



Epicor

Deployment Guide

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1 Introduction

ERP 10 has been built from the ground up to comprehensively respond to the resource planning needs of enterprises and provide the support organizations require to thrive in today's competitive global business landscape. Guided by the needs of today's organizations, Epicor ERP 10 streamlines the use of Enterprise Resource Planning (ERP) across multiple devices while providing greater deployment choices, reduced complexity, and remarkable ease-of-use.

Such a powerful tool requires reliable and powerful support. The Kemp LoadMaster delivers an exceptional, cost-effective and easy to use solution which, by employing Adaptive Load Balancing, balances requests across Epicor ERP 10.

When deployed as a pair, two LoadMasters give the security of High Availability (HA). HA allows two physical or virtual machines to become one logical device. Only one of these units is ever handling traffic at any particular moment. One unit is active and the other is a hot standby (passive). This provides redundancy and resiliency, meaning if one LoadMaster goes down for any reason, the hot standby can become active, therefore avoiding any downtime. For more information on HA please refer to the: [High Availability \(HA\), Feature Description](#).

1.1 Document Purpose

This document provides guidance on deploying Epicor ERP 10 with a Kemp LoadMaster. The Kemp Support Team is available to provide solutions for scenarios not explicitly defined.

The Kemp support site can be found at: <https://support.kemptechnologies.com>.

1.2 Intended Audience

This document is for anyone deploying Epicor ERP 10 with a Kemp LoadMaster.

2 Template

Kemp has developed a template containing our recommended settings for this workload. You can install this template to help create Virtual Services (VSs) because it automatically populates the settings. You can use the template to easily create the required VSs with the recommended settings. For some workloads, additional manual steps may be required such as assigning a certificate or applying port following, these steps are covered in the document, if needed.

You can remove templates after use and this will not affect deployed services. If needed, you can make changes to any of the VS settings after using the template.

Download released templates from the following page: [LoadMaster Templates](#).

For more information and steps on how to import and use templates, refer to the [Virtual Services and Templates, Feature Description](#) on the Kemp Documentation page.

3 Enable Subnet Originating Requests Globally

It is best practice to enable the **Subnet Originating Requests** option globally.

In a one-armed setup (where the Virtual Service and Real Servers are on the same network/subnet) **Subnet Originating Requests** is usually not needed. However, enabling **Subnet Originating Requests** should not affect the routing in a one-armed setup.

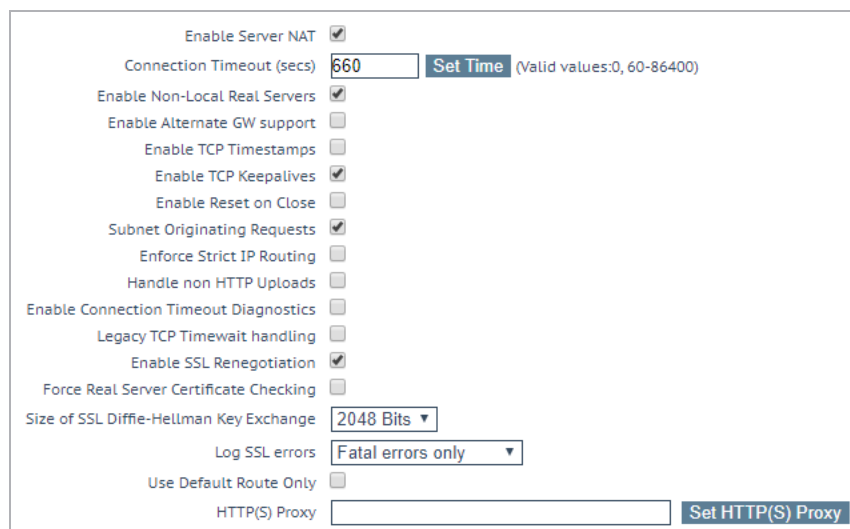
In a two-armed setup where the Virtual Service is on network/subnet A, for example, and the Real Servers are on network B, **Subnet Originating Requests** should be enabled on LoadMasters with firmware version 7.1-16 and above.

When **Subnet Originating Requests** is enabled, the LoadMaster routes traffic so that the Real Server sees traffic arriving from the LoadMaster interface that is in that network/subnet.

