Load Balancing Kofax Output Manager
Version 1.3.0
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1. About this Guide

This guide details the steps required to configure a load balanced Kofax Output Manager environment utilizing Loadbalancer.org appliances. It covers the configuration of the load balancers and also any Kofax Output Manager 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 for load balancing Kofax Output Manager. 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

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. Kofax Output Manager

- Version 4.0 SP1 and later

4. Kofax Output Manager

Kofax Output Manager gives organizations control of what, when, and how they produce and deliver information. Output Manager is designed to route documents through a centralized system.

Kofax Output Manager consolidates input from multiple platforms and applications. It centrally manages resources and documents, and provides end-to-end tracking and reporting. Although documents traditionally travel directly from origin to destination, there are considerable benefits to routing them through a centralized system. Output Manager is therefore built around these main concepts:

- Maximize the number of sources from which you can receive documents
- Provide greater control over documents than can be found in other products
- Manage and expand the number of document destinations
• Ensure the security and integrity of documents throughout the send/receive cycle
• Produce a completely integrated audit trail and accounting functionality in order to monitor and control your costs
• Supply the tools necessary to convert document formats based upon the final destination
• Provide an observable process to a variety of audiences including administrators, print operators, end users, and management

5. Load Balancing Kofax Output Manager

5.1. Load Balancing & HA Requirements
The Output Manager components in a high availability environment require the following prerequisites to be installed and configured as per the Kofax Output Manager Installation Guide:

• Output Manager Core Server
• Output Manager Distributed Server
• Output Manager Web Server
• Output Manager Console
• Output Manager File Store
• Output Manager Web Client

5.2. Persistence (aka Server Affinity)
Kofax Output Manager does not require session affinity at the load balancing layer, as the back end uses an SQL database to handle session state.

5.3. Virtual Service (VIP) Requirements
To provide load balancing and HA for Product Name, the following VIPs are required:

• Output Manager Front End
• Output Manager Back End (using either HTTP or HTTPS)

5.4. Port Requirements
The following table shows the ports that are load balanced:

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocols</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>445</td>
<td>TCP/SMB</td>
<td>Output Manager front end</td>
</tr>
<tr>
<td>8068</td>
<td>TCP/HTTP</td>
<td>Output Manager back end over HTTP</td>
</tr>
</tbody>
</table>
6. Deployment Concept

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 Secondary Appliance 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 Kofax Output Manager, layer 4 DR mode and layer 7 SNAT mode are recommended. These modes are
described below and are used for the configurations presented in this guide. For configuring using DR mode please refer to Appliance Configuration for Kofax Output Manager – Using Layer 4 DR Mode and for configuring using layer 7 SNAT mode refer to Appliance Configuration for Kofax Output Manager – Using Layer 7 SNAT Mode.

7.1. Layer 4 DR Mode

Layer 4 DR (Direct Routing) mode is a very high performance solution that requires little change to your existing infrastructure.

**Note** Kemp, Brocade, Barracuda & A10 Networks call this Direct Server Return and F5 call it nPath.

- DR 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 the Real Server to own the Virtual Services IP address (VIP). This means that each Real Server (and the load balanced application) must respond to both the Real Server’s 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 Server in this way is referred to as "Solving the ARP Problem". For more information please refer to DR Mode Considerations.
- On average, DR mode is 8 times quicker than NAT mode for HTTP and much faster for other applications such as Remote Desktop Services, streaming media and FTP.
- The load balancer must have an interface in the same subnet as the Real Servers to ensure layer 2 connectivity which is required for DR mode to operate.
- 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 with DR mode, e.g. VIP:80 → RIP:8080 is not supported.
- DR mode is transparent, i.e. the Real Server will see the source IP address of the client.
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.

- 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.

7.3. Our Recommendation

Where possible we recommend that Layer 4 Direct Routing (DR) mode is used. This mode 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.

