LOADBALANCER

DEPLOYMENT GUIDE

Load Balancing Kofax Output Manager

Version 1.3.0

Table of Contents

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 supported in all cloud platforms due to platform specific limitations, please check with Loadbalancer.org support for further details.

3. Software Versions Supported

3.1. Loadbalancer.org Appliance

- V8.4.1 and later

> **Note** The screenshots used throughout this document aim to track the latest Loadbalancer.org software version. If using an older software version, note that the screenshots presented here may not match the 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

> **Note** It's highly recommended that you have a working Kofax Output Manager environment first before implementing the load balancer.

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:

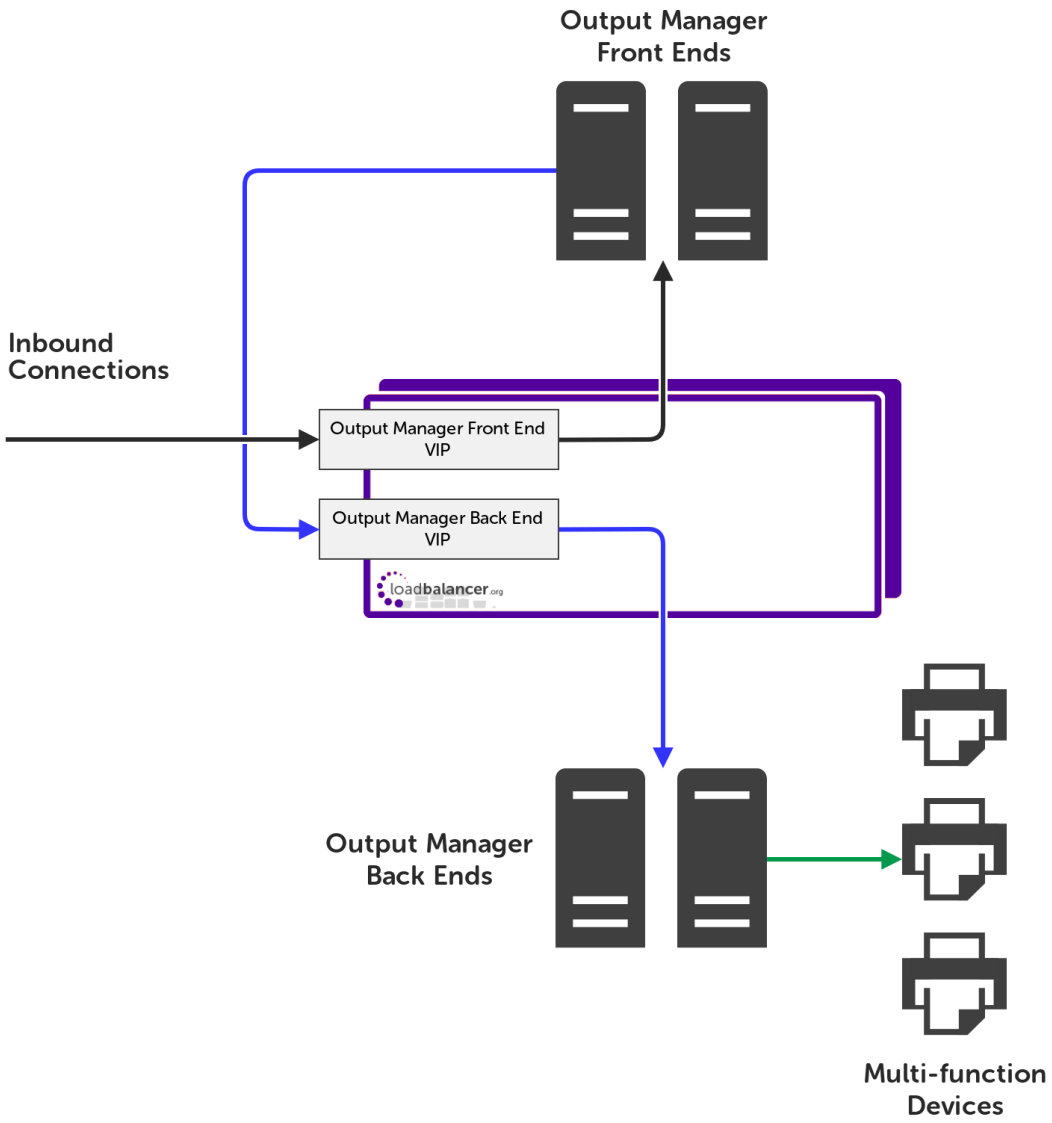
- Output Manager Front End
- Output Manager Back End (using either HTTP or HTTPS)

5.4. Port Requirements

The following table shows the ports that are load balanced:

Port	Protocols	Use
445	TCP/SMB	Output Manager front end
8068	TCP/HTTP	Output Manager back end over HTTP
8069	TCP/HTTPS	Output Manager back end over HTTPS

6. Deployment Concept



VIPs = **V**irtual **IP** Addresses

> **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 Configuring HA - Adding a Secondary Appliance for more details on configuring a clustered pair.

7. Load Balancer Deployment Methods

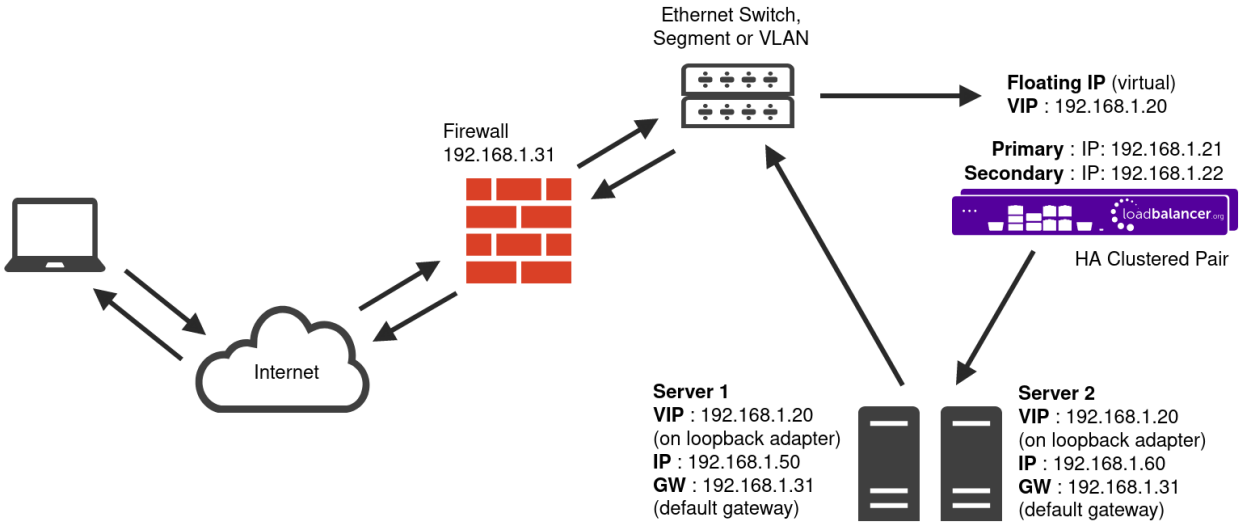
The load balancer can be deployed in 4 fundamental ways: ***Layer 4 DR mode***, ***Layer 4 NAT mode***, ***Layer 4 SNAT mode*** and ***Layer 7 SNAT mode***.

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

One-arm direct routing (DR) 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***.

