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1. About this Guide

This guide details the steps required to configure a load balanced IBM Watson Heath iConnect Access environment utilizing Loadbalancer.org appliances. It covers the configuration of the load balancers and also any iConnect Access Server configuration changes that are required to enable load balancing.

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

2. Loadbalancer.org Appliances Supported

All our products can be used with IBM Watson Health iConnect Access. For full specifications of available models please refer to https://www.loadbalancer.org/products. Some features may not be supported in all cloud platforms due to platform specific limitations, please check with Loadbalancer.org support for further details.

3. Loadbalancer.org Software Versions Supported

- V8.3.8 and later

4. IBM Watson Health iConnect Access Software Versions Supported

- IBM Watson Health iConnect Access – all versions

5. Load Balancing iConnect Access

For high availability and scalability, IBM Watson Health recommend that multiple iConnect Access Servers are deployed in a load balanced cluster.

**Note**

It’s highly recommended that you have a working iConnect Access environment first before implementing the load balancer.

**Load Balanced Ports**

The following table shows the ports/services that are load balanced:

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocols</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>80 &amp; 443</td>
<td>TCP</td>
<td>HTTP &amp; HTTPS</td>
</tr>
<tr>
<td>4444</td>
<td>TCP</td>
<td>DICOM</td>
</tr>
</tbody>
</table>

**Deployment Concept**

When iConnect Access is deployed with the load balancer, clients connect to the Virtual Services (VIPs) on the load balancer rather than connecting directly to one of the iConnect Access Servers. These connections are then load balanced across the iConnect Access Servers to distribute the load according to the load balancing algorithm selected.
The load balancer can be deployed as a single unit, although Loadbalancer.org recommends a clustered pair for resilience & high availability. Please refer to Configuring HA - Adding a Slave Appliance for more details on configuring a clustered pair.

VIP Requirements
To provide load balancing and HA for iConnect Access, 2 VIPS are required as depicted in the diagram above, these are:

- VIP1: ICA_WEB
- VIP2: ICA_DICOM

Deployment Mode
The Virtual Services (VIPs) are configured using Layer 4 DR (Direct Return) mode. This mode offers the best possible performance since replies go directly from the iConnect Access Servers to the client, and not via the load balancer. To use this mode, the "ARP Problem" must be solved as explained in Solve the ARP Problem.

6. Loadbalancer.org Appliance – the Basics

Virtual Appliance
A fully featured, fully supported 30 day trial is available if you are conducting a PoC (Proof of Concept) deployment. The VA is currently available for VMware, Virtual Box, Hyper-V, KVM, XEN and Nutanix AHV and has been optimized for each Hypervisor. By default, the VA is allocated 1 CPU, 2GB of RAM and has a 20GB virtual disk. The Virtual Appliance can be downloaded here.

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.

Please refer to The Virtual Appliance - Hypervisor Deployment and the ReadMe.txt text file included in the VA download for more detailed information on deploying the VA using various Hypervisors.
For the VA, 4 NICs are included but only eth0 is connected by default at power up. If the other NICs are required, these should be connected using the network configuration screen within the Hypervisor.

**Initial Network Configuration**

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

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

**Accessing the WebUI**

The WebUI is accessed using a web browser. Appliance authentication is based on Apache .htaccess files. User admin tasks such as adding users and changing passwords can be performed using the WebUI menu option: Maintenance > Passwords.

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

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

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


2. Log in to the WebUI:

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

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

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

The WebUI for the VA is shown, the hardware and cloud appliances are very similar. The yellow licensing related message is platform & model dependant.

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

Main Menu Options

System Overview - Displays a graphical summary of all VIPs, 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 taking backups
View Configuration - Display the saved appliance configuration settings
Reports - View various appliance reports & graphs
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 slave unit is covered in Configuring HA - Adding a Slave Appliance.

