Cisco Global Site Selector CLI-Based Global Server Load-Balancing Configuration Guide

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Preface

This guide includes information on using the Command Line Interface (CLI) to configure the Cisco Global Site Selector (GSS) to perform global server load balancing. Certain global server load-balancing tasks require that you use the CLI, other tasks require that you use the GUI. In most cases, you have the option of using either the CLI or the GUI at the primary GSSM. In cases where you must use the GUI to perform a particular task (configuring DNS rule filters, for example), the task is listed and a reference to the appropriate chapter in the _Global Site Selector GUI-Based Global Load-Balancing Configuration Guide_ is provided.

This preface describes the following topics:

- **Audience**
- **How to Use This Guide**
- **Related Documentation**
- **Symbols and Conventions**
- **Obtaining Documentation**
- **Documentation Feedback**
- **Cisco Product Security Overview**
- **Obtaining Technical Assistance**
- **Obtaining Additional Publications and Information**
Audience

To use this configuration guide, you should be familiar with the GSS platform hardware. In addition, you should be familiar with basic TCP/IP and networking concepts, router configuration, Domain Name System (DNS), the Berkeley Internet Name Domain (BIND) software or similar DNS products, and your organization's specific network configuration.

How to Use This Guide

This guide includes the following chapters:

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<td>Chapter 1, Introducing the Global Site Selector</td>
<td>Describes the basic concepts of the GSS product as well as important GSS-related terms.</td>
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<td>Instructions on organizing resources on your GSS network as locations, regions, and owners.</td>
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<td>Chapter 3, Configuring Source Address Lists</td>
<td>Describes how to create and modify source address lists.</td>
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<td>Chapter 5, Configuring Keepalives</td>
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<td>Chapter 6, Configuring Answers and Answer Groups</td>
<td>Describes how to create GSS answers and answer groups.</td>
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<td>Chapter 7, Building and Modifying DNS Rules</td>
<td>Describes how to construct the DNS rules that govern all global server load balancing on your GSS network.</td>
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<td>Chapter 8, Configuring DNS Sticky</td>
<td>Describes how to configure local and global DNS sticky for GSS devices in your network.</td>
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<td>Describes how to configure proximity for GSS devices in your network.</td>
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<td>Chapter 10, Creating and Playing GSLB Configuration Files</td>
<td>Describes how to create, modify, and play GSLB configuration files.</td>
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<td>Chapter 11, Displaying Global Server Load-Balancing Configuration Information</td>
<td>Describes the commands you use to display information about the global server load-balancing configuration on your GSS network.</td>
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<td>Describes the tools that you use to display the status of global load balancing on your GSS network.</td>
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<td>Appendix A, Primary GSSM Global Server Load-Balancing Error Messages</td>
<td>Describes the primary GSSM global server load-balancing operating error messages.</td>
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<td>Appendix B, “Sticky and Proximity XML Schema Files”</td>
<td>Describes how you use the two XML schema files, included with the GSS, to describe and validate the sticky XML and proximity XML output files.</td>
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# Related Documentation

In addition to this document, the GSS documentation set includes the following:

<table>
<thead>
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<th>Document Title</th>
<th>Description</th>
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<tr>
<td><em>Global Site Selector Hardware Installation Guide</em></td>
<td>Provides information on installing your GSS device and getting it ready for operation. It describes how to prepare your site for installation, how to install the GSS device in an equipment rack, and how to maintain and troubleshoot the system hardware.</td>
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<tr>
<td><em>Regulatory Compliance and Safety Information for the Cisco Global Site Selector</em></td>
<td>Provides regulatory compliance and safety information for the GSS platform.</td>
</tr>
<tr>
<td><em>Release Note for the Cisco Global Site Selector</em></td>
<td>Provides information on operating considerations, caveats, and new CLI commands for the GSS software.</td>
</tr>
<tr>
<td><em>Cisco Global Site Selector Getting Started Guide</em></td>
<td>Provides information on getting your GSS set up, configured, and ready to perform global server load balancing.</td>
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<tr>
<td><em>Cisco Global Site Selector GUI-Based Global Server Load-Balancing Configuration Guide</em></td>
<td>Procedures on how to configure your primary GSSM from the GUI to perform global server load balancing, such as configuring source address lists, domain lists, answers, answer groups, DNS sticky, network proximity, and DNS rules. This document also provides an overview of the GSS device and global server load balancing as performed by the GSS.</td>
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Symbols and Conventions

This guide uses the following symbols and conventions to emphasize certain information.

Command descriptions use the following conventions:

| **boldface font** | Commands and keywords are in **boldface**. |
| **italic font**   | Variables for which you supply values are in *italics*. |
| [  ]             | Elements in square brackets are optional. |
| { x | y | z }       | Alternative keywords are grouped in braces and separated by vertical bars. |
| [ x | y | z ]       | Optional alternative keywords are grouped in brackets and separated by vertical bars. |
| string           | A set of characters. Strings that include spaces (for example, “name 1”) must be in quotes. |
Screen examples use the following conventions:

<table>
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<th><strong>Screen font</strong></th>
<th>Terminal sessions and information the system displays are in <em>screen font</em>.</th>
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<td><strong>Boldface screen font</strong></td>
<td>Information you must enter is in <strong>boldface screen</strong> font.</td>
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<tr>
<td><strong>Italic screen font</strong></td>
<td>Variables for which you supply values are in <em>italic screen font</em>.</td>
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<td>^</td>
<td>The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.</td>
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<tr>
<td>&lt; &gt;</td>
<td>Nonprinting characters, such as passwords, are in angle brackets.</td>
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<tr>
<td>[ ]</td>
<td>Default responses to system prompts are in square brackets.</td>
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<tr>
<td>!, #</td>
<td>An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.</td>
</tr>
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</table>
Graphical user interface elements use the following conventions:

| **boldface text** | Instructs you to enter a keystroke or act on a GUI element. |
| **Courier text** | Indicates text that appears in a command line, including the CLI prompt. |
| **Courier bold text** | Indicates commands and text you enter in a command line. |
| **italic text** | Directories and filenames are in *italic* font. |

**Caution**

A caution means that a specific action you take could cause a loss of data or adversely impact use of the equipment.

**Note**

A note provides important related information, reminders, and recommendations.

1. A numbered list indicates that the order of the list items is important.
   a. An alphabetical list indicates that the order of the secondary list items is important.
   • A bulleted list indicates that the order of the list topics is unimportant.
      – An indented list indicates that the order of the list subtopics is unimportant.
Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:
http://www.cisco.com/techsupport
You can access the Cisco website at this URL:
http://www.cisco.com
You can access international Cisco websites at this URL:

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:
http://www.cisco.com/go/marketplace/
Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

http://www.cisco.com/go/marketplace/

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.
Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

From this site, you can perform these tasks:
- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:
http://www.cisco.com/go/psirt

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies — security-alert@cisco.com
  An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.
- Nonemergencies — psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:
- 1 877 228-7302
- 1 408 525-6532
Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:


The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the Tools & Resources link under Documentation & Tools. Choose Cisco Product Identification Tool from the Alphabetical Index drop-down list, or click the Cisco Product Identification Tool link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting show command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts
Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
  http://www.cisco.com/go/marketplace/
- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
  http://www.ciscopress.com
- Packet magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and
Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

http://www.cisco.com/go/iqmagazine

or view the digital edition at this URL:

http://ciscoiq.texterity.com/ciscoiq/sample/

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/ipj

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:


- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

http://www.cisco.com/discuss/networking

- World-class networking training is available from Cisco. You can view current offerings at this URL:

Introducing the Global Site Selector

This chapter describes the Cisco Global Site Selector (GSS) and introduces you to the terms and concepts necessary to help you understand and operate the GSS. This chapter contains the following major sections:

- GSS Overview
- DNS Routing
- GSLB Using the GSS
- GSS Architecture
- GSS Network Deployment
- GSS Network Management
- Global Server Load-Balancing Summary
- Where to Go Next
GSS Overview

Server load-balancing devices, such as the Cisco Content Services Switch (CSS) and Cisco Content Switching Module (CSM) that are connected to a corporate LAN or the Internet, can balance content requests among two or more servers containing the same content. Server load-balancing devices ensure that the content consumer is directed to the host that is best suited to handle that consumer’s request.

Organizations with a global reach or businesses that provide web and application hosting services require network devices that can perform complex request routing to two or more redundant, geographically dispersed data centers. These network devices need to provide fast response times and disaster recovery and failover protection through global server load balancing, or GSLB.

The Cisco Global Site Selector (GSS) platform allows you to leverage global content deployment across multiple distributed and mirrored data locations, optimizing site selection, improving Domain Name System (DNS) responsiveness, and ensuring data center availability.

The GSS is inserted into the traditional DNS routing hierarchy and is closely integrated with the Cisco CSS, Cisco CSM, or third-party server load balancers (SLBs) to monitor the health and load of the SLBs in your data centers. The GSS uses this information and user-specified routing algorithms to select the best-suited and least-loaded data center in real time.

The GSS can detect site outages, ensuring that web-based applications are always online and that customer requests to data centers that suddenly go offline are quickly rerouted to available resources.

The GSS offloads tasks from traditional DNS servers by taking control of the domain resolution process for parts of your domain name space, responding to requests at a rate of thousands of requests per second.
This section explains some of the key DNS routing concepts behind the GSS. Since the early 1980s, content routing on the Internet has been handled using the Domain Name System (DNS), a distributed database of host information that maps domain names to IP addresses. Almost all transactions that occur across the Internet rely on DNS, including electronic mail, remote terminal access such as Telnet, file transfers using FTP, and web surfing. DNS uses easy-to-remember alphanumeric host names instead of numeric IP addresses that bear no relationship to the content on the host.

With DNS, you can manage a nearly infinite number of host names referred to as the domain name space (Figure 1-1). DNS allows local administration of segments (individual domains) of the overall database, but allows for data in any segment to be available across the entire network. This process is referred to as delegation.

Figure 1-1  Domain Name Space
DNS Name Servers

Information about the domain name space is stored on name servers that are distributed throughout the Internet. Each server stores the complete information about its small part of the total domain name space. This space is referred to as a DNS zone. A zone file contains DNS information for one domain (“mycompany.com”) or subdomain (“gslb.mycompany.com”). The DNS information is organized into lines of information called resource records.

End users requiring data from a particular domain or machine generate a recursive DNS request on their client that is sent first to the local name server (NS), also referred to as the D-proxy. The D-proxy returns the IP address of the requested domain to the end user.

The DNS structure is based on a hierarchical tree structure that is similar to common file systems. The key components in this infrastructure are as follows:

- **DNS Resolvers**—Clients that access client name servers.
- **Client Name Server**—A server running DNS software that has the responsibility of finding the requested web site. The client name server is also referred to as the client DNS proxy (D-proxy).
- **Root Name Servers**—A server residing at the top of the DNS hierarchy. The root name server knows how to locate every extension after the period “.” in the host name. There are many top-level domains. The most common top-level domains include .org, .edu, .net, .gov, and .mil. Approximately 13 root servers worldwide handle all Internet requests.
- **Intermediate Name Server**—A server used for scaling purposes. When the root name server does not have the IP address of the authoritative name server, it sends the requesting client name server to an intermediate name server. The intermediate name server then refers the client name server to the authoritative name server.
- **Authoritative Name Server**—A server run by an enterprise or one that is outsourced to a service provider and is authoritative for the domain requested. The authoritative name server responds directly to the client name server (not to the client) with the requested IP address.
Request Resolution

If the local D-proxy does not have the information requested by the end user, it sends out iterative requests to the name servers that it knows are authoritative for the domains close to the requested domain. For example, a request for www.cisco.com causes the local D-proxy to check first for another name server that is authoritative for www.cisco.com.

The process outlined in Figure 1-2 summarizes the sequence performed by the DNS infrastructure to return an IP address when a client tries to access the www.cisco.com website.

*Figure 1-2  DNS Request Resolution*
1. The resolver (client) sends a query for www.cisco.com to the local client name server (D-proxy).

2. The local D-proxy does not have the IP address for www.cisco.com so it sends a query to a root name server (".") asking for the IP address. The root name server responds to the request by either:
   - Referring the D-proxy to the specific name server supporting the .com domain.
   - Sending the D-proxy to an intermediate name server that knows the address of the authoritative name server for www.cisco.com. This method is referred to as an iterative query.

3. The local D-proxy sends a query to the intermediate name server that responds by referring the D-proxy to the authoritative name server for cisco.com and all the associated subdomains.

4. The local D-proxy sends a query to the cisco.com authoritative name server that is the top-level domain. In this example, www.cisco.com is a sub-domain of cisco.com, so this name sever is authoritative for the requested domain and sends the IP address to the name server (D-proxy).

5. The name server (D-proxy) sends the IP address (172.16.56.76) to the client browser. The browser uses this IP address and initiates a connection to the www.cisco.com website.
The GSS addresses critical disaster recovery requirements by globally load-balancing distributed data centers. The GSS coordinates the efforts of geographically dispersed SLBs in a global network deployment for the following Cisco products:

- Cisco Content Services Switch 11500, 11000, or 11150
- Cisco Content Switching Module (CSM) for the Catalyst 6500 series switches
- Cisco LocalDirector
- Cisco IOS SLB
- Cisco router using the DRP agent for network proximity
- Any server that is capable of responding to HTTP HEAD, ICMP, or TCP requests
- Cisco router with cache modules
- Cisco Cache Engines

The GSS supports over 4000 separate virtual IP (VIP) addresses. It coordinates the activities of SLBs by acting as the authoritative DNS server for those devices under its control.

Once the GSS becomes responsible for GSLB services, the DNS process migrates to the GSS. The DNS configuration is the same process as described in the “Request Resolution” section. The only exception is that the NS-records point to the GSSs located at each data center. The GSS determines which data center site should receive the client traffic.

As the authoritative name server for a domain or subdomain, the GSS considers the following additional factors when responding to a DNS request:

- **Availability**—The servers that are online and available to respond to the query
- **Proximity**—The server that responded the fastest to a query
- **Load**—The type of traffic load handled by each server in the domain
- **Source of the Request**—The name server (D-proxy) requesting the content
- **Preference**—The first, second, or third choice of the load-balancing algorithm to use when responding to a query
This type of global server load balancing helps to ensure that the end users are always directed to resources that are online, and that requests are forwarded to the most suitable device, resulting in faster response time for users.

When resolving DNS requests, the GSS performs a series of distinct operations that take into account the resources under its control and return the best possible answer to the requesting client’s D-proxy.

The following process, illustrated in Figure 1-3, outlines how the GSS interacts with various clients as part of the website selection process to return the IP address of the requested content site.

1. A client starts to download an updated version of software from www.cisco.com and types www.cisco.com in the location or address field of the browser. This application is supported at three different data centers.
2. The DNS global control plane infrastructure processes the request and the request arrives at a GSS device.
3. The GSS sends to the client the IP address of the “best” server load balancer, in this case the SLB at Data Center 2.
4. The web browser processes the transmitted IP address.
5. The client is directed to the SLB at Data Center 2 by the IP control and forwarding plane.
6. The GSS offloads the site selection process from the DNS global control plane. The request and site selection are based on the load and health information with user-controlled load-balancing algorithms. The GSS selects in real time a data center that is available and not overloaded.
GSS Architecture

This section describes the following key components of a GSS deployment, including hardware and software, as well as GSS networking concepts:

- Global Site Selectors and Global Site Selector Managers
- DNS Rules
- Locations and Regions
- Owners
- Source Addresses and Source Address Lists
- Hosted Domains and Domain Lists
- Answers and Answer Groups
- Keepalives
- Balance Methods
- Traffic Management Load Balancing
Global Site Selectors and Global Site Selector Managers

The Global Site Selector solution relies on three distinct but closely related devices:

- Primary GSSM
- GSS
- Standby GSSM

All GSS devices in the network, including the primary GSSM and standby GSSM, are delegated authority for domains, respond to DNS queries and perform keepalives, and use their local CLI for basic network management. All GSS devices depend on the primary GSSM to provide centralized, shared global server load-balancing functionality.

Primary GSSM

The primary GSSM is a Cisco Global Site Selector running GSS software and performing content routing in addition to centralized management and shared global server load-balancing functions for the GSS network.

The primary GSSM serves as the organizing point of the GSS network, hosting the embedded GSS database that contains configuration information for all your GSS resources, such as individual GSSs and DNS rules. All connected GSS devices report their status to the primary GSSM.

On the primary GSSM, you monitor and administer GSS devices using either of the following methods:

- CLI commands, as described in this document
- GUI (graphical user interface), as described in the Cisco Global Site Selector GUI-Based Global Server Load-Balancing Configuration Guide

All configuration changes are communicated automatically to each device managed by the primary GSSM.

Any GSS device can serve as a the single, primary GSSM on a configured system.
GSS

The GSS is a Cisco Global Site Selector running GSS software and performing routing of DNS queries based on DNS rules and conditions configured using the primary GSSM.

Each GSS is known to and synchronized with the primary GSSM.

You manage each GSS individually through its Command Line Interface (CLI). Graphical user interface (GUI) support is not available on a GSS or on a standby GSSM.

Standby GSSM

As is the case for any GSS, the standby GSSM is a Global Site Selector running GSS software and performing routing of DNS queries based on DNS rules and conditions configured using the primary GSSM. Additionally, the standby GSSM is configured to function as the primary GSSM should the designated primary GSSM go offline or become unavailable to communicate with other GSS devices.

When the standby GSSM operates as the interim primary GSSM, it contains a duplicate copy of the embedded GSS database currently installed on the primary GSSM. Both CLI and GUI support are also available on the standby GSSM once you configure it as the interim primary GSSM. While operating as the primary GSSM, you can monitor GSS behavior and make configuration changes, as necessary.

Any configuration or network changes affecting the GSS network are synchronized between the primary and the standby GSSM so that the two devices are never out of sequence.

To enable the standby GSSM as the primary GSSM, use the gssm standby-to-primary CLI command. Ensure that your original primary GSSM is offline before you attempt to enable the standby GSSM as the new primary GSSM. Having two primary GSSMs active at the same time may result in the inadvertent loss of configuration changes for your GSS network. If this dual primary GSSM configuration occurs, the two primary GSSMs revert to standby mode and you must reconfigure one of the GSSMs as the primary GSSM.

The standby GSSM can temporarily assume the role as the primary GSSM in the event that the primary GSSM is unavailable (for example, you need to move the primary GSSM or you want to take it offline for repair or maintenance). Switching roles between the designated primary GSSM and the standby GSSM is intended to be a temporary GSS network configuration until the original primary GSSM
can be brought back online. Once the original primary GSSM is available, reassign the two GSSMs to their original roles in the GSS network as described in the *Cisco Global Site Selector Administration Guide*.

**DNS Rules**

The GSS uses DNS rules that you configure at the primary GSSM to:

- Provide you with centralized command and control of how the GSS globally load balances a given hosted domain
- Define the IP addresses to send to the client’s name server (D-proxy)
- Define the recovery method to use (using a maximum of three load-balance clauses)

Each DNS rule determines how the GSS responds to each query it receives by matching requests received from a known source, or D-proxy, to the most suitable member of a collection of name servers or virtual IP addresses (VIPs).

Each DNS rule takes into account the following variables:

- The source IP address of the requesting D-proxy
- The requested hosted domain
- An answer group, which is a group of resources considered for the response
- A balance method, which is an algorithm for selecting the best server, together with an answer group, makes up a clause
- Advanced traffic management load-balancing functions such as DNS sticky and network proximity

A DNS rule defines how a request is handled by the GSS by answering the following question:

> When traffic arrives from a DNS proxy, querying a specific domain name, which resources should be considered for the response, and how should they be balanced?

Each GSS network supports a maximum of 4000 DNS rules.

A maximum of three possible response answer group and balance method clauses are available for each DNS rule. Each clause specifies that a particular answer group serve the request and a specific balance method be used to select the best resource from that answer group. These clauses are evaluated in order, with
parameters established to determine when a clause should be skipped if the first answer group and balance method specified does not yield an answer, and the next clause is to be used.

Refer to Chapter 7, Building and Modifying DNS Rules, for procedures about constructing the DNS rules that govern all global server load balancing on your GSS network.

**Locations and Regions**

As your GSS network expands, the job of organizing and administering your GSS resources—locations, regions, answers and answer groups, domain lists, and DNS rules—becomes more complex. The GSS provides the following features to help you organize your resources:

- **Locations**—Logical groupings for GSS resources that correspond to geographical areas such as a city, data center, or content site
- **Regions**—Higher-level geographical groupings that contain one or more locations

In addition to allowing you to easily sort and navigate long lists of answers and DNS rules, the use of logical groupings such as locations and regions makes it easier to perform bulk administration of GSS resources. For example, from the primary GSSM, you can suspend or activate all answers linked to a particular GSS data center, shutting down a site for scheduled maintenance and then bringing it back online with only a few mouse clicks.

Refer to Chapter 2, Configuring Resources, for information on configuring locations and regions.

**Owners**

An owner is an entity that owns web content and uses the GSS to manage access to the content. As locations and regions allow you to geographically configure your GSS network, owners allow you to organizationally configure your GSS network.

For example, a service provider using the GSS to manage multiple hosting sites might create an owner for each web- or application-hosting customer. With this organizational scheme, you can associate and manage the following elements
through each owner: domain lists containing that owner’s hosted content, DNS rules, answer groups, and source address lists that specify how traffic to those domains should be processed.

Deployed on a corporate intranet, you can configure owners to segregate GSS resources on a department-by-department basis, or to allocate specific resources to IT personnel. For example, you can create an owner for the finance, human resources, and sales departments so that resources corresponding to each can be viewed and managed together.

Refer to Chapter 2, Configuring Resources, for information on configuring owners.

**Source Addresses and Source Address Lists**

The term *source address* refers to the source of DNS queries received by the GSS. Source addresses typically point to an IP address or block of addresses that represent client D-proxies from which the queries originate.

Using a DNS rule, the GSS matches source addresses to domains hosted by the GSS using one of a number of different balance methods.

Source addresses are taken from the D-proxy (the local name server) to which a requesting client issued a recursive request. The D-proxy sends the client queries to multiple name servers, eventually querying the GSS, which matches the D-proxy source address against its list of configured source addresses.

DNS queries received by the GSS do not have to match a specific D-proxy to be routed; default routing can be performed on requests that do not emanate from a known source address. By default, the GSS provides a fail-safe “Anywhere” source address list. Incoming queries that do not match your configured source address lists are matched to this list.

Source addresses are grouped into lists, referred to as *source address lists*, for the purposes of routing requests. Source address lists can contain 1 to 30 source addresses or unique address blocks. Each GSS supports a maximum of 60 source address lists.

Refer to Chapter 3, Configuring Source Address Lists, for information on configuring source address lists.
Hosted Domains and Domain Lists

A hosted domain (HD) is any domain or subdomain that has been delegated to the GSS and configured using the primary GSSM for DNS query responses. A hosted domain is a DNS domain name for which the GSS is authoritative.

All DNS queries must match a domain that belongs to a configured domain list, or the GSS denies the query. Queries that do not match domains on any GSS domain lists can also be forwarded by the GSS to an external DNS name server for resolution.

Hosted domain names are limited to 128 characters in length. The GSS supports domain names that use wildcards. The GSS also supports POSIX 1003.2-extended regular expressions when matching wildcards.

The following examples illustrate domain or subdomain names configured on the GSS:

cisco.com
www.cisco.com
www.support.cisco.com
.*.cisco\.com

Domain lists are groups of hosted domains that have been delegated to the GSS. Each GSS can support a maximum of 2000 hosted domains and 2000 hosted domain lists, with a maximum of 500 hosted domains supported for each domain list.

Domain lists are used by the GSS to match incoming DNS requests to DNS rules. After the query domain is found in a domain list and matched to a DNS rule, the balance method clauses of the DNS rule define how the GSS will choose the best answer (a VIP, for example) that can service the request.

Refer to Chapter 4, Configuring Domain Lists, for information on configuring domain lists.

Answers and Answer Groups

In a GSS network, the term answers refers to resources to which the GSS resolves DNS requests that it receives. The three types of possible answers on a GSS network are as follows
VIP—Virtual IP (VIP) addresses associated with an SLB such as the Cisco CSS, Cisco CSM, Cisco IOS-compliant SLB, Cisco LocalDirector, a web server, a cache, or any other geographically dispersed device in a global network deployment.

Name Server—Configured DNS name server that can answer queries that the GSS cannot resolve.

CRA—Content routing agents that use a resolution process called DNS race to send identical and simultaneous responses back to a user’s D-proxy. As with domains and source addresses, answers are configured using the primary GSSM by identifying the IP address to which queries can be directed.

Once created, you group answers together as resource pools called answer groups. From the available answer groups, the GSS can use a maximum of three possible response answer group and balance method clauses in a DNS rule to select the most appropriate resource to serve a user request. Each balance method provides a different algorithm for selecting one answer from a configured answer group. Each clause specifies that a particular answer group serve the request and a specific balance method be used to select the best resource from that answer group.

Depending on the type of answer, further criteria can be applied to DNS queries to choose the best host. For example, a request that is routed to a VIP associated with a Cisco CSS is routed to the best resource based on load and availability, as determined by the CSS. A request that is routed to a content routing agent (CRA) is routed to the best resource based on proximity, as determined in a DNS race conducted by the GSS.

Refer to Chapter 6, Configuring Answers and Answer Groups, for information on configuring GSS answers and answer groups.

VIP Answers

SLBs use VIP answers to represent content hosted on one or more servers under their control. The use of VIP answers enables the GSS to balance traffic among multiple origin servers, application servers, or transaction servers in a way that results in faster response times for users and less network congestion for the host.

When queried by a client’s D-proxy for a domain associated with a VIP answer type, the GSS responds with the VIP address of the SLB best suited to handle that request. The requesting client then contacts the SLB, which load balances the request to the server best suited to respond to the request.
Name Server Answers

A name server answer specifies the IP address of a DNS name server to which DNS queries are forwarded from the GSS.

Using the name server forwarding feature, queries are forwarded to an external (non-GSS) name server for resolution, with the answer passed back to the GSS name server, then on to the requesting D-proxy. A name server answer can act as a guaranteed fallback resource, a way to resolve requests that the GSS cannot resolve itself. The GSS may not be able to resolve such requests because:

- The requested content is unknown to the GSS
- The resources that typically handle such requests are unavailable

The external DNS name server answer forwarded by the GSS may be able to:

- Use DNS server features that are not supported by the GSS, such as mail exchanger (type MX) records
- Use a third-party content provider for failover and error recovery
- Provide access to a tiered DNS system

CRA Answers

The CRA answer relies on content routing agents and the GSS to choose a suitable answer for a given query based on the proximity of two or more possible hosts to the requesting D-proxy.

With the CRA answer, requests received from a particular D-proxy are served by the content server that responds first to the request. Response time is measured using a DNS race, coordinated by the GSS and content routing agents running on each content server. In the DNS race, multiple hosts respond simultaneously to an A-record request. The server with the fastest response time (the shortest network delay between itself and the client’s D-proxy) is chosen to serve the content.

The GSS requires the following information before it can initiate a DNS race:

- The delay between the GSS and each of the CRAs in each data center. With this data, the GSS computes how much time to delay the race from each data center so that each CRA starts the race simultaneously.
- The online status of the CRA through the use of keepalives.
The boomerang balance method uses the DNS race to determine the best site. See the “DNS Race (Boomerang)” section for more information on this balance method.

Keepalives

In addition to specifying a resource, each answer also provides you with the option of specifying a keepalive for that resource. A keepalive is the method by which the GSS periodically checks to determine if a resource is still active. A keepalive is a specific interaction (handshake) between the GSS and another device using a commonly supported protocol. A keepalive is designed to test if a specific protocol on the device is functioning properly. If the handshake is successful, then the device is available, active, and able to receive traffic. If the handshake fails, then the device is considered to be unavailable and inactive. All answers are validated by configured keepalives and are not returned by the GSS to the D-proxy if the keepalive indicates that the answer is not viable.

The GSS uses keepalives to collect and track information from the online status of VIPs to services and applications running on a server. You can configure a keepalive to continually monitor the online status of a resource and report that information to the primary GSSM. Routing decisions involving that resource consider the reported online status information.

The GSS also supports the use of shared keepalives to minimize traffic between the GSS and the SLBs that it is monitoring. A shared keepalive identifies a common address or resource that can provide status for multiple answers. Shared keepalives are not used with name server or CRA answers.

When configuring a VIP-type answer, you have the option to configure one of several different keepalive types or multiple keepalive types to test for that answer. The primary GSSM supports the assignment of multiple keepalives and destination ports for a specific VIP answer. You can configure a maximum of five different keepalives for a VIP answer in a mix and match configuration of ICMP, TCP, HTTP HEAD, and KAL-AP VIP keepalive types. For TCP or HTTP HEAD keepalives, you may also specify different destination ports to a VIP server. The multi-port keepalive capability allows you monitor a single server and check responses from multiple ports.
The primary GSSM supports only a single usage of a shared keepalive and a single KAL-AP keepalive when specifying multiple keepalive types.

The following sections provide additional detail about keepalives on the GSS:

- **ICMP**
- **TCP**
- **HTTP HEAD**
- **KAL-AP**
- **CRA**
- **Name Server**
- **None**
- **Adjusting Failure Detection Time for Keepalives**

Refer to Chapter 5, Configuring Keepalives, for information on modifying global keepalive parameters and creating shared keepalives.

### ICMP

Use an ICMP keepalive when testing a GSS answer that is a VIP address, IP address, or a virtual server IP address. The Internet Control Message Protocol (ICMP) keepalive type monitors the health of resources by issuing queries containing ICMP packets to the configured VIP address (or a shared keepalive address) for the answer. Online status is determined by a response from the targeted address, indicating simple connectivity to the network. The GSS supports a maximum of 750 ICMP keepalives when using the standard detection method and a maximum of 150 ICMP keepalives when using the fast detection method. See the “Adjusting Failure Detection Time for Keepalives” section for details.

### TCP

Use a TCP keepalive when testing a GSS answer that is a GSLB device that may be something other than a CSS or CSM. GSLB remote devices may include webservers, LocalDirectors, WAP gateways, and other devices that can be checked using a TCP keepalive. The TCP keepalive initiates a TCP connection to the remote device by performing the three-way handshake sequence.
Once the TCP connection is established, the GSS terminates the connection. You can choose to terminate the connection from two termination methods: Reset (immediate termination using a hard reset) or Graceful (standard three-way handshake termination).

The GSS supports a maximum of 1500 TCP keepalives when using the standard detection method and a maximum of 150 TCP keepalives when using the fast detection method. Refer to the “Adjusting Failure Detection Time for Keepalives” section for details.

