



# Microsoft Dynamics

## Deployment Guide

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#1 Load Balancer in Price/Performance, 360 Central, 360 Vision, Chef, Chef (and design), Chef Habitat, Chef Infra, Code Can (and design), Compliance at Velocity, Corticon, Corticon.js, DataDirect (and design), DataDirect Cloud, DataDirect Connect, DataDirect Connect64, DataDirect XML Converters, DataDirect XQuery, DataRPM, Defrag This, Deliver More Than Expected, DevReach (and design), Driving Network Visibility, Flowmon, Inspec, Ipswitch, iMacros, K (stylized), Kemp, Kemp (and design), Kendo UI, Kinvey, LoadMaster, MessageWay, MOVEit, NativeChat, OpenEdge, Powered by Chef, Powered by Progress, Progress, Progress Software Developers Network, SequeLink, Sitefinity (and Design), Sitefinity, Sitefinity (and design), Sitefinity Insight, SpeedScript, Stylized Design (Arrow/3D Box logo), Stylized Design (C Chef logo), Stylized Design of Samurai, TeamPulse, Telerik, Telerik (and design), Test Studio, WebSpeed, WhatsConfigured, WhatsConnected, WhatsUp, and WS\_FTP are registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and/or other countries.

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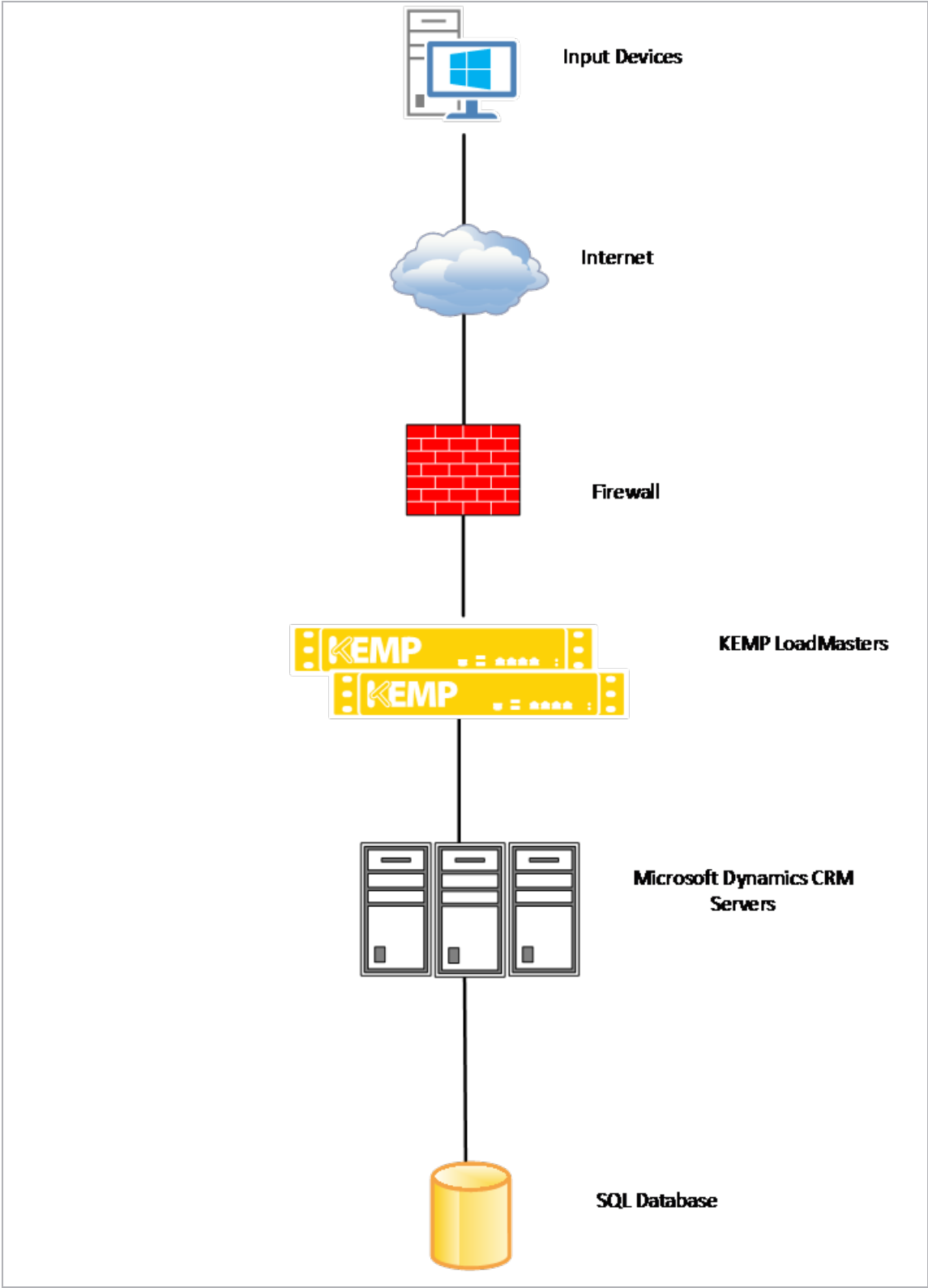
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# 1 Introduction

