Load Balancing Citrix StoreFront
Version 1.0.0
**Table of Contents**

1. About this Brief .................................................. 3
2. Loadbalancer.org Appliances Supported .................................. 3
3. Software Versions Supported ........................................ 3
   3.1. Loadbalancer.org Appliance ......................................... 3
   3.2. Citrix StoreFront ............................................. 3
4. Citrix StoreFront .................................................. 3
5. Load Balancing Citrix StoreFront .................................... 3
   5.1. Persistence (aka Server Affinity) ................................ 3
   5.2. Virtual Service (VIP) Requirements ............................... 4
   5.3. Port Requirements ............................................ 4
6. Deployment Concept ................................................ 4
7. Load Balancer Deployment Methods .................................... 4
   7.1. Layer 7 SNAT Mode ................................................ 5
8. Loadbalancer.org Appliance – the Basics ................................ 5
   8.1. Virtual Appliance .................................................. 6
   8.2. Initial Network Configuration .................................... 6
   8.3. Accessing the Appliance WebUI .................................. 6
      Main Menu Options .................................................. 8
   8.4. Appliance Software Update ....................................... 8
      Determining the Current Software Version .......................... 8
      Checking for Updates using Online Update ......................... 8
      Using Offline Update ............................................. 9
   8.5. Ports Used by the Appliance ..................................... 9
   8.6. HA Clustered Pair Configuration ................................ 10
9. Appliance Configuration for Citrix StoreFront ....................... 10
   9.1. Configuring the Virtual Service (VIP) ............................ 10
   9.2. Defining the Real Servers (RIPs) ................................ 11
   9.3. Finalizing the Configuration .................................... 11
10. Testing & Verification .............................................. 12
    10.1. Accessing a StoreFront Service ................................ 12
    10.2. Using System Overview ........................................ 12
11. Technical Support .................................................. 12
12. Further Documentation ............................................. 12
13. Appendix .......................................................... 13
      Non-Replicated Settings ........................................... 13
      Adding a Secondary Appliance - Create an HA Clustered Pair .... 14
14. Document Revision History .......................................... 16
1. About this Brief

This brief outlines the steps required to configure a load balanced Citrix StoreFront environment utilizing Loadbalancer.org appliances. It covers the configuration of the load balancers and also any StoreFront 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 Citrix StoreFront. 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

- V8.6.1 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. Citrix StoreFront

- All versions

4. Citrix StoreFront

Citrix StoreFront is an enterprise-grade application which provides users with easy, point and click access to full virtualised desktops as well as specific virtualised applications. StoreFront makes it simple to provide access to virtualised infrastructure both via its web interface as well as the Citrix Workspace desktop application.

5. Load Balancing Citrix StoreFront

   Note

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

5.1. Persistence (aka Server Affinity)

Citrix StoreFront requires IP address-based session affinity at the load balancing layer to ensure that a given client connection "sticks" to the same StoreFront server for the entirety of its session. This is enabled by default
when following the instructions presented in this document.

5.2. Virtual Service (VIP) Requirements
To provide load balancing and HA for Citrix StoreFront, a single VIP is required:

- Citrix StoreFront (HTTPS)

5.3. Port Requirements
The following table shows the port that is load balanced:

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocols</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>443</td>
<td>TCP/HTTPS</td>
<td>Citrix StoreFront Web Services</td>
</tr>
</tbody>
</table>

6. Deployment Concept

VIPs = Virtual 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 the section Configuring HA - Adding a Secondary Appliance in the appendix for more details on configuring a clustered pair.

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

For Citrix StoreFront, using layer 7 SNAT mode is recommended. This mode is described below and is used for the configurations presented in this guide. For configuring using layer 7 SNAT mode please refer to Section 9, "Appliance Configuration for Citrix StoreFront".
7.1. Layer 7 SNAT Mode

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

- Because layer 7 SNAT mode is a full proxy, any server in the cluster can be on any accessible subnet including across the Internet or WAN.

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

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

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

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

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

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

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

**Note** Please refer to Virtual Appliance Installation and the ReadMe.txt text file included in the VA download for additional information on deploying the VA using the various Hypervisors.

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

8.2. Initial Network Configuration
After boot up, follow the instructions on the appliance console to configure the management IP address, subnet mask, default gateway, DNS Server and other network settings.

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

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

**Note** There are certain differences when accessing the WebUI for the cloud appliances. For details, please refer to the relevant Quick Start / Configuration Guide.

**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:


**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

8.4. Appliance Software Update

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

Determining the Current Software Version

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

Copyright © Loadbalancer.org Inc. 2002 – 2023
ENTERPRISE VA Max - v8.9.0

Checking for Updates using Online Update

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

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

Information: Version v8.9.0 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.

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

To perform an offline update:

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

![Software Update](attachment:software_update.png)

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

**8.5. Ports Used by the Appliance**

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

<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>
</tbody>
</table>
### 8.6. HA Clustered Pair Configuration

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

### 9. Appliance Configuration for Citrix StoreFront

#### 9.1. Configuring the Virtual Service (VIP)

1. Using the web user interface, navigate to Cluster Configuration > Layer 7 – Virtual Services and click on Add a new Virtual Service.
2. Define the Label for the virtual service as required, e.g. Citrix StoreFront.
3. Set the Virtual Service IP Address field to the required IP address, e.g. 192.168.85.150.
4. Set the Ports field to 443.
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. In the **Other** section click **Advanced** to expand the menu.

9. Set the **Maximum Connections** field to **900**.

10. Click **Update**.

While StoreFront is typically deployed as an HTTPS-only application (which is the best practice from a security perspective), it is possible to also make use of plaintext HTTP on port 80 in addition to (encrypted) HTTPS on port 443. If the StoreFront servers are properly configured for HTTP access on port 80, this can be added to the load balancer configuration by setting the **Ports** field of the virtual service to **80,443**. The health check of the VIP should also be modified to ensure that it checks against port 443, by navigating to **Health Checks**, clicking **Advanced** to expand the menu, and setting the **Check Port** to **443**.

### 9.2. Defining the Real Servers (RIPs)

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

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

3. Set the **Real Server IP Address** field to the required IP address, e.g. **192.168.85.200**.

4. Click **Update**.

5. Repeat these steps to add the remaining StoreFront servers.

### 9.3. Finalizing the Configuration

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

1. Using the WebUI, navigate to: **Maintenance > Restart Services**.

2. Click **Reload HAProxy**.
10. Testing & Verification

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

10.1. Accessing a StoreFront Service

Test accessing a known working StoreFront service (i.e. a virtual desktop or a virtual application) via the VIP address. Ensure that the service functions as expected. This will test that StoreFront services can be successfully accessed via the load balanced virtual service.

10.2. Using System Overview

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

![System Overview](image)

11. Technical Support

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

12. Further Documentation

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

13.1. Configuring HA - Adding a Secondary Appliance

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

We recommend that the Primary appliance is 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.

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:

<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</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>
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

**Important**

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

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

![Create a Clustered Pair](image)

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

![Create a Clustered Pair](image)

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](#).
### 14. 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>
<tbody>
<tr>
<td>1.0.0</td>
<td>19 October 2023</td>
<td>Initial version</td>
<td></td>
<td>TW, AH</td>
</tr>
</tbody>
</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.

Visit us: www.loadbalancer.org
Phone us: +44 (0)330 380 1064
Phone us: +1 833 274 2566
Email us: info@loadbalancer.org
Follow us: @loadbalancer.org