**HTTP HEAD**

Use an HTTP HEAD keepalive when testing a GSS answer that is an HTTP web server acting as a standalone device or managed by an SLB device such as a Cisco CSS, Cisco CSM, Cisco IOS-compliant SLB, or Cisco LocalDirector. The HTTP HEAD keepalive type sends a TCP-formatted HTTP HEAD request to a web server at an address that you specify. The online status of the device is returned in the form of an HTTP Response Status Code of 200 (for example, HTTP/1.0 200 OK).

Once the HTTP HEAD connection is established, the GSS terminates the connection. There are two methods to terminate the connection: Reset (immediate termination using a hard reset) or Graceful (standard three-way handshake termination).

The GSS supports a maximum of 500 HTTP HEAD keepalives when using the standard detection method and a maximum of 100 HTTP HEAD keepalives when using the fast detection method. Refer to the “Adjusting Failure Detection Time for Keepalives” section for details.

**KAL-AP**

Use a KAL-AP (KeepAlive-Appliance Protocol) keepalive when testing a GSS answer that is a VIP associated with a Cisco CSS or a Cisco CSM. The KAL-AP keepalive type sends a detailed query to both a primary (master) and an optional secondary (backup) circuit address that you specify. The online status and load of each VIP that is specified in the KAL-AP keepalive are returned.
Depending on your GSS network configuration, you can use the KAL-AP keepalive to either query a VIP address directly (KAL-AP By VIP) or query an address with an alphanumeric tag (KAL-AP By Tag). Using a KAL-AP By Tag keepalive query can be useful in the following cases:

- You are attempting to determine the online status of a device that is located behind a firewall that is performing Network Address Translation (NAT).
- There are multiple content rule choices on the SLB.

The GSS supports a maximum of 128 primary and 128 secondary KAL-AP keepalives when using the standard detection method and a maximum of 40 primary and 40 secondary KAL-AP keepalives when using the fast detection method. See the “Adjusting Failure Detection Time for Keepalives” section for details.

**CRA**

Use the CRA keepalive when testing a CRA answer that responds to DNS race requests. The CRA keepalive type tracks the time required (in milliseconds) for a packet of information to reach the CRA and return to the GSS. The GSS supports a maximum of 200 CRA keepalives.

**Name Server**

Use the name server keepalive to send a query to the IP address of the name server for a specified query domain (for example, www.cisco.com). The online status for the name server answer is determined by the ability of the name server for the query domain to respond to the query and assign the domain to an address. The GSS supports a maximum of 100 name server keepalives.

**None**

With the keepalive set to None, the GSS assumes that the answer is always online. Setting the keepalive type to None prevents your GSS from taking online status or load into account when routing. However, a keepalive of None can be useful under certain conditions, such as when adding devices to your GSS network that are not suited to other keepalive types. ICMP is a simple and flexible keepalive type that works with most devices. Using ICMP is often preferable to using the None option.
Adjusting Failure Detection Time for Keepalives

Failure detection time, for the GSS, is the amount of time between when a device fails (the answer resource goes offline) and when the GSS realizes the failure occurred. If a response packet fails to arrive back to the GSS within this window, the answer is marked offline.

The GSS supports two failure detection modes: standard and fast.

With standard mode, the failure detection time is typically 60 seconds before the GSS detects that a failure has occurred. Standard mode allows adjustment of the following parameters:

- **Response Timeout**—The length of time allowed before the GSS retransmits data to a device that is not responding to a request. The valid entries are 20 to 60 seconds. The default is 20 seconds.

- **Minimum Interval**—The minimum interval with which the GSS attempts to schedule a keepalive. The valid entries are 40 to 255 seconds. The default is 40 seconds.

With fast mode, the GSS controls the failure detection time by using the following keepalive transmission interval formula:

\[
(# \text{Ack'd Packets} \times (\text{Response TO} + (\text{Retry TO} \times \text{# of Retries}))) + \text{Timed Wait}
\]

where:

- \text{# Ack'd Packets} = \text{Number of packets that require some form of acknowledgement}
- \text{Response TO} = \text{Response Timeout, which is the length of time to wait for a reply for a packet that requires acknowledgement}
- \text{Retry TO} = \text{Retry Timeout, which is the length of time to wait for a reply for a retransmitted packet}
- \text{# of Retries} = \text{Number of Retries, which is the number of times the GSS retransmits packets to a potentially failed device before declaring the device offline}
- \text{Timed Wait} = \text{Time for the remote side of the connection to close (TCP-based keepalive only)}

Table 1-1 summarizes how the GSS calculates the fast keepalive transmission rates for a single keepalive per answer.
For a TCP (RST) connection, the default transmission interval for a TCP keepalive is as follows:

\[(1 \times (2 + (2 \times 1))) + 0 = 4 \text{ seconds}\]

You can adjust the number of retries for the ICMP, TCP, HTTP HEAD, and KAL-AP keepalive types. The number of retries defines the number of times the GSS retransmits packets to a potentially failed device before declaring the device offline. The GSS supports a maximum of 10 retries, with a default of 1. As you adjust the number of retries, you change the detection time determined by the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries decreases the detection time.

The GSS associates the number of retries value with every packet that requires some form of acknowledgement before continuing with a keepalive cycle (ICMP requests, TCP SYN, or TCP FIN). For example, to fully complete a TCP-based keepalive cycle, the TCP-based keepalive retries the SYN packet for the specified number of retries and then retries the FIN packet for the specified number of retries.

In the above example of a TCP (RST) connection, if you change the number of retries from the default value of 1 to a setting of 5, the transmission interval would be as follows:

\[(1 \times (2 + (2 \times 5))) + 0 = 12 \text{ seconds}\]
Figure 1-4 illustrates the effect on the keepalive transmission interval as you increase the number of retries value.

Figure 1-4  Effect of the Number of Retries Value on the Keepalive Transmission Interval

You can also define the number of consecutive successful keepalive attempts (probes) that must occur before the GSS identifies that an offline answer is online. The GSS monitors each keepalive attempt to determine if the attempt was successful. The `successful-probes` option identifies how many consecutive successful keepalive attempts the GSS must recognize before bringing an answer back online and reintroducing it back into the GSS network.

The primary GSSM allows you to assign multiple keepalives for a single VIP answer. You can configure a maximum of five different keepalives for a VIP answer in a mix and match configuration of ICMP, TCP, HTTP HEAD, and KAL-AP VIP keepalive types. In this configuration, the failure detection times are based on the calculated transmission levels identified for each of the different keepalives associated with an answer.
Balance Methods

The GSS supports six unique balance methods that allow you to specify how a GSS answer should be selected to respond to a given DNS query. Each balance method provides a different algorithm for selecting one answer from a configured answer group. The following sections explain the balance methods supported by the GSS:

- Ordered List
- Round-Robin
- Weighted Round-Robin
- Least Loaded
- Hashed
- DNS Race (Boomerang)

Ordered List

When the GSS uses the ordered list balance method, each resource within an answer group (for example, an SLB VIP or a name server) is assigned a number that corresponds to the rank of that answer within the group. The number you assign represents the order of the answer on the list. Subsequent VIPs or name servers on the list will only be used if preceding VIPs or name servers on the list are unavailable. The GSS supports gaps in numbering in an ordered list.

For answers that have the same order number in an answer group, the GSS will use only the first answer that contains the number. We recommend that you specify a unique order number for each answer in an answer group.

Using the ranking of each answer, the GSS tries each resource in the order that has been assigned, selecting the first available “live” answer to serve a user request. List members are given precedence and tried in order, and a member is not used unless all previous members fail to provide a suitable result.

The ordered list method is useful in managing resources across multiple content sites in which a deterministic method for selecting answers is required.
See the “Balance Method Options for Answer Groups” section for information on how the GSS determines which answer to select when using the ordered list balance method.

**Round-Robin**

When the GSS uses the round-robin balance method, each resource within an answer group is tried in turn. The GSS cycles through the list of answers, selecting the next answer in line for each request. In this way, the GSS can resolve requests by evenly distributing the load among possible answers.

The round-robin balance method is useful when balancing requests among multiple, active data centers that are hosting identical content; for example, between SLBs at a primary and at an active standby site that serves requests.

See the “Balance Method Options for Answer Groups” section for information on how the GSS determines which answer to select when using the round-robin balance method.

**Weighted Round-Robin**

As performed by the round-robin balance method, the weighted round-robin method also cycles through a list of defined answers to choose each available answer in turn. However, with weighted round-robin, an additional “weight” factor is assigned to each answer, biasing the GSS toward certain servers so that they are used more often.

See the “Balance Method Options for Answer Groups” section for information on how the GSS determines which answer to select when using the weighted round-robin balance method.

**Least Loaded**

When the GSS uses the least-loaded balance method, the GSS resolves requests to the least loaded of all resources, as reported by the KAL-AP keepalive process, which provides the GSS with detailed information on the SLB load and availability.

The least-loaded balance method resolves the request by determining the least number of connections on a CSM or the least-loaded CSS.
See the “Balance Method Options for Answer Groups” section for information on how the GSS determines which answer to select when using the least loaded balance method.

Hashed

When the GSS uses the hashed balance method, elements of the client’s DNS proxy IP address and the requesting client’s domain are extracted to create a unique value, referred to as a hash value. The unique hash value is attached to and used to identify a VIP that is chosen to serve the DNS query.

The use of hash values makes it possible to “stick” traffic from a particular requesting client to a specific VIP, ensuring that future requests from that client are routed to the same VIP. This type of continuity can be used to facilitate features, such as online shopping baskets, in which client-specific data is expected to persist even when client connectivity to a site is terminated or interrupted.

The GSS supports the following two hashed balance methods. You can apply one or both hashed balance methods to the specified answer group.

- **By Source Address**—The GSS selects the answer based on a hash value created from the source address of the request.
- **By Domain Name**—The GSS selects the answer based on a hash value created from the requested domain name.

DNS Race (Boomerang)

The GSS supports the DNS race (boomerang) method of proximity routing, which is a type of DNS resolution initiated by the GSS to load balance 2 to 20 sites.

The boomerang method is based on the concept that instantaneous proximity can be determined if a CRA within each data center sends an A-record (IP address) at the exact same time to the client’s D-proxy. The DNS race method of DNS resolution gives all CRAs (Cisco content engines or content services switches) a chance at resolving a client request and allows for proximity to be determined without probing the client’s D-proxy. The first A-record received by the D-proxy is, by default, considered to be the most proximate.
For the GSS to initiate a DNS race, it needs to establish the following information for each CRA:

- The delay between the GSS and each of the CRAs in each data center. With this data, the GSS computes the length of time to delay the race from each data center, so that each CRA starts the race simultaneously.
- The online status of the CRAs. With this data, the GSS knows not to forward requests to any CRA that is not responding.

The boomerang server on the GSS gathers this information by sending keepalive messages at predetermined intervals. The boomerang server uses this data, along with the IP addresses of the CRAs, to request the exact start time of the DNS race. If the CRA response is to be accepted by the D-proxy, each CRA must spoof the IP address of the GSS to which the original DNS request was sent.

**Balance Method Options for Answer Groups**

For most balance methods supported by the GSS, there are additional configuration options when you group specific answers in an answer group. These configuration options ensure the GSS properly applies the balance method for answers, and that you receive the best possible results from your GSS device. Table 1-2 describes the available answer group options for each answer type (VIP, CRA, or NS) and balance method combination.

<table>
<thead>
<tr>
<th>Answer Type</th>
<th>Balance Methods Used</th>
<th>Answer Group Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIP</td>
<td>Hashed</td>
<td>Order</td>
</tr>
<tr>
<td></td>
<td>Least loaded</td>
<td>Load threshold</td>
</tr>
<tr>
<td></td>
<td>Ordered list</td>
<td>Weight</td>
</tr>
<tr>
<td></td>
<td>Round-robin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weighted round-robin</td>
<td></td>
</tr>
</tbody>
</table>
The following sections explain each of the options available for the answers in an answer group.

**Order**

Use the Order option when the balance method for the answer group is Ordered List. Answers on the list are given precedence based upon their position in the list in responding to requests.

**Weight**

Use the answer group Weight option when the balance method for the answer group is weighted round-robin or least loaded. You specify a weight by entering a value from 1 and 10. This value indicates the capacity of the answer to respond to requests. The weight creates a ratio that the GSS uses when directing requests to each answer. For example, if Answer A has a weight of 10 and Answer B has a weight of 1, Answer A receives 10 requests for every 1 request directed to Answer B.

When you specify a weight for the weighted round-robin balance method, the GSS creates a ratio of the number of times that the answer is used to respond to a request before trying the next answer on the list.

When you specify a weight for the least-loaded balance method, the GSS uses that value as the divisor for calculating the load number associated with the answer. The load number creates a bias in favor of answers with a greater capacity.
Load Threshold

Use the Load Threshold option when the answer type is VIP and the keepalive method is KAL-AP to determine whether an answer is available, regardless of the balance method used. The load threshold is a number from 2 and 254 that is compared to the load being reported by the answer device. If the reported load is greater than the specified threshold, the answer is considered offline and unavailable to serve further requests.

Traffic Management Load Balancing

The GSS includes DNS sticky and network proximity traffic management functions to provide advanced global server load-balancing capabilities in a GSS network.

DNS sticky ensures that e-commerce sites provide undisrupted services and remain open for business by supporting persistent sticky network connections between customers and e-commerce servers. Persistent network connections ensure that active connections are not interrupted and shopping carts are not lost before purchase transactions are completed.

Network proximity selects the closest or most proximate server based on measurements of round-trip time to the requesting client’s D-proxy location, improving the efficiency within a GSS network. The proximity calculation is typically identical for all requests from a given location (D-proxy) as long as the network topology remains constant. This approach selects the best server based on a combination of site health (availability and load) and the network distance between a client and a server zone.

This section includes the following topics:

- DNS Sticky GSLB
- Network Proximity GSLB
DNS Sticky GSLB

Stickiness, also known as persistent answers or answer caching, enables a GSS to remember the DNS response returned for a client D-proxy and to later return that same answer when the client D-proxy makes the same request. When you enable stickiness in a DNS rule, the GSS makes a best effort to always provide identical A-record responses to the requesting client D-proxy, assuming that the original VIP continues to be available.

DNS sticky on a GSS ensures that e-commerce clients remain connected to a particular server for the duration of a transaction even when the client’s browser refreshes the DNS mapping. While some browsers allow client connections to remain for the lifetime of the browser instance or for several hours, other browsers impose a connection limit of 30 minutes before requiring a DNS re-resolution. This time may not be long enough for a client to complete an e-commerce transaction.

With local DNS sticky, each GSS device attempts to ensure that subsequent client D-proxy requests to the same domain name to the same GSS device will be “stuck” to the same location as the first request. DNS sticky guarantees that all requests from a client D-proxy to a particular hosted domain or domain list are given the same answer by the GSS for the duration of a user-configurable sticky inactivity time interval, assuming the answer is still valid.

With global DNS sticky enabled, each GSS device in the network shares answers with the other GSS devices in the network, operating as a fully connected peer-to-peer mesh. Each GSS device in the mesh stores the requests and responses from client D-proxies in its own local database, as well as shares this information with the other GSS devices in the network. As a result, subsequent client D-proxy requests to the same domain name to any GSS in the network causes the client to be “stuck”.

The DNS sticky selection process is initiated as part of the DNS rule balance method clause.

Refer to Chapter 8, Configuring DNS Sticky, for information on configuring local and global DNS sticky for GSS devices in your network.
Network Proximity GSLB

The GSS responds to DNS requests with the most proximate answers (resources) relative to the requesting D-proxy. In this context, proximity refers to the distance or delay in terms of network topology (not geographical distance) between the requesting client’s D-proxy and its answer.

To determine the most proximate answer, the GSS communicates with a probing device, a Cisco IOS-based router, located in each proximity zone to gather round-trip time (RTT) metric information measured between the requesting client’s D-proxy and the zone. Each GSS directs client requests to an available server with the lowest RTT value.

The proximity selection process is initiated as part of the DNS rule balance method clause. When a request matches the DNS rule and balance clause with proximity enabled, the GSS responds with the most proximate answer.

Refer to Chapter 9, Configuring Network Proximity, for information on configuring proximity for GSS devices in your network.
GSS Network Deployment

A typical GSS deployment may contain a maximum of eight GSS devices deployed on a corporate intranet or the Internet. At least one GSS must be configured as a primary GSSM. Optionally, a second GSS can be configured as a standby GSSM. The primary GSSM monitors the other GSS devices on the network and offers features for managing and monitoring request routing services using CLI commands or a GUI accessible through secure HTTP. Only one GSSM can be active at any time, with the second GSSM serving as a standby, or backup device.

The GSSM functionality is embedded on each GSS, and any GSS device can be configured to act as a primary GSSM or a standby GSSM.

You can configure additional GSS devices on the GSS network to respond to DNS requests and transmit periodic keepalives to provide resource state information about devices. The GSS devices do not perform primary GSSM network management tasks.

This section describes a typical network deployment of the GSS and includes the following topics:

- Locating GSS Devices
- Locating GSS Devices Behind Firewalls
- Communication Between GSS Nodes
- Deployment Within Data Centers

Locating GSS Devices

Although your organization determines where your GSS devices are deployed in your network, you should observe the following guidelines when deploying these devices.

Because the GSS serves as the authoritative name server for one or more domains, each GSS must be publicly or privately addressable on your enterprise network. That way, the D-proxy clients that are requesting content can find the GSSs assigned to handle DNS requests.
Options are available for delegating responsibility for your domain to your GSS devices, depending on traffic patterns to and from your domain. For example, given a network containing five GSS devices, you might choose to modify your parent domain DNS servers so that all traffic sent to your domain is directed to your GSS network. Or you might choose to have a subset of your traffic delegated to one or more of your GSSs, with other devices handling other segments of your traffic.

Refer to Chapter 7, Building and Modifying DNS Rules for information on modifying your network DNS configuration to accommodate the addition of GSS devices to your network.

**Locating GSS Devices Behind Firewalls**

Deploying a firewall can prevent unauthorized access to your GSS network and thwart common denial of service (DoS) attacks on your GSS devices. In addition to being deployed behind your corporate firewall, the GSS packet-filtering features can enable GSS administrators to permit and deny traffic to any GSS device.

When positioning your GSS behind a firewall or enabling packet filtering on the GSS itself, you must properly configure each device (the firewall and the GSS) to allow valid network traffic to reach the GSS device on specific ports. In addition to requiring HTTPS traffic to access the primary GSS graphical user interface, you may want to configure your GSSs to allow FTP, Telnet, and SSH access through certain ports. In addition, GSSs must be able to communicate their status to and receive configuration information from the GSSM. Also, primary and standby GSSMs must be able to communicate and synchronize with one another. Finally, if global DNS sticky enabled on the GSS network, all GSSs in the sticky mesh must be able to communicate with each other to share the sticky database.

Refer to the *Cisco Global Site Selector Administration Guide* for information about access lists to limit incoming traffic. See the “Deploying GSS Devices Behind Firewalls” section for information on which ports must be enabled and left open for the GSS to function properly.
Communication Between GSS Nodes

All GSS devices, including the primary GSSM and standby GSSM, respond to DNS queries and perform keepalives to provide global server load-balancing functionality. Additionally, the primary GSSM acts as the central management device and hosts the embedded GSS database that contains shared configuration information, such as DNS rules, for each GSS that it controls. Use the primary GSSM to make configuration changes, which are automatically communicated to each registered GSS device that the primary GSSM manages.

The standby GSSM performs GSLB functions for the GSS network. The standby GSSM can act as the interim primary GSSM for the GSS network should the designated primary GSSM suddenly go offline or become unavailable to communicate with other GSS devices. If the primary GSS goes offline, the GSS network continues to function and does not impact global server load balancing.

The GSS performs routing of DNS queries based on the DNS rules and conditions created from the primary GSSM. Each GSS device on the network delegates authority to the parent domain GSS DNS server that serves the DNS requests.

Each GSS is known to and synchronized with the primary GSSM; unless global DNS sticky is enabled, individual GSSs do not report their presence or status to one another. If a GSS unexpectedly goes offline, the other GSSs on the network that are responsible for the same resources remain unaffected.

With both a primary and a standby GSSM deployed on your GSS network, device configuration information and DNS rules are automatically synchronized between the primary GSSM and a data store maintained on the standby GSSM.

Synchronization occurs automatically between the two devices whenever the GSS network configuration changes. Updates are packaged and sent to the standby GSSM using a secure connection between the two devices.

Refer to the Cisco Global Site Selector Administration Guide for instructions on enabling each GSS device in the GSS network and for details about changing the GSSM role in the GSS network.
Deployment Within Data Centers

A typical GSS network consists of multiple content sites, such as data centers and server farms. Access to a data center or server farm is managed by one or more SLBs, such as the Cisco CSS or Cisco CSM. One or more virtual IP addresses (VIPs) represent each SLB. Each VIP acts as the publicly addressable front end of the data center. Behind each SLB are transaction servers, database servers, and mirrored origin servers offering a wide variety of content, from websites to applications.

The GSS communicates directly with the SLBs representing each data center by collecting statistics on availability and load for each SLB and VIP. The GSS uses the data to direct requests to the most optimum data centers and the most available resources within each data center.

In addition to SLBs, a typical data center deployment may also contain DNS name servers that are not managed by the GSS. These DNS name servers can resolve requests, through name server forwarding, that the GSS is unable to resolve.

GSS Network Management

Management of your GSS network is divided into two types:

- CLI-Based GSS Management
- GUI-Based Primary GSSM Management

Certain GSS network management tasks require that you use the CLI (initial device setup, sticky and proximity group configuration, for example), other tasks require that you use the GUI (User Views and Roles, for example). In most cases, you have the option of using either the CLI or the GUI at the primary GSSM to perform GSLB configuration and monitoring.

Choosing when to use the CLI and when to use the GUI are also a matter of personal or organizational choice. Additionally, you have the option to create your GSLB configuration using one method, then modify the configuration using the alternate method.
This configuration guide describes how to use the CLI to perform global server load balancing. In cases where you must use the GUI to perform a particular task (configuring DNS rule filters, for example), the task is listed and a reference to the appropriate chapter in the *Global Site Selector GUI-Based Global Load-Balancing Configuration Guide* is provided.

### CLI-Based GSS Management

You can use the CLI to configure the following installation, management, and global server load-balancing tasks for your GSS:

- Initial setup and configuration of GSS and GSSM (primary and standby) devices
- Software upgrades and downgrades on GSSs and GSSMs
- Database backups, configuration backups, and database restore operations
- Global server load-balancing configuration and DNS request handling by creating DNS rules and monitoring keepalives at the primary GSSM

In addition, you can use the CLI for the following network configuration tasks:

- Network address and host name configuration
- Network interface configuration
- Access control for your GSS devices, including IP filtering and traffic segmentation

You can also use the CLI for local status monitoring and logging for each GSS device.

Refer to the *Cisco Global Site Selector Command Reference* for an alphabetical list of all GSS CLI commands including syntax, options, and related commands.
GUI-Based Primary GSSM Management

The primary GSSM offers a single, centralized graphical user interface (GUI) for monitoring and administering your entire GSS network. You can use the primary GSSM GUI to:

- Configure DNS request handling and global server load balancing by creating DNS rules and monitoring keepalives
- Activate GSSs that are configured on the GSS network
- Monitor GSS network resources
- Monitor request routing and GSS statistics

For more information about the GUI, see the Global Site Selector GUI-Based Global Load-Balancing Configuration Guide.

Global Server Load-Balancing Summary

After you create your GSSM (primary and standby) and GSS devices and configure them to connect to your network, you are ready to begin configuring request routing and global server load balancing for your GSS network. Refer to the Cisco Global Site Selector Getting Started Guide for procedures on getting your GSSM (primary and standby) and GSS devices set up, configured, and ready to perform global server load balancing.

Use CLI commands or the GUI on the primary GSSM to configure global server load balancing for your GSS network. You configure keepalives to monitor the health of SLBs and servers on your network, and you create and manage DNS rules and the associated global server load-balancing configuration to process incoming DNS requests.

Use the following order when configuring your GSS devices and resources from the primary GSSM for global server load balancing:

1. Create regions, locations, and owners—Optional. Use these groupings to organize your GSS network resources by customer account, physical location, owner, or other organizing principle. Refer to Chapter 2, Configuring Resources for details.
2. Create one or more source address lists—Optional. Use these lists of IP addresses to identify the name servers (D-proxy) that forward requests for the specified domains. The default source address list is Anywhere to match any incoming DNS request to the domains. Refer to Chapter 3, Configuring Source Address Lists for details.

3. Create one or more domain lists—Establish lists of Internet domains, possibly using wildcards, that are managed by the GSS and queried by users. Refer to Chapter 4, Configuring Domain Lists for details.

4. Modify the default global keepalive settings or create any shared keepalives—Optional. The GSS regularly polls to monitor the online status of one or more GSS resources linked to the keepalive. Shared keepalives are required for any answer that uses the KAL-AP keepalive type. Refer to Chapter 5, Configuring Keepalives for details.

5. Create one or more answers and answer groups—Answers are resources that match requests to domains. Answer groups are collections of resources that balance requests for content. Refer to Chapter 6, Configuring Answers and Answer Groups for details.

6. Build the DNS rules that will control global server load balancing on your GSS network. Refer to Chapter 7, Building and Modifying DNS Rules for details.

7. If you plan to use DNS sticky for your global server load balancing, configure local or global DNS sticky for GSS devices in your network —Stickiness enables the GSS to remember the DNS response returned for a client D-proxy and to later return that answer when the client makes the same request. Refer to Chapter 8, Configuring DNS Sticky for details.

8. If you plan to use network proximity for your global server load balancing, configure proximity for GSS devices in your network—Proximity determines the best (most proximate) resource for handling global load-balancing requests. Refer to Chapter 9, Configuring Network Proximity for details.

9. If you plan to use the GSLB configuration file functionality, create, modify, and execute GSLB configuration files to automate the global server load-balancing process for your network. Refer to Chapter 10, Creating and Playing GSLB Configuration Files for details.
Chapter 1  Introducing the Global Site Selector

Where to Go Next

Chapter 2, Configuring Resources describes how to organize resources on your GSS network as locations, regions, and owners.
Chapter 1  Introducing the Global Site Selector

Where to Go Next
This chapter describes how to establish global server load-balancing resources on your GSS network.

This chapter contains the following major sections:

- Organizing Your GSS Network
- Logging in to the CLI and Enabling Privileged EXEC Mode
- Configuring Locations and Regions
- Configuring Owners
- Grouping GSS Resources by Location, Region, and Owner
- Displaying Resource Information
- Where to Go Next
Organizing Your GSS Network

The primary GSSM provides you the following tools to group and organize resources on your GSS network:

- **Locations**—Logical groupings for GSS resources that correspond to geographical entities such as a city, data center, or content site
- **Regions**—Higher-level geographical groupings that contain one or more locations
- **Owners**—Groupings that correspond to business or organizational relationships; for example, customers, internal departments, and IT personnel

Keep in mind that it is not a requirement that regions and locations correspond to actual geographical sites. They are simply organizing concepts that allow you to group GSS resources and exist in a relationship of one (region) to many (locations).

In addition to providing an organizational scheme for your GSS network, locations can also be used for bulk management of GSS resources, such as answers. Answers can be grouped and managed according to an established GSS location. Using a location to manage your answers can simplify the process to suspend or activate answers in a particular area of your network (see Chapter 6, Configuring Answers and Answer Groups). For example, you can shut down one or more data centers to perform software upgrades or regular maintenance.

Before you can configure your GSS network resources, you must log in to the CLI and enable privileged EXEC mode. See “Logging in to the CLI and Enabling Privileged EXEC Mode”.
Logging in to the CLI and Enabling Privileged EXEC Mode

To log in and enable privileged EXEC mode in the GSS, you must be a configured user with `admin` privileges. Refer to the *Cisco Global Site Selector Administration Guide* for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.
   
   If you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the *Cisco Global Site Selector Getting Started Guide*.

2. Specify your GSS administrative username and password to log in to the GSSM. The CLI prompt appears.
   
   `gssm1.example.com>`

3. At the CLI prompt, enable privileged EXEC mode as follows:
   
   `gssm1.example.com>` `enable`
   `gssm1.example.com#`
Configuring Locations and Regions

Use the following procedures to set up regions and locations on your GSS network. We recommend that you create regions before you create locations because you associate a region with a location when creating the location.

This section includes the following procedures:

- Configuring Regions
- Configuring Locations

Configuring Regions

To configure a region, use the `region` command in global server load-balancing configuration mode.

The syntax for this command is:

```
region name [comments text]
```

The variables and options for this command are:

- **region name**—Specifies a high-level geographical group name for the region assigned to the GSS network. Enter a unique alphanumeric name, with a maximum of 80 characters. Enter names that include spaces in quotes (for example, “name 1”).

- **comments text**—(Optional) Specifies descriptive information or important notes about the region. Enter a maximum of 256 alphanumeric characters. Comments with spaces must be entered in quotes.

For example, to create a region named Western_EU and provide comments about its location and purpose, enter:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# region Western_EU comments "London and future data centers"
```
Deleting Regions

If you need to delete a region, ensure that you know about the dependencies associated with it. For example, regions that have locations associated with them cannot be deleted. In this case, you must first delete any associated locations.

Caution

Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the Global Site Selector Administration Guide for details.

If an error appears informing you that a GSS location is still linked to the region you want to delete, change the region associated with the location, then attempt to delete the region again.

To delete a region, enter:

gssm1.example.com(config-gslb)# no region Western_EU

Configuring Locations

To configure a location, use the location command in global server load-balancing configuration mode.

The syntax for this command is:

```
location name [comments text | region name | zone name]
```

The variables and options for this command are:

- **location name**—Specifies geographical group name entities such as a city, data center, or content site for the location. Enter a unique alphanumeric name, with a maximum of 80 characters. Enter names that include spaces in quotes (for example, “name 1”).
- **comments**—(Optional) Specifies descriptive information or important notes about the location. Enter a maximum of 256 alphanumeric characters. Comments with spaces must be entered in quotes.
**region name**—(Optional) Specifies a region with which the location will be associated. There should be a logical connection between the region and location. Enter a unique alphanumeric name, with a maximum of 80 characters. Enter names that include spaces in quotes (for example, “name 1”).

**zone name**—(Optional) Specifies the name of an existing zone to be associated with the location. Specify this option if you are performing network proximity (see Chapter 9, “Configuring Network Proximity”). There should be a logical connection between the zone and the location.

For example, to create a location named San_Francisco and associate it with the region Western_USA, enter:

```plaintext
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# location SAN_FRANCISCO region WESTERN_USA
gssm1.example.com(config-gslb)# location SAN_FRANCISCO comments "UNION SQUARE"
```

### Deleting Locations

If you need to delete a location, ensure that you know about the dependencies associated with a resource. For example, answers associated with locations that are deleted are automatically associated with the “Unspecified” location.

---

**Caution**

Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the *Global Site Selector Administration Guide* for details.

---

Before you delete a location to which an answer is associated, first change the location that is associated with the answer (see *Modifying an Answer* in Chapter 6, *Configuring Answers and Answer Groups*).

To delete a location use the `no location` command. For example, enter:

```plaintext
gssm1.example.com(config-gslb)# no location SAN_FRANCISCO
```
Configuring Owners

An owner is a logical grouping for GSS network resources that corresponds to a business or organizational structure. For example, an owner might be a hosting customer, an internal department such as human resources, or an IT staff resource.

As with locations, owner designations are used for the bulk management of GSS resources. Using a GSS owner to manage your answer group simplifies the process to suspend or activate all related answers.

To configure an owner, use the `owner` command in global server load-balancing configuration mode.

The syntax for this command is:

```
owner name [comments text]
```

The variables and options for this command are:

- **owner name**—Specifies a logical name such as a business or organizational structure for the owner. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **comments text**—(Optional) Specifies descriptive information or important notes about the owner. Enter a maximum of 256 alphanumeric characters. Comments with spaces must be entered in quotes.

For example:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# owner WEB-SERVICES comments “INCLUDES MARKETING, ADVERTISING, AND ECOMMERCE CONTENT PROVIDERS”
```

If you need to delete an owner, be sure that you know the dependencies of that resource. For example, if you delete an owner, the answer groups, DNS rules, and domain lists associated with that owner will automatically be associated with the “System” owner account.

