



# Enterprise GCP Configuration Guide

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# 1. Introduction

Google Cloud Platform (GCP) is a broad suite of cloud-based services running on the same global infrastructure as Google's popular end-user products, such as Search and YouTube. It allows services to be deployed as and when required. Charges are made for what is used making it an extremely flexible and cost-effective solution. It offers scalable services deployed from a variety of management tools, such as WebUI and API. The Loadbalancer.org Enterprise GCP cloud based load balancer allows customers to rapidly deploy and configure a feature rich load balancing solution within the GCP cloud environment.

## 2. About Enterprise GCP

The core software is based on customized versions of Centos 6.x/RHEL 6.x, Linux 4.9.x, LVS, HA-Linux, HAProxy, Pound, STunnel & Ldirectord. At present, Enterprise GCP is available as a single appliance only due to the nature of the network design/constraints. HA (high-availability) clustering may be available in the future. Enterprise GCP is based on the same code base as our main hardware/virtual product. This means that Enterprise GCP supports many of the same features as the hardware & virtual based products. There are certain differences due to the way the GCP environment works. The main differences are listed below.

### Note

Currently, Enterprise GCP can have one network interface. This interface has a single primary internal IP address. A single external public IP can be associated with the primary IP to expose load balanced services on the public Internet. Additional load balanced services can be presented on the same IP address using different ports.

Multiple services on different internal IP addresses can be configured using Alias IPs. For a deployment example please refer to [Example 2 – Web Servers: Single Subnet, Layer 7, Internal Facing](#).

If you want to present additional services on different External IPs, a GCP load balancers (either HTTP(S), TCP or UDP) can be used to terminate additional public IP addresses. For more information and a deployment example, please refer to [Example 4 – using GCP Load balancer To Present Multiple Services on Different Public IPs](#).

## Main Differences to Our Standard (Non-Cloud) Product

1. Layer 4 DR mode is currently **not** supported.
2. HA (high availability) where a clustered pair of appliances is deployed is currently **not** supported.
3. Layer 4 NAT mode where the default gateway on the load balanced real servers is set to be the load balancer is **not** supported.
  - Instead, add a tagged route that only applies to traffic from the load balanced servers and set the next hop to be the load balancer – please refer to [Example 3 – Web Servers: Single Subnet, Layer 4, Public Facing](#) for an example of how VPC routing is modified to route traffic back via the load balancer.
4. Layer 7 SNAT mode with TProxy enabled where the default gateway on the load balanced real servers is required to be the load balancer is **not** supported.
  - Instead, add a tagged route that only applies to traffic from the load balanced servers and set the next hop to be the load balancer – please refer to [Example 3 – Web Servers: Single Subnet, Layer 4, Public Facing](#) for an example of how VPC routing is modified to route traffic back via the load balancer.
5. Enterprise GCP can have only one network interface.

## Why use Enterprise GCP?

Google's load balancer provides basic load balancing functionality but is limited in several areas. Loadbalancer.org's Enterprise GCP load balancer provides the following additional features & advantages:

1. Supports comprehensive Layer 7 load balancing.
2. Load balances both GCP based and non-GCP based servers.
3. Supports Round Robin and Least Connection connection distribution algorithms.
4. Supports customizable timeouts for custom applications beyond those offered by GCP.
5. Supports comprehensive back-end server health-check options.
6. Enables fallback servers to be configured and invoked when all load balanced servers/services fail.
7. Provides extensive real time and historical statistics reports.
8. Supports session distribution based on actual server load (utilizing Loadbalancer.org's feedback agent which is available for both Linux & Windows).
9. Supports SSL Termination.
10. Supports Microsoft RDP Cookie based persistence.

## 3. Accessing GCP

To start using GCP, you will need a Google account. If you don't already have one you can create one at the following URL: <https://cloud.google.com/>

## 4. GCP Management

GCP resources can be managed in various ways:

- GCP Portal
- Gcloud CLI
- GCP API

### Accessing the GCP Portal

The GCP Portal can be access [here](#).

### GCP CLI & GCP API

- Information on how to obtain, install and configure Gcloud CLI is available [here](#).
- Information on how to obtain, install and configure GCP API is available [here](#).

## 5. Deploying Enterprise GCP from the Marketplace

1. Login into the GCP Portal.
2. Select **Marketplace** from the menu and search for "Loadbalancer.org", you'll be presented with the following three options:
  - **Loadbalancer.org Enterprise GCP R20** – hourly billing with up to 5 VIPs / 4 RIPs

- Loadbalancer.org Enterprise GCP MAX – hourly billing with unlimited VIPs / RIPs
- Loadbalancer.org Enterprise GCP BYOL – for purchasing & applying your own license

#### Note

The BYOL version will work completely unrestricted for 30 days without any license applied. During this period, only Google Compute usage charges will apply. After the 30 days, the trial will still function, but no configuration changes will be possible until the license is applied.

3. Click on the option you require, you will be presented with a more detailed overview of the product.
4. Click the **Launch** button.

## New Loadbalancer.org Enterprise GCP BYOL deployment

Deployment name

lb1

Zone

europe-west2-c

### Machine type

#### Machine family

GENERAL-PURPOSE

COMPUTE-OPTIMISED

MEMORY-OPTIMISED

Machine types for common workloads, optimised for cost and flexibility

Series

N1

Powered by Intel Skylake CPU platform or one of its predecessors

Machine type

n1-standard-1 (1 vCPU, 3.75 GB memory)



vCPU

1

Memory

3.75 GB

#### ✓ CPU PLATFORM AND GPU

- Enter an appropriate *Deployment Name*
- Select the required *Zone*
- Configure the *Machine Type* settings according to your requirements

5. Scroll down to the *Boot disk & Networking* sections.

## Boot Disk

Boot disk type \*  
Standard Persistent Disk

Boot disk size in GB  
10

## Networking

### Network interfaces

Network interface

Network  
default

Subnetwork  
default

External IP  
Ephemeral

DONE

ADD NETWORK INTERFACE

**i** You have reached the maximum number of one network interface

- Configure the *Boot disk type* according to your requirements, these options can normally be left at their default values
- Configure the *Network Interfaces* settings according to your requirements

#### Note

The internal IP and the external IP of the load balancer instance can be promoted to static addresses rather than ephemeral after deployment. This is described further below.

- Scroll down to the *Firewall* section

## Firewall ?

Add tags and firewall rules to allow specific network traffic from the Internet



Creating certain firewall rules may expose your instance to the Internet. Please check if the rules that you are creating are aligned with your security preferences. [Learn more](#)

☒ Allow TCP port 9443 traffic from the Internet

Source IP ranges for TCP port 9443 traffic



IP forwarding  
Off



[^ SHOW LESS](#)

DEPLOY

- The following firewall rules are automatically configured for each VPC network:

<input type="checkbox"/>	Name	Type	Targets	Filters	Protocols/ports	Action
<input type="checkbox"/>	test-allow-icmp	Ingress	Apply to all	IP ranges: 0.0.0.0/0	icmp	Allow
<input type="checkbox"/>	test-allow-internal	Ingress	Apply to all	IP ranges: 10.128.0.0/9	all	Allow
<input type="checkbox"/>	test-allow-rdp	Ingress	Apply to all	IP ranges: 0.0.0.0/0	tcp:3389	Allow
<input type="checkbox"/>	test-allow-ssh	Ingress	Apply to all	IP ranges: 0.0.0.0/0	tcp:22	Allow

- When the Loadbalancer.org appliance is deployed, a new firewall rule is automatically added to enable access to the WebUI on port 9443. This is controlled by the option *Allow TCP port 9443 traffic from the Internet* shown above.
- Filters should be configured where possible to limit access to specific source IP ranges
- If you plan to use Layer 4 NAT or Layer 7 with TProxy ensure that *IP Forwarding* is **On**
- Add additional rules as required by your deployment.