Microsoft Dynamics CRM is a Customer Relationship Management (CRM) software package developed for businesses. It aims to drive sales, productivity and marketing effectiveness through social insights, business intelligence and campaign management in the cloud, on-premises or with a hybrid combination of both.

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 Microsoft Dynamics. Microsoft Dynamics consists of Dynamics CRM servers.

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: [High Availability \(HA\), Feature Description](#).



### 1.1 Document Purpose

This document is intended to provide guidance on how to deploy Microsoft Dynamics CRM 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 intended to be used by anyone deploying Microsoft Dynamics CRM 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.

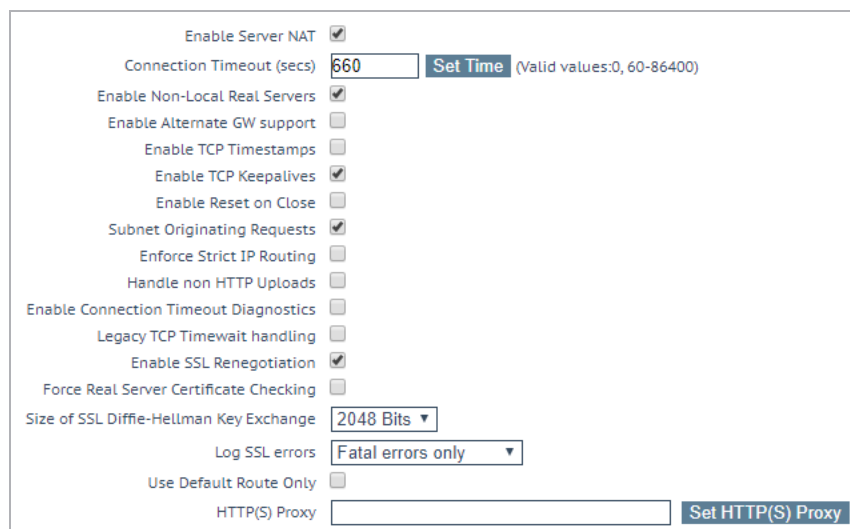
In a two-armed setup where the Virtual Service is on network/subnet A, for example, and the Real Servers are on network B, **Subnet Originating Requests** should be enabled on LoadMasters with firmware version 7.1-16 and above.

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, each with a checkbox or input field. The 'Subnet Originating Requests' option is checked. Other options include 'Enable Server NAT', 'Connection Timeout (secs)', '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', 'Log SSL errors', 'Use Default Route Only', and 'HTTP(S) Proxy'. The 'Set Time' and 'Set HTTP(S) Proxy' buttons are visible at the bottom right.

Enable Server NAT	<input checked="" type="checkbox"/>
Connection Timeout (secs)	660 <span>Set Time (Valid values:0, 60-86400)</span>
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"/> <span>Set HTTP(S) Proxy</span>

### 3 Enable Subnet Originating Requests Globally

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

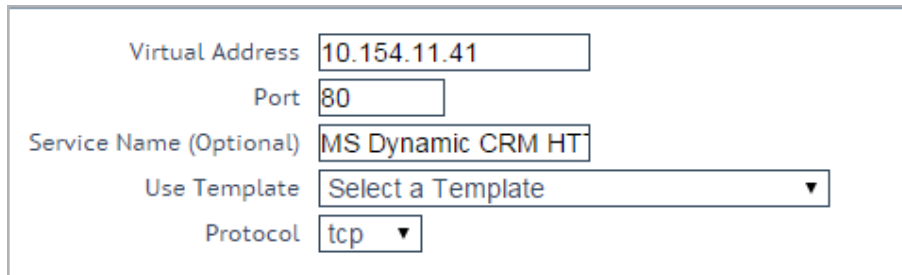
# 4 Configure Microsoft Dynamics Virtual Services

The environment in which Microsoft Dynamics CRM is deployed determines which of the following set-ups should be used.

