Load Balancing Epicor ERP 10

Version 1.1.0

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1. About this Brief

This brief outlines the steps required to configure a load balanced Epicor ERP 10 environment utilizing Loadbalancer.org appliances. It covers the configuration of the load balancers and also any Epicor ERP 10 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 Epicor ERP 10. For full specifications of available models please refer to https://www.loadbalancer.org/products.

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

3. Software Versions Supported

3.1. Loadbalancer.org Appliance

- V8.9.1 and later

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

3.2. Epicor ERP

- Version 10

4. Epicor ERP 10

Epicor ERP 10 enables business users to handle a combination of scheduling obligations remotely from a single area of the system. Easy-to-use visual tools permit resource optimization, capability-based scheduling, change management, and more.

5. Load Balancing Epicor ERP 10

> ⚲ **Note** It's highly recommended that you have a working Epicor ERP 10 environment first before implementing the load balancer.

5.1. Persistence (aka Server Affinity)

Epicor ERP 10 requires source IP address-based persistence in order to load balancer connections correctly.

5.2. Virtual Service (VIP) Requirements

To provide load balancing and HA for Epicor ERP 10, a single VIP is required:

- ERP 10

5.3. Port Requirements

The following table shows the port that is load balanced:

Port	Protocols	Use
808	TCP	ERP 10 application traffic

6. Deployment Concept
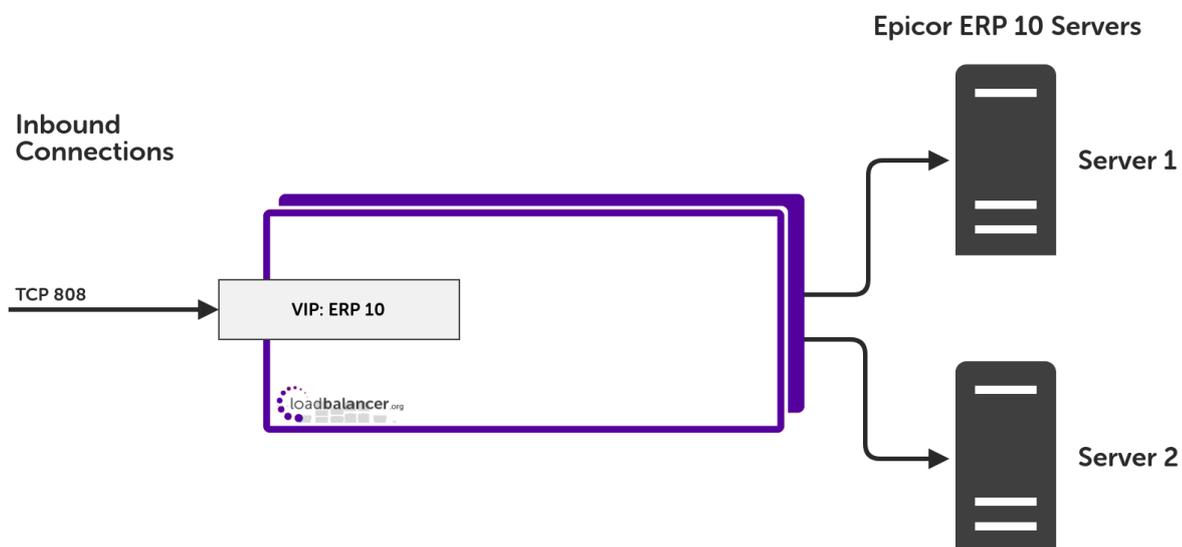
VIP = **V**irtual **IP** Address

> 🔓 **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 Epicor ERP 10, using layer 7 SNAT mode is recommended. This mode is described below and is used for the configurations presented in this guide. For configuring using layer 7 SNAT mode please refer to the section Appliance Configuration for Epicor ERP 10 – Using Layer 7 SNAT Mode.