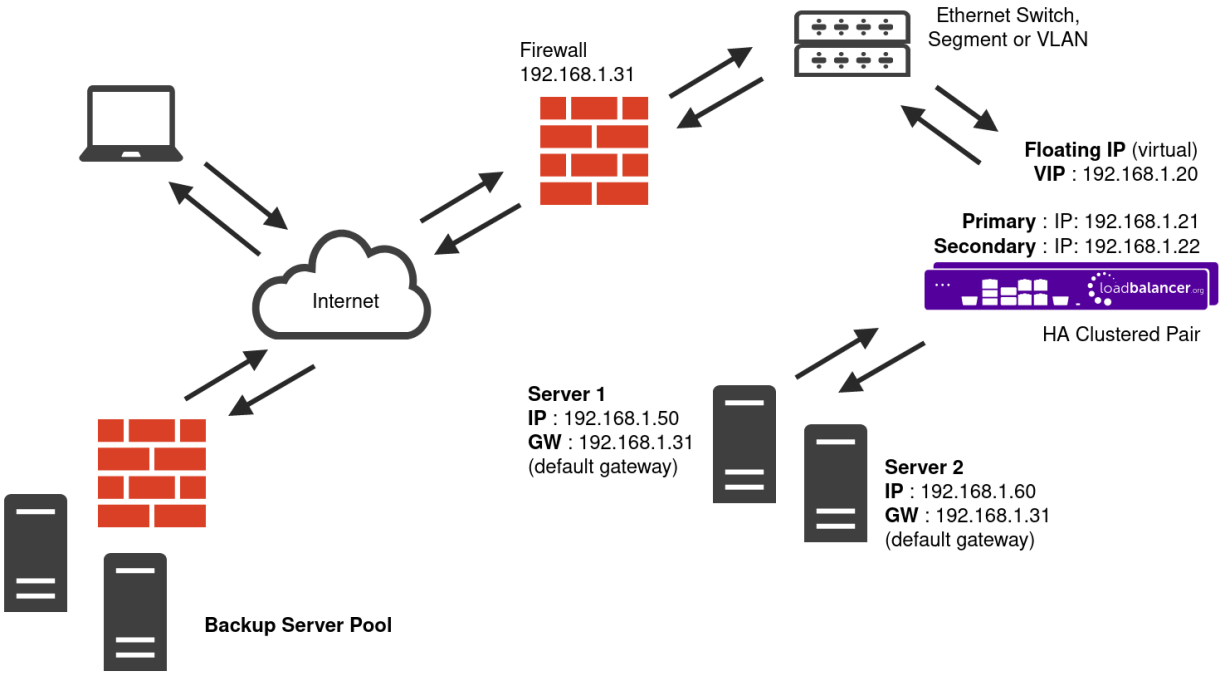


- DR mode works by changing the destination MAC address of the incoming packet to match the selected Real Server on the fly which is very fast.
- When the packet reaches the Real Server it expects the Real Server to own the Virtual Services IP address (VIP). This means that you need to ensure that the Real Server (and the load balanced application) respond to both the Real Server's own IP address and the VIP.
- The Real Servers should not respond to ARP requests for the VIP. Only the load balancer should do this. Configuring the Real Servers in this way is referred to as ***Solving the ARP problem***. For more information please refer to DR Mode Considerations.
- On average, DR mode is 8 times quicker than NAT for HTTP, 50 times quicker for Terminal Services and much, much faster for streaming media or FTP.
- The load balancer must have an Interface in the same subnet as the Real Servers to ensure layer 2 connectivity required for DR mode to work.
- The VIP can be brought up on the same subnet as the Real Servers, or on a different subnet provided that the load balancer has an interface in that subnet.
- Port translation is not possible 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
```

> **Note** 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 Server and other network 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 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.

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

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

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

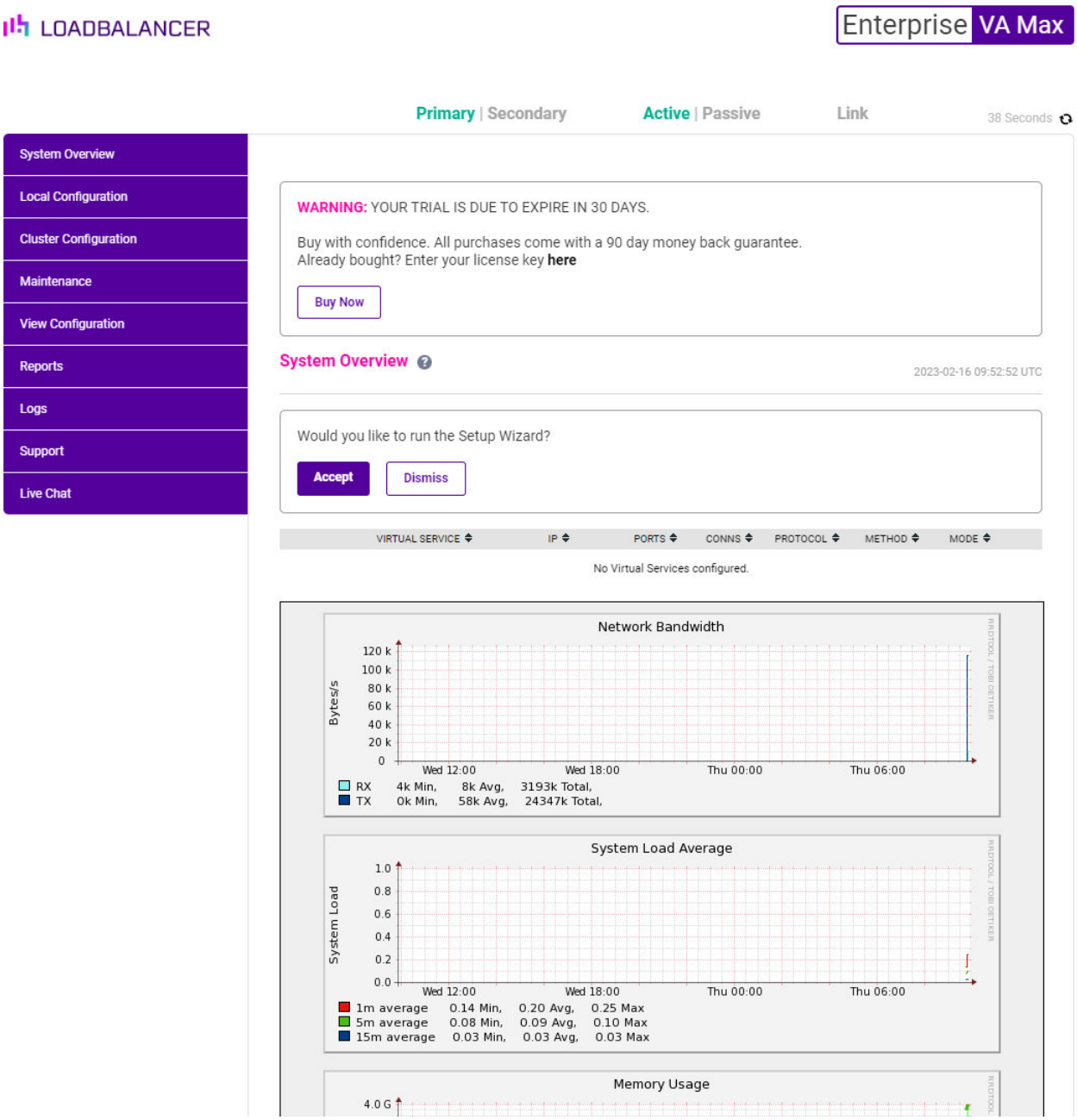
