

VMware

Installation Guide

UPDATED: 28 July 2023

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

These materials and all Progress® software products are copyrighted and all rights are reserved by Progress Software Corporation. The information in these materials is subject to change without notice, and Progress Software Corporation assumes no responsibility for any errors that may appear therein. The references in these materials to specific platforms supported are subject to change.

#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.

Analytics360, AppServer, BusinessEdge, Chef Automate, Chef Compliance, Chef Desktop, Chef Workstation, Corticon Rules, Data Access, DataDirect Autonomous REST Connector, DataDirect Spy, DevCraft, Fiddler, Fiddler Classic, Fiddler Everywhere, Fiddler Jam, FiddlerCap, FiddlerCore, FiddlerScript, Hybrid Data Pipeline, iMail, InstaRelinker, JustAssembly, JustDecompile, JustMock, KendoReact, OpenAccess, PASOE, Pro2, ProDataSet, Progress Results, Progress Software, ProVision, PSE Pro, Push Jobs, SafeSpaceVR, Sitefinity Cloud, Sitefinity CMS, Sitefinity Digital Experience Cloud, Sitefinity Feather, Sitefinity Thunder, SmartBrowser, SmartComponent, SmartDataBrowser, SmartDataObjects, SmartDataView, SmartDialog, SmartFolder, SmartFrame, SmartObjects, SmartPanel, SmartQuery, SmartViewer, SmartWindow, Supermarket, SupportLink, Unite UX, and WebClient are trademarks or service marks of Progress Software Corporation and/or its subsidiaries or affiliates in the U.S. and other countries. Java is a registered trademark of Oracle and/or its affiliates. Any other marks contained herein may be trademarks of their respective owners.

Please refer to the NOTICE.txt or Release Notes – Third-Party Acknowledgements file applicable to a particular Progress product/hosted service offering release for any related required third-party acknowledgements.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

Table of Contents

1 Introduction **5**

1.1 Upgrading Your Virtual Machine 6

2 Best Practices **7**

3 Installing Virtual LoadMaster (VLM) using vSphere **9**

3.1 Static MAC Addresses Must Be Configured 9

3.2 Download the OVF File 9

3.3 Deploy the OVF File 10

3.4 Check the Virtual Machine Settings 14

3.5 Power On the LoadMaster 14

4 Configure the LoadMaster **16**

4.1 Obtain/Set the LoadMaster IP Address 16

4.1.1 Configuring the LoadMaster Using the Console 16

4.1.2 Obtain the LoadMaster IP Address if Using DHCP 18

4.2 License and Configure the LoadMaster 18

5 Troubleshooting **23**

5.1 Factory Reset 23

5.2 VMware Tools 23

5.3 Working with VMware Virtual Switches 23

References **24**

VMware Tools Add-On Package, Feature Description 24

Licensing, Feature Description 24

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

Last Updated Date 25

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

1 Introduction

The Kemp Virtual LoadMaster is a version of the Kemp LoadMaster that runs as a virtual machine within a hypervisor and can provide all the features and functions of a hardware-based LoadMaster.

This document describes the installation of the Virtual LoadMaster (VLM) within a VMware hypervisor environment.

The Virtual LoadMaster is VMware ready. Starting with LoadMaster Operating System (LMOS) version 7.2.50:

- The VMware VLM is delivered as a hardware version 10 virtual machine. You can upgrade to a higher virtual machine number as needed. For further details, refer to the **Upgrading Your Virtual Machine** section.
- Virtual LoadMaster is supported with:
    - VMware ESXi 5.5 and above
    - vCenter Server 5.5 and above

There are several different versions of the VLM available. Full details of the currently supported versions are available on our website: www.kemptechnologies.com.

The VMware virtual machine guest environment for the VLM, at minimum, must include:

- 2 x virtual CPUs (reserve 2 GHz)
- 2 GB RAM
- 16 GB disk space (sparse where possible)

There may be maximum configuration limits imposed by VMware such as maximum RAM per VM, Virtual NICs per VM and so on. For further details regarding the configuration limits imposed by VMware, please refer to the relevant VMware documentation.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

1.1 Upgrading Your Virtual Machine

The VMware VLM is delivered as a hardware version 10 virtual machine. You can upgrade to a higher virtual machine number as needed. Before upgrading, first take a backup or snapshot of the virtual machine. If you do this, you can reverse the upgrade if needed.

For further details on upgrading a virtual machine, refer to this VMware article: Upgrade Virtual Hardware.

> There is a significant difference when updating your LoadMaster virtual machine to the instructions provided for Windows virtual machines in the linked VMware article. You must upgrade the virtual hardware machine version for the LoadMaster before you upgrade VMware Tools.

