



Ivanti Appsense

Deployment Guide

UPDATED: 29 July 2023

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1 Introduction

Ivanti provides organizations with control of service delivery, management process, visibility of services, and infrastructure. Ivanti User Workspace Manager manages and simplifies deployment of desktops and administration, reducing IT costs and securing endpoints.

1.1 Document Purpose

This deployment guide provides instructions on how to configure the Kemp LoadMaster to load balance Ivanti services. This guide should only be used as a reference for the load balancing configuration of Ivanti because each environment is unique and may have different requirements.

1.2 Intended Audience

Anyone interested in configuring the Kemp LoadMaster to load balance Ivanti User Workspace Manager (AppSense) services.

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](#).

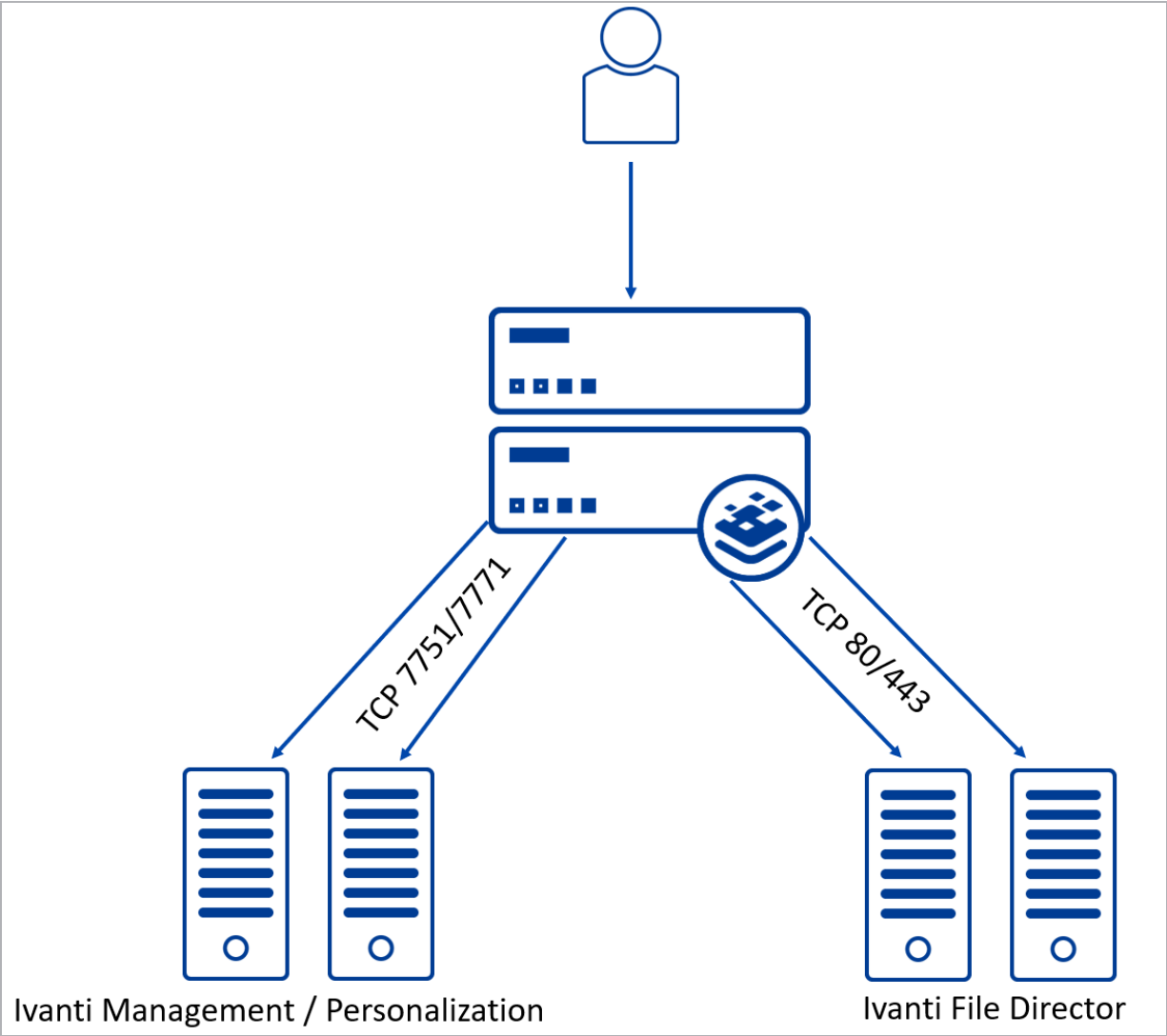
For more information and steps on how to import and use templates, refer to the [Virtual Services and Templates, Feature Description](#) on the Kemp Documentation page.

