Progress®
Kemp® LoadMaster®

# Deployment Guide AirWatch

Generated on: 12 January 2026

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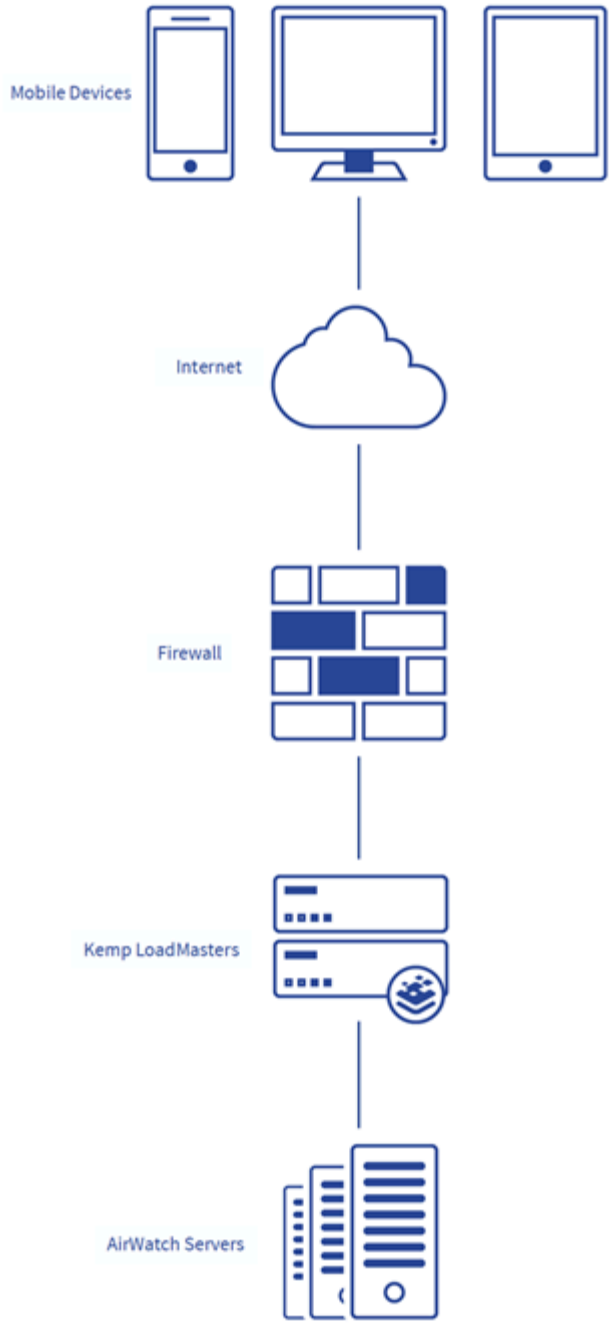
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# 1

# Introduction

AirWatch is a VMware Enterprise Mobility Management (EMM) software product, which allows an enterprise's employees and associates use mobile devices. When deployed with LoadMasters, AirWatch is secure, multi-tenant, highly scalable and can be integrated with existing enterprise systems, be they on-site or in the cloud. AirWatch supports all major mobile players including; Apple iOS, Android, Symbian and Windows Phone.




Users require confidence that the service is available when needed. LoadMasters help provide reliability. 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 AirWatch 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.

# 2

# 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.

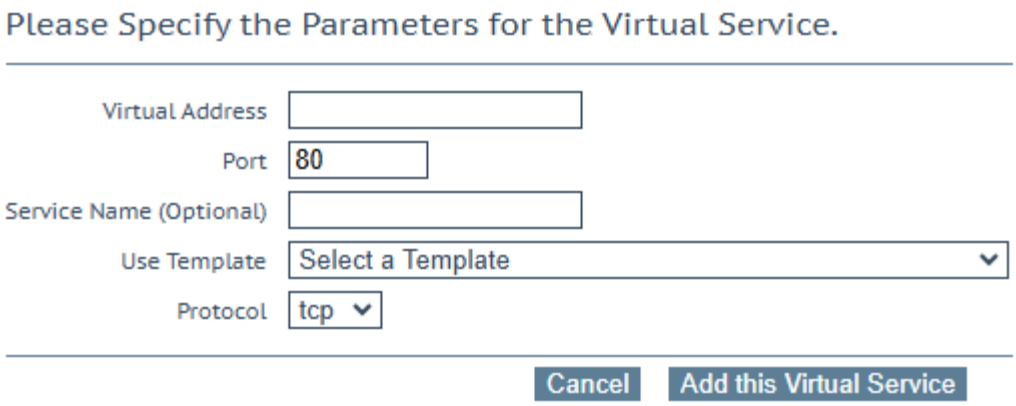
You can remove templates after use and this will not affect deployed services. If needed, you can make changes to any of the VS settings after using the template.