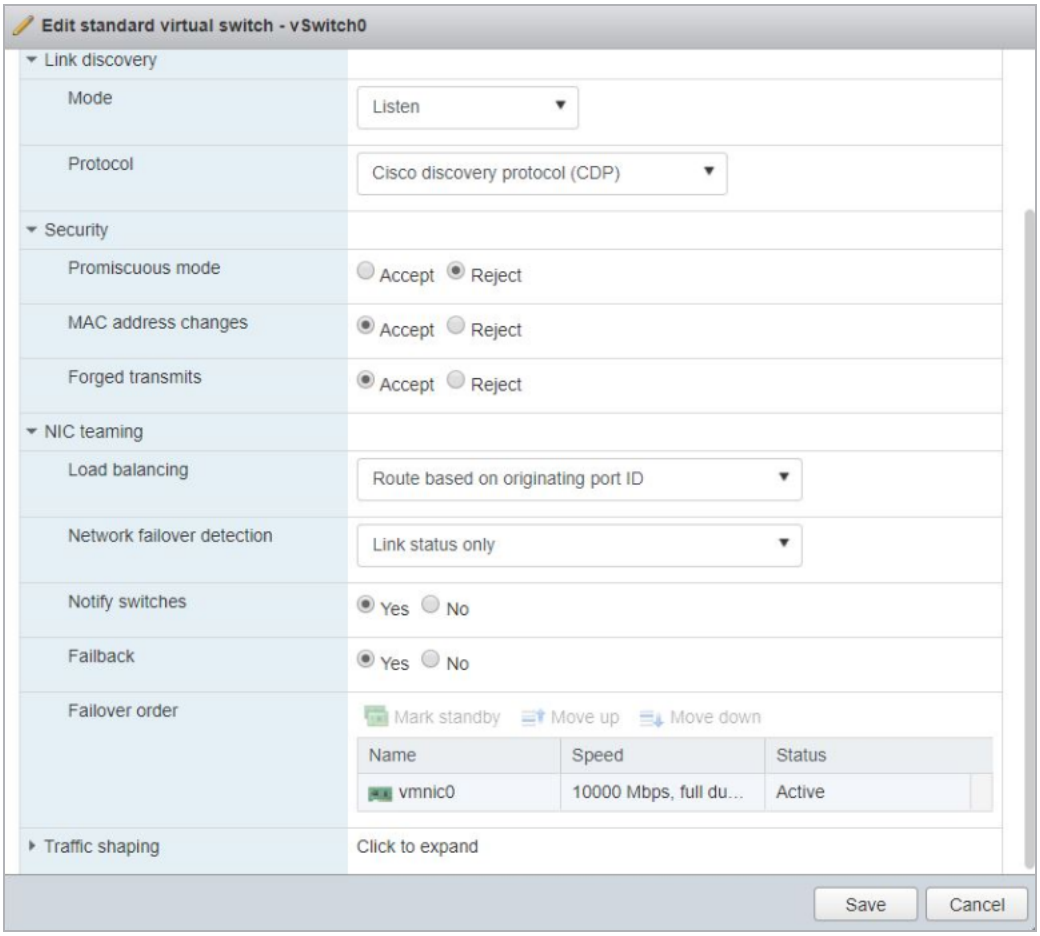
© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

2 Best Practices

Some best practices to be aware of before deploying a LoadMaster on VMware are below:

- Configure an existing or new load balancing port group for the relevant VLAN to avoid port flooding
- Use the VMXNET3 network adapter type when deploying the VLM

> Reordering happens only when using 4 or more VMNET3 network adapters. This issue does not occur if using e1000 network adapters. Refer to the following Knowledge Base article for further information: When adding 4 or more VMXNET3 NICs to a VLM in VMware, the order is incorrect.



© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

- When using High Availability (HA), ensure that **MAC Address Changes** and **Forged Transmits** are both selected and set to **Accept**. Ensure this is forced (hard coded) on the port group as any changes to the vSwitch will affect all port groups by default.
- When using HA and the LoadMasters are on different hosts: To prevent the transmission of RARP packets from being sent every time a Virtual Machine is powered on, set the **Notify Switches** option to **No**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

3 Installing Virtual LoadMaster (VLM) using vSphere

The following instructions describe how to install a Virtual LoadMaster on a VMware ESXi environment using the VMware vSphere client.

3.1 Static MAC Addresses Must Be Configured

If you move a VLM system to a different Virtual Machine, ensure that the MAC addresses of the Virtual Machine's NICs stay the same. Static MAC addresses must be configured for all NICs within Virtual Machines.

For further information on configuring static MAC addresses, please refer to the relevant VMware documentation.

A static MAC address is needed due to the Kemp license being tied to the MAC address. If the MAC address changes, the license can break and you must contact Kemp Support to restore your license.

3.2 Download the OVF File

The VLM is packaged with an .ovf file for ease of deployment. This file can be freely downloaded from Kemp for a 30 day evaluation period. To download the VLM please follow the following instructions.

1. Go to http://www.Kemptechnologies.com/try.
2. Click the **Download Now** button.
3. Within the **Select your hypervisor** section, select the option for **VMware (OVF)**.
4. Select your country from the drop-down list provided.
5. Read the End User License Agreement.
6. To proceed with the download, ensure the **I agree to the End User License Agreement terms** check box is ticked.
7. Click the **Download** button.
8. Unzip the contents of the file to an accessible location.

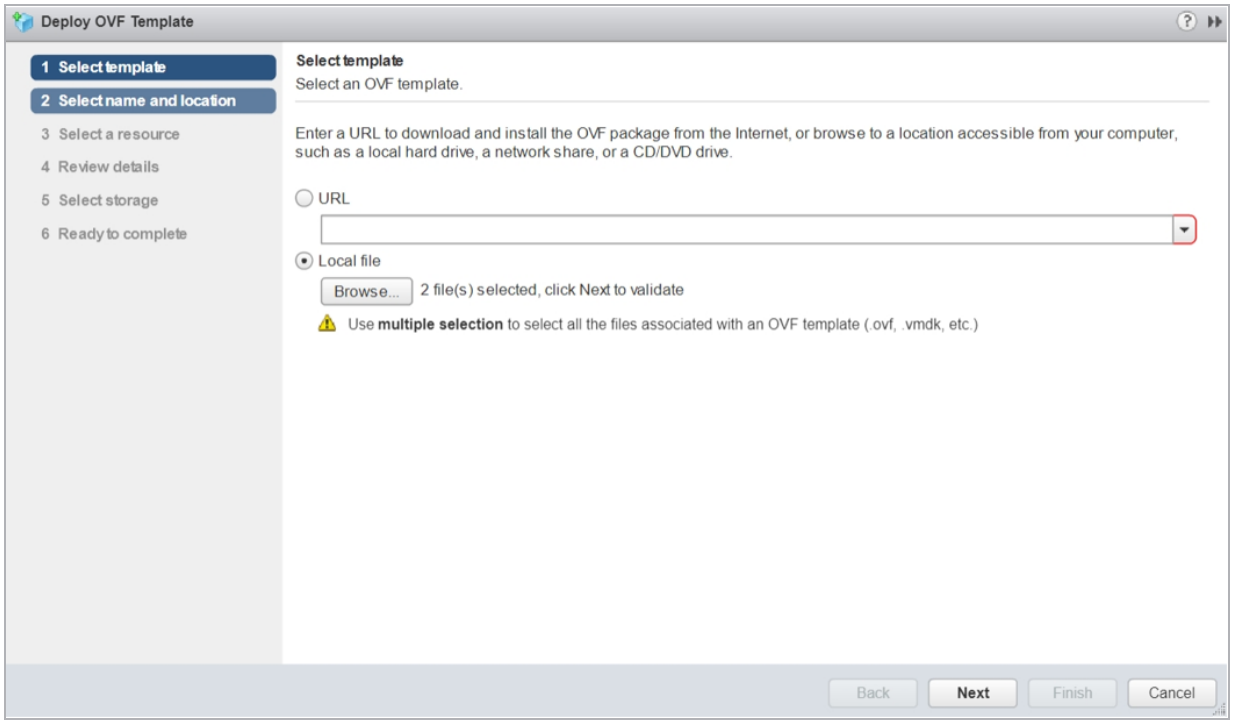
© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

3.3 Deploy the OVF File

To deploy the VLM we initiate a **Deploy OVF Template** wizard which gathers all the information required to correctly deploy the VLM. Ensure to extract the file you download to ensure you can select the OVF and VMDK files.

