backup & Restore and Disaster Recovery

Introduction

The appliance uses various configuration files to store all settings. Files that must be backed up to enable a full restore are as follows:

XML configuration file – This is the main file for the appliance. All configuration details including local settings and load balanced services settings are stored here. This file can be backed up using the WUI.

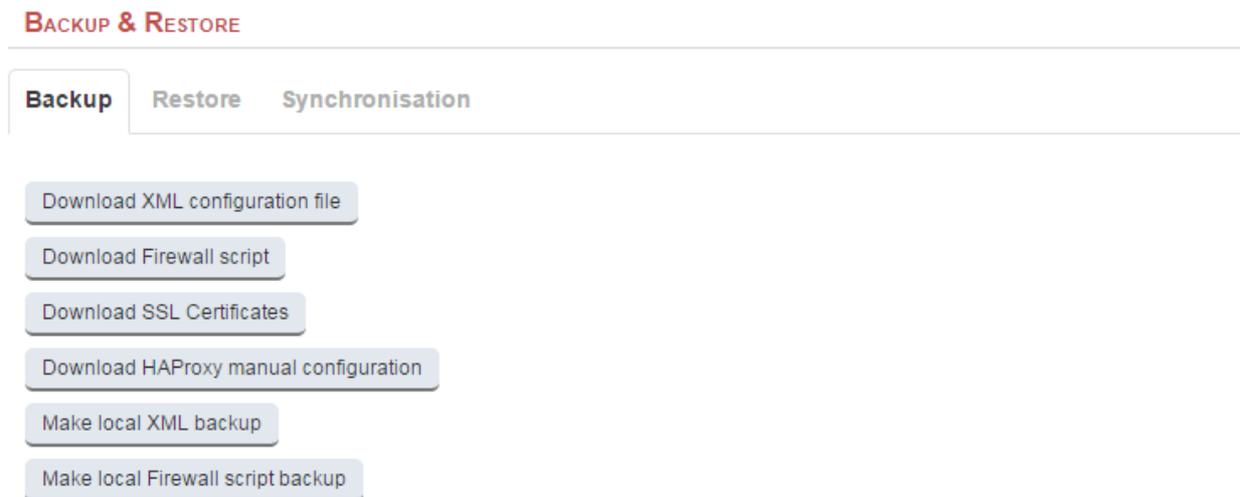
Firewall Script – If manual changes such as manual firewall marks have been made, this file is also important. This file can be backed up using the WUI.

SSL Certificate PEM files – If SSL is terminated on the appliance, these files are also important. These files can be backed up using the WUI.

Backup & Restore

The WUI can be used for to perform backup and restore functions. To access these options:

- In the WUI, open *Maintenance > Backup & Restore*



Backup Options

Download XML configuration file – download and save the load balancer's XML configuration file

Download Firewall script – download and save load balancer's firewall script

Download SSL Certificates – download and save the load balancer's SSL certificates

Download HAProxy manual configuration – download and save the load balancer's layer 7 manual configuration file

Make local XML backup – creates a local backup of the current XML file in /etc/loadbalancer.org/userbkup

Make local Firewall Script backup – creates a local backup of the current rc.firewall in /etc/loadbalancer.org/userbkup

Restore Options

Upload XML file and Restore – upload an XML file and restore load balancer settings

Restore from the last local XML backup – Restore the last local backup created with the 'Make local XML Backup' option

Restore Manufacturer's defaults – Restore system settings to default values

N.B. The xml restore feature is not backward compatible with previous major versions of the software, e.g. it's not possible to restore a V7.6.4 xml file to a v7.5 appliance.

Synchronization Options

Synchronize Configuration with peer – replicate the load balanced services configuration to the slave device.



NOTE : For details of which settings are NOT replicated from master to slave when using this option, please refer to page [173](#).

Restoring XML Files

The screen shot below shows an ongoing restore from a local XML file backup:

BACKUP & RESTORE

Restoring Configuration from local backup...

Restoring network interfaces...

If the restored configuration removes the IP address that you are using to connect to the web interface, you will need to reconnect to the load balancer on one of its new IP addresses.

Restoring heartbeat configuration...

Restoring Layer 4 configuration...

Restoring HAProxy configuration...

Restoring Pound configuration...

Once complete, you'll need to either restart or reload heartbeat to complete the restore process as explained in the yellow message box:

Information: Restored configuration from local backup.

Warning: Please note that heartbeat has been stopped to prevent interference with a running peer. When the configuration of this node is correct, heartbeat must be restarted (for a single unit) or reloaded (when using a clustered pair)..