⚠️ **Caution**

Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the *Global Site Selector Administration Guide* for details.
Grouping GSS Resources by Location, Region, and Owner

After you create your locations, regions, and owners, group your GSS resources (an answer group, for example) by associating a resource with a location, region, or owner. Make this association at the command level of the CLI by specifying a grouping option and name. For example, when you enter the domain list command at the (config-gslb) prompt, specify the owner option followed by the name of an existing owner to associate the domain list with that owner. Table 2-1 indicates which GSS resources can be grouped by locations, regions, and owners.

<table>
<thead>
<tr>
<th>GSS Network Resource</th>
<th>Grouped By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locations</td>
<td>Region</td>
</tr>
<tr>
<td>Region</td>
<td>—</td>
</tr>
<tr>
<td>Owner</td>
<td>—</td>
</tr>
<tr>
<td>DNS rules</td>
<td>Owner</td>
</tr>
<tr>
<td>Source address lists</td>
<td>Owner</td>
</tr>
<tr>
<td>Domain lists</td>
<td>Owner</td>
</tr>
<tr>
<td>Answer group</td>
<td>Owner</td>
</tr>
<tr>
<td>Answer</td>
<td>Location</td>
</tr>
</tbody>
</table>
Displaying Resource Information

Use the `show gslb-config` command to display information about the resources currently configured for the GSS.

The options that display resource information for the `show gslb-config` command are:

- **location**—Displays information about previously created locations.
- **owner**—Displays information about previously created owners.
- **region**—Displays information about previously created regions.

For example, to display a list of previously created regions, enter:

```
gssm1.example.com(config-gslb)# show gslb-config region
```

```
region Western_USA comments Denver, Portland, and Seattle
region Central_USA comments Chicago and Cleveland
region Eastern_USA comments Boston, New York, and Atlanta
```

Where to Go Next

Chapter 3, Configuring Source Address Lists describes the creation of source address lists. Source address lists are collections of IP addresses or address blocks for known client DNS proxies (or D-proxies).
This chapter describes how to configure DNS request handling on your GSS network by defining the IP addresses from which requests are sent to the GSS. Configure GSS request handling by creating source address lists and collections of IP addresses for known client DNS proxies (or D-proxies).

Note

The deployment of source address lists is an optional process. A default source address list, named Anywhere, is supplied with the GSS software and matches any request for a domain.

By using the source address lists feature, you can enter one or more IP addresses, with a maximum of 30 addresses for each list, to represent the DNS proxies from which requests originate. Each GSS supports a maximum of 60 source address lists.

This chapter contains the following major sections:

- Logging in to the CLI and Enabling Privileged EXEC Mode
- Configuring Source Address Lists
- Displaying Source Address List Information
- Where to Go Next
Logging in to the CLI and Enabling Privileged EXEC Mode

Note
To log in and enable privileged EXEC mode in the GSS, you must be a configured user with admin privileges. Refer to the Cisco Global Site Selector Administration Guide for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.
   If you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the Cisco Global Site Selector Getting Started Guide.

2. Specify your GSS administrative username and password to log in to the GSSM. The CLI prompt appears.
   gssm1.example.com>

3. At the CLI prompt, enable privileged EXEC mode as follows:
   gssm1.example.com> enable
   gssm1.example.com#
Configuring Source Address Lists

To configure a source address list, use the `source-address-list` command in global server load-balancing configuration mode.

The syntax for this command is:

```
source-address-list name owner name [comments text]
```

The variables and options for this command are:

- **source-address-list name**—Specifies a name for the source address list. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **owner name**—Specifies an existing owner name with which the source address list is to be associated. See the “Configuring Owners” section in Chapter 2, Configuring Resources.

- **comments text**—(Optional) Specifies descriptive information or important notes about the source address list. Enter up to 256 alphanumeric characters. Comments with spaces must be entered in quotes.

After you enter the `source-address-list` command, the prompt changes to the source address list mode, where you specify IP addresses of the client DNS proxies. To enter multiple addresses, repeat the `ip address` command. You can enter a maximum of 30 addresses for each list.

For example, to create a source address list named WEB-GLOBAL-LISTS and add two IP addresses and subnet masks to the list, enter:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb

owner WEB-SERVICES comments "GLOBAL ALIST FOR ECOMMERCE"
gssm1.example.com(config-gslb-sal)# ip address 1024 172.27.16.4 255.255.255.0

owner WEB-SERVICES comments "GLOBAL ALIST FOR ECOMMERCE"
gssm1.example.com(config-gslb-sal)# ip address 1024 172.27.28.4 255.255.255.0
```

```
Deleting Source Address Lists

Before you delete a source address list, first verify that none of your DNS rules reference the source address list that you want to delete. You cannot delete source address lists associated with an existing DNS rule. If necessary, remove the source address list from the DNS rule. Refer to Chapter 7, Building and Modifying DNS Rules, for information about modifying a DNS rule.

Caution
Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the Global Site Selector Administration Guide for details.

To delete a source address list:

1. If desired, use the show gslb-config source-address-list command to display information about the source address lists currently configured for the GSS. See the “Displaying Source Address List Information” section for more information.

2. Identify the source address list you want to delete, then use the no form of the source-address-list command to delete the address.

To display source address lists and delete a source address list, enter:

gssm1.example.com(config-gslb)# show gslb-config source-address-list

    source-address-list WEB-GLOBAL-LISTS owner WEB-SERVICES
        ip address 192.168.1.0/24
    source-address-list sal2 owner WEB-SERVICES
        ip address 192.168.100.0/24
    source-address-list Anywhere owner System
        ip address 0.0.0.0/0

gssm1.example.com(config-gslb)# no source-address-list WEB-GLOBAL-LISTS

gssm1.example.com(config-gslb)#

To delete an IP address that is included in the source address list GLOBAL-SERVICE-LISTS, enter:

gssm1.example.com(config-gslb)# source-address-list GLOBAL-SERVICE-LISTS
Chapter 3      Configuring Source Address Lists

Displaying Source Address List Information

Use the `show gslb-config source-address-list` command to display information about the source address lists currently configured for the GSS.

For example, to display previously created source address lists, enter:

```
gssm1.example.com(config-gslb)# show gslb-config source-address-list
```

```
source-address-list sal1 owner E-COMMERCE
  ip address 192.168.1.0/24
source-address-list sal2 owner WEB-SERVICES
  ip address 192.168.100.0/24
source-address-list sal3 owner SECURITY
  ip address 192.168.150.0/24
source-address-list Anywhere owner System
  ip address 0.0.0.0/0
```

Where to Go Next

Chapter 4, Configuring Domain Lists, describes the creation of domain lists. Domain lists are collections of domain names for Internet or intranet resources, sometimes referred to as hosted domains, that have been delegated to the GSS for DNS query responses.
Configuring Domain Lists

This chapter describes how to configure domain lists on your GSS network. Domain lists are collections of domain names for Internet or intranet resources, sometimes referred to as *hosted domains*, that have been delegated to the GSS for DNS query responses. Domain lists contain one or more domain names that point to content for which the GSS acts as the authoritative DNS server and for which you intend to use the GSS global server load-balancing technology to balance traffic and user requests.

Using domain lists, you can enter complete domain names or any valid regular expression that specifies a pattern by which the GSS can match incoming IP addresses.

Each GSS supports a maximum of 2000 hosted domains and 2000 hosted domain lists, with a maximum of 500 hosted domains supported for each domain list.

This chapter contains the following major sections:

- Logging in to the CLI and Enabling Privileged EXEC Mode
- Configuring Domain Lists
- Displaying Domain List Information
- Where to Go Next
Logging in to the CLI and Enabling Privileged EXEC Mode

To log in and enable privileged EXEC mode in the GSS, you must be a configured user with admin privileges. Refer to the Cisco Global Site Selector Administration Guide for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.
   
   If you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the Cisco Global Site Selector Getting Started Guide.

2. Specify your GSS administrative username and password to log in to the GSSM. The CLI prompt appears.
   
   gssm1.example.com>

3. At the CLI prompt, enable privileged EXEC mode as follows:
   
   gssm1.example.com> enable
   gssm1.example.com#
Configuring Domain Lists

To configure a domain list, use the `domain-list` command in global server load-balancing configuration mode.

The syntax for this command is:

```
domain-list name [comments text | owner name]
```

The variables and options for this command are:

- **name**—Specifies a name for the new domain. Enter a unique alphanumeric name, with a maximum of 80 characters. Spaces are not allowed.
- **comments text**—(Optional) Specifies descriptive information or important notes about the domain list. Enter a maximum of 256 alphanumeric characters. Comments with spaces must be entered in quotes.
- **owner name**—(Optional) Specifies an existing owner name with which the domain list is to be associated. See the “Configuring Owners” section in Chapter 2, Configuring Resources.

After you enter the `domain-list` command, the prompt changes to the domain list mode, where you specify domains to be added to the domain list. To enter multiple domains, repeat the `domain` command in domain list mode. You can enter a maximum of 500 domains for each list. You can enter complete domain names or any regular expression that specifies a pattern by which the GSS can match incoming addresses. Enter the domain names of resources for which the GSS acts as the authoritative DNS server.

For example, to create a domain list called E-COMMERCE and add the domain DATABASEEXAMPLE.COM to the list, enter:

```
gsm1.example.com# config
gsm1.example.com(config)# gslb
gsm1.example.com(config-gslb)# domain-list E-COMMERCE owner WEB-SERVICES
gsm1.example.com(config-gslb)# domain-list E-COMMERCE comments "GLOBAL DOMAIN LIST FOR ECOMMERCE"
gsm1.example.com(config-gslb-dl[dl-name])# domain DATABASEEXAMPLE.COM
```
Note the following guidelines when entering hosted domains:

- Domain names cannot exceed 128 characters. The following examples illustrate domain names configured on the GSS:
  - cisco.com
  - www.cisco.com
  - www.support.cisco.com

- If entering multiple domain names, repeat the `domain` command:
  - `gssm1.example.com(config-gslb-dl[dl-name])# domain WWW.EXAMPLE.COM`
  - `gssm1.example.com(config-gslb-dl[dl-name])# domain SUPPORT.EXAMPLE.COM`
  - `gssm1.example.com(config-gslb-dl[dl-name])# domain CDM.EXAMPLE.COM`

- With the exception of the “?” wildcard, which is not supported, the GSS supports domain names that use wildcards. Wildcard syntax is based on POSIX 1003.2 extended regular expressions. Any request for a hosted domain that matches the pattern is directed accordingly.
  - For example, if you have 20 or more possible domains that the GSS is responsible for, such as www1.cisco.com, www2.cisco.com, and so on, you can create a wildcard expression that covers all of those domains. For example:
    - `.*\.cisco\.com`
  - For domain names with wildcards that are valid regular expressions, the GSS can match strings up to 256 characters.

  **Note**
  - The use of the “?” wildcard is allowed for domain names only when using the `script play-config` command to play a GSLB configuration file. Refer to “File Modification Guidelines” in Chapter 10, Creating and Playing GSLB Configuration Files for more information.

### Deleting Domain Lists and Domains

If you need to delete a domain list, first verify that none of your DNS rules reference the domain list that you are about to delete. You cannot delete domain lists associated with an existing DNS rule. If necessary, remove the domain list from the DNS rule. Refer to Chapter 7, Building and Modifying DNS Rules, for information about modifying a DNS rule.
Chapter 4  Configuring Domain Lists

Displaying Domain List Information

Caution

Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the Global Site Selector Administration Guide for details.

To delete a domain list, enter:

gssml.example.com(config-gslb)# no domain-list E-COMMERCE

To delete a domain from a domain list, enter:

gssml.example.com(config-gslb-dl[dl-name])# no domain CDM.EXAMPLE.COM

Displaying Domain List Information

Use the show gslb-config domain-list command to display information about the domain lists currently configured for the GSS.

For example, to display previously created domain lists, enter:


gssml.example.com(config-gslb)# show gslb-config domain-list

domain-list dl4 owner E-COMMERCE
  domain DATABASEEXAMPLE.COM
  domain EXAMPLE.COM

domain-list dl3 owner WEB-GLOBAL
  domain DATABASEEXAMPLE.COM
  domain EXAMPLE.COM

domain-list dl2 owner WEB-SERVICES
  domain DATABASEEXAMPLE.COM

Where to Go Next

Chapter 5, Configuring Keepalives, describes how to modify global keepalives and create shared keepalives.
Configuring Keepalives

This chapter describes how to configure keepalives on your GSS network. A keepalive is a method by which the GSS periodically checks to see if a resource associated with an answer is still active.

The GSS uses keepalives to collect and track information from the simple online status of VIPs to services and applications running on a server. You can configure a keepalive to continually monitor the online status of a resource and report that information to the primary GSSM.

Depending on the type of answer being tracked, the GSS also monitors load and connection information on SLBs and then uses this information to perform load-based redirection.

This chapter contains the following major sections:

- Logging in to the CLI and Enabling Privileged EXEC Mode
- Modifying Global Keepalive Properties
- Displaying Global Keepalive Properties
- Configuring Shared VIP Keepalives
- Deleting a Shared Keepalive
- Displaying Shared Keepalive Properties
- Where to Go Next
Chapter 5      Configuring Keepalives

Logging in to the CLI and Enabling Privileged EXEC Mode

To log in and enable privileged EXEC mode in the GSS, you must be a configured user with **admin** privileges. Refer to the *Cisco Global Site Selector Administration Guide* for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.
   
   If you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the *Cisco Global Site Selector Getting Started Guide*.

2. Specify your GSS administrative username and password to log in to the GSSM. The CLI prompt appears.

   ```
gssm1.example.com>
   ```

3. At the CLI prompt, enable privileged EXEC mode as follows:

   ```gssm1.example.com> enable
gssm1.example.com#```
Modifying Global Keepalive Properties

The GSS includes a set of global keepalive properties that function as the default (or minimum) values used by the GSS. If desired, you can modify the global keepalive properties for the GSS by entering CLI commands in the global server load-balancing configuration mode. Changing a global keepalive property and applying that change immediately modifies the default values of the keepalives currently in use by the GSS. For example, if a VIP answer uses a TCP keepalive with all of its associated defaults and you change the default port value from port 80 to port 23, port 23 automatically becomes the default for the TCP keepalive.

Note
You can also modify keepalive properties associated with an answer by changing keepalive properties in the answer configuration mode. Refer to the “Configuring and Modifying Answers” section in Chapter 6, Configuring Answers and Answer Groups for more information.

To modify keepalive properties, use the keepalive-properties command in global server load-balancing configuration mode. The syntax for this command is:

```
keepalive-properties {cra | http-head | icmp | kalap | ns | tcp}
```

Specify the appropriate keepalive option type (cra, http-head, icmp, kalap, ns, and tcp) to modify keepalive settings. For detailed information about modifying and displaying global keepalive settings, refer to the following sections:

- Default Global Keepalive Properties and Settings
- Modifying ICMP Global Keepalive Settings
- Modifying TCP Global Keepalive Settings
- Modifying HTTP HEAD Global Keepalive Settings
- Modifying KAL-AP Global Keepalive Settings
- Modifying CRA Global Keepalive Settings
- Modifying Name Server Global Keepalive Settings
- Displaying Global Keepalive Properties
Default Global Keepalive Properties and Settings

Table 5-1 lists the GSS keepalive properties for all keepalive types, and provides their default global settings. Where applicable, both Standard and Fast failure detection mode default settings are provided. The default Standard settings provide a keepalive failure detection time of 60 seconds. The default Fast settings provide a keepalive failure detection time of 4 seconds.

Table 5-1  Default Global Keepalive Properties and Settings

<table>
<thead>
<tr>
<th>Property</th>
<th>Default Global Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ICMP Global Keepalive Properties—Standard Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td>min-interval</td>
<td>40 seconds</td>
</tr>
<tr>
<td><strong>ICMP Global Keepalive Properties—Fast Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td>retries</td>
<td>1</td>
</tr>
<tr>
<td>successful probes</td>
<td>1</td>
</tr>
<tr>
<td><strong>TCP Global Keepalive Properties—Standard Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td>port</td>
<td>80</td>
</tr>
<tr>
<td>termination</td>
<td>reset</td>
</tr>
<tr>
<td>timeout</td>
<td>20 seconds</td>
</tr>
<tr>
<td>min-interval</td>
<td>40 seconds</td>
</tr>
<tr>
<td><strong>TCP Global Keepalive Properties—Fast Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td>port</td>
<td>80</td>
</tr>
<tr>
<td>termination</td>
<td>reset</td>
</tr>
<tr>
<td>retries</td>
<td>1</td>
</tr>
<tr>
<td>successful probes</td>
<td>1</td>
</tr>
</tbody>
</table>
### HTTP HEAD Global Keepalive Properties—Standard Failure Detection Mode

<table>
<thead>
<tr>
<th>Property</th>
<th>Default Global Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>port</td>
<td>80</td>
</tr>
<tr>
<td>path</td>
<td>/</td>
</tr>
<tr>
<td>termination</td>
<td>reset</td>
</tr>
<tr>
<td>timeout</td>
<td>20 seconds</td>
</tr>
<tr>
<td>min-interval</td>
<td>40 seconds</td>
</tr>
</tbody>
</table>

### HTTP HEAD Global Keepalive Properties—Fast Failure Detection Mode

<table>
<thead>
<tr>
<th>Property</th>
<th>Default Global Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>port</td>
<td>80</td>
</tr>
<tr>
<td>path</td>
<td>“/”</td>
</tr>
<tr>
<td>termination</td>
<td>reset</td>
</tr>
<tr>
<td>retries</td>
<td>1</td>
</tr>
<tr>
<td>successful probes</td>
<td>1</td>
</tr>
</tbody>
</table>

### KAL-AP Global Keepalive Properties—Standard Failure Detection Mode

<table>
<thead>
<tr>
<th>Property</th>
<th>Default Global Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>capp-key</td>
<td>hash-not-set</td>
</tr>
<tr>
<td>min-interval</td>
<td>40 seconds</td>
</tr>
</tbody>
</table>

### KAL-AP Global Keepalive Properties—Fast Failure Detection Mode

<table>
<thead>
<tr>
<th>Property</th>
<th>Default Global Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>capp-key</td>
<td>hash-not-set</td>
</tr>
<tr>
<td>retries</td>
<td>1</td>
</tr>
<tr>
<td>successful probes</td>
<td>1</td>
</tr>
</tbody>
</table>

### CRA Global Keepalive Properties

<table>
<thead>
<tr>
<th>Property</th>
<th>Default Global Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>cra-timing-decay</td>
<td>2</td>
</tr>
<tr>
<td>min-interval</td>
<td>10 seconds</td>
</tr>
</tbody>
</table>
Modifying Global Keepalive Properties

Modifying ICMP Global Keepalive Settings

To modify the ICMP global keepalive configuration settings, perform the steps that follow. See “Default Global Keepalive Properties and Settings” for a list of all default global keepalive settings.

1. If desired, use the show gslb-config keepalive-properties command to display the current property settings and failure detection mode for existing keepalives. See the “Displaying Global Keepalive Properties” section for more information.

   You can modify an ICMP keepalive properties by changing either the Standard or Fast failure detection mode properties. The requirements for your network should determine which failure detection mode (Fast or Standard) properties to modify.

   Note
   The GSS supports a maximum of 750 ICMP keepalives when using the standard detection method and a maximum of 150 ICMP keepalives when using the fast detection method.

   For more information on keepalive detection time, refer to the “Keepalives” section in Chapter 1, Introducing the Global Site Selector.

2. To change ICMP Standard settings, use the keepalive-properties icmp standard min-interval command in global server load-balancing configuration mode.

   The syntax of this command is:

   keepalive-properties icmp standard min-interval number

   The min-interval number variable specifies the minimum frequency with which the GSS attempts to schedule ICMP keepalives. The valid entries are 40 to 255 seconds. The default is 40.
For example, enter:

gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties icmp standard min-interval 60

To reset the keepalive properties to the default settings, enter:

gssm1.example.com(config-gslb)# no keepalive-properties icmp standard min-interval 60

3. To change ICMP Fast settings, use the keepalive-properties icmp fast command in global server load-balancing configuration mode.

The syntax of this command is:

```
keepalive-properties icmp fast { retries number | successful-probes number }
```

The options and variables are:

- **retries number**—Specifies the number of times the GSS retransmits an ICMP echo request packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. The default is 1.

- **successful-probes number**—Specifies the number of consecutive successful ICMP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. The valid entries are 1 to 5 attempts. The default is 1.

For example, enter:

gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties icmp fast retries 3 successful-probes 2

To reset the keepalive properties to the default settings, enter:

gssm1.example.com(config-gslb)# no keepalive-properties icmp fast retries 3 successful-probes 2
Modifying TCP Global Keepalive Settings

To modify the TCP global keepalive configuration settings, perform the steps that follow. See “Default Global Keepalive Properties and Settings” for a list of all default global keepalive settings.

1. If desired, use the `show gslb-config keepalive-properties` command to display the current property settings and failure detection mode for existing keepalives. See the “Displaying Global Keepalive Properties” section for more information.

   You can modify a TCP keepalive properties by changing either Standard or Fast failure detection mode properties. The requirements for your network should determine which failure detection mode (Fast or Standard) properties to modify.

   **Note**
   The GSS supports a maximum of 1500 TCP keepalives when using the standard detection method and a maximum of 150 TCP keepalives when using the fast detection method.

   For more information on keepalive detection time, refer to the “Keepalives” section in Chapter 1, Introducing the Global Site Selector.

2. To change TCP Standard settings, use the `keepalive-properties tcp standard` command in global server load-balancing configuration mode.

   The syntax of this command is:

   ```
   keepalive-properties tcp standard {min-interval number} | port number | termination {graceful | reset} | timeout number}
   ```

   The options and variables are:

   - **min-interval number**—Specifies the minimum frequency with which the GSS attempts to schedule TCP keepalives. The valid entries are 40 to 255 seconds. The default is 40.

   - **port number**—Specifies the port on the remote device that is to receive the TCP-type keepalive request from the GSS. The valid entries are 1 to 65535. The default port is 80.

   - **termination**—Specifies one of the following TCP keepalive connection termination methods:
Chapter 5  Configuring Keepalives

Modifying Global Keepalive Properties

- **graceful**—The GSS initiates the graceful closing of a TCP connection by using the standard three-way connection termination method.

- **reset**—The GSS immediately terminates the TCP connection by using a hard reset. If you do not specify a connection termination method, the GSS uses this method type.

  - **timeout**—Specifies the length of time allowed before the GSS retransmits data to a device that is not responding to a request. The valid entries are 20 to 60 seconds. The default is 20.

For example, enter:

```
example.com(config)# gss
example.com(config-gslb)# keepalive-properties tcp standard
min-interval 60 timeout 25
```

To reset the keepalive properties to the default settings, enter:

```
example.com(config-gslb)# no keepalive-properties tcp
standard min-interval 60 timeout 25
```

3. To change TCP Fast settings, use the **keepalive-properties tcp fast** command in global server load-balancing configuration mode.

   The syntax of this command is:

   ```
   keepalive-properties tcp fast { port number | retries number | successful-probes number | termination {graceful | reset} }
   ```

   The options and variables are:

   - **port number**—Specifies the port on the remote device that is to receive the TCP-type keepalive request from the GSS. The valid entries are 1 to 65535. The default port is 80.

   - **retries number**—Specifies the number of times the GSS retransmits a TCP packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. The default is 1.

   **Note**  When using Graceful termination, there are two packets that require acknowledgement: SYN and FIN.
Modifying Global Keepalive Properties

- **successful-probes number**—Specifies the number of consecutive successful TCP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. The valid entries are 1 to 5 attempts. The default is 1.

- **termination**—Specifies one of the following TCP keepalive connection termination methods:
  - **graceful**—The GSS initiates the graceful closing of a TCP connection by using the standard three-way connection termination method.
  - **reset**—The GSS immediately terminates the TCP connection by using a hard reset. If you do not specify a connection termination method, the GSS uses this method type.

For example, enter:

```
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties tcp fast retries 3 successful-probes 2 termination graceful
```

To reset the keepalive properties to the default settings, enter:

```
gssm1.example.com(config-gslb)# no keepalive-properties tcp fast retries 3 successful-probes 2 termination graceful
```

**Modifying HTTP HEAD Global Keepalive Settings**

To modify the HTTP HEAD global keepalive configuration settings, perform the steps that follow. See the “Default Global Keepalive Properties and Settings” section for a list of all default global keepalive settings.

1. If desired, use the `show gslb-config keepalive-properties` command to display the current property settings and failure detection mode for existing keepalives. See the “Displaying Global Keepalive Properties” section for more information.

You can modify an HTTP HEAD keepalive properties by changing either the Standard or Fast failure detection mode properties. The requirements for your network should determine which failure detection mode (Fast or Standard) properties to modify.
Note
The GSS supports a maximum of 500 HTTP HEAD keepalives when using the standard detection method and a maximum of 100 HTTP HEAD keepalives when using the fast detection method.

For more information on keepalive detection time, refer to the “Keepalives” section in Chapter 1, Introducing the Global Site Selector.

2. To change HTTP HEAD Standard settings, use the `keepalive-properties http-head standard` command in global server load-balancing configuration mode.

The syntax of this command is:

```
keepalive-properties http-head standard {min-interval number} | path path | port number | termination {graceful | reset} | timeout number}
```

The options and variables are:

- **min-interval number**—Specifies the minimum frequency with which the GSS attempts to schedule HTTP HEAD keepalives. The valid entries are 40 to 255 seconds. The default is 40.

- **path path**—Specifies the server website queried in the HTTP HEAD request (for example, /company/owner). The default path “/” specifies the virtual root of the webserver.

- **port number**—Specifies the port on the remote device that is to receive the HTTP HEAD-type keepalive request from the GSS. The valid entries are 1 to 65535. The default port is 80.

- **termination**—Specifies one of the following HTTP HEAD keepalive connection termination methods:
  - **graceful**—The GSS initiates the graceful closing of an HTTP HEAD connection by using the standard three-way connection termination method.
  - **reset**—The GSS immediately terminates the TCP-formatted HTTP HEAD connection by using a hard reset. If you do not specify a connection termination method, the GSS uses this method type.

- **timeout**—Specifies the length of time allowed before the GSS retransmits data to a device that is not responding to a request. The valid entries are 20 to 60 seconds. The default is 20.
For example, enter:

```bash
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties http-head
standard min-interval 60 path /COMPANY/OWNER
```

To reset the keepalive properties to the default settings, enter:

```bash
gssm1.example.com(config-gslb)# no keepalive-properties http-head
standard min-interval 60 path /COMPANY/OWNER
```

3. To change HTTP HEAD Fast settings, use the `keepalive-properties http-head fast` command in global server load-balancing configuration mode.

The syntax of this command is:

```
keepalive-properties http-head fast { path path | port number | retries number | successful-probes number | termination { graceful | reset } }
```

The options and variables are:

- **path path**—Specifies the server website queried in the HTTP HEAD request (for example, /company/owner). The default path “/” specifies the virtual root of the webserver.

- **port number**—Specifies the port on the remote device that is to receive the HTTP HEAD-type keepalive request from the GSS. The valid entries are 1 to 65535. The default port is 80.

- **retries number**—Specifies the number of times the GSS retransmits an HTTP HEAD packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. The default is 1.