When **Subnet Originating Requests** is enabled globally, it is automatically enabled on all Virtual Services. If the **Subnet Originating Requests** option is disabled globally, you can choose whether to enable **Subnet Originating Requests** on a per-Virtual Service basis.

To enable **Subnet Originating Requests** globally, follow the steps below:

1. In the main menu of the LoadMaster Web User Interface (WUI), go to **System Configuration > Miscellaneous Options > Network Options**.



The screenshot shows the 'Network Options' configuration page in the LoadMaster WUI. The page contains a list of settings with checkboxes and input fields. The 'Subnet Originating Requests' option is checked. Other options include 'Enable Server NAT', 'Connection Timeout (secs)' (660), 'Enable Non-Local Real Servers', 'Enable Alternate GW support', 'Enable TCP Timestamps', 'Enable TCP Keepalives', 'Enable Reset on Close', 'Enforce Strict IP Routing', 'Handle non HTTP Uploads', 'Enable Connection Timeout Diagnostics', 'Legacy TCP Timewait handling', 'Enable SSL Renegotiation', 'Force Real Server Certificate Checking', 'Size of SSL Diffie-Hellman Key Exchange' (2048 Bits), 'Log SSL errors' (Fatal errors only), 'Use Default Route Only', and 'HTTP(S) Proxy'.

Enable Server NAT	<input checked="" type="checkbox"/>
Connection Timeout (secs)	660 Set Time (Valid values:0, 60-86400)
Enable Non-Local Real Servers	<input checked="" type="checkbox"/>
Enable Alternate GW support	<input type="checkbox"/>
Enable TCP Timestamps	<input type="checkbox"/>
Enable TCP Keepalives	<input checked="" type="checkbox"/>
Enable Reset on Close	<input type="checkbox"/>
Subnet Originating Requests	<input checked="" type="checkbox"/>
Enforce Strict IP Routing	<input type="checkbox"/>
Handle non HTTP Uploads	<input type="checkbox"/>
Enable Connection Timeout Diagnostics	<input type="checkbox"/>
Legacy TCP Timewait handling	<input type="checkbox"/>
Enable SSL Renegotiation	<input checked="" type="checkbox"/>
Force Real Server Certificate Checking	<input type="checkbox"/>
Size of SSL Diffie-Hellman Key Exchange	2048 Bits ▼
Log SSL errors	Fatal errors only ▼
Use Default Route Only	<input type="checkbox"/>
HTTP(S) Proxy	<input type="text"/> Set HTTP(S) Proxy

3 Enable Subnet Originating Requests Globally

2. Select the **Subnet Originating Requests** check box.

4 Configure Epicor ERP 10 Virtual Services

4.1 Epicor ERP 10 HTTP

The following are the steps involved and the values required to configure Epicor ERP 10 HTTP Virtual Service:

1. In the main menu of the LoadMaster Web User Interface (WUI), go to **Virtual Services > Add New**.

Please Specify the Parameters for the Virtual Service.

Virtual Address	<input type="text" value="10.154.11.131"/>
Port	<input type="text" value="808"/>
Service Name (Optional)	<input type="text" value="Epicor ERP 10"/>
Use Template	<input type="text" value="Select a Template"/>
Protocol	<input type="text" value="tcp"/>

2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **808** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example **Epicor ERP 10**.
5. Ensure **tcp** is selected as the **Protocol**.
6. Click **Add this Virtual Service**.
7. Configure the settings as recommended in the following table:

Section	Option	Value
Standard Options	Force L4	Disabled

Section	Option	Value
	Transparency	Disabled
	Server Initiating Protocols	Normal Protocols
	Persistence Options	Source IP Address
	Timeout	2 Hours
	Scheduling Method	least connection
Real Servers	Real Server Check Method	TCP Connection Only
	Checked Port	808

8. Add the Real Servers:

- a) Click the **Add New** button.
- b) Enter the IP address of the ERP 10 server.
- c) Enter **808** as the **Port**.

The **Forwarding method** and **Weight** values are set by default. An administrator can change these.

- d) Click **Add this Real Server**. Click **OK** to the pop-up message.
- e) Repeat the steps above to add more Real Servers as needed, based on the environment.

References

Unless otherwise specified, the following documents can be found at: <http://kemptechnologies.com/documentation>.

Virtual Services and Templates, Feature Description.

High Availability (HA), Feature Description

Last Updated Date

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