7.1. Layer 7 SNAT Mode

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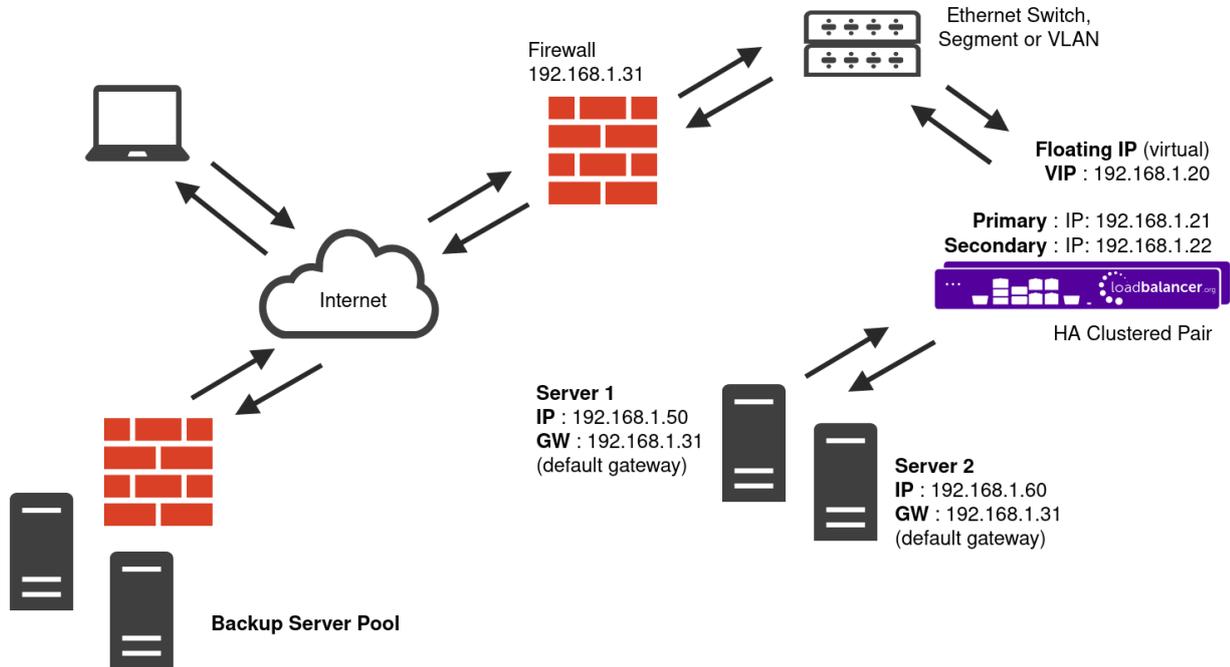
- Because layer 7 SNAT mode is a full proxy, any server in the cluster can be on any accessible subnet including across the Internet or WAN.

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

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

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

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

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

8. 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.

> ৪ **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.

> ৪ **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.

> ৪ **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.

> (①) **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.

> ৪ **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/

   > ৪ **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.

   > ৪ **Note** If you need to change the port, IP address or protocol that the WebUI listens on, please refer to Service Socket Addresses.

