St. Paul Load Balancer Policy

VIP (Virtual IP) Request Form

### Change Windows Information

1. The Load Balancer change windows are **Mondays** and **Thursdays** at **10:00am St. Paul time**

### General Review Process

1. Submit changes using the form below, there is also a help page following the form
2. Changes can be submitted **any time**, however, please note that there is a **two business day** lead-time for team and Change Review Board (CRB) review
3. Notification of completed change(s) are sent to the requester, via Remedy

### Detailed Review Process

1. Consult with Load Balancer Master as needed; this can be done by E-mailing [**LoadBalancerMaster**](mailto:loadbalancermaster@mmm.com) with any questions concerning the request – if needed, a meeting can be scheduled for discussion and analysis
2. Provide information requested in the form below
3. E-mail the completed form to [**LoadBalancerMaster**](mailto:loadbalancermaster@mmm.com); **NOTE** – **a two business day** lead-time is required
4. A Remedy Change Record is created for each request and is submitted for review to the CRB
5. The Load Balancer team and the CRB reviews the change and approves/rejects request; if rejected the Load Balancer team will provide the reason why and, if possible, work to resolve any issue that is stopping the change
6. Approved requests are then implemented on the next available change window, either the next **Monday or Thursday** at **10:00 am St. Paul time**
7. **LoadBalancerMaster** communicates the results of the policy change by resolving the Remedy ticket; the requester will be notified automatically by the Remedy application

Request Form for a VIP(s): New or Changes

Tips for this form:

* Please complete all **non-grey** areas and e-Mail to [**LoadBalancerMaster**](mailto:loadbalancermaster@mmm.com)
* Press **F1** in a field or see the next page for help in filling out this form
* If filling out electronically – you can use <Tab> or <Shift><Tab> to move between the fields; fields will either have a color block to fill out or a pull-down menu to select an option

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **General Information** | | | | | | | |
| 1. Requester name: Michael E O'Brien | | | | | | | |
| 1. Requester UPIN: A10N1ZZ | | | | | | | |
| 1. Application(s): TFS | | | | | | | |
| VLAN: | | | | | | | |
| Type of request : | | | | | | | |
| If a change request – describe the change needed: Please build this in SLBNETQA4.Please create the VIP similar to TSFDEV.mmm.com( SLBNETQA )Please contact a3htqzz or Brad reuter for any more questions. | | | | | | | |
| **VIP Setup** | | | | | | | |
| 1. Service/VIP name:   tfsqa.mmm.com | Service IP address:  Need to defined | | | | | LB VIP number: | |
| **Virtual Services Setup: 1st Service** | | | | | | | |
| 1. Virtual TCP/UDP port: 80/8080 | | | 1. Mapped TCP/UDP port: 80/8080 | | | | |
| 1. Persistence binding: | | | | | | | |
| * 1. Cookie persistence mode: | | | * 1. Cookie name: pricing | | | | |
| **Virtual Services Setup: 2nd Service** | | | | | | | |
| 1. Virtual TCP/UDP port: 443 | | | 1. Mapped TCP/UDP port: 443 | | | | |
| 1. Persistence binding: | | | | | | | |
| * 1. Cookie persistence mode: | | | * 1. Cookie name: | | | | |
| Notes: | | | | | | | |
| **Real Server Setup** | | | | | | | |
| Server names: | | IP address: | | | | | LB real number: |
| Load Bal name:  tfsqa01  DNS Name:  tfsqa01.usac.mmm.com | | 169.10.64.223 | | | | |  |
| Load Bal name:  tfsqa02  DNS Name:  tfsqa02.usac.mmm.com | | 169.10.64.226 | | | | |  |
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| **Real Server Group Setup** | | | | | | | |
| 1. Health check type: | | | | LB group number: | | | |
| 1. Health check contents:  /lb\_healthcheck | | | | | | | |
| Notes: | | | | | | | |
| **Additional Information**  (for new servers – submit to SA) | | | | | | | |
| Server default gateway**:** | | | | | Subnet mask**:** | | |
|  | | | | |  | | |
|  | | | | |  | | |
| CTI Information (service\_server – submit to OPL):  Service: Network-LoadBalancer  Owning Group: ww\_IT-Telecom-LoadBal  Assignment Group: US\_SMC-Open-Systems  Area: Network Infrastructure  SubArea:  Mapping Names: tfs\_tfsqa01  tfs\_tfsqa02 | | | | | | | |

Field Descriptions

General Information Section

1. Requester name: *The full name of the person requesting the change*
2. Requester UPIN: *The UPIN (User PIN) of the person requesting the change*
3. Application: *the application name the VIP will represent*
4. VLAN (Virtual LAN): *Which VLAN (BPNet / e-Comm / INet / ISI1 / SLBNet)* *the VIP will reside – if unknown by the requester, a representative from the Load Balancer team can be consulted* *to ascertain the appropriate VLAN*
5. Type of Request: *The type of request needed, either to create a new VIP or modify an existing VIP*

VIP Setup Section

1. Service/VIP name: *The URL will clients use to connect to this load balanced service (e.g.,* [*http://timecard.mmm.com*](http://timecard.mmm.com)*)*

Virtual Services Setup Section: 1st-2nd, et al Service(s)

1. Virtual TCP/UDP port: *The port of the service that would be known to the end-user/application*
2. Mapped TCP/UDP port: *The port of the service on the hosting server – normally it is the same port number as the* Virtual Port
3. Persistence binding: *captured through consultation if needed*  
   Note: *If the server maintains information about the clients using the application (i.e. is stateful – note: SSL sessions are stateful) then persistence is required and must be configured correctly in the load balancer. Common choices are: Clients IP address, Cookie (available for HTTP applications) or SSLID (required in secure or HTTPS applications)*
   1. Cookie persistence mode: *If using a cookie for persistence, select the mode which the cookie will be used*
   2. Cookie name: *If using a cookie for persistence, please provide the name of the cookie to be used*
4. Same as field 7
5. Same as field 8
6. Same as field 9

Real Server Setup Section

1. Server names: *Provide* *the names of the servers to be load balanced – the grayed out areas will be filled out by the LoadBalancer Master*
2. Health check:
   1. Interval: *Between Health Checks – (default = 5 seconds)*
   2. Retry: *Failures before placed out of service – (default = 3 retries)*
   3. Service: *Successful retries before placed back in service – (default = 2 tries)*

Real Server Group Setup Section

1. Health check type: *The type of Health Check used to check the status of the application used in the VIP – typically the main choices used are:*
   1. *“HTTP” – with a URL serving as the Health Check*
   2. *“TCP” – basically a “heartbeat” connection*
   3. *“Script” – an application group created script*
2. Health check contents: *The URL or script used in the Health Check – used for “HTTP” or “Script” only*