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.

# 3

# Configure the LoadMaster

The following sections provide step-by-step instructions on how to configure a LoadMaster to load balance the AirWatch workload.

**Contents**


- Enable Subnet Originating Requests Globally
- Configure AirWatch Mobile Access Gateway (MAG) Virtual Services
- Configure an AirWatch Secure Email Gateway (SEG) Virtual Service


## 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.

# Configure AirWatch Mobile Access Gateway (MAG) Virtual Services

When configuring the LoadMaster to load balance AirWatch MAG, three Virtual Services must be set up.

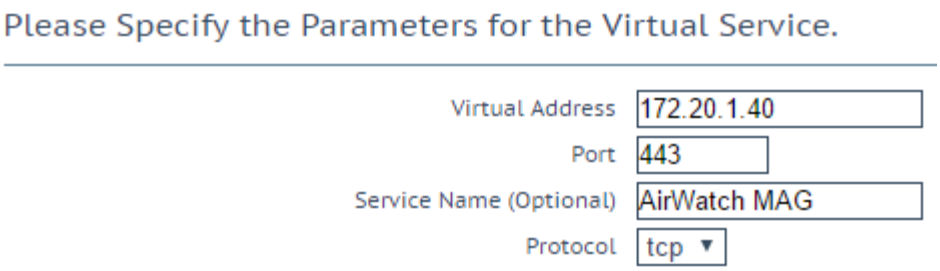
**Contents**


- Configure AirWatch MAG Virtual Service
- Configure AirWatch MAG Port 2010 Virtual Services
- Configure AirWatch MAG Port 2020 Virtual Service


## Configure AirWatch MAG Virtual Service

The following are the steps involved and the recommended settings to configure an AirWatch MAG 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 **AirWatch MAG**.
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 | Source IP Address | |
| | Timeout | 30 Minutes | |
| | Scheduling Method | round robin | |
| | Idle Connection Timeout | 3600 | Click **Set Idle Timeout**. |
| Real Servers | Real Server Check Parameters | HTTPS Protocol | |
| | HTTP Method | HEAD | Click the **Add New** button |

8. Add the Real Servers.
   1. Enter the IP address of the AirWatch server.
   2. Enter **443** as the **Port**.

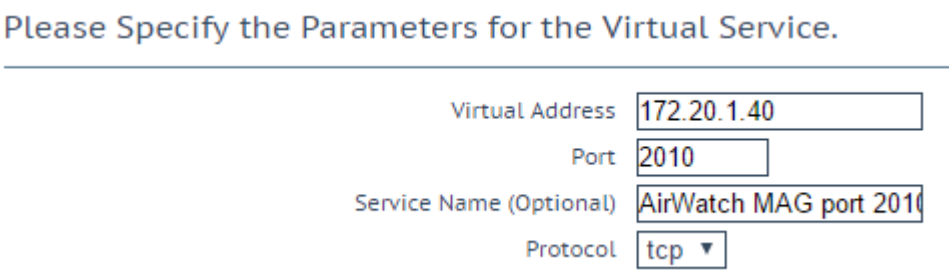
   **Note:** The **Forwarding method** and **Weight** values are set by default. An administrator can change these.