Disaster Recovery

Being Prepared

To be able to quickly recover your appliance when a disaster occurs it's important that you create a backup of the XML file as well as other relevant configuration files and keep them stored in a secure location off the load balancer. Ideally you should keep a backup of both the master and slave configurations. This can easily be done by following the steps below:

Backing Up SSH System Files

The following SSH related files must be backed up from both the master and slave devices to ensure that an HA pair can be recovered without disrupting running services. Under Windows, WinSCP can be used - Please refer to page 237 for more details.

```
/root/.ssh/authorized_keys2  
/root/.ssh/id_rsa  
/root/.ssh/id_rsa.pub  
/etc/ssh/ssh_host_rsa_key  
/etc/ssh/ssh_host_rsa_key.pub  
/etc/ssh/ssh_known_hosts
```

IMPORTANT! - these files should be kept in a secure location

Backing Up Configuration Files to a Remote Location

Login to the Web User Interface:

Username: loadbalancer
Password: loadbalancer

Backup the XML configuration file:

- Select *Maintenance > Backup & Restore* and click **Download XML configuration file**
- Select an appropriate location to store the file
- Update the filename if required then save the file

If manual firewall marks have been configured or any other manual firewall script changes have been made, backup the firewall configuration:

- Select *Maintenance > Backup & Restore* and click **Download Firewall Script**
- Select an appropriate location to store the file
- Update the filename if required then save the file

If you're terminating SSL on the load balancer, backup your certificates as well:

- Select *Maintenance > Backup & Restore* and click **Download SSL Certificates**
- Select an appropriate location to store the file
- Update the filename if required then save the file

If you have manual layer 7 services, back these up too:

- Select *Maintenance > Backup & Restore* and click **Download Haproxy manual configuration**
- Select an appropriate location to store the file
- Update the filename if required then save the file

Using wget to Copy the Files

It's also possible to use wget from a remote Linux host to pull the XML configuration file and firewall script from the appliance:

```
wget --user=loadbalancer --password=loadbalancer http://<IP>:9080/lbadmin/config/getxmlconfig.php -O lb_config.xml
```

```
wget --user=loadbalancer --password=loadbalancer http://<IP>:9080/lbadmin/config/getfirewall.php -O rc.firewall
```

N.B. Replace the password 'loadbalancer' with your password if it's been changed.

Backing up locally on the Load Balancer

To create local backups of the various configuration files, follow these steps:

Log in to the web interface:

Username: loadbalancer

Password: loadbalancer

- Select *Maintenance > Backup & Restore* and click **Make local XML backup**
- Select *Maintenance > Backup & Restore >* and click **Make local Firewall Script backup**

A copy of these files will be stored in `/etc/loadbalancer.org/userbkup`

Appliance Recovery using a USB Memory Stick



NOTE : This will only work on 64Bit hardware. From v6.x onwards, all appliances are 64Bit. If you're running an older version, this may or may not be possible depending on the hardware.

Checking older hardware for Compatibility

If you are running v5.x and wish to determine whether your appliance is 64Bit and can be upgraded to the latest version, use the following command:

```
grep flags /proc/cpuinfo
```

This can be run from the WUI using *Local Configuration > Execute Shell command*, at the console or via a terminal session.

If **lm** (long mode) is present in the output then the CPU is 64Bit and you can proceed. If not then your appliance is 32Bit and you are limited to the latest v5 software.

The latest images require a standard disk (Dell hardware) or a high speed IDE DOM / SATA SSD (Supermicro hardware) of at least 4GB in size. If you're already running v6.x or later then you will already have this and should be able to simply re-image your current drive, disk module or SSD.

If you're upgrading from v5 you may need to upgrade the storage device and possibly the hardware.

Obtaining the latest disk image

The latest disk image can be downloaded from our website – please contact support@loadbalancer.org for more details.

Extracting the image from the compressed archive

Extract the image using tar under Linux or something like WinRar or 7-Zip under Windows (not the built-in Windows extractor).

Preparing the USB stick

Under Linux:

after formatting the USB stick run the command:

```
dd if=/imagefilename.img of=/dev/nameofusbdisk
```

e.g.

```
dd if=/tmp/v7.5.0_r3368.img of=/dev/sda
```

Do not use /dev/sdax where 'x' is a number, for example – /dev/sda1 as this will install to a partition on your usb stick. Use the whole disk **/dev/sda** Instead.

