Progress®
Kemp® LoadMaster®

Deployment Guide Adobe Connect

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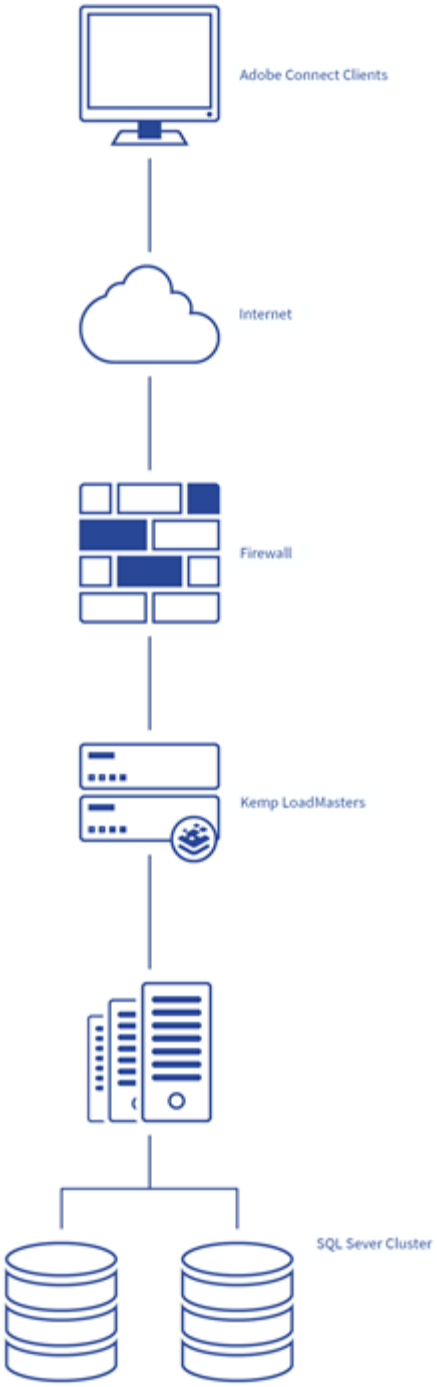
Introduction

Adobe Connect is a web conferencing solution which enables corporations and government agencies to improve collaboration, webinars and eLearning through interactions. It integrates several tools into an online meeting room including:

- Video conferencing
- Chat
- Whiteboards
- Desktop sharing
- File sharing

Adobe Connect offers flexibility to presenters and participants. Numerous tools can be used in any combination to facilitate meetings. Adobe Connect is accessible on desktops, tablets and mobile devices with the Adobe Connect Mobile application installed.

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



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.

Document Purpose

This document provides guidance on deploying Adobe Connect with a LoadMaster. The Progress Kemp Support Team is available to provide solutions for scenarios not explicitly defined. For further details, refer to the: LoadMaster Support and Learning Hub.

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Template

Progress 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.

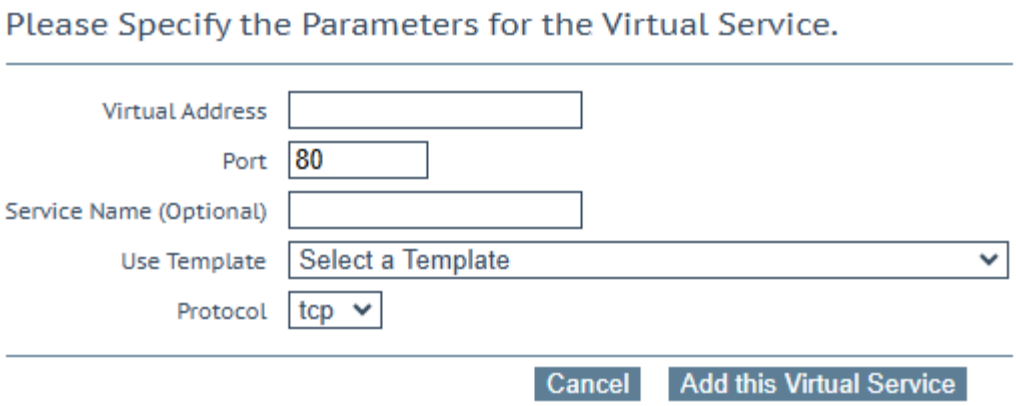
You can remove templates after use and this will not affect deployed services. If needed, you can make changes to any of the VS settings after using the template.

Download released templates from the following page: LoadMaster Templates.

You can import templates to the LoadMaster through the **Manage Templates** page under **Virtual Services** in the main menu of the LoadMaster User Interface (UI).

Click **Choose File**, select the template to install and click **Add New Template**. The template will then be available to select when you are adding a new Virtual Service.

To begin the process of creating a new Virtual Service, click **Virtual Services** and **Add New** in the main menu.



This opens the Virtual Service parameters page which prompts to enter the Virtual IP (VIP) address of the Virtual Service, the port, and the name to give the service and the protocol. You can select a previously-imported template in the **Use Template** drop-down list.