If DR mode cannot be used, for example if it is not possible to make changes to the real servers, or if the real servers are located in remote routed networks, then layer 7 SNAT mode is recommended.

8. Configuring Kofax Output Manager for Load Balancing

8.1. Registry Modifications
For the print servers that are going to be load balanced, to enable them to be accessed via a shared name (XeroxPrintService is the example used in this guide), add the following registry entries to each print server:

Key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa
Value: DisableLoopbackCheck
Type: REG_DWORD
Data: 1

Key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\lanmanserver\parameters
Value: DisableStrictNameChecking
Type: REG_DWORD
Data: 1

Key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\lanmanserver\parameters
Value: OptionalNames
Type: REG_MULTI_SZ
Data: XeroxPrintService

In the example presented here, XeroxPrintService is the name that will be used to access the load balanced print servers via the virtual service (VIP) created on the load balancer. This can be set to any appropriate name. Whatever name is used, it must resolve to the IP address of the VIP.

8.2. Configuring Name Resolution
For printer load balancing to work, DNS name resolution should be configured. A host name and corresponding ‘Host (A)’ record for the virtual service should be created, and should match the virtual IP (VIP) address defined on the load balancer.

8.3. Finalising the Configuration for Output Manager Back End Servers
To finalise the print server configuration changes, each print server must be rebooted.

In order to load balance Output Manager back end servers, Output Manager needs to be configured for high availability within the Output Manager Server Configuration Utility. This allows the user to select the Use HA check box where the user will be able to enter the associated load balancer virtual server IP address (VIP) or the
DNS alias for the VIP created.

For further details on how to configure Output Manager back end servers please refer to page 37 of the 'Output Manager Installation Guide Version 4.0 SP2'.

**Note**

Multi-function devices (MFDs) should be in the same group/folder in the Device Registration Service so that they inherit the same configuration.

### 8.4. Layer 4 DR Mode – Solving the ARP Problem

If using layer 4 DR mode, the 'ARP problem' must be solved on each real server for DR mode to work. For detailed steps on solving the ARP problem for Windows, please refer to *Solving the ARP Problem* for more information.

For a detailed explanation of DR mode and the nature of the ARP problem, please refer to *Layer 4 DR Mode*.

### 9. Loadbalancer.org Appliance – the Basics

#### 9.1. Virtual Appliance

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

**Note**

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

**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.

#### 9.2. Initial Network Configuration

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

**Important**

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

#### 9.3. Accessing the Appliance WebUI

The WebUI is accessed using a web browser. By default, users are authenticated using Apache authentication. Users can also be authenticated against LDAP, LDAPS, Active Directory or Radius - for more information, please
There are certain differences when accessing the WebUI for the cloud appliances. For details, please refer to the relevant Quick Start / Configuration Guide.

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


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

   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>

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

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

**Main Menu Options**

- **System Overview** - Displays a graphical summary of all VIPs, RIPs and key appliance statistics
- **Local Configuration** - Configure local host settings such as IP address, DNS, system time etc.
- **Cluster Configuration** - Configure load balanced services such as VIPs & RIPs
- **Maintenance** - Perform maintenance tasks such as service restarts and taking backups
- **View Configuration** - Display the saved appliance configuration settings
- **Reports** - View various appliance reports & graphs
- **Logs** - View various appliance logs
- **Support** - Create a support download, contact the support team & access useful links
- **Live Chat** - Start a live chat session with one of our Support Engineers
9.4. Appliance Software Update

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

Determining the Current Software Version

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

Checking for Updates using Online Update

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

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

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

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

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

   **Information:** Update completed successfully.

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

Using Offline Update

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

   ![Offline Update Screen]

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

### 9.5. Ports Used by the Appliance

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

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

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

9.6. HA Clustered Pair Configuration

Loadbalancer.org recommend that load balancer appliances are deployed in pairs for high availability. In this guide a single unit is deployed first, adding a secondary unit is covered in Configuring HA - Adding a Secondary Appliance.