```
Note
When using graceful termination, there are three packets that require acknowledgement: SYN, HEAD, and FIN.
```

- **successful-probes number**—Specifies the number of consecutive successful HTTP HEAD keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. The valid entries are 1 to 5 attempts. The default is 1.

- **termination**—Specifies one of the following HTTP HEAD keepalive connection termination methods:
Modifying Global Keepalive Properties

- **graceful**—The GSS initiates the graceful closing of an HTTP HEAD connection by using the standard three-way connection termination method.

- **reset**—The GSS immediately terminates the TCP-formatted HTTP HEAD connection by using a hard reset. If you do not specify a connection termination method, the GSS uses this method type.

For example, enter:

```
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties http-head
fast path /COMPANY/OWNER retries 2 successful-probes 2
```

To reset the keepalive properties to the default settings, enter:

```
gssm1.example.com(config-gslb)# no keepalive-properties http-head
fast path /COMPANY/OWNER retries 2 successful-probes 2
```

Modifying KAL-AP Global Keepalive Settings

To modify the KAL-AP global keepalive configuration settings, perform the steps that follow. See the “Default Global Keepalive Properties and Settings” section for a list of all global keepalive settings.

1. If desired, use the `show gslb-config keepalive-properties` command to display the current property settings and failure detection mode for existing keepalives. See the Displaying Global Keepalive Properties section for more information.

   You can modify an KAL-AP keepalive properties by changing either the Standard or Fast failure detection mode properties. The requirements for your network should determine which failure detection mode (Fast or Standard) properties to modify.

   **Note**

   The GSS supports a maximum of 128 primary and 128 secondary KAL-AP keepalives when using the standard detection method and a maximum of 40 primary and 40 secondary KAL-AP keepalives when using the fast detection method.

   For more information on keepalive detection time, refer to the “Keepalives” section in Chapter 1, Introducing the Global Site Selector.
2. To change KAL-AP Standard settings, use the `keepalive-properties kalap standard` command in global server load-balancing configuration mode.

The syntax of this command is:

```
keepalive-properties kalap standard {capp-key key | min-interval number}
```

The options and variables are:

- **capp-key key**—Specifies the secret key to be used for Content and Application Peering Protocol (CAPP) encryption. The alphanumeric string you enter is used to encrypt interbox communications using CAPP. You must also configure the same encryption value on the Cisco CSS or CSM.

- **min-interval number**—Specifies the minimum frequency with which the GSS attempts to schedule KAL-AP keepalives. The valid entries are 40 to 255 seconds. The default is 40.

For example, enter:

```
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties kalap standard capp-key SECRET-KEY-101 min-interval 80
```

To reset the keepalive properties to the default settings, enter:

```
gssm1.example.com(config-gslb)# no keepalive-properties kalap standard capp-key SECRET-KEY-101 min-interval 80
```

3. To change KAL-AP Fast settings, use the `keepalive-properties kalap fast` command in global server load-balancing configuration mode.

The syntax of this command is:

```
keepalive-properties kalap fast {capp-key key | retries number | successful-probes number}
```

The options and variables are:

- **capp-key key**—Specifies the secret key to be used for Content and Application Peering Protocol (CAPP) encryption. The alphanumeric string you enter is used to encrypt interbox communications using CAPP. You must also configure the same encryption value on the Cisco CSS or CSM.
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Modifying Global Keepalive Properties

- **retries number**—Specifies the number of times the GSS retransmits an KAL-AP packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. The default is 1.

- **successful-probes number**—Specifies the number of consecutive successful KAL-AP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. The valid entries are 1 to 5 attempts. The default is 1.

For example, enter:

```plaintext
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties kalap fast
capp-key SECRET-KEY-101 retries 5 successful-probes 2
```

To reset the keepalive properties to the default settings, enter:

```plaintext
gssm1.example.com(config-gslb)# no keepalive-properties kalap fast
capp-key SECRET-KEY-101 retries 5 successful-probes 2
```
Modifying CRA Global Keepalive Settings

To modify the CRA global keepalive configuration settings, perform the steps that follow. See the “Default Global Keepalive Properties and Settings” section for a list of all global keepalive settings.

1. If desired, use the `show gslb-config keepalive-properties` command to display the current property settings for existing keepalives. See the “Displaying Global Keepalive Properties” section for more information.

2. To change CRA settings, use the `keepalive-properties cra` command in global server load-balancing configuration mode.

   The syntax of this command is:

   ```
   keepalive-properties cra {min-interval number | timing-decay number}
   ```

   The options and variables are:

   - **min-interval number**—Specifies the minimum frequency with which the GSS attempts to schedule CRA keepalives. The valid entries are 1 to 60 seconds. The default is 10.

   - **timing-decay number**—Specifies how heavily the GSS should weigh recent DNS Round Trip Time (RTT) probe results relative to earlier RTT metrics. A setting of 1 indicates that recent results should not be weighed any more than previous RTT results. The valid entries are 1 to 10. The default is 2.

   For example, enter:

   ```
   gssm1.example.com(config)# gslb
   gssm1.example.com(config-gslb)# keepalive-properties cra
   min-interval 60 timing-decay 1
   ```

   To reset the keepalive properties to the default settings, enter:

   ```
   gssm1.example.com(config-gslb)# no keepalive-properties cra
   min-interval 60 timing-decay 1
   ```
Modifying Name Server Global Keepalive Settings

To modify the Name Server (NS) global keepalive configuration settings, perform the steps that follow. See the “Default Global Keepalive Properties and Settings” section for a list of all global keepalive settings.

1. If desired, use the `show gslb-config keepalive-properties` command to display the current property settings for existing keepalives. See the Displaying Global Keepalive Properties section for more information.

2. To change NS settings, use the `keepalive-properties ns` command in global server load-balancing configuration mode.

   The syntax of this command is:

   ```
   keepalive-properties ns {min-interval number} | query-domain domain_name
   ```

   The options and variables are:

   - `min-interval number`—Specifies the minimum frequency with which the GSS attempts to schedule NS keepalives. The valid entries are 40 to 255 seconds. The default is 40.

   - `query-domain domain_name`—Specifies the name of the domain name server to which an NS-type keepalive is sent. Enter the name as an unquoted text string with no spaces and a maximum length of 100 characters. The default domain “.” specifies the root of the domain name server.

For example, enter:

```
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# keepalive-properties ns min-interval 60 query-domain WWW.HOME.COM
```

To reset the keepalive properties to the default settings, enter:

```
gssm1.example.com(config-gslb)# no keepalive-properties ns min-interval 60 query-domain WWW.HOME.COM
```
Displaying Global Keepalive Properties

Use the `show gslb-config keepalive-properties` command to display the current property settings for all keepalives types.

The syntax of this command is:

```
show gslb-config keepalive-properties
```

For example, enter:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# show gslb-config keepalive-properties
```

```
keepalive-properties icmp standard min-interval 40
keepalive-properties tcp fast retries 1 successful-probes 1
keepalive-properties http-head standard min-interval 40 port 80
termination reset timeout 20 path /
keepalive-properties kalap fast retries 1 successful-probes 1
keepalive-properties cra timing-decay 2 interval 10
keepalive-properties ns query-domain . interval 40
```
Configuring Shared VIP Keepalives

The GSS supports the use of shared keepalives to minimize traffic between the GSS and the SLBs that it is monitoring. A shared keepalive identifies a common IP address or resource that provides status for multiple answers. Shared keepalives periodically provide state information (online, offline) to the GSS for multiple VIP answer types. Once created, you can associate the shared keepalives with VIPs when you create a VIP answer type.

Note

Shared keepalives are not used with name server or CRA answers.

All answers are validated by configured keepalives and are not returned if the keepalive indicates that the answer is not viable. If a shared keepalive fails to return a status, the GSS assumes that all VIPs associated with that shared keepalive are offline.

If you intend to use the KAL-AP keepalive method with a VIP answer, you must configure a shared keepalive. The use of shared keepalives is an option for the ICMP, TCP, and HTTP HEAD keepalive types.

This section includes the following sub-sections:

- Configuring ICMP Shared Keepalives
- Configuring TCP Shared Keepalives
- Configuring HTTP HEAD Shared Keepalives
- Configuring KAL-AP Shared Keepalives
- Deleting a Shared Keepalive
- Displaying Shared Keepalive Properties

Configuring ICMP Shared Keepalives

To configure an ICMP shared keepalive, use the `shared-keepalive icmp` command in global server load-balancing configuration mode. Use the `no` form of the command to remove a shared keepalive. The syntax for this command is:

```
shared-keepalive icmp ip_address
```
The ip_address variable specifies the IP address used to test the online status for the linked VIPs.

For example, enter:

```
gssml.example.com(config)# gslb
gssml.example.com(config-gslb)# shared-keepalive icmp 192.168.1.47
```

If you need to delete a shared keepalive from your GSS network, and that shared keepalive is in use by the GSS, you must first disassociate any answers that are using the keepalive. Refer to the “Deleting a Shared Keepalive” section for steps to disassociate your answers and remove a shared keepalive from your GSS network.

### Configuring TCP Shared Keepalives

To configure a TCP shared keepalive, use the `shared-keepalive tcp` command in global server load-balancing configuration mode. Use the `no` form of the command to remove a shared keepalive.

The syntax for this command is:

```
shared-keepalive tcp ip_address [port port_number] | [termination {graceful | reset}]
```

The variables and options for this command are:

- **ip_address**—Specifies the IP address used to test the online status for the linked VIPs.

- **port port_number**—(Optional) Specifies the port on the remote device that is to receive the TCP keepalive request. The port range is 1 to 65535. If you do not specify a destination port, the GSS uses the globally configured setting.

- **termination**—(Optional) Specifies one of the following TCP keepalive connection termination methods. If you do not specify a connection termination method, the GSS uses the globally configured setting.
  - **graceful**—The GSS initiates the graceful closing of a HTTP HEAD connection by using the standard three-way connection termination method.
  - **reset**—The GSS immediately terminates the TCP connection by using a hard reset.
For example, enter:

gssml.example.com# config
gssml.example.com(config)# gslb
gssml.example.com(config-gslb)# shared-keepalive tcp 192.168.1.46 port 23 termination graceful

Configuring HTTP HEAD Shared Keepalives

To configure an HTTP HEAD shared keepalive, use the shared-keepalive http-head command in global server load-balancing configuration mode. Use the no form of the command to remove a shared keepalive.

The syntax for this command is:

   shared-keepalive http-head ip_address [port port_number] | [host-tag domain_name] | [path path]

The variables and options for this command are:

- **ip_address**—Specifies the IP address used to test the online status for the linked VIPs.
- **port port_number**—(Optional) Specifies the port on the remote device that is to receive the HTTP HEAD-type keepalive request. The port range is 1 to 65535. If you do not specify a destination port, the GSS uses the globally configured value.
- **host-tag domain_name**—(Optional) Specifies an optional domain name that is sent to the VIP as part of the HTTP HEAD query. This tag allows an SLB to resolve the keepalive request to a particular website even when multiple sites are represented by the same VIP.
- **path path**—(Optional) Specifies the path that is relative to the server website being queried in the HTTP HEAD request. If you do not specify a default path, the GSS uses the globally configured value. The default path “/” specifies the virtual root of the webserver.

For example, enter:

gssml.example.com# config
gssml.example.com(config)# gslb
gssml.example.com(config-gslb)# shared-keepalive http-head 192.168.1.46 port 23 host-tag WWW.HOME.COM
Configuring KAL-AP Shared Keepalives

To configure a KAL-AP shared keepalive, use the `shared-keepalive kalap` command in global server load-balancing configuration mode. Use the `no` form of the command to remove a shared keepalive.

The syntax for this command is:

```
shared-keepalive kalap ip_address [secondary ip_address] | [capp-secure enable [key secret]] | [retries number] | [successful probes number]
```

The variables and options for this command are:

- `ip_address`—Specifies the IP address used to test the online status for the linked VIPs.
- `secondary ip_address`—(Optional) Specifies IP address is to query a second Cisco CSS or CSM in a virtual IP (VIP) redundancy and virtual interface redundancy configuration.
- `capp-secure enable`—(Optional) Use this option if you intend to use Content and Application Peering Protocol (CAPP) encryption. If you do not specify an optional key (see below), the GSS uses the globally configured setting.
- `key secret`—(Optional) Specifies an encryption key that is used to encrypt interbox communications using CAPP. You must also configure the same encryption key on the Cisco CSS or CSM. Enter an unquoted alphanumeric text string with a maximum of 31 characters. If you do not specify a key, the GSS uses the globally configured setting.

If the KAL-AP global keepalive configuration is set to the Fast KAL Type, you can specify these parameters:

- `retries number`—(Optional) Specifies the number of times the GSS retransmits an KAL-AP packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. If you do not specify a value, the GSS uses the globally configured setting.

For more information on keepalive detection time, refer to the “Keepalives” section in Chapter 1, Introducing the Global Site Selector.
• **successful probes number**—(Optional) Specifies the number of consecutive successful KAL-AP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online (and reintroducing it into the GSS network). The valid entries are 1 to 5. If you do not specify a value, the GSS uses the globally configured setting.

For example, enter:

```plaintext
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# shared-keepalive kalap 192.168.1.40 secondary 192.168.1.42 retries
```

## Deleting a Shared Keepalive

To delete a shared keepalive that is in use by the GSS, you must first remove it from any answers that are using the keepalive. Use the procedure that follows to remove a shared keepalive from any answers to which it is associated, then to remove the shared keepalive from your GSS network.

**Caution**

Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the *Global Site Selector Administration Guide* for details.

To delete a shared keepalive:

1. Use the `show gslb-config` command to display the current property settings for existing answers and keepalives.
2. Identify the shared keepalive you want to delete and the answer to which it is associated.
3. Use the `answer vip` command and enter the IP address and answer name (if the answer has a name) to enter the answer vip configuration mode.
4. Use the `no keepalive type` command in answer vip configuration mode to remove the keepalive associated with the answer.
5. Use the `no shared-keepalive` command in global server load-balancing configuration mode to delete the shared keepalive.
Displaying Shared Keepalive Properties

Use the `show gslb-config shared-keepalive` command to display information about the shared keepalives currently configured for the GSS.

For example, enter:

```bash
gssml.example.com(config-gslb)# show gslb-config
... answer cra 192.168.50.41 delay 2 active
answer ns 172.16.27.4 DOMAIN EXAMPLE.COM active
answer vip 172.16.27.6 name ANSVIP2 active
  keepalive type tcp port 180 active
  keepalive type tcp port 88 active
... gssml.example.com(config-gslb)# answer vip 172.16.27.6 name ANSVIP2
no keepalive type tcp port 88 active
exit
no shared-keepalive tcp 172.16.27.6
gssml.example.com(config-gslb)#
```

### Displaying Shared Keepalive Properties

For example, enter:

```bash
gssml.example.com(config-gslb)# show gslb-config
... shared-keepalive kalap 192.168.1.47 capp-secure enable
shared-keepalive tcp 192.168.1.46 termination graceful
shared-keepalive tcp 192.168.1.40
... To display shared keepalive information for a specific IP address, enter:
  gssml.example.com(config-gslb)# show gslb-config shared-keepalive
192.168.1.47
... shared-keepalive kalap 192.168.1.47 capp-secure enable
...```
Where to Go Next

Chapter 6, Configuring Answers and Answer Groups, describes how to create and configure GSS answers and answer groups. Answers refer to resources to which the GSS resolves DNS requests that it receives. Once created, answers are grouped together as resource pools called answer groups.
Configuring Answers and Answer Groups

This chapter describes how to create and configure answers and answer groups for your GSS network. It contains the following major sections:

- Configuring and Modifying Answers
- Configuring and Modifying Answer Groups
- Where to Go Next

Configuring and Modifying Answers

In a GSS network, the term *answers* refers to the resources that respond to content queries. When you create an answer using the primary GSSM, you are identifying a resource on your GSS network to which queries can be directed. This resource provides the requesting client D-proxy with the address of a valid host to serve their request.

GSS answers include the following:

- **VIP**—Virtual IP (VIP) addresses associated with an SLB such as the Cisco CSS, Cisco CSM, Cisco IOS-compliant SLB, Cisco LocalDirector, a web server, a cache, or any other geographically dispersed device in a global network deployment.

- **Name Server**—A configured DNS name server on your network that can answer queries that the GSS cannot resolve.
CRA—Content routing agents that use a resolution process called DNS race to send identical and simultaneous responses back to a user’s D-proxy.

The GSS groups answers together as resource pools, also referred to as answer groups. From the available answer groups, the GSS can use a maximum of three possible response answer group and balance method clauses in a DNS rule to select the most appropriate resource that serves a user request. Each balance method provides a different algorithm for selecting one answer from a configured answer group. Each clause specifies that a particular answer group serve the request and a specific balance method be used to select the best resource from that answer group.

Depending on the type of answer, further intelligence can be applied to DNS queries by the GSS to choose the best host. For example, a request that is routed to a VIP associated with a Cisco CSS is routed to the best resource based on load and availability, as determined by the CSS. A request that is routed to a CRA is routed to the best resource based on proximity, as determined in a DNS race conducted by the GSS.

This section includes the following procedures:

- Logging in to the CLI and Enabling Privileged EXEC Mode
- Configuring a VIP-Type Answer
- Configuring a CRA-Type Answer
- Configuring a Name Server-Type Answer
- Modifying an Answer
- Displaying Answer Properties
- Reactivating an Answer
- Suspending or Reactivating All Answers in a Location
- Deleting an Answer
Chapter 6   Configuring Answers and Answer Groups

Configuring and Modifying Answers

Logging in to the CLI and Enabling Privileged EXEC Mode

To log in and enable privileged EXEC mode in the GSS, you must be a configured user with admin privileges. Refer to the Cisco Global Site Selector Administration Guide for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.
   Otherwise, if you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the Cisco Global Site Selector Getting Started Guide.

2. Specify your GSS administrative username and password to log on to the GSSM. The CLI prompt appears.
   gssml.example.com>

3. At the CLI prompt, enable privileged EXEC mode as follows:
   gssml.example.com> enable
   gssml.example.com#

Configuring a VIP-Type Answer

When configuring a VIP-type answer, you have the option to configure one of several different keepalive types or multiple keepalive types to test for that answer. Refer to the “Configuring Multiple Keepalives for a VIP Answer Type” section for more information on configuring multiple keepalives to test for an answer. For a KAL-AP keepalive, configure shared keepalives before you configure your answer. Refer to Chapter 5, Configuring Keepalives for more information on creating shared keepalives.

To configure a VIP-type answer, use the answer vip ip_address command in global server load-balancing configuration mode.

The syntax of this command is:
answer vip ip_address [name name] [location name] [activate] [suspend]

After you enter the `answer vip ip_address` command, the prompt changes to the answer vip configuration mode where you can optionally specify and configure keepalives for your VIP-type answer.

The options and variables for this command are:

- `ip_address`—Specifies the VIP address field, enter the VIP address to which the GSS will forward requests. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1).

- `name name`—(Optional) Specifies a name for the VIP-type answer that you are creating. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- `location name`—(Optional) Specifies an existing location name with which the answer is to be associated. See the “Configuring Owners” section in Chapter 2, Configuring Resources.

- `activate`—(Optional) Reactivates a suspended VIP answer. This is the default setting.

- `suspend`—(Optional) Suspends an active VIP answer.

For example, to create a VIP answer called SEC-LONDON1 and associate it with the London location, enter:

```bash
gssml.example.com# config
gssml.example.com(config)# gslb

gssml.example.com(config-gslb)# answer vip 10.86.209.232 name SEC-LONDON1 location LONDON

gssml.example.com(config-ansvip[ans-ip])
```

To delete a VIP answer, enter:

```bash
gssml.example.com# config
gssml.example.com(config)# gslb

gssml.example.com(config-gslb)# no answer vip 10.86.209.232 name SEC-LONDON1 location LONDON

gssml.example.com(config-gslb)
```

For more information on modifying existing answers, see the “Modifying an Answer” section.
Configuring KeepAlive VIP Answers

After you create an answer, you can choose to configure one of a variety of different keepalive types or multiple keepalive types to test for that answer. The following sections describe how to configure the properties for the individual VIP keepalives, and includes a section on configuring multiple keepalives for an answer. The default values used for each of the VIP keepalives are determined by the global keepalive property settings previously specified (see Chapter 5, Configuring Keepalives).

- Configuring ICMP Keepalive VIP Answers
- Configuring TCP Keepalive VIP Answer Settings
- Configuring HTTP HEAD Keepalive VIP Answer Settings
- Configuring KAL-AP Keepalive VIP Answer Settings
- Configuring Multiple Keepalives for a VIP Answer Type

Configuring ICMP Keepalive VIP Answers

To define the ICMP keepalives for your VIP answer, use the `keepalive type icmp` command in answer vip configuration mode. This command sends an ICMP echo message (ping) to the address specified for the VIP answer. The GSS determines the online status by the response received from the device, indicating simple connectivity to the network.

The syntax for this command is:

```
keepalive type icmp [shared ip_address | retries number | successful-probes number]
```

The variables and options for this command are:

- **shared ip_address**—(Optional) Specifies the IP address of an existing ICMP shared keepalive. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1). Refer to Chapter 5, Configuring Keepalives for more information on creating shared keepalives.

- **retries number**—(Optional) Specifies the number of times the GSS retransmits an ICMP echo request packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by
the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. The default is 1.

- **successful-probes number**—(Optional) Specifies the number of consecutive successful ICMP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. The valid entries are 1 to 5 attempts. The default is 1.

For example, to configure an ICMP keepalive for the VIP-type answer servicing VIP address 10.86.209.232, enter:

```
gssm1.example.com(config-gslb)# answer vip 10.86.209.232

keepalive type icmp retries 2
```

See the “Configuring Multiple Keepalives for a VIP Answer Type” section for details on configuring multiple keepalives to test for a VIP-type answer.

### Configuring TCP Keepalive VIP Answer Settings

To define the TCP keepalive for your VIP answer, use the `keepalive type tcp` command in answer vip configuration mode. This command sends a TCP handshake to the address specified for the VIP answer and port number of the remote device to determine service viability (three-way handshake and connection termination method), returning the online status of the device.

The syntax for this command is:

```
keepalive type tcp [shared ip_address | port number | retries number | successful-probes number | termination {graceful | reset}]
```

The variables and options for this command are:

- **shared ip_address**—(Optional) Specifies the IP address of an existing TCP shared keepalive. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1). Refer to **Chapter 5, Configuring Keepalives** for more information on creating shared keepalives.

- **port number**—(Optional) Specifies the port on the remote device that is to receive the TCP-type keepalive request from the GSS. The valid entries are 1 to 65535. The default port is 80.

- **retries number**—(Optional) Specifies the number of times the GSS retransmits a TCP packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by the GSS. By
increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. The default is 1.

- **successful-probes number**—(Optional) Specifies the number of consecutive successful TCP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. The valid entries are 1 to 5 attempts. The default is 1.

- **termination**—(Optional) Specifies one of the following TCP keepalive connection termination methods:
  - **graceful**—The GSS initiates the graceful closing of a TCP connection by using the standard three-way connection termination method.
  - **reset**—The GSS immediately terminates the TCP connection by using a hard reset. If you do not specify a connection termination method, the GSS uses this method type.

For example, to configure a TCP keepalive for the VIP-type answer servicing VIP address 192.168.200.1, enter:

```plaintext
gssm1.example.com(config-gslb)# answer vip 192.168.200.1
```

```plaintext
gssm1.example.com(config-ansvip[ans-ip])# keepalive type tcp port 23
successful-probes 4
```

See the “Configuring Multiple Keepalives for a VIP Answer Type” section for details on configuring multiple keepalives to test for a VIP-type answer.

### Configuring HTTP HEAD Keepalive VIP Answer Settings

To define the HTTP HEAD keepalive for your VIP answer, use the `keepalive type http-head` command in answer vip configuration mode. This command sends a TCP-format HTTP HEAD request to an origin web server at the address specified for the VIP answer. The GSS determines the online status of the device in the form of an HTTP Response Status Code of 200 (for example, HTTP/1.0 200 OK) from the server as well as information on the web page status and content size.

The syntax for this command is:

```plaintext
keepalive type http-head [host-tag domain_name | path path | port number | retries number | shared ip_address | successful-probes number | termination {graceful | reset}]
```
The variables and options for this command are:

- **host-tag domain_name**—(Optional) Specifies an optional domain name that is sent to the VIP as part of the HTTP HEAD query. This tag allows an SLB to resolve the keepalive request to a particular website even when multiple sites are represented by the same VIP.

- **path path**—(Optional) Specifies the server website queried in the HTTP HEAD request (for example, /company/owner). The default path “/” specifies the virtual root of the webserver.

- **port number**—(Optional) Specifies the port on the remote device that is to receive the HTTP HEAD-type keepalive request from the GSS. The valid entries are 1 to 65535. The default port is 80.

- **retries number**—(Optional) Specifies the number of times the GSS retransmits a HTTP HEAD packet before declaring the device offline. As you adjust the retries value, you change the detection time determined by the GSS. By increasing the number of retries, you increase the detection time. Reducing the number of retries has the reverse effect. The valid entries are 1 to 10 retries. The default is 1.

- **shared ip_address**—(Optional) Specifies the IP address of an existing HTTP HEAD shared keepalive. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1). Refer to Chapter 5, Configuring Keepalives for more information on creating shared keepalives.

- **successful-probes number**—(Optional) Specifies the number of consecutive successful HTTP HEAD keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. The valid entries are 1 to 5 attempts. The default is 1.

- **termination**—(Optional) Specifies one of the following HTTP HEAD keepalive connection termination methods:
  - **graceful**—The GSS initiates the graceful closing of a HTTP HEAD connection by using the standard three-way connection termination method.
  - **reset**—The GSS immediately terminates the TCP-formatted HTTP HEAD connection by using a hard reset. If you do not specify a connection termination method, the GSS uses this method type.

For example, to configure an HTTP HEAD keepalive for the VIP-type answer servicing VIP address 192.168.200.1, enter:

```
gssm1.example.com(config-gslb)# answer vip 192.168.200.1
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type http-head
host-tag WWW.HOME.COM termination graceful

gssm1.example.com(config-ansvip[ans-ip])

See “Configuring Multiple Keepalives for a VIP Answer Type” for details on configuring multiple keepalives to test for a VIP-type answer.

Configuring KAL-AP Keepalive VIP Answer Settings

To define the KAL-AP keepalive for your VIP answer, use the **keepalive type kalap** command in answer vip configuration mode. This command sends a detailed query to the Cisco CSS or CSM at the address specified for the VIP answer to extract load and availability. The GSS determines the online status when the SLBs respond with information about a hosted domain name, host VIP address, or a configured tag on a content rule.

The syntax for this command is:

```
keepalive type kalap { tag ip_address { tag_name } | vip ip_address }
```

The variables and options for this command are:

- **tag ip_address**—Specifies the shared KAL-AP-type keepalive address in the KAL-AP request. The KAL-AP queries the keepalive address to determine the online status. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1).

- **tag_name**—Specifies an alphanumeric tag associated with the VIP in the KAL-AP request. The tag value is used to match the correct shared keepalive VIP, avoiding confusion that can be caused when probing for the status of a VIP that is located behind a firewall network address translation (NAT). Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **vip ip_address**—Specifies the shared KAL-AP-type keepalive address in the KAL-AP request. The KAL-AP queries the keepalive address to determine the online status. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1).
For example, to configure a KAL-AP keepalive for the VIP-type answer servicing VIP address 192.168.200.1, enter:

```
gssm1.example.com(config-gslb)# answer vip 192.168.200.1
```
```
gssm1.example.com(config-ansvip(ans-ip))# keepalive type kalap tag 192.168.50.41 TAG1
```
```
gssm1.example.com(config-ansvip(ans-ip))
```

See the “Configuring Multiple Keepalives for a VIP Answer Type” section for details on configuring multiple keepalives to test for a VIP-type answer.

The Content and Application Peering Protocol (CAPP) may not recognize dropped fragments when a KAL-AP keepalive spans multiple datagrams due to large payloads. When the KAL-AP keepalive spans multiple datagrams and one of the spanned packets is dropped, the GSS does not retry the request. Instead, the GSS waits until the next period and sends the packets again. This results in the dropped datagram not getting updated load values on the VIPs that expect them. This behavior typically occurs in situations where the GSS consumes the full datagram (roughly 1.4 K) with tag names or VIP addresses. Otherwise, all data fits perfectly in a single datagram.

To resolve this behavior, use the VIP format for KAL-AP when you need the GSS to send a detailed query on load for hundreds of VIPs configured to a single primary or optional secondary (backup) IP address. Another solution is to use the tag format for KAL-AP, but to limit the length of the tag name to ensure that the packets do not exceed 1.4K.

**Configuring Multiple Keepalives for a VIP Answer Type**

The primary GSSM supports the assignment of multiple keepalives and/or destination ports for a single VIP answer. You can configure a maximum of five different keepalives for a VIP answer, in a mix and match configuration of ICMP, TCP, HTTP HEAD, and KAL-AP VIP keepalive types. However, the primary GSSM supports only a single usage of a shared keepalive and a single KAL-AP keepalive when specifying multiple keepalive types.

For TCP or HTTP HEAD keepalives, you may also specify different destination ports. The multi-port keepalive capability allows you monitor a single server and check responses from multiple ports. As long as all the keepalives are successful, the GSS device considers the resource active and continues to redirect client traffic to the server. Servers that yield unsuccessful connections are marked as unavailable; subsequent successful connections to the server will reinstate it as available to be used as a resource.
When using multiple keepalive types, the VIP answer status is a logical AND function of all keepalive probes associated with an answer, resulting in a consolidation of results from each answer.

For example, to configure TCP- and HTTP HEAD-type keepalives for multiple ports for the VIP-type answer servicing VIP address 192.168.200.1, enter:

```
gssm1.example.com(config-gslb)# answer vip 192.168.200.1
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type tcp port 80
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type tcp port 443
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type http-head port 8080
```
```
gssm1.example.com(config-ansvip[ans-ip]) exit
```
```
gssm1.example.com(config-gslb)#
```

To configure TCP- and HTTP HEAD-type keepalives for multiple ports for the VIP-type answer named MPORT_KALE_MIX that services VIP address 192.168.200.1, enter:

```
gssm1.example.com(config-gslb)# answer vip 192.168.200.1 name MPORT_KALE_MIX
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type tcp port 80
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type tcp port 443
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type http-head port 8080
```
```
gssm1.example.com(config-ansvip[ans-ip]) exit
```
```
gssm1.example.com(config-gslb)#
```

**Note** When configuring multiple keepalives for an answer and you need to use a KAL-AP-type keepalive, you can configure only one KAL-AP-type keepalive and you must specify it as the first keepalive. Refer to the following example.

To configure KAL-AP-, TCP- and HTTP HEAD-type keepalives for the VIP-type answer servicing VIP address 192.168.200.1, enter:

```
gssm1.example.com(config-gslb)# answer vip 192.168.200.1
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type kalap tag 192.168.50.41 TAG1
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type tcp port 80
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type tcp port 443
```
```
gssm1.example.com(config-ansvip[ans-ip]) keepalive type http-head port 8080
```
```
gssm1.example.com(config-ansvip[ans-ip]) exit
```
```
gssm1.example.com(config-gslb)#
```
Configuring a CRA-Type Answer

The content routing agent (CRA) answer type relies on content routing agents and the GSS to choose a suitable answer for a given query based on the proximity of two or more possible hosts to the requesting D-proxy.

With the CRA-type answer, the requests received from a particular D-proxy are served by the content server that responds first to the request. The response time is measured using a DNS race and is coordinated by the GSS and content routing agents running on each content server. In the race, multiple hosts respond simultaneously to a request. The server with the fastest response time (the shortest network delay between itself and the client’s D-proxy) is chosen to serve the content.

The CRA-type answer is designed to work with the GSS when you select the boomerang balance method with a DNS rule (utilizing the boomerang server component of the GSS).

Closeness is determined when multiple hosts reply to the requesting D-proxy simultaneously in what is referred to as a “DNS race.” The GSS coordinates the start of the race so that all CRAs initiate their response at the same time. The first DNS reply to reach the D-proxy is chosen by the name server as the host containing the answer.