   > **Note** You'll receive a warning about the WebUI's certificate. This is due to the default self signed certificate that is used. If preferred, you can upload your own certificate - for more information, please refer to Appliance Security Features.

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. Click **Dismiss** if you're following a guide or want to configure the appliance manually. Click **Accept** to start the Setup Wizard.

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

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

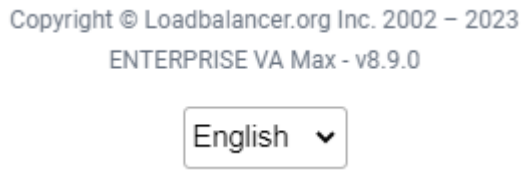
Live Chat - Start a live chat session with one of our Support Engineers

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

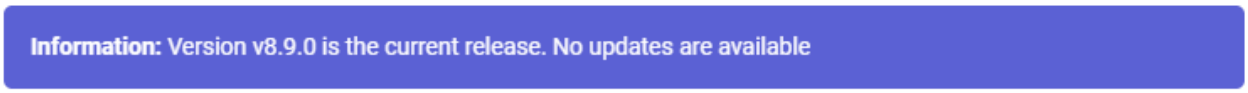
The software version is displayed at the bottom of the WebUI as shown in the example below:



Checking for Updates using Online Update

> **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:



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:

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

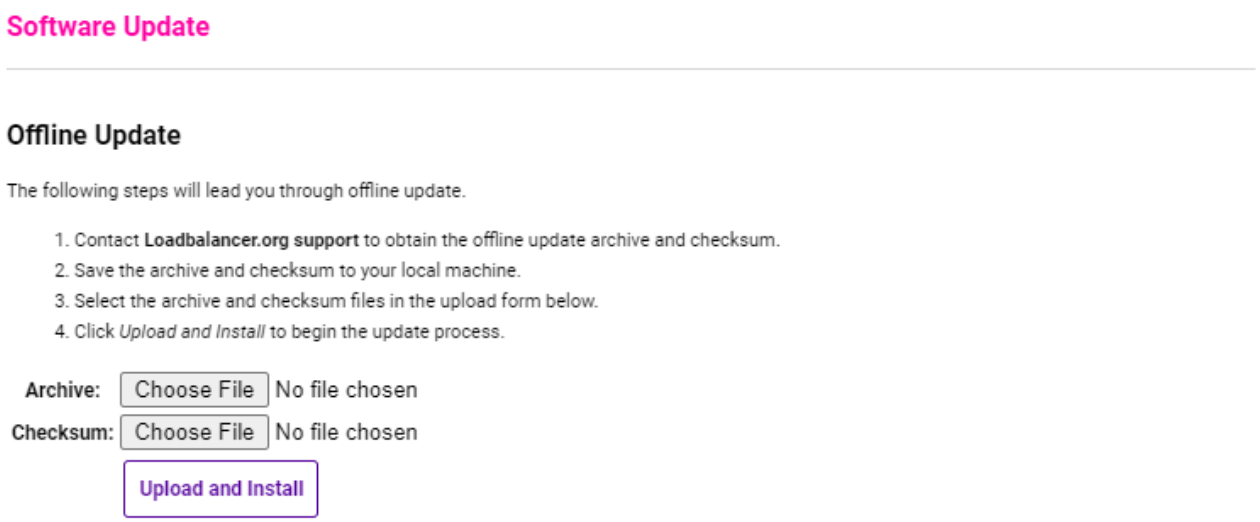
Using Offline Update

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:



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:

Protocol	Port	Purpose
TCP	22	SSH
TCP & UDP	53	DNS
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	9080	WebUI - HTTP (disabled by default)
TCP	9081	Nginx fallback page
TCP	9443	WebUI - HTTPS

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.

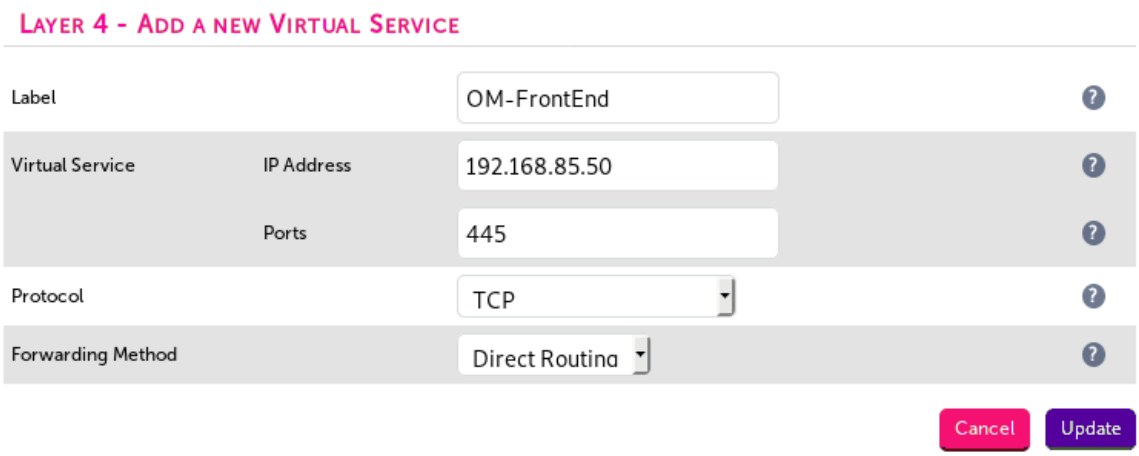
10. Appliance Configuration for Kofax Output Manager – Using Layer 4 DR Mode

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

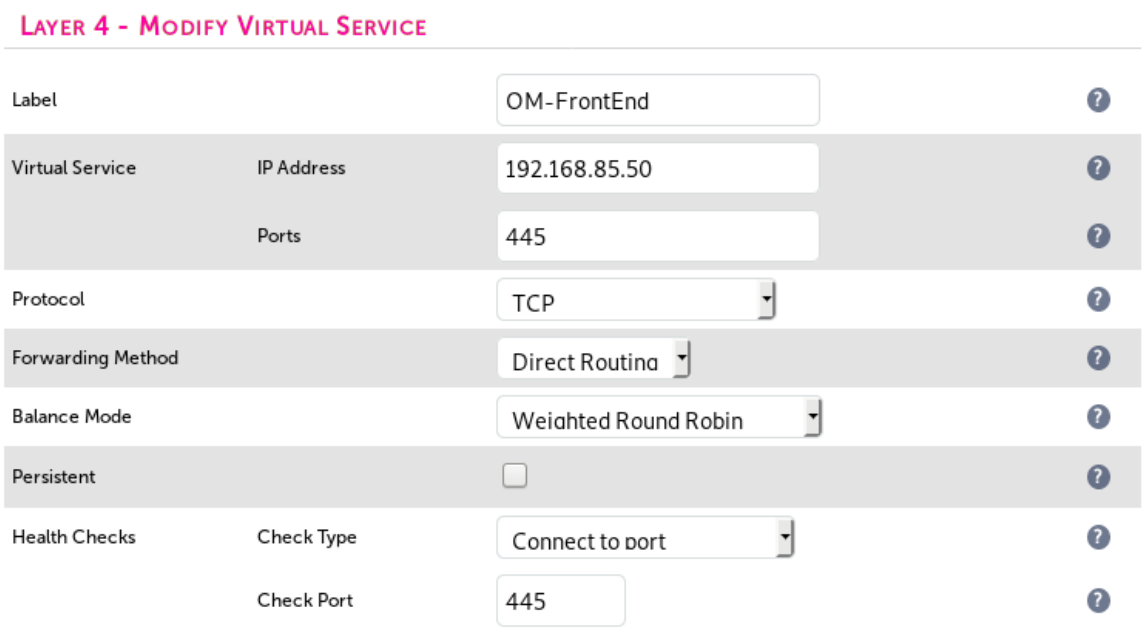
