Progress®
Kemp® LoadMaster®

Deployment Guide Hexagon

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1

Introduction

The Hexagon (HxGN) OnCall Dispatch suite provides police, fire, Emergency Medical Service (EMS), and communication agencies with quality incident management and call-taking capabilities to deliver better service during emergencies and major events.

The LoadMaster delivers an exceptional, cost-effective, and easy-to-use solution which (by employing intelligent server health checking, optimized performance, security, and automatic failover) can support an always-on application experience for HxGN.

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.

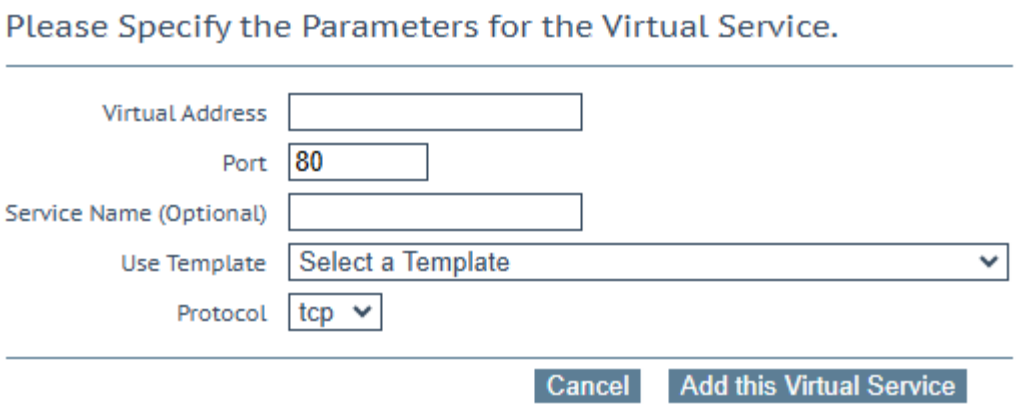
You can remove templates after use and this will not affect deployed services. If needed, you can make changes to any of the VS settings after using the template.

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

Virtual Services

This step-by-step setup of Virtual Services leverages the Progress Kemp application template for Hexagon.

The table in each section outlines the settings configured by the application template. You can use this information to manually configure Virtual Services or use the LoadMaster Application Programming Interface (API) and automation tools.

Note: This document assumes an SSL/TLS certificate has already been installed on the LoadMaster. For more information on adding SSL/TLS Certificates reference the SSL Accelerated Services, Feature Description.

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- HxGN OnCall Dispatch - Healthcheck Virtual Service
- HxGN OnCall Dispatch - Mobile Unit Virtual Service
- HxGN OnCall Dispatch - Mobile Server Virtual Service
- HxGN OnCall Dispatch - Reporting Virtual Service
- HxGN OnCall Records Virtual Service
- HxGN OnCall Records - Address Server Virtual Service

Create the HxGN OnCall Dispatch Virtual Services

The steps and recommended settings to configure the HxGN OnCall Dispatch Virtual Service are as follows:

1. In the main menu of the LoadMaster User Interface (UI), go to **Virtual Services > Add New**.
2. Enter a valid **Virtual Address**.
3. Select the **HxGN OnCall Dispatch** 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. Click **Add This Real Server**.
9. Repeat these steps to add more Real Servers, as needed.

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- HxGN OnCall Dispatch - Web Virtual Service Recommended Settings (optional)
- HxGN OnCall Dispatch - IWA Virtual Service Recommended Settings (optional)
- HxGN OnCall Dispatch - DeccanAPI Virtual Service Recommended Settings (optional)
- HxGN OnCall Dispatch - RestAPI Virtual Service Recommended Settings (optional)
- HxGN OnCall Dispatch - CNS Virtual Service Recommended Settings (optional)
- HxGN OnCall Dispatch - TrackerUDP Virtual Service Recommended Settings (optional)

HxGN OnCall Dispatch - Web Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	443	Port	443
prot	tcp	Protocol	tcp
VStype	http2	Service Type	HTTP/2 Pass-through
SubnetOriginating	1	Subnet Originating Requests	Enabled
Forcel7	1	Force L4	Disabled

API Parameter	API Value	WUI Field Name	WUI Field Value
Schedule	lc	Scheduling Method	least connection
Idletime	7200	Idle Connection Timeout	7200
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	3600	Timeout	1 Hour
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	44343	Checked Port	44343
CheckUrl	/oncall/healthcheck	URL	/oncall/healthcheck