To configure a CRA-type answer, use the `answer cra` command in global server load-balancing configuration mode. The syntax of this command is:

```
answer cra ip_address [enable | disable | delay number | name name | location name | activate | suspend]
```

The variables and options for this command are:

- `ip_address`—Specifies the interface or circuit address of the CRA. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1).
- `enable`—(Optional) Specifies that the GSS is to perform keepalive checks on the answer. This is the default setting. Use `disable` if you plan to specify a one-way delay to calculate a static RTT. See the `delay` option for information on static RTT.
- `disable`—(Optional) Specifies that the GSS use the one-way `delay` variable to calculate a static round-trip time (RTT). See the `delay` option for more information on static RTT.
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- **delay number**—(Optional) Specifies a one-way delay time in milliseconds. This value is used by the GSS to calculate a static round-trip time (RTT), with the one-way delay constituting one-half of the round-trip time that is used for all DNS races involving this answer. Valid entries are 0 to 1000 milliseconds. The default is 0.

- **name name**—(Optional) Specifies a name for the CRA-type answer. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **location name**—(Optional) Specifies an existing location name with which the answer is to be associated. See the “Configuring Owners” section in Chapter 2, Configuring Resources.

- **activate**—(Optional) Reactivates a suspended CRA answer. This is the default setting.

- **suspend**—(Optional) Suspends an active CRA answer.

For example, to create a CRA-type answer with a one-way delay, enter:

```
gssm1.example.com# config
gsms1.example.com(config)# gslb
gsms1.example.com(config-gslb)# answer cra 10.86.209.22 name CRA-ANS1 delay 3
gssm1.example.com(config-gslb)
```

To delete a CRA-type answer, enter:
```
gssm1.example.com(config-gslb)# no answer cra 10.86.209.22 name CRA-ANS1 delay 3
gssm1.example.com(config-gslb)
```

For information on modifying existing answers, see the “Modifying an Answer” section.

**Configuring a Name Server-Type Answer**

A name server (NS)-type answer specifies the IP address of a DNS name server to which DNS queries are forwarded from the GSS. Using the name server forwarding feature, queries are forwarded to a non-GSS name server for resolution, with the answer passed back to the GSS name server and from there to the requesting D-proxy. The name server-type answer acts as a guaranteed
fallback resource. A fallback resource can resolve requests that the GSS cannot
resolve itself either because the requested content is unknown to the GSS or
because the resources that typically handle such requests are unavailable.

To configure a NS-type answer, use the `answer ns ip_address` command in global
server load-balancing configuration mode. The syntax of this command is:

```
answer ns ip_address [enable | disable | name name | domain name | location name | activate | suspend]
```

The variables and options for this command are:

- `ip_address`—Specifies the name server that the GSS is to forward its requests.
Enter an unquoted text string in dotted decimal format (for example,192.168.10.1).

- `enable`—(Optional) Specifies that the GSS is to perform keepalive checks on
  the specified name server. The GSS queries the name server IP address to
determine online status. This is the default.

- `disable`—(Optional) Specifies that the GSS disable keepalive checks on
  the specified name server. The GSS assumes that the name server is always
  online.

- `domain name`—(Optional) Specifies the name of the domain name server to
  which an NS-type keepalive is sent (to determine the online status). Enter the
  name as an unquoted text string with no spaces and a maximum length of 100
  characters. (for example, www.home.com).

- `name name`—(Optional) Specifies a name for the NS-type answer. Enter a
  unique alphanumeric name, with a maximum of 80 characters. Names that
  include spaces must be entered in quotes (for example, “name 1”).

- `location name`—(Optional) Specifies an existing location name with which
  the answer is to be associated. See the “Configuring Owners” section in
  Chapter 2, Configuring Resources.

- `activate`—(Optional) Reactivates a suspended NS answer. This is the default
  setting.

- `suspend`—(Optional) Suspends an active NS answer.
For example, to create an NS-type answer that specifies a domain name server, enter:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
www.home.com(config-gslb)# answer ns 10.86.209.4 domain
WWW.HOME.COM enable
gssm1.example.com(config-gslb)
```

To delete a NS-type answer, enter:

```
gssm1.example.com(config-gslb)# no answer ns 10.86.209.4 domain
WWW.HOME.COM enable
gssm1.example.com(config-gslb)
```

For information on modifying existing answers, see the “Modifying an Answer” section.

## Modifying an Answer

Once you have configured your answers, you can modify them at any time. However, once an answer is created and named, you cannot modify its type (for example, from VIP to CRA), its IP address, or its name.

To modify an existing answer:

1. If desired, use the `show gslb-config answer` command to display the current property settings for answers. See the “Displaying Answer Properties” section for more information.

2. To change settings for an answer, use the `answer` command in global server load-balancing configuration mode.

The syntax of this command is:

```
answer {cra | ns | vip}
```

The options are:

- **cra**—Specifies a CRA-type answer for modification. Refer to the “Configuring a CRA-Type Answer” section for details on how to modify CRA-type properties.

- **ns**—Specifies an NS-type answer for modification. Refer to the “Configuring a Name Server-Type Answer” section for details on how to modify NS-type properties.
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- vip—Specifies a VIP-type answer for modification. Refer to the “Configuring a VIP-Type Answer” section for details on how to modify VIP-type properties. Also, refer to the “Configuring KeepAlive VIP Answers” section for information on modifying keepalives for VIP-type answers.

For example, to first display the answer property settings, then change the one-way delay time for an existing CRA-type answer, enter:

```
gssml.example.com(config-gslb)# show gslb-config answer
...
answer cra 192.168.50.41 delay 2 activate
answer ns 172.16.27.4 domain EXAMPLE.COM activate
answer vip 172.16.27.6 name ansvip2 activate
    keepalive type tcp port 180 activate
    keepalive type tcp port 88 activate
...
gssml.example.com(config-gslb)# answer cra 192.168.50.41 delay 5
```

In order to modify a named answer, you must specify its name, type, and IP address. For example, to modify the answer named ANSVIP2, you must enter:

```
gssml.example.com(config-gslb)# answer vip 172.16.27.6 name ANSVIP2 delay 100
```

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Displaying Answer Properties

Use the `show gslb-config answer` command to display the current property settings for all answer types.

The syntax of this command is:

```
show gslb-config answer
```

For example, enter:

```
gssm1.example.com(config-gslb)# show gslb-config answer

answer cra 192.168.50.41 delay 2 active
answer ns 172.16.27.4 domain EXAMPLE.COM active
answer vip 172.16.27.6 name ansvip2 active
  keepalive type tcp port 180 active

answer vip 192.168.50.30 active
  keepalive type tcp port 88 active

answer vip 192.168.50.2 name ansvip active
  keepalive type icmp active
  keepalive type tcp port 88 active
  keepalive type tcp port 80 active

gssm1.example.com(config-gslb)#
```

To display the property settings based on IP address and answer type, enter:

```
gssm1.example.com(config-gslb)# show gslb-config answer 172.16.27.6 vip

answer vip 172.16.27.6 name ansvip2 active
  keepalive type tcp port 180 active

gssm1.example.com(config-gslb)#
```

To display the property settings based on an answer name, enter:

```
gssm1.example.com(config-gslb)# show gslb-config answer ansvip2

answer vip 172.16.27.6 name ansvip2 active
  keepalive type tcp port 180 active

gssm1.example.com(config-gslb)#
```
Suspending an Answer

To temporarily stop the GSS from using an active answer, modify the answer by issuing the `suspend` option for the `answer` command. Suspending prevents that answer from being used by any of the currently configured DNS rules.

You can suspend multiple answers associated with an answer group by using the `no activate-all-answers` command. See the “Suspending or Reactivating All Answers in an Answer Group” section for details.

To suspend an answer:

1. If desired, use the `show gslb-config answer` command to display the current answers. See the “Displaying Answer Properties” section for more information.

2. Identify the active answer you want to suspend, then use the `answer` command with the `suspend` option to suspend the answer.

For example, to suspend the NS-type answer that queries the domain server at EXAMPLE.COM, enter:

```bash
    gssm1.example.com(config-gslb)# show gslb-config answer
    ...
    answer cra 192.168.50.41 delay 2 active
    answer ns 172.16.27.4 domain EXAMPLE.COM active
    answer vip 172.16.27.6 name ansvip2 active
    keepalive type tcp port 180 active
    ...
    gssm1.example.com(config-gslb)# answer ns 172.16.27.4 domain EXAMPLE.COM suspend
    gssm1.example.com(config-gslb)#
```

To reactivate a suspended answer, use the activate feature (see the “Reactivating an Answer” section).

Reactivating an Answer

To reactivate a suspended answer, you modify the specific answer by issuing the `activate` option (for the `answer` command).
To reactivate an answer:

1. If desired, use the `show gslb-config answer` command to display the current answers. See the “Displaying Answer Properties” section for more information.

2. Identify the active answer you want to reactivate, then use the `answer` command with the `activate` option to reactivate the answer.

For example, to reactivate the NS-type answer that queries the domain server at EXAMPLE.COM, enter:

```bash
gssm1.example.com(config-gslb)# show gslb-config answer
... answer cra 192.168.50.41 delay 2 active
answer ns 172.16.27.4 domain EXAMPLE.COM suspend
answer vip 172.16.27.6 name ansvip2 active
    keepalive type tcp port 180 active
... gssm1.example.com(config-gslb)# answer ns 172.16.27.4 domain EXAMPLE.COM activate
```

### Suspending or Reactivating All Answers in a Location

You can group and manage answers according to an established GSS location. Using a location to manage your answers makes it easier for you to quickly suspend or activate answers in a particular area of your network, for example, shutting down one or more data centers for the purposes of software upgrades or regular maintenance.

The GSS automatically detects and routes requests around suspended answers.

**Note**

Suspending all answers in a location overrides the active or suspended state of an individual answer.

To suspend or reactivate answers based on their location, use the `location` command with the `suspend-all-answers` and `activate-all-answers` options.

If desired, use the `show gslb-config location` command to display the currently configured locations. See Chapter 2, Displaying Resource Information, for more information about this command.

For example, to suspend all answers based on the location Normandy, enter:
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gssm1.example.com(config)# gslb

To reactivate all answers based on the location Normandy, enter:

gssm1.example.com(config) gssm1.example.com(config-gslb)#
gssm1.example.com(config-gslb)# location Normandy activate-all-answers

gssm1.example.com(config-gslb)#

Deleting an Answer

Caution

Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the Global Site Selector Administration Guide for details.

To delete an answer:

1. If desired, use the show gslb-config answer command to display the current answers. See the “Displaying Answer Properties” section for more information.

2. Identify the active answer you want to delete, then use the no form of the answer command to delete the answer.

For example, to delete the VIP-type answer that queries IP address 192.168.50.30 and all keepalives for that answer, enter:

gssm1.example.com(config-gslb)# show gslb-config answer

... answer vip 192.168.50.30 activate

answer vip 192.168.50.30 activate
  keepalive type tcp port 88 activate

answer vip 192.168.50.2 name ansvip activate
  keepalive type icmp activate
  keepalive type tcp port 88 activate
  keepalive type tcp port 80 activate
  keepalive type tcp activate
In order to delete a named answer, you must specify its name, type, and IP address. For example, to delete the answer named ANSVIP2, you must enter:

```
   gssm1.example.com(config-gslb)# no answer vip 172.16.27.6 name ANSVIP2
   gssm1.example.com(config-gslb)#
```

**Configuring and Modifying Answer Groups**

Answer groups are lists of GSS resources that are candidates to respond to DNS queries received from a user for a hosted domain. By using the DNS rules feature, you associate these lists of network resources with a particular balance method that is used to resolve the request.

- For a VIP answer group type, the GSS selects one or more VIPs using the balance method specified in the DNS rule.
- For a CRA answer group type, all CRAs in the answer group are queried and then “race” to respond first to the D-proxy with their IP address.
- For a name server answer group type, the GSS selects a name server using the balance method specified in the DNS rule and forwards the client’s request to that name server.

A DNS rule can have a maximum of three balance clauses. Each balance clause specifies a different answer group from which an answer can be chosen after taking load threshold, order, and weight factors into account for each answer.

Before creating your answer groups, configure the answers that make up those groups. See the “Configuring and Modifying Answers” section for more information on creating GSS answers.

This section includes the following procedures:

- Creating an Answer Group
- Modifying an Answer Group
- Suspending or Reactivating All Answers in an Answer Group
Configuring and Modifying Answer Groups

- Suspending or Reactivating All Answers in Answer Groups Associated with an Owner
- Displaying Answer Group Properties
- Deleting an Answer Group

Creating an Answer Group

To create an answer group, use the `answer-group` command in global server load-balancing configuration mode.

The syntax of this command is:

```
answer-group name name { owner name type { cra | ns | vip } }
```

After you enter the `answer-group` command, the prompt changes to the answer group configuration mode, where you add previously configured answers to the group.

The variables and options for this command are:

- `name`—Specifies the name for the answer group. Enter a unique alphanumeric name, with a maximum of 80 characters. Names should not contain spaces.
- `owner name`—Specifies the name of an existing owner with which the answer group will be associated. For details about creating an owner, refer to Chapter 2, Configuring Resources.
- `type`—Specifies a type for the answer group. The following options are available:
  - `cra`—The answer group consists of content routing agents (CRAs) for use with the boomerang server component of the GSS.
  - `ns`—The answer group consists of configured name servers.
  - `vip`—The answer group consists of virtual IPs controlled by an SLB device such as a CSS or CSM.

The maximum number of answers that you can place in each of these answer groups is 20 for a CRA answer group, 30 for an NS answer group, and 100 for a VIP answer group.
For example, to create a VIP answer group, enter:

```
gssm1.example.com(config)# gslb
 gssm1.example.com(config-gslb)# answer-group ANSGRPVIP1 owner
 WEB-SERVICES type vip
 gssm1.example.com(config-gslb-agvip[ag-name])#
```

For example, to delete a VIP answer group, enter:

```
gssm1.example.com(config)# gslb
 gssm1.example.com(config-gslb)# no answer-group ANSGRPVIP1 owner
 WEB-SERVICES type vip
 gssm1.example.com(config-gslb)#
```

Refer to the following sub-sections for instructions on adding answers to an answer group:

- Adding Answers to a CRA-Type Answer Group
- Adding Answers to an NS-Type Answer Group
- Adding Answers to a VIP-Type Answer Group

### Adding Answers to a CRA-Type Answer Group

After you create a CRA-type answer group, add previously configured CRA-type answers to the group using the `answer-add` command in the answer group configuration mode.

The syntax for this command is:

```
answer-add ip_address [activate | name | suspend]
```

The variables and options for this command are:

- `ip_address`—Specifies the IP address of a previously configured CRA-type answer. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1).
- `activate`—(Optional) Reactivates a suspended CRA answer. This is the default setting.
- `name`—(Optional) Specifies the name of a previously configured CRA-type answer. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).
- `suspend`—(Optional) Suspends an active CRA answer.
For example, to add answers to and configure a CRA answer group named ANSGRPCRA3, enter:

gssm1.example.com(config-gslb-agcra[ag-name])# answer-add 192.168.10.1
name www-boston-1
gssm1.example.com(config-gslb-agcra[ag-name])# answer-add 192.172.24.1
name www-ny-1
gssm1.example.com(config-gslb-agcra[ag-name])# answer-add 192.186.14.1
name www-atlanta-1
gssm1.example.com(config-gslb-agcra[ag-name])#

To delete an answer from a CRA answer group, enter:

gssm1.example.com(config-gslb-agcra[ag-name])# no answer-add
192.186.14.1 name www-atlanta-1

Adding Answers to an NS-Type Answer Group

After you create an NS-type answer group, add previously configured NS-type answers to the group using the `answer-add` command in the answer group configuration mode.

The syntax for this command is:

```
answer-add ip_address [name | order number | weight number | activate | suspend]
```

The variables and options for this command are:

- **ip_address**—Specifies the IP address of a previously configured NS-type answer. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1).

- **name**—(Optional) Specifies the name of a previously configured NS-type answer. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **order number**—(Optional) Assigns the specified order to the answer that is to be added to the answer group. Specify this option when using an “ordered” balance method type. Valid entries are 0 to 65535.

- **weight number**—(Optional) Assigns the specified weight to the answer that is to be added to the answer group. Specify this option when using a “weighted round-robin” or “least-loaded” balance method type. Valid entries are 1 to 10.
For more information on the order and weight settings, refer to the “Balance Methods” section in Chapter 1, Introducing the Global Site Selector.

- **activate**—(Optional) Reactivates a suspended NS answer. This is the default setting.
- **suspend**—(Optional) Suspends an active NS answer.

For example, to add answers to and configure an NS answer group named ANSGRPNS1, enter:

```bash
activate

For example, to add answers to and configure an NS answer group named ANSGRPNS1, enter:

```bash
activate

gssm1.example.com(config-gslb-agns[ag-name])# answer-add 192.168.10.1
name www-zurich-1 order 10

gssm1.example.com(config-gslb-agns[ag-name])# answer-add 192.172.20.1
name www-barcelona-1 order 20

gssm1.example.com(config-gslb-agns[ag-name])# answer-add 192.188.30.1
name www-brussels-30

gssm1.example.com(config-gslb-agns[ag-name])#
```

To delete an answer from an NS answer group, enter:

```bash
no answer-add
192.168.10.1 name www-zurich-1 order 10
```

### Adding Answers to a VIP-Type Answer Group

After you create a VIP-type answer group, add previously configured VIP-type answers to the group using the **answer-add** command in the answer group configuration mode.

The syntax for this command is:

```bash
answer-add ip_address [name | load-threshold number | order number | weight number | activate | suspend]
```

The variables and options for this command are:

- **ip_address**—Specifies the IP address of a previously configured VIP-type answer. Enter an unquoted text string in dotted decimal format (for example, 192.168.10.1).

- **name**—(Optional) Specifies the name of a previously configured VIP-type answer. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).
Configuring and Modifying Answer Groups

- **load-threshold** *number*—(Optional) Assigns the specified load threshold to the answer that is to be added to the answer group. Use this option to determine whether an answer is available, regardless of the balance method type. Valid entries are 2 to 254.

- **order** *number*—(Optional) Assigns the specified order to the answer that is to be added to the answer group. Specify this option when using an “ordered” balance method type. Valid entries are 0 to 65535.

- **weight** *number*—(Optional) Assigns the specified weight to the answer that is to be added to the answer group. Specify this option when using a “weighted round-robin” or “least-loaded” balance method type. Valid entries are 1 to 10.

For more information on the order, weight, and load threshold settings, refer to the “Balance Methods” section in Chapter 1, Introducing the Global Site Selector.

- **activate**—(Optional) Reactivates a suspended VIP answer. This is the default setting.

- **suspend**—(Optional) Suspends an active VIP answer.

For example, to add answers to and configure a VIP answer group named ANSGRVPVIP1, enter:

```
gssml.example.com(config-gslb-agvip[ag-name])# answer-add 192.168.30.1
name www-hk-1 weight 1
```
```
gssml.example.com(config-gslb-agvip[ag-name])# answer-add 192.174.20.1
name www-sf-1 weight 2
```
```
gssml.example.com(config-gslb-agvip[ag-name])# answer-add 192.188.40.1
name www-london-1 weight 4
```

To delete an answer from a VIP answer group, enter:

```
gssml.example.com(config-gslb-agvip[ag-name])# no answer-add 192.168.30.1 name www-hk-1 weight 1
```

**Modifying an Answer Group**

Once you create your answer groups, use the CLI in the primary GSSM to make modifications to their configurations, such as adding and removing answers, or changing the order, weight, and load thresholds of the individual answers.
Answers can belong to more than one answer group. However, once you add answers to an answer group, you cannot change the type of an answer group (for example, from VIP to CRA).

To modify an answer group:

1. If desired, use the `show gslb-config answer-group` command to display the current property settings for answer groups. See the “Displaying Answer Group Properties” section for more information.

2. The commands you use to modify an answer group depend on the changes you need to make. For example, to change the weight assigned to an answer within an answer group, you need to use both the `answer-group` command and the `answer-add` command. To change the owner setting for an answer group, you need only use the `answer-group` command.
   - For syntax of the `answer-group` command, refer to the “Creating an Answer Group” section.
   - For syntax of the `answer-add` command when modifying CRA-type answer groups, refer to the “Adding Answers to a CRA-Type Answer Group” section.
   - For syntax of the `answer-add` command when modifying NS-type answer groups, refer to the “Adding Answers to an NS-Type Answer Group” section.
   - For syntax of the `answer-add` command when modifying VIP-type answer groups, refer to the “Adding Answers to a VIP-Type Answer Group” section.

For example, to change the order setting for an answer in the VIP answer group ANSVIP4, enter:

```
gssm1.example.com(config-gslb)# answer-group ANSGRPVIP4 owner WEB-SERVICES type vip
gssm1.example.com(config-gslb-agvip[ag-name])# answer-add 192.168.30.1 name www-hk-1 order 10 comments "CHANGED ORDER 12/01/05"
gssm1.example.com(config-gslb-agvip[ag-name])#
```

To change the owner of the NS answer group ANSNS2, enter:

```
gssm1.example.com(config-gslb)# answer-group ANSGRPNNS2 owner E-COMMERCE type ns
gssm1.example.com(config-gslb-agns[ag-name])#
```
Suspending or Reactivating All Answers in an Answer Group

To temporarily stop the GSS from using all answers in an active answer group, modify the answer group by issuing the `no activate-all-answers` command in the answer group configuration mode. Suspending prevents that answer group from being used by any of the currently configured DNS rules. Suspending the answers in one answer group also affects any other answer groups to which those answers belong.

To reactivate the answers in the answer group, use the `activate-all-answers` command in the answer group configuration mode for a specific answer group.

To suspend all answers in an answer group:

1. If desired, use the `show gslb-config answer-group` command to display the current answer groups. See the “Displaying Answer Group Properties” section for more information.

2. Identify the active answer group you want to suspend, then use the `answer-group` command and the `no activate-all-answers` command to suspend all answers in the group.

For example, to suspend all answers in the vip-type answer group ANSGRPVIP4, enter:

```
gssml.example.com(config-gslb)# answer-group ANSGRPVIP4 owner WEB-SERVICES type vip
gssml.example.com(config-gslb-agvip[ag-name])# no activate-all-answers
gssml.example.com(config-gslb-agvip[ag-name])#`  
```

To reactivate all answers in a suspended answer group, use the `activate-all-answers` command.

For example, enter:

```
gssml.example.com(config-gslb)# answer-group ANSGRPVIP4 owner WEB-SERVICES type vip
gssml.example.com(config-gslb-agvip[ag-name])# activate-all-answers
gssml.example.com(config-gslb-agvip[ag-name])#`  
```
Suspending or Reactivating an Answer in an Answer Group

To temporarily stop the GSS from using an answer in an active answer group, you modify the answer group by issuing the `suspend` option for the `answer-add` command in the answer group configuration mode. Suspending prevents that answer in the answer group from being used by any of the currently configured DNS rules.

**Note**

Suspending an answer in one answer group also affects any other answer groups to which the answer belongs.

To reactivate an answer in the answer group, use the `active` option (for the `answer-add` command) in the answer group configuration mode.

To suspend an answer in an answer group:

1. If desired, use the `show gslb-config answer-group` command to display the current answers and answer groups. See the “Displaying Answer Group Properties” section for more information.
2. Identify the active answer that you want to suspend (and its answer group), then use the `answer-add` command and the `suspend` option to suspend the answer in the group.

For example, to suspend the answer `www-sf-1` in the `vip-type` answer group `ANSGRPVIP4`, enter:

```
gssm1.example.com(config-gslb)# answer-group ANSGRPVIP4 owner WEB-SERVICES type vip
gssm1.example.com(config-gslb-agvip[ag-name])# answer-add 192.168.30.1 suspend
gssm1.example.com(config-gslb-agvip[ag-name])#
```

To reactivate a suspended answer in an answer group, use the `activate` command. For example, enter:

```
gssm1.example.com(config-gslb)# answer-group ANSGRPVIP4 owner WEB-SERVICES type vip
gssm1.example.com(config-gslb-agvip[ag-name])# answer-add 192.168.30.1 activate
gssm1.example.com(config-gslb-agvip[ag-name])#
```
Suspending or Reactivating All Answers in Answer Groups Associated with an Owner

You can group and manage answers added to answer groups according to GSS owner. Using a GSS owner to manage your answer groups enables you to quickly suspend or activate related answers.

To suspend or reactivate all answers in answer groups associated with a GSS owner, issue the `suspend-all-answers` and `activate-all-answers` options (for the `owner` command).

If desired, use the `show gslb-config answer-group` command to display the currently configured owners, answers, and answer groups.

For example, to suspend all answers in answer groups associated with the owner WEB-SERVICES, enter:

```
gssm1.example.com(config)# gslb
# gssm1.example.com(config-gslb)# owner WEB-SERVICES suspend-all-answers
gssm1.example.com(config-gslb)#
```

To reactivate all answers in answer groups associated with the owner WEB-SERVICES, enter:

```
gssm1.example.com(config)# gslb
# gssm1.example.com(config-gslb)# owner WEB-SERVICES activate-all-answers
# gssm1.example.com(config-gslb)#
```

Displaying Answer Group Properties

Use the `show gslb-config answer-group` command to display the current property settings for all answer groups.

The syntax of this command is:

```
show gslb-config answer-group
```
For example, enter:

```
gssm1.example.com(config-gslb)# show gslb-config answer-group
  ...
  answer-group AGROUP1 owner "OWNER1" type ns
  answer-group AGROUP2 owner "OWNER2" type cra
  answer-group AGROUP3 owner System type vip
  ...
```

To display the properties for an answer group based on an answer group name, enter:

```
gssm1.example.com(config-gslb)# show gslb-config answer-group ANGROUP1
  answer-group AGROUP1 owner "OWNER1" type ns
```

## Deleting an Answer Group

**Caution**

Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the *Global Site Selector Administration Guide* for details.

Before deleting an answer group, verify that none of your DNS rules reference the answer group that you are about to delete. If necessary, deselect the answer group from the DNS rule. Refer to Chapter 7, Building and Modifying DNS Rules, for information about modifying a DNS rule.

Deleting an answer group does not delete the answers contained in the answer group.

To delete an answer group:

1. If desired, use the `show gslb-config answer-group` command to display the current answers. See the “Displaying Answer Group Properties” section for more information.
2. Identify the active answer group you want to delete, then use the `no` form of the `answer-group` command to delete the answer.

For example, to delete the VIP-type answer group ANSGRPVIP1, enter:

```
gssm1.example.com(config-gslb)# show gslb-config answer-group
  ...
```

```
gssm1.example.com(config-gslb)# no answer-group ANSGRPVIP1
```

```
gssm1.example.com(config-gslb)# show gslb-config answer-group
```
answer-group ANSGRPVIP1 owner OWNR1 type vip
answer-group ANSGRPVIP2 owner System type vip

gssm1.example.com(config-gslb)# no answer-group ANSGRPVIP1
gssm1.example.com(config-gslb)#

Where to Go Next

Chapter 7, Building and Modifying DNS Rules, describes constructing the DNS rules that govern all global server load balancing on your GSS network.
Building and Modifying DNS Rules

This chapter describes how to build and modify DNS rules on your GSS network. After you configure your source address lists, domain lists, answers, and answer groups, you are ready to begin constructing the DNS rules that will control global server load balancing on your GSS network.

When building DNS rules, you specify the actions for the GSS to perform when it receives a request from a known source (a member of a source address list) for a known hosted domain (a member of a domain list). The DNS rule specifies which response (answer) is given to the requesting user’s local DNS host (D-proxy) and how that answer is chosen. The GSS uses one of a variety of balance methods to determine the best response to the request, which is based on the status and load of your GSS host devices.

Note

Before you create DNS rules, review the “GSS Architecture” section in Chapter 1, Introducing the Global Site Selector.

This chapter contains the following major sections:

- Logging in to the CLI and Enabling Privileged EXEC Mode
- Building DNS Rules
- Modifying DNS Rules and Balance Clauses
- Displaying DNS Rule Properties
- Reactivating a DNS Rule
- Suspending or Reactivating All DNS Rules Belonging to an Owner
- Deleting a DNS Rule
To log in and enable privileged EXEC mode in the GSS, you must be a configured user with **admin** privileges. Refer to the *Cisco Global Site Selector Administration Guide* for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.
   If you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the *Cisco Global Site Selector Getting Started Guide*.

2. Specify your GSS administrative username and password to log in to the GSSM. The CLI prompt appears.
   ```
gssml.example.com>
   ```

3. At the CLI prompt, enable privileged EXEC mode as follows:
   ```
gssml.example.com> enable
gssml.example.com#
   ```
Building DNS Rules

To build the DNS rules that specify the actions that each GSS is to perform when it receives a request from a known source for a known hosted domain, use the `dns rule` command in global server load-balancing configuration mode.

The syntax of this command is:

```
  dns rule name { owner name | source-address-list name | domain-list name |
                   query { a | all } }
```

After you enter the `dns rule name` command, the prompt changes to the rule configuration mode where you specify and configure load-balance clauses and optional DNS sticky and network proximity settings.

The variables and options for this command are:

- **name**—Specifies the name for the DNS Rule. Enter a unique alphanumeric name, with a maximum of 80 characters. Names should not contain spaces.
- **owner name**—Specifies the name of a previously created owner with whom the rule will be associated. The default owner is System.
- **source-address-list name**—Specifies the name of a previously created source address list from which requests will originate. The DNS rule is applied only to requests coming from one of the addresses in the source address list. If you do not choose a source address list, the GSS automatically uses the default list Anywhere.
- **domain-list name**—Specifies the name of a previously created domain list to which DNS queries will be addressed. The DNS rule is applied only to requests coming from one of the addresses in the source address list and for a domain on the specified domain list.
- **query**—Specifies the type of DNS query to apply to the rule. Choose one of the following:
  - **a** — The DNS rule is applied only to answer address record (A record) requests originating from a host on the configured source address list. Any requests with unsupported query types (for example, MX, PTR, or CNAME records) that match this DNS rule are dropped and not answered by the GSS. For an AAAA query with a configured host domain, the GSS returns a NODATA (No Answer, No Error) response for the requester to make a subsequent A-record query.
Building DNS Rules

- **All**—The DNS rule is applied to all DNS queries originating from a host on the configured source address list. For any request other than an A-record query (for example, MX or CNAME record), the GSS forwards the request to a name server configured in one of the three balance clauses. When the GSS receives the response from the name server, it delivers the response to the requesting client D-proxy.

**Note**

When you select **All**, you must configure one balance clause to include a name server-type answer group.