## 4.1 Microsoft Dynamics CRM HTTP

The following are the steps involved and the values required to configure Microsoft Dynamics HTTP Virtual Service:

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



The screenshot shows a configuration form for a Microsoft Dynamics CRM HTTP Virtual Service. The form contains the following fields and values:

Field	Value
Virtual Address	10.154.11.41
Port	80
Service Name (Optional)	MS Dynamic CRM HT
Use Template	Select a Template
Protocol	tcp

2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **80** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example MS Dynamic CRM HTTP.
5. Ensure **tcp** is selected as the **Protocol**.
6. Click **Add this Virtual Service**.
7. Expand the **Standard Options** section.

## 4 Configure Microsoft Dynamics Virtual Services

▼ Standard Options	
Transparency	<input type="checkbox"/>
Subnet Originating Requests	Enabled
Extra Ports	<input type="text"/> <a href="#">Set Extra Ports</a>
Persistence Options	Mode: <input type="text" value="Super HTTP"/> Timeout: <input type="text" value="1 Hour"/>
Scheduling Method	<input type="text" value="least connection"/>
Idle Connection Timeout	<input type="text" value="660"/> <a href="#">Set Idle Timeout</a>
Use Address for Server NAT	<input type="checkbox"/>
Quality of Service	<input type="text" value="Normal-Service"/>

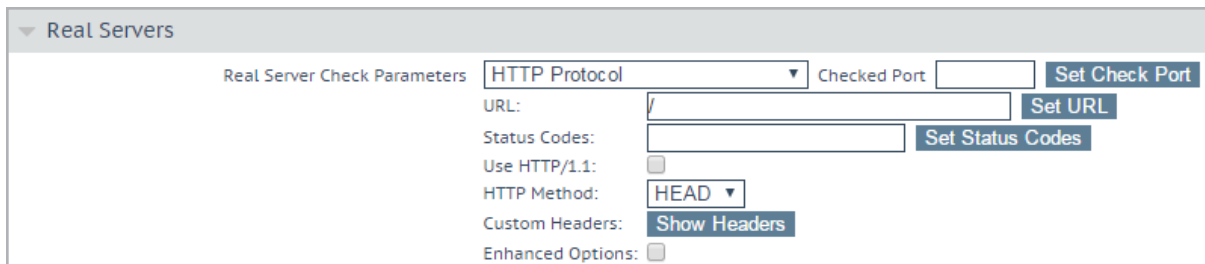
8. Deselect the **Transparency** check box.
9. Select **Super HTTP** from the **Mode** drop-down list.
10. Select **1 Hour** from the **Timeout** drop-down list.
11. Select **least connection** from the **Scheduling Method** drop-down list.
12. Set the **Idle Connection Timeout** to 660 and click the **Set Idle Timeout** button.
13. Expand the **Advanced Properties** section.

▼ Advanced Properties	
Content Switching	Disabled
HTTP Selection Rules	<a href="#">Show Selection Rules</a>
HTTP Header Modifications	<a href="#">Show Header Rules</a>
Response Body Modification	<a href="#">Show Body Modification Rules</a>
Enable HTTP/2 Stack	<input type="checkbox"/>
Enable Caching	<input type="checkbox"/>
Enable Compression	<input type="checkbox"/>
Detect Malicious Requests	<input type="checkbox"/>
Add Header to Request	<input type="text"/> : <input type="text"/> <a href="#">Set Header</a>
Copy Header in Request	<input type="text"/> To Header <input type="text"/> <a href="#">Set Headers</a>
Add HTTP Headers	<input type="text" value="Legacy Operation(X-ClientSide)"/>
"Sorry" Server	<input type="text"/> Port <input type="text"/> <a href="#">Set Server Address</a>
Not Available Redirection Handling	Error Code: <input type="text"/> <a href="#">Set Redirect URL</a>
Default Gateway	<input type="text"/> <a href="#">Set Default Gateway</a>
Service Specific Access Control	<a href="#">Access Control</a>

14. Select **Legacy Operation (X-ClientSide)** from the **Add HTTP Headers** drop-down list.

## 4 Configure Microsoft Dynamics Virtual Services

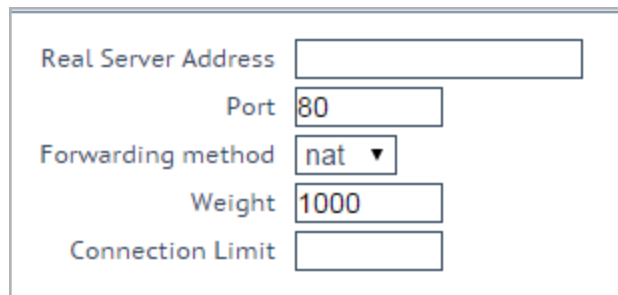
15. Expand the **Real Servers** section.



