



Appliance Quick Start Guide

v6.7

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Table of Contents

Loadbalancer.org terminology.....	3
What is a virtual IP address?.....	3
What is a floating IP address?.....	3
What are your objectives?.....	4
What is the difference between a one-arm and a two-arm configuration?.....	5
What are the different load balancing methods supported?.....	6
Network diagram: One-Arm – DR Direct Routing (single unit)	8
Network diagram: Two-Arm - NAT Network Address Translation (single unit).....	9
High-availability configuration of two Loadbalancer.org appliances.....	10
Network diagram: Two-Arm - NAT Network Address Translation (clustered pair).....	10
Network diagram: One-Arm – DR Direct Routing (clustered pair)	11
VMware Virtual Appliance.....	12
Host Server requirements & preparation for VMware.....	12
Appliance download formats.....	13
VMware Player, Workstation & Server.....	13
Vsphere Client 4.x & ESX 4.x / ESXi 4.x.....	13
Virtual Infrastructure Client 2.5.x & ESX 3.x / ESXi 3.x.....	13
Setting up the Loadbalancer.org Virtual Appliance.....	14
VMware Tools.....	14
Physical Appliance.....	15
Unpacking The Appliance.....	15
Connections.....	15
Configure & Test.....	15
Configuring the Loadbalancer.org appliance using the web based wizard.....	16
Network interface configuration.....	16
Configuring the Loadbalancer.org appliance using the console wizard.....	17
Network interface configuration.....	17
Example answers using the wizard for a two-arm NAT configuration.....	18
Additional Loadbalancer.org configuration (web interface).....	19
Additional real servers (web interface).....	20
Real server (back-end) configuration for NAT mode.....	21
Real server (back-end) configuration for DR mode (Linux).....	21
Real server (back-end) configuration for DR mode (Windows).....	22
Resolving ARP issues for Windows server 2000 & 2003 (DR mode only).....	23
Installing the Microsoft loopback adapter.....	23
Configuring the loopback adapter.....	24
Resolving ARP issues for Windows server 2008 (DR mode only).....	26
Weak and strong host behaviour in Windows.....	26
Testing the load balancer configuration.....	28
Connection error diagnosis	28
Health check diagnosis.....	29
Testing high-availability for a Loadbalancer.org HA-pair.....	29
Does your application cluster correctly handle its own state?.....	30
Replication solutions for shared data.....	30
Solutions for session data.....	30
What do you do if your application is not stateless?.....	31
Loadbalancer.org persistence methods.....	31
Loadbalancer.org technical support.....	31
Loadbalancer.org hardware support.....	31

Loadbalancer.org terminology

Acronym	Terminology
Load Balancer	An IP based traffic manager for clusters
VIP	The Virtual IP address that a cluster is contactable on (Virtual Server)
RIP	The Real IP address of a back-end server in the cluster (Real Server)
GW	The Default Gateway for a back-end server in the cluster
Floating IP	An IP address shared by the master & slave load balancer when in a high-availability configuration (shared IP)
Layer 4	Part of the seven layer OSI model, descriptive term for a network device that can route packets based on TCP/IP header information
Layer 7	Part of the seven layer OSI model, descriptive term for a network device that can read and write the entire TCP/IP header and payload information at the application layer
DR	Direct Routing is a standard load balancing technique that distributes packets by altering only the destination MAC address of the packet
NAT	Network Address Translation – Standard load balancing technique that changes the destination of packets to and from the VIP (external subnet to internal cluster subnet)
SNAT (HAProxy)	Source Network Address Translation – Load balancer acts as a proxy for all incoming & outgoing traffic
SSL Termination (Pound)	The SSL certificate is installed on the load balancer in order to decrypt HTTPS traffic on behalf of the cluster
MASQUERADE	Descriptive term for standard firewall technique where internal servers are represented as an external public IP address. Sometimes referred to as a combination of SNAT & DNAT rules
One Arm	The load balancer has one physical network card connected to one subnet
Two Arm	The load balancer has two physical network cards connected to two subnets
Eth0	Usually the internal interface also known as Gb0
Eth1	Usually the external interface also known as Gb1

What is a virtual IP address?

Most load balancer vendors use the term virtual IP address (VIP) to describe the address that the cluster is accessed from.

It is important to understand that the virtual IP (VIP) refers both to the physical IP address and also to the logical load balancer configuration. Likewise the real IP (RIP) address refers both to the real servers physical IP address and its representation in the logical load balancer configuration.

What is a floating IP address?

The floating IP address is shared by the master and slave load balancer when in a high-availability configuration. The network knows that the master controls the floating IP address and all traffic will be sent to this address. The logical VIP matches this address and is used to load balance the traffic to the application cluster. If the master has a hardware failure then the slave will take over the floating IP address and seamlessly handle the load balancing for the cluster. In scenarios that only have a master load balancer there is still a floating IP address, but in this case it remains active on the master unit only.

What are your objectives?

It is important to have a clear focus on your objectives and the required outcome of the successful implementation of your load balancing solution. If the objective is clear and measurable, you know when you have achieved the goal.

Hardware load balancers have a number of flexible features and benefits for your technical infrastructure and applications. The first question to ask is:

Are you looking for increased performance, reliability, ease of maintenance or all three?

Performance	A load balancer can increase performance by allowing you to utilize several commodity servers to handle the workload of one application.
Reliability	Running an application on one server gives you a single point of failure. Utilizing a load balancer moves the point of failure to the load balancer. At Loadbalancer.org we advise that you only deploy load balancers as clustered pairs to remove this single point of failure.
Maintenance	Using the appliance, you can easily bring servers on and off line to perform maintenance tasks, without disrupting your users.



In order to achieve all three objectives of performance, reliability & maintenance in a web based application, you must not require persistence on the load balancer.

What is the difference between a one-arm and a two-arm configuration?

The number of 'arms' is a descriptive term for how many physical connections (Ethernet ports or cables) are used to connect the load balancers to the network. It is very common for load balancers that use a routing method (NAT) to have a two-arm configuration. Proxy based load balancers (SNAT) commonly use a one-arm configuration.

NB. To add even more confusion, having a 'one-arm' or 'two-arm' solution may or may not imply the same number of network cards.

Loadbalancer.org topology definition:

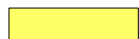
One-Arm	The load balancer has one physical network card connected to one subnet.
Two-Arm	The load balancer has two physical network cards connected to two subnets.

What are the different load balancing methods supported?

The Loadbalancer.org appliance is one of the most flexible load balancers on the market. The design of the appliance allows different load balancing modules to utilize the core high availability framework of the appliance. Multiple load balancing methods can be used at the same time or in combination with each other.