3 Ivanti User Workspace Manager (AppSense)

Ivanti User Workspace Manager simplifies the deployment of desktops providing a consistent, secure, and personalized user experience. The key features of Ivanti User Workspace Manager are:

- User personalization
- Desktop configuration
- File Sync
- Migration

3 Ivanti User Workspace Manager (AppSense)



4 LoadMaster Global Settings

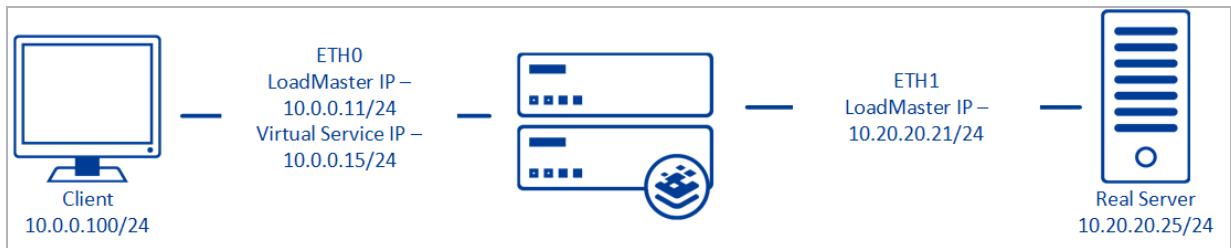
Before setting up the Virtual Services, the following global settings should be configured to support the workload.

4.1 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 Real Server sees traffic originating from 10.20.20.21 (LoadMaster eth1 address) and responds correctly in most scenarios.

With **Subnet Originating Requests** disabled, the Real Server sees traffic originating from 10.0.0.15 (LoadMaster Virtual Service address on **eth0**) and responds to **eth0** which could cause asymmetric routing.

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:

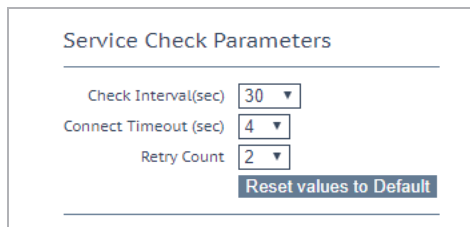
1. In the main menu of the LoadMaster User Interface (UI), go to **System Configuration > Miscellaneous Options > Network Options**.
2. Select the **Subnet Originating Requests** check box.

4.2 Health Check Interval

It is best practice to set the **Check Interval** to 30 seconds. This is to minimize the impact on the Management Center Server. This is a global setting and it may affect the health checking for other load-balanced services.

To update the check parameter interval, follow the steps below:

1. In the main menu of the LoadMaster Web User Interface (WUI), select **Rules & Checking > Check Parameters**.



Service Check Parameters

Check Interval(sec) 30 ▼

Connect Timeout(sec) 4 ▼

Retry Count 2 ▼

[Reset values to Default](#)

2. Click the **Check Interval** drop-down arrow and select **30**.

5 Ivanti Virtual Services

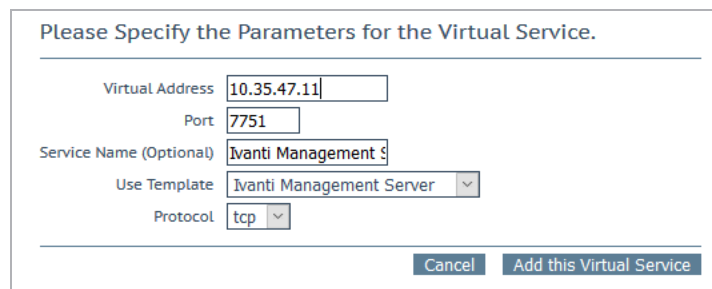
This step-by-step setup of VSs leverages the Kemp application template for Ivanti.