HxGN OnCall Dispatch - IWA Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	6443	Port	6443
prot	tcp	Protocol	tcp
VStype	http	Service Type	HTTP-HTTP/2-HTTPS

API Parameter	API Value	WUI Field Name	WUI Field Value
SubnetOriginating	1	Subnet Originating Requests	Enabled
Forcel7	1	Force L4	Disabled
Schedule	lc	Scheduling Method	least connection
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	360	Timeout	6 Minutes
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	443	Checked Port	443
CheckUrl	/oncall.iwaserver/.well-known/openid-configuration	URL	/oncall.iwaserver/.well-known/openid-configuration

HxGN OnCall Dispatch - DeccanAPI Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	7443	Port	7443

API Parameter	API Value	WUI Field Name	WUI Field Value
prot	tcp	Protocol	tcp
VStype	http	Service Type	HTTP-HTTP/2-HTTPS
SubnetOriginating	1	Subnet Originating Requests	Enabled
Forcel7	1	Force L4	Disabled
Schedule	lc	Scheduling Method	least connection
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	360	Timeout	6 Minutes
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	7443	Checked Port	7443
CheckUrl	/api/healthcheck	URL	/api/healthcheck

HxGN OnCall Dispatch - RestAPI Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	8443	Port	8443
prot	tcp	Protocol	tcp
VStype	http	Service Type	HTTP-HTTP/2-HTTPS
SubnetOriginating	1	Subnet Originating Requests	Enabled
Forcel7	1	Force L4	Disabled
Schedule	lc	Scheduling Method	least connection
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	360	Timeout	6 Minutes
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	8443	Checked Port	8443
CheckUrl	/api/healthcheck	URL	/api/healthcheck

HxGN OnCall Dispatch - CNS Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	9443	Port	9443
prot	tcp	Protocol	tcp
VStype	http	Service Type	HTTP-HTTP/2-HTTPS
SubnetOriginating	1	Subnet Originating Requests	Enabled
Forcel7	1	Force L4	Disabled
Schedule	lc	Scheduling Method	least connection
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	360	Timeout	6 Minutes
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	9443	Checked Port	9443
CheckUrl	/api/healthcheck	URL	/api/healthcheck

HxGN OnCall Dispatch - TrackerUDP Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	10000	Port	10000
prot	udp	Protocol	udp
Forcel7	0	Force L4	Enabled
Transparent	1	Transparency	Enabled
Schedule	lc	Scheduling Method	least connection
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	360	Timeout	6 Minutes
CheckType	icmp	Real Server Check Method	ICMP Ping

HxGN OnCall Dispatch - Healthcheck Virtual Service

The steps and recommended settings to configure the HxGN OnCall Dispatch - Healthcheck Virtual Service are as follows:

1. In the main menu of the LoadMaster User Interface (UI), go to **Virtual Services > Add New**.
2. Enter a valid **Virtual Address**.
3. Select the **HxGN OnCall Dispatch - Healthcheck** template in the **Use Template** drop-down list.
4. Click **Add this Virtual Service**.
5. Expand the **SubVSs** section.
6. Enable the **Critical** check box for each of the SubVSs.
7. Click **Modify** on the relevant SubVS.
8. Expand the **Real Servers** section.
9. Click **Add New**.
10. Enter the **Real Server Address**.
11. Click **Add This Real Server**.
12. Repeat these steps to add more Real Servers, as needed.

Contents

- HxGN OnCall Dispatch - Healthcheck Virtual Service Recommended Settings (optional)

HxGN OnCall Dispatch - Healthcheck Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
Main Virtual Service			
port	20000	Port	20000
prot	tcp	Protocol	tcp
Transparent	1	Transparency	Enabled
Schedule	lc	Scheduling Method	least connection
Persist	none	Persistence Mode	None
SubVSs			
HxGN OnCall Dispatch - Healthcheck - OCD RabbitMQ Healthcheck			
Schedule	lc	Scheduling Method	least connection
CheckPort	5672	Checked Port	5672
HxGN OnCall Dispatch - Healthcheck - OCD Proxy Healthcheck			
VStype	http	SubVS Type	HTTP-HTTP/2-HTTPS
Schedule	lc	Scheduling Method	least connection

API Parameter	API Value	WUI Field Name	WUI Field Value
CheckPort	44343	Checked Port	44343
CheckUrl	/oncall/healthcheck	URL	/oncall/healthcheck
HxGN OnCall Dispatch - Healthcheck - OCD Config Server Healthcheck			
Schedule	lc	Scheduling Method	least connection
CheckPort	9011	Checked Port	9011

Note:

In addition to the above recommended settings, each SubVS within the Healthcheck Virtual Service should have the **Critical** option enabled. To enable this option using the API, run the following command:

```
https://<LoadMasterIPAddress>/access/
modrs?vs=<ParentVSIndex>&rs=!<RsIndexOfTheSubVS>&critical=1
```

HxGN OnCall Dispatch - Mobile Unit Virtual Service

The steps and recommended settings to configure the HxGN OnCall Dispatch - Mobile Unit Virtual Service are as follows:

1. In the main menu of the LoadMaster User Interface (UI), go to **Virtual Services > Add New**.
2. Enter a valid **Virtual Address**.
3. Select the **HxGN OnCall Dispatch - Mobile Unit** 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. Click **Add This Real Server**.
9. Repeat these steps to add more Real Servers, as needed.

Contents

- HxGN OnCall Dispatch - Mobile Unit Virtual Service Recommended Settings (optional)

HxGN OnCall Dispatch - Mobile Unit Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	443	Port	443
prot	tcp	Protocol	tcp
VStype	http2	Service Type	HTTP/2 Pass-through
SubnetOriginating	1	Subnet Originating Requests	Enabled
Forcel7	1	Force L4	Disabled
Schedule	lc	Scheduling Method	least connection
Idletime	7200	Idle Connection Timeout	7200
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	7200	Timeout	2 Hours
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	44343	Checked Port	44343
CheckUrl	/oncall/healthcheck	URL	/oncall/healthcheck

HxGN OnCall Dispatch - Mobile Server Virtual Service

The steps and recommended settings to configure the HxGN OnCall Dispatch - Mobile Virtual Service are as follows:

1. In the main menu of the LoadMaster User Interface (UI), go to **Virtual Services > Add New**.
2. Enter a valid **Virtual Address**.
3. Select the **HxGN OnCall Dispatch - Mobile 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. Click **Add This Real Server**.
9. Repeat these steps to add more Real Servers, as needed.

Contents

- HxGN OnCall Dispatch - Mobile Server Virtual Service Recommended Settings (optional)

HxGN OnCall Dispatch - Mobile Server Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	8443	Port	8443
prot	tcp	Protocol	tcp
VStype	http	Service Type	HTTP-HTTP/2-HTTPS
SubnetOriginating	1	Subnet Originating Requests	Enabled

API Parameter	API Value	WUI Field Name	WUI Field Value
Forcel7	1	Force L4	Disabled
Idletime	7200	Idle Connection Timeout	7200
Persist	src	Persistence Mode	Source IP Address
PersistTimeout	7200	Timeout	2 Hours
Schedule	lc	Scheduling Method	least connection
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	443	Checked Port	443
CheckUrl	/oms/healthcheck	URL	/oms/healthcheck

HxGN OnCall Dispatch - Reporting Virtual Service

The steps and recommended settings to configure the HxGN OnCall Dispatch - Reporting Virtual Service are as follows:

1. In the main menu of the LoadMaster User Interface (UI), go to **Virtual Services > Add New**.
2. Enter a valid **Virtual Address**.
3. Select the **HxGN OnCall Dispatch - Reporting** 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. Click **Add This Real Server**.
9. Repeat these steps to add more Real Servers, as needed.

Contents

- HxGN OnCall Dispatch - Reporting Virtual Service Recommended Settings (optional)

HxGN OnCall Dispatch - Reporting Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	443	Port	443
prot	tcp	Protocol	tcp
VStype	http	Service Type	HTTP-HTTP/2-HTTPS
SubnetOriginating	1	Subnet Originating Requests	Enabled
Forcel7	1	Force L4	Disabled
Persist	none	Persistence Mode	None
Schedule	lc	Scheduling Method	least connection
CheckType	https	Real Server Check Method	HTTPS Protocol
CheckUseGet	0	HTTP Method	HEAD
CheckPort	443	Checked Port	443
CheckUrl	/Reports	URL	/Reports

HxGN OnCall Records Virtual Service

The steps and recommended settings to configure the HxGN OnCall Records Virtual Service are as follows:

1. In the main menu of the LoadMaster User Interface (UI), go to **Virtual Services > Add New**.
2. Enter a valid **Virtual Address**.
3. Select the **HxGN OnCall Records** template in the **Use Template** drop-down list.
4. Click **Add this Virtual Service**.
5. Expand the **SubVSs** section.
6. Click **Modify** on the relevant SubVS.
7. Expand the **Real Servers** section.
8. Click **Add New**.
9. Enter the **Real Server Address**.
10. Click **Add This Real Server**.
11. Repeat these steps to add more Real Servers, as needed.

