

Load Balancing Ascom Unite

Version 1.0.1



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1. About this Brief

This brief outlines the steps required to configure a load balanced Ascom Unite environment utilizing Loadbalancer.org appliances. It covers the configuration of the load balancers and also any Ascom Unite configuration changes that are required to enable load balancing.

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

2. Loadbalancer.org Appliances Supported

All our products can be used with Ascom Unite. For full specifications of available models please refer to <https://www.loadbalancer.org/products/enterprise>.

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

3. Software Versions Supported

3.1. Loadbalancer.org Appliance

- V8.13.2 and later

 **Note**

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

3.2. Ascom Unite

- All versions

4. Ascom Unite

Ascom Unite optimises workflows. It integrates data and events from source systems—and orchestrates alerts, chats and tasks to enable users on various endpoint platforms (iOS, Android™, web). The result? Improvements in patient/resident satisfaction, equipment uptime, and productivity. Vendor-agnostic and standards-based, Unite is used in healthcare, high-security facilities, hospitality, retail and other industries.

5. Load Balancing Ascom Unite

 **Note**

It's highly recommended that you have a working Ascom Unite environment first before implementing the load balancer.

5.1. Load Balancing & HA Requirements



Ascom Unite can be installed on multiple servers and load balanced to provide load sharing, HA and resilience.

Note

If Unite Axess Server is installed on the same machine as Unite PS (with the same VIP and using the same port 443), an ACL rule must be used to correctly direct traffic.

5.2. Virtual Service (VIP) Requirements

To provide load balancing and HA for Ascom Unite, the following VIPs are required:

| Ref. | VIP Name | Mode | Port(s) | Persistence Mode | Health Check |
|-------|-------------|----------------|---------|------------------|--------------|
| VIP 1 | Unite_UDP | L4 SNAT (UDP) | 3217 | Source IP | HTTP Get |
| VIP 2 | Unite_PS | L7 SNAT (HTTP) | 80 | Source IP | HTTP Get |
| VIP 3 | Unite_Axess | L7 SNAT (HTTP) | 8080 | None | HTTP Get |

5.2.1. Ascom Telligence and Ascom teleCARE

Please note that Ascom Telligence and Ascom teleCARE can also be load balanced using VIP 1 - Unite_UDP. If this is required, the "Listen on External IP" setting must be enabled and the IP address of the Unite cluster (the VIP address) must be configured within Telligence.

5.3. TLS/SSL Termination

SSL Termination is configured on the load balancer for the following VIPs:

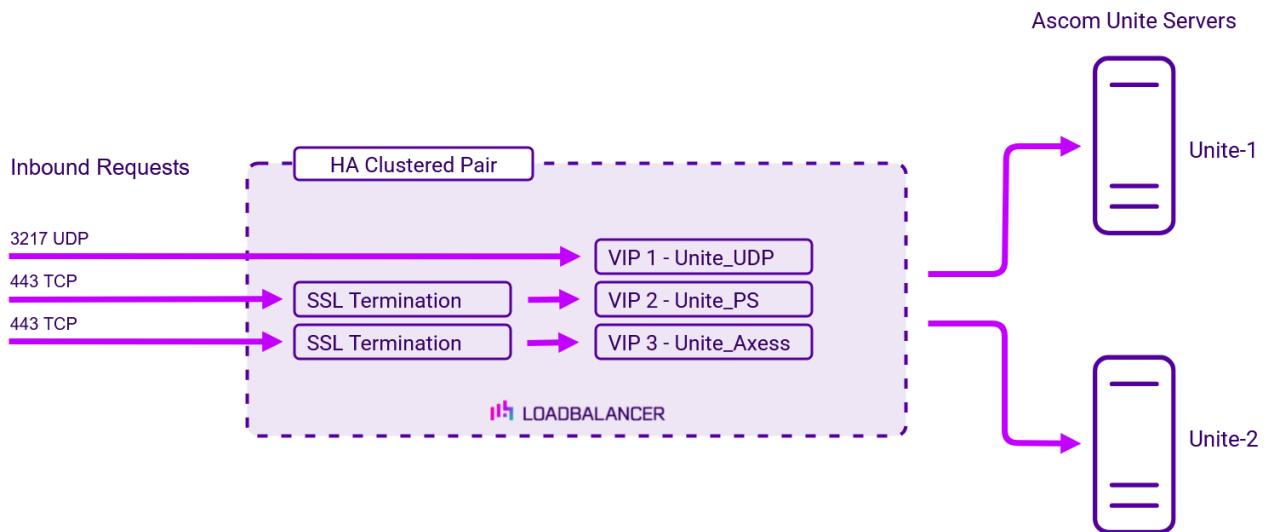
- VIP2 - **Unite_PS**
- VIP3 - **Unite_Axess**

This provides a corresponding HTTPS Virtual Service for these VIPs. Certificates in PEM or PFX format can be uploaded to the load balancer.