For example, to create a DNS rule called drule02, enter:

```plaintext
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# dns rule drule02 owner WEB-SERVICES source-address-list WEB-GLOBAL-LISTS domain-list E-COMMERCE query a
gssm1.example.com(config-gslb-rule[rule-name])#
```

To delete a DNS rule called drule02, enter:

```plaintext
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# no dns rule drule02 owner WEB-SERVICES source-address-list WEB-GLOBAL-LISTS domain-list E-COMMERCE query a
```

### Configuring Balance Clauses for a DNS Rule

After you create a DNS rule, you configure the balance clauses used by the rule by specifying the answer group and balance method that make up each balance clause. In addition, you can configure optional DNS sticky and network proximity settings. If you intend to use DNS sticky or network proximity, refer to Chapter 8, Configuring DNS Sticky or Chapter 9, Configuring Network Proximity for the configuration procedures.

The GSS can use a maximum of three possible balance method clauses in a DNS rule to select the most appropriate resource to serve a user request. Each balance method provides a different algorithm for selecting one answer from a configured answer group. Each clause specifies that a particular answer group serve the request and a specific balance method be used to select the best resource from that answer group.
To create balance clauses for a DNS rule, you use the `clause` command in the rule configuration mode. The syntax for this command is:

```
clause number { cra-group name | ns-group name | vip-group name }
```

The variables and options for this command are:

- `number`—Specifies the balance clause number (1, 2, or 3). For clauses that use VIP- or NS-type answer groups, you can specify 1, 2, or 3. For clauses that use CRA-type answer groups, you can specify only 1 or 2.

- `cra-group name`—Specifies that the balance clause is to use a CRA-type answer group. Enter the name of a previously created CRA-type answer group.

- `ns-group name`—Specifies that the balance clause is to use an NS-type answer group. Enter the name of a previously created NS-type answer group.

- `vip-group name`—Specifies that the balance clause is to use a VIP-type answer group. Enter the name of a previously created VIP-type answer group.

The answer group type (VIP, NS, or CRA) that you select for your balance clause determines the variables and options that appear in the CLI.

The following sections describe how to create balance clauses for each answer group type:

- Configuring Balance Clauses That Use VIP-Type Answer Groups
- Configuring Balance Clauses That Use NS-Type Answer Groups
- Configuring Balance Clauses That Use CRA-Type Answer Groups

### Configuring Balance Clauses That Use VIP-Type Answer Groups

To create balance clauses for a DNS rule that use VIP-type answer groups, use the `clause number vip-group name` command in the rule configuration mode.

The syntax for this command is:

```
clause number vip-group name [method { round-robin | least-loaded | ordered | weighted-round-robin | hashed { domain-name | source-address | both } } [count number | ttl number]]
```

The variables and options for this command are:

- `number`—Specifies the balance clause number (1, 2, or 3). You can specify a maximum of three balance clauses that use VIP-type answers.
• **vip-group** *name*—Specifies the name of a previously created VIP-type answer group.

• **method**—(Optional) Specifies the method type for each balance clause. Method types are:
  
  - **round-robin**—The GSS cycles through the list of answers that are available as requests are received. This is the default setting.
  
  - **least-loaded**—The GSS selects an answer based on the load reported by each VIP in the answer group. The answer reporting the lightest load is chosen to respond to the request. The least-loaded option is available only for VIP-type answer groups that use a KAL-AP keepalive.
  
  - **ordered**—The GSS selects an answer from the list based on precedence; answers with a lower order number are tried first, while answers further down the list are tried only if preceding answers are unavailable to respond to the request. The GSS supports gaps in numbering in an ordered list.

  **Note**
  
  For answers that have the same order number in an answer group, the GSS will only use the first answer that contains the number. We recommend that you specify a unique order number for each answer in an answer group.

  - **weighted-round-robin**—The GSS cycles through the list of answers that are available as the requests are received, but sends requests to favored answers in a ratio determined by the weight value assigned to that resource.

  - **hashed**—The GSS selects the answer based on a unique value created from information stored in the request. The GSS supports two hashed balance methods. The GSS allows you to apply one or both hashed balance methods to the specified answer group.

  • **source-address**—The GSS selects the answer based on a hash value created from the source address of the request.

  • **domain-name**—The GSS selects the answer based on a hash value created from the requested domain name.

  • **both**—The GSS selects the answer based on both source address and domain name.
Building DNS Rules

- **count number**—(Optional) Specifies the number of address records (A-records) that you want the GSS to return for requests that match the DNS rule. The default is 1 record.

- **ttl number**—(Optional) Specifies the duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer. Valid entries are 0 to 604,800 seconds. The default is 20 seconds.

For example, to configure a balance clause for the DNS rule named drule02, enter:

```
gssm1.example.com(config-gslb-rule[rule-name])# clause 1 vip-group ANSGRP-VIP-01 method ordered ttl 60
```

**Note**

If you configured a DNS rule with a balance clause that uses a CRA-type answer group, you must immediately follow the CRA-type clause with a balance clause that uses a VIP-type answer group. Doing so ensures that if none of the Content Routing Agents successfully respond to the DNS race request, a “last gasp” server response from the VIP-type balance clause is sent to the requesting name server.

To reset the balance clause settings for the DNS rule named drule02 to their defaults, use the `no` form of the `clause` command. For example:

```
gssm1.example.com(config-gslb-rule[rule-name])# no clause 1 vip-group ANSGRP-VIP-01 method ordered ttl 60
```

You can create a maximum of three balance clauses that use VIP-type answer groups. A second or third balance clause applies only when the preceding clause is unable to provide an answer for the DNS query.

**Note**

If you plan to configure DNS sticky in the DNS rule, refer to Chapter 8, Configuring DNS Sticky. If you plan to configure network proximity in the DNS rule, refer to Chapter 9, Configuring Network Proximity.
Configuring Balance Clauses That Use NS-Type Answer Groups

To create balance clauses for a DNS rule that use NS-type answer groups, use the clause number ns-group name command in the rule configuration mode.

The syntax for this command is:

\[\text{clause number ns-group name [method | round-robin | least-loaded | ordered | weighted-round-robin | hashed | domain-name | source-address | both]}\]

The variables and options for this command are:

- **number**—Specifies the balance clause number (1, 2, or 3). You can specify a maximum of three balance clauses that use NS-type answers.
- **ns-group name**—Specifies the name of a previously created ns-type answer group.
- **method**—Specifies the method type for each of your balance clauses. Method types are:
  - **round-robin**—The GSS cycles through the list of answers that are available as requests are received. This is the default setting.
  - **ordered**—The GSS selects an answer from the list based on precedence; answers with a lower order number are tried first, while answers further down the list are tried only if preceding answers are unavailable to respond to the request. The GSS supports gaps in numbering in an ordered list.

Note: For answers that have the same order number in an answer group, the GSS will only use the first answer that contains the number. We recommend that you specify a unique order number for each answer in an answer group.

- **weighted-round-robin**—The GSS cycles through the list of answers that are available as requests are received but sends requests to favored answers in a ratio determined by the weight value assigned to that resource.
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- **hashed**—The GSS selects the answer based on a unique value created from information stored in the request. The GSS supports two hashed balance methods. The GSS allows you to apply one or both hashed balance methods to the specified answer group.
  
  - **source-address**—The GSS selects the answer based on a hash value created from the source address of the request.
  
  - **domain-name**—The GSS selects the answer based on a hash value created from the requested domain name.
  
  - **both**—The GSS selects the answer based on both source-address and domain name.

For example, to configure a balance clause for the DNS rule named drule04, enter:

```plaintext
clause 1 ns-group ANSGRP-NS-01 method hashed both
```

To reset the balance clause settings for the DNS rule named drule04 to their defaults, use the `no` form of the `clause` command. For example:

```plaintext
no clause 1 ns-group ANSGRP-NS-01 method hashed both
```

You can create a maximum of three balance clauses that use NS-type answer groups. A second or third balance clause applies only when the preceding clause is unable to provide an answer for the DNS query.

### Configuring Balance Clauses That Use CRA-Type Answer Groups

To create balance clauses for a DNS rule that use CRA-type answer groups, use the `clause number cra-group name` command in the rule configuration mode.

The syntax for this command is:

```plaintext
clause number cra-group name [method boomerang | fragment number | ip-ttl number | max-prop-delay number | pad number | secret key | server-delay number | ttl number]
```

The variables and options for this command are:

- **number**—Specifies the balance clause number (1 or 2). You can specify a maximum of two balance clauses that use CRA-type answers.
**cra-group name**—Specifies the name of a previously created CRA-type answer group.

**method boomerang**—Specifies that the balance method use the boomerang DNS race to determine the best site. See the “DNS Race (Boomerang)” section in Chapter 1, Introducing the Global Site Selector for more information on this balance method type. This is the default setting and cannot be changed.

**fragment number**—(Optional) Specifies the number of address records (A-records) that you want the GSS to return for requests that match the DNS rule. The default is 1 record.

**ip-ttl number**—(Optional) Specifies the maximum number of network hops that should be used when returning a response to a CRA from a match on a DNS rule.

**max-prop-delay number**—(Optional) Specifies the maximum propagation delay, which is the maximum delay (in milliseconds) that is observed before the boomerang server component of the GSS forwards a DNS request to a CRA.

**pad number**—(Optional) Specifies the amount of extra data (in bytes) included with each CRA response packet that is used to evaluate CRA bandwidth and latency when making load-balancing decisions.

**secret key**—(Optional) A text string with a maximum of 64 characters used to encrypt critical data sent between the GSS boomerang server and CRAs. This key must be the same for each configured CRA.

**server-delay number**—(Optional) Specifies the maximum delay (in milliseconds) that is observed before the boomerang server component of the GSS returns the address of its “last gasp” server as a response to the requesting name server.

**ttl number**—(Optional) Specifies the duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer. Valid entries are 0 to 604,800 seconds. The default is 20 seconds.

For example, to configure a balance clause for the DNS rule named drule06, enter:

```
gssm1.example.com(config-gslb-rule[rule-name])# clause 1 cra-group ANSGRP-CRA-01 fragment 2 pad 20
```
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Note

Always follow a balance clause that uses a CRA-type answer group with a balance clause that uses a VIP-type answer group. Doing so ensures that if none of the Content Routing Agents successfully respond to the DNS race request, a “last gasp” server response from the VIP-type balance clause is sent to the requesting name server.

To reset the balance clause settings for the DNS rule named drule06 to their defaults, use the no form of the clause command. For example:

```
gssm1.example.com(config-gslb-rule[rule-name])# no clause 1 cra-group ANSGRP-CRA-01 fragment 2 pad 20
```

You can create a maximum of two balance clauses that use CRA-type answer groups. A second balance clause applies only when the first clause is unable to provide an answer for the DNS query.
Modifying DNS Rules and Balance Clauses

You can use the CLI to modify properties for an existing DNS rule or to modify the properties for the balance clauses within a DNS rule. Refer to the following sections as appropriate:

- Modifying DNS Rule Properties
- Modifying Balance Clause Properties

Modifying DNS Rule Properties

To modify an existing DNS rule:

1. If desired, use the `show gslb-config dns rule name` command to display the current property settings for a dns rule. See the “Displaying DNS Rule Properties” section for more information.

2. To change settings for a DNS rule, use the `dns rule name` command in global server load-balancing configuration mode. The syntax of this command is:

   ```
   dns rule name {owner name | source-address-list name | domain-list name | query {a | all}}:
   ```

   See the “Building DNS Rules” section for details about the variables and options for this command.

3. Make modifications as necessary to the DNS rule options.

For example, to change the domain list for an existing DNS rule named drule02, enter:

```
gssm1.example.com(config-gslb)# show gslb-config dns rule drule02

dns rule drule02 owner WEB-SERVICES source-address-list WEB-GLOBAL-LISTS domain-list E-COMMERCE query a clause 1 vip-group ANSGRP6 least-loaded ttl 20 count 2 sticky disable

gssm1.example.com(config-gslb)# dns rule drule02 owner WEB-SERVICES source-address-list WEB-GLOBAL LISTS domain-list SECURITY query a

gssm1.example.com(config-gslb)#
```

```
Modifying Balance Clause Properties

To modify balance clause properties for an existing DNS rule using the CLI:

1. If desired, use the `show gslb-config dns rule name` command to display the current property settings for a dns rule and the balance clauses for that rule. See the “Displaying DNS Rule Properties” section for more information.

2. To change balance clause properties for an existing DNS rule, use the `dns rule name` command in global server load-balancing configuration mode to access the rule configuration mode for the desired rule.

   For example, enter::

   `gssm1.example.com(config-gslb)# dns rule drule02`

   `gssm1.example.com(config-gslb-rule[rule-name])#`

3. To modify balance clause properties, use the `clause` command. The syntax of the clause command varies according to the answer group type (VIP, CRA, or NS) that it uses. Refer to the following sections for clause command syntax based on answer group type:

   - Configuring Balance Clauses That Use VIP-Type Answer Groups
   - Configuring Balance Clauses That Use NS-Type Answer Groups
   - Configuring Balance Clauses That Use CRA-Type Answer Groups

4. Make modifications as necessary to the balance clause variables and options.

   For example, to change the method type for clause 1 of the DNS rule drule02 from “least-loaded” to “round-robin,” enter:

   `gssm1.example.com(config-gslb)# show gslb-config dns rule drule02`

   `dns rule drule02  owner WEB-SERVICES source-address-list WEB-GLOBAL-LISTS domain-list E-COMMERCE query a clause 1 vip-group ANSGRP6 least-loaded ttl 20 count 2 sticky disable`

   `gssm1.example.com(config-gslb)# dns rule drule02`

   `gssm1.example.com(config-gslb-rule[rule-name])# clause 1 vip-group ANSGRP6 method round-robin ttl 20 count 2`
Displaying DNS Rule Properties

Use the `show gslb-config dns rule` command to display the current property settings for all dns rules and balance clauses for each rule.

The syntax of this command is:

```
show gslb-config dns rule [name]
```

The `name` variable specifies the name of a previously created dns rule.

For example, to display the properties for the DNS rule `drule02`, enter:

```
gssm1.example.com(config-gslb)# show gslb-config dns rule drule02
```

dns rule drule02 owner WEB-SERVICES source-address-list WEB-GLOBAL-LISTS domain-list E-COMMERCE query a clause 1 vip-group ANSGRP6 least-loaded ttl 20 count 2 sticky disable
gssm1.example.com(config-gslb)#

Suspending a DNS Rule

If you want to stop requests from being processed by a DNS rule on your GSS, log in to the primary GSSM graphical user interface (GUI) and access the DNS Rules tab. Refer to Suspending a DNS Rule, Chapter 7, Building and Modifying DNS Rules, in the Cisco Global Site Selector GUI-Based Global Server Load-Balancing Configuration Guide for detailed steps.

Reactivating a DNS Rule

If you want to reactivate operation of a suspended DNS rule on your GSS, log in to the primary GSSM graphical user interface (GUI) and access the DNS Rules tab. Refer to Reactivating a DNS Rule, Chapter 7, Building and Modifying DNS Rules, in the Cisco Global Site Selector GUI-Based Global Server Load-Balancing Configuration Guide for detailed steps.
SUSPENDING OR REACTIVATING ALL DNS RULES BELONGING TO AN OWNER

You can group and manage your DNS rules according to an established GSS owner. Using a GSS owner to manage your DNS rules enables you to quickly suspend or activate all rules related to a particular group or department within your organization (for example, HR or Sales) without individually editing each rule that serves that owner.

To suspend or reactivate all DNS rules associated with a GSS owner, use the `owner` command with the `suspend-all-rules` and `activate-all-rules` options.

If desired, use the `show gslb-config dns rule` command to display the currently configured DNS rules and their associated owners. See “Displaying DNS Rule Properties” for more information.

For example, to suspend all DNS rules associated with the owner WEB-SERVICES, enter:

```
gssm1.example.com(config)# gslb
```
```
gssm1.example.com(config-gslb)# owner WEB-SERVICES suspend-all-rules
```

To reactivate all DNS rules associated with the owner WEB-SERVICES, enter:

```
gssm1.example.com(config)# gslb
```
```
gssm1.example.com(config-gslb)# owner WEB-SERVICES activate-all-rules
```
Deleting a DNS Rule

Use the no form of the dns rule command to remove a previously created DNS rule from the GSSM database. Deleting a DNS rule does not delete the source address lists, domain lists, owners, and answer groups associated with the DNS rule.

Caution
Deletions of any kind cannot be undone in the primary GSSM. Before deleting any data that you think you might want to use at a later point in time, perform a database backup of your GSSM. Refer to the Global Site Selector Administration Guide for details.

1. If desired, use the show gslb-config dns rule command to display the current DNS rules. See the Displaying DNS Rule Properties section for more information.

2. Identify the DNS rule you want to delete, then use the no form of the dns rule command to delete the rule.

For example, to delete a DNS rule named RULE1, enter:

```plaintext
gssm1.example.com(config-gslb)# show gslb-config dns rule
...
dns rule RULE1 owner OWNER1 source-address-list Anywhere domain-list www.wonderland.com query a clause 1 vip-group ans-grp1 method ordered ttl 20 count 1 sticky disable
...
gssm1.example.com(config)# gslb

gssm1.example.com(config-gslb)# no dns rule RULE1 owner OWNER1
source-address-list ANYWHERE domain-list WWW.WONDERLAND.COM query A

gssm1.example.com(config-gslb)#
```

Configuring DNS Rule Filters

If you want to configure DNS rule filters on your GSS, log in to the primary GSSM graphical user interface (GUI) and access the DNS Rules tab. Refer to Configuring DNS Rule Filters, Chapter 7, Building and Modifying DNS Rules, in the Cisco Global Site Selector GUI-Based Global Server Load-Balancing Configuration Guide for detailed steps.
Removing DNS Rule Filters

If you want to remove DNS rule filters on your GSS, log in to the primary GSSM graphical user interface (GUI) and access the DNS Rules tab. Refer to Removing DNS Rule Filters, Chapter 7, Building and Modifying DNS Rules, in the Cisco Global Site Selector GUI-Based Global Server Load-Balancing Configuration Guide for detailed steps.

Delegation to GSS Devices

After you configure your GSS devices to connect to your network and create the logical resources (source address lists, domain lists, answers and answer groups, and DNS rules) required for global server load balancing, you can integrate your global server load-balancing device into your network’s DNS infrastructure to deliver user queries to your GSS. To accomplish this integration, you must modify your parent domain’s DNS server to delegate parts of its name space to your GSS devices.

You should carefully review and perform a test of your GSS deployment before making changes to your DNS server configuration that will affect your public or enterprise network configuration.

Modifying your DNS servers to accommodate your GSS devices involves the following steps:

1. Adding name server (NS) records to your DNS zone configuration file that delegates your domain or subdomains to one or more of your GSSs.

2. Adding “glue” address (A) records to your DNS zone configuration file that map the DNS name of each of your GSS devices to an IP address. The A records which define the name servers within the domain are frequently called glue records.

Example 7-1 provides an example of a DNS zone configuration file for a fictitious cisco.com domain that has been modified to delegate primary DNS authority for three domains to two GSS devices. Relevant lines are shown in bold type.

In Example 7-1, the delegated domains are as follows:

- www.cisco.com
- ftp.cisco.com
The GSS devices are as follows:

- gss1.cisco.com
- gss2.cisco.com

**Example 7-1 Sample BIND Zone Configuration File Delegating GSSs**

```
cisco.com. IN SOA ns1.cisco.com. postmaster.cisco.com. ( 2001111001; serial number 36000; refresh 10 hours 3600 ; retry 1 hour 3600000; expire 42 days 360000; minimum 100 hours )

; Corporate Name Servers for cisco.com
IN NS ns1.cisco.com.
IN NS ns2.cisco.com.
ns1 IN A 192.168.157.209
ns2 IN A 192.168.150.100

; Sub-domains delegated to GSS Network
www IN NS gss1.cisco.com.
IN NS gss2.cisco.com.
media IN CNAME www
ftp IN NS gss1.cisco.com.
IN NS gss2.cisco.com.

; "Glue" A records with GSS interface addresses
; Cisco GSS Dallas
gss1 IN A 172.16.2.3
; Cisco GSS London
gss2 IN A 192.168.3.6

When you review this zone file, keep in mind that there are any number of possible GSS deployments that you can use; some deployments may suit your needs and your network better than the example listed. For example, instead of having all subdomains shared by all GSS devices, you may want to allocate specific subdomains to specific GSSs.
Where To Go Next

If you plan to use DNS sticky for your global server load balancing, configure local or global DNS sticky for GSS devices in your network. Refer to Chapter 8, Configuring DNS Sticky for details.

If you plan to use network proximity for your global server load balancing, configure proximity for GSS devices in your network. Refer to Chapter 9, Configuring Network Proximity for details.
Configuring DNS Sticky

This chapter describes how to configure a GSS to support DNS stickiness to answer requests received from client D-proxies. The GSS supports DNS sticky both locally and globally between GSS network peers.

This chapter contains the following major sections:

- DNS Sticky Overview
- DNS Sticky Quick Start Guide
- Synchronizing the GSS System Clock with an NTP Server
- Configuring Sticky Using the Primary GSSM CLI
- Disabling DNS Sticky Locally on a GSS for Troubleshooting

Each GSS supports a comprehensive set of `show` CLI commands to display sticky application mesh statistics for the GSS device. In addition, the primary GSSM GUI displays sticky statistics for the GSS network. Refer to Chapter 12, Displaying GSS Global Server Load-Balancing Statistics for details about viewing sticky statistics.
DNS Sticky Overview

Stickiness, also known as persistent answers or answer caching, enables a GSS to remember the DNS response returned for a client D-proxy and to later return that same answer when the client D-proxy makes the same request. When you enable stickiness in a DNS rule, the GSS makes a best effort to always provide identical A-record responses to the requesting client D-proxy, assuming that the original VIP continues to be available.

For many users browsing a site, being redirected to a new site is transparent. However, customers performing e-commerce or other transactions may experience a break in the connection when redirected, which results in a loss of the e-commerce transaction. Having DNS sticky enabled on a GSS helps to ensure that e-commerce clients remain connected to a particular server for the duration of a transaction, even when the client’s browser refreshes the DNS mapping.

While some browsers allow client connections to remain for the lifetime of the browser instance or for several hours, other browsers may impose a connection limit of 30 minutes before requiring a DNS re-resolution. This time period may not be long enough for a client to complete an e-commerce transaction. A new DNS resolution can then cause the client to connect to a server that is different from the original server, disrupting the transaction. DNS sticky helps to ensure that a client completes a transaction if a DNS re-resolution occurs.

This section includes the following topics on DNS sticky in the GSS:

- Local DNS Sticky
- Sticky Database
- Global DNS Sticky

Local DNS Sticky

With local DNS sticky, each GSS device attempts to ensure that subsequent client D-proxy requests to the same domain name from the same GSS device will be “stuck” to the same location as the first request. DNS sticky guarantees that all requests from a client D-proxy to a particular hosted domain or domain list are given the same answer by the GSS for the duration of a user-configurable sticky inactivity time interval, assuming the answer is still valid.
Each GSS dynamically builds and maintains a local sticky database that is based on the answers that the GSS sends to the requesting client D-proxies. If a subsequent request comes from the same client D-proxy, and the answer in the database is valid, the GSS returns the cached answer to the client D-proxy.

You configure the GSS to perform sticky load-balancing operations by configuring options on DNS rules and balance clauses. You identify the sticky method used by the DNS rule by matching a hosted domain or matching a hosted domain list. When sticking on a domain, the GSS provides the same sticky answer to all requests from a client D-proxy for that domain. When sticking on a domain list, the GSS provides the same sticky answer to all requests from a client D-proxy for all domains in that domain list.

Before returning a sticky answer to a client, the GSS verifies the keepalive status. If the resource is:

- Available (online state), the GSS uses this answer for the DNS response sent back to the D-proxy.
- Available (online state) but the VIP corresponding to the answer is overloaded, the GSS continues to use this answer for the DNS response sent back to the D-proxy. Sticky always takes precedence over an exceeded load threshold in the associated DNS rule.
- Unavailable (offline state), the GSS selects a new answer and inserts this answer into the sticky database, replacing the previous answer.

**Sticky Database**

The sticky database provides the core intelligence for all DNS sticky-based decisions made by a GSS, on a local or global level. The GSS collects requests from the client D-proxies and stores these requests in memory as the sticky database. Requests may be identified by the IP address of the client D-proxy or a database ID representing a list of D-proxy IP addresses (configured as a sticky group, see the “Creating Sticky Groups” section). The D-proxy IP address may also be some form of a sticky global netmask if the global subnet mask is set to a value other than the default of 255.255.255.255.
The sticky database stores the answer to each request that the DNS rule matches, which may be for a single domain (including wildcard expressions) or a configured list of domains. These components comprise each sticky database key that the GSS uses for the look up, storage, and persistence of stickiness for DNS responses.

The primary GSSM supports the creation of sticky groups which allow you to configure multiple blocks of D-proxy IP addresses that each GSS device stores in its sticky database as a single entry. Instead of multiple sticky database entries, the GSS uses only one entry in the sticky database for multiple D-proxies. The GSS treats all D-proxies in a sticky group as a single D-proxy.

All entries in the sticky database age-out based on a user-specified global sticky inactivity timeout value. The sticky inactivity timeout value identifies the time period that an answer remains valid in the sticky database. Every time the GSS returns an answer to the requesting client, the GSS resets the expiration time of the answer to this value. When the sticky inactivity timeout value elapses without the client requesting the answer, the GSS identifies the answer as invalid and purges it from the sticky database. You can specify a global sticky inactivity timeout default value for the GSS or modify the inactivity timeout value for each DNS rule.

---

**Note**

The sticky inactivity timeout is accurate to within five minutes of the specified value. Each entry will persist in the sticky database for the configured sticky inactivity timeout value, and may remain in the sticky database for no longer than five minutes past the specified value.

---

Upon receiving a DNS request, the GSS searches the sticky database for a matched entry based on the combination of D-proxy IP address (or sticky group ID) and requested hosted domain or domain list information in the request. If the GSS finds a matched entry (a hit), the GSS returns the original DNS answer to the requesting D-proxy and the GSS resets the user-configured sticky inactivity timeout to its starting value. If the GSS does not find a matched entry (a miss), the GSS does not return a sticky answer but, instead, performs normal load balancing for the request to locate a new answer and add the new entry into the sticky database.

The GSS supports a maximum of 400,000 entries in the sticky database. When the total number of entries in the sticky database reaches 400,000, the GSS automatically removes entries from the database based on the lowest percentage of time remaining.
Global DNS Sticky

This section provides an overview of the global DNS sticky function and the behavior of GSS devices operating in a peer mesh. It includes the following topics:

- GSS Sticky Peer Mesh
- Sticky Mesh Conflict Resolution
- Communicating in the Sticky Peer Mesh

GSS Sticky Peer Mesh

With global DNS sticky enabled, each GSS device in the network shares sticky database answers with the other GSS devices in the network, operating as a fully connected peer-to-peer mesh. Each GSS device in the mesh stores the requests and responses from client D-proxies in its own local database, and shares this information with the other GSS devices in the network. As a result, subsequent client D-proxy requests to the same domain name to any GSS in the network causes the client to be “stuck”.

When one GSS device in the mesh receives a query from a client for a hosted domain or domain list, global sticky enables each GSS in the network to make a best effort attempt to return the same answer to the requesting client. This action is performed regardless of which GSS in the network is selected to answer the first and subsequent requests. The individual GSS devices work together to maintain a global sticky database across the network.

Each GSS in the peer mesh receives updates from the other peers and sends local changes to its remote peers. The GSS devices share the following information with the other GSS devices in the peer mesh:

- The sticky database lookups performed
- The persistent answers provided in the response
- The related time stamp and sticky inactivity timeout details
Each GSS sends updates to its remote GSS peers when any of the following events occur:

- A D-proxy request arrives at a GSS with no previous database entry. The GSS returns a new answer to the requesting client and enters that answer in its local database.
- A GSS returns a previous answer to the requesting client. The GSS resets the expiration time for the answer to its original sticky inactivity timeout value.
- The GSS finds an existing answer in the sticky database but a keepalive determines that the answer is nonresponsive (offline). In this case, the GSS uses the DNS rule to choose a new answer, overriding the previous answer in the sticky database, and communicates this answer to all peers.
- You use the **sticky database delete** CLI command to delete one or more entries from the sticky database.

A GSS does not send information to its peers when purging an answer from the sticky database due to reaching the normal sticky inactivity timeout or due to a sticky database overflow. Each GSS in the mesh performs is expected to perform this task independently.

When a local GSS node receives information from one of its peers in the network, that GSS performs a lookup of each received data entry in its local sticky database. Based on the results of the lookup, the GSS performs one of the following actions:

- If the GSS does not find the entry in its sticky database, the GSS adds the answer to its local sticky database.
- If the GSS finds the same entry in its sticky database, the GSS resets the expiration time for the answer to the initial sticky inactivity timeout value.

The GSS supports encryption of all inter-GSS communications to maintain the integrity of the sticky database information transferred among the mesh peers. Each GSS uses the Message Digest 5 (MD5) based hashing method to encrypt the application data sent throughout the mesh.

To authenticate communication between GSS devices in the mesh to prevent unauthorized device access, you can specify a secret string that is used by all GSS devices in the mesh. The secret string provides a key for authentication between GSS devices as well as for encryption (if enabled). Each local GSS uses the Challenge Handshake Authentication Protocol (CHAP) method to establish a connection with a remote peer.
**Sticky Mesh Conflict Resolution**

In some instances, two or more GSS devices in the mesh may answer the same sticky request at the same time. When GSS devices communicate their updates to each peer, the recipient detects a conflict. Conflicts are resolved in the peer network by each GSS keeping the record with the greatest expiration time stamp, that is, the newest record. If the conflicting entries have identical time stamps, the GSS uses the entry containing the most recently configured answer based on configuration ID.

Conflicts are far more likely to occur when multiple requests are grouped by domain list, or when you group D-proxy clients by a sticky mask or by sticky group. For example, if you configure a DNS rule for domains A and B, one client may request GSS 1 for domain A, while a second client may make a request for domain B. If the GSS receives both requests at the same time, the two clients may receive different answers.

You can reduce global sticky mesh conflicts if you:

- Configure sticky DNS rules for one domain only. Avoid using the `domain-list` option for the sticky method unless absolutely necessary.
- Avoid the use of domain wildcards. Wildcard domains pose the same issue as domain lists.
- Avoid the use of low DNS `ttl` values in a sticky balance clause. Setting the `ttl` value of each sticky balance clause to a high value allows the sticky database to synchronize answers before the client D-proxy attempts to re-resolve the answer.
Communicating in the Sticky Peer Mesh

To successfully pass packets between GSS peers in the sticky mesh, ensure the following requirements are met:

- Synchronize the system clock of each GSS device in the mesh with a Network Time Protocol (NTP) server. If a GSS system clock is out of synchronization with the other GSS peers (by a value greater than a three minutes), that GSS ignores update messages from other GSS devices until you synchronize its system clock. See the “Synchronizing the GSS System Clock with an NTP Server” section for details.

