Progress®
Kemp® LoadMaster®

Deployment Guide Greenway PrimeSuite

Generated on: 21 April 2026

Copyright

Visit the following page online to see Progress Software Corporation's current Product Documentation Copyright Notice/Trademark Legend: Product Documentation Copyright Notice & Trademarks | Progress

Table of Contents

Chapter 1: Introduction 4

Chapter 2: Template 5

Chapter 3: Enable Subnet Originating Requests Globally 7

Chapter 4: Configure the Greenway PrimeSUITE Virtual Services 9

Chapter 5: References 12

1

Introduction

Greenway PrimeSUITE is a fully integrated Practice Management (PM) and Electronic Health Record (EHR) software package for hospitals and private practices. PrimeSUITE gives access to data from a single interface. This allows physicians and support staff to complete accurate documentation, schedule appointments, monitor revenue cycles, and generate reports all from one dashboard.

PrimeSUITE makes information available in real-time throughout the practice, giving staff on-demand access to the data they need. The LoadMaster delivers an exceptional, cost-effective and easy to use solution which, by employing Load Balancing, balances requests across PrimeSUITE 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.

Document Purpose

This document is intended to provide guidance on how to deploy Greenway PrimeSUITE 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.

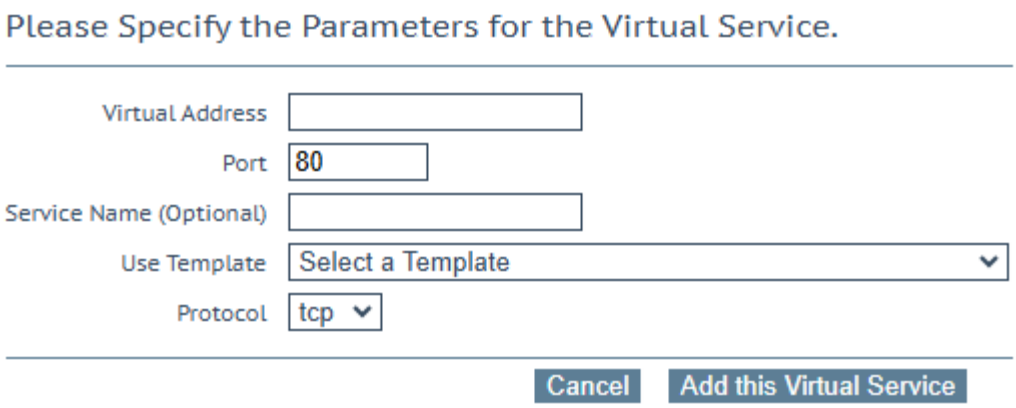
You can remove templates after use and this will not affect deployed services. If needed, you can make changes to any of the VS settings after using the template.

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

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:

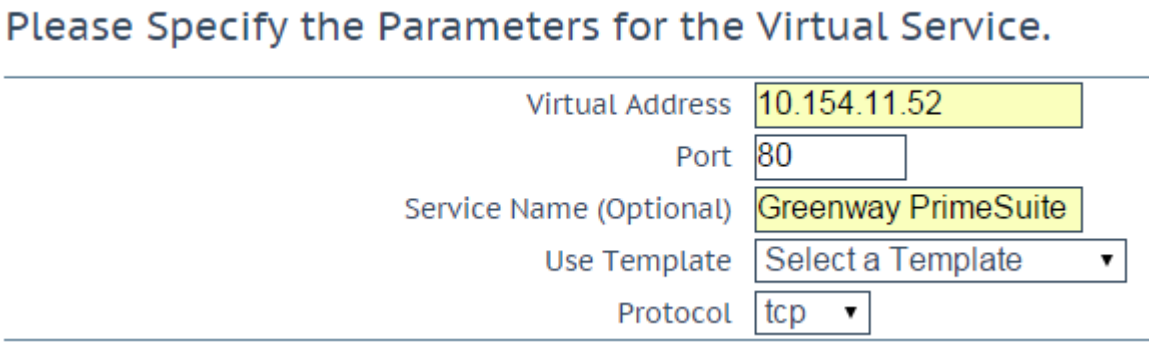
1. In the main menu of the LoadMaster User Interface (UI), go to **System Configuration > Miscellaneous Options > Network Options**.
2. Select the **Subnet Originating Requests** check box.

4

Configure the Greenway PrimeSUITE Virtual Services

The following are the steps involved and the values required to set up the Greenway PrimeSUITE 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 **80** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example **Greenway PrimeSuite**.
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	
Standard Options	Transparency	Disabled	
	Persistence Mode	Server Cookie	The persistence mode in this deployment is set to two hours but can be set lower. It should be noted, however, that a longer persistence timeout can lead to ‘clumping’ (unbalanced load) while shorter timeouts typically result in more balanced traffic. The optimal persistence value is slightly longer than the servers' session timeout.
	Timeout	2 Hours	
	Cookie name	GreenwaySession	
	Scheduling Method	round robin	
	Idle Connection Timeout	7200	Click the **Set Idle Timeout** button. The **Idle Connection Timeout** is also configurable in PrimeSUITE. The value in PrimeSUITE should match the value set here.
Advanced Properties	Add HTTP Headers	Legacy Operation (X-ClientSide)	
Real Servers	Real Server Check Parameters	HTTP Protocol	
	Checked Port	80	
	HTTP Method	HEAD	

8. Add the Real Servers:
   1. Click the **Add New** button.
   2. Enter the **Real Server Address**.

      Note: This is the address of the backend server.

   3. Enter **80** as the **Port**.

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

Note: The **Forwarding method** and **Weight** values are set by default. These can be changed by an administrator.

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

5

References

Other useful documents are as follows:

Virtual Services and Templates Feature Description

High Availability (HA) Feature Description