Layer 4	DR (Direct Routing)	Ultra-fast local server based load balancing Requires handling the ARP issue on the real servers	1 ARM
Layer 4	NAT (Network Address Translation)	Fast Layer 4 load balancing, the appliance becomes the default gateway for the real servers	2 ARM
Layer 4	TUN	Similar to DR but works across IP encapsulated tunnels	1 ARM
Layer 7	SSL Termination (<i>Pound</i>)	Usually required in order to process cookie persistence in HTTPS streams on the load balancer - Processor intensive	1 ARM
Layer 7	SNAT (Source Network Address Translation: HAProxy)	Layer 7 allows great flexibility including full SNAT and WAN load balancing, cookie insertion and URL switching Much slower than Layer 4	1 ARM

Key:



Recommended



Recommended only if cookie insertion is mandatory



Only required for Direct Routing implementation across routed networks

Loadbalancer.org Recommendation:

The one-arm direct routing (DR) mode is the recommended mode for Loadbalancer.org installation because it's a very high performance solution with very little change to your existing infrastructure.



Sometimes it is not possible to use DR mode. The two most common reasons being: if the application cannot bind to the RIP & VIP at the same time; or if the host operating system cannot be modified to handle the ARP issue.

The second choice is Network Address Translation (NAT) mode. This is also a fairly high performance solution but it requires the implementation of a two-arm infrastructure with an internal and external subnet to carry out the translation (the same way a firewall works).

Network engineers with experience of hardware load balancers will have often used this method.

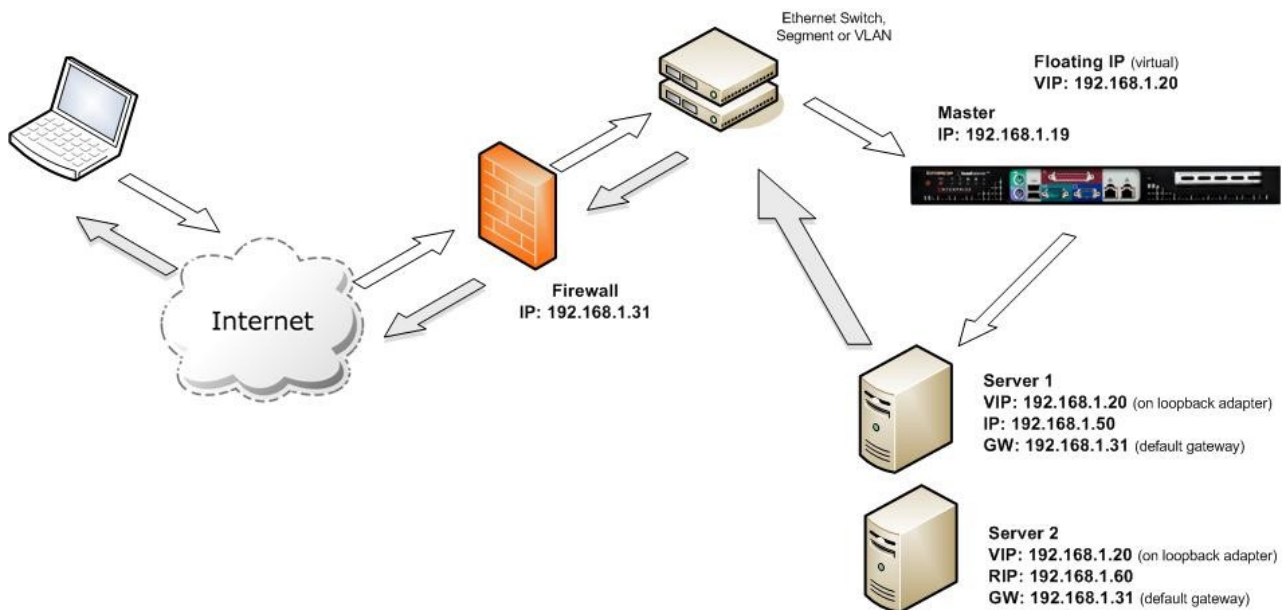
If your application requires that the load balancer handles cookie insertion then you need to use the SNAT configuration (HAProxy). This also has the advantage of a one-arm configuration and does not require any changes to the application servers. However, as the load balancer is acting as a full proxy it doesn't have the same raw throughput as the routing based methods. Please refer to the administration manual for configuration of SSL termination or cookie insertion.

The following section describes the different network configuration possibilities for NAT & DR mode in more detail.



If your application doesn't maintain its own state information then you may need to use cookie insertion, please refer to the full administration manual for configuration details.

Network diagram: One-Arm – DR Direct Routing (single unit)



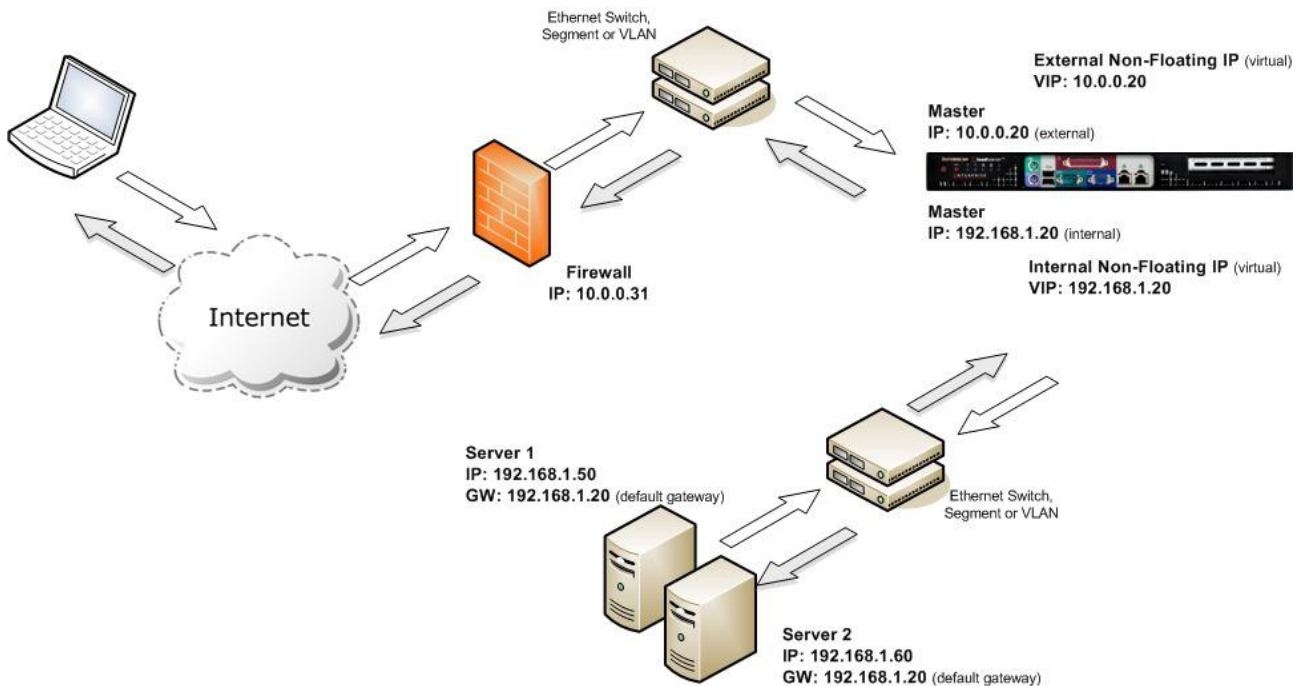
Notes:

- When using a single load balancer unit only one IP address is required
- Direct routing works by changing the destination MAC address of the incoming packet on the fly which is very fast
- However, it means that when the packet reaches the real server it expects it to own the VIP. This means you need to make sure the real server responds to the VIP, but does not respond to ARP requests. Go to page 16 for more details on resolving the ARP issue
- 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
- Direct routing mode enables servers on a connected network to access either the VIPs or RIPs. No extra subnets or routes are required on the network
- The real server must be configured to respond to both the VIP & its own IP address
- Port translation is not possible in DR mode i.e. have a different RIP port than the VIP port



When using a load balancer in one-arm DR mode all load balanced services can be configured on the same subnet as the real servers. The real servers must be configured to respond to the virtual server IP address as well as their own IP address.

