



Addendum to the Ultimus Installation Guide:  
Configuring Ultimus for Network Load Balancing  
Last Updated: December 6, 2007

*If you are using Ultimus BPM Suite 7.x, please be sure to review Chapter 2 in the **Ultimus Configuration Guide** prior to reviewing the contents of this document.*

*If you are using Ultimus BPM Suite 6.0, please be sure to review **Appendix D: Configuring Ultimus for Network Load Balancing** in the *Ultimus BPM Suite 6.0 Installation Guide* prior to reviewing the contents of this document.*

This document describes additional Network Load Balancing considerations that should be taken into account when using Ultimus BPM Suite in a Network Load Balanced environment:

**Ultimus Attachment Control:**

For Ultimus BPM Suite 6.0 SP1 and earlier releases, using the Ultimus Attachment Control within a process that is deployed across Network Load Balanced Servers, attachments made by users who access Server A will not be accessible by users who access Server B.

**Ultimus Common Directory:**

For Ultimus BPM Suite 6.0 SP1 and earlier releases, when using ASCII text files to launch Ultimus processes, the ASCII text files should be placed in the `Common` directory, which is located within the Ultimus BPM Suite install directory. In a Network Load Balanced environment; ensure that the text files are placed in the `Common` directory located on the **Primary Server** computer within the Cluster. This is required because when Housekeeping runs on the Primary Server, it will search for new ASCII launch text files locally.

For Ultimus BPM Suite 7.x, note that there is no more “Primary Server” designation. ASCII text files can be placed in the `Common` directory on any Ultimus BPM Server (Assuming that Ultimus BPM Service is running on that Ultimus BPM Server).

### **New Task Notification E-Mails:**

When using New Task Notifications, URLs for accessing the form directly from e-mail can be embedded in the e-mail message using the KEY\_FORMURL variable. The Server computer name referenced in the Form URL is generated from the Ultimus Webhost Registry entry. It is important to note that when New Task Notification e-mails are sent out that contains the KEY\_FORMURL variable, Ultimus also generates a temporary form file on the Server computer that generated the URL. If for any reason you modify the value of the Webhost entry for Servers that are within Network Load Balanced architecture, please ensure that you provide each computer with a unique, individual name within the cluster, and *do not* give each computer the alias name or IP address of the virtual load balanced layer. If you do not name each computer individually, it will result in KEY\_FORMURL values being generated with the generic IP address/computer name of the virtual load balancing layer. This could cause users be directed to the incorrect Server (a server that does not have the temporary form file) when attempting to access their forms; this will result in an error.

### **Organization Chart (OC) Access:**

For users who are working with the Org Chart, please ensure that you provide them with a URL that references the IP address/computer name of the *Primary Server* within the Network Load Balancing cluster. (For Version 7.x, provide the URL to the server that has been designated as the Org Chart Host) Also, do not provide users with an Org Chart access URL that includes the IP address/computer name of the virtual load balanced layer, as this could result in the user being directed to a computer other than the Primary Server.

### **Ultimus Process Web Services:**

For Ultimus BPM Suite 6.0 SP1 and later releases, if you are using Ultimus Process Web Services to launch Ultimus processes or complete Ultimus steps using Web services, ensure that you select “Enable Web Service” for the relevant processes on each Ultimus BPM Server in the cluster (this setting can be enabled in Ultimus Administrator by right-clicking on the process under the Process node). This will generate a Web Services Language Definition Language file (WSDL file) on each Ultimus BPM Server for the process, and will ensure that any requesting application will find and consume Ultimus as a Web service.