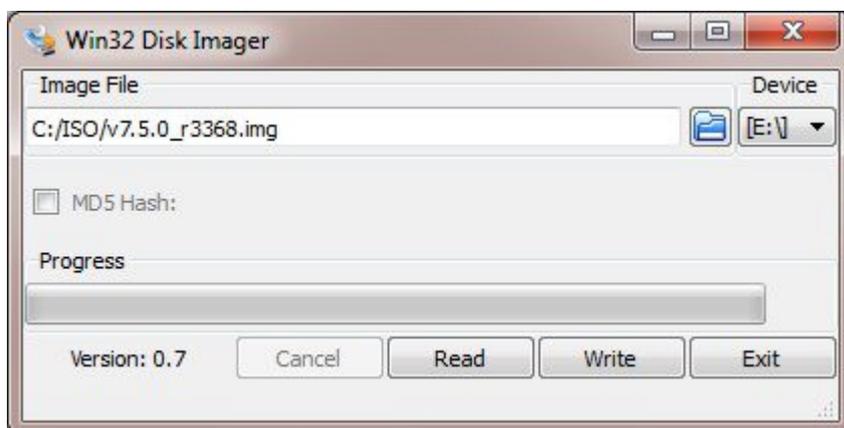
NOTE: Be careful using this command – make sure you specify the correct disk !!

Under Windows:

For Windows, a third party image writer must be used. Several free ones are available, the example below uses **Win32 Disk Imager** which can be downloaded here:

<http://sourceforge.net/projects/win32diskimager/>

First extract the archive, then run the executable



Select the image file and set the appropriate output Device as shown above

Click **Write**

NOTE: Be careful using this utility – make sure you specify the correct disk !!

Using the USB Stick to restore the Appliance

- Change the appliance's BIOS settings to boot from USB first (on some models the stick must be plugged in to allow it to be selected as a boot device)
- Boot the appliance, after the initial boot messages the following prompt will appear:
DO YOU WISH TO CONTINUE?
Please enter yes or no
- Type **yes** and press <Enter>
- The installation will take around 2-3 minutes, once complete the following message will be displayed:
Installation Finished
- As directed, press any key to shutdown the load balancer
- Once shutdown, remove the USB stick
- Power up the appliance
- Login at the console:
Username: root
Password: loadbalancer
- Run the following command:
lbrestore <Enter>
- Reboot the appliance once again
- Set the required IP address using the network setup wizard as described on page [30](#).



NOTE : You'll need to reapply your license key file to ensure the newly restored appliance is correctly licensed. Please contact support@loadbalancer.org if you have any issues.

Disaster Recovery After Slave Failure

If the slave unit has failed, the master will continue to provide load balancing services as normal. However it's important to recover the slave unit as soon as possible to restore the HA pair.

Recovery Steps



NOTE : This procedure ensures that the HA pair is re-established *without disrupting currently running services*. This is achieved by restoring all relevant files to the new/re-imaged slave device, then **reloading** heartbeat rather than restarting.

- If the failed slave is still on, power it down
- For a hardware appliance:
 - Disconnect all cables
 - If the SSD / HD has failed and has been replaced and needs to be re-imaged, follow the steps on page [243](#) to restore the appliance firmware
- Power up the new/re-imaged appliance
- Login to the console as:

username: setup

password: setup

now run through the network setup wizard to configure the initial network settings

- On the new/re-imaged slave appliance open the WUI option: *Maintenance > Backup & Restore*, select the restore tab, browse to the XML backup that was taken from the original slave unit, then click **Upload**
- On the new/re-imaged slave appliance restore the following SSH related files that were backed up from the original slave unit:

- /root/.ssh/authorized_keys2
- /root/.ssh/id_rsa
- /root/.ssh/id_rsa.pub
- /etc/ssh/ssh_host_rsa_key
- /etc/ssh/ssh_host_rsa_key.pub
- /etc/ssh/ssh_known_hosts

N.B. restoring these files ensure that the remaining master can successfully communicate with the new slave device via SSH. If this was not done, the pair would need to be broken and re-established which will cause running services to be interrupted

- On the new/re-imaged slave appliance open the WUI option: *Maintenance > Restart Services*, then click **Reload Heartbeat**

Verify the HA Configuration

Once the HA pair has been reconfigured:

- Verify that the master displays: **Master | Active | Link**
- Verify that the slave displays: **Slave | Passive | Link**



NOTE : For more details on verifying the HA pair please refer to page [180](#).

Creating a Slave XML File from the Running Master

If a backup copy from the slave is not available, It's also possible to use the XML file from the master instead. If there is no current backup of this, then use the WUI option: *Maintenance > Backup & Restore > Download XML Configuration file* to create the file. A couple of changes then need to be made so the file represents the slave unit rather than the master as detailed below.

Steps (with example IP addresses) to modify a copy of the masters XML file for use on the slave:

find & Change:

```
<physical>
  <network>
    <role>master</role>
    <hostname>lbmaster</hostname>
    <master>192.168.67.22</master>
    <slave>192.168.67.23</slave>
```

To:

```
<physical>
  <network>
    <role>slave</role>
    <hostname>lslave</hostname>
    <master>192.168.67.22</master>
    <slave>192.168.67.23</slave>
```

(i.e. change the role to slave)
(i.e. change the hostname to lslave)

Find & Change:

```
<rip>
  <eth0>192.168.67.22/24</eth0>
  <eth1></eth1>
</rip>
```

To:

```
<rip>
  <eth0>192.168.67.23/24</eth0>
  <eth1></eth1>
</rip>
```

(i.e. change to the slaves IP address)

Disaster Recovery After Master Failure

If the master unit has failed, the slave will take over and provide load balancing services. However it's important to recover the master unit as soon as possible to restore the HA pair.