6. Deployment Concept

Once the load balancer is deployed, clients connect to the Virtual Services (VIPs) rather than connecting directly to one of the Ascom Unite servers. These connections are then load balanced across the Ascom Unite servers to distribute the load according to the load balancing algorithm selected.





>Note

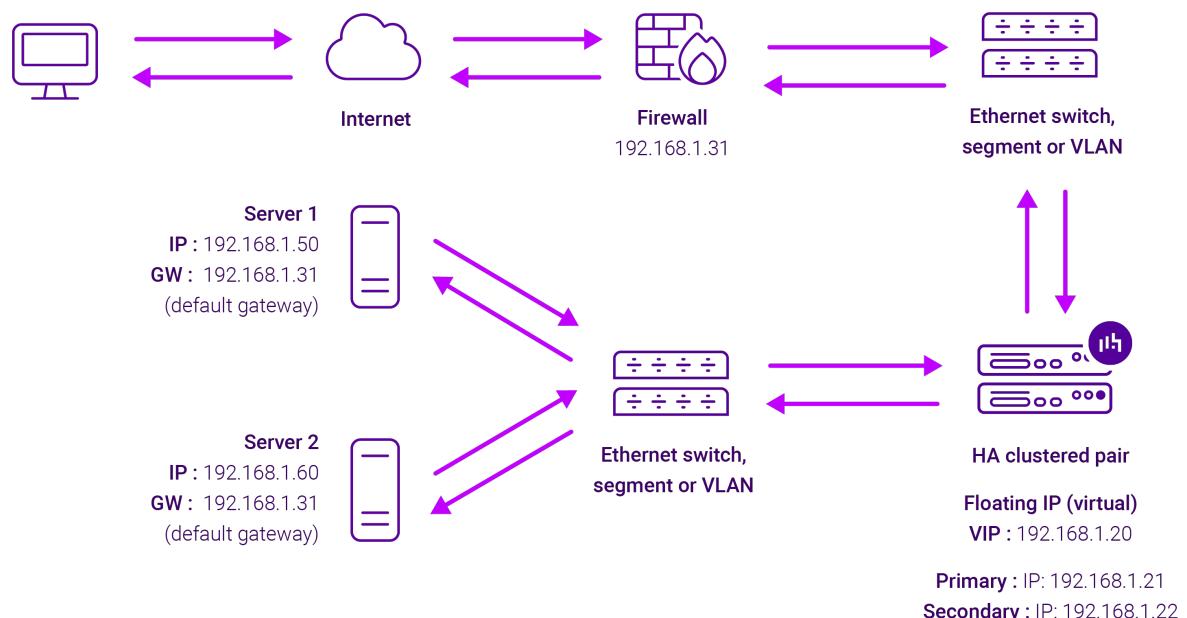
The load balancer can be deployed as a single unit, although Loadbalancer.org recommends a clustered pair for resilience & high availability. Please refer to the section [Configuring HA - Adding a Secondary Appliance](#) in the appendix for more details on configuring a clustered pair.

7. Load Balancer Deployment Methods

The load balancer can be deployed in 4 fundamental ways: **Layer 4 DR mode**, **Layer 4 NAT mode**, **Layer 4 SNAT mode** and **Layer 7 SNAT mode**. For Ascom Unite, Layer 4 SNAT mode and layer 7 SNAT mode are recommended. These modes are described below and are used for the configuration presented in this guide.