10. Appliance Configuration for Kofax Output Manager – Using Layer 4 DR Mode

When deploying Kofax Output Manager, two virtual services must be configured: a virtual service for the Output Manager front end, and a virtual service for the Output Manager back end.

10.1. Configuring VIP 1 – Output Manager Front End

Configuring the Virtual Service (VIP)

1. Using the web user interface, navigate to Cluster Configuration > Layer 4 – Virtual Services and click on Add a new Virtual Service.

2. Define the Label for the virtual service as required, e.g. OM-FrontEnd.

3. Set the Virtual Service IP Address field to the required IP address, e.g. 192.168.85.50.

4. Set the Ports to 445.

5. Leave the Protocol set to TCP.


7. Click Update to create the virtual service.
8. Click **Modify** next to the newly created VIP.

9. Set **Balance Mode** to **Weighted Round Robin**.

10. Make sure that the **Persistent** checkbox is not selected.

11. Set the **Health Checks Check Type** to **Connect to port**.

12. Set the **Check Port** to 445.

13. Click **Update**.

---

**Layer 4 - Add a new Virtual Service**

<table>
<thead>
<tr>
<th>Label</th>
<th>OM-FrontEnd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Service IP Address</td>
<td>192.168.85.50</td>
</tr>
<tr>
<td>Ports</td>
<td>445</td>
</tr>
<tr>
<td>Protocol</td>
<td>TCP</td>
</tr>
<tr>
<td>Forwarding Method</td>
<td>Direct Routing</td>
</tr>
</tbody>
</table>

---

**Layer 4 - Modify Virtual Service**

<table>
<thead>
<tr>
<th>Label</th>
<th>OM-FrontEnd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Service IP Address</td>
<td>192.168.85.50</td>
</tr>
<tr>
<td>Ports</td>
<td>445</td>
</tr>
<tr>
<td>Protocol</td>
<td>TCP</td>
</tr>
<tr>
<td>Forwarding Method</td>
<td>Direct Routing</td>
</tr>
<tr>
<td>Balance Mode</td>
<td>Weighted Round Robin</td>
</tr>
<tr>
<td>Persistent</td>
<td></td>
</tr>
<tr>
<td>Health Checks</td>
<td></td>
</tr>
<tr>
<td>Check Port</td>
<td>445</td>
</tr>
</tbody>
</table>

---

**Defining the Real Servers (RIPs)**

1. Using the web user interface, navigate to **Cluster Configuration > Layer 4 – 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. **OM-FrontEnd-Srv1**.

3. Set the **Real Server IP Address** field to the required IP address, e.g. **192.168.100.200**.

4. Click **Update**.
5. Repeat these steps to add additional real servers as required.

### Layer 4 Add a new Real Server - OM-FrontEnd

<table>
<thead>
<tr>
<th>Label</th>
<th>OM-FrontEnd-Srv1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Server IP Address</td>
<td>192.168.100.200</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>

10.2. Configuring VIP 2 – Output Manager Back End

#### Configuring the Virtual Service (VIP)

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

2. Define the *Label* for the virtual service as required, e.g. OM-BackEnd.

3. Set the *Virtual Service IP Address* field to the required IP address, e.g. 192.168.85.60.

4. Set the *Ports* field as required, based on your setup:
   - If only HTTP traffic will be passed to the back end, set the *Ports* field to 8068
   - If only HTTPS traffic will be passed to the back end, set the *Ports* field to 8069

5. Leave the *Protocol* set to TCP.

6. Leave the *Forwarding Method* set to Direct Routing.

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

### Layer 4 - Add a new Virtual Service

<table>
<thead>
<tr>
<th>Label</th>
<th>OM-BackEnd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Service IP Address</td>
<td>192.168.85.60</td>
</tr>
<tr>
<td>Ports</td>
<td>8069</td>
</tr>
<tr>
<td>Protocol</td>
<td>TCP</td>
</tr>
<tr>
<td>Forwarding Method</td>
<td>Direct Routing</td>
</tr>
</tbody>
</table>