1. Open the VMware vSphere client.

2. Right-click the Resource Pool that you want to install the VLM within and click **Deploy OVF Template**.



3. Click **Browse** and select the downloaded files. Ensure to select both the OVF and VMDK files.

4. Click **Next**.

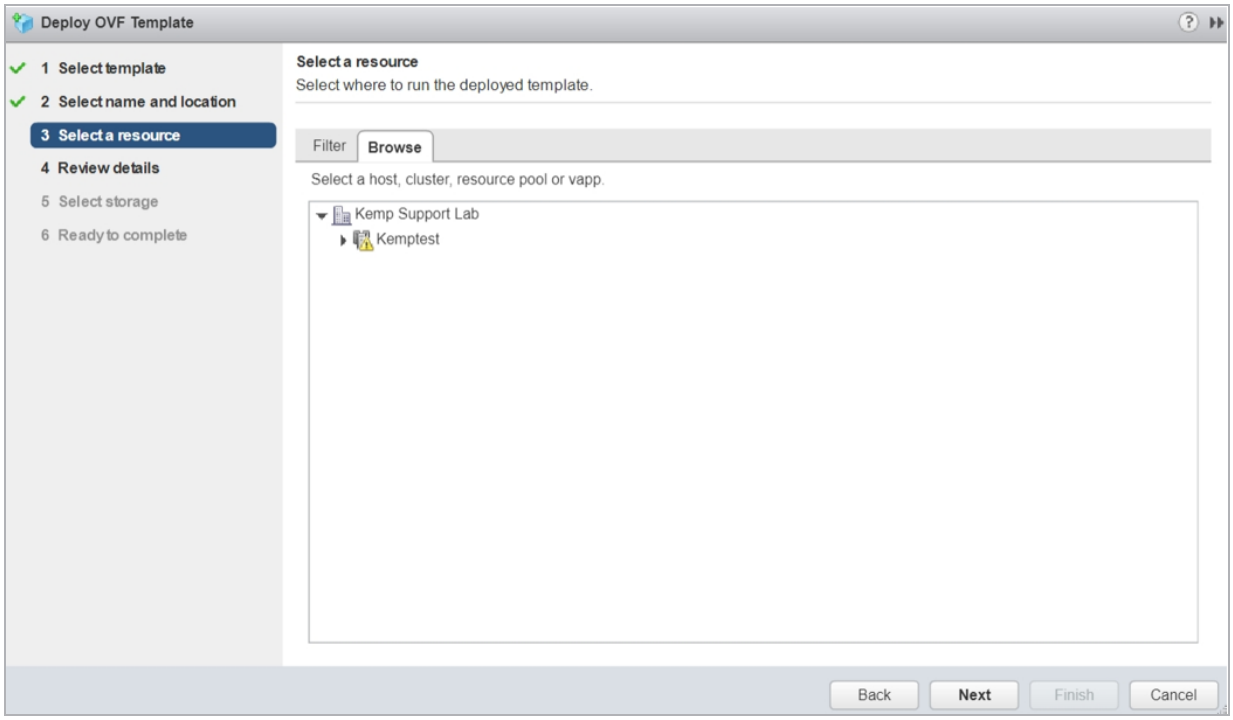
5. Enter a name for the VLM into the **Name** field.

> The name can be up to 80 characters long. It should be unique within the Virtual Machine folder. Names are case sensitive.

6. If required, select the folder location within the inventory where the VLM will reside.

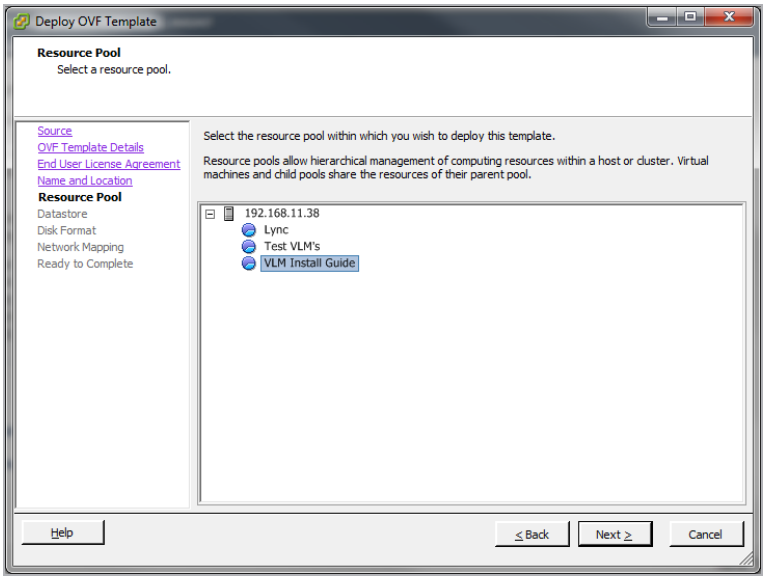
7. Click **Next**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