16. Select the **HTTP Protocol** from the **Real Server Check Parameters** drop-down list.

17. Enter **/** in the **URL** text box and click **Set URL**.

18. Ensure **HEAD** is selected from the **HTTP Method** drop-down list.



19. Add the Real Servers:

- Click the **Add New** button.
- Enter the IP address of the **CRM Server**.
- Enter **80** as the **Port**.

---

The Real Server **Port** should match the Virtual Service **Port**.

---

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

---

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

## 4.2 Microsoft Dynamics CRM HTTPS

Kemp recommends two Virtual Services be configured for Microsoft Dynamics CRM HTTPS.

The following are the steps involved and the values required to configure the Microsoft Dynamics HTTPS Virtual Services:

### 4.2.1 Microsoft Dynamics HTTPS (Redirect)

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

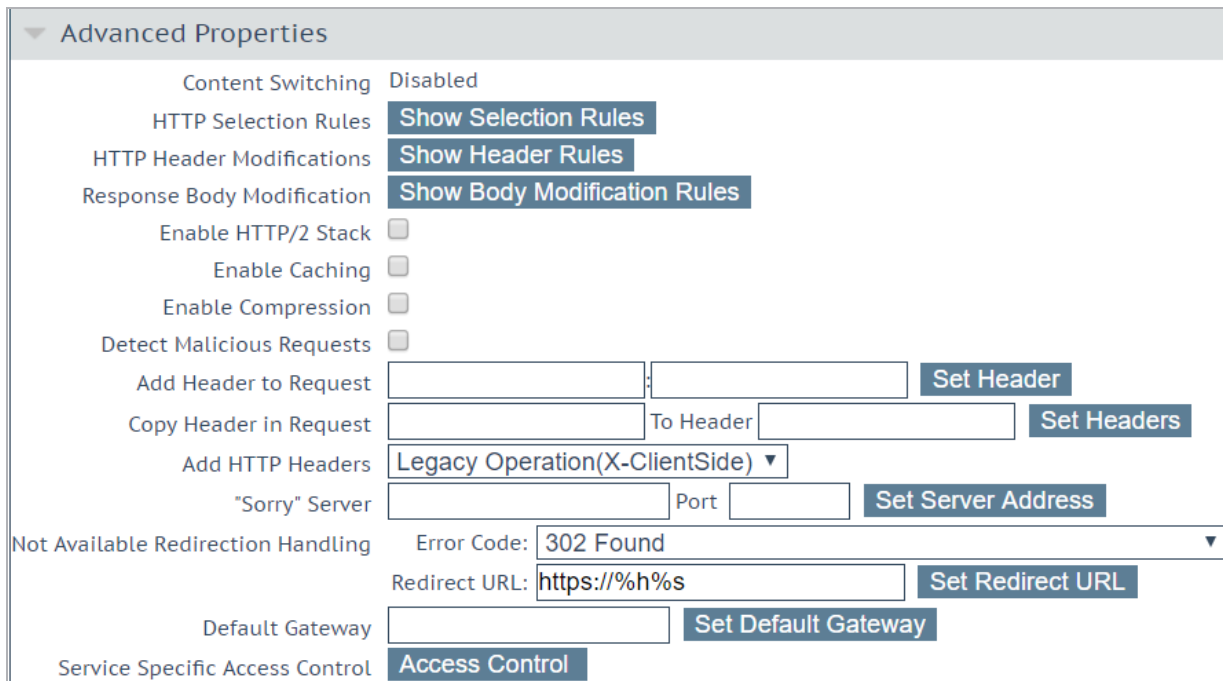
Virtual Address	<input type="text" value="10.154.11.42"/>
Port	<input type="text" value="80"/>
Service Name (Optional)	<input type="text" value="MS Dynamic CRM HT"/>
Use Template	<input type="text" value="Select a Template"/>
Protocol	<input type="text" value="tcp"/>

2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **80** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example MS Dynamic CRM HTTPS Redirect.
5. Ensure **tcp** is selected as the **Protocol**.
6. Click **Add this Virtual Service**.
7. Expand the **Standard Options** section.