For more information and steps on how to use templates, refer to the Virtual Services and Templates, Feature Description.

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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.

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Configure Adobe Connect Virtual Services

The following sections show how to manually configure Virtual Services for Adobe Connect.

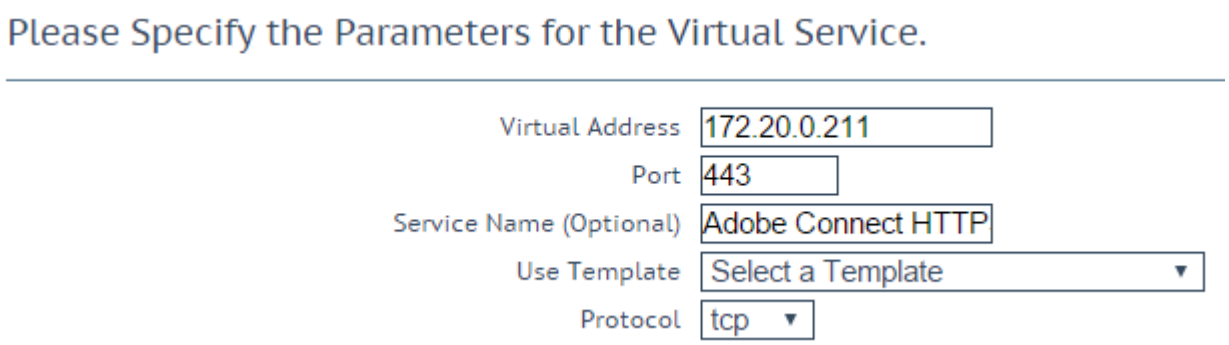
Contents

- Adobe Connect HTTPS Offloaded
- Adobe Connect RTMP

Adobe Connect HTTPS Offloaded

The following are the steps involved and the recommended settings to configure Adobe Connect HTTPS Offloaded Virtual Service:

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



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 **Adobe Connect HTTPS Offloaded**.
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	Comment
Standard Options	Transparency	Disabled	
	Persistence Mode	None	
	Scheduling Method	round robin	
SSL Properties	SSL Acceleration	Enabled	
	Cipher Set	Best Practices	
Advanced Properties	Add a Port 80 Redirector VS	https://%h%s	Click **Add HTTP Redirector**.
Real Servers	Real Server Check Parameters	HTTP Protocol	
	Checked Port	8443	Click **Set Check Port**.
	URL	/servlet/testbuilder	Click **Set URL**.
	HTTP Method	GET	
	Use HTTP/1.1	Selected	

8. Add the Real Servers:
   1. Click the **Add New** button.

2. Enter the IP address of the Adobe Connect server.
3. Enter **8443** as the **Port**.

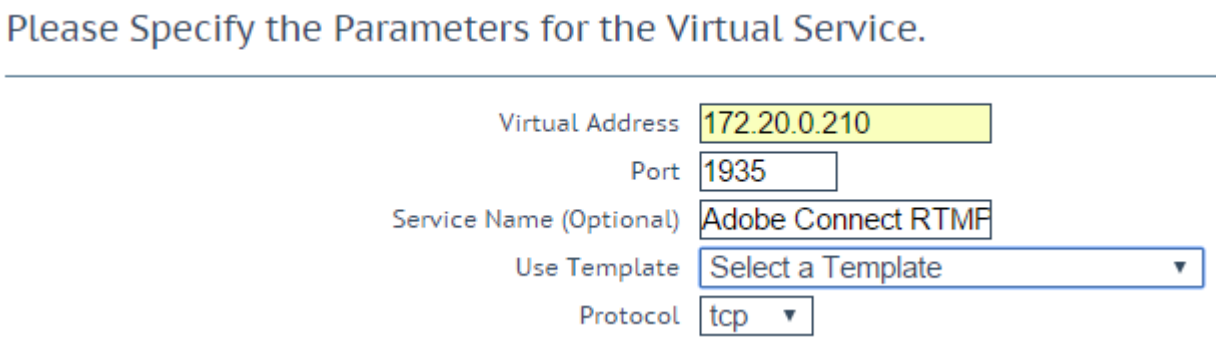
The **Forwarding method** and **Weight** values are set by default. An administrator can change these.

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

Adobe Connect RTMP

The following are the steps involved and the recommended settings to configure Adobe Connect RTMP Virtual Service:

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



2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **1935** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example **Adobe Connect RTMP**.
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	Comment
Basic Properties	Service Type	HTTP/HTTPS	
Standard Options	Force L4	Enabled	
	Persistence Mode	None	

Section	Option	Value	Comment
	Scheduling Method	round robin	
Real Servers	Real Server Check Parameters	TCP Connection Only	
	Checked Port	1935	Click **Set Check Port**.

8. Add the Real Servers:
9. Click the **Add New** button.
    1. Enter the IP address of the Adobe Connect server.
10. Enter **1935** as the **Port**.

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

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

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References

Other useful documents are as follows:

Virtual Services and Templates Feature Description

High Availability (HA) Feature Description