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

# Configure AirWatch MAG Port 2010 Virtual Services

The following are the steps involved and the recommended settings to configure an AirWatch MAG port 2010 Virtual Service:

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




2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **2010** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example **AirWatch MAG port 2010**.
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 | |
| | Server Initiating Protocols | Normal Protocols | |
| | Persistence Options | Source IP Address | |
| | Timeout | 30 Minutes | |
| | Scheduling Method | round robin | |
| | Idle Connection Timeout | 3600 | Click **Set Idle Timeout**. |

| Section | Option | Value | Comment |
|---|---|---|---|
| Real Servers | Real Server Check Parameters | TCP Connection Only | |
| | Checked Port | 2010 | Click **Set Checked Port**. |

8. Add the Real Servers.
   1. Enter the IP address of the AirWatch server.
   2. Enter **2010** as the **Port**.

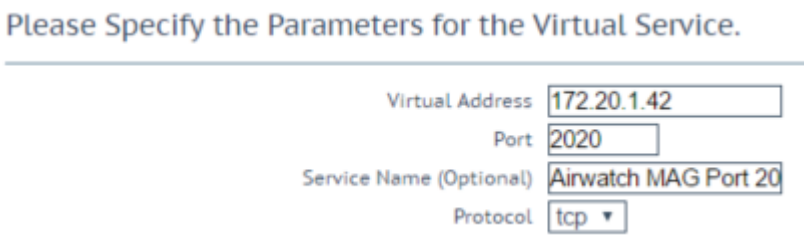
      **Note:** The **Forwarding method** and **Weight** values are set by default. An administrator can change these.

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

# Configure AirWatch MAG Port 2020 Virtual Service

The following are the steps involved and the recommended settings to configure an AirWatch MAG port 2020 Virtual Service:

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




2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **2020** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example **AirWatch MAG Port 2020**.
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 | |

| Section | Option | Value | Comment |
|---|---|---|---|
| | Server Initiating Protocols | Normal Protocols | |
| | Persistence Options | Source IP Address | |
| | Timeout | 30 Minutes | |
| | Scheduling Method | round robin | |
| | Idle Connection Timeout | 3600 | Click **Set Idle Timeout**. |
| Real Servers | Real Server Check Parameters | TCP Connection Only | |
| | Checked Port | 2020 | Click **Set Checked Port** then click the **Add New** button. |

8. Add Real Servers.
   1. Enter the IP address of the AirWatch server.
   2. Enter **2020** as the **Port**.

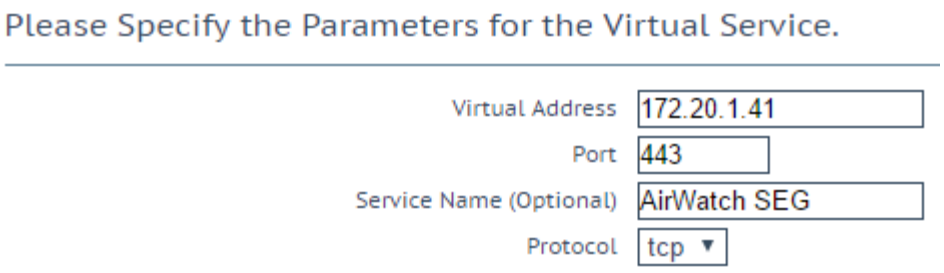
      **Note:** The **Forwarding method** and **Weight** values are set by default. An administrator can change these.

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

# Configure an AirWatch Secure Email Gateway (SEG) Virtual Service

The following are the steps involved and the recommended settings to configure an AirWatch SEG 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 **AirWatch SEG**.
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 | Force L4 | Clear | |
| | Transparency | Clear | |
| | Persistence Options | Source IP Address | |
| | Timeout | 30 Minutes | |
| | Scheduling Method | round robin | |
| Real Servers | Real Server Check Parameters | HTTPS Protocol | |
| | HTTP Method | Head | Click the **Add New** button. |

8. Add the Real Servers:
   1. Enter the IP address of the AirWatch server.
   2. Enter **443** as the **Port**.

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

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

# 4

# References

Other useful documents are as follows:

Virtual Services and Templates Feature Description

High Availability (HA) Feature Description