▼ Standard Options	
Transparency	<input type="checkbox"/>
Subnet Originating Requests	Enabled
Extra Ports	<input type="text"/> <a href="#">Set Extra Ports</a>
Persistence Options	Mode: <input type="text" value="None"/>
Scheduling Method	<input type="text" value="round robin"/>
Idle Connection Timeout (Default 660)	<input type="text"/> <a href="#">Set Idle Timeout</a>
Use Address for Server NAT	<input type="checkbox"/>
Quality of Service	<input type="text" value="Normal-Service"/>

## 4 Configure Microsoft Dynamics Virtual Services

8. Deselect the **Transparency** check box.
9. Select **None** from the **Mode** drop-down list.
10. Select **round robin** from the **Scheduling Method** drop-down list.
11. Expand the **Advanced Properties** section.



▼ Advanced Properties

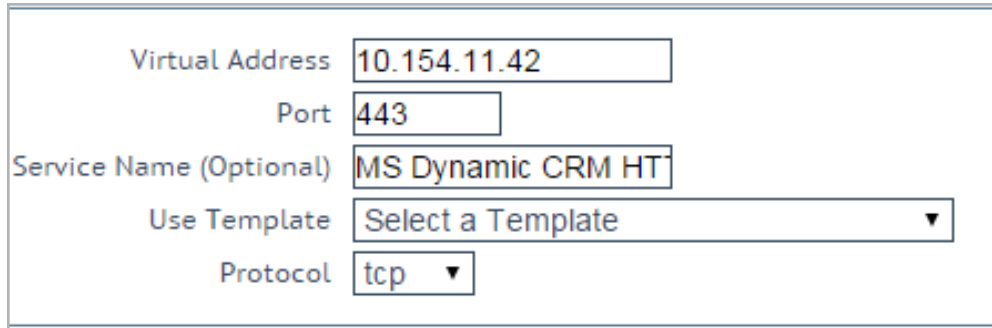
Content Switching	Disabled	
HTTP Selection Rules	<b>Show Selection Rules</b>	
HTTP Header Modifications	<b>Show Header Rules</b>	
Response Body Modification	<b>Show Body Modification Rules</b>	
Enable HTTP/2 Stack	<input type="checkbox"/>	
Enable Caching	<input type="checkbox"/>	
Enable Compression	<input type="checkbox"/>	
Detect Malicious Requests	<input type="checkbox"/>	
Add Header to Request	<input type="text"/> : <input type="text"/>	<b>Set Header</b>
Copy Header in Request	<input type="text"/> To Header <input type="text"/>	<b>Set Headers</b>
Add HTTP Headers	Legacy Operation(X-ClientSide) ▼	
"Sorry" Server	<input type="text"/> Port <input type="text"/>	<b>Set Server Address</b>
Not Available Redirection Handling	Error Code:	302 Found ▼
	Redirect URL:	https://%h%s <b>Set Redirect URL</b>
Default Gateway	<input type="text"/>	<b>Set Default Gateway</b>
Service Specific Access Control	<b>Access Control</b>	

12. Select **Legacy Operation (X-ClientSide)** from the **Add HTTP Headers** drop-down list.
13. Select **302 Found** from the **Error Code** drop-down list.
14. Enter https://%h%s in the **Redirect URL** text box and click **Set Redirect URL**.

## 4.2.2 Microsoft Dynamics HTTPS (Certificate Installed on Real Server)

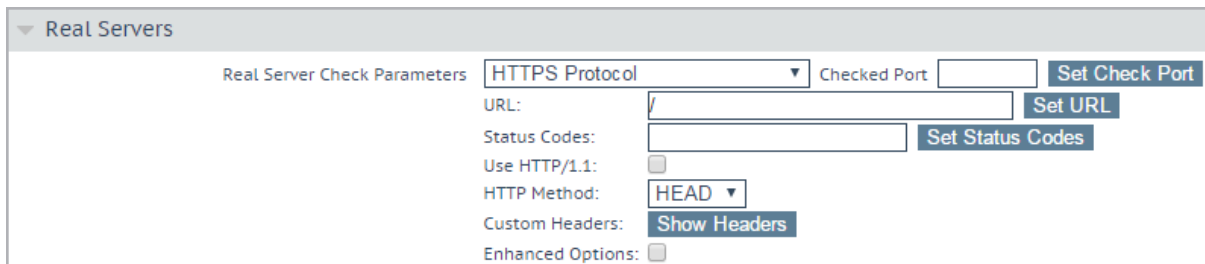
1. In the main menu of the LoadMaster Web User Interface (WUI), go to **Virtual Services > Add New**.