7.1. Layer 4 SNAT Mode

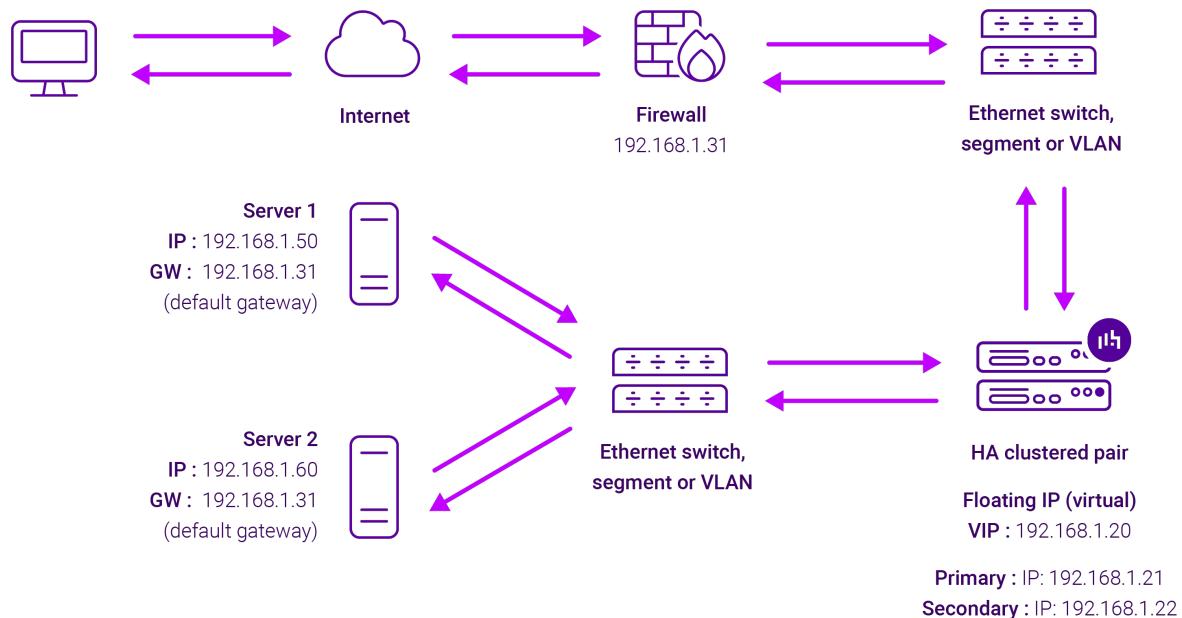
Layer 4 SNAT mode is a high performance solution, although not as fast as Layer 4 NAT mode or Layer 4 DR mode. The image below shows an example network diagram for this mode.



- Real Servers in the cluster can be on any accessible network including across the Internet or WAN.
- Layer 4 SNAT mode is not transparent, an iptables SNAT rule translates the source IP address to be the load balancer rather than the original client IP address.
- Layer 4 SNAT mode can be deployed using either a one-arm or two-arm configuration. For two-arm deployments, **eth1** is typically used for client side connections and **eth0** is used for Real Server connections, although this is not mandatory since any interface can be used for any purpose.
- Requires no mode-specific configuration changes to the load balanced Real Servers.
- Port translation is possible with Layer 4 SNAT mode, e.g. VIP:80 → RIP:8080 is supported.
- You should not use the same RIP:PORT combination for layer 4 SNAT mode VIPs and layer 7 SNAT mode VIPs because the required firewall rules conflict.

7.2. Layer 7 SNAT Mode

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



- Because layer 7 SNAT mode is a full proxy, Real Servers in the cluster can be on any accessible network including across the Internet or WAN.
- Layer 7 SNAT mode is not transparent by default, i.e. the Real Servers will not see the source IP address of the client, they will see the load balancer's own IP address by default, or any other local appliance IP address if preferred (e.g. the VIP address). This can be configured per layer 7 VIP. If required, the load balancer can be configured to provide the actual client IP address to the Real Servers in 2 ways. Either by inserting a header that contains the client's source IP address, or by modifying the Source Address field of the IP

packets and replacing the IP address of the load balancer with the IP address of the client. For more information on these methods please refer to [Transparency at Layer 7](#).

- Layer 7 SNAT mode can be deployed using either a one-arm or two-arm configuration. For two-arm deployments, **eth1** is typically used for client side connections and **eth0** is used for Real Server connections, although this is not mandatory since any interface can be used for any purpose.
- Requires no mode-specific configuration changes to the load balanced Real Servers.
- Port translation is possible with Layer 7 SNAT mode, e.g. VIP:80 → RIP:8080 is supported.
- You should not use the same RIP:PORT combination for layer 7 SNAT mode VIPs and layer 4 SNAT mode VIPs because the required firewall rules conflict.

8. Loadbalancer.org Appliance – the Basics

8.1. Virtual Appliance

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

 **Note**

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

 **Note**

Please refer to [Virtual Appliance Installation](#) and the ReadMe.txt text file included in the VA download for additional information on deploying the VA using the various Hypervisors.

 **Note**

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

8.2. Initial Network Configuration

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

 **Important**

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

8.3. Accessing the Appliance WebUI

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

 **Note**

There are certain differences when accessing the WebUI for the cloud appliances. For details,



please refer to the relevant Quick Start / Configuration Guide.

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

<https://<IP-address-configured-during-the-network-setup-wizard>:9443/lbadmin/>

 **Note**

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

 **Note**

If you need to change the port, IP address or protocol that the WebUI listens on, please refer to [Service Socket Addresses](#).