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

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

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

Once logged in, the WebUI will be displayed as shown below:
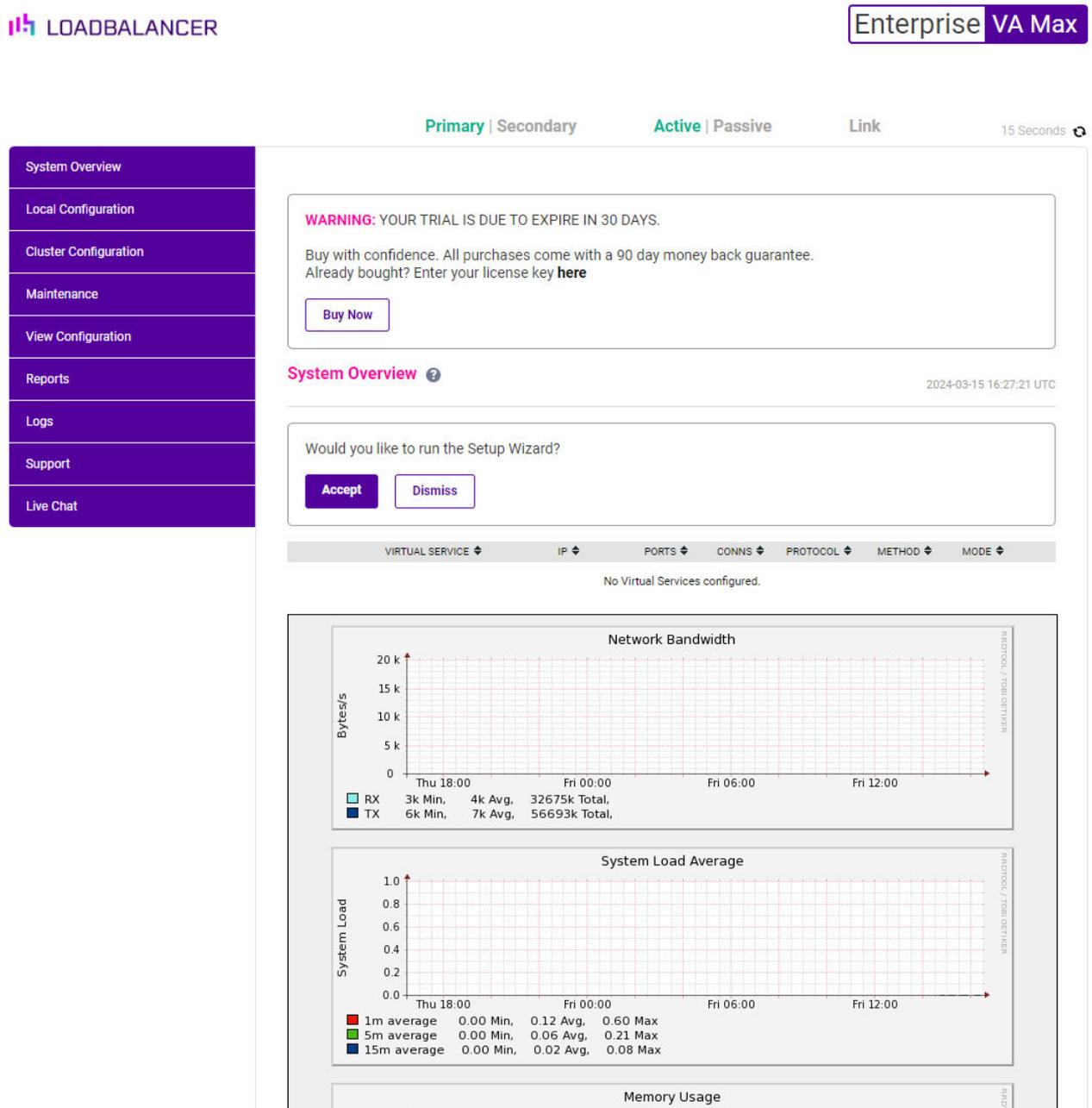
3. You'll be asked if you want to run the Setup Wizard which can be used to configure layer 7 services. Click **Dismiss** if you're following a guide or want to configure the appliance manually or click **Accept** to start the wizard.

Main Menu Options

System Overview - Displays a graphical summary of all VIPs, RIPs and key appliance statistics
Local Configuration - Configure local host settings such as IP address, DNS, system time etc.

Cluster Configuration - Configure load balanced services such as VIPs & RIPs

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

View Configuration - Display the saved appliance configuration settings

Reports - View various appliance reports & graphs

Logs - View various appliance logs

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

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

8.4. Appliance Software Update

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

Determining the Current Software Version

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

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ENTERPRISE VA Max - v8.11.1

English ▼

Checking for Updates using Online Update

> ⸸ **Note**   By default, the appliance periodically contacts the Loadbalancer.org update server and checks for updates. An update check can also be manually triggered as detailed below.

1. Using the WebUI, navigate to: *Maintenance > Software Update*.

2. Select **Online Update**.

3. If the latest version is already installed, a message similar to the following will be displayed:

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

4. If an update is available, you'll be presented with a list of new features, improvements, bug fixes and security related updates.

5. Click **Online Update** to start the update process.

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

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

Information: Update completed successfully.

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

Using Offline Update

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

> 🔒 **Note**   Please contact support@loadbalancer.org to check if an update is available and obtain the latest offline update files.