## 4 Configure Microsoft Dynamics Virtual Services



A screenshot of a configuration form for virtual services. It contains five fields: 'Virtual Address' with the value '10.154.11.42', 'Port' with the value '443', 'Service Name (Optional)' with the value 'MS Dynamic CRM HT', 'Use Template' with a dropdown menu showing 'Select a Template', and 'Protocol' with a dropdown menu showing 'tcp'.

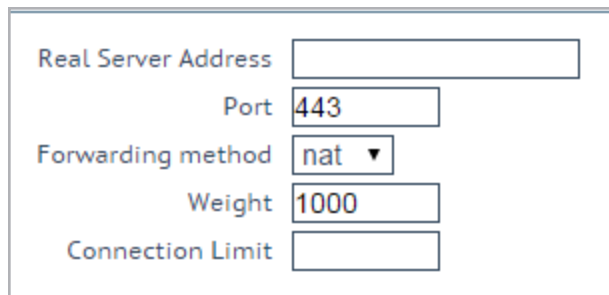
2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **443** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example MS Dynamic CRM HTTPS.
5. Ensure **tcp** is selected as the **Protocol**.
6. Click **Add this Virtual Service**.
7. Expand the **Standard Options** section.
8. Ensure the **Force L4** check box is clear.
9. Ensure the **Transparency** check box is clear.
10. Select **Source IP Address** from the **Mode** drop-down list.
11. Select **1 Hour** from the **Timeout** drop-down list.
12. Select **least connection** from the **Scheduling Method** drop-down list.
13. Enter **660** as the **Idle Connection Timeout** and click **Set Idle Timeout**.
14. Expand the **Real Servers** section.



A screenshot of the 'Real Servers' configuration section. It features a 'Real Server Check Parameters' dropdown menu set to 'HTTPS Protocol'. To its right are 'Checked Port' and 'Set Check Port' buttons. Below these are fields for 'URL' (containing '/'), 'Status Codes', and 'HTTP Method' (set to 'HEAD'). Each of these fields has a corresponding 'Set' button ('Set URL', 'Set Status Codes', and 'Show Headers'). There are also checkboxes for 'Use HTTP/1.1' and 'Enhanced Options'.

15. Select **HTTPS Protocol** from the **Real Server Check Parameters** drop-down list.
16. Enter **/** in the **URL** text box and click **Set URL**.

17. Select **HEAD** from the **HTTP Method** drop-down list.



The screenshot shows a configuration form for a Real Server. It contains five fields: 'Real Server Address' (a text input field), 'Port' (a text input field containing '443'), 'Forwarding method' (a dropdown menu showing 'nat'), 'Weight' (a text input field containing '1000'), and 'Connection Limit' (a text input field).

18. Add the Real Servers:

- a) Click the **Add New** button.
- b) Enter the IP address of the **CRM Server**.
- c) Enter **443** as the **Port**.

---

The Real Server **Port** should match the Virtual Service **Port**.

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---

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 steps **b)** to **d)** above to add more Real Servers as needed, based on the environment.

## 4.3 Microsoft Dynamics HTTPS Re-encrypt

---

Kemp recommends two Virtual Services be configured for Microsoft Dynamics CRM HTTPS Re-encrypt.

---

The following are the steps involved and the values required to configure the Microsoft Dynamics HTTPS Re-encrypt Virtual Services:

### 4.3.1 Microsoft Dynamics CRM HTTPS Reencrypted Redirect

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

## 4 Configure Microsoft Dynamics Virtual Services

Virtual Address	<input type="text" value="10.154.11.43"/>
Port	<input type="text" value="80"/>
Service Name (Optional)	<input type="text" value="MS Dynamic CRM HT"/>
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 **80** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example MS Dynamic CRM HTTPS Reencrypted-Redirect.
5. Ensure **tcp** is selected as the **Protocol**.
6. Click **Add this Virtual Service**.
7. Expand the **Standard Options** section.

▼ Standard Options	
Transparency	<input type="checkbox"/>
Subnet Originating Requests	Enabled
Extra Ports	<input type="text"/> <a href="#">Set Extra Ports</a>
Persistence Options	Mode: <input type="text" value="None"/>
Scheduling Method	<input type="text" value="round robin"/>
Idle Connection Timeout (Default 660)	<input type="text"/> <a href="#">Set Idle Timeout</a>
Use Address for Server NAT	<input type="checkbox"/>
Quality of Service	<input type="text" value="Normal-Service"/>

8. Deselect the **Transparency** check box.
9. Select **None** from the **Mode** drop-down list.
10. Select **round robin** from the **Scheduling Method** drop-down list.
11. Expand the **Advanced Properties** section.

