High Availability Configuration

ZENworks® Mobile Management 2.7.x

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Table of Contents

High Availability Configuration 4

High Availability Configuration

Consider Network Load Balancing and SQL Server Failover Cluster setups to prevent or limit disruption if a component fails. Although it is not required that you use both setups, implementing both is recommended in order to accomplish a true High Availability environment.

Step 1: Configuring Network Load Balancing and SQL Server Failover Cluster

If you are planning on configuring a highly available *ZENworks Mobile Management* setup with Network Load Balancing and SQL Failover Clusters, refer to the links below. Network Load Balancing and/or SQL Failover Clusters should be configured prior to installation of the *ZENworks Mobile Management* components.

- **Configuring network load balancing in Windows Server 2003**
  http://support.microsoft.com/kb/323437
- **Configuring network load balancing in Windows Server 2008 or 2008 R2**
  http://technet.microsoft.com/en-us/library/cc754833%28WS.10%29.aspx
- **Configuring SQL Server failover cluster in Microsoft SQL Server 2008**
  http://msdn.microsoft.com/en-us/library/ms179530%28v=SQL.100%29.aspx
- **Configuring SQL Server failover cluster in Microsoft SQL Server 2008 R2**
  http://msdn.microsoft.com/en-us/library/ms179530%28v=SQL.105%29.aspx

Important Considerations

If you have configured your system with multiple Web servers for Network Load Balancing, be aware that:

- If you implement a Web Garden, the feature should be adjusted on all servers running the *ZENworks Mobile Management* Web/HTTP component.
- When you upgrade *ZENworks Mobile Management*, all Web/HTTP server boxes must be updated to the same version.

Step 2: Installing ZENworks Mobile Management in a Network Load Balanced Environment

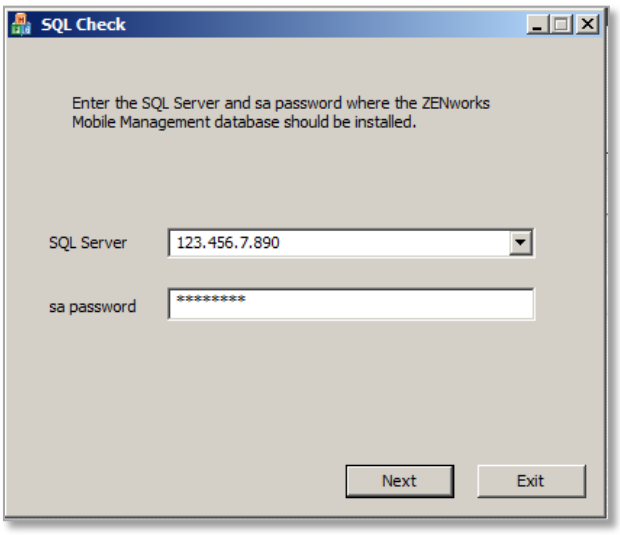
If you are configuring servers for a Network Load Balanced setup, there are some specifics you must adhere to during the *ZENworks Mobile Management* installation. You are essentially installing the *ZENworks Mobile Management* Web/HTTP component on two servers.

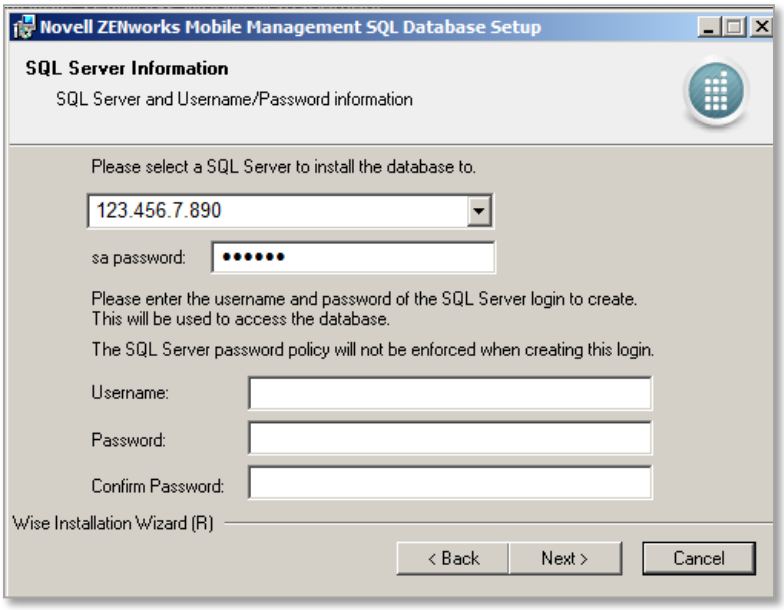
When you Install the *ZENworks Mobile Management* SQL Database Component, use the actual IP address (or domain name) when defining the location of the SQL server that will be used. Do not select the “(local)” option for the server address.