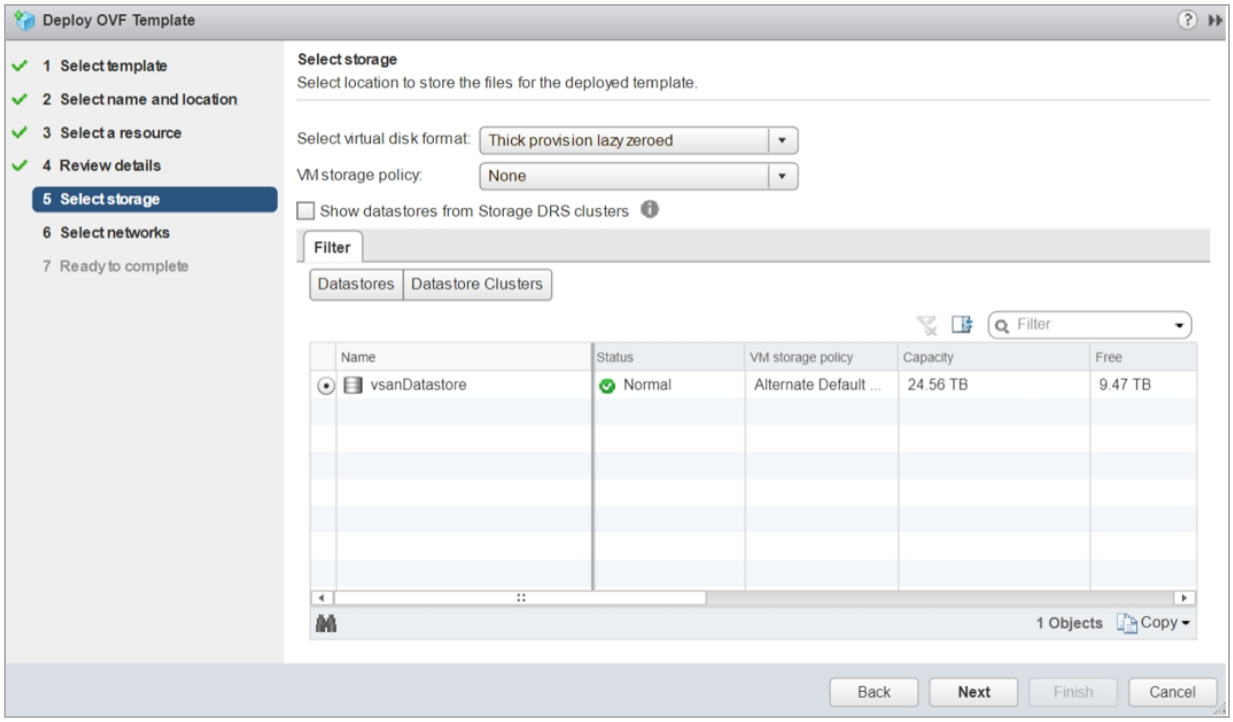
8. Select the resource pool where the VLM will run.

This screen is only displayed if the cluster contains a resource pool and if you had not selected a resource pool within the inventory tree before initiating the deployment wizard.



© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

9. Click **Next**.

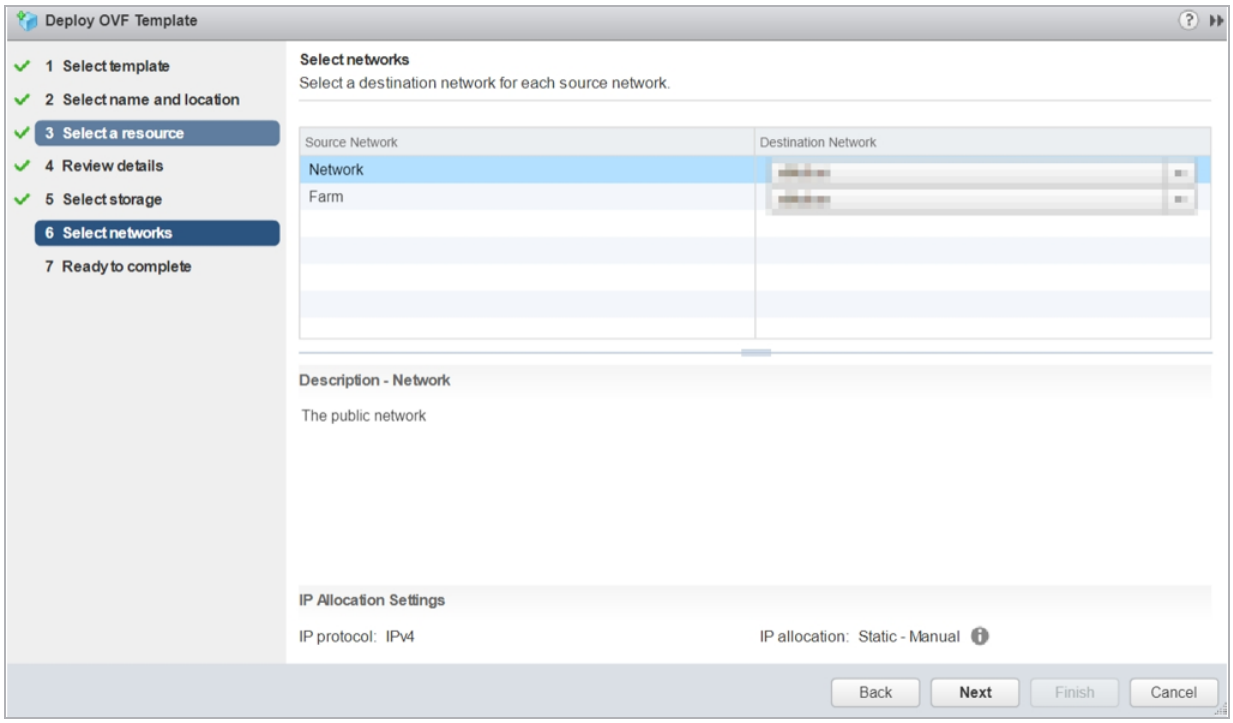


10. Select whether you wish to use **Thin provisioned format** or **Thick provisioned format**.

> Kemp recommends you using the **Thick provisioned format** option. The estimated disk usage is approximately 32 GB.