## 4 Configure Microsoft Dynamics Virtual Services

▼ Advanced Properties

Content Switching	Disabled		
HTTP Selection Rules	<a href="#">Show Selection Rules</a>		
HTTP Header Modifications	<a href="#">Show Header Rules</a>		
Response Body Modification	<a href="#">Show Body Modification Rules</a>		
Enable HTTP/2 Stack	<input type="checkbox"/>		
Enable Caching	<input type="checkbox"/>		
Enable Compression	<input type="checkbox"/>		
Detect Malicious Requests	<input type="checkbox"/>		
Add Header to Request	<input type="text"/>	:	<input type="text"/> <a href="#">Set Header</a>
Copy Header in Request	<input type="text"/>	To Header	<input type="text"/> <a href="#">Set Headers</a>
Add HTTP Headers	<a href="#">Legacy Operation(X-ClientSide)</a> ▼		
"Sorry" Server	<input type="text"/>	Port	<input type="text"/> <a href="#">Set Server Address</a>
Not Available Redirection Handling	Error Code:	<a href="#">302 Found</a> ▼	
	Redirect URL:	<input type="text"/> <a href="#">Set Redirect URL</a>	
Default Gateway	<input type="text"/>	<a href="#">Set Default Gateway</a>	
Service Specific Access Control	<a href="#">Access Control</a>		

12. Select **Legacy Operation (X-ClientSide)** from the **Add HTTP Headers** drop-down list.

13. Select **302 Found** from the **Error Code** drop-down list.

14. Enter **https://%h%s** in the Redirect URL text box and click Set Redirect URL.

## 4.3.2 Microsoft Dynamics CRM HTTPS Reencrypt

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

Virtual Address	<input type="text" value="10.154.11.43"/>
Port	<input type="text" value="443"/>
Service Name (Optional)	<input type="text" value="MS Dynamic CRM HT"/>
Use Template	<a href="#">Select a Template</a> ▼
Protocol	<a href="#">tcp</a> ▼

2. Enter a valid IP address in the **Virtual Address** text box.

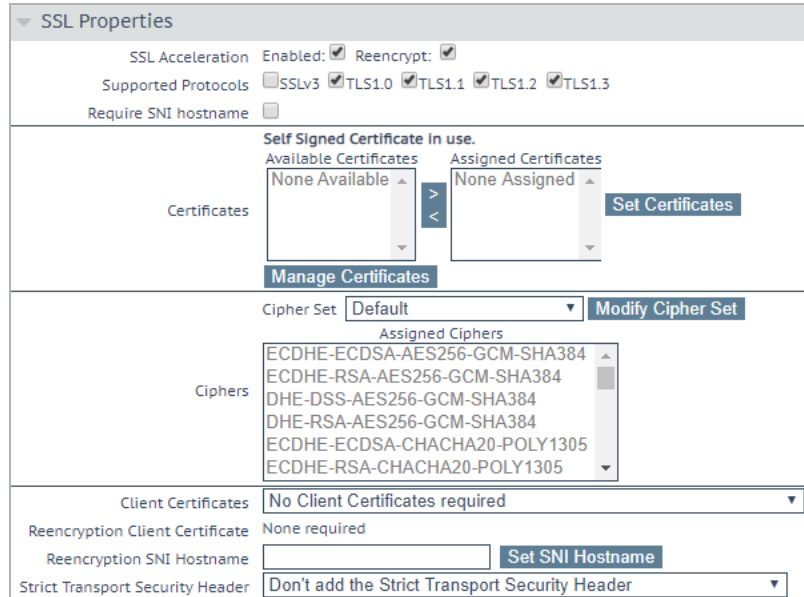
3. Enter **443** in the **Port** text box.