7. Appliance & iConnect Access Configuration

Appliance Configuration
Configuring VIP1 – ICA_WEB

a) Setting up the Virtual Service (VIP)

1. Using the WebUI, navigate to Cluster Configuration > Layer 4 – Virtual Services and click Add a new Virtual Service
2. Enter the following details:

<table>
<thead>
<tr>
<th>Label</th>
<th>ICA_WEB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Service</td>
<td>IP Address</td>
</tr>
<tr>
<td>Ports</td>
<td>80,443</td>
</tr>
<tr>
<td>Protocol</td>
<td>TCP</td>
</tr>
<tr>
<td>Forwarding Method</td>
<td>Direct Routing</td>
</tr>
</tbody>
</table>

3. Enter an appropriate label (name) for the VIP, e.g. ICA_WEB
4. Set the Virtual Service IP address field to the required IP address, e.g. 192.168.100.100
5. Set the Virtual Service Ports field to 80,443
6. Leave Protocol set to TCP
7. Leave Forwarding Method set to Direct Routing
8. Click Update
9. Now click Modify next to the newly created VIP
10. Scroll down to the Health Checks section
11. Set the Check Port to 443
12. Click Update

b) Setting up the Real Servers (RIPs)

1. Using the WebUI, navigate to Cluster Configuration > Layer 4 – Real Servers and click Add a new Real Server next to the newly created ICA_WEB VIP
2. Enter the following details:

<table>
<thead>
<tr>
<th>Label</th>
<th>ICA_WEB1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Server IP Address</td>
<td>192.168.100.110</td>
</tr>
<tr>
<td>Weight</td>
<td>100</td>
</tr>
<tr>
<td>Minimum Connections</td>
<td>0</td>
</tr>
<tr>
<td>Maximum Connections</td>
<td>0</td>
</tr>
</tbody>
</table>

3. Enter an appropriate label (name) for the RIP, e.g. **ICA_WEB1**

4. Change the **Real Server IP Address** field to the required IP address, e.g. **192.168.100.110**

5. Click **Update**

6. Repeat these steps to add your other iConnect Access Server(s)

**Configuring VIP2 – ICA_DICOM**

a) Setting up the Virtual Service (VIP)

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

2. Enter the following details:

<table>
<thead>
<tr>
<th>Label</th>
<th>ICA_DICOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Service IP Address</td>
<td>192.168.100.100</td>
</tr>
<tr>
<td>Ports</td>
<td>4444</td>
</tr>
<tr>
<td>Protocol</td>
<td>TCP</td>
</tr>
<tr>
<td>Forwarding Method</td>
<td>Direct Routing</td>
</tr>
</tbody>
</table>

3. Enter an appropriate label (name) for the VIP, e.g. **ICA_DICOM**

4. Set the **Virtual Service IP address** field to the required IP address, e.g. **192.168.100.100**

5. Set the **Virtual Service Ports** field to **4444**

6. Leave **Protocol** set to **TCP**

7. Leave **Forwarding Method** set to **Direct Routing**

8. Click **Update**

b) Setting up the Real Servers (RIPS)
1. Using the WebUI, navigate to Cluster Configuration > Layer 4 – Real Servers and click Add a new Real Server next to the newly created ICA_DICOM VIP

2. Enter the following details:

<table>
<thead>
<tr>
<th>Label</th>
<th>ICA_DICOM1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Server IP Address</td>
<td>192.168.100.110</td>
</tr>
<tr>
<td>Weight</td>
<td>100</td>
</tr>
<tr>
<td>Minimum Connections</td>
<td>0</td>
</tr>
<tr>
<td>Maximum Connections</td>
<td>0</td>
</tr>
</tbody>
</table>

3. Enter an appropriate label (name) for the RIP, e.g. ICA_DICOM1

4. Change the Real Server IP Address field to the required IP address, e.g. 192.168.100.110

5. Click Update

6. Repeat these steps to add your other iConnect Access Server(s)

### iConnect Access Configuration

As mentioned earlier, when using Layer 4 DR mode, the ARP problem must be solved. This involves configuring each iConnect Access Server to be able to receive traffic destined for the VIP and ensuring that each iConnect Access Server does not respond to ARP requests for the VIP address – only the load balancer should do this.

#### Solve the ARP Problem

**Note** The steps below are for IPv4 addresses on Windows 2012 & later. For other versions of Windows & IPv6 configuration steps, please refer to DR Mode Considerations

**Note** The following steps must be performed on all iConnect Access Servers.

**Windows Server 2012, 2016 & 2019**

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 of 3: Install the Microsoft Loopback Adapter

1. Click Start, then run hwiz 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 of 3: 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
4. Uncheck all items except Internet Protocol Version 4 (TCP/IPv4) and Internet Protocol Version 6 (TCP/IPv6) as shown below:
5. 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:

6. 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.