8. Click *Modify* next to the newly created VIP.
9. Set *Balance Mode* to *Weighted Round Robin*.

10. Make sure that the *Persistent* checkbox is not selected.

11. Set the *Health Checks Check Type* to *Connect to port*.

12. Set the *Check Port* to the same port defined under *Virtual Service Ports*, i.e. either 8068 or 8069.

13. Click *Update*.

### Defining the Real Servers (RIPs)

1. Using the web user interface, navigate to *Cluster Configuration > Layer 4 – 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. *OM-BackEnd-Srv1*.

3. Set the *Real Server IP Address* field to the required IP address, e.g. 192.168.85.210.

4. Click *Update*.

5. Repeat these steps to add additional real servers as required.
11. Appliance Configuration for Kofax Output Manager – Using Layer 7 SNAT Mode

When deploying Kofax Output Manager, two virtual services must be configured: a virtual service for the Output Manager front end, and a virtual service for the Output Manager back end.

11.1. Configuring VIP 1 – Output Manager Front End

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. OM-FrontEnd.
3. Set the Virtual Service IP Address field to the required IP address, e.g. 192.168.85.50.
4. Set the Ports field to 445.
5. Set the Layer 7 Protocol to TCP Mode.
6. Click Update to create the virtual service.

7. Click Modify next to the newly created VIP.
8. Set Balance Mode to Weighted Round Robin.
9. Set Persistence Mode to None.
10. Under the Health Checks section click Advanced to expand the menu.
11. Set Health Checks to Connect to port.
12. Set Check Port to the "Port" value, e.g. 445.
13. Click Update.
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. OM-FrontEnd-Srv1.

3. Set the Real Server IP Address field to the required IP address, e.g. 192.168.100.200.

4. Set the Real Server Port field to 445.

5. Click Update.

6. Repeat these steps to add additional real servers as required.
11.2. Configuring VIP 2 – Output Manager Back End

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. OM-BackEnd.

3. Set the Virtual Service IP Address field to the required IP address, e.g. 192.168.85.60.

4. Set the Ports field as required, based on your setup:
   - If only HTTP traffic will be passed to the back end, set the Ports field to 8068
   - If only HTTPS traffic will be passed to the back end, set the Ports field to 8069

5. Set the Layer 7 Protocol to TCP Mode.

6. Click Update to create the virtual service.

7. Click Modify next to the newly created VIP.

8. Set Balance Mode to Weighted Round Robin.

9. Set Persistence Mode to None.

10. Under the Health Checks section click Advanced to expand the menu.

11. Set Health Checks to Connect to port.

12. Set the Check Port to the same port defined under Virtual Service Ports, i.e. either 8068 or 8069.

13. Click Update.
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. OM-BackEnd-Srv1.

3. Set the Real Server IP Address field to the required IP address, e.g. 192.168.85.210.

4. Leave the Real Server Port field empty.

5. Click Update.

6. Repeat these steps to add additional real servers as required.
11.3. 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.

12. Testing & Verification

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

12.1. Testing the Load Balanced Print Service
The load balanced print service can be tested, either by browsing to the virtual service IP address or the share name, so for example

```
\10.10.10.190
```

or

```
\XeroxPrintService
```

Any shared printers and shared folders that have been configured on the real print servers should be visible.

It is also possible to test by using an Active Directory user and computers to set up a Group Policy Object (GPO) pointing to the Output Manager front end VIP. For more details on how to do this, refer to Deploying Printers via Group Policy.

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

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

14. Further Documentation

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

15.1. Solving the ARP Problem

When using Layer 4 DR mode, the ARP problem must be solved. This involves configuring each Real Server to be able to receive traffic destined for the VIP, and ensuring that each Real Server does not respond to ARP requests for the VIP address – only the load balancer should do this. The steps below are for Windows 2012 and later.