The table in each section outlines the settings configured by the application template. You can use this information to manually configure VSs using the WUI or Application Programming Interface (API)/automation tools.

5.1 Management Server

The following are the steps involved and the recommended settings to configure the Ivanti Management Server using the application template.

1. In the main menu of the LoadMaster WUI, go to **Virtual Services > Add New**.



Please Specify the Parameters for the Virtual Service.

| | |
|-------------------------|---|
| Virtual Address | <input type="text" value="10.35.47.11"/> |
| Port | <input type="text" value="7751"/> |
| Service Name (Optional) | <input type="text" value="Ivanti Management S"/> |
| Use Template | <input type="text" value="Ivanti Management Server"/> |
| Protocol | <input type="text" value="tcp"/> |

2. Type a valid **Virtual Address**.
3. Select the **Ivanti Management Server** template in the **Use Template** drop-down list.
4. Click **Add this Virtual Service**.
5. Expand the **Real Servers** section.
6. Click **Add New**.
7. Enter the **Real Server Address**.
8. Confirm that **Port 7751** is entered.
9. Click **Add This Real Server**.

5.1.1 Management Server Application Template Settings (optional)

This table outlines the configuration options set using the Kemp application template. These settings can be used if doing a manual configuration or leveraged with scripts and automation tools.

| Option | Value |
|----------------------------|---|
| VS Port | 7751 |
| VS Protocol | tcp |
| Service Type | HTTP-HTTP/2-HTTPS |
| Subnet Originating Address | Enabled |
| Persistence Mode | Source IP Address |
| Persistence Timeout | 2 Minutes |
| Scheduling Method | least connection |
| Real Server Check Method | HTTP Protocol |
| Checked Port | 7751 |
| HTTP Method | GET |
| Check URL | /ManagementServer/deployment/pingmonitor.aspx |

5.2 Personalization Server

The following are the steps involved and the recommended settings to configure the Ivanti Personalization Server using the application template.

1. In the main menu of the LoadMaster WUI, go to **Virtual Services > Add New**.

Please Specify the Parameters for the Virtual Service.

Virtual Address

10.35.47.11

Port

7771

Service Name (Optional)

Ivanti Personalization

Use Template

Ivanti Personalization Server

Protocol

tcp

Cancel

Add this Virtual Service

2. Type a valid **Virtual Address**.

3. Select the **Ivanti Personalization Server** template in the **Use Template** drop-down list.
4. Click **Add this Virtual Service**.
5. Expand the **Real Servers** section.
6. Click **Add New**.
7. Enter the **Real Server Address**.
8. Confirm that **Port 7771** is entered.
9. Click **Add This Real Server**.

5.2.1 Personalization Server Application Template Settings (optional)

This table outlines the configuration options set using the Kemp application template. These settings can be used if doing a manual configuration or leveraged with scripts and automation tools.

| Option | Value |
|----------------------------|---|
| VS Port | 7771 |
| VS Protocol | tcp |
| Service Type | HTTP-HTTP/2-HTTPS |
| Subnet Originating Address | Enabled |
| Persistence Mode | Source IP Address |
| Persistence Timeout | 2 Minutes |
| Scheduling Method | least connection |
| Real Server Check Method | HTTP Protocol |
| Checked Port | 7771 |
| HTTP Method | GET |
| Check URL | /PersonalizationServer/pingmonitor.aspx |

5.3 File Director Offloaded

The following are the steps involved and the recommended settings to configure the Ivanti File Director Offloaded using the application template:

1. In the main menu of the LoadMaster WUI, go to **Virtual Services > Add New**.

Please Specify the Parameters for the Virtual Service.