Contents

- HxGN OnCall Records Virtual Service Recommended Settings (optional)

HxGN OnCall Records Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
Main Virtual Service			
port	443	Port	443
prot	tcp	Protocol	tcp
Schedule	lc	Scheduling Method	least connection
Persist	none	Persistence Options	None
SSLAcceleration	1	SSL Acceleration	Enabled

API Parameter	API Value	WUI Field Name	WUI Field Value
CipherSet	BestPractices	Cipher Set	BestPractices
SubVSs			
HxGN OnCall Records - OCR Web			
Persist	src	Persistence Options	Source IP Address
PersistTimeout	3600	Persistence Timeout	1 Hour
Schedule	lc	Scheduling Method	least connection
CheckPort	8080	Checked Port	8080
CheckUrl	/webrms/login/login.jsp	URL	/webrms/login/login.jsp
CheckUseGet	1	HTTP Method	GET
Content Rule - OCR_Website			
name	OCR_Website	Rule Name	OCR_Website
matchtype	Regex	Match Type	Regular Expression
pattern	/^\/webrms(?!-)(.*)/	Match String	/^\/webrms(?!-)(.*)/
nocase	1	Ignore Case	Enabled
HxGN OnCall Records - OCR Query Service			
VStype	http	SubVS Type	HTTP-HTTP/2-HTTPS
Persist	src	Persistence Options	Source IP Address
Schedule	lc	Scheduling Method	least connection
CheckPort	8086	Checked Port	8086
CheckUrl	/webrms-ws/service	URL	/webrms-ws/service

API Parameter	API Value	WUI Field Name	WUI Field Value
CheckUseGet	1	HTTP Method	GET
Content Rule - OCR_QueryService			
name	OCR_QueryService	Rule Name	OCR_QueryService
matchtype	Regex	Match Type	Regular Expression
pattern	/(^\/webrms-ws)\/?(.*)/	Match String	/(^\/webrms-ws)\/?(.*)/
nocase	1	Ignore Case	Enabled
HxGN OnCall Records - OCR Reporting Services			
Persist	src	Persistence Options	Source IP Address
Schedule	lc	Scheduling Method	least connection
CheckPort	80	Checked Port	80
CheckUrl	/ReportServer	URL	/ReportServer
CheckUseGet	1	HTTP Method	GET
Content Rule - OCR_ReportServer			
name	OCR_ReportServer	Rule Name	OCR_ReportServer
matchtype	Regex	Match Type	Regular Expression
pattern	/^\/ReportServer/	Match String	/^\/ReportServer/
nocase	1	Ignore Case	Enabled
HxGN OnCall Records - OCR Address Server			
Persist	src	Persistence Options	Source IP Address
Schedule	lc	Scheduling Method	least connection
CheckPort	7000	Checked Port	7000
CheckUrl	/ocras	URL	/ocras

API Parameter	API Value	WUI Field Name	WUI Field Value
CheckUseGet	1	HTTP Method	GET
Content Rule - OCR_AddressServer			
name	OCR_AddressServer	Rule Name	OCR_AddressServer
matchtype	Regex	Match Type	Regular Expression
pattern	/^\Vocras/	Match String	/^\Vocras/
nocase	1	Ignore Case	Enabled

HxGN OnCall Records - Address Server Virtual Service

The steps and recommended settings to configure the HxGN OnCall Records Virtual Service are as follows:

1. In the main menu of the LoadMaster User Interface (UI), go to **Virtual Services > Add New**.
2. Enter a valid **Virtual Address**.
3. Select the **HxGN OnCall Records - Address 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. Click **Add This Real Server**.
9. Repeat these steps to add more Real Servers, as needed.

Contents

- HxGN OnCall Records - Address Server Virtual Service Recommended Settings (optional)

HxGN OnCall Records - Address Server Virtual Service Recommended Settings (optional)

This table outlines the recommended settings set using the Progress Kemp application template. You can use the Application Programming Interface (API) parameters and values with scripts and automation tools.

API Parameter	API Value	WUI Field Name	WUI Field Value
port	7000	Port	7000
prot	tcp	Protocol	tcp
VStype	generic	Service Type	Generic
SubnetOriginating	1	Subnet Originating Requests	Enabled
Schedule	lc	Scheduling Method	least connection
Persist	none	Persistence Mode	None
CheckType	http	Real Server Check Method	HTTP Protocol
CheckUseGet	1	HTTP Method	GET
CheckPort	7000	Checked Port	7000
CheckUrl	/ocras	URL	/ocras