### Note

When troubleshooting connection issues, you can disable a firewall rule rather than deleting it. Select the rule, select **EDIT** and navigate to the **Enforcement** section, select **Disabled** and click **SAVE**.

6. Click **Deploy** – a deployment summary page will be displayed:



The screenshot shows the Deployment Manager interface. On the left, a sidebar contains 'Deployments' and 'Type registry'. The main area is divided into two panes. The left pane shows a tree view of the deployment 'lb1', which includes a sub-deployment 'loadbalancer-byol'. Under 'loadbalancer-byol', there are several resources: 'loadbalancer-byol-vm-tmpl' (a VM instance template), 'lb1-vm' (a VM instance), 'generated-password-0' (a password resource), and 'lb1-tcp-9443' (a firewall). The right pane displays the details for the 'loadbalancer-byol' deployment, including the 'Loadbalancer.org Enterprise GCP BYOL' logo, the site address, admin user, admin password, instance name, instance zone, and instance machine type. It also provides links for 'MORE ABOUT THE SOFTWARE', 'Get started with Loadbalancer.org Enterprise GCP BYOL', 'Suggested next steps' (Request a license, Change the temporary password, Assign a static external IP address), and 'Documentation' (Getting Started Guide, Appliance Administration Manual).

- The auto generated temporary password that is used to login as the WebUI user 'loadbalancer' should be changed once you login
- If the instance has an external IP, you can directly access the WebUI after deployment by clicking the **Visit the Site** button
- If you have deployed a BYOL appliance, you automatically have a 30 day trial. The Request a License link takes you to the loadbalancer.org website to purchase a license
- An ephemeral external IP is assigned to the appliance. For production deployments this should be changed to a static address

### Warning

Do **NOT** change the private IP of the appliance using the appliance's WebUI. This will not update the GCP network stack and make the appliance completely unusable. There is currently no recovery from this and you'll need to deploy a new instance.

## To Reserve a static private IP address for the appliance

1. Using the GCP console, edit the instance.
2. In the *Network Interfaces* section change *Internal IP type* to **Static**.



**Reserve static internal IP address**

Reserve IP address 10.154.0.12

**Name** ⓘ  
Name is permanent

lb1-internal-ip

**Description (Optional)** ⓘ

LB1 Internal IP

CANCEL RESERVE

3. In the popup, specify an appropriate *Name* & *Description*.
4. Click **Reserve**.
5. Scroll to the end of the page and click **Save**.

## To Reserve A static public IP address for the appliance

1. Using the GCP console, edit the instance.
2. In the *Network Interfaces* section change *External IP type* to **Create IP address**.

**Reserve a new static IP address**

**Name** ⓘ  
Name is permanent

lb1-external-ip

**Description (Optional)** ⓘ

LB1 External IP

**Network Service Tier** ⓘ

☐ Premium (current project-level tier, [change](#)) ⓘ

☒ Standard ⓘ

**Region**  
europe-west2

Standard tier uses the same region as your VM instance

CANCEL RESERVE

3. In the popup, specify an appropriate *Name* & *Description*.
4. Set the *Network Service Tier* according to your requirements.
5. Click **Reserve**.
6. Scroll to the end of the page and click **Save**.

## 6. Accessing the Appliance

### Accessing the Appliance using the WebUI

As mentioned above, you can access the appliance immediately from the deployment screen by clicking the **Visit the Site** button. This will open a new browser window and connect to **https://<instance-public-ip>:9443**.

Alternatively, open a browser and navigate to the Public IP address on port 9443, i.e.

**https://<Public IP Address>:9443**

or

**https://<FQDN>:9443**

#### Note

Google Cloud VPC networks have an internal DNS service and do not automatically support configuring external DNS for a VM.

You'll receive a warning about the certificate as it's a self signed cert not related to an Internet based CA. Confirm you want to continue and a login prompt will be displayed. Use the following default credentials:

**Username:** loadbalancer

**Password:** <temporary-password>

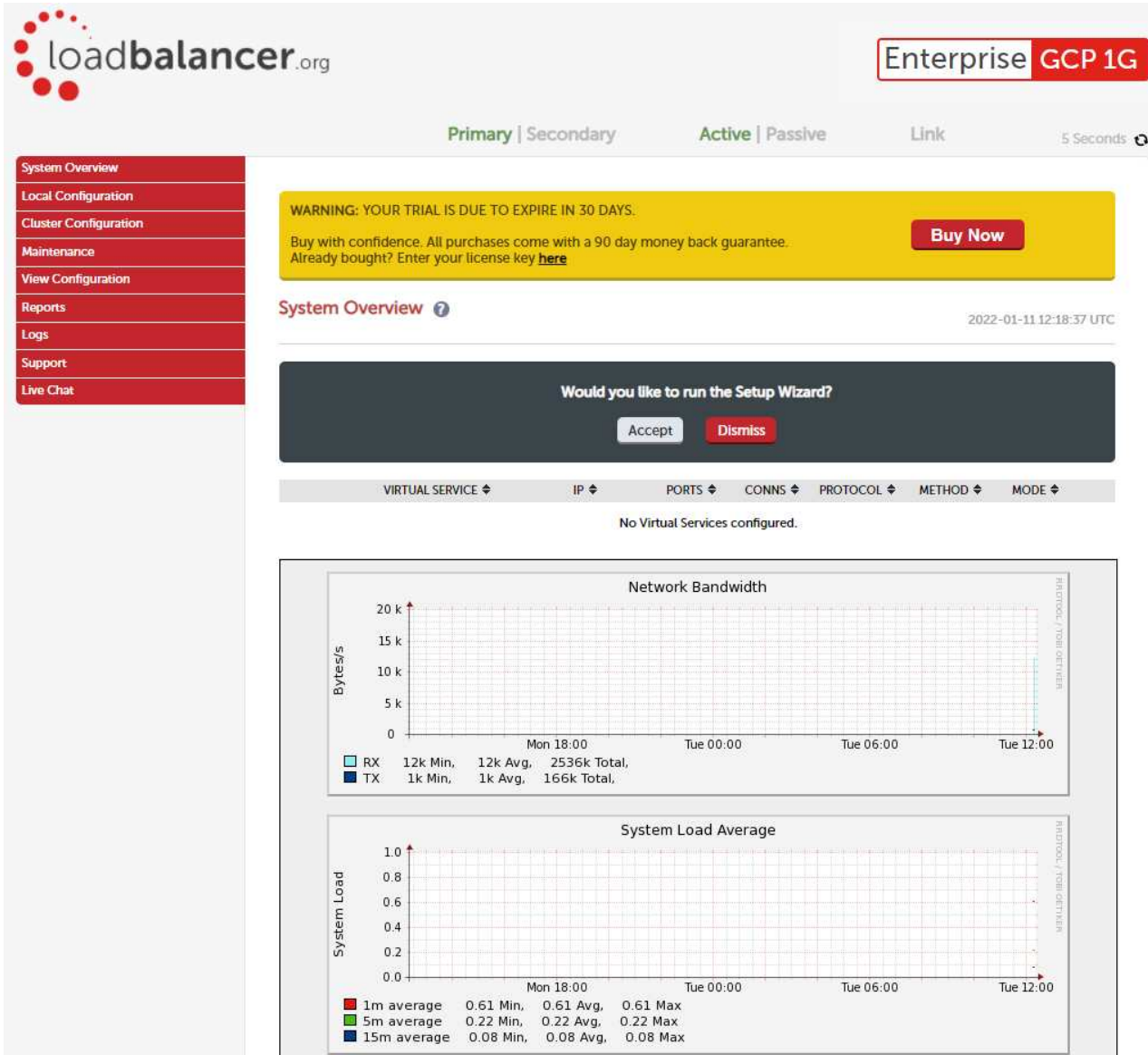
The temporary-password is displayed in the deployment summary page after deployment and also in the **custom metadata** section of the VM instance properties in the GCP console:

Custom metadata	
loadbalancer_user_password	X7feeKYBeuN8
google-monitoring-enable	0
google-logging-enable	0

#### Note

To change the password for the 'loadbalancer' account, use the WebUI option: *Maintenance > Passwords*. Changing the password in the appliance will not update the temporary password displayed in the GCP overview.

