

Elfiq Link Balancer Installation and Configuration Services

Elfiq delivers installation and configuration service for the Link Balancer units. This program ensures that the installation uses best practices in order to take full advantage of all Link Balancer's features, minimize risk within your network and protect your investment. This service is divided into three phases.

1- Preparation and Planning

- Information gathering of links and IP addresses used;
- Functional testing of available links;
- Load balancing needs evaluation, DNS server location, IP services to load balance (incoming and outgoing);
- Solution network diagram.

2- Link Load Balancer Installation

- Physical installation (guidance for remote installations);
- Basic configuration of SYSTEM and VFIO modules;¹
- Installation of primary link in pass-through mode (this step requires unplugging your link router/firewall to insert the Link LB unit);
- Network probe verification to identify the most bandwidth-hungry traffic (this probe is built into the Link Load Balancer);
- GMAC gateway creation for each link;
- Assignment of first IP pools;
- Outgoing and incoming load balancing rules;
- Alarm configuration;
- Transmission to customer of the list of DNS modifications for the incoming services to load balance (if required);
- Testing and validation of link load balancing solution.

3- Knowledge Transfer (1 hour overview)²

- Command line interface (CLI) management
 - SYSTEM, VFI and FOVE modules
 - Key commands
- Web management interface (GUI)
 - Navigation tree
 - Alerts
 - Link usage graphs
 - Built-in probe

Exclusions

- Management of DNS modifications with your ISP provider(s). Elfiq provides a detailed list of the changes needed during configuration of the Intelligent DNS (IDNS) rules.
- Router, switch and firewall configuration to support the Link LB installation in advanced, failover or load balancing scenarios.

1- The Link LB installation includes the load balancing configuration of two links and IP services such as DNS, HTTP/HTTPS, SMTP, FTP and IPSec. Maximum of 25 load balancing rules and five (5) hours of configuration. The failover configuration (high availability) requires the customer to provide at least two hubs/switches for the outside and inside ports to support the failover mode. Elfiq recommends two switches with an 802.1q trunk. Advanced and geographic balancing scenarios could require additional IP addresses, interfaces, VLANs and IP segments for IP service redirection. The needs will be evaluated during the architecture phase with customer-specific security requirements and must be provided by the customer.

2- Additional training services available (optional)