4. Enter a recognizable **Service Name**, for example **MS Dynamic CRM HTTPS Re-encrypt**.

5. Ensure **tcp** is selected as the **Protocol**.

## 4 Configure Microsoft Dynamics Virtual Services

6. Click **Add this Virtual Service**.
7. Expand the **SSL Properties** section.

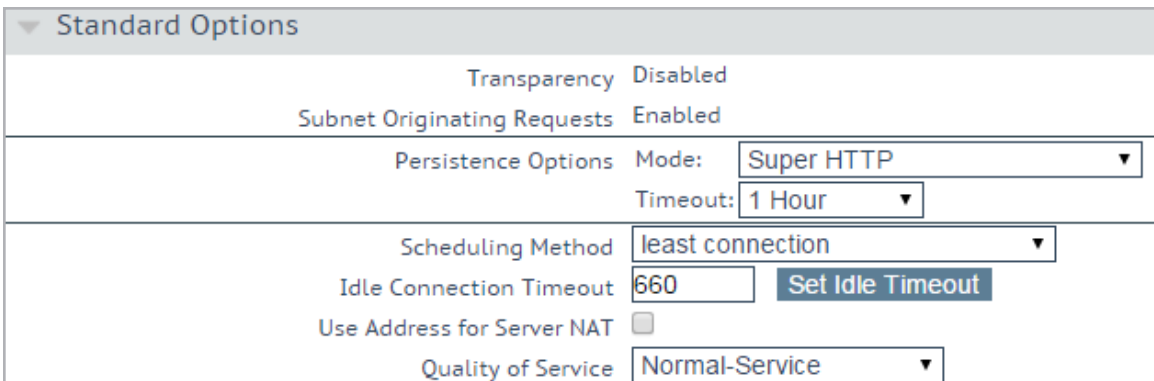


8. Select the **Enabled** and **Reencrypt** check boxes for **SSL Acceleration**.
9. Select the four **TLS** check boxes for **Supported Protocols**.

While this workload may not support TLS1.3 yet, Kemp recommend enabling it for future proofing.

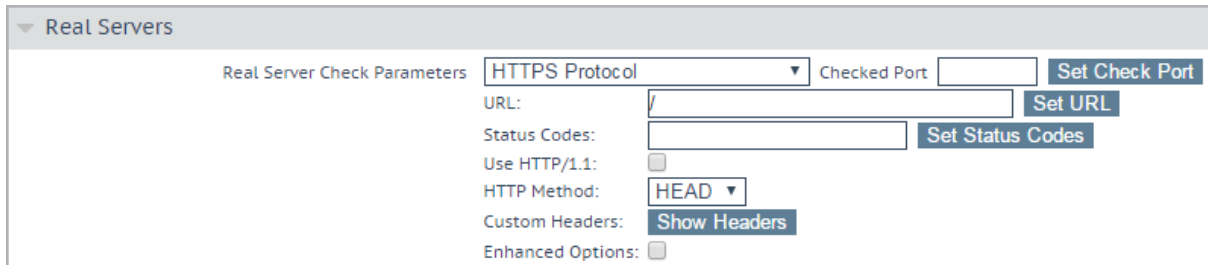
While the **Cipher Set** automatically selects **Default** from the drop-down list, users may select **BestPractices** to ensure all security scans are passed without issue.

10. Expand the **Standard Options** section.

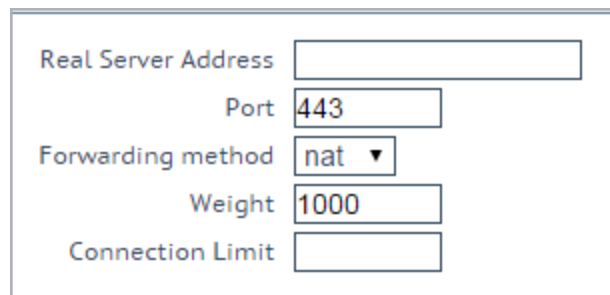


## 4 Configure Microsoft Dynamics Virtual Services

11. Ensure **Transparency** is Disabled.
12. Select **Super HTTP** from the **Mode** drop-down list.
13. Select **1 Hour** from the **Timeout** drop-down list.
14. Select **least connection** from the **Scheduling Method** drop-down list.
15. Expand the **Real Servers** section.



16. Select **HTTPS Protocol** from the **Real Server Check Parameters** drop-down list.
17. Enter **/** in the **URL** text box and click **Set URL**.
18. Select **HEAD** from the **HTTP Method** drop-down list.



19. Add the Real Servers:
  - a) Click the **Add New** button.
  - b) Enter the IP address of the **CRM Server**.
  - c) Enter **443** as the **Port**.

---

The Real Server **Port** should match the Virtual Service **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 steps **b)** to **d)** above to add more Real Servers as needed, based on the environment.

# References

Unless otherwise specified, the following documents can be found at:

<https://kemptechnologies.com/documentation>.

**Virtual Services and Templates, Feature Description.**

**High Availability (HA), Feature Description**

# Last Updated Date

This document was last updated on 27 July 2023.