- Each GSS in the peer mesh has the same global subnet mask values. A GSS will drop all global sticky messages received from a GSS with a different subnet mask. A difference in global sticky masks on a peer would occur only if a configuration change were made on the primary GSSM and the peer did not receive the change due to a network failure. See the “Configuring DNS Sticky” section for details.

- Each GSS in the peer mesh has the same version of GSS software.

If these conditions are not met, a GSS cannot properly receive or send packets with the other GSS peers in the sticky mesh.

A GSS leaves and rejoins the global sticky mesh when you perform one of the following actions:

- Enter a `gss restart` command to restart the GSS software on the local GSS node.
- Enter the `sticky stop` and `sticky start` command sequence on the local GSS node.
- Enter a `reload` command to perform a cold restart of the local GSS node.
- Enter the `enable global` command in sticky properties configuration mode.
Upon reentry into the mesh, the GSS attempts to load the sticky database from a peer GSS. The GSS uses the shortest round-trip time (RTT) to prioritize from which peer to request the database update. If a GSS peer is unavailable, the GSS locally restores the sticky database from the last available periodic database dump file. The GSS restores the sticky database from the database dump file anytime it rejoins the mesh and cannot retrieve a database from a GSS peer in the mesh. When the load is complete, the local database on the GSS device contains a full version of the sticky database.

If you want the local GSS node to attempt synchronization with a specific GSS peer upon reentry into the sticky mesh, you can identify a favored GSS peer for that GSS device. By identifying a favored GSS peer, you can also reduce network issues with peer synchronization, which typically generate a burst of network traffic. In this case, direct network traffic to a peer other than the GSS identified as being the closest (with the shortest round-trip time).

When you identify a favored peer, upon reentry into the mesh, the local GSS node always attempts to first synchronize its sticky database entries with the favored GSS peer. If the GSS favored peer is unavailable, the local GSS node queries the remaining mesh peers to find the closest up-to-date sticky database.

Network connectivity issues, GSS devices leaving and rejoining the mesh, and GSS device restarts have a minor impact on the synchronization of the sticky database. Sticky database entries always reconverge based on their usage and the user-configurable sticky inactivity timeout values.
Logging in to the CLI and Enabling Privileged EXEC Mode

To log in and enable privileged EXEC mode in the GSS, you must be a configured user with admin privileges. Refer to the Cisco Global Site Selector Administration Guide for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.

   If you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the Cisco Global Site Selector Getting Started Guide.

2. Specify your GSS administrative username and password to log in to the GSSM. The CLI prompt appears.

   gssm1.example.com>

3. At the CLI prompt, enable privileged EXEC mode as follows:

   gssm1.example.com> enable
   gssm1.example.com#
Table 8-1 provides a quick overview of the steps required to configure the GSS for DNS sticky operation, both local and global DNS sticky. Each step includes the primary GSSM command required to complete the task. For the procedures to configure the GSS for DNS sticky, see the sections that follow the table.

Table 8-1  DNS Sticky Configuration Quick Start

<table>
<thead>
<tr>
<th>Task and Command Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If you are using global sticky with multiple GSS devices, log in to the CLI of each GSS in the mesh, enable privileged EXEC mode, and synchronize its system clock with an NTP server.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td>gssm1.example.com&gt; enable</td>
</tr>
<tr>
<td>gssm1.example.com# config</td>
</tr>
<tr>
<td>gssm1.example.com(config)# ntp-server 172.16.1.2 172.16.1.3</td>
</tr>
<tr>
<td>gssm1.example.com(config)# ntp enable</td>
</tr>
<tr>
<td>2. Enter the global server load-balancing configuration mode.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td>gssm1.example.com(config)# gslb</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb)#</td>
</tr>
<tr>
<td>3. Use the sticky-properties command to enter the sticky properties configuration mode.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb)# sticky-propertie</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb-stkyprop)#</td>
</tr>
<tr>
<td>4. From the sticky properties configuration mode, enable sticky and specify a mode (global or local).</td>
</tr>
<tr>
<td>For example, to enable global DNS sticky for the GSS network, enter:</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb-stkyprop)# enable global</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb-stkyprop)# exit</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb)#</td>
</tr>
</tbody>
</table>
5. Configure default DNS sticky configuration and inter-GSS global sticky mesh settings using any of the following commands in sticky properties configuration mode. Refer to the “Configuring DNS Sticky” section for a complete description of these settings. You can configure:

- **encryption**—Enables or disables the encryption of data transmitted by GSS devices in the mesh. Valid options are:
  - **enable**—Enables the encryption of data transferred between GSS peers in the mesh.
  - **key name**—Provides a secret string a key for authentication between GSS devices as well as for encryption (if enabled).

- **mask netmask**—Specifies a global subnet mask that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of clients that the sticky database can support.

- **timeout seconds**—Specifies the maximum time period that an unused answer remains valid in the sticky database.

- **favored-peer**—If you want a local GSS device to attempt synchronization with a specific favored GSS peer upon reentry into the sticky mesh, specify a GSS device and a favored GSS peer (a different GSS device) combination for each local GSS device in the mesh.

For example:

```bash
  gssm1.example.com(config-gslb-stkyprop)# enable global
  gssm1.example.com(config-gslb-stkyprop)# encryption key SECRETKEY
  gssm1.example.com(config-gslb-stkyprop)# timeout 120
  gssm1.example.com(config-gslb-stkyprop)# exit
```

6. Develop your DNS rule using the **dns rule** command.

For example:

```bash
  gssm1.example.com(config)# gslb
  gssm1.example.com(config-gslb)# dns rule drule02 owner WEB-SERVICES source-address-list WEB-GLOBAL-LISTS domain-list E-COMMERCE query A
  gssm1.example.com(config-gslb-rule[rule-name])#``
7. Use the `sticky method` command to define how the GSS supports DNS stickiness in a DNS rule (by domain or domain-list).
   For example:
   ```
gssm1.example.com(config-gslb-rule[rule-name])# sticky method domain
   gssm1.example.com(config-gslb-rule[rule-name])#
   ```

8. If you want to override the global timeout value set for the DNS rule, specify a new `timeout` value.
   For example:
   ```
gssm1.example.com(config-gslb-rule[rule-name])# sticky method domain timeout 250
   gssm1.example.com(config-gslb-rule[rule-name])#
   ```

9. Use the `clause` command to configure balance clause 1 for the DNS rule and the `sticky enable` option to enable sticky for the DNS rule.
   For example:
   ```
gssm1.example.com(config-gslb-rule[rule-name])# clause 1
   vip-group ANSGRP-VIP-01 sticky enable
   gssm1.example.com(config-gslb-rule[rule-name])#
   ```
10. Optionally configure other clause command settings as appropriate. Refer to the “Adding Sticky to a DNS Rule that uses VIP-Type Answer Groups” section for a complete description of these settings. You can configure:

- **count number**—Specifies the number of address records (A-records) that you want the GSS to return for requests that match the DNS rule.

- **ttl number**—Specifies the duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer.

- **method**—(Optional) Specifies the method type for each balance clause. Method types are:
  - **round-robin**—The GSS cycles through the list of answers that are available as requests are received. This is the default.
  - **ordered**—The GSS selects an answer from the list based on precedence
  - **least-loaded**—The GSS selects an answer based on the load reported by each VIP in the answer group.
  - **weighted-round-robin**—The GSS cycles through the list of answers that are available as requests are received but sends requests to favored answers in a ratio determined by the weight value assigned to that resource.
  - **hashed**—The GSS selects the answer based on a unique value created from information stored in the request. Valid hashed method types are: `source-address`, `domain-name`, or `both`.

For example:

```bash
gssm1.example.com(config-gslb-rule[rule-name])# clause 1
vip-group ANSGRP-VIP-01 sticky enable ttl 30 method ordered
gssm1.example.com(config-gslb-rule[rule-name])#
```
Table 8-1  DNS Sticky Configuration Quick Start (continued)

<table>
<thead>
<tr>
<th>Task and Command Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>11.</strong> Using the <code>clause</code> command, repeat steps 9 and 10 for clause 2.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td><code>gssm1.example.com(config-gslb-rule[rule-name])# clause 2</code></td>
</tr>
<tr>
<td><code>vip-group ANSGRP-VIP-02 sticky enable ttl 60 method least-loaded</code></td>
</tr>
<tr>
<td><code>gssm1.example.com(config-gslb-rule[rule-name])#</code></td>
</tr>
<tr>
<td><strong>Note</strong> The GSS prevents you from enabling sticky on balance clause 2 if you do not first enable sticky on balance clause 1. This restriction is also true if you attempt to enable sticky on balance clause 3 without first configuring sticky on balance clause 2.</td>
</tr>
<tr>
<td><strong>12.</strong> Reenter the <code>clause</code> command for clause 3, then repeat steps 9 and 10.</td>
</tr>
<tr>
<td><strong>13.</strong> (Optional) To group multiple D-proxy IP addresses as a single entry in the sticky database, exit from the rule configuration mode, then use the <code>sticky group</code> command in global server load-balancing mode.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td><code>gssm1.example.com(config-gslb-rule[rule-name])# exit</code></td>
</tr>
<tr>
<td><code>gssm1.example.com(config-gslb)# sticky group StickyGroup1 ip 192.168.3.0 netmask 255.255.255.0</code></td>
</tr>
</tbody>
</table>
Synchronizing the GSS System Clock with an NTP Server

If you are using global sticky in your GSS network, you must synchronize the clocks of all GSS devices in the mesh to enable a GSS to communicate with the other GSS devices in the peer mesh. If a GSS system clock is out of synchronization with the other GSS peers (by a value greater than three minutes), that GSS will ignore update messages from other GSS devices until you synchronize its system clock.

We strongly recommend that you synchronize the system clock of each GSS in the mesh with a Network Time Protocol (NTP) server. NTP is a protocol designed to synchronize the clocks of computers over a network with a dedicated time server.

You must specify the NTP servers for each GSS device operating in the global mesh before you enable DNS sticky for those devices from the primary GSSM. This sequence ensures that the clocks of each GSS device are synchronized before they join the global sticky peer mesh.

Note
For details on logging in to a GSS device and enabling privileged EXEC mode at the CLI, refer to the “Logging in to the CLI and Enabling Privileged EXEC Mode” section.

Use the **ntp-server** global configuration mode command to specify one or more NTP servers for GSS clock synchronization. The syntax for this CLI command is:

```
ntp-server ip_or_host
```

The *ip_or_host* variable specifies the IP address or host name of the NTP time server in your network that provides the clock synchronization. You can specify a maximum of four IP addresses or host names. Enter the IP address in dotted-decimal notation (for example, 172.16.1.2) or a mnemonic host name (for example, myhost.mydomain.com).

Use the **ntp enable** global configuration mode command to enable the NTP service. The syntax of this CLI command is:

```
ntp enable
```
This example shows how to specify the IP addresses of two NTP time servers for a GSS device and to enable the NTP service:

```
gssm1.example.com> enable
gssm1.example.com# config
gssm1.example.com(config)# ntp-server 172.16.1.2 172.16.1.3

gssm1.example.com(config)# ntp enable
```

## Configuring Sticky Using the Primary GSSM CLI

This section describes how to configure GSS devices for DNS sticky operation, add stickiness to a DNS rule on the primary GSSM, and manage the sticky database. It includes the following procedures:

- Configuring DNS Sticky
- Enabling Sticky in a DNS Rule
- Creating Sticky Groups
- Deleting Entries from the Sticky Database
- Dumping Sticky Database Entries
- Running a Periodic Sticky Database Backup
- Loading Sticky Database Entries

## Configuring DNS Sticky

The GSS includes a set of DNS sticky settings that function as the default values used by the GSS network when you enable sticky in a DNS rule.

From global server load-balancing configuration mode, use the `sticky-properties` command to enter the sticky properties configuration mode. In the sticky properties configuration mode, you can issue commands to enable sticky and modify the DNS sticky settings for the GSS network. Sticky settings are applied as soon as you exit from the sticky properties configuration mode or enter a new mode.
To enable sticky and configure the sticky settings from the sticky properties configuration mode, specify one or more of the following commands:

- **enable**—Enables DNS sticky for the global or local level. Valid options are:
  - **global**—Enables global DNS sticky for each active GSS device across the entire GSS mesh. With global DNS sticky, all local sticky features are in operation and each GSS device in your network shares answers between peer GSS devices in a peer mesh. The peer mesh attempts to ensure that if any of the GSS devices in the mesh receives the same question, then the same answer is returned to the requesting client D-proxy.
  - **local**—Enables DNS sticky for each active GSS device on a local level only. Each GSS attempts to ensure that subsequent requests for the same domain name are “stuck” to the same location as the first request. Sticky database information is not shared between GSS devices in the GSS mesh.

- **encryption**—Enables or disables the encryption of data transmitted by GSS devices in the mesh. This command is valid only if the **global** command is enabled. The GSS support encryption of all inter-GSS communications to maintain the integrity of the sticky database information transferred among the mesh peers. This command is disabled by default (data is transmitted in clear text). Valid options are:
  - **enable**—Enables the encryption of data transferred between GSS peers in the mesh. Each GSS uses the Message Digest 5 (MD5) based hashing method to encrypt the application data sent throughout the mesh.
  - **key name**—(Optional) Provides a secret string a key for authentication between GSS devices as well as for encryption (if enabled). Enter a unique alphanumeric name, with a maximum of 31 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **mask netmask**—Specifies a global subnet mask that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of clients that the sticky database can support. This mask is applied to the client source IP address before accessing the sticky database. Enter the subnet mask in dotted-decimal notation (for example, 255.255.255.0). The default global mask is 255.255.255.255.
When you define a DNS sticky group for incoming D-proxy addresses (see the “Creating Sticky Groups” section) and the incoming D-proxy address does not match any of the entries in a defined DNS sticky group, the GSS uses this global netmask value to calculate a grouped D-proxy network address.

- **timeout seconds**—Specifies the maximum time period that an unused answer remains valid in the sticky database. This value defines the sticky database entry age-out process. Every time the GSS returns an answer to the requesting client D-proxy, the GSS resets the expiration time of the answer to this value. When the sticky timeout value elapses without the client again requesting the answer, the GSS identifies the answer as invalid and purges it from the sticky database. Enter a value from 15 to 10080 minutes (168 hours), specified in 5 minute intervals (15, 20, 25, 30, up to 10080). The default value is 60 minutes.

You can also individually set the **timeout** value for each DNS rule. When you set a **timeout** value for a DNS rule, that value overrides the global **timeout** value.

---

**Note**

The sticky timeout is accurate to within five minutes of the specified value. Each entry will persist in the sticky database for the configured sticky timeout value, and may remain in the sticky database for no longer than five minutes past the specified value.

- **favored-peer**—If you want a local GSS device to attempt synchronization with a specific GSS peer upon reentry into the sticky mesh, specify a favored peer for each local GSS device in the mesh. By specifying a favored GSS peer, you can also reduce network issues with peer synchronization, which typically generate a burst of network traffic. In this case, you can direct network traffic to a peer other than the GSS identified as being the closest (with the shortest round-trip time). This command is valid only if you enable the **global** option. Specify:
  - **GSS**—Specifies the name of the local GSS device that will be associated with a favored peer GSS device. The peer GSS device is the name of another GSS device that you specify in the **GSS-peer** variable.
  - **GSS-peer**—Specifies the name of the favored GSS peer that is to be associated with the GSS device name specified as the **GSS** variable.

Reenter the **favored-peer** command as many times as required to assign favored GSS peers to the GSS devices in the sticky mesh.
A GSS joins the mesh when any of the following occur:

- A reload
- A power up
- When you issue a `gss stop` and `gss start` command sequence
- When you issue a `reload` command
- When you issue a `sticky stop` and `sticky start` command sequence
- When you enable the `global` option.

Upon reentry into the mesh, the local GSS device first attempts to synchronize its sticky database entries with its favored GSS peer. If the favored peer is unavailable, the GSS queries the remaining mesh peers to find the closest up-to-date sticky database (with the shortest round-trip time).

For example, assume there are four GSS devices in a mesh (gss_1, gss_2, gss_3, and gss_4), and both gss_1 and gss_2 are in the bootup process. You can direct local device gss_1 to gss_3 as its GSS peer, and direct local device gss_2 to gss_4 as its GSS peer. The identification of favored GSS peers in the mesh can prevent those GSS devices that are booting from waiting for another database request to complete before their database synchronization request can be serviced.

If you do not specify any favored GSS peers, the GSS uses the shortest round-trip time to prioritize which peers to request a database update.

- **mask netmask**—Specifies a global subnet mask that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of clients that the sticky database can support. This mask is applied to the client source IP address before accessing the sticky database. Enter the subnet mask in dotted-decimal notation (for example, `255.255.255.0`). The default global mask is `255.255.255.255`.

When you define a DNS sticky group for incoming D-proxy addresses (see the “Creating Sticky Groups” section) and any incoming D-proxy address does not match any of the entries in a defined DNS sticky group, the GSS uses this global netmask value to calculate a grouped D-proxy network address.

- **timeout minutes**—Specifies the maximum time period that an unused answer remains valid in the sticky database. This value defines the sticky database entry age-out process. Every time the GSS returns an answer to the requesting client D-proxy, the GSS resets the expiration time of the answer to this value. When the sticky timeout value elapses without the client again requesting the
answer, the GSS identifies the answer as invalid and purges it from the sticky database. Enter a value from 15 to 10080 minutes (168 hours), specified in 5 minute intervals (15, 20, 25, 30, up to 10080). The default value is 60 minutes.

You can also individually set the `timeout` value for each DNS rule. When you set a `timeout` value for a DNS rule, that value overrides the global `timeout` value.

**Note** The sticky timeout is accurate to within five minutes of the specified value. Each entry will persist in the sticky database for the configured sticky timeout value, and may remain in the sticky database for no longer than five minutes past the specified value.

For example, to enable global stickiness and specify encryption key and timeout values, enter:

```
    gssm1.example.com(config-gslb)# sticky-properties
    gssm1.example.com(config-gslb-stkyprop)# enable global
    gssm1.example.com(config-gslb-stkyprop)# encryption key SECRETKEY
    gssm1.example.com(config-gslb-stkyprop)# timeout 120
    gssm1.example.com(config-gslb-stkyprop)# exit
```

To reset a stickiness setting to its default, use the `no` form of the command. For example, enter:

```
    gssm1.example.com(config-gslb-stkyprop)# no timeout 120
    gssm1.example.com(config-gslb-stkyprop)# no mask 255.255.255.0
    gssm1.example.com(config-gslb-stkyprop)# exit
    gssm1.example.com(config-gslb)#
```
Enabling Sticky in a DNS Rule

This section includes the following topics:
- Sticky DNS Rule Overview
- Adding Sticky to a DNS Rule that uses VIP-Type Answer Groups

Sticky DNS Rule Overview

After you enable DNS sticky and configure sticky settings, you add stickiness to a DNS rule using the **sticky method** and **clause** commands in rule configuration mode. The GSS supports DNS stickiness in a DNS rule on either a matching domain (**domain** option) or on a matching domain list (**domain-list** option). The domain and domain-list sticky methods instruct the GSS that all requests from a client D-proxy for a matching hosted domain or domain list are to be given the same answer for the duration of a user-configurable sticky time period.

Enabling sticky in a DNS rule clause causes the GSS to look up in the sticky database for a matched entry based on a combination of D-proxy IP address and requested domain information, and if the answer is found, to return the answer as the DNS response to the requesting D-proxy. If the answer is in the offline state, or the GSS does not find the answer, it evaluates the balance method clauses in the DNS rule to choose a new answer.

You can configure sticky individually for each balance clause in a DNS rule. However, the GSS prevents you from enabling sticky on balance clause 2 if you do not first enable sticky on balance clause 1. This restriction is also true if you attempt to enable sticky on balance clause 3 without first configuring sticky on balance clause 2.

**Note**

If you use DNS sticky and network proximity in your DNS rule, stickiness always takes precedence over proximity. When a valid sticky answer exists for a given DNS rule match, the GSS does not consider proximity when returning an answer to a client D-proxy.
Adding Sticky to a DNS Rule that uses VIP-Type Answer Groups

To add sticky to a DNS rule that uses VIP-type answer groups:

1. If you have not already done so, enable local or global DNS sticky. See the “Configuring DNS Sticky” section for details.

2. Develop your DNS rule using the `dns rule` command, as described in the “Building DNS Rules” section of Chapter 7, Building and Modifying DNS Rules.

3. To define how the GSS supports DNS stickiness in a DNS rule, use the `sticky method` command, with one of the following options:
   - `domain`—Enables DNS stickiness on a domain. For all requests from a single D-proxy, the GSS sends the same answer for a domain. For rules matching on a domain wildcard (for example, *.cisco.com), entries are stuck together using the global configuration ID assigned to the wildcard. The GSS does not attempt to distinguish the individual domains that match the wildcard.
   - `domain-list`—Enables DNS stickiness on a matching domain list. The GSS groups all domains in the domain list and treats them as a single hosted domain. The GSS treats wildcards in domain lists the same as non-wildcard domains.

4. To override the global timeout value set for a DNS rule, specify a new `timeout` value. Enter the maximum time interval that can pass without the sticky database receiving a lookup request for an entry. Every time the GSS returns an answer to the requesting client D-proxy, the GSS resets the expiration time of the answer to this value. When the sticky timeout value elapses without the client again requesting the answer, the GSS identifies the answer as invalid and purges it from the sticky database. Enter a value from 15 to 10080 minutes, defined in 5 minute intervals (15, 20, 25, 30 up to 10080).
For example, enter:

```
gssml.example.com(config-gslb)# dns rule drule02
```
```
gssml.example.com(config-gslb-rule[rule-name])# sticky method
```
```
domain timeout 250
```
```
gssml.example.com(config-gslb-rule[rule-name])#
```

**Note**  The sticky **timeout** is accurate to within five minutes of the specified value. Each entry will persist in the sticky database for the configured sticky timeout value, and may remain in the sticky database for no longer than five minutes past the specified value.

5. Configure balance clause 1 using the `clause number vip-group name` command in the rule configuration mode. The syntax for this command is:

```
clause number vip-group name [count number | sticky {enable | disable} |
ttl number | method {round-robin | least-loaded | ordered | weighted-round-robin | hashed {domain-name | source-address | both}}]
```

The variables and options for this command are:

- `number`—Specifies the balance clause number (1, 2, or 3). You can specify a maximum of three balance clauses that use VIP-type answers.
- `vip-group name`—Specifies the name of a previously created VIP-type answer group.
- `count number`—(Optional) Specifies the number of address records (A-records) that you want the GSS to return for requests that match the DNS rule. The default is 1 record.
- `sticky`—(Optional) Specify `enable` to activate sticky for the clause. Specify `disable` (the default) to deactivate sticky for the clause. To specify `enable`, make sure that the `sticky method` option (see step 3.) is set to `domain` or `domain-list`.
- `ttl number`—(Optional) Specifies the (time to live) duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer. Valid entries are 0 to 604,800 seconds. The default is 20 seconds.
- `method`—(Optional) Specifies the method type for each of your balance clauses. Method types are:
  - `round-robin`—The GSS cycles through the list of answers that are available as requests are received. This is the default setting.
– **least-loaded**—The GSS selects an answer based on the load reported by each VIP in the answer group. The answer reporting the lightest load is chosen to respond to the request. The least-loaded option is available only for VIP-type answer groups that use a KAL-AP keepalive.

– **ordered**—The GSS selects an answer from the list based on precedence; answers with a lower order number are tried first, while answers further down the list are tried only if preceding answers are unavailable to respond to the request. The GSS supports gaps in numbering in an ordered list.

**Note**

For answers that have the same order number in an answer group, the GSS will only use the first answer that contains the number. We recommend that you specify a unique order number for each answer in an answer group.

– **weighted-round-robin**—The GSS cycles through the list of answers that are available as requests are received but sends requests to favored answers in a ratio determined by the weight value assigned to that resource.

– **hashed**—The GSS selects the answer based on a unique value created from information stored in the request. The GSS supports two hashed balance methods. The GSS allows you to apply one or both hashed balance methods to the specified answer group. Enter one:
  * **source-address**—The GSS selects the answer based on a hash value created from the source address of the request.
  * **domain-name**—The GSS selects the answer based on a hash value created from the requested domain name.
  * **both**—The GSS selects the answer based on both source-address and domain name.

6. Using the **clause** command, repeat the configuration process for clauses 2 and 3.
Note

The GSS prevents you from enabling sticky on clause 2 if you do not first enable sticky on clause 1. This restriction is also true if you attempt to enable sticky on clause 3 without first configuring sticky on clause 2.

For example, to set up balance clauses 1 and 2 with stickiness for the previously created DNS rule named drule02, enter:

```
gssm1.example.com(config-gslb)# dns rule drule02
gssm1.example.com(config-gslb-rule[rule-name])# clause 1 vip-group ANSGRP-VIP-01 sticky enable method ordered
gssm1.example.com(config-gslb-rule[rule-name])# clause 2 vip-group ANSGRP-VIP-02 sticky enable method least-loaded
```

To delete a balance clause, use the `no` form of the `clause` command. For example, enter:

```
gssm1.example.com(config-gslb-rule[rule-name])# no clause 2 vip-group ANSGRP-VIP-02 sticky enable method least-loaded
gssm1.example.com(config-gslb-rule[rule-name])#
```
Chapter 8      Configuring DNS Sticky

Creating Sticky Groups

The primary GSSM supports the creation of sticky groups. A sticky group allows you to configure multiple blocks of D-proxy IP addresses that each GSS device stores in its sticky database as a single entry. Instead of multiple sticky database entries, the GSS uses only one entry in the sticky database for multiple D-proxies. The GSS treats all D-proxies in a sticky group as a single D-proxy.

This section includes the following topics:

- DNS Sticky Group Overview
- Creating a DNS Sticky Group
- Deleting a Sticky Group IP Address Block
- Deleting a Sticky Group

DNS Sticky Group Overview

Create sticky groups from the primary GSSM CLI to obtain better scalability of your configuration and to allow for ease of sticky group creation through automation scripts. The primary GSSM supports a maximum of 800 sticky groups. Each sticky group contains one to 30 blocks of IP addresses and subnet masks (in dotted-decimal notation).

The grouping of D-proxy IP addresses in the sticky database provides you with a method to address proxy hopping. Certain ISPs rotate their D-proxies. A user's browser may use DNS server A to resolve a hostname, and later use DNS server B to resolve the same name. This technique, referred to as proxy hopping, has implications for sticky because the DNS sticky function remembers the client's D-proxy IP address and not the IP address of the actual client. In this case, rotating D-proxies appear to the GSS as unique clients. Sticky grouping provides you with a mechanism to globally group sets of D-proxies together to solve this proxy hopping problem.

In addition to creating DNS sticky groups of multiple D-proxy IP addresses from the CLI, you can configure a global netmask to uniformly group contiguous D-proxies (see the “Configuring DNS Sticky” section). The global netmask is used by the GSS device when no DNS sticky group matches the incoming D-proxy address. The GSS uses the full incoming D-proxy IP address (255.255.255.255) and the global netmask as the key to look up in the DNS sticky database. The default global mask is 255.255.255.255.
Figure 8-1 illustrates how through DNS sticky group entries 192.168.9.0 255.255.255.0 and 172.16.5.1 255.255.255.255, the DNS requests from D-proxies 192.168.9.2, 192.168.9.3, and 172.16.5.1 all map to the identified group name, **StickyGroup1**. If no match is found in the sticky group table for an incoming D-proxy IP address, the GSS applies a user-specified global netmask to calculate a network address as the database key. In this example, DNS requests from 192.168.2.1 and 192.168.7.2 use the database entries keyed as 192.168.2.0 and 192.168.7.0 with a specified global netmask of 255.255.255.0.
Creating a DNS Sticky Group

To create a DNS sticky group, use the **sticky group** global server load-balancing command from the primary GSSM CLI to identify the name of the DNS sticky group and add an IP address block to the group. Use the **no** form of the command to delete a previously configured IP address block from a sticky group or to delete a sticky group.

You create sticky groups at the CLI of the primary GSSM to obtain better scalability of your configuration and to allow for ease of sticky group creation through automation scripts. The sticky groups are saved in the primary GSSM database and all GSS devices in the network receive the same sticky group configuration. You cannot create sticky groups using the CLI of a standby GSSM or individual GSS devices.

The syntax for this command is:

```
sticky group groupname ip ip-address netmask netmask
```

The options and variables are:

- **groupname**—Enter a unique alphanumeric name for the DNS sticky group with a maximum of 80 characters. Names that include spaces are not allowed.

- **ip ip-address**—The IP address block specified in dotted-decimal notation (for example, 192.168.9.0).

- **netmask netmask**—The subnet mask of the IP address block specified in dotted-decimal notation (for example, 255.255.255.0).

This example shows how to create a sticky group called *StickyGroup1* with an IP address block of 192.168.9.0 255.255.255.0:

```
gssml.example.com# config
gssml.example.com(config)# gslb

gssml.example.com(config-gslb)# sticky group StickyGroup1 ip 192.168.9.0 netmask 255.255.255.0
```

Reenter the **sticky group** command if you want to perform one of the following tasks:

- Add multiple IP address blocks to a DNS sticky group
- Create additional DNS sticky groups

Each sticky group can have a maximum of 30 blocks of defined IP addresses and subnet masks. The GSS prohibits duplication of IP addresses and subnet masks among DNS sticky groups.
Deleting a Sticky Group IP Address Block

To delete a previously configured IP address block from a sticky group, use the `no` form of the `sticky group ip` command. For example:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# no sticky group StickyGroup1 ip 192.168.3.0 netmask 255.255.255.0
```