Network diagram: Two-Arm - NAT Network Address Translation (single unit)



Notes:

- In two-arm NAT mode the load balancer translates all requests from the external virtual server to the internal real servers
- It is a good idea to use *eth1* as your external network and *eth0* as internal, otherwise you will need to change the *autonat* setting in global options
- The real servers *must* have their default gateway configured to point at the load balancer
- Real servers are automatically given access to the Internet through the load balancer (*autonat*)
- If you want real servers to be accessible on their own IP address for non-load balanced services, e.g. SMTP, you will need to set up individual SNAT and DNAT firewall script rules for each real server
- Please refer to the advanced NAT considerations section of the administration manual for more details on these two issues



When using a load balancer in two-arm NAT mode, all load balanced services can be configured on the external IP (*eth1*). The real servers must also have their default gateways directed to the internal IP.



You can also configure the load balancers in one-arm NAT mode, but in order to make the servers accessible from the local network you need to change some routing information on the real servers. The administration manual has configuration details for one-arm NAT mode. Please refer to <http://www.loadbalancer.org/pdffiles/loadbalanceradministration.pdf>.

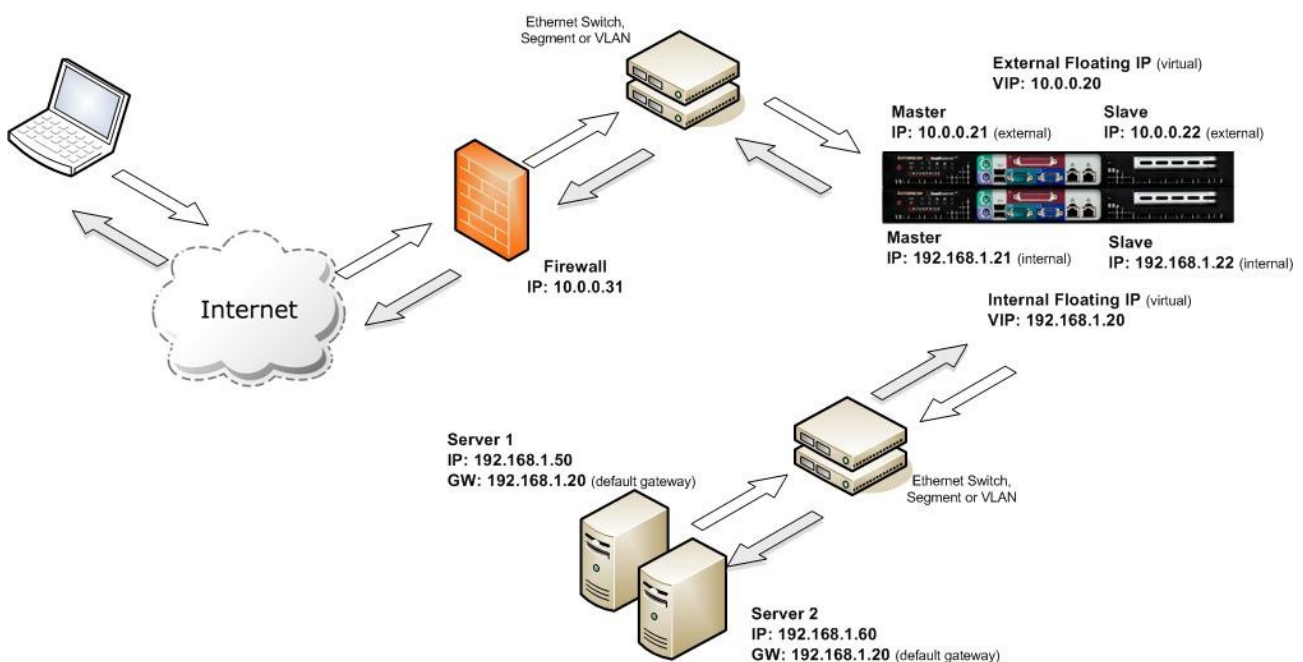
High-availability configuration of two Loadbalancer.org appliances

When you have a pair of load balancers in a high-availability configuration they must communicate via a heartbeat to ensure that the master node stays active. Should the master node suffer a failure, the slave will immediately take over any resources hosted on the shared floating IP address.

A two-arm configuration requires two floating IP(s):

- One for the external virtual server
- One for the internal real server default gateway

Network diagram: Two-Arm - NAT Network Address Translation (clustered pair)



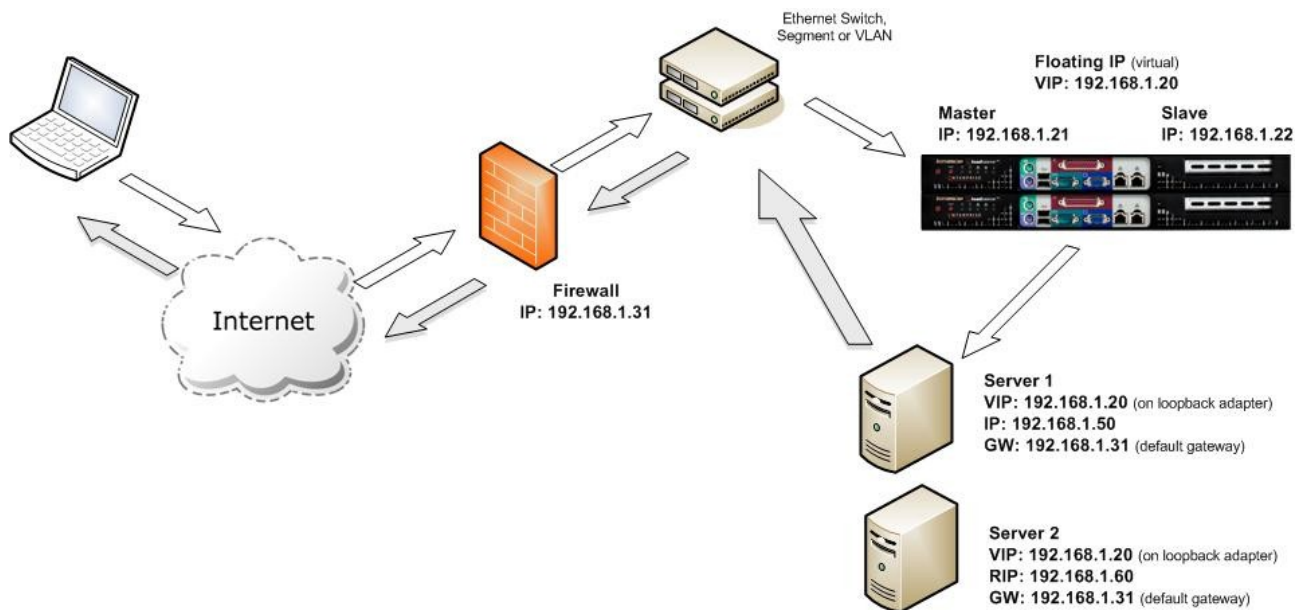
Notes:

- Administration of the load balancers is via any active IP address
- The internal floating IP must be configured for the real servers to use as a default gateway
- The external floating IP must be configured for hosting the virtual server (public access)
- Using the setup wizard will prompt for both the internal and external floating IP
- Don't forget to plug the serial fail-over cable into each serial port



When using a clustered pair of load balancers in two-arm NAT mode all load balanced services must be configured on an external floating IP. The real servers must also have their default gateways directed to an internal floating IP.