Configuring the Virtual Service (VIP)

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**.
6. Leave the *Forwarding Method* set to **Direct Routing**.
7. Click **Update** to create the virtual service.



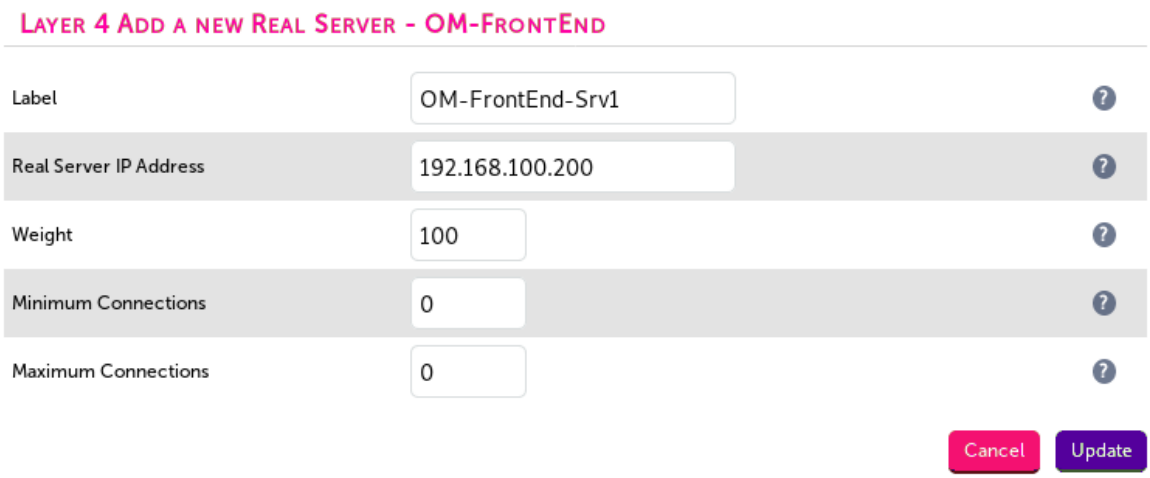
8. Click **Modify** next to the newly created VIP.
9. Set *Balance Mode* to **Weighted Round Robin**.
10. Make sure that the *Persistent* checkbox is not selected.
11. Set the *Health Checks Check Type* to **Connect to port**.
12. Set the *Check Port* to **445**.

13. Click **Update**.



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.

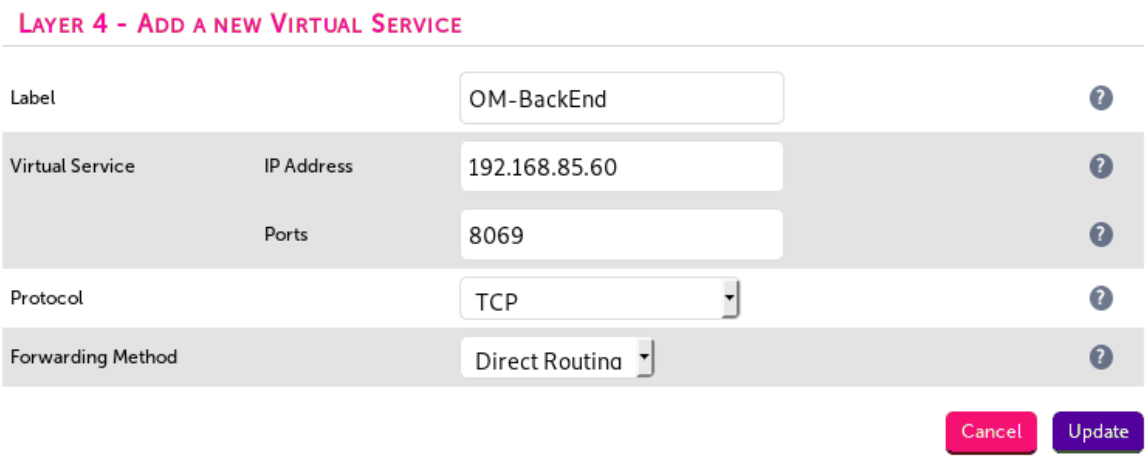


10.2. Configuring VIP 2 – Output Manager Back End

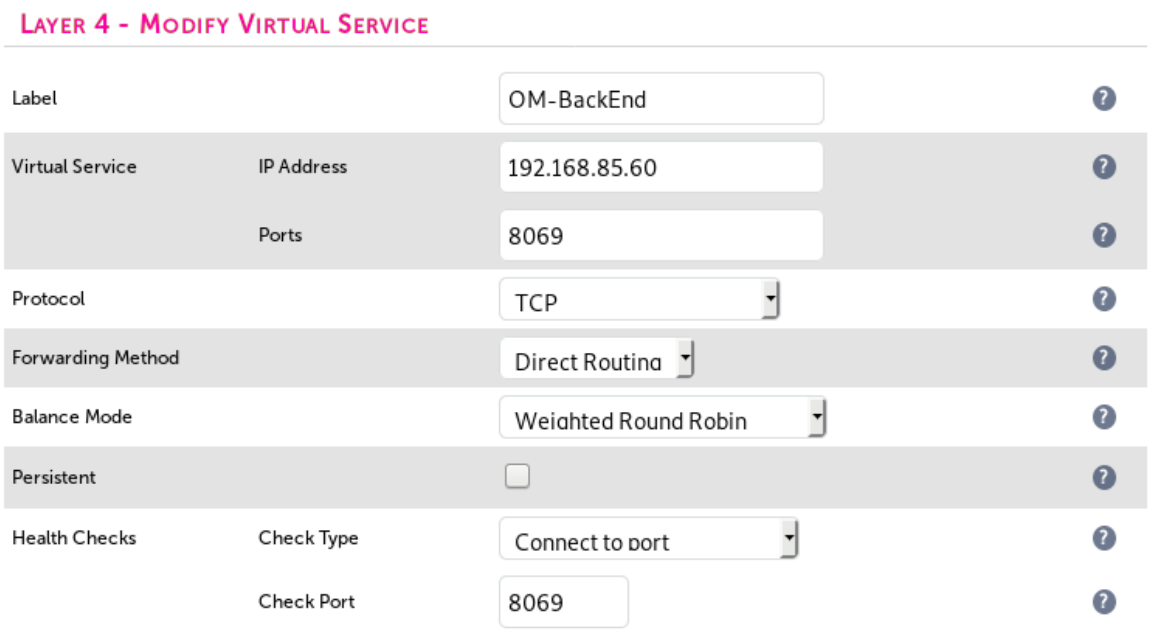
Configuring the Virtual Service (VIP)

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.

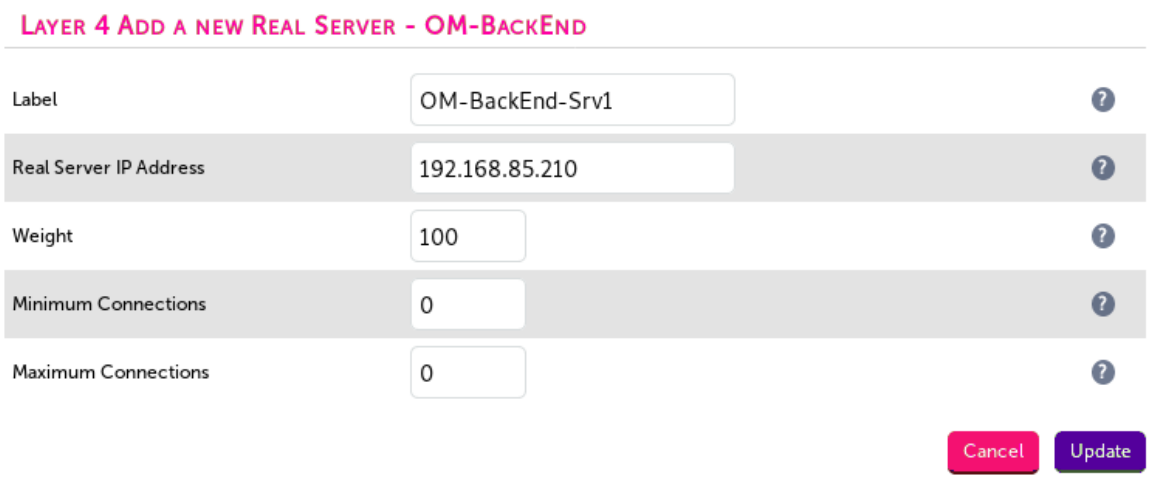


8. Click **Modify** next to the newly created VIP.
9. Set *Balance Mode* to **Weighted Round Robin**.
10. Make sure that the *Persistent* checkbox is not selected.
11. Set the *Health Checks Check Type* to **Connect to port**.
12. Set the *Check Port* to the same port defined under *Virtual Service Ports*, 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.



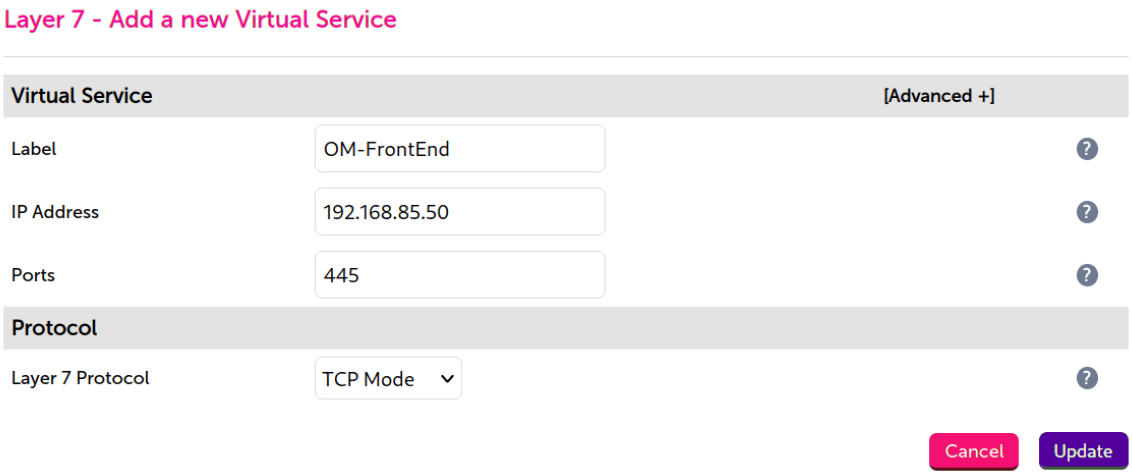
11. Appliance Configuration for Kofax Output Manager – Using Layer 7 SNAT Mode

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.

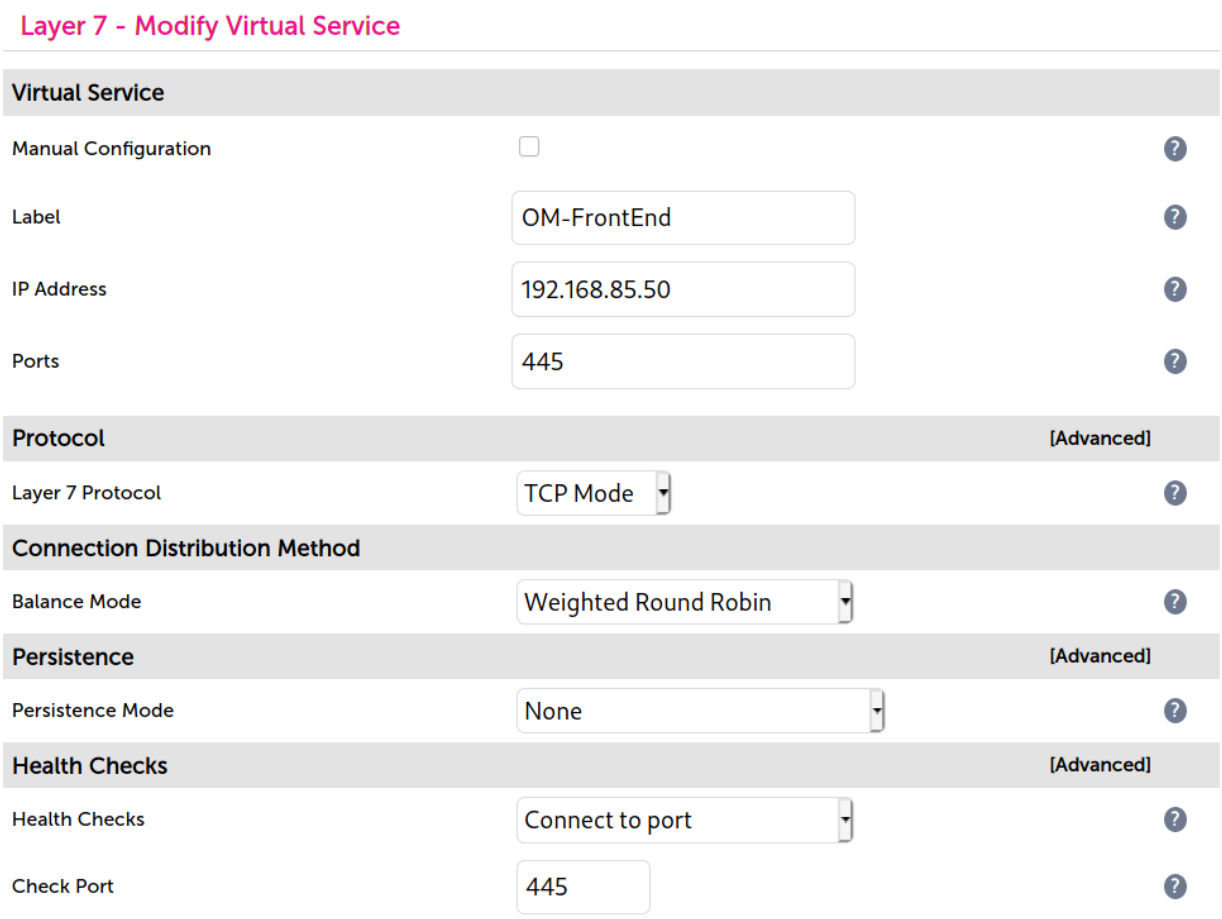
11.1. Configuring VIP 1 – Output Manager Front End

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.

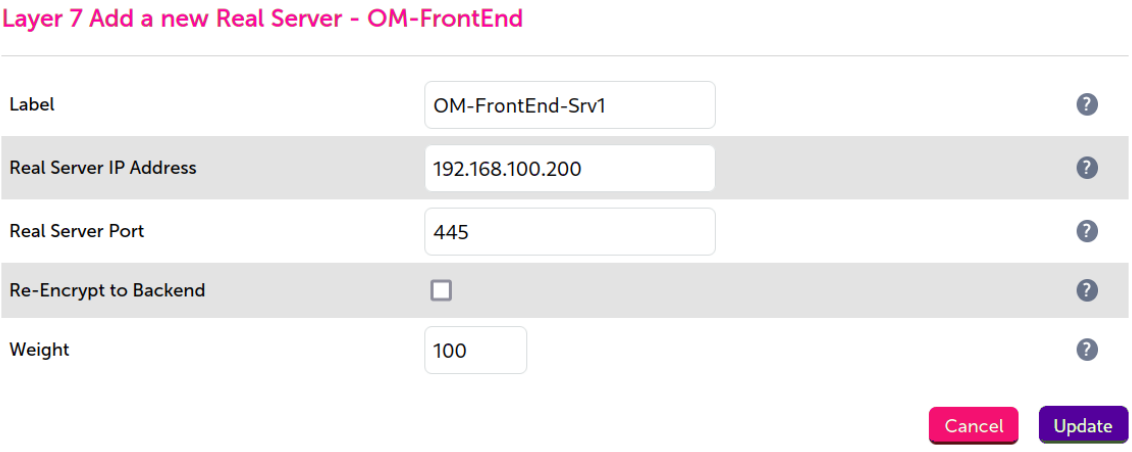


7. Click **Modify** next to the newly created VIP.
8. Set *Balance Mode* to **Weighted Round Robin**.