Recovery Steps



NOTE : This procedure ensures that the HA pair is re-established *without disrupting currently running services*. This is achieved by restoring all relevant files to the new/re-imaged master device, then **reloading** heartbeat rather than restarting.

- If the failed master is still on, power it down
- For a hardware appliance:
 - Disconnect all cables
 - If the SSD / HD has failed and has been replaced and needs to be re-imaged, follow the steps on page [243](#) to restore the appliance firmware
- Power up the new/re-imaged appliance
- Login to the console as:

username: setup

password: setup

now run through the network setup wizard to configure the initial network settings

- On the new/re-imaged master appliance open the WUI option: *Maintenance > Backup & Restore*, select the restore tab, browse to the XML backup that was taken from the original master unit, then click **Upload**
- On the new/re-imaged master appliance restore the following SSH files that were backed up from the original master unit:

- /root/.ssh/authorized_keys2
- /root/.ssh/id_rsa
- /root/.ssh/id_rsa.pub
- /etc/ssh/ssh_host_rsa_key
- /etc/ssh/ssh_host_rsa_key.pub
- /etc/ssh/ssh_known_hosts

N.B. restoring these files ensures that the remaining slave can successfully communicate with the new master device via SSH. If this was not done, the pair would need to be broken and re-established which will cause running services to be interrupted

- On the new/re-imaged master appliance open the WUI option: *Maintenance > Restart Services*, then click **Reload Heartbeat**

Verify the HA Configuration

Once the HA pair has been reconfigured:

- Verify that the master displays: **Master | Passive | Link**
- Verify that the slave displays: **Slave | Active | Link**



NOTE : For more details on verifying the HA pair please refer to page [180](#).

Creating a Master XML File from the Running Slave

If a backup copy from the master is not available, It's also possible to use the XML file from the slave instead. If there is no current backup of this, then use the WUI option: *Maintenance > Backup & Restore > Download XML Configuration file* to create the file. A couple of changes then need to be made so the file represents the master unit rather than the slave as detailed below.

Steps (with example IP addresses) to modify a copy of the masters XML file for use on the slave:

find & Change:

```
<physical>
  <network>
    <role>slave</role>
    <hostname>lslave</hostname>
    <master>192.168.67.22</master>
    <slave>192.168.67.23</slave>
```

To:

```
<physical>
  <network>
    <role>master</role>
    <hostname>lbmaster</hostname>
    <master>192.168.67.22</master>
    <slave>192.168.67.23</slave>
```

(i.e. change the role to master)
(i.e. change the hostname to lbmaster)

Find & Change:

```
<rip>
  <eth0>192.168.67.23/24</eth0>
  <eth1></eth1>
</rip>
```

To:

```
<rip>
  <eth0>192.168.67.22/24</eth0>
  <eth1></eth1>
</rip>
```

(i.e. change to the masters IP address)

Chapter 16 – Technical Support

Introduction

Loadbalancer.org have a team of very experienced support Engineers who are available to assist with your load balancer deployment.

Unlimited support is available as follows:

- During the cover period of any active support agreement
(to purchase a support package, please contact: sales@loadbalancer.org)
- During the 30 day Virtual Appliance trial period
(to download the trial please go to: <http://www.loadbalancer.org//resources/free-trial>)

WUI Support Options

Contact Us

This option provides details on how to contact Loadbalancer.org, how to report any issues and what information we'll need to resolve issues as quickly as we can. As mentioned here, the Loadbalancer.org support team can be contacted using the email address: support@loadbalancer.org

Sending an email to this address creates a ticket in our help desk system and enables all technical support staff to view the case. This is the most efficient way to contact support and guarantees that any reported issues will be acted upon and addressed as quickly and efficiently as possible.

CONTACT US

For Support please email - support@loadbalancer.org

Contact Support Procedure - If your appliance is version 7.1 or later please follow the below procedure for contacting support -

Please Compose an email to support@loadbalancer.org detailing the issue that you are seeing or the question you may have. (be specific as possible, you can never have too much detail)

Next under the support menu click on Technical Support Download. (This will compress all of your log files and configuration files ready to be sent to us).

Wait for the Loading icon to be replaced with a link to download the file N.B this can take up to 15 mins depending on the size of your logs and complexity of your configuration (during this time please do not refresh the page).