11. Click **Next**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

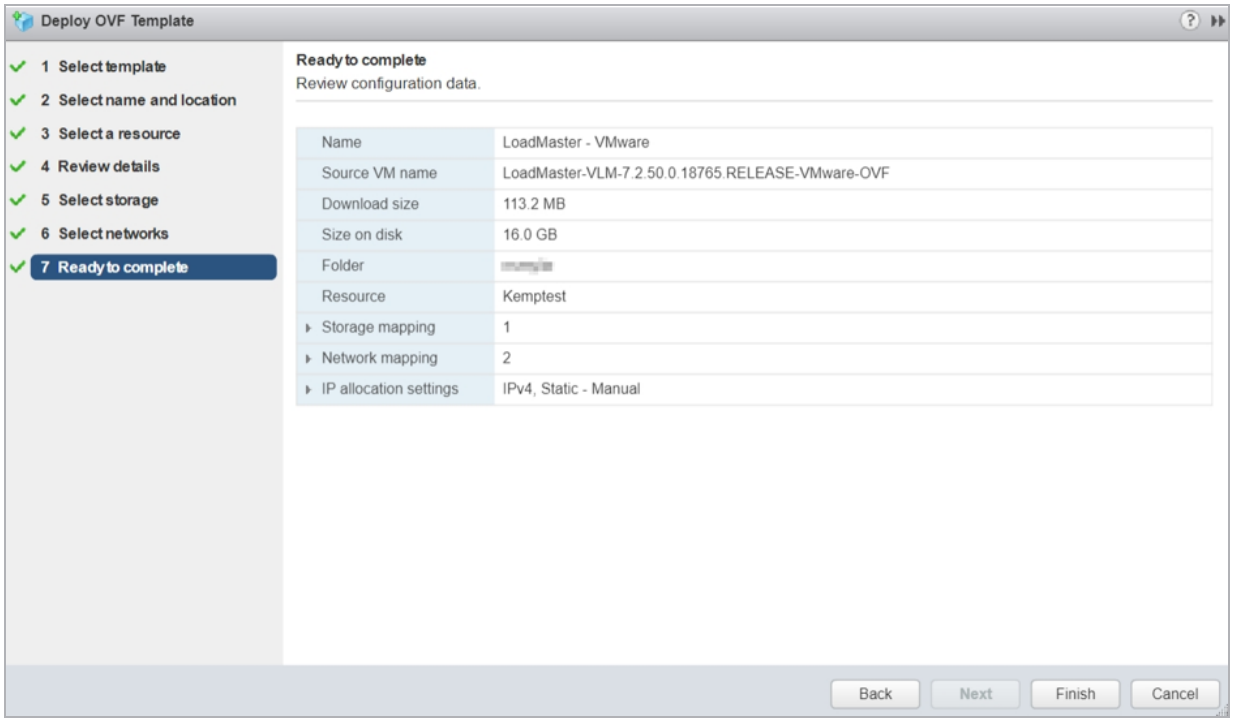


12. Select which networks in the inventory should be used for the VLM.

    Select the network mapping for **Network** and **Farm** by right-clicking the **Destination Network** column and choosing the relevant pre-configured network from the drop-down list.**Network** is the eth0 network and **Farm** is the eth1 network on initial deployment.

13. Click **Next**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



14. Ensure that all the details are correct.

15. Click **Finish**.

Once **Finish** is clicked, the VLM starts to deploy.

3.4 Check the Virtual Machine Settings

Please verify that the Virtual Machine settings are configured with the recommended values:

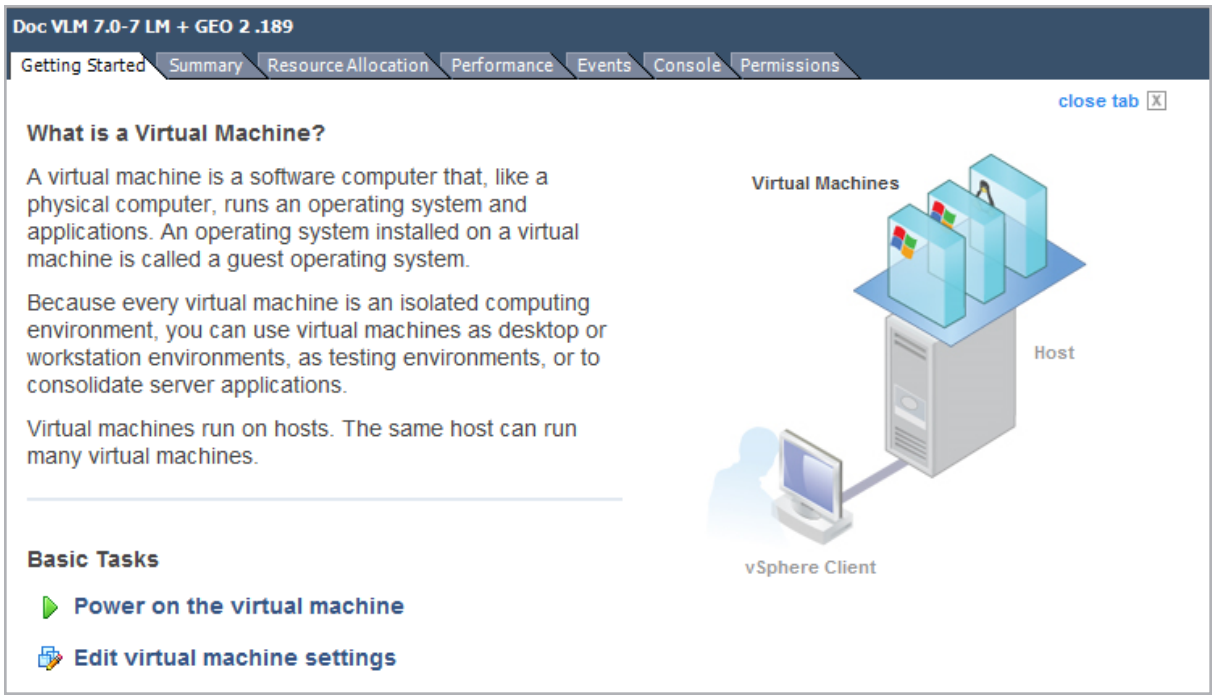
- 2 x virtual processors
- 2 GB RAM
- 16 GB virtual hard disk capacity (sparse where possible)

3.5 Power On the LoadMaster

To power on the Virtual LoadMaster, follow the steps below:

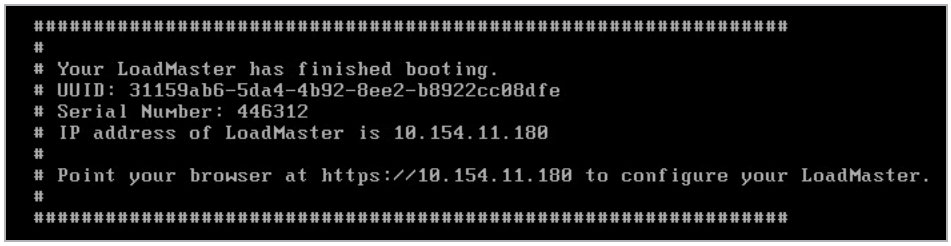
1. In the left panel of the client, select the LoadMaster Virtual Machine.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



2. Click the **Power on the virtual machine** link.

3. Select the **Console** tab and wait for the Virtual Machine to finish booting.



4. When the Virtual Machine finishes booting, a screen similar to the one above appears which shows the **IP address**. If your LoadMaster is DHCP-enabled, refer to the **Obtain the LoadMaster IP Address if Using DHCP** section. If your LoadMaster is not DHCP-enabled, refer to the **Configuring the LoadMaster Using the Console** section.