9. Set *Persistence Mode* to **None**.
10. Under the *Health Checks* section click **Advanced** to expand the menu.
11. Set *Health Checks* to **Connect to port**.
12. Set *Check Port* to the "Port"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



Defining the Real Servers (RIPs)

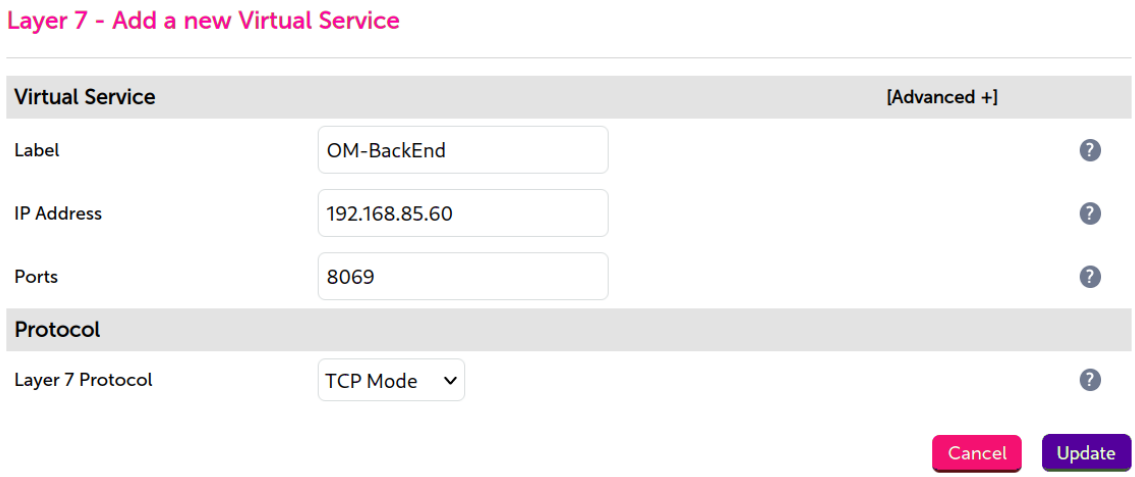
1. Using the web user interface, navigate to *Cluster Configuration > Layer 7 – Real Servers* and click on **Add a new Real Server** next to the newly created VIP.
2. Define the *Label* for the real server as required, e.g. **OM-FrontEnd-Srv1**.
3. Set the *Real Server IP Address* field to the required 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.



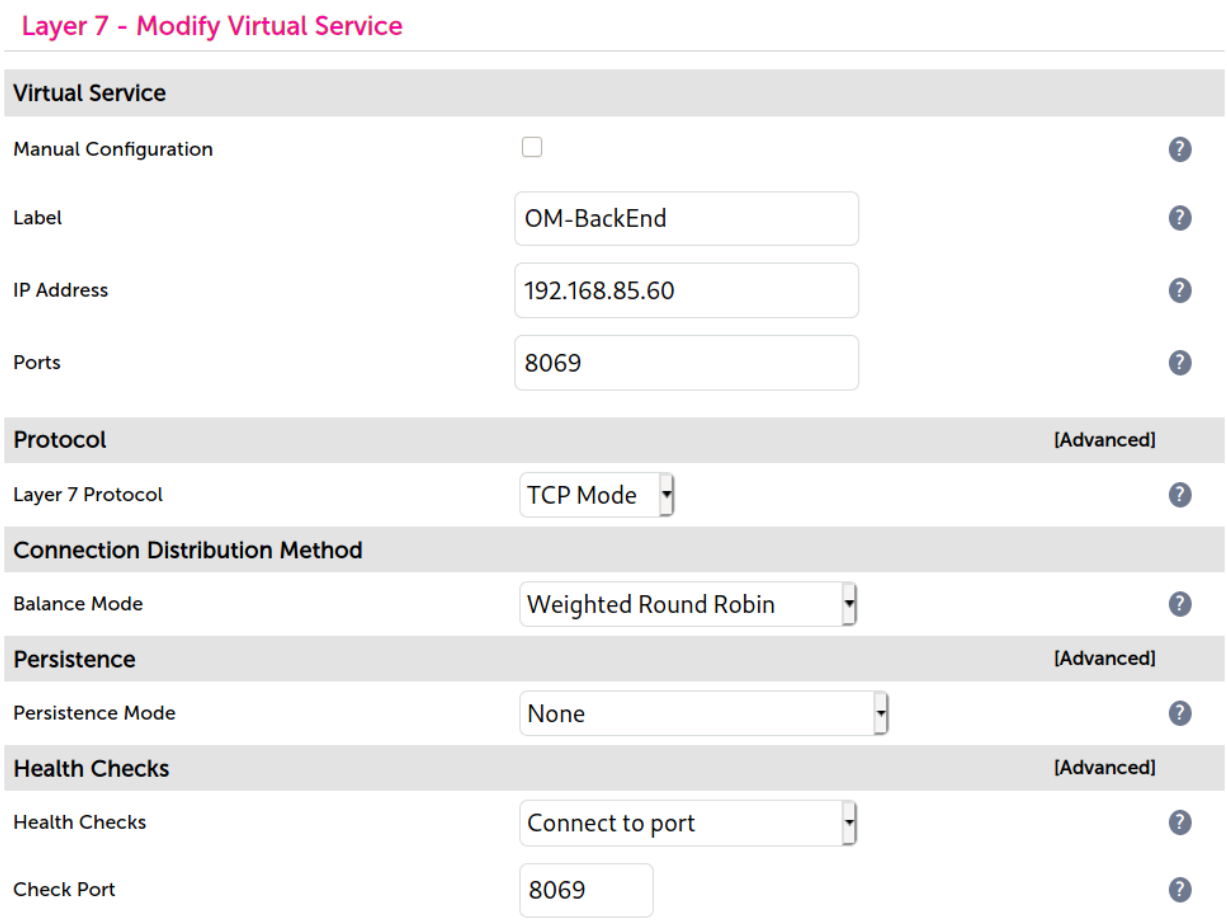
11.2. Configuring VIP 2 – Output Manager Back End

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.

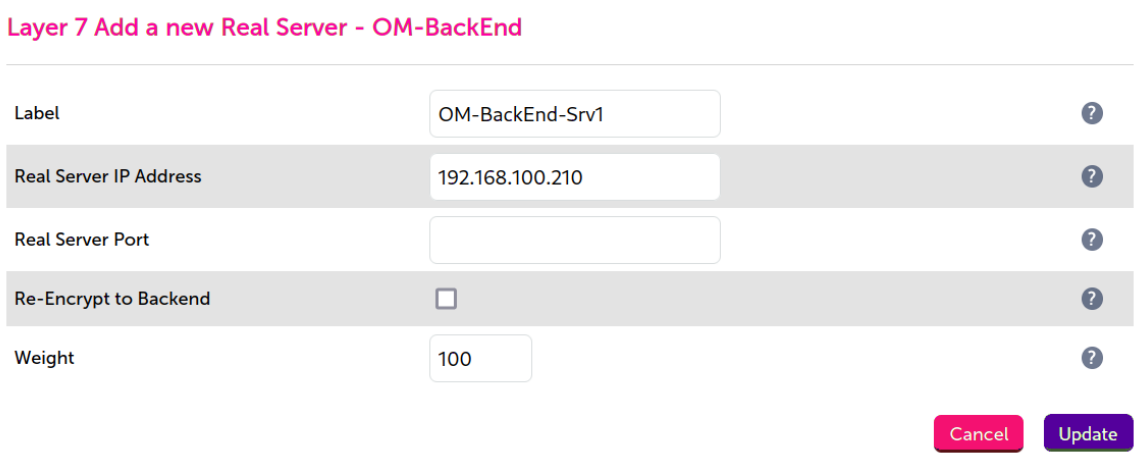


7. Click **Modify** next to the newly created VIP.
8. Set *Balance Mode* to **Weighted Round Robin**.
9. Set *Persistence Mode* to **None**.
10. Under the *Health Checks* section click **Advanced** to expand the menu.
11. Set *Health Checks* to **Connect to port**.
12. Set the *Check Port* to the same 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

> **Note** 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

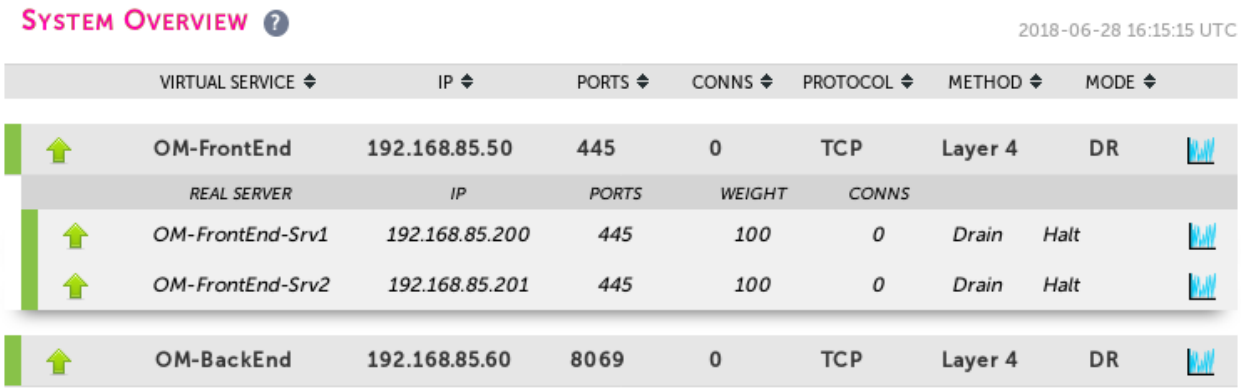
```
\\XeroxPrintService
```

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

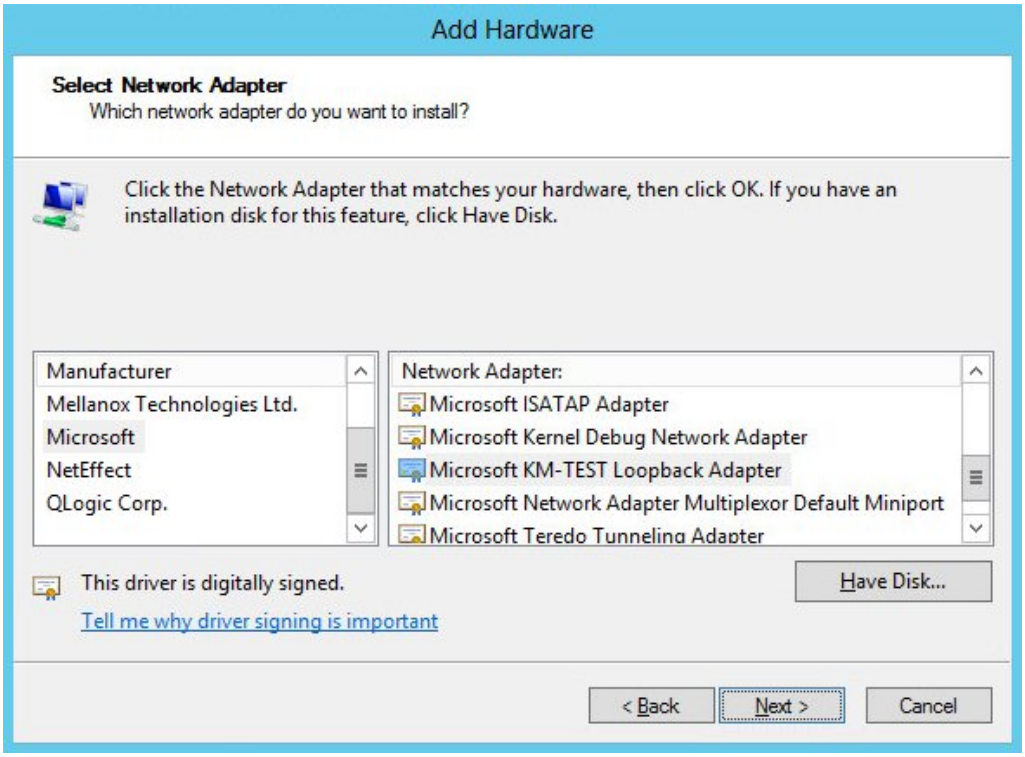