Once logged in, the WebUI is displayed:



## WebUI Menu Options

**System Overview** - Displays a graphical summary of all VIPs, RIPv and key appliance statistics

**Local Configuration** - Configure local host settings such as IP address, DNS, system time etc.

**Cluster Configuration** - Configure load balanced services such as VIPs & RIPv

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

**View Configuration** - Display the saved appliance configuration settings

**Reports** - View various appliance reports & graphs

**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

## Appliance Security

Note For full details of all security related features, please refer to [Appliance Security Features](#).

### Security Mode

To control how the appliance is accessed and which features are enabled, 3 security modes are provided:

- **Secure - (default)** - in this mode:

- the WebUI is accessible on HTTPS port **9443**. If you attempt to access the WebUI on HTTP port **9080** you will be redirected to HTTPS port **9443**
- access to the *Local Configuration > Execute shell command* menu option is disabled
- the ability to edit the firewall script & the lockdown wizard is disabled
- 'root' user console & SSH password access are disabled
- **Custom** - in this mode, the security options can be configured to suit your requirements
- **Secure - Permanent** - this mode is the same as **Secure** but the change is *irreversible*

#### Important

Only set the security mode to **Secure - Permanent** if you are 100% sure this is what you want!

To configure the Security Mode:

1. Using the WebUI, navigate to: *Local Configuration > Security*.
2. Select the required *Appliance Security Mode* - if **Custom** is selected, configure the additional options according to your requirements.
3. Configure the *HTTPS Port for Web User Interface*, *Web Interface SSL Certificate* and *Ciphers to use* according to your requirements.
4. Click **Update**.

## Passwords

The password for the 'loadbalancer' WebUI user account and the 'root' Linux user account are set during the Network Setup Wizard. These can be changed at any time.

### 1 - the 'root' Linux account

As explained above, 'root' user console & SSH password access are disabled by default. If enabled, the 'root' password can be changed at the console, or via an SSH session using the following command:

```
# passwd
```

#### Note

For the AWS and Azure cloud products it's not possible to directly login as root. If root access is required, once you've logged into the console/SSH session using the credentials defined during instance deployment, run the following command:

```
$ sudo su
```

### 2 - the 'loadbalancer' WebUI account

This can be changed using the WebUI menu option: *Maintenance > Passwords*.

## Checking For Updates

Once you have access to the WebUI, we recommend that you use the online update feature to ensure that you're running the very latest version of the appliance. To check for updates, use the WebUI option: *Maintenance >*

*Software Update* and click the **Online Update** button. If updates are available, you'll be presented with a list of changes that are included in the update. To start the update, click the second **Online Update** button at the bottom of the screen. Updates are incremental, so repeat the process until you're informed that no more updates are available.

## Appliance Licensing

If you've deployed the BYOL version of the appliance, by default it runs as a 30 day trial and is completely unrestricted during this time. After 30 days, the appliance continues to work but it's no longer possible to make changes to the configuration. When a license is purchased, you'll be provided with a license key file by our sales team. This must then be installed on your appliance. To install the license, use the WebUI option: *Local Configuration > License Key* to browse to and select the license file provided. Once selected, click **Install License Key** to apply the license. We recommend that you should check for updates *before* applying the license key.

## Accessing the Appliance using SSH

When the appliance is deployed, the projects users and SSH keys are inherited from GCP Compute Engine Metadata, making secure access easier to manage. To SSH into the appliance, you will need to ensure that the public SSH key file in the Compute Engines Metadata is correct and that the matching private SSH key file is on the device you are using.

More information on managing SSH keys in GCP can be found [here](#).

To access the appliance via SSH, either via Windows or Linux, it is recommended to use a client application rather than from the GCP browser.

## Generating SSH Keys

The steps below show how to generate SSH key pairs using Linux and Windows, before copying the public key to GCP Project Metadata. If you already have keys setup in GCP you can skip this step.

### Using Linux

#### STEP 1 - Generate a keypair using ssh-keygen

All Distros:

```
# ssh-keygen -q -t rsa -b 2048 -f <output filename>
```

e.g.

```
# ssh-keygen -q -t rsa -b 2048 -f GCPKeys
```

When prompted, enter a pass-phrase, or leave empty for no passphrase:

```
Enter passphrase (empty for no passphrase):  
Enter same passphrase again:
```

2 files are created:

- **GCPKeys** – this is the Private Key file and is used on the SSH client machine

- **GCPKeys.pub** – this is the Public Key file, the contents are copied into the *SSH public key* field when the VM is deployed.

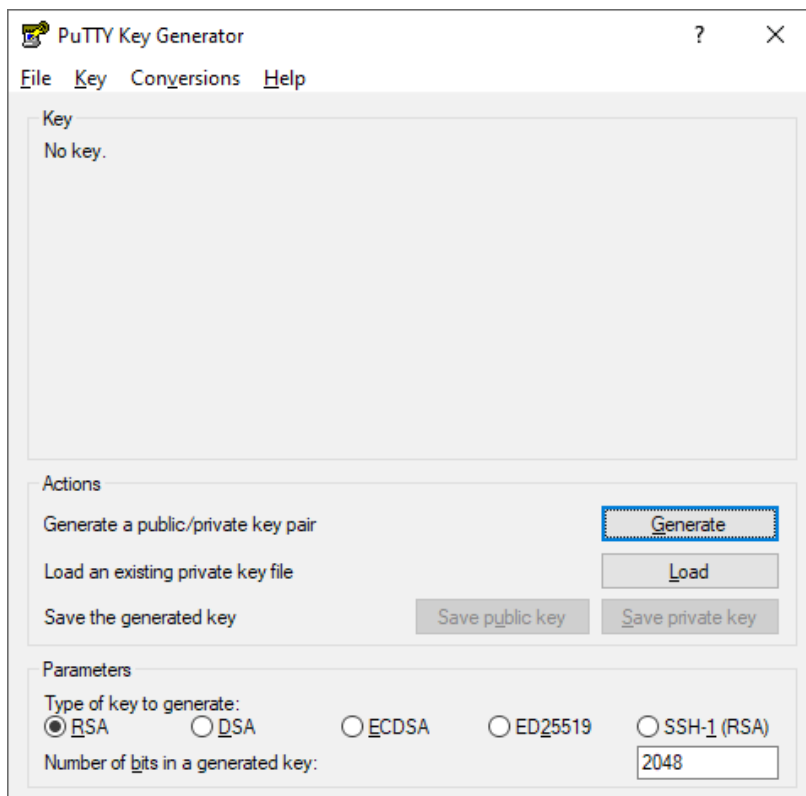
## Using Windows

### STEP 1 – Install PuTTY

1. Download PuTTY from [here](#).
2. Run the installer.

### STEP 2 – Use PuTTYgen to generate a Public/Private key pair

1. Browse to the PuTTY program folder and run PuTTYgen.



2. Click the **Generate** button.
3. As directed, move the mouse around to create random keys.

**PuTTY Key Generator**

File Key Conversions Help

**Key**

Public key for pasting into OpenSSH authorized\_keys file:

```
ssh-rsa AAAAB3NzaC1yc2EAAAABJQAAAQBLaicBU0/KbNUz4eJgv9TMxJBCVMWiQkeHx0d
McvqFp2dmQt64N6NKYfCEZ3W5W4SMRNUAZHhVszA27r3kRkIG9DiYfu3URJO2y
R6wVaDqKxINkRzxnAAxNcWDI
+Yxr/Cb8RZwPe/He4ibsKRDDzU0VZFv3/w09GzjErKpGN79yRdm/kke/5v82Wz2ukk
```