**Note**

For Windows 2012/2016/2019, it’s not necessary to modify the interface metric on the advanced tab and should be left set to Automatic.

**Step 3 of 3: Configure the strong/weak host behavior**

To configure the correct strong/weak host behavior for Windows 2012/2016/2019, the following commands must be run on each Real Server:

For IPv4 addresses:

```plaintext
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:

```plaintext
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:
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
```

For Windows 2012/2016/2019 you can also use the following PowerShell Cmdlets:

```
Set-NetIpInterface -InterfaceAlias loopback -WeakHostReceive enabled -WeakHostSend enabled -DadTransmits 0
```

Note: 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.

• Start PowerShell or use a command window to run the appropriate netsh commands as shown in the example below:

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

Repeat steps 1 - 3 on all remaining Windows 2012/2016/2019 Real Server(s).

For Windows 2012/2016/2019 you can also use the following PowerShell Cmdlets:

The following example configures both IPv4 and IPv6 at the same time:
Set-NetIpInterface -InterfaceAlias net -WeakHostReceive enabled

To configure just IPv4:

Set-NetIpInterface -InterfaceAlias loopback -WeakHostReceive enabled -WeakHostSend enabled -DadTransmits 0 -AddressFamily IPv4

Set-NetIpInterface -InterfaceAlias net -WeakHostReceive enabled -AddressFamily IPv4

To configure just IPv6:

Set-NetIpInterface -InterfaceAlias loopback -WeakHostReceive enabled -WeakHostSend enabled -DadTransmits 0 -AddressFamily IPv6

Set-NetIpInterface -InterfaceAlias net -WeakHostReceive enabled -AddressFamily IPv6

8. Testing & Verification

**Checking the Status Using the System Overview**

The System Overview in the WebUI shows a graphical view of all VIPs & RIPs (i.e. the iConnect Access Servers) and shows the state/health of each server as well as the state of the cluster as a whole. This can be used to ensure all servers are up and available.

**Client Connection Tests**

Ensure that clients can connect via the load balancer to the iConnect Access Servers. For this, you’ll probably need to create new DNS records or modify your existing DNS records, replacing the IP addresses of individual servers with the IP address of the relevant Virtual Service on the load balancer.

9. 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

10. Additional Documentation

The Administration Manual contains much more information about configuring and deploying the appliance. It’s available here: [https://pdfs.loadbalancer.org/loadbalanceradministrationv8.pdf](https://pdfs.loadbalancer.org/loadbalanceradministrationv8.pdf)

11. Conclusion

Loadbalancer.org appliances provide a very cost effective solution for highly available load balanced IBM Watson Health iConnect Access environments.
12. Appendix

Configuring HA - Adding a Slave Appliance

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

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

Note

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

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

Note

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

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

To add a Slave node - i.e. create a highly available clustered pair:
1. Deploy a second appliance that will be the Slave and configure initial network settings

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

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

4. Click Add new node

5. The pairing process now commences as shown below:

6. Once complete, the following will be displayed:

7. To finalize the configuration, restart heartbeat and any other services as prompted in the blue message box at
Clicking the **Restart Heartbeat** button on the Primary appliance will also automatically restart heartbeat on the Slave appliance.

For more details on configuring HA with 2 appliances, please refer to *Appliance Clustering for HA*. 
## 13. Document Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Change</th>
<th>Reason for Change</th>
<th>Changed By</th>
</tr>
</thead>
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<tr>
<td>1.1.0</td>
<td>2 August 2019</td>
<td>Styling and layout</td>
<td>General styling updates</td>
<td>RJC</td>
</tr>
<tr>
<td>1.1.1</td>
<td>24 August 2020</td>
<td>New title page</td>
<td>Branding update</td>
<td>AH</td>
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<td></td>
<td></td>
<td>Updated Canadian contact details</td>
<td>Change to Canadian contact details</td>
<td></td>
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<tr>
<td>1.2.0</td>
<td>1 October 2021</td>
<td>Converted the document to AsciiDoc</td>
<td>Move to new documentation system</td>
<td>AH,RJC,ZAC</td>
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</table>
About Loadbalancer.org

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.