Windows Server 2012 and later support Direct Routing (DR) mode through the use of the Microsoft Loopback Adapter that must be installed and configured on each load balanced (Real) Server. The IP address configured on the Loopback Adapter must be the same as the Virtual Service (VIP) address. This enables 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, steps must be taken to set the strong/weak host behavior on each Real Server. This is used to either prevent or allow interfaces to receive packets destined for a different interface on the same server.

> **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**.



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

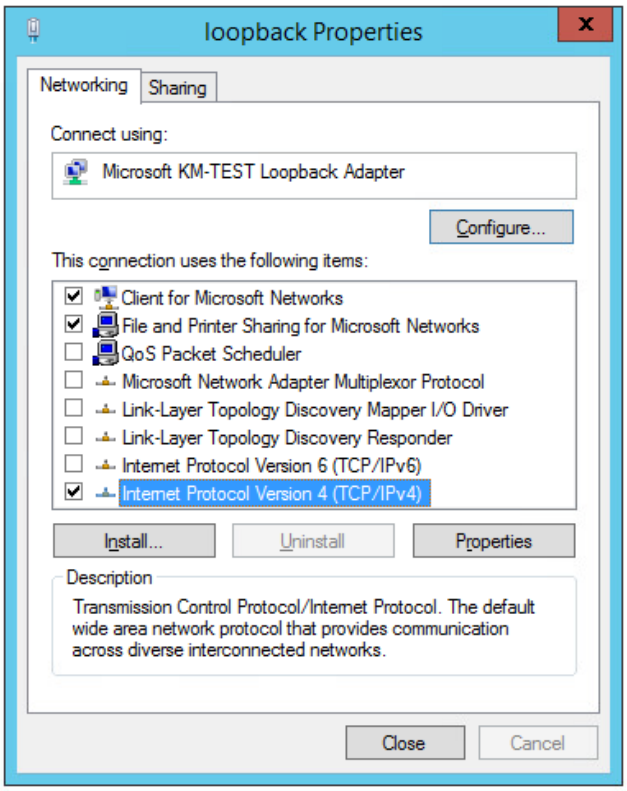
1. Open Control Panel and click **Network and Sharing Center**.
2. Click **Change adapter settings**.
3. Right-click the new Loopback Adapter and select **Properties**.

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

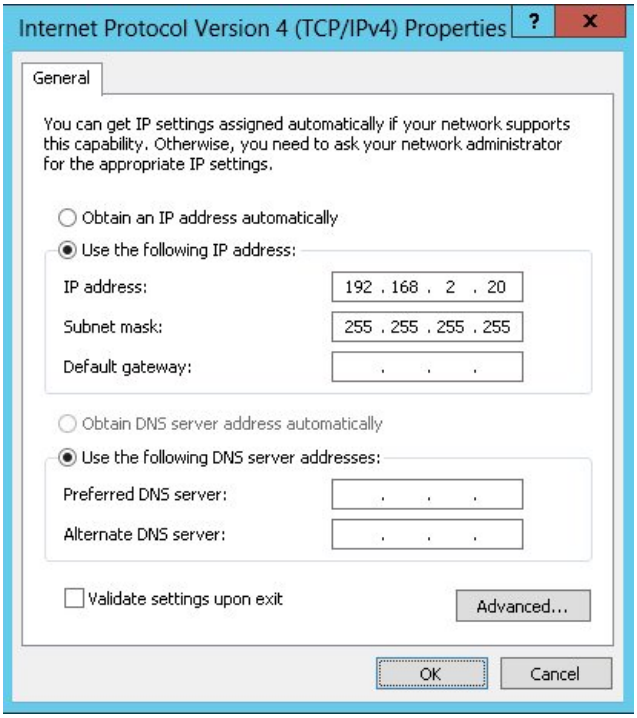
> **Important** when configuring the loopback adapter properties, make sure that **Client for Microsoft Networks** and **File & Printer Sharing for Microsoft Networks** is also checked as shown below.

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:



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:



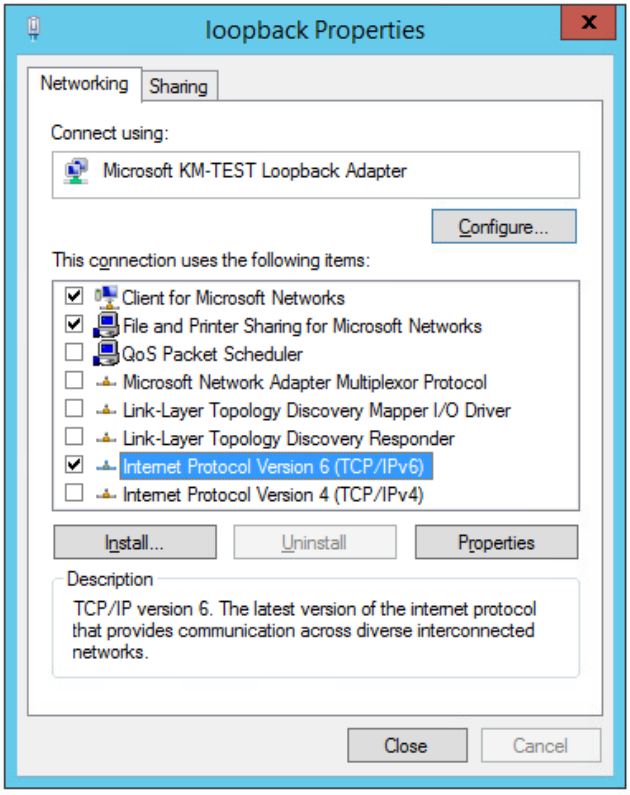
> **Note** **192.168.2.20** is an example, make sure you specify the correct VIP address.

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

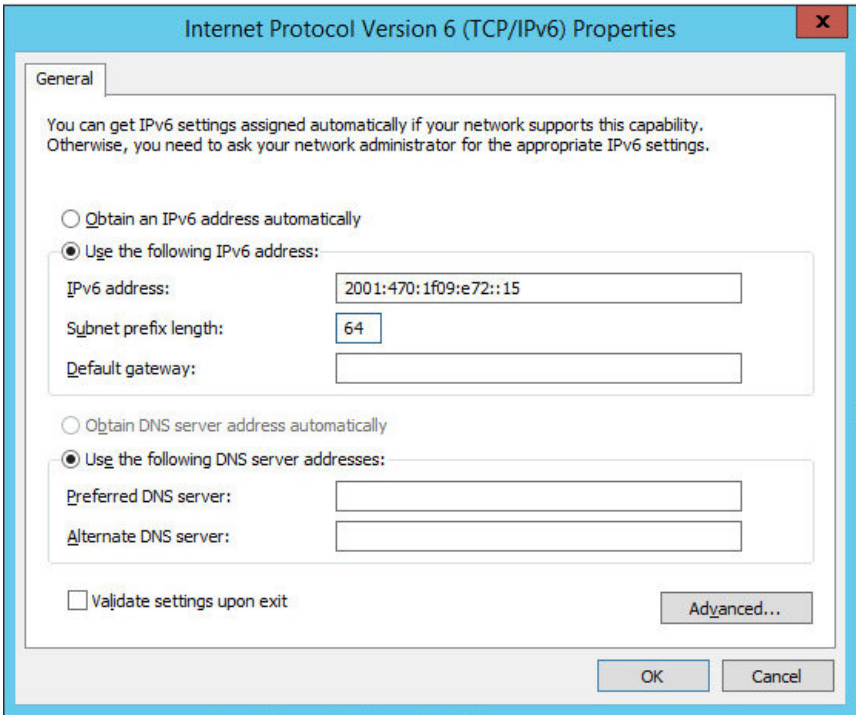
3. Click **OK** then click **Close** to save and apply the new settings.

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

added to the Loopback Adapter.

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:

> **Important** 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.

Option 1 - Using Network Shell (netsh) Commands

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