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

Username: loadbalancer

Password: <configured-during-network-setup-wizard>

 **Note**

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

Once logged in, the WebUI will be displayed as shown below:



Primary | Secondary Active | Passive Link 8 Seconds

System Overview

Local Configuration

Cluster Configuration

Maintenance

View Configuration

Reports

Logs

Support

Live Chat

WARNING: YOUR TRIAL IS DUE TO EXPIRE IN 30 DAYS.
Buy with confidence. All purchases come with a 90 day money back guarantee.
Already bought? Enter your license key [here](#)

Buy Now

System Overview 2025-05-08 12:37:21 UTC

Would you like to run the Setup Wizard?

Accept **Dismiss**

VIRTUAL SERVICE **IP** **PORTS** **CONN** **PROTOCOL** **METHOD** **MODE**

No Virtual Services configured.

Network Bandwidth

Bytes/s

200 k, 150 k, 100 k, 50 k, 0

Wed 18:00, Thu 00:00, Thu 06:00, Thu 12:00

RX: 28 Min, 2713 Avg, 27344772 Total, TX: 0 Min, 13777 Avg, 138872181 Total

System Load Average

System Load

1.0, 0.8, 0.6, 0.4, 0.2, 0.0

Wed 18:00, Thu 00:00, Thu 06:00, Thu 12:00

1m average: 0.00 Min, 0.08 Avg, 0.68 Max
5m average: 0.00 Min, 0.04 Avg, 0.30 Max
15m average: 0.00 Min, 0.02 Avg, 0.12 Max

Memory Usage

3. You'll be asked if you want to run the Setup Wizard. Click **Dismiss** if you're following a guide or want to configure the appliance manually. Click **Accept** to start the Setup Wizard.



The Setup Wizard can only be used to configure Layer 7 services.

8.3.1. Main Menu Options

System Overview - Displays a graphical summary of all VIPs, RIPv 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 & RIPv

Maintenance - Perform maintenance tasks such as service restarts and creating backups

View Configuration - Display the saved appliance configuration settings

Reports - View various appliance reports & graphs

Logs - View various appliance logs

Support - Create a support download, contact the support team & access useful links

Live Chat - Start a live chat session with one of our Support Engineers

8.4. Appliance Software Update

We recommend that the appliance is kept up to date to ensure that you benefit from the latest bug fixes, security updates and feature improvements. Both online and offline update are supported.

 **Note**

For full details, please refer to [Appliance Software Update](#) in the Administration Manual.

 **Note**

Services may need to be restarted/reloaded after the update process completes or in some cases a full appliance restart may be required. We therefore recommend performing the update during a maintenance window.

8.4.1. Online Update

The appliance periodically contacts the Loadbalancer.org update server (**update.loadbalancer.org**) and checks for updates. This is the default behavior and can be disabled if preferred. If an update is found, a notification similar to the example below will be displayed at the top of the WebUI:

Information: Update 8.13.2 is now available for this appliance.

Online Update

Click **Online Update**. A summary of all new features, improvements, bug fixes and security updates included in the update will be displayed. Click **Update** at the bottom of the page to start the update process.

 **Important**

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

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

Information: Update completed successfully. Return to system overview.

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

8.4.2. Offline Update

If the appliance does not have access to the Internet, offline update can be used.

To check for the latest version, please refer to our product roadmap page available [here](#). To obtain the latest offline update files contact support@loadbalancer.org.

To perform an offline update:



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

Software Update

Offline Update

The following steps will lead you through offline update.

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

Archive: No file chosen

Checksum: No file chosen

Upload and Install

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

8.5. Ports Used by the Appliance

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

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

Note

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



8.6. HA Clustered Pair Configuration

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

9. Appliance Configuration for Ascom Unite

9.1. Layer 4 Advanced Configuration (UDP Timeout)

1. Using the WebUI, navigate to *Cluster Configuration > Layer 4 – Advanced Configuration*.
2. Ensure that the *UDP Timeout* is configured to be more than the Supervision Interval configured in Unite PS.
 - The supervision interval can be 1–240 minutes, the default interval is 2 minutes.
 - For the default interval (2 mins), set the UDP timeout to be **121** (121 seconds).