| | |
|-------------------------|---|
| Virtual Address | <input type="text" value="10.0.1.4"/> |
| Port | <input type="text" value="443"/> |
| Service Name (Optional) | <input type="text" value="Ivanti File Director Offload"/> |
| Use Template | <input type="text" value="Ivanti File Director Offloaded"/> |
| Protocol | <input type="text" value="tcp"/> |

2. Type a valid **Virtual Address**.
3. Select the **Ivanti File Director Offloaded** template in the **Use Template** drop-down list.
4. Click **Add this Virtual Service**.
5. Expand the **SSL Properties** Section.
6. Select the certificate to use in the **Available Certificates** and click the “arrow” > to move it to **Assigned Certificates**.
7. Click **Set Certificate**.
8. Expand the **Real Servers** section.
9. Click **Add New**.
10. Enter the **Real Server Address**.
11. Confirm that **Port 80** is entered.
12. Click **Add This Real Server**.

5.3.1 File Director Offloaded Application Template Settings (optional)

This table outlines the configuration options set using the Kemp application template. These settings can be used if doing a manual configuration or leveraged with automation tools.

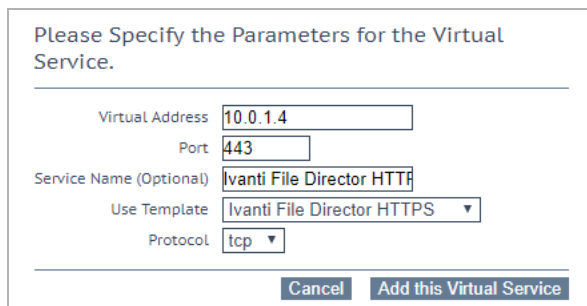
| Option | Value |
|----------------------------|-------------------|
| VS Port | 443 |
| VS Protocol | tcp |
| Service Type | HTTP-HTTP/2-HTTPS |
| Subnet Originating Address | Enabled |
| Scheduling Method | least connection |

| | |
|--------------------------|----------------------------|
| SSL Acceleration | Enabled |
| Cipher Set | Intermediate_compatibility |
| Real Server Check Method | HTTP Protocol |
| Checked Port | 8001 |
| HTTP Method | GETGet |
| Check URL | /status |
| Reply 200 Pattern | Success |

5.4 File Director HTTPS

The following are the steps involved and the recommended settings to configure Ivanti File Director Reencrypt using the application template:

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: 10.0.1.4

Port: 443

Service Name (Optional): Ivanti File Director HTTP

Use Template: Ivanti File Director HTTPS ▼

Protocol: tcp ▼

Buttons: Cancel, Add this Virtual Service

2. Type a valid **Virtual Address**.
3. Select the **Ivanti File Director HTTPS** template in the **Use Template** drop-down list.
4. Click **Add this Virtual Service**.
5. Expand the **Real Servers** section.
6. Click **Add New**.
7. Enter the **Real Server Address**.
8. Confirm that **Port 443** is entered.

9. Click **Add This Real Server**.

5.4.1 File Director HTTPS Application Template Settings (optional)

This table outlines the configuration options set using the Kemp application template. These settings can be used if doing a manual configuration or leveraged with automation tools.

| Option | Value |
|----------------------------|-------------------|
| VS Port | 443 |
| VS Protocol | tcp |
| Service Type | HTTP-HTTP/2-HTTPS |
| Subnet Originating Address | Enabled |
| Scheduling Method | least connection |
| Real Server Check Method | HTTP Protocol |
| Checked Port | 8001 |
| HTTP Method | GET |
| Check URL | /status |
| Reply 200 Pattern | Success |

6 Troubleshooting

Refer to the sections below for details on some common issues seen when load balancing the Ivanti AppSense workload.

6.1 Connections Rejected

When using a non-default TCP port or offloading for Ivanti AppSense services, you must ensure the Real Server port is correct. This is a common mistake when configuring the Real Servers when the VS port is different from the Real Server port.

7 References

Some resources on Ivanti are listed below:

[Ivanti User Workspace Manager](#)

Useful, related Kemp documents are listed below:

[SSL Accelerated Services, Feature Description](#)

[Kemp Web User Interface \(WUI\), Configuration Guide](#)

Last Updated Date

This document was last updated on 29 July 2023.