Network diagram: One-Arm – DR Direct Routing (clustered pair)



Notes:

- Administration of the load balancers is via any active IP address
- A floating IP must be configured for hosting the virtual server
- Don't forget to plug the serial fail-over cable in to each serial port
- Don't forget to handle the ARP issue on the real servers



When using a clustered pair of load balancers in one-arm DR mode all load balanced services must be configured on a floating IP.

VMware Virtual Appliance

Host Server requirements & preparation for VMware

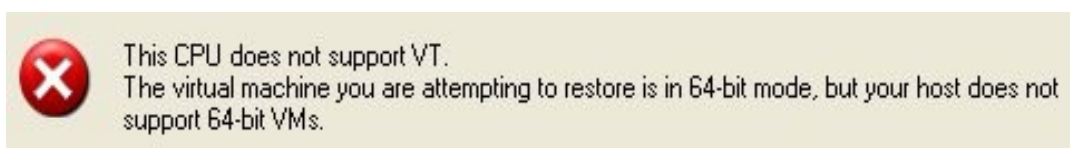
To be able to successfully run the Loadbalancer.org Enterprise VA under VMware, the following basic server specifications must be met:

- A compatible 64bit CPU
- Virtual Technology hardware support – either Intel-VT or AMD-V compliant CPU's

For an Intel based server, VT may need to be enabled in BIOS as shown in the example below:

System Time	11:15:46
System	64-bit	Yes
Memory	Core Speed	1.60 GHz
CPU In	Bus Speed	1066 MHz
	Virtualization Technology	Disabled
SATA P	Adjacent Cache Line Prefetch	Enabled
	Hardware Prefetcher	Enabled
Boot S	Demand-Based Power Management	Disabled
Boot S	Processor 1 ID	6FB
	[Intel(R) Xeon(R) CPU	5110 @ 1.60GHz]
Integr	Level 2 Cache	4 MB
PCI IR	Number of Cores	2

If your server is unable to support 64bit guests, a message similar to the following message will be displayed when trying to start the VA:



Appliance download formats

VMware has a number of formats and versions for systems and files. It can get confusing which type / version is needed for your specific environment. The section below explains what is needed for various versions of VMware.

VMware Player, Workstation & Server

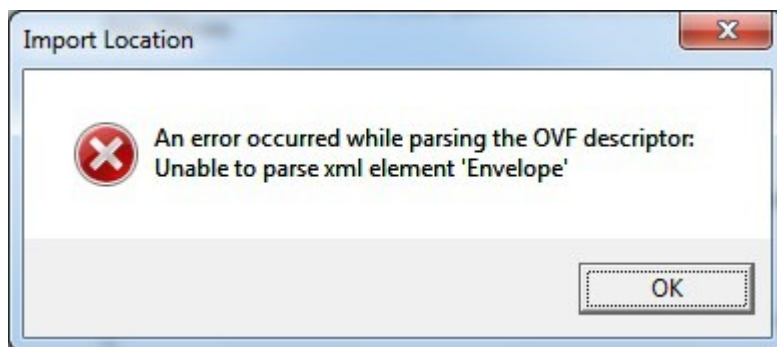
- Download file LBVM.zip (virtualHW.version = 4)
- For VMware server v2.x you can highlight the VA after import and select Upgrade to Hardware v7, for VMware Player, Workstation & Server v1.x no further steps are required

Vsphere Client 4.x & ESX 4.x / ESXi 4.x

- Download file LBVMESX.zip (ovf v1.0, hardware v7)

Virtual Infrastructure Client 2.5.x & ESX 3.x / ESXi 3.x

These are older VMware products that may not be directly compatible with the files on our downloads page. The following error may be displayed when attempting to import the VA:



In this case there are two choices:

- Download LBVM.zip from our downloads page and use the converter for your environment to convert to a compatible VA
- or
- Contact support@loadbalancer.org and request the ovf v0.9 download link

Setting up the Loadbalancer.org Virtual Appliance

1. Download & extract the appropriate file (see previous section)
2. Import the VA:
 - For VMware Server use: **Virtual Machine > Add VM to Inventory**
 - For Vsphere use: **File > Deploy ovf Template**
 - For Virtual Infrastructure use: **File > Virtual Appliance > Import**
3. Start the Virtual Appliance, allow a minute for booting



If two Loadbalancer.org Virtual Appliances are being used, heartbeat is automatically broadcast over eth0 (in a physical appliance, by default heartbeat uses the serial interface)

VMware Tools

Unless you have a specific reason to upgrade the supplied tools then its not really necessary. Our appliances make heavy use of the 64Bit e1000 network driver which is part of the default kernel, the appliance doesn't strictly need any of the extra VMware tools functionality. If you do want to upgrade, detailed instructions are available on our blog at:

<http://blog.loadbalancer.org/how-to-upgrade-vmware-tools-on-clusterload-esx-or-loadbalancerorg-va/>

Physical Appliance

Unpacking The Appliance

1. Remove all packaging
2. Rack mount the appliance as required using the supplied rails
3. The power supply is an auto sensing unit (115v or 230v)

Connections

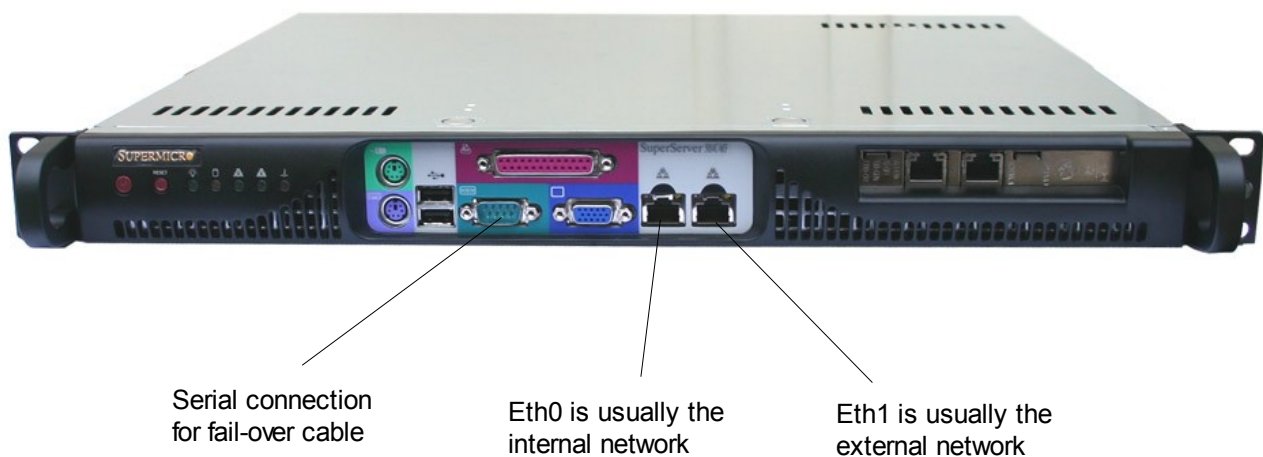
1. Connect the power lead from the power socket to the mains or UPS
2. Connect your network cable from your switch or hub to the internal network port (*eth0*)
3. If using a two-armed configuration connect a second network cable to the external port (*eth1*)
4. Attach a monitor to the VGA port
5. Attach a keyboard to the USB or PS/2 port
6. Check mains power is on
7. Press the power switch on (fans should start)
8. Allow a minute for booting