9.2. VIP 1 - Unite_UDP

9.2.1. Virtual Service (VIP) Configuration

1. Using the WebUI, navigate to *Cluster Configuration > Layer 4 – Virtual Services* and click **Add a new Virtual Service**.

| Virtual Service | |
|---|--------------|
| Label | Unite_UDP |
| IP Address | 10.11.40.150 |
| Ports | 3217 |
| Protocol | |
| Protocol | UDP |
| Forwarding | |
| Forwarding Method | SNAT |
| <input type="button" value="Cancel"/> <input type="button" value="Update"/> | |

2. Enter a suitable *Label* (name) for the Virtual Service, e.g. **Unite_UDP**.
3. Set the *Virtual Service IP Address* field to the required IP address, e.g. **10.11.40.150**.
4. Set *Ports* to **3217**.
5. Set the *Protocol* to **UDP**.
6. Set the *Forwarding Method* set to **SNAT**.

7. Click **Update**.
8. Now click **Modify** next to the newly created VIP.
9. Scroll down to the *Health Checks* section.
 - Set *Check Type* to **Negotiate**.
 - Set *Protocol* to **HTTP**.
 - Set *Request to Send* to **/Services.WebApi/api/v2/HealthCheck/Check?includeSQL=true**.
 - Set *Response Expected* to **OK**.
10. Leave all other settings at their default value.
11. Click **Update**.

9.2.2. Configure the Associated Real Servers (RIPs)

1. Using the WebUI, navigate to *Cluster Configuration > Layer 4 – Real Servers* and click on **Add a new Real Server** next to the newly created VIP.

| | | |
|------------------------|--------------|-----------------------------|
| Label | Unite-1 | ? |
| Real Server IP Address | 10.11.40.151 | ? |
| Real Server Port | 3217 | ? |
| Weight | 100 | ? |
| Minimum Connections | 0 | ? |
| Maximum Connections | 0 | ? |
| | | Cancel Update |

2. Enter a suitable *Label* (name) for the Real Server, e.g. **Unite-1**.
3. Set the *Real Server IP Address* field to the required IP address, e.g. **10.11.40.151**.
4. Set the *Real Server Port* field to **3217**.
5. Leave all other settings at their default value.
6. Click **Update**.
7. Repeat these steps to add additional Real Servers as required.

9.3. VIP 2 - Unite_PS

9.3.1. Virtual Service (VIP) Configuration

1. Using the WebUI, navigate to *Cluster Configuration > Layer 7 – Virtual Services* and click **Add a new Virtual Service**.



Virtual Service
[Advanced +]

| | | |
|------------|---|---|
| Label | <input type="text" value="Unite_PS"/> | ? |
| IP Address | <input type="text" value="10.11.40.150"/> | ? |
| Ports | <input type="text" value="80"/> | ? |

Protocol
[Advanced +]

| | | |
|------------------|---|---|
| Layer 7 Protocol | <input style="border: 1px solid #ccc; padding: 2px; width: 100%;" type="text" value="HTTP Mode"/> | ? |
|------------------|---|---|

Cancel
Update

2. Enter a suitable *Label* (name) for the Virtual Service, e.g. **Unite_PS**.
3. Set the *Virtual Service IP Address* field to the required IP address, e.g. **10.11.40.150**.
4. Set *Ports* to **80**.
5. Set the *Layer 7 Protocol* to **HTTP Mode**.
6. Click **Update**.
7. Now click **Modify** next to the newly created VIP.
8. Scroll down to the *Persistence* section.
 - Set the *Persistence Mode* to **Source IP**.
9. Scroll down to the *Health Checks* section.
 - Set *Health Checks* to **Negotiate HTTP (GET)**.
 - Set *Request to Send* to **/Services.WebApi/api/v2/HealthCheck/Check?includeSQL=true**.
 - Set *Response Expected* to **Equals** and set the value to **OK**.
10. Leave all other settings at their default value.
11. Click **Update**.

9.3.2. Configure the Associated Real Servers (RIPs)

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



| | | |
|------------------------|--------------------------|---|
| Label | Unite-1 | ? |
| Real Server IP Address | 10.11.40.151 | ? |
| Real Server Port | 80 | ? |
| Re-Encrypt to Backend | <input type="checkbox"/> | ? |
| Redirect URL | | ? |
| Weight | 100 | ? |

Cancel
Update

2. Enter a suitable *Label* (name) for the Real Server, e.g. **Unite-1**.
3. Set the *Real Server IP Address* field to the required IP address, e.g. **10.11.40.151**.
4. Set the *Real Server Port* field to **80**.
5. Leave all other settings at their default value.
6. Click **Update**.
7. Repeat these steps to add additional Real Servers as required.

9.3.3. Upload the SSL Certificate

Certificates in either PEM or PFX format can be uploaded.

