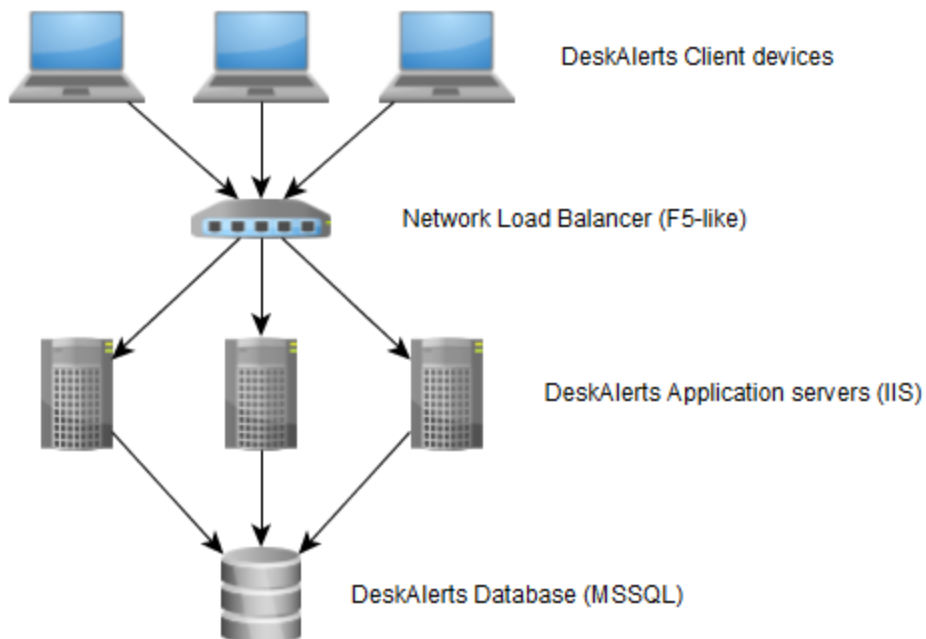


# DeskAlerts Load Balancing configuration

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## DeskAlerts Load Balanced architecture

When there is a need for increased availability or redundancy, DeskAlerts server software **version 9.1.3.3 and higher** can be configured to operate in a load balanced environment. The high-level architecture looks like this:



The client applications are configured to poll the load balancer URL, which then redirects the requests to application servers, based on the current load and availability of each of these.

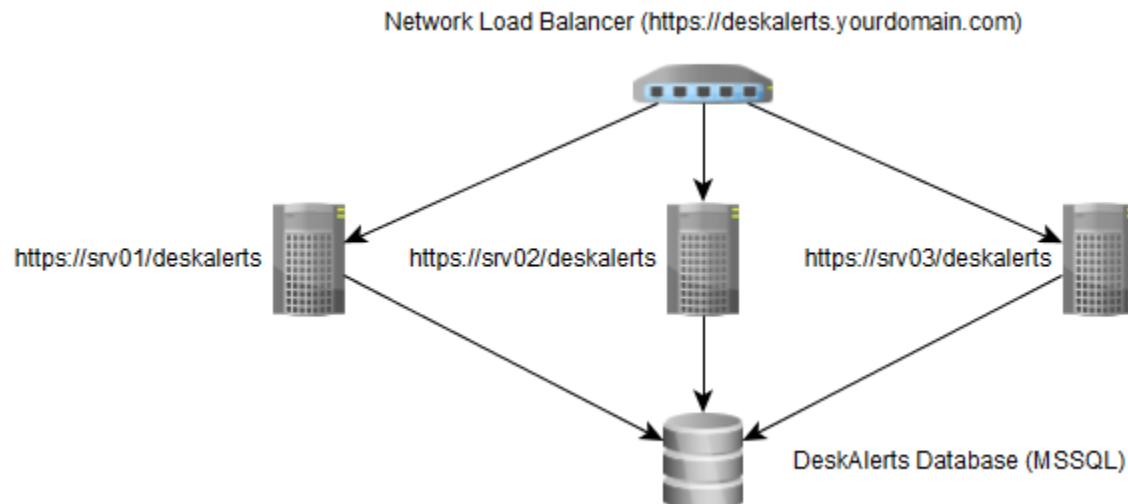
**Note:** since the balancer URL will be also used by the content publishers and software admins to access administrative functions, make sure your load balancer supports 'sticky sessions' – so the subsequent requests from the same IP address are routed to the same server, to avoid people being suddenly logged off due to being redirected to a new server.

For this configuration to work properly and for messages not to be lost in case one of the servers fails, some additional configuration of DeskAlerts software installed on Application servers must be done.

## Setting up cache replication

To ensure message delivery in case one of the servers goes down, the application servers will make synchronization requests each time the message cache is changed. To perform these requests, each server should have network access to other servers behind the balancer, and have their network addresses in its configuration file.

Let's assume there are 3 servers behind the load balancer, named `srv01`, `srv02` and `srv03`. Each of these have DeskAlerts server application set up on a root site, so it is accessible at `https://[servername]/deskalerts`



**Note:** when installing the servers behind the balancer, it is important to use Balancer URL (<https://deskalerts.yourdomain.com> on a scheme) as a server URL in the installer – otherwise, the load balancing may not work properly.

So, in the case of architecture outlined above, each server will periodically synchronize the messages cache with the other two.

To set this app, each server configuration file must be edited in the following way:

1. Locate the `web.config` file in the root folder of DeskAlerts server application and open it with text editor of your choice
2. In the **appSettings** section, add the following key: `<add key="serverSiblings" value="[remaining servers list]" />`, where [remaining servers list] is semicolon-delimited list of application URLs hosted on the other servers behind the balancer. For instance, when editing the `web.config` on **srv01**, the key will look like the following: `<add key="serverSiblings" value="https://srv02/deskalerts;https://srv03/deskalerts" />`
3. Save the file and repeat the procedure on other servers. Once the config change is completed, the setup is completed.