To change the IP address using the console view, follow the steps in the **Configuring the LoadMaster Using the Console** section.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

4 Configure the LoadMaster

After you power on the Virtual Machine, you must either obtain or set the IP address of the LoadMaster to access the WUI. You must then license the LoadMaster. Refer to the sections below for instructions on how to do this.

4.1 Obtain/Set the LoadMaster IP Address

You need to know the IP address of the LoadMaster to access the WUI. The IP address can be manually set using the console if you are not using DHCP. If you are using DHCP, the IP address is automatically assigned to the LoadMaster. Depending on your configuration, refer to the following sections for further details.

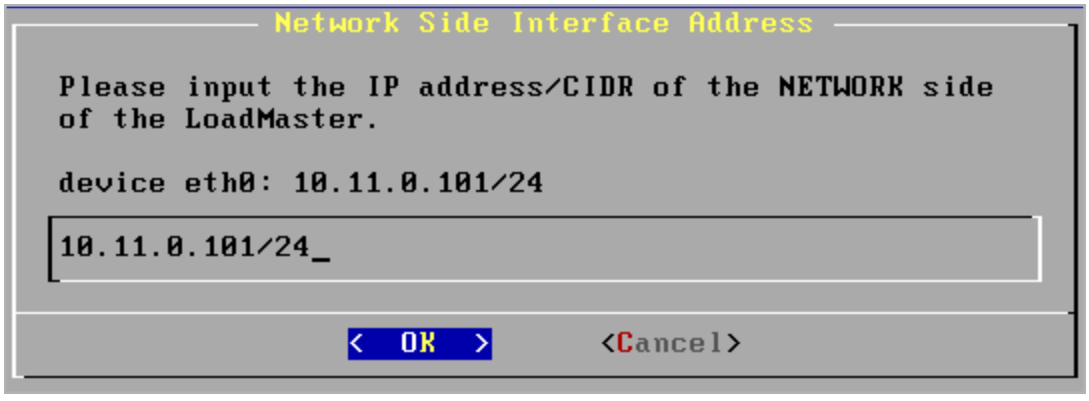
4.1.1 Configuring the LoadMaster Using the Console

If the LoadMaster does not automatically obtain an IP address using DHCP, or if you would prefer to configure the LoadMaster using the console, then the following configuration steps must be completed before starting the LoadMaster.

1. Login into the LoadMaster using the console with the following settings:

    - lb100 login: bal

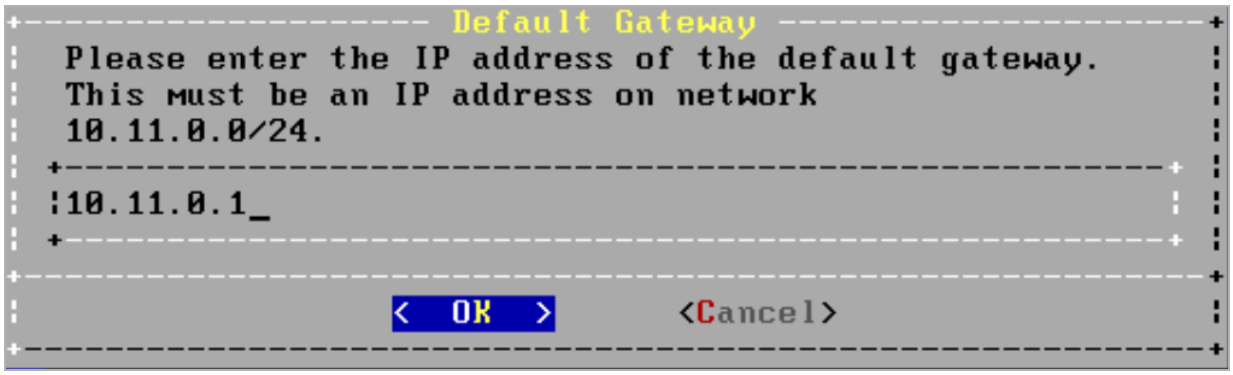
    - Password: 1fourall



2. Enter the IP address of the eth0 interface, the network facing interface of the LoadMaster, in the input field within the **Network Side Interface Address** dialog box.

3. Press **OK**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



4. Enter the IP address of the default gateway in the input field of the **Default Gateway** dialog box.

5. Press **OK**.

6. Once these are set, a prompt will appear asking to connect to the web interface at the newly configured IP address. In an internet browser enter the IP address of the eth0 entered in Step 2.

> Ensure to enter **https://** before the IP address.

7. A warning may appear regarding website security certificates. Please click the continue/ignore option.

8. The LoadMaster End User License Agreement screen appears.

9. Please read the license agreement and, if willing to accept the conditions therein, click on the **Agree** button to proceed.

10. If the machine has shipped with a temporary license, a warning will appear informing that a temporary license has been installed on the machine and for how long the license is valid.

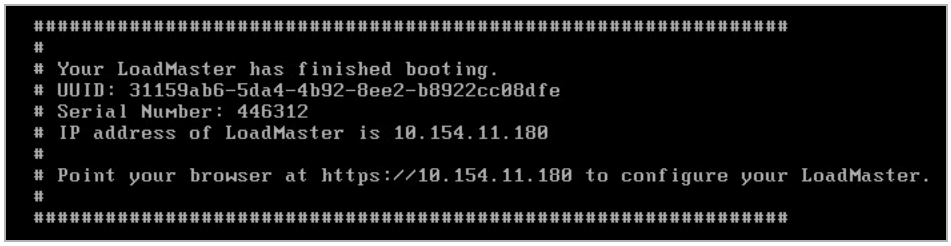
11. Click **OK**.