1. Using the WebUI, navigate to *Cluster Configuration > SSL Certificate* and click **Add a new SSL Certificate**.
2. Select the option **Upload prepared PEM/PFX file**.
3. Enter the following details:

| | | |
|--|--|---|
| <input checked="" type="radio"/> Upload prepared PEM/PFX file | | |
| I would like to: <input type="radio"/> Create a new SSL Certificate Signing Request (CSR) | | |
| <input type="radio"/> Create a new Self-Signed SSL Certificate. | | |
| Label | unite-cert | ? |
| File to upload | <input type="button" value="Choose File"/> unite-cert.pem | ? |
| Upload Certificate | | |

4. Specify an appropriate *Label*, e.g. **unite-cert**.
5. Click **Choose File**.
6. Browse to and select the relevant PEM or PFX file.



7. For PFX files specify the password if required.

8. Click **Upload Certificate**.

9.3.4. Configure SSL Termination

1. Using the WebUI, navigate to *Cluster Configuration > SSL Termination* and click **Add a new Virtual Service**.

2. Enter the following details:

| | | |
|-------------------------------|-------------------------------------|-----------------------------|
| Label | SSL-Unite_PS | ? |
| Associated Virtual Service | Unite_PS | ? |
| Virtual Service Port | 443 | ? |
| SSL Operation Mode | High Security | ? |
| SSL Certificate | unite-cert | ? |
| Source IP Address | | ? |
| Enable Proxy Protocol | <input checked="" type="checkbox"/> | ? |
| Bind Proxy Protocol to L7 VIP | Unite_PS | ? |
| | | Cancel Update |

3. Using the **Associated Virtual Service** drop-down, select the Virtual Service created above, e.g. **Unite_PS**.

Note

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

4. Ensure that the **Virtual Service Port** is set to **443**.

5. Leave **SSL Operation Mode** set to **High Security**.

6. Select the **SSL Certificate** uploaded previously.

7. Leave all other settings at their default value.

8. Click **Update**.

9.4. VIP 3 - Unite_Axess

9.4.1. Virtual Service (VIP) Configuration

1. Using the WebUI, navigate to *Cluster Configuration > Layer 7 – Virtual Services* and click **Add a new Virtual Service**.



Virtual Service
[Advanced +]

| | | |
|------------|--------------|---|
| Label | Unite_Axess | ? |
| IP Address | 10.11.40.150 | ? |
| Ports | 8080 | ? |

Protocol
[Advanced +]

| | | |
|------------------|-----------|---|
| Layer 7 Protocol | HTTP Mode | ? |
|------------------|-----------|---|

Cancel
Update

2. Enter a suitable *Label* (name) for the Virtual Service, e.g. **Unite_Axess**.
3. Set the *Virtual Service IP Address* field to the required IP address, e.g. **10.11.40.150**.
4. Set *Ports* to **8080**.
5. Set the *Layer 7 Protocol* to **HTTP Mode**.
6. Click **Update**.
7. Now click **Modify** next to the newly created VIP.
8. Scroll down to the *Persistence* section.
 - Set the *Persistence Mode* to **None**.
9. Scroll down to the *Health Checks* section.
 - Set *Health Checks* to **Negotiate HTTPS (GET)**.
 - Set *Request to Send* to **/Services.WebApi/api/v2/HealthCheck/Check?includeSQL=false**.
 - Set *Response Expected* to **Equals** and set the value to **OK**.
10. Leave all other settings at their default value.
11. Click **Update**.

9.4.2. Configure the Associated Real Servers (RIPs)

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



| | | |
|---|--------------------------|-------------------|
| Label | Unite-1 | ? |
| Real Server IP Address | 10.11.40.151 | ? |
| Real Server Port | 8080 | ? |
| Re-Encrypt to Backend | <input type="checkbox"/> | ? |
| Redirect URL | | ? |
| Weight | 100 | ? |
| Cancel Update | | |

2. Enter a suitable *Label* (name) for the Real Server, e.g. **Unite-1**.
3. Set the *Real Server IP Address* field to the required IP address, e.g. **10.11.40.151**.
4. Set the *Real Server Port* field to **8080**.
5. Leave all other settings at their default value.
6. Click **Update**.
7. Repeat these steps to add additional Real Servers as required.