Key fingerprint: ssh-rsa 2047 07:64:19:e0:47:dd:93:ba:0d:40:a2:da:99:68:c9:0e

Key comment: root

Key passphrase:

Confirm passphrase:

**Actions**

Generate a public/private key pair Generate

Load an existing private key file Load

Save the generated key Save public key Save private key

**Parameters**

Type of key to generate:

☒ RSA ☐ DSA ☐ ECDSA ☐ ED25519 ☐ SSH-1 (RSA)

Number of bits in a generated key: 2048

- Once generated, enter **root** in the *Key comment* field as shown above and then copy the public key from the top window / save it to a file.

## Update the GCP project metadata

If you are an existing user in the relevant GCP Project then you should be able to SSH into the appliance. However, if you have generated new SSH keys or are adding a new client device, you will need to update the GCP Project Metadata keys.

- Access the GCP portal and navigate to *Compute Engine > Metadata > SSH Keys* and click the **Edit** button.
- Click **Add Item** and paste the contents of the public key file (e.g GCPKeys.pub or the data displayed at the top in PuTTYgen) into the window, as shown in the following example:

**Metadata**

Metadata SSH Keys

Name	Key	Actions
robert	ssh-rsa AAAAB3NzaC1yc2EAAAADAQABAAQDJ8C685FzaKcS1n7uF2W5B6fggEncQNF7/1oFW99JFQ jES8178TwdFT/iFCEUCK6rNYUu41pJgxqW8IeNIT1sFY/HsGMI1uWVJY/6SSBTbQaQYzVcES+mkLIH+JzZ Jxc7YH03WoLubs+f4bgtDZanAnhiDQzCOPdx80Y2qcXVnH0LH00Dc3pbV/M845D5VzQUs80NJQHgmmsVAK oE1p0kET30zmfbRYmJuzcbazSTnFdotnFUHqvBtvSZAor7Y1ewYevXgVcXfJLcGEeWf/+tvbGUsJzMc00 oDqk1QjT/rZNeH3EH1qT5Gx8W/jPQp/s0YqBEXQ11aDL0gP5+fnJv robert@cs-407518999553-defau1 t-boost-xf2wp	<span>✕</span>
root	ssh-rsa AAAAB3NzaC1yc2EAAAABJQAAAQEAwToiuyqYV1JM/1Jm7/wId8Jk1hAZjCkE2bL1Tbpr6sn//u JJwUhpFGVZDTYKcXT1b0Wz7+/8LoENLHT9pq11p+qvJmoU5jyxdgA6Gpg+wV2y15kvzNPw+Un2Mly1G18y ma5a24R/tPpt8wL72gX875SvFBSbjaSOEUnGeBpTj1SKVokyAgurdKhqz8Rz5DsJf9IXzAq0rEeRhw04h WR/6XIC4ObTtN28C2T6hMYBYnAu8HjgyMbi4fJ00ZxZC12b5x1pH28wIjKsRwKLUw4nukRbv+BgjdyPy1 eu7dzb8zY9pTDtkRcMJgVATcdnqQ6zUs3xEC9S4zrSiTco5oQ== root	<span>✕</span>

+ Add item

Save Cancel

- Click **Save** – the updated public key will be added to the metadata for that project.



## Accessing the Appliance from Linux

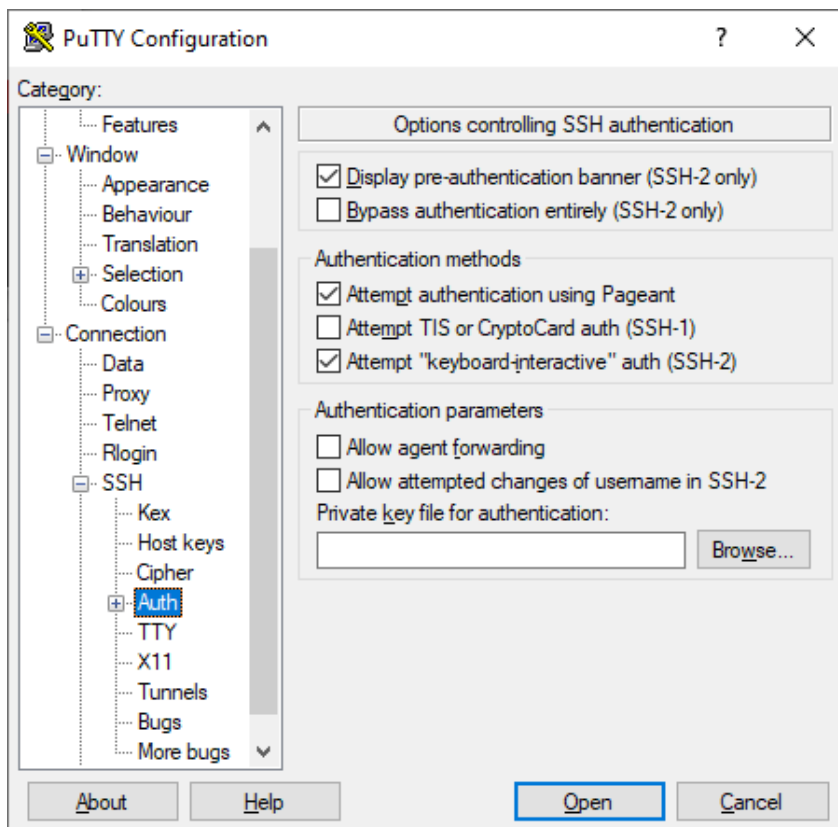
Start SSH specifying the private key file and login as the "root" user, e.g.:

Using the IP address:

```
# ssh -i GCPKeys root@1.2.3.4
```

## Accessing the Appliance from Windows using PuTTY

1. Run PuTTY.
2. Expand the SSH section and select *Auth* as shown below:



3. Click **Browse** and select the private key created earlier.
4. Click **Open** to start the SSH session.
5. Login using root and the password you have specified (default is loadbalancer).

It's highly recommend to change the default root password and regenerate the ssh keys after deployment of the appliance.

To change the root password at the command line:

Note

```
passwd root
```

To regenerate the ssh keys at the command line:

```
lbsecure ssh
```

## Accessing the Appliance with the GCP User Credentials

It is possible to log into the appliance via SSH with the GCP user credentials, if the users public key is correctly recognized in the Compute Engine Metadata, as described previously.

If using the GCP user credentials via SSH, some commands may need root credentials to run, and can be executed using "sudo" to achieve elevated privileges.

## 7. Deployment examples

The following section provides 3 examples to help illustrate how the load balancer can be deployed. It is important to consider that when configured at layer 7, the load balancer acts as a proxy and is not transparent which means that the source IP address of packets reaching the real servers will be the load balancer's own IP address.

### Example 1 – Web Servers: Single Subnet, Layer 7, Public facing

This is a simple layer 7 example using one subnet for both the load balancer and the web servers.