12. The home screen of the LoadMaster should appear.

The LoadMaster is now fully installed and ready to be used. For further information on how to configure and implement the Virtual LoadMaster, please refer to the LoadMaster documentation which can be found here: https://kemptechnologies.com/documentation.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

4.1.2 Obtain the LoadMaster IP Address if Using DHCP



On initial deployment, DHCPv4 and DHCPv6 both run to attempt to obtain an IP address. If the LoadMaster obtains an IP address using DHCP, take note of it because this is how you will access the LoadMaster.

If the LoadMaster does not obtain an IP address using DHCP the static IP address of **192.168.1.101** is assigned and the LoadMaster must be manually configured using the console. Refer to the **Configuring the LoadMaster Using the Console** section for instructions on how to manually set the IP address.

4.2 License and Configure the LoadMaster

The LoadMaster must now be configured to operate within the network configuration.

1. In an internet browser, enter the IP address that was previously noted.

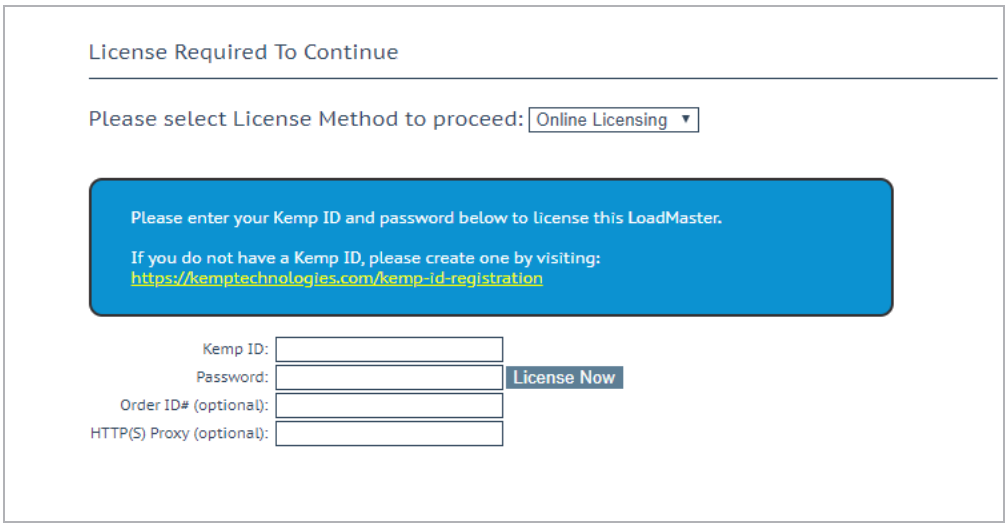
   Ensure to enter **https://** before the IP address.

2. A warning may appear regarding website security certificates. Please click the continue/ignore option.

3. The LoadMaster End User License Agreement screen appears.

Please read the license agreement and, if you are willing to accept the conditions therein, click on the **Agree** button to proceed.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

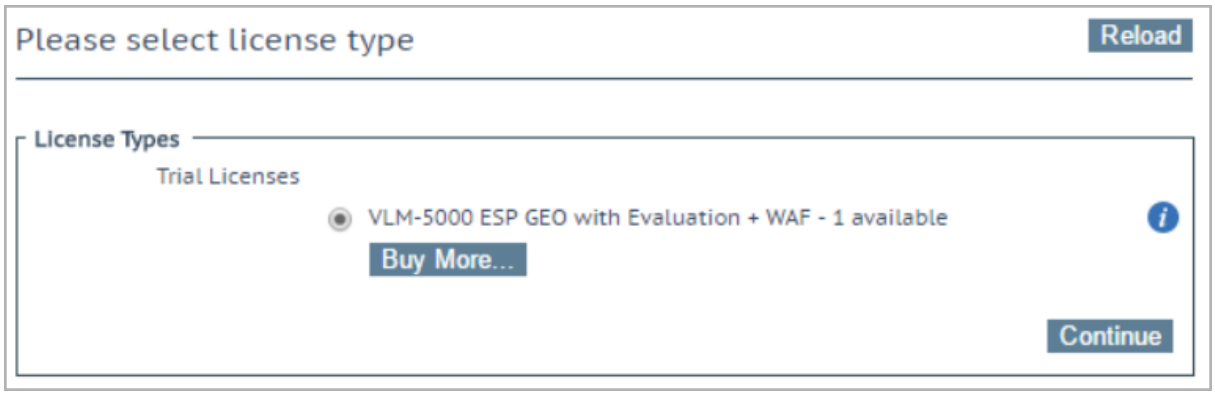


4. If using the **Online** licensing method, fill out the fields and click **License Now**.

If you are starting with a trial license, there is no need to enter an Order ID. If you are starting with a permanent license, enter the Kemp **Order ID#** if this was provided to you.

If using the **Offline Licensing** method, select **Offline Licensing**, obtain the license text, paste it into the **License** field and click **Apply License**.

For detailed instructions on how to register for a Kemp ID and license the LoadMaster, refer to the **Licensing, Feature Description** on the Kemp Documentation Page.



© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

5. If you entered an **Order ID**, a screen appears that provides a list of available licenses for that order ID, in addition to any licenses registered for the Kemp ID based on the LoadMaster platform type. Select the license type you want to apply to this LoadMaster.

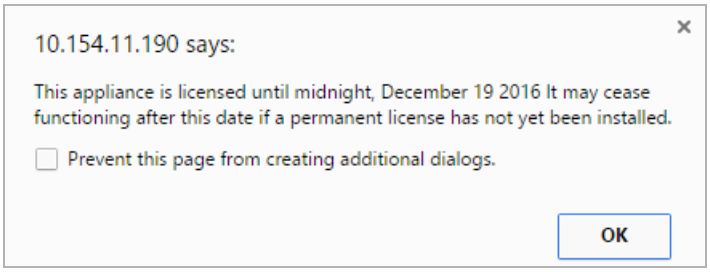
> If the license type you want is not displayed, please contact your Kemp representative.