9.4.3. Configure SSL Termination

1. Using the WebUI, navigate to *Cluster Configuration > SSL Termination* and click **Add a new Virtual Service**.
2. Enter the following details:

| | | |
|---|-------------------------------------|-------------------|
| Label | SSL-Unite_Axess | ? |
| Associated Virtual Service | Unite_Axess | ? |
| Virtual Service Port | 443 | ? |
| SSL Operation Mode | High Security | ? |
| SSL Certificate | unite-cert | ? |
| Source IP Address | | ? |
| Enable Proxy Protocol | <input checked="" type="checkbox"/> | ? |
| Bind Proxy Protocol to L7 VIP | Unite_Axess | ? |
| Cancel Update | | |

3. Using the *Associated Virtual Service* drop-down, select the Virtual Service created above, e.g. **Unite_Axess**.



Once the VIP is selected, the *Label* field will be auto-populated with **SSL-Unite_Axess**. This



can be changed if preferred.

4. Ensure that the *Virtual Service Port* is set to **443**.
5. Leave *SSL Operation Mode* set to **High Security**.
6. Select the *SSL Certificate* uploaded previously.

 **Note**

If a different certificate is needed for this SSL termination, repeat the steps in [Section 9.3.3](#) to upload the additional certificate.

7. Leave all other settings at their default value.
8. Click **Update**.

9.5. Finalizing the Configuration

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

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

10. Testing & Verification

 **Note**

For additional guidance on diagnosing and resolving any issues you may have, please also refer to [Diagnostics & Troubleshooting](#).

10.1. Accessing Ascom Unite via the Load Balancer

Verify that you're able to successfully access all load balanced applications and services via the Virtual Services on the load balancer.

 **Note**

Make sure that DNS is updated so that any FQDNs used point to the VIPs rather than individual servers.

10.2. Using System Overview

The System Overview can be viewed in the WebUI. It shows a graphical view of all Virtual Services & the associated Real Servers (i.e. the Ascom Unite servers) and shows the state/health of each server as well as the overall state of each cluster. The example below shows that all servers are healthy (green) and available to accept connections:



| VIRTUAL SERVICE | IP | PORTS | CONNNS | PROTOCOL | METHOD | MODE |
|-----------------|--------------|-------|--------|----------|---------|-------|
| Unite_UDP | 10.11.40.150 | 3217 | 0 | UDP | Layer 4 | SNAT |
| REAL SERVER | IP | PORTS | WEIGHT | CONNNS | | |
| Unite-1 | 10.11.40.151 | 3217 | 100 | 0 | Drain | Halt |
| Unite-2 | 10.11.40.152 | 3217 | 100 | 0 | Drain | Halt |
| Unite_PS | 10.11.40.150 | 80 | 0 | HTTP | Layer 7 | Proxy |
| REAL SERVER | IP | PORTS | WEIGHT | CONNNS | | |
| Unite-1 | 10.11.40.151 | 80 | 100 | 0 | Drain | Halt |
| Unite-2 | 10.11.40.152 | 80 | 100 | 0 | Drain | Halt |
| Unite_Axess | 10.11.40.150 | 8080 | 0 | HTTP | Layer 7 | Proxy |
| REAL SERVER | IP | PORTS | WEIGHT | CONNNS | | |
| Unite-1 | 10.11.40.151 | 8080 | 100 | 0 | Drain | Halt |
| Unite-2 | 10.11.40.152 | 8080 | 100 | 0 | Drain | Halt |

11. Technical Support

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

12. Further Documentation

For additional information, please refer to the [Administration Manual](#).

13. Appendix

13.1. Configuring HA - Adding a Secondary Appliance

Our recommended configuration is to use a clustered HA pair of load balancers to provide a highly available and resilient load balancing solution. We recommend that the Primary appliance is fully configured first, then the Secondary appliance can be added to create an HA pair. Once the HA pair is configured, load balanced services must be configured and modified on the Primary appliance. The Secondary appliance will be automatically kept in sync.

 **Note**

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

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

13.1.1. Non-Replicated Settings

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

| WebUI Main Menu Option | Sub Menu Option | Description |
|------------------------|-----------------------------------|---|
| Local Configuration | Hostname & DNS | Hostname and DNS settings |
| Local Configuration | Network Interface Configuration | Interface IP addresses, bonding configuration and VLANs |
| Local Configuration | Routing | Default gateways and static routes |
| Local Configuration | System Date & time | Time and date related settings |
| Local Configuration | Physical – Advanced Configuration | Various appliance settings |
| Local Configuration | Portal Management | Portal management settings |
| Local Configuration | Security | Security settings |
| Local Configuration | SNMP Configuration | SNMP settings |
| Local Configuration | Graphing | Graphing settings |
| Local Configuration | License Key | Appliance licensing |
| Maintenance | Backup & Restore | Local XML backups |
| Maintenance | Software Updates | Appliance software updates |
| Maintenance | Firewall Script | Firewall (iptables) configuration |
| Maintenance | Firewall Lockdown Wizard | Appliance management lockdown settings |



① Important

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

13.1.2. Configuring the HA Clustered Pair

ⓘ Note

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

1. Deploy a second appliance that will be the Secondary and configure initial network settings.
2. Using the WebUI on the Primary appliance, navigate to: *Cluster Configuration > High-Availability Configuration*.