#### a) Deploying the GCP instances

1. Deploy the load balancer instance as described in the section [Deploying Enterprise GCP from the Marketplace](#), configure a static External IP address – this must be done after deployment.
2. Deploy your web server instances into the same VPC & subnet as the load balancer, use a static Internal IP address – this can either be reserved in advance and assigned during deployment or promoted after deployment.
3. Ensure that firewall rules allow external access to the load balancer on HTTP port 80.

#### b) Setting up the Virtual Service

1. Using the WebUI, navigate to: *Cluster Configuration > Layer 7 – Virtual Services* and click **Add a New Virtual Service**.
2. Enter the following details:

Virtual Service		
Manual Configuration	<input type="checkbox"/>	<a href="#">?</a>
Label	<input type="text" value="WebCluster1"/>	<a href="#">?</a>
IP Address	<input type="text" value="10.154.0.17"/>	<a href="#">?</a>
Ports	<input type="text" value="80"/>	<a href="#">?</a>
Protocol		
Layer 7 Protocol	<input type="text" value="HTTP Mode"/>	<a href="#">?</a>

Cancel Update

3. Enter an appropriate label for the VIP, e.g. **WebCluster1**.
4. Set the Virtual Service IP address field to the **Base IP** address, e.g. **10.154.0.17**.
5. Set the Virtual Service Ports field to the required port, e.g. **80**.
6. Leave Layer 7 Protocol set to **HTTP Mode**.
7. Click **Update**.

### c) Setting up the Real Servers

1. Using the WebUI, navigate to: *Cluster Configuration > Layer 7 – Real Servers* and click **Add a new Real Server** next to the newly created VIP.
2. Enter the following details:

Label	<input type="text" value="Web1"/>	<a href="#">?</a>
Real Server IP Address	<input type="text" value="10.154.0.18"/>	<a href="#">?</a>
Real Server Port	<input type="text" value="80"/>	<a href="#">?</a>
Re-Encrypt to Backend	<input type="checkbox"/>	<a href="#">?</a>
Weight	<input type="text" value="100"/>	<a href="#">?</a>

Cancel Update

3. Enter an appropriate label for the RIP, e.g. **Web1**.
4. Set the Real Server IP Address field to the required IP address, e.g. **10.154.0.18**.
5. Set the Real Server Port field to the required port, e.g. **80**.
6. Click **Update**.
7. Repeat the above steps to add your other web server(s).

### d) Applying the new Layer 7 Settings

1. Once the configuration is complete, use the **Reload HAProxy** button at the top of the screen to apply the

changes.

#### e) Testing

1. Connect to the external IP address of the load balancer instance on port 80 to verify that the web page is displayed.

## Example 2 – Web Servers: Single Subnet, Layer 7, Internal Facing

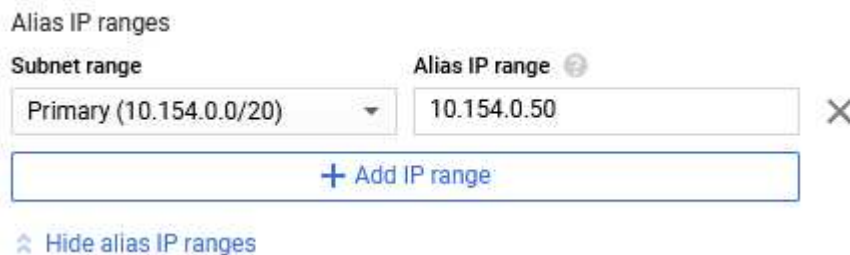
This example shows how a VIP can be configured on an IP Alias. This allows multiple internal/private VIPs to be configured on different IP addresses.

#### a) Deploying the GCP Instances

1. Deploy the load balancer instance as described in the section [Deploying Enterprise GCP from the Marketplace](#), configure a static Internal IP address – this must be done after deployment.
2. Deploy your web server instances into the same VPC & subnet as the load balancer, use a static Internal IP address – this can either be reserved in advance and assigned during deployment or promoted after deployment.
3. Ensure that firewall rules allow internal access to the load balancer on HTTP port 80.

#### b) Configuring the Alias IP

1. Using the GCP console, edit the load balancer instance.
2. Scroll down to the *Network Interfaces* section and click the edit button.
3. Click **Show alias IP ranges**.



4. Enter the required Alias IP – this will be used for the new VIP (the /32 will be added automatically).
5. Click **Done**, click **Save**.

#### c) Setting up the Virtual Service

1. Using the WebUI, navigate to: *Cluster Configuration > Layer 7 – Virtual Services* and click **Add a New Virtual Service**.
2. Enter the following details:

Virtual Service		
Manual Configuration	<input type="checkbox"/>	?
Label	<input type="text" value="WebCluster2"/>	?
IP Address	<input type="text" value="10.154.0.50"/>	?
Ports	<input type="text" value="80"/>	?
Protocol		
Layer 7 Protocol	<input type="text" value="HTTP Mode"/>	?

Cancel
Update

- Enter an appropriate label for the VIP, e.g. **WebCluster2**.
- Set the Virtual Service IP address field to the **Alias IP address**, e.g. **10.154.0.50**.
- Set the Virtual Service Ports field to the required port, e.g. **80**.
- Leave Layer 7 Protocol set to **HTTP Mode**.
- Click **Update**.

#### d) Setting up the Real Servers

- Using the WebUI, navigate to: *Cluster Configuration > Layer 7 – Real Servers* and click **Add a new Real Server** next to the newly created VIP.
- Enter the following details:

Label	<input type="text" value="Web1"/>	?
Real Server IP Address	<input type="text" value="10.154.0.18"/>	?
Real Server Port	<input type="text" value="80"/>	?
Re-Encrypt to Backend	<input type="checkbox"/>	?
Weight	<input type="text" value="100"/>	?

Cancel
Update

- Enter an appropriate label for the RIP, e.g. **Web1**.
- Set the Real Server IP Address field to the required IP address, e.g. **10.154.0.18**.
- Set the Real Server Port field to the required port, e.g. **80**.
- Click **Update**.
- Repeat the above steps to add your other web server(s).

#### e) Applying the new Layer 7 Settings

- Once the configuration is complete, use the **Reload HAProxy** button at the top of the screen to apply the changes.

## f) Testing

1. Connect to the IP Alias address of the load balancer instance on port 80 to verify that the web page is displayed.

## Example 3 – Web Servers: Single Subnet, Layer 4, Public Facing

This is a layer 4 (NAT mode) example using one subnet for both the load balancer and the web servers. In this example, VPC routing must be configured to route return traffic from the web servers via the load balancer. This is achieved by adding a route for all destination IP ranges (0.0.0.0/0), setting the next hop as the load balancer and using tags to ensure this route only applies to the load balanced web servers.

### a) Deploying the GCP Instances

1. Deploy the load balancer instance as described in the section [Deploying Enterprise GCP from the Marketplace](#), configure a static External IP address – this must be done after deployment.
2. Deploy your web server instances into the same VPC & subnet as the load balancer, use a static Internal IP address – this can either be reserved in advance and assigned during deployment or promoted after deployment.
3. Ensure that firewall rules allow external access to the load balancer on HTTP port 80.