Attach the downloaded file to your email and send it to support@loadbalancer.org

By Completing the above steps it will enable us to assess the situation and make recommendations for solutions as efficiently as possible.

Technical Support Download

This option enables the Support Download to be created. The download is a compressed archive containing all log files and configuration files from the appliance and should be attached to your email.

TECHNICAL SUPPORT DOWNLOAD

When contacting Loadbalancer.org support, you may be asked to supply the load balancer's configuration and log files. This page generates an archive of all the required files, which can then be downloaded to your PC.

Please click the button below to generate the archive.

The load balancer will collect the configuration files and logs into a compressed archive.

When this is complete, you will be presented with a download link. Please save this to your PC.

Send the archive by email to **Loadbalancer.org support**. If this is your first contact with support on this issue, please include your company name and details of the problem you are experiencing.

Note: Generating the archive may take several minutes on a load balancer with extensive log files. Please do not refresh the page whilst the Loadbalancer.org icon is spinning.

Generate Archive

Please click the button above to start the process.

To generate the archive, click the **Generate Archive** button.

Once complete, a link will be available to download the archive:

Generate Archive

Download support archive: [master_2015-04-28_11_57_59+0000.tar.bz2](#)

Once downloaded, attach the file to your email when contacting support, or if the file is large, it can be posted to our upload server – please ask our support staff about this option.

Useful Links

This option presents a number of self explanatory web links.

USEFUL LINKS

Manuals

All Manuals
Quick Start Guide
Full Administration Manual
Virtual Appliance Quick Start Guide

Deployment Guides

Deployment Guides All

Support

Support Site
Open A Ticket
News
Upload Support Archive

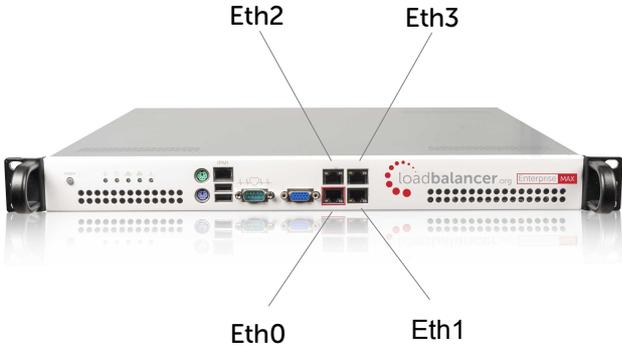
Executables

Feed-Back Agent (Win)
Teamviewer (Win)
Teamviewer (OSX)
Teamviewer (Linux)

