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Load Balancing over TCP

This topic describes how to incorporate a load balancer in a Cisco Unified Presence dual-node configuration for use with incoming CSTA/TCP connections. We recommend the Cisco CSS 11501 Content Services Switch for the load balancer.

An overview of the necessary tasks for configuring the Cisco CSS 11501 Content Services Switch for this integration are provided below. For detailed information on each task, refer to the Cisco CSS 11500 Content Services Switch documentation at the following URL:

http://www.cisco.com/en/US/products/hw/contnetw/ps792/products_installation_and_configuration_guides_list.html

1. Create a SIP service entry for each Cisco Unified Presence server.

- ◇ The keepalive port should be the same port as the content, port 5060.
- ◇ The keepalive message type value should be `tcp`.

2. Create a SIP rule that defines the content and the services that will manage this content

- ◇ The content is SIP on port 5060
- ◇ The SIP service entries (for each Cisco Unified Presence server) must be associated to the rule.

3. Create a NAT (Network Address Translation) rule to show the Virtual IP Address of Load Balancer.

- ◇ The NAT rule shows the packets returning from the Cisco Unified Presence server to Microsoft OCS as coming from the Load Balancer (and not directly from the Cisco Unified Presence server).

If you are load balancing over TCP, on Microsoft OCS, you must configure the following parameters:

- The next hop address to be the Virtual IP address of Load Balancer for the SIP message routing.
- The default TCP listener on port 5060.

On Cisco Unified Presence, you must configure the Virtual IP address of the Load Balancer. This is configured in the Virtual IP address field in **Cisco Unified Presence Administration > System > Service Parameters > Cisco UP SIP Proxy > General Proxy Parameters (Clusterwide)**.