This ensures that the database and Web components can communicate. You will also define the SQL server address when installing the *ZENworks Mobile Management* Web/HTTP component. Because at least one installation of the *ZENworks Mobile Management* Web/HTTP component will be housed on a separate server, it must have the actual SQL server address.

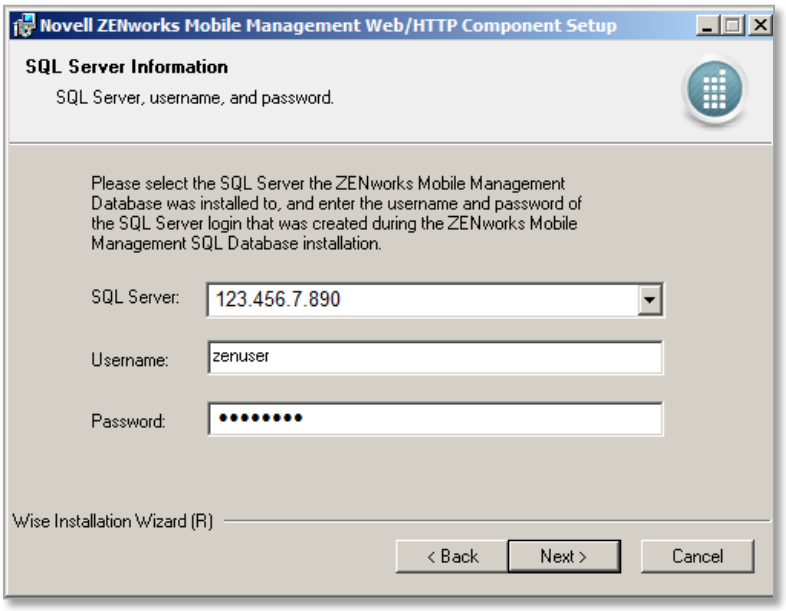
The MDM.ini file that is generated during the Web/HTTP installation contains an encrypted ConnectionString that includes the SQL server location.

1. During the installation of the *ZENworks Mobile Management* SQL Database component, use the actual IP address (or domain name) when defining the location of the SQL server that will be used.





2. During the installation of the *ZENworks Mobile Management* Web/HTTP component, use the IP address of the server that contains the *ZENworks Mobile Management* SQL Database when you are prompted for the SQL server location.