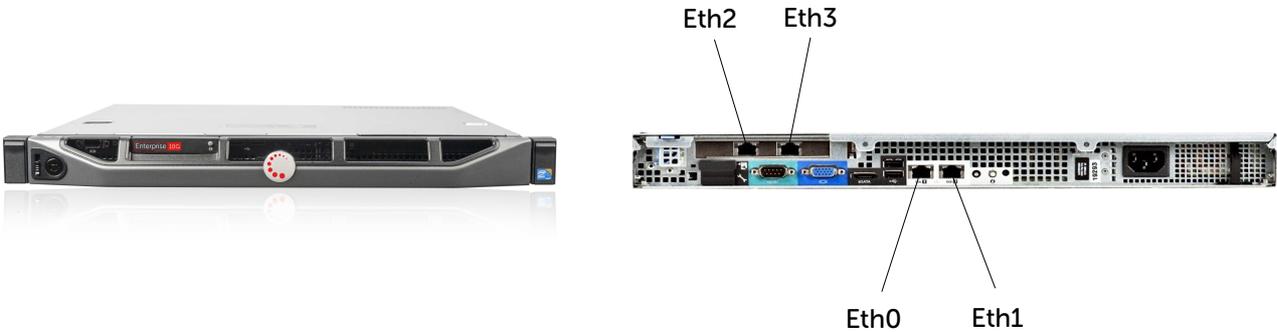
Appendix

Front & Rear Panel Layouts

Enterprise R20 & Enterprise Max



Enterprise 10G & Enterprise R320



IPMI (Remote Management) Configuration for the Enterprise R20 & MAX

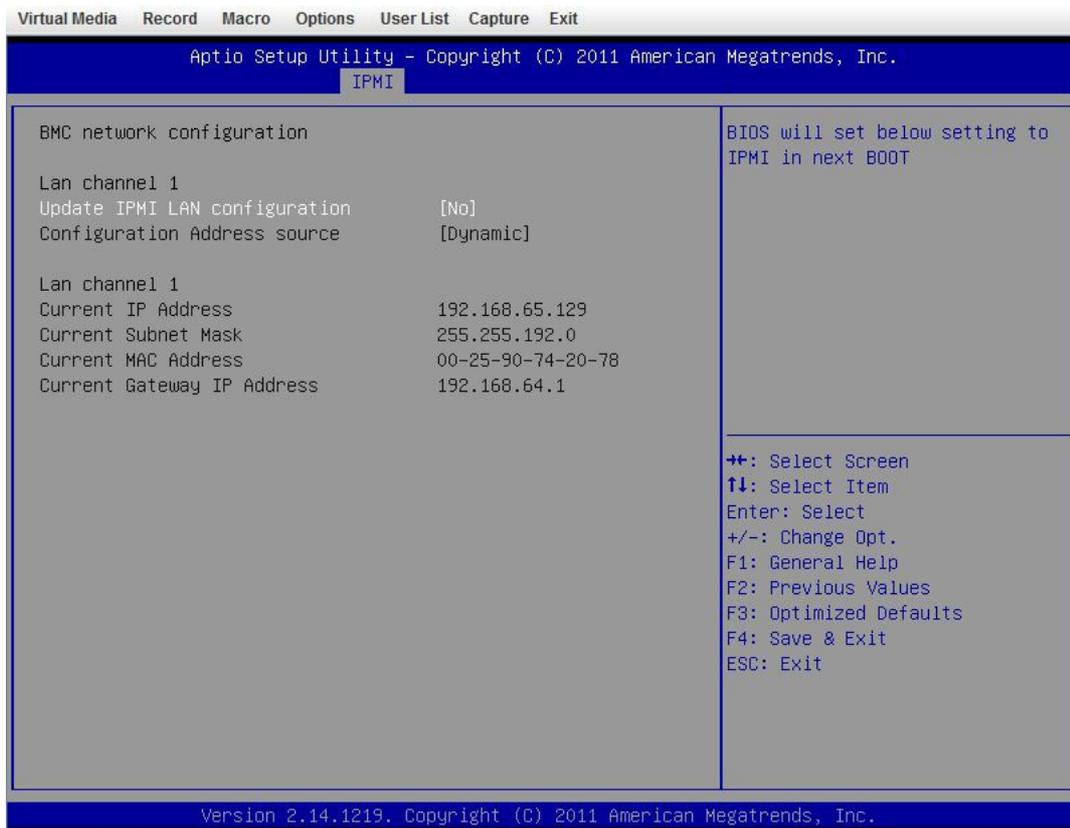
The Enterprise R20 and Enterprise MAX includes an IPMI module to allow remote control & management. This can either be accessed via the dedicated IPMI Ethernet interface or via one of the standard Ethernet interfaces in bridged mode.

To use the dedicated IPMI interface, ensure that a network cable is plugged into the interface before powering up the appliance.

Configuring the IP Address

By default the IP address is set using DHCP. The address allocated is displayed in the IPMI sub-menu in system setup. If preferred, a static IP address can also be set using the same menu. To access system setup, hit as directed at boot time.

IPMI BIOS Menu:



To set the address

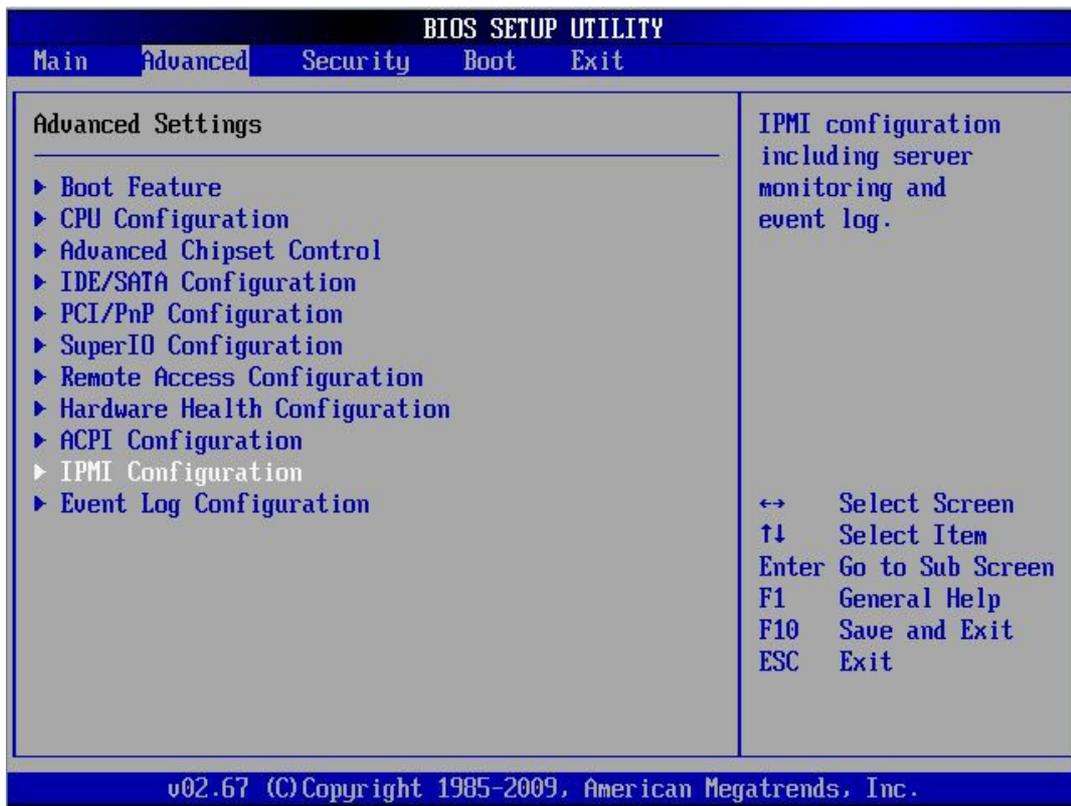
change **Update IPMI LAN configuration** to 'Yes'