To perform an offline update:

1. Using the WebUI, navigate to: *Maintenance > Software Update*.

2. Select **Offline Update**.

3. The following screen will be displayed:

Software Update

Offline Update

The following steps will lead you through offline update.

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

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

[Upload and Install]

4. Select the *Archive* and *Checksum* files.

5. Click **Upload and Install**.

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

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

Protocol	Port	Purpose
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 Addresses.

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 Epicor ERP 10 – Using Layer 7 SNAT Mode

9.1. Configuring the Virtual Service (VIP)

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

2. Define the *Label* for the virtual service as required, e.g. **ERP 10 VIP**.

3. Set the *Virtual Service IP Address* field to the required IP address, e.g. **192.168.1.155**.

4. Set the *Ports* field to **808**.

5. Set the *Layer 7 Protocol* to **TCP Mode**.

6. Click **Update** to create the virtual service.

Layer 7 - Add a new Virtual Service

Virtual Service		[Advanced +]	
Label	ERP 10 VIP		❓
IP Address	192.168.1.155		❓
Ports	808		❓
Protocol			
Layer 7 Protocol	TCP Mode ⌄		❓

<div align="right">Cancel   Update</div>

9.2. Defining the Real Servers (RIPs)

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

2. Define the *Label* for the real server as required, e.g. **ERP 10 Srv 1**.

3. Set the *Real Server IP Address* field to the required IP address, e.g. **192.168.1.215**.

4. Click **Update**.

5. Repeat these steps to add additional servers as required.

Layer 7 Add a new Real Server - ERP_10_VIP

Label	ERP 10 Srv 1	❓
Real Server IP Address	192.168.1.215	❓
Real Server Port		❓
Re-Encrypt to Backend	☐	❓
Enable Redirect	☐	❓
Weight	100	❓

<div align="right">Cancel   Update</div>

9.3. Finalizing the Configuration

To apply the new settings, HAProxy 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**.

10. Testing & Verification

> 🔒 **Note**   For additional guidance on diagnosing and resolving any issues you may have, please also refer

10.1. Using System Overview

The System Overview can be viewed in the WebUI. It shows a graphical view of all VIPs & RIPs (i.e. the ERP 10 servers) and shows the state/health of each server as well as the state of the cluster as a whole. The example below shows that the virtual service and both ERP 10 servers are healthy and available to accept connections:

System Overview ❓   2022-07-21 12:37:29 UTC

	VIRTUAL SERVICE ⇕	IP ⇕	PORTS ⇕	CONNS ⇕	PROTOCOL ⇕	METHOD ⇕	MODE ⇕	
⬆	ERP_10_VIP	192.168.1.155	808	0	TCP	Layer 7	Proxy	📊
	REAL SERVER	IP	PORTS	WEIGHT	CONNS			
⬆	ERP_10_Srv_1	192.168.1.216	808	100	0	Drain	Halt	📊
⬆	ERP_10_Srv_2	192.168.1.215	808	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.

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	Fallback Page	Fallback page configuration
Maintenance	Firewall Script	Firewall (iptables) configuration
Maintenance	Firewall Lockdown Wizard	Appliance management lockdown settings