### b) Configuring GCP Routing

1. Using the GCP console, select **Routes** in the VPC menu.
2. Click **CREATE ROUTE**.

**Name \***  
route-via-lb ?

Lowercase letters, numbers, hyphens allowed

**Description**  
routes return traffic via the load balancer

**Network \***  
default ▼ ?

**Destination IP range \***  
0.0.0.0/0 ?

E.g. 10.0.0.0/16

**Priority \***  
900 ?

Priority should be a positive integer (lower values take precedence)

**Instance tags**  
route-via-lb ✕ ?

**Next hop**  
Specify an instance ▼ ?

**Next hop instance \***  
lb100-vm ▼ ?

**CREATE** **CANCEL**

3. Enter an appropriate *Name*, e.g. **route-via-lb**.
4. Select the relevant *Network*, e.g. **default**.
5. Set the *Destination Ip Range* to **0.0.0.0/0**.
6. Set the priority higher (lower number) than the default 0.0.0.0/0 route, e.g. **900**.
7. Enter an instance tag to filter which instances the rule applies to, e.g. **route-via-lb**.
8. Set *Next Hop* to **Specify an instance**.
9. Set the *Next hop instance* to the load balancer.
10. Click **CREATE**.

### c) Tagging the Web Server instances

1. Using the GCP console, Edit each web server instance.
2. In the Network Tags section add a tag with the same name as used for the route tag above, e.g. **route-via-lb**.
3. Click **Save**.

### d) Setting up the Virtual Service

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



2. Enter the following details:

Virtual Service		
Label	<input type="text" value="WebCluster1"/>	<a href="#">?</a>
IP Address	<input type="text" value="10.154.0.17"/>	<a href="#">?</a>
Ports	<input type="text" value="80"/>	<a href="#">?</a>
Protocol		
Protocol	<input type="text" value="TCP"/>	<a href="#">?</a>
Forwarding		
Forwarding Method	<input type="text" value="NAT"/>	<a href="#">?</a>

3. Enter an appropriate *Label* for the VIP, e.g. **WebCluster1**.
4. Set the *IP address* to the **Base IP address**, e.g. **10.154.0.17**.
5. Set the *Ports* to the required port, e.g. **80**.
6. Set Protocol to **TCP**.
7. Set Forwarding Method to **NAT**.
8. Click **Update**.

#### e) Setting up the Real Servers

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

Label	<input type="text" value="Web1"/>	<a href="#">?</a>
Real Server IP Address	<input type="text" value="10.154.0.18"/>	<a href="#">?</a>
Real Server Port	<input type="text" value="80"/>	<a href="#">?</a>
Weight	<input type="text" value="100"/>	<a href="#">?</a>
Minimum Connections	<input type="text" value="0"/>	<a href="#">?</a>
Maximum Connections	<input type="text" value="0"/>	<a href="#">?</a>

3. Enter an appropriate *label* for the RIP, e.g. **Web1**.
4. Set the *Real Server IP Address* to the required IP value, e.g. **10.154.0.18**.
5. Set the *Real Server Port* to the required port, e.g. **80**.

6. Click **Update**.
7. Repeat the above steps to add your other web server(s).

#### f) Testing

1. Connect to the external IP address of the load balancer instance on port 80 to verify that the web page is displayed.

## Example 4 – using GCP Load balancer To Present Multiple Services on Different Public IPs

This example shows how a GCP load balancer can be used to present multiple services on different public IP addresses. The first service can be presented in the load balancer's public IP address, other services are presented via the GCP load balancer. In this case there is no need to configure a health-check on the GCP load balancer, traffic will always be forwarded to the Loadbalancer.org appliance.

The following 3 services will be configured:

- **Service 1** – Web Cluster 1 presented on public IP 1 (the External IP of the instance)
- **Service 2** – Web Cluster 2 presented on public IP 2 (additional External IP reserved for service 2)
- **Service 3** – Custom application 1 presented on public IP 3, TCP/UDP port 2050 (additional External IP reserved for service 3)

#### a) Deploying the GCP Instances

1. Deploy the load balancer instance as described in the section [Deploying Enterprise GCP from the Marketplace](#), configure a static External IP address – this must be done after deployment.
2. Deploy your web server instances and custom application instances to the same VPC & subnet as the load balancer, use a static Internal IP address – this can either be reserved in advance and assigned during deployment or promoted after deployment.
3. Ensure that firewall rules allow external access to the load balancer on HTTP port 80.

#### b) Configure Service 1

1. Configure service 1 using [Example 1 – Web Servers: Single Subnet, Layer 7, Public facing](#) as a guide, Service 1 will then be presented on the Loadbalancer.org appliance's public IP address.

#### c) Add a GCP Load Balancer & Configure Service 2

1. Navigate in the GCP Console to *Network Services > Load balancing* and click **Create Load balancer**.
2. Under *TCP Load Balancing* click **Start Configuration**.

### Internet facing or internal only

Do you want to load balance traffic from the Internet to your VMs or only between VMs in your network?

- ☒ From Internet to my VMs  
☐ Only between my VMs

### Multiple regions or single region

Do you want to place the backends for your load balancer in a single region or across multiple regions?

- ☐ Multiple regions (or not sure yet)  
☒ Single region only

### Backend type

Do you want to use target pool or Regional Backend Service as a backend?

- ☒ Target pool or target instance  
☐ Backend service ?

Continue

3. Leave the defaults and click **Continue**.
4. Type a *Name* for the load balancer, e.g. **gcplb1**.
5. Click **Backend Configuration**.

**Name** ?

gcplb1

**Region** ?

europa-west2

**Backends** ?

Select existing instance groups Select existing instances

lb100-vm (europa-west2-c) x

Add an instance

**Backup pool** ? (Optional)

None

**Failover ratio** ?

10 %

**Health check** ?

No health check

**Session affinity** ?

None

6. Set the *Region* according to your requirements.

7. Under *Backends* click **Select existing instances**.
8. In the *Add an instance* drop-down, select the Loadbalancer.org load balancer instance.
9. Leave the remaining settings at their default values.
10. Click **Frontend Configuration** and then click **Add Frontend IP and port**.

**New Frontend IP and port**

**Name** (Optional) ⓘ  
Name is permanent

service2

[Add a description](#)

**Protocol**  
TCP

**Network Service Tier** ⓘ

☒ Premium (current project-level tier, [change](#)) ⓘ

☐ Standard ⓘ

**IP**

service2 (34.89.33.219)

**Port**


80

**Done** **Cancel**

11. Enter a suitable *Name*, e.g. **service2**.
12. Under *IP*, select **Create IP address**.
13. Enter an appropriate *Name*, e.g. **service2**.
14. Click **Reserve**.
15. Specify the required *Port*, e.g. **80**.
16. Click **Done**.
17. Click **Review and Finalize** – there will be a warning concerning no health checks but that can be ignored as we want all traffic to be sent to the Loadbalancer.org appliance.
18. Click **Create**.


#### d) Configure Service 3 (TCP)


1. Under the load balancing menu, click **advanced menu**.
2. Click **CREATE FORWARDING RULE**.


**Name**   
Name is permanent


service3-tcp


**Description** (Optional)


**Region**   
europe-west2

**External IP**   
service3 (34.89.121.70)

**Network Service Tier**   
Premium

**Protocol**   
TCP

**Port/range**   
80

**Target pool**   
gcplb1

**Create** **Cancel**

3. Enter a suitable *Name*, e.g. **service3-tcp**.
4. Select the appropriate *Region*.
5. Under *External IP*, select **Create IP address**.
6. Enter an appropriate *Name*, e.g. **service3**.
7. Click **Reserve**.
8. Set the *Protocol* to **TCP**.
9. Specify the required *Port*, e.g. **2050**.
10. Under *Target pool* select the GCP load balancer just created, e.g **gcplb1**.
11. Click **Create**.

#### e) Configure Service 3 (UDP)

1. Click **CREATE FORWARDING RULE**.
2. Enter a suitable *Name*, e.g. **service3-udp**.
3. Select the appropriate *Region*.
4. Under *External IP*, select **service3**.
5. Set the *Protocol* to **UDP**.