change **Configuration Address Source** to 'Static'

now set the IP address, mask etc. as required.

```
Lan channel 1
Update IPMI LAN configuration      [Yes]
Configuration Address source      [Static]
Station IP address                0.0.0.0
Subnet mask                      0.0.0.0
Station MAC address              00-00-00-00-00-00
Gateway IP address               0.0.0.0
```

IPMI BIOS Menu:



To set the address

select **Set LAN Configuration**

change **IP Address Source** to 'Static'

now set the IP address, mask etc. as required.

```
Channel Number          [01]
Channel Number Status:Channel number is OK
IP Address Source       [Static]
IP Address               [192.168.075.111]
Subnet Mask              [255.255.192.000]
Gateway Address         [192.168.064.001]
MAC Address              [00.25.90.6F.39.DA]
```

Accessing the login page

Using a browser, connect to `http://<ip address>`

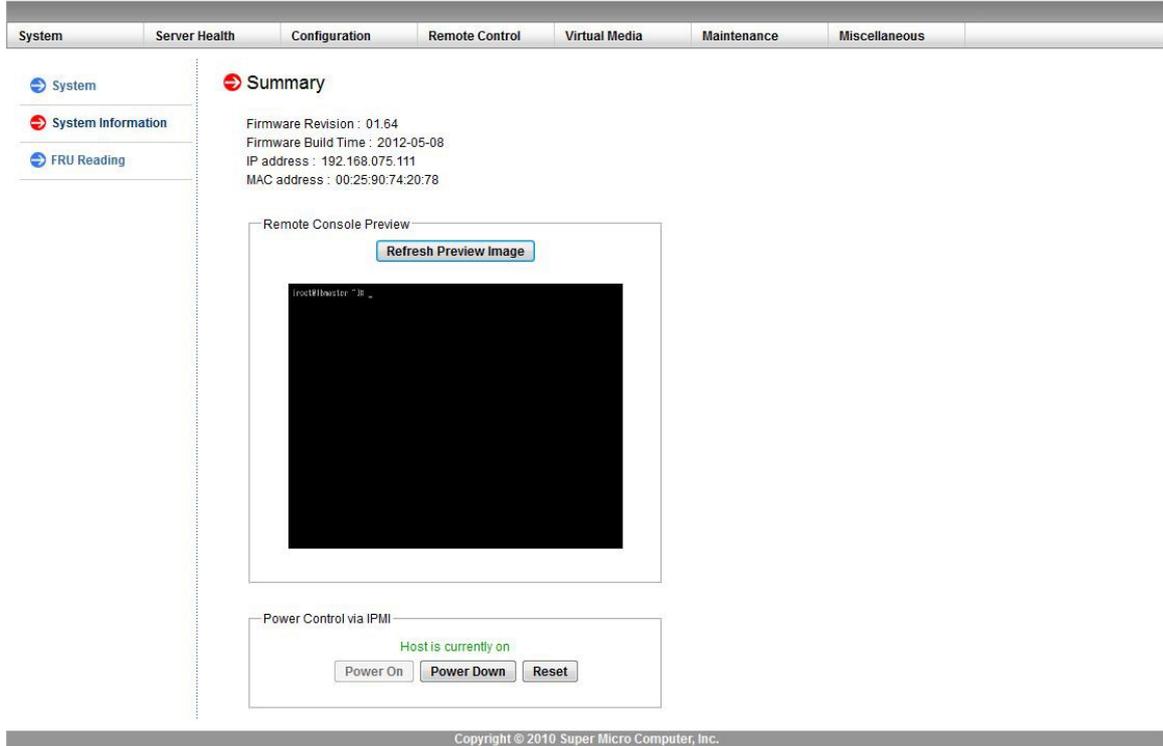
the following login prompt is displayed:

A login form with a light beige background. At the top, it says "Please Login" in bold. Below that, there are two input fields: "Username" and "Password". Below the "Password" field is a "login" button.

username: ADMIN

default password: ADMIN

Once logged in, the following screen is displayed:



IPMI Interface

As mentioned above IPMI can be accessed via the dedicated interface or via one of the standard on-board NICs. This can be configured in the IPMI interface using: *Configuration > Network > LAN Interface*

Dedicate – use the dedicated interface only

Share – run in bridge mode using one of the standard NICs

Failover – allows either connection method to be used (the default)

Remote Control

To access the systems console, simple click on the Remote Console Preview image. A new window will open with access to the console of the appliance.