Configuring the HA Clustered Pair

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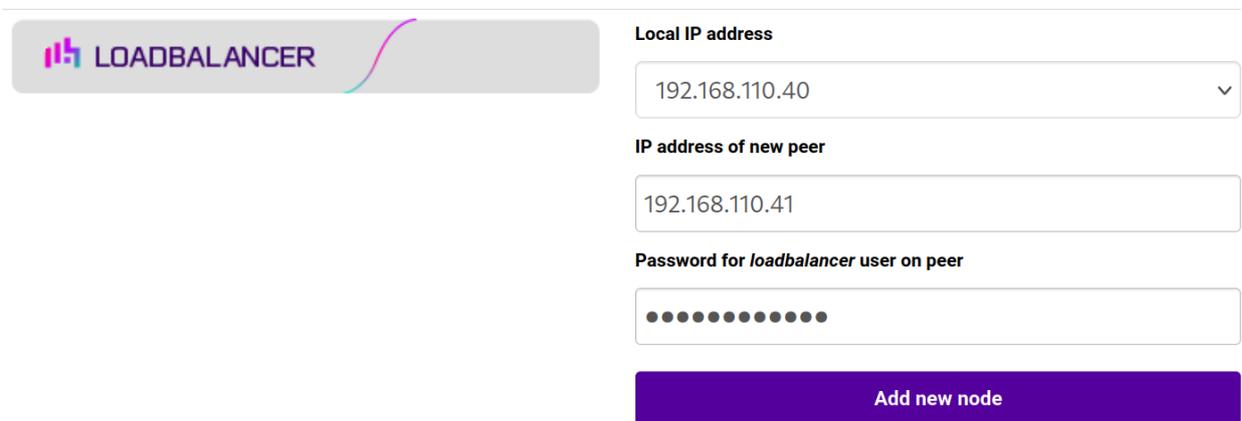
3. Specify the IP address and the *loadbalancer* user's password for the Secondary (peer) appliance as shown in the example above.

4. Click **Add new node**.

5. The pairing process now commences as shown below:

Create a Clustered Pair
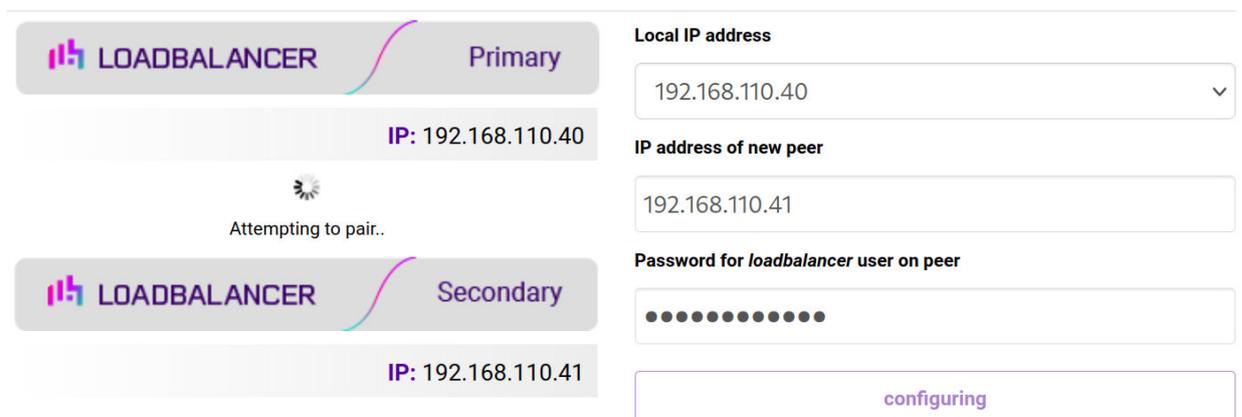
6. Once complete, the following will be displayed on the Primary appliance:

High Availability Configuration - primary

ıl¦ LOADBALANCER / Primary	**Break Clustered Pair**
IP: 192.168.110.40	
ıl¦ LOADBALANCER / Secondary	
IP: 192.168.110.41	

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.

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

𐂷 Note	For more details on configuring HA with 2 appliances, please refer to Appliance Clustering for HA.

𐂷 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	21 July 2022	Initial version		MT, AH
1.0.1	5 January 2023	Combined software version information into one section Added one level of section numbering Added software update instructions Added table of ports used by the appliance Reworded 'Further Documentation' section	Housekeeping across all documentation	AH
1.0.2	2 February 2023	Updated screenshots	Branding update	AH
1.0.3	7 March 2023	Added the section "Finalizing the Configuration" to ensure HAProxy is explicitly reloaded Removed conclusion section	Provided clarity for reloading HAProxy post-configuration Updates across all documentation	AH
1.1.0	24 March 2023	New document theme Modified diagram colours	Branding update	AH

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Loadbalancer.org's mission is to ensure that its clients' businesses are never interrupted. The load balancer experts ask the right questions to get to the heart of what matters, bringing a depth of understanding to each deployment. Experience enables Loadbalancer.org engineers to design less complex, unbreakable solutions - and to provide exceptional personalized support.