- Specify the required *Port*, e.g. **2050**.
- Under *Target pool* select the GCP load balancer just created, e.g **gcplb1**.
- Click **Create**.

#### f) Verify forwarding Rules

The following forwarding rules will be displayed:

<input type="checkbox"/> Name ^	Description	Type	Region	Address	Protocol	Target
<input type="checkbox"/> service2		Regional	europe-west2	34.89.33.219:80-80	tcp	gcplb1
<input type="checkbox"/> service3-tcp		Regional	europe-west2	34.89.121.70:2050-2050	tcp	gcplb1
<input type="checkbox"/> service3-udp		Regional	europe-west2	34.89.121.70:2050-2050	udp	gcplb1

#### g) Configure Routing to ensure return traffic for service3 routes back form the application servers via the loadbalancer.org instance as required by Layer 4 NAT mode

- Configure routing for the application servers using [Example 3 – Web Servers: Single Subnet, Layer 4, Public Facing](#) as a guide.

#### h) Configure VIPs on the Loadbalancer.org appliance

- Connect to the Loadbalancer.org appliance WebUI.

#### Configure Service 1

- Navigate to *Cluster Configuration > Layer 7 Virtual Services* and click **Add a New Virtual Service**.

Virtual Service

Manual Configuration

☐

?

Label

Service1

?

IP Address

10.154.0.17

?

Ports

80

?

Protocol

Layer 7 Protocol

HTTP Mode

?

Cancel

Update

- Enter an appropriate *label*, e.g. **Service1**.
- Enter the appliance's Internal IP address, e.g. **10.154.0.17**.
- Set the *Ports* field to **80**.
- Leave *Layer 7 Protocol* set to **HTTP Mode**.
- Click **Update**.

7. Navigate to: *Cluster Configuration > Layer 7 – Real Servers* and click **Add a new Real Server** next to the newly created VIP.

Label	<input type="text" value="Web1"/>	?
Real Server IP Address	<input type="text" value="10.154.0.18"/>	?
Real Server Port	<input type="text" value="80"/>	?
Re-Encrypt to Backend	<input type="checkbox"/>	?
Weight	<input type="text" value="100"/>	?

8. Enter an appropriate *label*. e.g. **Web1**.
9. Set the *Real Server IP Address* field to the required IP address, e.g. **10.154.0.18**.
10. Set the *Real Server port* field to **80**.
11. Click **Update**.
12. Repeat the above steps to add your other real server(s).

## Configure Service 2

1. Navigate to *Cluster Configuration > Layer 7 Virtual Services* and click **Add a New Virtual Service**.

<b>Virtual Service</b>		
Manual Configuration	<input type="checkbox"/>	?
Label	<input type="text" value="service2"/>	?
IP Address	<input type="text" value="34.89.33.219"/>	?
Ports	<input type="text" value="80"/>	?
<b>Protocol</b>		
Layer 7 Protocol	<input type="text" value="HTTP Mode"/>	?

2. Enter an appropriate *label*, e.g. **Service2**.
3. Enter the External IP that was reserved for Service2 in the GCP console, e.g. **34.89.33.219**.
4. Set the *Ports* field to **80**.
5. Leave *Layer 7 Protocol* set to **HTTP Mode**.
6. Click **Update**.
7. Navigate to: *Cluster Configuration > Layer 7 – Real Servers* and click **Add a new Real Server** next to the newly created VIP.



Label	<input type="text" value="Web1"/>	?
Real Server IP Address	<input type="text" value="10.154.0.19"/>	?
Real Server Port	<input type="text" value="80"/>	?
Re-Encrypt to Backend	<input type="checkbox"/>	?
Weight	<input type="text" value="100"/>	?

- Enter an appropriate *label*. e.g. **Web1**.
- Set the *Real Server IP Address* field to the required IP address, e.g. **10.154.0.19**.
- Set the *Real Server port* field to **80**.
- Click **Update**.
- Repeat the above steps to add your other real server(s).

### Configure Service 3 – TCP

- Navigate to *Cluster Configuration > Layer 4 Virtual Services* and click **Add a New Virtual Service**

Virtual Service		
Label	<input type="text" value="Service3-tcp"/>	?
IP Address	<input type="text" value="34.80.121.70"/>	?
Ports	<input type="text" value="2050"/>	?
Protocol		
Protocol	<input type="text" value="TCP"/>	?
Forwarding		
Forwarding Method	<input type="text" value="NAT"/>	?

- Enter an appropriate *label*, e.g. **Service3-tcp**.
- Enter the External IP that was reserved for Service2 in the GCP console, e.g. **34.89.121.70**.
- Set the *Ports* field to **2050**.
- Set the *Protocol* to **TCP**.
- Set the *Forwarding Method* to **NAT**.
- Click **Update**.
- Navigate to: *Cluster Configuration > Layer 4 – Real Servers* and click **Add a new \*Real Server** next to the newly created VIP.

Label	<input type="text" value="app1"/>	?
Real Server IP Address	<input type="text" value="19.154.0.20"/>	?
Real Server Port	<input type="text" value="2050"/>	?
Weight	<input type="text" value="100"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?

- Enter an appropriate *label*. e.g. **app1**.
- Set the *Real Server IP Address* field to the required IP address, e.g. **10.154.0.20**.
- Set the *Real Server port* field to **80**.
- Click **Update**.
- Repeat the above steps to add your other real server(s).

### Configure Service 3 – UDP

- Navigate to *Cluster Configuration > Layer 4 Virtual Services* and click **Add a New Virtual Service**.

Virtual Service		
Label	<input type="text" value="Service3-udp"/>	?
IP Address	<input type="text" value="34.80.121.70"/>	?
Ports	<input type="text" value="2050"/>	?
Protocol		
Protocol	<input type="text" value="UDP"/>	?
Forwarding		
Forwarding Method	<input type="text" value="NAT"/>	?

- Enter an appropriate *label*, e.g. **Service3**.
- Enter the External IP that was reserved for Service2 in the GCP console, e.g. **34.89.121.70**.
- Set the *Ports* field to **2050**.
- Set the *Protocol* to **UDP**.
- Set the *Forwarding Method* to **NAT**.
- Click **Update**.
- Navigate to: *Cluster Configuration > Layer 4 – Real Servers* and click **Add a new Real Server** next to the newly created VIP.

Label	<input type="text" value="app1"/>	?
Real Server IP Address	<input type="text" value="19.154.0.20"/>	?
Real Server Port	<input type="text" value="2050"/>	?
Weight	<input type="text" value="100"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?

- Enter an appropriate *label*. e.g. **app1**.
- Set the *Real Server IP Address* field to the required IP address, e.g. **10.154.0.20**.
- Set the *Real Server port* field to **80**.
- Click **Update**.
- Repeat the above steps to add your other real server(s).

#### i) Verify VIPs

The VIPs will be displayed in the *System Overview* of the WebUI:

#### System Overview ?

2021-06-15 15:19:01 UTC

	VIRTUAL SERVICE	IP	PORTS	CONNS	PROTOCOL	METHOD	MODE	
↑	Service1	10.154.0.17	80	0	HTTP	Layer 7	Proxy	
↑	Service2	34.89.33.219	80	0	HTTP	Layer 7	Proxy	
↑	Service3-tcp	34.89.121.70	2050	0	TCP	Layer 4	NAT	
↑	Service3-udp	34.89.121.70	2050	0	UDP	Layer 4	NAT	

#### j) Testing

- Verify that **service1:80** is available on the external IP of the Loadbalancer.org appliance.
- Verify that **service2:80** is available on the IP address reserved for service 2.
- Verify that **service3:2050 (TCP & UDP)** is available on the IP address reserved for service 3.