Create a Clustered Pair



LOADBALANCER

Local IP address
10.11.40.55

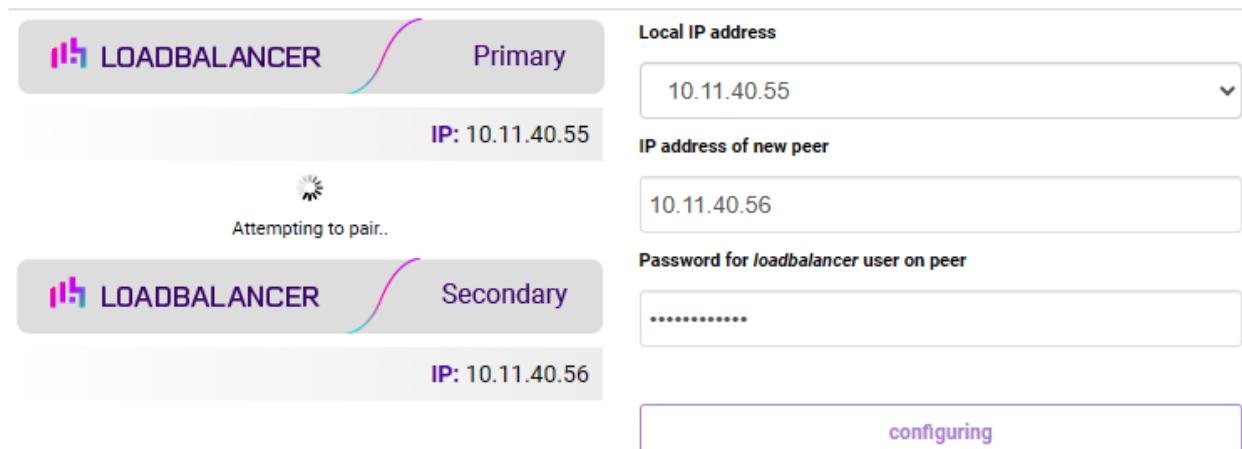
IP address of new peer
10.11.40.56

Password for *loadbalancer* user on peer
.....

Add new node

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

Create a Clustered Pair



LOADBALANCER Primary
IP: 10.11.40.55

Attempting to pair..

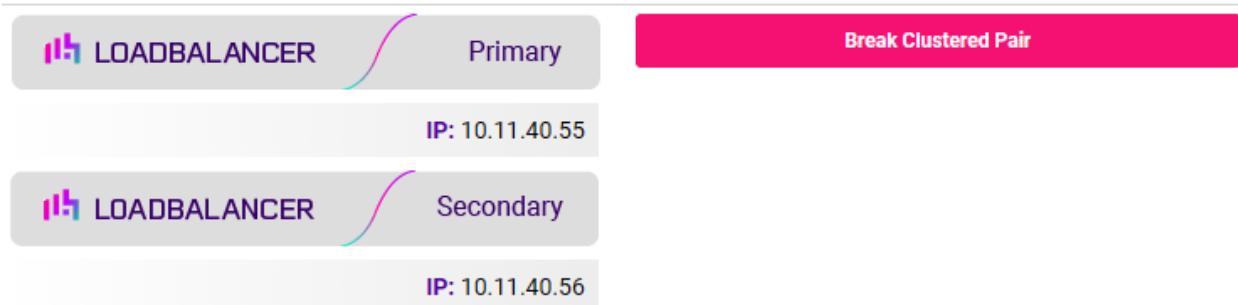
LOADBALANCER Secondary
IP: 10.11.40.56

configuring



6. Once complete, the following will be displayed on the Primary appliance:

High Availability Configuration - primary



7. To finalize the configuration, restart heartbeat and any other services as prompted in the "Commit changes" message box at the top of the screen.

Note

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

Note

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

Note

For details on testing and verifying HA, please refer to [Clustered Pair Diagnostics](#).



14. Document Revision History

| Version | Date | Change | Reason for Change | Changed By |
|---------|-----------------|---|--------------------|------------|
| 1.0.0 | 10 January 2026 | Initial version | | RJC |
| 1.0.1 | 22 January 2026 | Added section to say that Ascom Telligence and Ascom teleCARE can also be load balanced using VIP 1 | Technical accuracy | RJC |





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