If two load balancers are being used, connect a null modem cable between the two serial fail-over ports and configure the slave first.

Configure & Test

1. Configure the load balancer using the web based wizard
2. Configure the load balancer using the console wizard
3. Add extra real servers via the web administration interface
4. Configuring the real servers for either NAT or DR mode
5. Testing the load balancer configuration



Configuring the Loadbalancer.org appliance using the web based wizard

This section deals with the process of configuring a single load balancer appliance via the web based wizard. The web based wizard enables you to configure a complete working configuration with one virtual server and one real server. You can then continue in the web interface to make modifications to this basic configuration.

Network interface configuration

- Power up the load balancer
- Log in with:
Username: *root*
Password: *loadbalancer*

You can access the web interface (and subsequently the web based wizard) either via links at the console or from a web browser on a client connected to the same network (recommended).

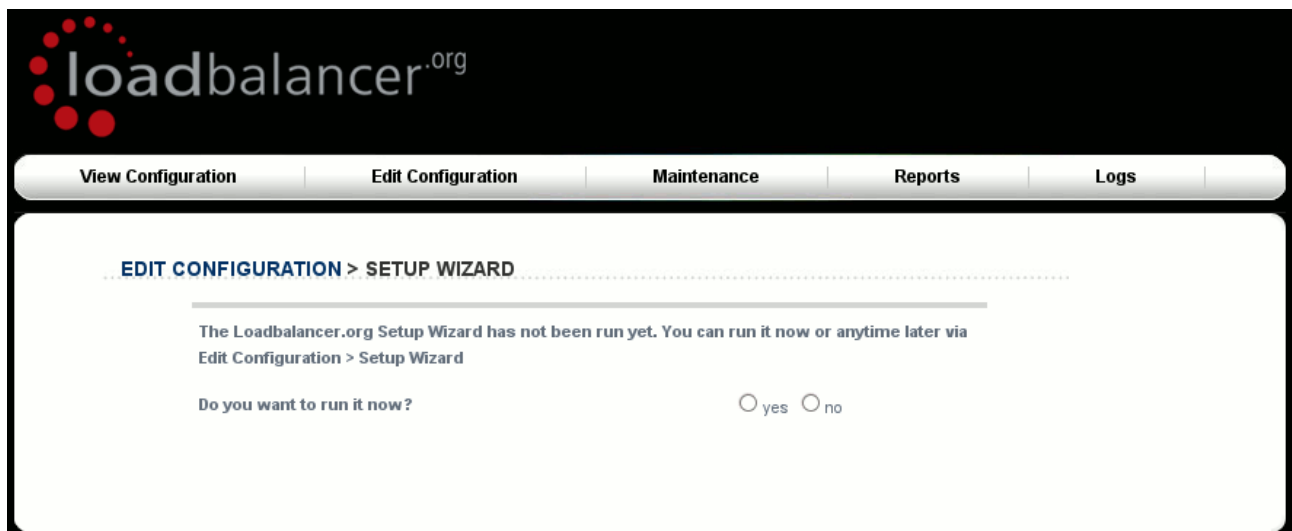
With a web browser access the web interface i.e. ***http://192.168.2.21:9080/lbadmin/***
(replace 192.168.2.21 with the correct address – this is displayed on the console at boot time)

Log in to the web interface:

Username: **loadbalancer**
Password: **loadbalancer**

*NB. If you prefer you can use the HTTPS administration address : **https://192.168.2.21:9443/lbadmin/***

This will take you to the Loadbalancer.org web interface, where the web based configuration wizard will start by default the first time it is accessed. This wizard will ask a series of questions in order to get you started quickly.



All further configuration and administration tasks can then be carried out through the web interface.

Configuring the Loadbalancer.org appliance using the console wizard

This section deals with the process of configuring a single load balancer appliance via the console. The console wizard enables you to configure a complete working configuration with one virtual server and one real server. You can then use the web interface to make modifications to this basic configuration.

NB. For full configuration using only the web interface please see the administration manual

Network interface configuration

- Power up the load balancer
- Log in with:
 - Username: *root*
 - Password: *loadbalancer*
- Type the following command:
 - *lbwizard*

This activates the console based configuration wizard which will ask a series of questions in order to get you started quickly.

```
[root@lbmaster ~]# lbwizard

*****
Welcome to the Loadbalancer.org Setup Wizard. In combination with your
Quickstart guide, this Wizard will help you initialize your load balancer.

You can exit the Wizard at any time by pressing Ctrl-C, and all changes
will be undone. Values within square brackets are defaults and will be used
where you have provided no alternative input.
*****

Press Enter to continue, or Ctrl-C to exit.█
```

Example answers using the wizard for a two-arm NAT configuration

Once you have decided on your load balancing configuration the questions in the wizard should be fairly self explanatory. The following example is for a two-arm NAT configuration:

Question: Is this unit part of an HA-Pair? (y/n)

Answer: n (We are just using one load balancer)

Question: Will the load balancer(s) form part of a one-armed set-up (i.e. same subnet as servers) ? (y/n)

Answer: n (We are going to use two-arm NAT mode)

Question: Enter the IP Address for the INTERNAL interface eth0 [192.168.2.21]:

Answer: 10.0.0.21 (This is for the internal subnet)

Question: Enter the netmask for interface eth0 [255.255.255.0]:

Answer: 255.255.255.0

Question: Enter the IP address for the EXTERNAL interface eth1 [10.0.0.21]:

Answer: 192.168.2.21 (This is for the external subnet)

Question: Enter the netmask for interface eth1 [255.255.255.0]:

Answer: 255.255.255.0

Question: Enter the IP address of the default gateway [10.0.0.1]:

Answer: 10.0.0.31 (The default gateway for your external network)

Question: Enter the IP address of the nameserver [192.168.2.1]:

Answer: 10.0.0.31 (The DNS server for your external network)

Question: Enter the port for first Virtual Server [80]:

Answer: 80 (The first virtual server will default to the external address i.e. 10.0.0.21:80)

Question: Enter the IP address of the first real server (back-end) [10.0.0.100]:

Answer: 192.168.2.50 (The real server must be on the internal subnet)

Question: To confirm these settings and make the changes permanent, press Enter. To cancel changes and exit, press Ctrl-C.