For IPv4 addresses:

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

For IPv6 addresses:

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

Option 2 - Using PowerShell Cmdlets

For IPv4 addresses:

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

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

For IPv6 Addresses:

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

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

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 configured first and then the Secondary should be added. Once the Primary and Secondary are paired, all load balanced services configured on the Primary are automatically replicated to the Secondary 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 Secondary. 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 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:

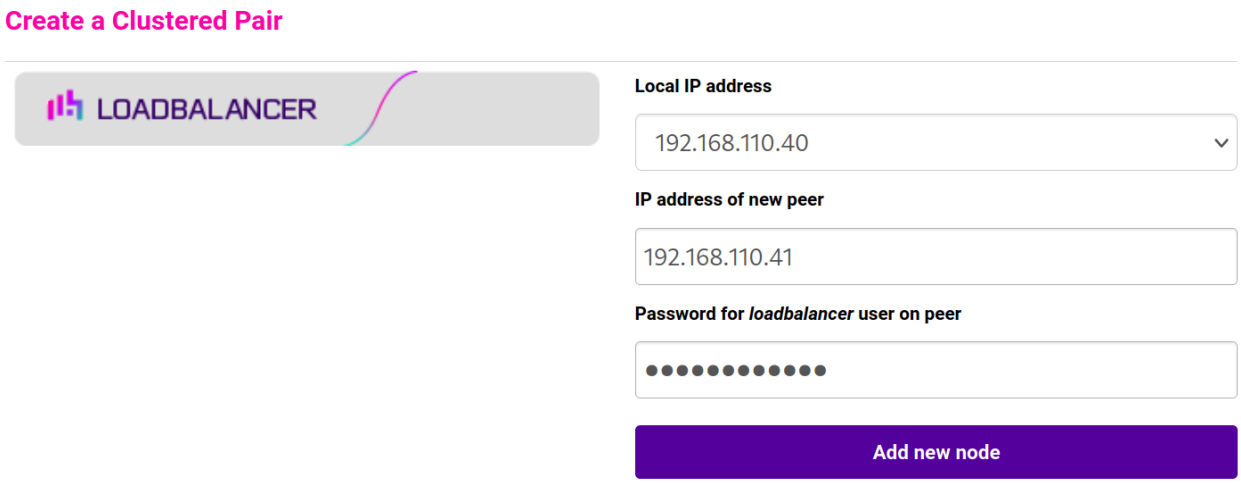
WebUI Main Menu Option	Sub Menu Option	Description
Local Configuration	Hostname & DNS	Hostname and DNS settings
Local Configuration	Network Interface Configuration	All network settings including IP address(es), bonding configuration and VLANs
Local Configuration	Routing	Routing configuration including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

Important Make sure that if these settings/updates have been configured on the Primary appliance, they're also configured on the Secondary appliance.

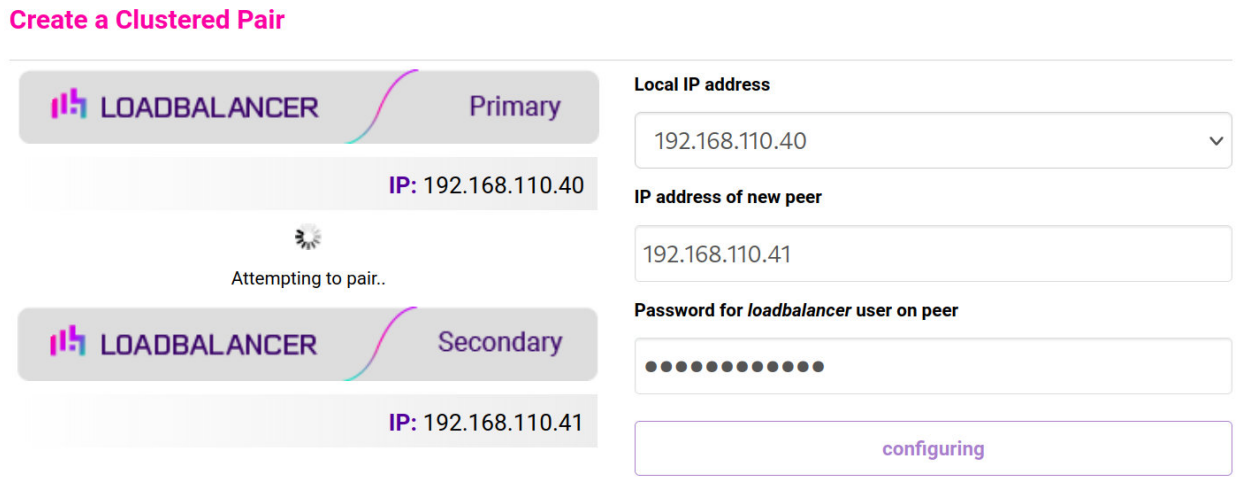
Adding a Secondary Appliance - Create an HA Clustered Pair

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.

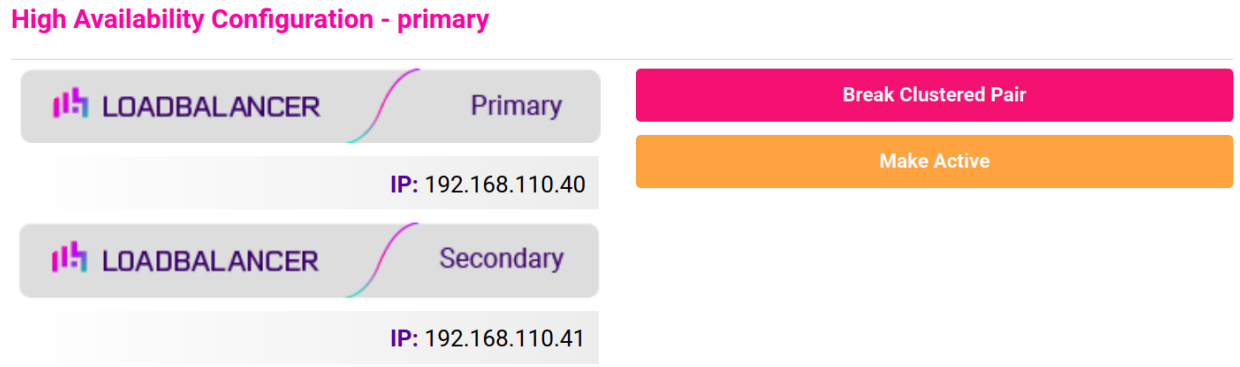
1. Deploy a second appliance that will be the Secondary and configure initial network settings.