## 8. Testing – General Comments

#### Note

For more information on testing and verifying load balanced services, please refer to **Testing Load Balanced Services** in the Administration Manual.

## Testing Load Balanced Services

For example, to test a web server based configuration, add a page to each web servers root directory e.g. *test.html* and put the server name on this page for easy identification during the tests.

Use two or more clients to do the testing. Open up a web browser on each test clients and enter the URL for the VIP e.g. <http://104.40.133.119>

Provided that persistence is disabled, each client should see a different server name because of the load balancing algorithm in use, i.e. they are being load balanced across the cluster.

**Why test using two clients?** - If you use a single client it will most likely keep on hitting the same server for multiple requests. This is to do with the way that the load balancing algorithms are optimized.

## Diagnosing VIP Connection Problems

1. **Make sure that the device is active** – this can be checked in the WebUI. For a single appliance, the status bar should report **Primary & Active** as shown below:

Primary | Secondary      Active | Passive      Link

2. **Check that the VIP(s)/floating IP(s) are up** – Using *View Configuration > Network Configuration* verify that the VIP is active on the load balancer, if not check *Logs > Heartbeat* for errors.

```
2: eth0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc pfifo_fast state UP qlen 1000
    link/ether 00:0c:29:cf:18:03 brd ff:ff:ff:ff:ff:ff
    inet 192.168.110.85/18 brd 192.168.127.255 scope global eth0
        valid_lft forever preferred_lft forever
    inet 192.168.110.90/18 brd 192.168.127.255 scope global secondary eth0
        valid_lft forever preferred_lft forever
```

The above example shows that the interface address (192.168.110.85) and the VIP address (192.168.110.90) are both up.

3. **Check that the Real Servers are up** – Using *System Overview* make sure that none of your VIPs are colored red. If they are, the entire cluster is down (i.e. all Real Servers). Green indicates a healthy cluster, yellow indicates that your cluster may need attention (one or more of the Real Servers may be down), and blue indicates all Real Server have been deliberately taken offline (by using either Halt or Drain).

SYSTEM OVERVIEW ?								2015-03-18 11:37:15 UTC
	VIRTUAL SERVICE	IP	PORTS	CONNS	PROTOCOL	METHOD	MODE	
↑	HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy	
⚠	RDP-Cluster	192.168.110.150	3389	0	TCP	Layer 7	Proxy	
↓	HTTP-Cluster-2	192.168.110.152	80	0	HTTP	Layer 7	Proxy	
⚙	RDP-Cluster-2	192.168.110.152	3389	0	TCP	Layer 7	Proxy	

#### 4. Check the connection state:

- For layer 4 NAT mode VIPs, check *Reports > Layer 4 Current Connections* to view the current traffic in detail. Any packets with state **SYN\_RECV** often implies a return traffic routing issue:
  - For single subnet Layer 4 mode make sure that the default gateway on all real servers is set to be the load balancer
  - For dual subnet Layer 4 mode make sure that routing on the second subnet has been configured correctly
- For Layer 7 VIPs, the Layer 7 statistics page can be used. To access the page, navigate to: *Reports > Layer 7 Status* - a new tabbed window will be displayed:

#### Statistics Report for pid 3261

##### > General process information

pid = 3261 (process #1, nbproc = 1)  
uptime = 0d 0h00m42s  
system limits: memmax = unlimited; ulimit-n = 81000  
maxsock = 80024; maxconn = 40000; maxpipes = 0  
current conns = 1; current pipes = 0/0; conn rate = 2/sec  
Running tasks: 1/5; idle = 100 %

active UP      backup UP  
active UP, going down      backup UP, going down  
active DOWN, going up      backup DOWN, going up  
active or backup DOWN      not checked  
active or backup DOWN for maintenance (MAINT)  
Note: UP with load-balancing disabled is reported as "NOLB".

##### Display option:

- [Hide DOWN servers](#)
- [Refresh now](#)
- [CSV export](#)

##### External resources:

- [Primary site](#)
- [Updates \(v1.5\)](#)
- [Online manual](#)

L7		Queue		Session rate			Sessions				Bytes		Denied		Errors		Warnings		Server								
											In	Out															Req
		Cur	Max	Limit	Cur	Max	Limit	Total	LbTot	In	Out	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bck	Chk	Dwn	Downtime	Thrtle
Frontend		0	15	-	0	4	40 000	56		21 696	3 385 782	0	0	0					OPEN								
Backend		0	0	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0			1	-	Y		0	0	-
RIP1		0	0	-	0	16	0	2	56	56	21 696	3 385 782	0	0	0	0	0	0	42s UP	L4OK in 0ms	1	Y	-	0	0	0s	-
Backend		0	0	0	16	0	2	4 000	56	56	21 696	3 385 782	0	0	0	0	0	0	42s UP		1	1	1		0	0s	

stats																														
	Queue			Session rate			Sessions				Bytes		Denied		Errors		Warnings		Server											
	Cur	Max	Limit	Cur	Max	Limit	Cur	Max	Limit	Total	LbTot	In	Out	Req	Resp	Req	Conn	Resp	Retr	Redis	Status	LastChk	Wght	Act	Bck	Chk	Dwn	Downtme	Thrtle	
Frontend				2	4	-	1	1	2 000	8		1 464	33 111	0	0	4					OPEN									
Backend	0	0		0	0		0	0	200	0	0	1 464	33 111	0	0		0	0	0	0	42s UP		0	0	0			0		

#### Taking Real Servers Offline

1. Using the *System Overview* check that when you Halt one of the Real Servers the connections are redirected to the other server in the cluster.
2. Stop the web service/process on one of the servers, wait a few seconds (for the load balancer to detect the change) and then refresh the browsers on both clients. They should now both switch to the same server (since one has been removed from the load balancing list). Also check that the server is shown red (down) in the system overview.
3. Start the web service/process on the server, wait a few seconds and then refresh the browsers again. After a few refreshes they should again show different web servers. Also check that the server is shown green (up) in the system overview.

The *System Overview* shows the status as these tests are performed:

SYSTEM OVERVIEW ?

2015-04-30 08:35:41 UTC

VIRTUAL SERVICE		IP	PORTS	CONNS	PROTOCOL	METHOD	MODE		
	HTTP-Cluster	192.168.110.150	80	0	HTTP	Layer 7	Proxy		
	REAL SERVER	IP	PORTS	WEIGHT	CONNS				
		RIP1	192.168.110.240	80	100	0	Drain	Halt	
		RIP2	192.168.110.241	80	0	0	Online (halt)		
	RIP3	192.168.110.242	80	100	0	Drain	Halt		

In this example:

**RIP1** is green, this indicates that it's operating normally.

**RIP2** is blue, this indicates that it has been either Halted or Drained. in this example Halt has been used as indicated by Online (Halt) being displayed. If it had been drained it would show as Online (Drain).

**RIP3** is red, this indicates that it has failed a health check.

### Using Reports & Log Files

The appliance includes several logs and reports that are very useful when diagnosing issues. Both are available as main menu options in the WebUI. Details of both can be found in [Appliance Monitoring](#).

## 9. More Information

Please refer to our website for all the latest [Manuals](#) and [Deployment Guides](#).

## 10. Loadbalancer.org Technical Support

If you have any questions regarding the appliance or need assistance with load balancing your application, please don't hesitate to contact our support team using the following email address: [support@loadbalancer.org](mailto:support@loadbalancer.org).

## 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.



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