Answer: <Enter> or Ctrl-C.

Once the wizard is completed the load balancer is configured correctly.

Now you need to configure the real server to ensure that it uses the internal IP address of the load balancer as its default gateway. Once this is done you can test the virtual server from the external network.



If you need to restore the manufacturer's settings at any time just use the command *lbrestore* from the console.

Additional Loadbalancer.org configuration (web interface)

This section deals with the configuration of the load balancers via the web interface. The wizard should enable you to have a working virtual server with a single configured real server (back-end). You can use the web interface to add or modify existing virtual and real servers as required.

If you used the web based wizard then you will already be in the web interface. From here all administration tasks can be carried out.

If you chose to use the console wizard then you can now access the web interface either via links at the console or from a web browser on a client connected to the same network (recommended).

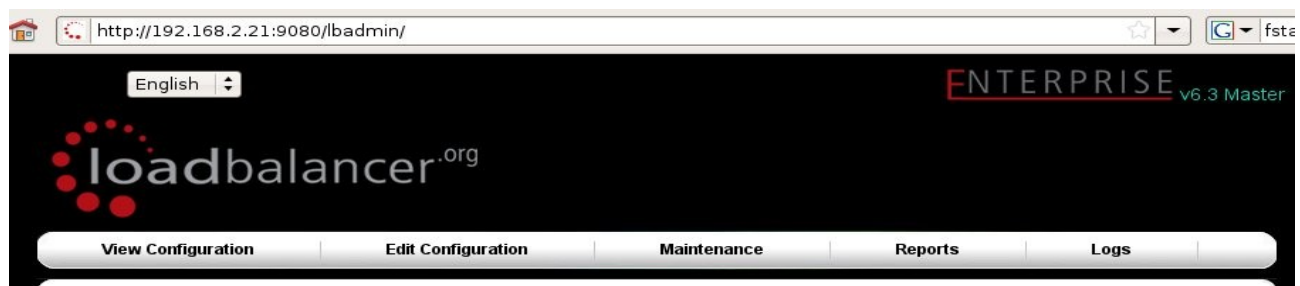
With a web browser access the web interface at ***http://192.168.2.21:9080/lbadmin/***
(replace 192.168.2.21 with the correct address)

Log in to the web interface:

Username: **loadbalancer**

Password: **loadbalancer**

*NB. If you prefer you can use the HTTPS administration address : **https://192.168.2.21:9443/lbadmin/***



All administration tasks can be carried out through the web interface.

Additional real servers (web interface)

The wizard sets up one virtual server with one real server (back-end server) to send the traffic to. You will need to add any extra servers through the web administration interface:

- Use *Edit Configuration > Layer 4 Configuration > Real Servers* and you should see your logical virtual servers listed, select the one you want and click on **Add a new Real Server**

EDIT CONFIGURATION > REAL SERVERS

VIP 1	HTTP_Cluster	(192.168.1.23:80)	[Add a new Real Server]
[Virtual Servers]			

- You just need to give the IP address and port number of your web server
- Correctly specify your real servers IP address and service port
- Weight defaults to 1 making real servers active immediately
- Leave the minimum & maximum connections as 0 for unrestricted

EDIT CONFIGURATION > ADD A NEW REAL SERVER

Label	<input type="text" value="WebServer1"/>	?
Real Server (ipaddress:port)	<input type="text" value="192.168.1.50:80"/>	?
Weight	<input type="text" value="1"/>	?
Minimum Connections	<input type="text" value="0"/>	?
Maximum Connections	<input type="text" value="0"/>	?
Forwarding Method	<input type="text" value="DR"/>	?
<input type="button" value="Update"/>		

- The forwarding method will default to NAT if you have a two-arm configuration or DR if you have a one-arm configuration

You have now finished the configuration of both load balancers for the cluster. Now you must configure the back-end web servers to respond to the load balancer's requests.

Real server (back-end) configuration for NAT mode

If you are using a two-arm NAT load balancing method the real server configuration is a simple case of configuring the load balancer as the default gateway. The real server must also have a valid IP address in the internal subnet behind the load balancer.



Failure to correctly configure the real servers default gateway is the most common problem in NAT configurations. Please refer to: *Advanced NAT considerations* in the administration manual.

Real server (back-end) configuration for DR mode (Linux)

If you are using a one-arm DR load balancing method each web server requires the ARP problem to be handled. Every real server must be configured to respond to the VIP address as well as the RIP address. This is because in DR mode load balanced traffic arrives on the VIP address but the load balancer health checks are on the real server's IP address.

You can use iptables (netfilter) on the real server to re-direct incoming packets destined for the virtual server IP address. This is a simple case of adding the following command to your start up script (rc.local):

```
iptables -t nat -A PREROUTING -p tcp -d 10.0.0.21 -j REDIRECT
```

i.e. Redirect any incoming packets destined for 10.0.0.21 (virtual server) to my local address.

(Don't forget to change the IP address to be the same as your virtual server)



Failure to correctly configure the real servers to handle the ARP problem is the most common problem in DR configurations. Please refer to: *Advanced DR considerations* in the administration manual.

Real server (back-end) configuration for DR mode (Windows)

If you are using a one-arm DR load balancing method each web server requires the ARP problem to be handled:

- Each server must have the MS loopback adapter installed and configured
- The MS loopback adapter must be configured to deal with the ARP problem
- Each server must be configured to respond to the VIP address as well as the RIP address. This is because in DR mode load balanced traffic arrives on the VIP address but the load balancer health checks are on the real IP address.

NB. Services on Windows respond to all ports by default

i Failure to correctly configure the real servers to handle the ARP problem is the most common problem in DR configurations. Please refer to: *Advanced DR considerations* in the administration manual.



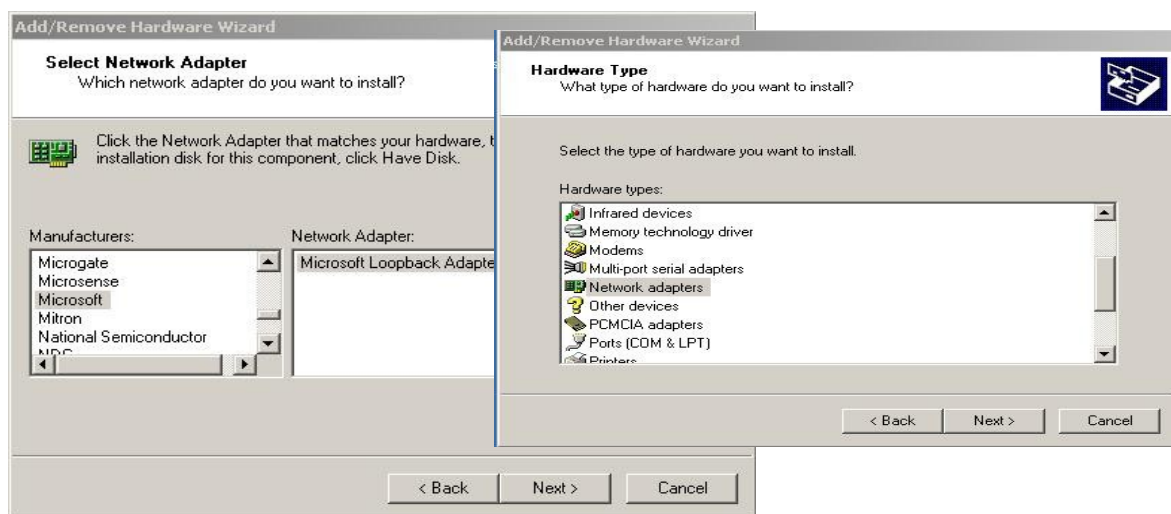
i Remember that for all real servers in Direct Routing mode the load balanced application must respond to both the virtual IP as well as the servers real IP. With Windows the IP address must either be set to (All Unassigned) or use the Advanced tab to add a second IP address.