2. Using the WebUI on the Primary appliance, navigate to: ***Cluster Configuration > High-Availability Configuration***.



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.

> **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.

16. Document Revision History

Version	Date	Change	Reason for Change	Changed By
1.0.0	3 July 2018	Initial version		AH
1.0.1	5 July 2018	Replaced an irrelevant note with a new note about configuring HA in the Output Manager Server Configuration Utility	Required updates	AH
1.0.2	6 December 2018	Added the new "Company Contact Information" page	Required updates	AH
1.1.0	10 December 2019	Styling and layout	General styling updates	AH
1.1.1	8 June 2020	New title page Updated Canadian contact details New screenshots for creating layer 7 VIPs	Branding update Change to Canadian contact details Changes to the appliance WebUI	AH
1.1.2	15 October 2020	Name change from Nuance to Kofax	Kofax Acquisition of Nuance Document Imaging	OW
1.2.0	1 November 2021	Converted the document to AsciiDoc	Move to new documentation system	AH, RJC, ZAC
1.2.1	28 September 2022	Updated layer 7 VIP and RIP creation screenshots	Reflect changes in the web user interface	AH
1.2.2	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 Removed references to the colour of certain UI elements	Housekeeping across all documentation	AH
1.2.3	2 February 2023	Updated screenshots	Branding update	AH

Version	Date	Change	Reason for Change	Changed By
1.2.4	7 March 2023	Removed conclusion section	Updates across all documentation	AH
1.3.0	24 March 2023	New document theme Modified diagram colours	Branding update	AH

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