6. Click **Continue**.

7. The login screen appears, enter the **bal** user name and the password.

8. In the screen informing you that the password has changed, press the **Continue** button.

9. If your machine has shipped with a temporary license you should get a warning informing you that a temporary license has been installed on your machine and for how long the license is valid.

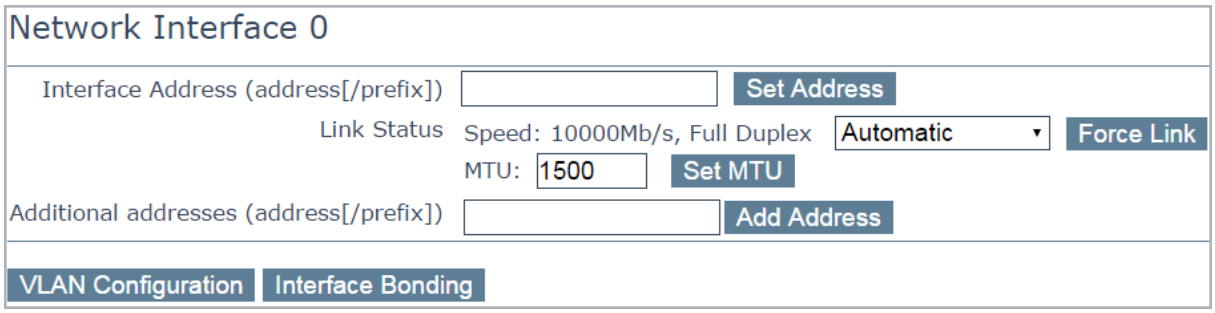


10. Click **OK** .

11. You should now connect to the **Home** screen of the LoadMaster.

12. Go to **System Configuration > Network Setup** in the main menu.

13. Click the **eth0** menu option within the **Interfaces** section.



© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

14. In the **Network Interface 0** screen, enter the IP address of the eth0 interface, the network facing interface of the LoadMaster, in the **Interface Address** input field.

15. Click the **Set Address** button.

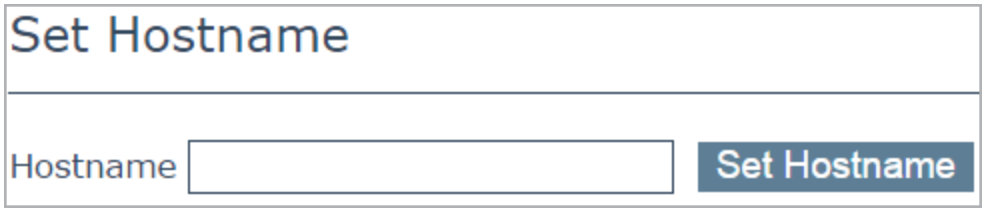
16. Click the **eth1** menu option within the **Interfaces** section.

17. In the **Network Interface 1** screen, enter the IP address of the eth1 interface, the farm-side interface of the LoadMaster, in the **Interface Address** input field.

18. Click on the **Set Address** button.

This interface is optional, depending on the network configuration.

19. Click on the **Local DNS Configuration > Hostname Con**figuration menu option.



20. In the **Hostname configuration** screen, enter the hostname into the **Current Hostname** input field.

21. Click the **Set Hostname** button.

22. Click the **Local DNS Configuration > DNS Configuration** menu option.



23. In the **DNS configuration** screen, enter the IP address(es) of the DNS Server(s) which is used to resolve names locally on the LoadMaster into the **DNS NameServer** input field.

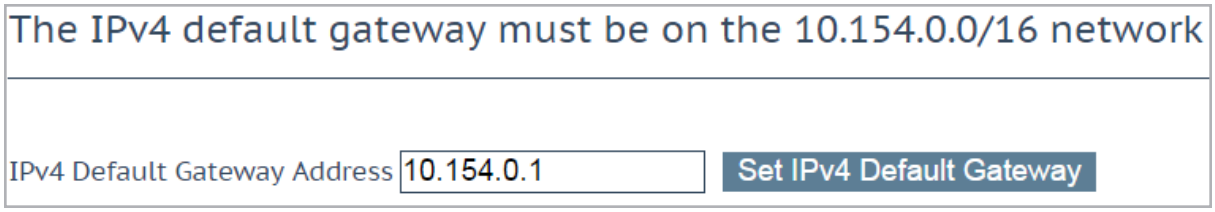
© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

24. Click the **Add** button.

25. Enter the domain name that is to be prepended to requests to the DNS nameserver into the **DNS NameServer** input field.

26. Click the **Add** button.

27. Click the **System Configuration > Network Setup > Default Gateway** menu option.



28. In the **DNS configuration** screen, enter the IP address of the default gateway into the **IPv4 Default Gateway Address** input field.

    If you have an IPv6 Default Gateway, please enter the value in the **IPv6 Default Gateway Address** input field.

29. Click the **Set IPv4 Default Gateway** button.

The LoadMaster is now fully installed and ready to be used. For further information on how to configure and implement the Virtual LoadMaster, please refer to the LoadMaster documentation which can be downloaded from the http://kemptechnologies.com/documentation page.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

5 Troubleshooting

5.1 Factory Reset

If you perform a factory reset on your VLM, all configuration data, including the VLM's IP address is deleted. During the subsequent reboot the VLM attempts to obtain an IP address using DHCP. If the VLM is on a different subnet to the DHCP server then an IP address will not be obtained and the IP address is set to the default 192.168.1.101.

The VLM may not be accessible using this address. If this is the case then you must run through the quick setup using the console as described in the **Configuring the LoadMaster Using the Console** section.

5.2 VMware Tools

The VLM supports integration with VMware Tools. For more information, please refer to the VMware Tools Add-On Package, Feature Description.

5.3 Working with VMware Virtual Switches

When working with VMware Virtual Switches within your configuration, please ensure that the value of the Forged Transmit Blocking option is **Accept**. If this option's value is **Reject,** the LoadMaster is prevented from sending traffic as it appears to come from nodes on the network other than the LoadMaster.

Please refer to your VMware documentation for further details on how to configure the VMware Virtual Switch.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

References

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

VMware Tools Add-On Package, Feature Description

Licensing, Feature Description

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

Last Updated Date

This document was last updated on 28 July 2023.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.