Resolving ARP issues for Windows server 2000 & 2003 (DR mode only)

Windows server supports the direct routing method through the use of the MS loopback adapter to handle the traffic.

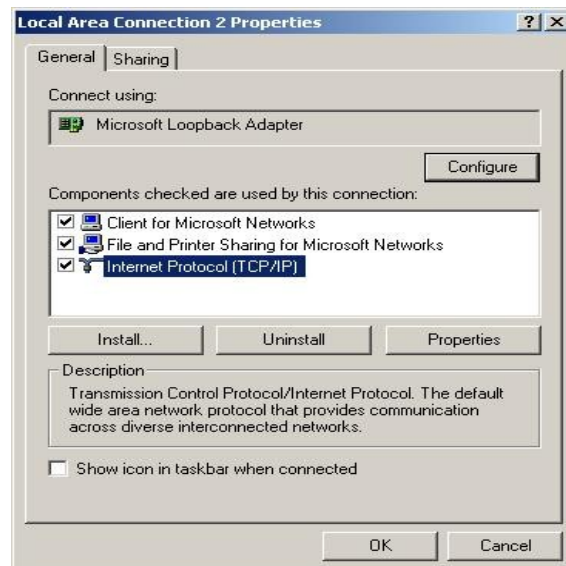
Installing the Microsoft loopback adapter

1. Click Start, point to Settings, click Control Panel, and then double-click Add/Remove Hardware.
2. Click Add/Troubleshoot a device, and then click Next
3. Click Add a new device, and then click Next
4. Click No, I want to select the hardware from a list, and then click Next
5. Click Network adapters, and then click Next
6. In the Manufacturers box, click Microsoft
7. In the Network Adapter box, click Microsoft Loopback Adapter, and then click Next
8. Click Finish

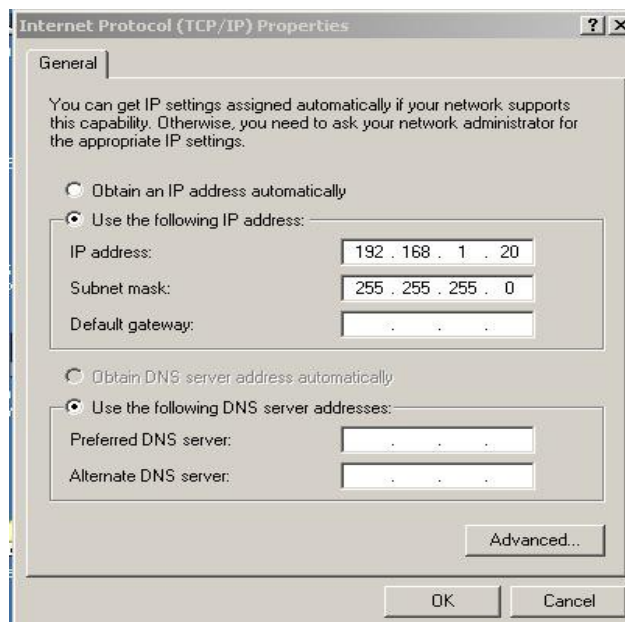


Configuring the loopback adapter

1. Click Start, point to Settings, click Control Panel, and then double-click Network and Dial up Connections
2. Right click the new local adapter and select properties
3. Remove the tick from Client for Microsoft Networks
4. Remove the tick from File and Printer Sharing for Microsoft Networks

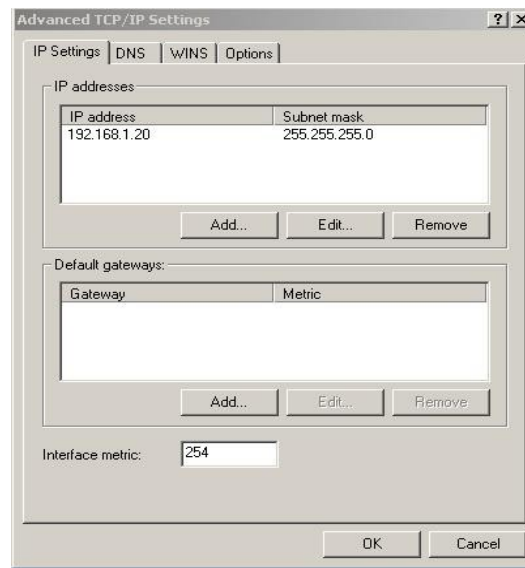


5. Select TCP/IP Properties



4. Fill in the virtual server IP address e.g. 192.168.1.20 and the subnet mask
5. Click on the *Advanced* button

6. Change the Interface Metric to 254 (This stops the adapter responding to ARP requests)
7. Click OK and save all changes



9. Repeat the above process for all of the web servers



For Windows server 2003 SP1 & above, if you have enabled the built-in firewall, you will need to create an exception to enable access to the web server. This exception by default will allow traffic on both the network and loopback adapters.

Resolving ARP issues for Windows server 2008 (DR mode only)

In Windows 2008 we have a whole new way of controlling networking. Microsoft finally have a sensible way of controlling network interfaces.

NB. Please read the previous section relating to MS loopback adapter installation.



For Windows server 2008, if you want to leave the built-in firewall enabled, you'll either need to enable the relevant default firewall exceptions or create your own to enable access to the web server. By default these exceptions will allow traffic on both the network and loopback adapters.

Weak and strong host behaviour in Windows

Windows XP and Windows Server® 2003 use the weak host model for sending and receiving for all IPv4 interfaces and the strong host model for sending and receiving for all IPv6 interfaces. You cannot configure this behavior. The Next Generation TCP/IP stack in Windows Vista and Windows Server 2008 supports strong host sends and receives for both IPv4 and IPv6 by default.

- You still need to configure the loopback adapter with the VIP (but you don't need to set the metric)
- You still need to disable the firewall (or enable traffic to and from the loopback)
- Then you need to use the following command line magic:

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

First you will need to rename the specific adapters from the default of “Local Area Network Connection 1” to either “net” or “loopback” respectively i.e.



Or if you want look up the index number instead using the following command:

```
netsh interface ipv4 show interface
```

Testing the load balancer configuration

For testing add a page to each real web servers root directory i.e. test.html and put the server name on this page.