N.B. You cannot SSH into the module directly. You need to connect via the IPMI's web interface, then use the remote control option as mentioned above. This can also be accessed using the 'Remote Control' option in the top menu. From here you can use the Launch Console option to launch a virtual Java console which will allow you to use the device as if you stood in front of the device. Next the 'Power Control' options menu will give you several options such as Restart Server, Power off and Power Cycle server. these options will perform the same function as pressing the physical reset button on the unit (Reset Server) as well as being able to perform the same functions as the physical power switch as well.

Please do remember that the IPMI power control options are completely independent of the Loadbalancer software and that the reset option is the same as pressing reset on your PC.

iDRAC (Remote Management) Configuration for the Enterprise 10G & R320

iDRAC enables remote management of the Enterprise 10G and Enterprise R320 appliances. The following models include iDRAC by default:

Default IP Address

By default the following static IP address & mask is assigned to the iDRAC interface:

IP address: **192.168.0.120**

Mask: **255.255.255.0**

This can be changed using the iDRAC management interface accessible at boot-up.

Default Username & Password

The default username & password is:

username: **root**

password: **calvin**

Appliance IPv4 Address Format

When specifying IP addresses on the appliance, CIDR format is used. The following table shows the various masks and the corresponding IPv4 IP/CIDR equivalents:

Mask	IP/CIDR
255.255.255.255	a.b.c.d/32
255.255.255.254	a.b.c.d/31
255.255.255.252	a.b.c.d/30
255.255.255.248	a.b.c.d/29
255.255.255.240	a.b.c.d/28
255.255.255.224	a.b.c.d/27
255.255.255.192	a.b.c.d/26
255.255.255.128	a.b.c.d/25
255.255.255.000	a.b.c.d/24
255.255.254.000	a.b.c.d/23
255.255.252.000	a.b.c.d/22
255.255.248.000	a.b.c.d/21
255.255.240.000	a.b.c.d/20
255.255.224.000	a.b.c.d/19
255.255.192.000	a.b.c.d/18
255.255.128.000	a.b.c.d/17
255.255.000.000	a.b.c.d/16
255.254.000.000	a.b.c.d/15
255.252.000.000	a.b.c.d/14
255.248.000.000	a.b.c.d/13
255.240.000.000	a.b.c.d/12
255.224.000.000	a.b.c.d/11
255.192.000.000	a.b.c.d/10
255.128.000.000	a.b.c.d/9
255.000.000.000	a.b.c.d/8
254.000.000.000	a.b.c.d/7
252.000.000.000	a.b.c.d/6
248.000.000.000	a.b.c.d/5
240.000.000.000	a.b.c.d/4
224.000.000.000	a.b.c.d/3
192.000.000.000	a.b.c.d/2
128.000.000.000	a.b.c.d/1

Company Contact Information

Website	URL : www.loadbalancer.org
North America (US)	Loadbalancer.org, Inc. 270 Presidential Drive Wilmington, DE 19807 USA Tel : +1 888.867.9504 (24x7) Fax : +1 302.213.0122 Email (sales) : sales@loadbalancer.org Email (support) : support@loadbalancer.org
North America (Canada)	Loadbalancer.org Ltd 300-422 Richards Street Vancouver, BC V6B 2Z4 Canada Tel : +1 855.681.6017 (24x7) Fax : +1 302.213.0122 Email (sales) : sales@loadbalancer.org Email (support) : support@loadbalancer.org
Europe (UK)	Loadbalancer.org Ltd. Portsmouth Technopole Kingston Crescent Portsmouth PO2 8FA England, UK Tel : +44 (0)330 3801064 (24x7) Fax : +44 (0)870 4327672 Email (sales) : sales@loadbalancer.org Email (support) : support@loadbalancer.org
Europe (Germany)	Loadbalancer.org GmbH Alt Pempelfort 2 40211 Düsseldorf Germany Tel : +49 (0)30 920 383 6494 Fax : +49 (0)30 920 383 6495 Email (sales) : vertrieb@loadbalancer.org Email (support) : support@loadbalancer.org