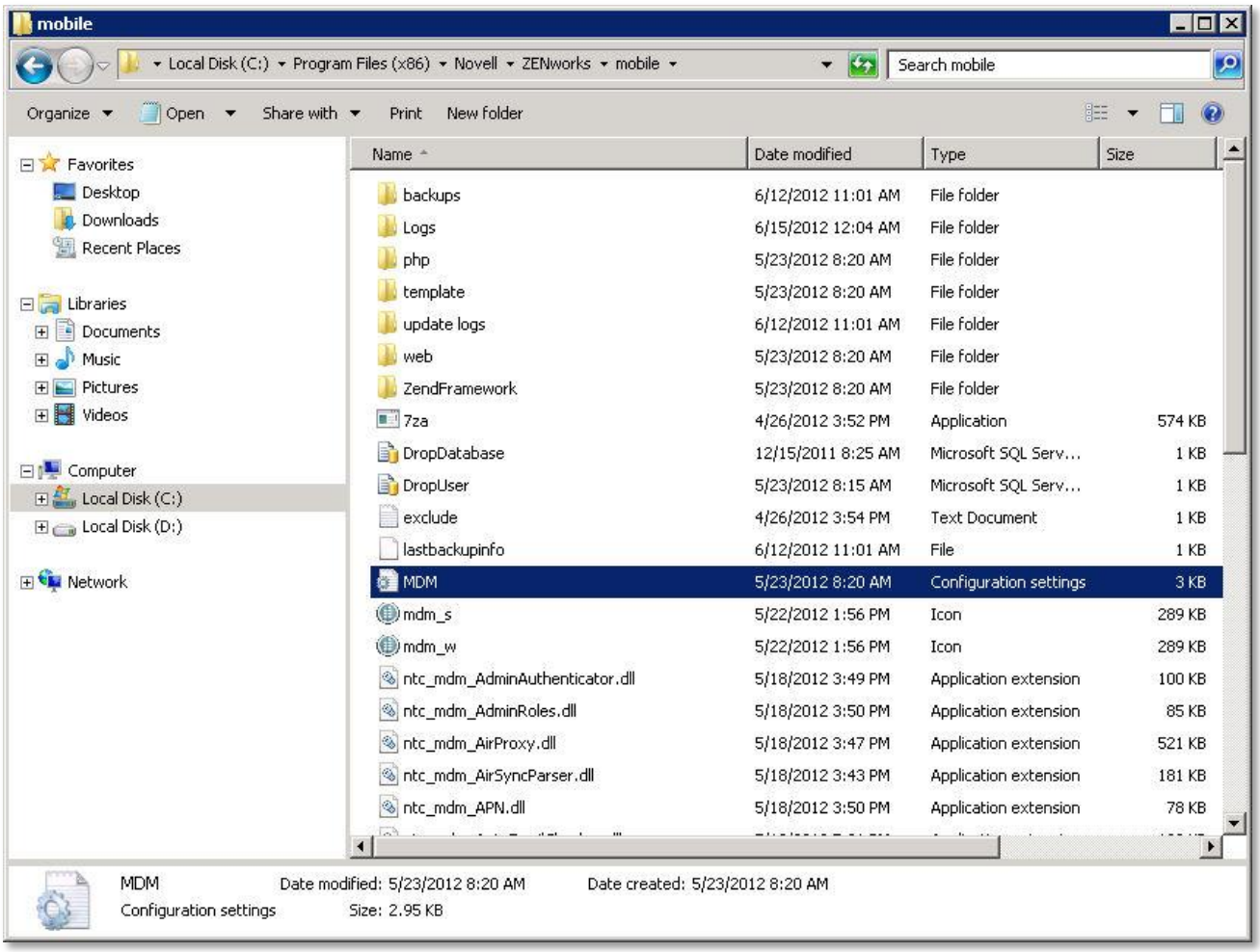


3. Use the same information to install the ZENworks Web/HTTP component on a second server.

4. Copy the MDM.ini file (Install Directory\MDM.ini) from the server where the first instance of *ZENworks Mobile Management* Web/HTTP was installed. Paste the copy into the same directory of any subsequent *ZENworks Mobile Management* Web/HTTP installation on a separate server, overwriting the original.

   There is one entry in the *ZENworks Mobile Management* database for the ConnectionString and it is inserted in the "MDM.ini" file during the first *ZENworks Mobile Management* Web/HTTP installation. Copying and pasting ensures that the entry is the same on all instances of the *ZENworks Mobile Management* Web/HTTP installation.

   This is necessary because the ConnectionString is encrypted with random characters during each subsequent *ZENworks Mobile Management* Web/HTTP installation, so even though the data contained within the encrypted string is the same, the encrypted strings themselves are not the same.



5. After you have overwritten the MDM.ini file on a *ZENworks Mobile Management* Web server, IIS must be reset on the server for the changes to take effect.