Now you need a couple of clients to do the testing. Open up a web browser on two different clients and enter the URL for the VIP i.e. `http://192.168.1.20/`.

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 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.*



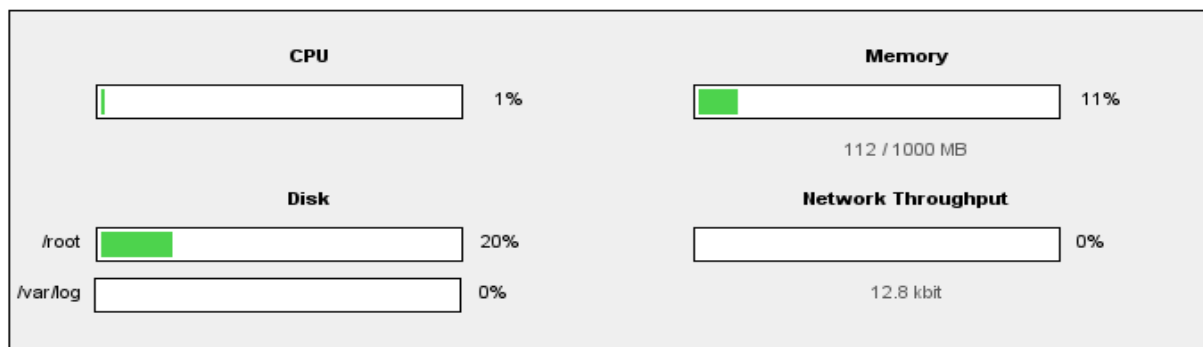
When using a two-arm NAT load balancing method the test client must be in the external subnet (eth1).

Connection error diagnosis

If you get a connection error when trying to access the VIP then:

1. Check *View Configuration > Network Configuration* and make sure that the VIP is active on the load balancer, if not check *Logs > Heartbeat* for errors.
2. Check *Maintenance > System Overview* and make sure none of your VIPs are highlighted in red. If they are your cluster is down and you should see health check diagnosis (next page). Green indicates a healthy cluster, yellow indicates that your cluster may need attention (one real server may be down), and blue indicates a real server has been deliberately taken offline.

VIEW CONFIGURATION > SYSTEM OVERVIEW



Key cluster healthy cluster may need attention cluster is down real server deliberately offline

HTTP_Cluster - 192.168.2.214:80 total connections:0
FTP_Cluster - 192.168.2.11:80 total connections:0
SMTP_Cluster - 192.168.2.1:80 total connections:0

3. If the VIP is still not working then check *Reports > Current Connections* to see the current traffic in detail, any packets marked SYN_RECV imply incorrect real server configuration. Check that any NAT mode servers have the correct default gateway and any DR mode servers are responding to the VIP as well as their own IP.

Health check diagnosis

Go to the Maintenance > System Overview section of the web interface and check that when you use 'take offline' the connections are redirected to the rest of the cluster as expected.

Pull the network cable out of one of the web 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 (as one has been removed from the load balancing list).

Put the network cable back in to the web server, wait a few seconds and then refresh the browsers again. They should now show different web servers again.

Key cluster healthy cluster may need attention cluster is down real server deliberately offline

DR_MoneyTrans - 192.168.1.205:80 total connections:924						
Label	IP	Method	Weight	Active conns	Inactive conns	
Alpha_Server	192.168.1.23:80	DR	1	0	349	take offline
Beta_Server	192.168.1.114:80	DR	0	0	0	bring online
Gamma_Server	192.168.1.66:80	DR	0	0	0	
Delta_Server	192.168.1.69:80	DR	1	0	346	take offline
Epsilon_Server	192.168.1.71:80	DR	1	0	229	take offline

The example above shows that the requested status of Gamma_Server is down (red). This implies that the real server has failed a health check; you can investigate this using *Logs > Ldirectord*. If you know the real server should be active, you may need to increase the health check time-out *Edit Configuration > Global Settings*.

The Beta_Server however is blue, this indicates that it is deliberately in maintenance mode. You can use 'bring online' to make it active.

Testing high-availability for a Loadbalancer.org HA-pair

To test fail-over of a clustered pair of load balancers make sure that you power down the master and check that the slave unit takes over all the floating IP(s).

If fail-over does not occur correctly check *Logs > Heartbeat* on both nodes for any errors.



When testing load balancer fail-over, do not just pull the serial cable and network cable out. These will not cause a fail-over and will invalidate the cluster configuration (split brain). You can configure fail-over on network failure but it is not enabled by default.

Does your application cluster correctly handle its own state?



Load balancers work most effectively if the application servers are completely stateless. This means that if a web server fails and is automatically taken out of the cluster; then all the current user sessions will be transferred to other servers in the cluster without the users needing to re-login to the application again. *If your application doesn't have a persistent data store then you can't have seamless fail over for your back-end servers.*

Web based applications are inherently stateless and an ideal candidate for load balancing. However, Do your web servers store persistent information on local drives?

- Images (jpeg, png, gif etc.)
- Files (html, php, asp etc.)

If so these files either need to be on shared storage such as an NFS/CIFS mount, or they need to be replicated to all of the nodes in the cluster.

Replication solutions for shared data

On UNIX you can use the RSYNC command to replicate files, on Windows Server you can use RSYNC as well but you may prefer ROBOCOPY from the Windows Server Resource Kit. Usually you will upload your content to one master server and then replicate it to the other servers in the cluster.

Solutions for session data

Standard ASP and PHP session data is stored locally by default, leaving your session data in a local store will prevent you from implementing seamless application server fail-over in your cluster. If an application server fails, all of the local session data will be lost and your user will need to re-log in and possibly lose shopping baskets etc.

This problem is easily resolvable by implementing a shared persistent data store for the cluster. This is usually either done with a shared back-end database or a shared memory solution.

What do you do if your application is not stateless?

Some applications require state to be maintained such as:

- Terminal Server
- SSH
- FTP (upload)
- SMTP (incoming)

You may also find that you are unable to modify your HTTP/HTTPS based application to handle shared session data.

If this is the case you can use persistence by source IP address. You lose the ability to have transparent fail-over, but you do still get increased capacity and manageability. This persistence problem occurs with all load balancers and all vendors use standard methods and technology to mitigate the issue.

Loadbalancer.org persistence methods

- Source IP (subnet)
- Cookie (Active or Passive)

The standard Layer 4 persistence method is source IP persistence, you can handle millions of persistent connections at Layer 4. Just modify your virtual server to be persistent if you require source IP persistence.

Cookies are a Layer 7 based persistence method that can offer more even traffic distribution and also handle any clients where the source IP address may change during the session (e.g. mega proxies).

NB. Cookies can only be used in HTTP/HTTPS based applications (see administration manual example 3).

Loadbalancer.org technical support

If you have any questions regarding the appliance don't hesitate to contact the support team support@loadbalancer.org or your local reseller.

Loadbalancer.org hardware support

Hardware support can be arranged either direct with Loadbalancer.org or via your local reseller or through our support team.

For more detailed explanations and complex configuration details please refer to our full administration manual which is available at:

<http://www.loadbalancer.org/pdffiles/loadbalanceradministration.pdf>