Windows Server 2012 & Later

Windows Server 2012 and later support Direct Routing (DR) mode through the use of the Microsoft Loopback Adapter that must be installed and configured on each load balanced (Real) Server. The IP address configured on the Loopback Adapter must be the same as the Virtual Service (VIP) address. This enables the server to receive packets that have their destination set as the VIP address. If a Real Server is included in multiple DR mode VIPs, an IP address for each VIP must be added to the Loopback Adapter.

In addition, the strong/weak host behavior must be configured on each Real Server. The weak host model allows packets with any IP to be sent or received via an interface. The strong host model only allows packets with an IP belonging to the interface to be sent or received.

Important: The following 3 steps must be completed on all Real Servers associated with the VIP.

Step 1 of 3: Install the Microsoft Loopback Adapter

1. Click Start, then run hdwwiz to start the Hardware Installation Wizard.
2. Once 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.

![Add Hardware](image)
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**.

### Note
You can configure IPv4 or IPv6 addresses or both depending on your requirements.

### Important
When configuring the loopback adapter properties, make sure that **Client for Microsoft Networks** and **File & Printer Sharing for Microsoft Networks** is also checked as shown below.

**IPv4 Addresses**

1. Uncheck all items except **Client for Microsoft Networks**, **File & Printer Sharing for Microsoft Networks** and **Internet Protocol Version 4 (TCP/IPv4)** as shown below:

![IPv4 Addresses](image)

2. Ensure that **Internet Protocol Version (TCP/IPv4)** is selected, click **Properties** and configure the IP address to be the same as the Virtual Service address (VIP) with a subnet mask of **255.255.255.255**, e.g. **192.168.2.20/255.255.255.255** as shown below:
192.168.2.20 is an example, make sure you specify the correct VIP address.

If a Real Server is included in multiple DR mode VIPs, an IP address for each VIP must be added to the Loopback Adapter.

3. Click OK then click Close to save and apply the new settings.

IPv6 Addresses

1. Uncheck all items except Client for Microsoft Networks, File & Printer Sharing for Microsoft Networks and Internet Protocol Version 6 (TCP/IPv6) as shown below:
2. Ensure that Internet Protocol Version (TCP/IPv6) is selected, 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:

Note 2001:470:1f09:e72::15/64 is an example, make sure you specify the correct VIP address.

Note If a Real Server is included in multiple DR mode VIPs, an IP address for each VIP must be
3. Click **OK** then click **Close** to save and apply the new settings.

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

The strong/weak host behavior can be configured using either of the following 2 methods:

- Option 1 - Using Network Shell (netsh) commands
- Option 2 - Using PowerShell cmdlets

The commands in this section assume that the LAN Adapter is named "net" and the Loopback Adapter is named "loopback" as shown in the example below:

### Option 1 - Using Network Shell (netsh) Commands

To configure the correct strong/weak host behavior run the following commands:

For IPv4 addresses:

```bash
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 IPv6 addresses:

```bash
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
```

### Option 2 - Using PowerShell Cmdlets

For IPv4 addresses:

Simply add the following PowerShell cmdlets to your script:

```powershell
Set-NetIPInterface -InterfaceName 'net' -WeakHostReceive $true
Set-NetIPInterface -InterfaceName 'loopback' -WeakHostReceive $true
Set-NetIPInterface -InterfaceName 'loopback' -WeakHostSend $true
```

Either adjust the commands to use the names allocated to your LAN and loopback adapters, or rename the adapters before running the commands. Names are case sensitive so make sure that the interface names used in the commands match the adapter names exactly.
15.2. Deploying Printers via Group Policy

It is possible to deploy a printer using a Group Policy, by following these steps:

1. Ensure that the load balanced print server name (e.g. XeroxPrintService) is resolvable by DNS or NetBIOS, as explained in the section Configuring Name Resolution.
2. On your print server, open: Administrative Tools > Printer Management.
3. Right-click Print Servers and enter the name for your load balanced print server (e.g. XeroxPrintService) and click OK.
4. Expand the Printers section.
5. Right click the printer you want to deploy, and click Deploy with Group Policy.
6. Select the relevant GPO and configure the remaining settings according to your requirements.

15.3. 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

<table>
<thead>
<tr>
<th>Sub Menu Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hostname &amp; DNS</td>
<td>Hostname and DNS settings</td>
</tr>
<tr>
<td>Network Interface Configuration</td>
<td>Interface IP addresses, bonding configuration and VLANs</td>
</tr>
<tr>
<td>Routing</td>
<td>Default gateways and static routes</td>
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<td>System Date &amp; time</td>
<td>Time and date related settings</td>
</tr>
<tr>
<td>Physical – Advanced Configuration</td>
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<td>SNMP settings</td>
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<td>Graphing settings</td>
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<td>License Key</td>
<td>Appliance licensing</td>
</tr>
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<td>Backup &amp; Restore</td>
<td>Local XML backups</td>
</tr>
<tr>
<td>Software Updates</td>
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<tr>
<td>Fallback Page</td>
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<td>Firewall Script</td>
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</tr>
<tr>
<td>Firewall Lockdown Wizard</td>
<td>Appliance management lockdown settings</td>
</tr>
</tbody>
</table>

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

### Configuring the HA Clustered Pair

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

1. Deploy a second appliance that will be the Secondary and configure initial network settings.

2. Using the WebUI on the Primary appliance, navigate to: `Cluster Configuration > High-Availability Configuration`.
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:

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

7. To finalize the configuration, restart heartbeat and any other services as prompted in the 'Commit changes' message box at the top of the screen.
Clicking the **Restart Heartbeat** button on the Primary appliance will also automatically restart heartbeat on the Secondary appliance.

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

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

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<thead>
<tr>
<th>Version</th>
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<th>Change</th>
<th>Reason for Change</th>
<th>Changed By</th>
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<tr>
<td>1.0.0</td>
<td>3 July 2018</td>
<td>Initial version</td>
<td></td>
<td>AH</td>
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<tr>
<td>1.0.1</td>
<td>5 July 2018</td>
<td>Replaced an irrelevant note with a new note about configuring HA in the Output Manager Server Configuration Utility</td>
<td>Required updates</td>
<td>AH</td>
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<tr>
<td>1.0.2</td>
<td>6 December 2018</td>
<td>Added the new &quot;Company Contact Information&quot; page</td>
<td>Required updates</td>
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<td>10 December 2019</td>
<td>Styling and layout</td>
<td>General styling updates</td>
<td>AH</td>
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<td>1.1.1</td>
<td>8 June 2020</td>
<td>New title page</td>
<td>Branding update</td>
<td>AH</td>
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<td>Updated Canadian contact details</td>
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<td>New screenshots for creating layer 7 VIPs</td>
<td>Changes to the appliance WebUI</td>
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<td>1.1.2</td>
<td>15 October 2020</td>
<td>Name change from Nuance to Kofax</td>
<td>Kofax Acquisition of Nuance Document Imaging</td>
<td>OW</td>
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<td>1.2.0</td>
<td>1 November 2021</td>
<td>Converted the document to AsciiDoc</td>
<td>Move to new documentation system</td>
<td>AH, RJC, ZAC</td>
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<td>1.2.1</td>
<td>28 September 2022</td>
<td>Updated layer 7 VIP and RIP creation screenshots</td>
<td>Reflect changes in the web user interface</td>
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<tr>
<td>1.2.2</td>
<td>5 January 2023</td>
<td>Combined software version information into one section</td>
<td>Housekeeping across all documentation</td>
<td>AH</td>
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<td>Added one level of section numbering</td>
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<td>Added software update instructions</td>
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<td>Added table of ports used by the appliance</td>
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<td>Reworded 'Further Documentation' section</td>
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