Deleting a Sticky Group

To delete a sticky group, use the `no` form of the `sticky group` command. For example:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# no sticky group StickyGroup1
```

Deleting Entries from the Sticky Database

You can remove entries from the sticky database of each GSS device by using the `sticky database delete` command. When operating in a global sticky configuration, the result of the `sticky database delete` command propagates throughout the GSS mesh to maintain synchronization between the peers in the GSS network.

⚠️ **Caution**

Use the `sticky database delete all` command in special circumstances when you want to remove all entries from the sticky database in order to have an empty database. Ensure that you want to permanently delete entries from the sticky database before you enter this command. You cannot retrieve sticky database entries once you delete them.

To view the entries in the sticky database to identify the sticky entries that you want to delete, use the `show sticky database` command (refer to the “Displaying Sticky Database Status” section in Chapter 12, Displaying GSS Global Server Load-Balancing Statistics).

Use the `sticky database delete` command to remove entries from the sticky database. The syntax for this command is:
Chapter 8   Configuring DNS Sticky

Configuring Sticky Using the Primary GSSM CLI

sticky database delete {all | answer {name/ip_address} | domain {name} | domain-list {name} | group {name} | inactive minimum {minutes} | maximum {minutes} | ip {ip_address} netmask {netmask} | rule {rule_name}}

The options and variables are:

- **all**—Removes all entries from the sticky database memory. The prompt Are you sure? appears to confirm the deletion of all database entries. Specify y to delete all entries or n to cancel the deletion operation.

- **answer name/ip_address**—Removes all sticky entries related to a particular answer. Specify the name of the answer. If there is no name for the answer, specify the IP address of the sticky answer in dotted-decimal notation (for example, 192.168.9.0).

- **domain name**—Removes all sticky entries related to a domain. Specify the exact name of a previously created domain.

- **domain-list name**—Removes all sticky entries related to a domain list. Specify the exact name of a previously created domain list.

- **group name**—Removes all sticky entries related to a sticky group. Specify the exact name of a previously created sticky group.

- **inactive minimum minutes maximum minutes**—Removes all sticky entries that have not received a lookup request by a client D-proxy in the specified minimum and maximum time interval. Valid entries are 0 to 10100 minutes. If you do not specify a maximum value, the GSS deletes all entries that have been inactive for the specified minimum value or longer. The GSS returns an error if one of the following situations occur:
  - The maximum value is set to a value that is less than the minimum value.
  - The minimum and maximum values are not within the allowable range of values for the sticky inactivity timeout.

- **ip ip_address netmask netmask**—Removes all sticky entries related to a D-proxy IP address and subnet mask. Specify the IP address of the requesting client’s D-proxy in dotted-decimal notation (for example, 192.168.9.0) and specify the subnet mask in dotted-decimal notation (for example, 255.255.255.0).

- **rule ridename**—Removes all sticky entries related to a DNS rule. Specify the exact name of a previously created DNS rule.
For example, to remove the D-proxy IP address 192.168.8.0 and subnet mask 255.255.255.0, enter:

```
gssml.example.com# sticky database delete ip 192.168.8.0 netmask 255.255.255.0
```

### Dumping Sticky Database Entries

The GSS automatically dumps sticky database entries to a backup file on disk approximately every 20 minutes. The GSS uses this backup file to initialize the sticky database upon system restart or reboot to enable the GSS to recover the contents of the database. When global sticky is enabled, the GSS restores from the database dump file any time it reenters the mesh and cannot retrieve the sticky database contents from a GSS peer in the mesh.

If desired, you can dump all entries or selected entries from the sticky database to a named file as a user-initiated backup file. You can then use the `ftp` command in EXEC or global configuration mode to launch the FTP client and transfer the file to and from remote machines.

To view the entire contents of a sticky database XML output file from the GSS, use the `type` command. Refer to the *Cisco Global Site Selector Administration Guide* for details about displaying the contents of a file.

The GSS includes a number of options to provide a level of granularity for dumping entries from the sticky database. The GSS supports binary and XML output formats. Optionally, you can specify the entry type filter to clarify the information dumped from the sticky database.

If you specify a format but do not specify an entry type, the GSS automatically dumps all entries from the sticky database.

If you attempt to overwrite an existing sticky database dump file with the same filename, the GSS displays the following message: Sticky Database dump failed, a file with that name already exists.
Use the `sticky database dump` command to output entries from the sticky database. The syntax for this command is:

```
sticky database dump {filename} format {binary | xml} entry-type {all | group | ip}
```

The options and variables are:

- **filename**—The name of the output file containing the sticky database entries on the GSS disk. This file resides in the `/home` directory.
- **format**—Dumps the sticky database entries in binary or XML format. Select the binary encoding as the format type if you intend to load the contents of the file into the sticky database of another GSS. The valid entries are:
  - **binary**—Dumps the assigned sticky entries in true binary format. This file can be used only with the `sticky database load` command.
  - **xml**—Dumps the assigned sticky entries in XML format. The contents of an XML file includes the data fields and the data descriptions. The contents of this file can be viewed using the `type` command. See `Appendix B, “Sticky and Proximity XML Schema Files”` for information on defining how content appears in output XML files.

**Note**

Dumping sticky database entries in XML format can be a resource intensive operation and may take from two to four minutes to complete depending on the size of the sticky database and the GSS platform in use. We recommend that you do not perform a sticky database dump in XML format during the routine operation of the GSS to avoid a degradation in performance.

- **entry-type**—Specifies the type of sticky database entries to dump. The valid entries are:
  - **all**—Dumps all entries from the sticky database
  - **group**—Dumps all entries that have sticky group IDs from the database
  - **ip**—Dumps all entries that have source IP addresses from the database

This example shows how to dump the D-proxy source IP addresses from the sticky database to the `sdb2004_06_30` file in XML format. For large numbers of entries, progress messages may appear.

```
gssm1.example.com# sticky database dump sdb2004_06_30 format xml entry-type ip
```
Starting Sticky Database dump.

gssm1.example.com# sticky database dump sdb2004_06_30 format xml entry-type ip
Sticky Database dump is in progress...
Sticky Database has dumped 15678 of 34512 entries

gssm1.example.com# sticky database dump sdb2004_06_30 format xml entry-type ip
Sticky Database dump completed. The number of dumped entries: 34512

When the dump finishes, a “completed” message displays and the CLI prompt reappears.

Running a Periodic Sticky Database Backup

You can instruct the GSS to dump sticky database entries to an output file on the GSS disk prior to the scheduled time. You may want to initiate a sticky database dump as a database recovery method to ensure that you store the latest sticky database entries prior to shutting down the GSS.

To force an immediate backup of the sticky database residing in GSS memory, use the `sticky database periodic-backup now` command. The GSS sends the sticky database entries to the system dump file as the sticky database file. Upon a reboot or restart, the GSS reads this file and loads the contents to initialize the sticky database at boot time.

The syntax for this command is:

```
sticky database periodic-backup now
```

For example, enter:

gssm1.example.com# sticky database periodic-backup now

Loading Sticky Database Entries

The GSS supports the loading and merging of sticky database entries from a file into the existing sticky database in GSS memory. The sticky database merge capability supports the addition of entries from one GSS into another GSS. The file must be in binary format for loading into GSS memory.
The GSS validates the loaded database entries, checks the software version for compatibility, and then adds the sticky database entries in memory. The GSS does not overwrite duplicate entries in the sticky database.

Use the **sticky database load** command to load and merge a sticky database from disk into the existing sticky database in GSS memory. The syntax for this command is:

```
sticky database load filename
```

**Note**

If you prefer to load and replace all sticky database entries from a GSS instead of merging the entries with the existing sticky database, first enter the **sticky database delete all** command to remove all entries from sticky database memory before you enter the **sticky database load** command.

Specify the name of the sticky database file to load and merge with the existing sticky database on the GSS device. The file must be in binary format for loading into GSS memory (see the “Dumping Sticky Database Entries” section). Use the **ftp** command in EXEC or global configuration mode to launch the FTP client and transfer the sticky database file to the GSS from a remote GSS.

This example shows how to load and merge the entries from the `GSS3SDB` file with the existing entries in the GSS sticky database:

```
gssm1.example.com# sticky database load GSS3SDB
```

### Disabling DNS Sticky Locally on a GSS for Troubleshooting

You can disable DNS sticky for a single GSS when you need to locally override the globally-enabled sticky option to troubleshoot or debug the device. The GSS does not store the local-disable setting in its running-configuration file. When you restart the device and sticky has been enabled from the primary GSSM, the GSS reenables DNS sticky.

Use the **sticky stop** and **sticky start** commands to locally override the sticky enable option of the primary GSSM.
When you enter the **sticky stop** command, the GSS immediately stops the following operations:

- Sticky lookups in the sticky database
- Accessing the sticky database for new requests
- Periodic sticky database dumps
- Sticky database entry age-out process

The GSS continues to answer DNS requests according to the DNS rules and keepalive status.

When you locally disable sticky on a GSS, sticky remains disabled until you perform one of the following actions:

- Enter the **sticky start** CLI command.
- Enter a **gss restart** CLI command to restart the GSS software.
- Enter a **reload** CLI command to perform a cold restart of the GSS device.

If you are using global DNS sticky in your network, upon reentry of the GSS device into the peer mesh, the GSS attempts to synchronize the database entries with the other peers in the mesh. The GSS queries each peer to find the closest up-to-date sticky database. If no update is available from a peer, the GSS initializes the sticky database entries from the previously saved database on disk if a file is present and valid. Otherwise, the GSS starts with an empty sticky database.

This example shows how to use the **sticky stop** command to locally disable DNS sticky on a GSS device:

```
gssml.example.com# sticky stop
```

This example shows how to use the **sticky start** command to locally reenable DNS on the GSS device:

```
gssml.example.com# sticky start
```
Configuring Network Proximity

This chapter describes how to configure a Global Site Selector to perform network proximity to determine the best (most proximate) resource for handling global load-balancing requests.

This chapter contains the following major sections:

- Network Proximity Overview
- Proximity Network Design Guidelines
- Network Proximity Quick Start Guide
- Configuring a Cisco Router as a DRP Agent
- Synchronizing the GSS System Clock with an NTP Server
- Creating Zones Using the Primary GSSM CLI
- Configuring Proximity Using the Primary GSSM CLI
- Initiating Probing for a D-proxy Address
- Disabling Proximity Locally on a GSS for Troubleshooting

Each GSS supports a comprehensive set of `show` CLI commands to display network proximity statistics for the device. In addition, the primary GSSM GUI displays statistics about proximity operation for the GSS network. Refer to Chapter 12, Displaying GSS Global Server Load-Balancing Statistics for details about viewing network proximity statistics.
Network Proximity Overview

The GSS responds to DNS requests with the most proximate answers (resources) relative to the requesting D-proxy. In this context, proximity refers to the distance or delay in terms of network topology, not geographical distance, between the requesting client’s D-proxy and its answer.

To determine the most proximate answer, the GSS communicates with a probing device, a Cisco IOS-based router, located in each proximity zone to gather round-trip time (RTT) metric information measured between the requesting client’s D-proxy and the zone. Each GSS directs client requests to an available server with the lowest RTT value.

The proximity selection process is initiated as part of the DNS rule balance method clause. When a request matches the DNS rule and balance clause with proximity enabled, the GSS responds with the most proximate answer.

This section describes the major functions in GSS network proximity:

- **Proximity Zones**
- **Probe Management and Probing**
- **Proximity Database**
- **Example of Network Proximity**

Proximity Zones

A network can be logically partitioned into “zones” based on the arrangement of devices and network partitioned characteristics. A zone can be geographically related to data centers in a continent, a country, or a major city. All devices, such as web servers in a data center, that are located in the same zone have the same proximity value when communicating with other areas of the Internet.

You can configure a GSS proximity network with a maximum of 32 zones. Within each zone, there is an active probing device that is configured to accept probing instructions from any GSS device. Probing refers to the process of measuring RTT from one probing device to a requesting D-proxy.
A location is a method to logically group devices in data centers for administrative purposes. A location can represent a physical point, such as a building or a rack. When you use the GSS to perform network proximity, each location must be assigned to a zone. In addition, you assign each answer used in a GSS proximity DNS rule to a location that is associated with a zone. This configuration hierarchy informs the GSS about resources when determining the most proximate answer.

Probe Management and Probing

Probe management is the intelligence behind each GSS device’s interaction with the probing device in a zone. Within each zone, there must be at least one probing device and, optionally, a backup probing device. Upon failure of the primary probing device, the probes are redirected to the backup device. Once the primary probing device becomes available, probes are redirected back to the primary probing device.

The GSS uses Director Response Protocol (DRP) to communicate with the probing devices (called DRP agents) in each zone. DRP is a general User Datagram Protocol (UDP)-based query and response information exchange protocol developed by Cisco Systems. You can use any Cisco router as the probing device in a zone that is capable of supporting the DRP agent software and can measure ICMP or TCP RTT. The GSS communicates with the Cisco IOS-based router using the DRP RTT query and response method.

Each DRP agent accepts probing instructions from the GSS and returns probing results to the GSS based on the DRP protocol. DRP allows for the authentication of packets exchanged between the DRP agent and the GSS.

The GSS transmits DRP queries to one or more probing devices in the GSS network, instructing the DRP agent in the probing device to probe specific D-proxy IP addresses. Each probing device responds to the query by using a standard protocol, such as ICMP or TCP, to measure the RTT between the DRP agent in the zone and the IP address of the requesting client’s D-proxy device.

When the GSS receives a request from a D-proxy, it decides if it can provide a proximate answer. If the GSS is unable to determine a proximate answer from the proximity database (PDB), it sends a probe to one or more probing devices to get proximity information between those probing devices and the new D-proxy. After the GSS receives the probing results, it adds the RTT information to the PDB.
Figure 9-1 illustrates the probing process between a GSS (DRP client) and a probing device (DRP agent).

Figure 9-1  DRP Communication in a GSS Network
The GSS supports two types of probing methods:

- **Direct Probing**—Direct probing occurs between the GSS and DRP agents when the GSS creates a dynamic entry in the PDB as the result of receiving a new D-proxy IP address. Direct probing also occurs when you specify alternative IP addresses as targets for the probing devices to obtain RTT data and add static entries in the PDB. The GSS initiates direct probing to the DRP agent when a request is made for a new D-proxy IP address entry. Through direct probing, the GSS automatically sends probe requests to the DRP agent in each zone to obtain initial probe information as quickly and efficiently as possible for the new entries in the PDB.

- **Refresh Probing**—The GSS periodically re-probes the actively used D-proxies to obtain the most up-to-date RTT values and store these values in the PDB. The RTT values reflect recent network changes. The refresh probe interval is a user-configured selection.

---

**Note**

Static entries in the PDB created with static RTT values do not use direct or refresh probing. The configured static RTT is always returned during proximity lookup regardless of the configured acceptable available percentage of zones.

---

**Proximity Database**

The proximity database (PDB) provides the core intelligence for all proximity-based decisions made by a GSS. Proximity lookup occurs when a DNS rule is matched and the associated clause has the proximity option enabled. When the GSS receives a request from a D-proxy and decides that a proximity response should be provided, the GSS identifies the most proximate answer (the answer with the smallest RTT time) from the PDB residing in GSS memory and sends that answer to the requesting D-proxy. If the PDB is unable to determine a proximate answer, the GSS collects the zone-specific RTT results, measured from probing devices in every zone in the proximity network, and puts the results in the PDB.
For example, a GSS communicates with three zones to determine the most proximate answer and receives the following RTT values from the probing devices in each zone to a particular client D-proxy:

- Zone1 = 100 ms
- Zone2 = 120 ms
- Zone3 = 150 ms

From the three RTT values in the PDB, the GSS selects Zone1 as the most proximate zone for the client’s D-proxy request because it has the smallest RTT value.

The GSS supports a maximum of 500,000 D-proxy IP address entries in the PDB table, including both dynamic and static entries. The GSS creates dynamic entries in the PDB as the result of requests for new D-proxy IP addresses. If required, you can add static entries to the PDB by specifying permanent RTT values (gathered by other means), and optionally, alternative IP addresses to probe.

The primary GSSM supports the creation of proximity groups that allow you to configure multiple blocks of D-proxy IP addresses that each GSS device stores in its PDB as a single entry. Instead of multiple PDB entries, the GSS uses only one entry in the PDB for multiple D-proxies. The GSS treats all D-proxies in a proximity group as a single D-proxy when responding to DNS requests with the most proximate answers. Requests from D-proxies within the same proximity group receive the RTT values from the database entry for the group. The benefits of proximity grouping include:

- Fewer probing activities performed by the GSS
- Less space required for the PDB
- Greater user flexibility in assigning alternative probing targets or static proximity metrics to a group

The dynamic entries in the PDB age out based on the user-specified global inactivity setting to keep the PDB size manageable. The inactivity timeout setting defines the maximum period of time that can occur without a PDB entry receiving a lookup request, after which the GSS deletes the entry from the PDB.

When the total number of entries in the PDB exceeds 480,000, the GSS automatically removes the least recently used entries. The GSS determines the least recently used entries as those dynamic entries in the PDB that have not been hit within a fixed cutoff time of 60 minutes (one hour). The GSS does not automatically remove static entries from the PDB. You must manually delete PDB static entries from the GSS CLI.
When the PDB reaches a maximum of 500,000 entries, the GSS does not add entries to the PDB and any new requests for answers result in a failure. The GSS tracks how many entries are dropped when the maximum limit has been reached. Once the number of PDB entries drops below 500,000, the GSS resumes adding new entries to the PDB.

Example of Network Proximity

The process outlined below describes how the GSS interacts with the probing devices in multiple zones to perform network proximity. See Figure 9-2 for an illustration of the following steps.

1. A client performs an HTTP request for www.foo.com. The content for this website is supported at three different data centers.

2. The DNS global control plane infrastructure processes this request and directs the client D-proxy to GSS 1. The GSS offloads the site selection process from the DNS global control plane. The client's local D-proxy queries GSS1 for the IP address associated with www.foo.com. The GSS accepts the DNS query.

3. If the request matches a proximity DNS rule configured on the GSS, the GSS performs an internal PDB lookup. If the lookup fails, the GSS sends DRP queries to the DRP agent configured for each zone.

4. When the DRP agent in each zone receives a DRP request, they measure RTT from their associated zone back to the requesting client D-proxy device, using either ICMP or TCP.

5. After calculating DRP RTT metrics, the DRP agents send their replies to the GSS. The GSS sorts the DRP RTT replies from the DRP agents to identify the “best” (smallest) RTT metric. The DRP agent then returns the smallest RTT metric identifies the closest zone, which in Figure 9-2 is Zone 2 (New York).

6. The GSS returns to the client's local D-proxy one or more IP address records (DNS “A” resource records) that match the DNS rule, corresponding to the “best” or most proximate server corresponding to www.foo.com located in Zone 2 (New York).

7. The client's local D-proxy returns the IP address corresponding to www.foo.com to the client that originated the request. The client transparently connects to the server in Zone 2 for www.foo.com.
Network Proximity Overview

Figure 9-2  Network Proximity Using the Cisco Global Site Selector

Cisco GSS's Response

DRP Agent

Clients DNS Requests

ICMP or TCP Probe

Cisco Global Site Selector CLI-Based Global Server Load-Balancing Configuration Guide

9-8

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Proximity Network Design Guidelines

When developing your proximity network, plan it appropriately to ensure you include a sufficient number of GSS devices to support the expected load. Follow these guidelines when designing your proximity network:

- Decide how many zones you require for your proximity network based on your current network configuration and the level of proximity that you require for your network. A maximum of 32 zones is allowed within each GSS proximity environment. You can change zone configuration at any time by deleting or adding a zone, or by moving a zone from one location to another location.

- For each zone, identify the probing device and optionally the backup of the probing device. Each probing device represents the topological location of its associated zone and also reflects the zone’s expected network behavior in terms of connectivity to the internet. The probing device is the DRP agent located within the zone.

- Each GSS network can contain a maximum of eight GSS devices. You can add or delete GSS devices at any time. The GSS does not have to reside within a zone.

- To use proximity, you must:
  - Associate a proximity zone with a location
  - Assign a location that is associated with a proximity zone to an answer

To use an answer group with a proximity balance method, answers in the answer group must be contained in locations that are tied to a zone.
Network Proximity Quick Start Guide

Table 9-1 provides a quick overview of the steps required to configure the GSS for proximity network operation. Each step includes the primary GSSM CLI command required to complete the task. For the procedures to configure the GSS for proximity, see the sections that follow the table.

Table 9-1 Proximity Configuration Quick Start

<table>
<thead>
<tr>
<th>Task and Command Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Log in to the CLI of each GSS in the network, enable privileged EXEC mode, and synchronize its system clock with an NTP server.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td>gssm1.example.com&gt; enable</td>
</tr>
<tr>
<td>gssm1.example.com# config</td>
</tr>
<tr>
<td>gssm1.example.com(config)# ntp-server 172.16.1.2 172.16.1.3</td>
</tr>
<tr>
<td>gssm1.example.com(config)# ntp enable</td>
</tr>
<tr>
<td>2. Configure a Cisco router as a DRP agent in one or more proximity zones.</td>
</tr>
<tr>
<td>3. Enter the global server load-balancing configuration mode.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td>gssm1.example.com(config)# gslb</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb)#</td>
</tr>
<tr>
<td>4. Use the zone command to configure a proximity zone from the primary GSSM.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb)# zone Z1 index 1 probe 192.168.11.1 backup probe 192.168.11.5</td>
</tr>
<tr>
<td>5. Use the proximity-properties command in global server load-balancing configuration mode to enter the proximity properties configuration mode.</td>
</tr>
<tr>
<td>For example:</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb)# proximity-properties</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb-proxprop)#</td>
</tr>
</tbody>
</table>
### Table 9-1  Proximity Configuration Quick Start (continued)

**Task and Command Example**

6. From the proximity properties configuration mode, enable proximity.
   
   For example:
   
   ```
gssm1.example.com(config-gslb-proxprop)# enable

gssm1.example.com(config-gslb-proxprop)# exit

gssm1.example.com(config-gslb)#
```
7. Configure global proximity configuration default settings using the following commands in proximity properties configuration mode. Refer to the “Configuring Proximity” section for a complete description of these settings. You can configure:

- **mask netmask**—Specifies a global subnet mask that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of supported D-proxies in the PDB. Enter the subnet mask in dotted-decimal notation (for example, 255.255.255.0).

- **timeout minutes**—Specifies the maximum time interval that can pass without the PDB receiving a lookup request for an entry before the GSS removes that entry.

- **equivalence number**—Specifies a percentage value that the GSS applies to the most proximate RTT value (the closest) to help identify the relative RTT values of other zones that the GSS should consider as equally proximate. Use this command to adjust the granularity of the proximity decision process.

- **refresh-interval hours**—Specifies the frequency of the refresh probing process to probe and update RTT values for the entries in the PDB.

- **discovery-sequence**—Specifies the type of probe method (TCP or ICMP) used initially by the Cisco IOS-based router during the probe discovery process with the requesting client’s D-proxy. If the Cisco router attempts the specified probe method and the D-proxy does not recognize the method, the GSS automatically chooses a different probe method to contact the D-proxy.

- **acceptable-rtt number**—Specifies a value that the GSS uses as an acceptable RTT value when determining the most proximate answer. Use this command to adjust the granularity of the proximity decision process.

- **acceptable-zone number**—Specifies a percentage value that the GSS uses to determine if an acceptable number of zones return valid RTT values. The value specifies the percentage of all zones configured and used for a DNS rule and answer group.

---

**Table 9-1 Proximity Configuration Quick Start (continued)**

**Task and Command Example**

7. Configure global proximity configuration default settings using the following commands in proximity properties configuration mode. Refer to the “Configuring Proximity” section for a complete description of these settings. You can configure:

- **mask netmask**—Specifies a global subnet mask that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of supported D-proxies in the PDB. Enter the subnet mask in dotted-decimal notation (for example, 255.255.255.0).

- **timeout minutes**—Specifies the maximum time interval that can pass without the PDB receiving a lookup request for an entry before the GSS removes that entry.

- **equivalence number**—Specifies a percentage value that the GSS applies to the most proximate RTT value (the closest) to help identify the relative RTT values of other zones that the GSS should consider as equally proximate. Use this command to adjust the granularity of the proximity decision process.

- **refresh-interval hours**—Specifies the frequency of the refresh probing process to probe and update RTT values for the entries in the PDB.

- **discovery-sequence**—Specifies the type of probe method (TCP or ICMP) used initially by the Cisco IOS-based router during the probe discovery process with the requesting client’s D-proxy. If the Cisco router attempts the specified probe method and the D-proxy does not recognize the method, the GSS automatically chooses a different probe method to contact the D-proxy.

- **acceptable-rtt number**—Specifies a value that the GSS uses as an acceptable RTT value when determining the most proximate answer. Use this command to adjust the granularity of the proximity decision process.

- **acceptable-zone number**—Specifies a percentage value that the GSS uses to determine if an acceptable number of zones return valid RTT values. The value specifies the percentage of all zones configured and used for a DNS rule and answer group.
Chapter 9  Configuring Network Proximity

Table 9-1  Proximity Configuration Quick Start (continued)

<table>
<thead>
<tr>
<th>Task and Command Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>• wait enable—Enables the GSS proximity wait-state.</td>
</tr>
<tr>
<td>• authentication drp enable—Enables the DRP authentication state.</td>
</tr>
<tr>
<td>• key drp—If you enabled authentication drp enable and no DRP keys exist for the GSS, use this command to create a DRP authentication key. Repeat the command to make additional keys. Each DRP key includes a key identification number and a key authentication string.</td>
</tr>
</tbody>
</table>

For example, to enable global proximity and specify settings, enter:

```
gssm1.example.com(config-gslb)# proximity-properties
hssm1.example.com(config-gslb-proxprop)# enable
sism1.example.com(config-gslb-proxprop)# mask 255.255.255.255
sism1.example.com(config-gslb-proxprop)# timeout 4320
sism1.example.com(config-gslb-proxprop)# equivalence 20
sism1.example.com(config-gslb-proxprop)# refresh-interval 6
sism1.example.com(config-gslb-proxprop)# discovery-sequence icmp
sism1.example.com(config-gslb-proxprop)# acceptable-rtt 10
sism1.example.com(config-gslb-proxprop)# acceptable-zone 40
sism1.example.com(config-gslb-proxprop)# exit
```

8. (Optional) To enable DRP authentication and create a DRP key, use the authentication drp enable and key drp commands.

For example, to create two new DRP keys, enter:

```
gssm1.example.com(config-gslb)# proximity-properties
hssm1.example.com(config-gslb-proxprop)# enable
sism1.example.com(config-gslb-proxprop)# key drp 10 DRPKEY1
hssm1.example.com(config-gslb-proxprop)# key drp 20 DRPKEY2
sism1.example.com(config-gslb-proxprop)# exit
```

9. (Optional) Associate a location to a proximity zone by using the location command in global server load-balancing configuration mode. Repeat this step for each location that you wish to assign to a proximity zone.

For example, to associate the zone z3 with the location London, enter:

```
gssm1.example.com(config-gslb)# location London zone z3
```

For example, to enable global proximity and specify settings, enter:

```
gssm1.example.com(config-gslb)# proximity-properties
hssm1.example.com(config-gslb-proxprop)# enable
sism1.example.com(config-gslb-proxprop)# mask 255.255.255.255
sism1.example.com(config-gslb-proxprop)# timeout 4320
sism1.example.com(config-gslb-proxprop)# equivalence 20
sism1.example.com(config-gslb-proxprop)# refresh-interval 6
sism1.example.com(config-gslb-proxprop)# discovery-sequence icmp
sism1.example.com(config-gslb-proxprop)# acceptable-rtt 10
sism1.example.com(config-gslb-proxprop)# acceptable-zone 40
sism1.example.com(config-gslb-proxprop)# exit
```

8. (Optional) To enable DRP authentication and create a DRP key, use the authentication drp enable and key drp commands.

For example, to create two new DRP keys, enter:

```
gssm1.example.com(config-gslb)# proximity-properties
hssm1.example.com(config-gslb-proxprop)# enable
sism1.example.com(config-gslb-proxprop)# key drp 10 DRPKEY1
hssm1.example.com(config-gslb-proxprop)# key drp 20 DRPKEY2
sism1.example.com(config-gslb-proxprop)# exit
```

9. (Optional) Associate a location to a proximity zone by using the location command in global server load-balancing configuration mode. Repeat this step for each location that you wish to assign to a proximity zone.

For example, to associate the zone z3 with the location London, enter:

```
gssm1.example.com(config-gslb)# location London zone z3
```

Table 9-1  Proximity Configuration Quick Start (continued)
Table 9-1 Proximity Configuration Quick Start (continued)

<table>
<thead>
<tr>
<th>Task and Command Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>10.</strong> (Optional) Assign a location associated with a proximity zone to an answer by using the <strong>answer vip ip_address</strong> command in global server load-balancing configuration mode. Repeat this step for each answer that you want to assign to an associated proximity location. For example, to associate the location &quot;Paris&quot; with the VIP answer called &quot;SEC-PARIS2&quot; enter:</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb)# answer vip 172.16.27.6 name SEC-PARIS2 location Paris gssm1.example.com(config-ansvip[ans-ip])</td>
</tr>
<tr>
<td><strong>11.</strong> Develop your DNS rule using the <strong>dns rule</strong> command. For example:</td>
</tr>
<tr>
<td>gssm1.example.com(config)# gslb gssm1.example.com(config-gslb)# dns rule drule03 owner WEB-SERVICES source-address-list WEB-GLOBAL-LISTS domain-list E-COMMERCE query A gssm1.example.com(config-gslb-rule[rule-name])#</td>
</tr>
<tr>
<td><strong>12.</strong> Use the <strong>clause</strong> command to configure balance clause 1 for the DNS rule and the <strong>proximity enable</strong> option to enable proximity for the DNS rule. For example:</td>
</tr>
<tr>
<td>gssm1.example.com(config-gslb-rule[rule-name])# clause 1 vip-group method ordered ANSGRP-VIP-03 proximity enable gssm1.example.com(config-gslb-rule[rule-name])#</td>
</tr>
</tbody>
</table>
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Table 9-1  Proximity Configuration Quick Start (continued)

<table>
<thead>
<tr>
<th>Task and Command Example</th>
</tr>
</thead>
</table>

13. (Optional) Modify other clause command settings for proximity as appropriate. Refer to the “Adding Proximity to a DNS Rule that uses VIP-Type Answer Groups” section for a complete description of all settings available for the clause command. You can modify the following proximity settings:

- **rtt number** — To change the proximity-acceptable RTT for the balance clause to a different value from the global proximity configuration, use this option.
- **wait enable/disable** — To change the proximity wait state to a different setting than the global proximity configuration.
- **zone number** — To change the proximity-acceptable zone percentage for the balance clause to a different value from the global proximity configuration, use this option.

For example, to set up balance clause 1 with proximity for the previously created DNS rule named drule03, enter:

```
gssm1.example.com(config-gslb-rule[rule-name])# clause 1  
vip-group ANSGRP-VIP-03 method ordered proximity enable rtt 75  
zone 50
```

14. Using the clause command again, repeat steps 12 and 13 for clause 2.

For example:

```
gssm1.example.com(config-gslb-rule[rule-name])# clause 2  
vip-group ANSGRP-VIP-03 method ordered proximity enable rtt 120  
zone 55
```

15. Reenter the clause command for clause 3, then repeat steps 12 and 13.
(Optional) To group multiple D-proxy IP addresses as a single entry in the PDB to reduce probing and to take up less space in the PDB, access the global server load-balancing configuration mode and create a proximity group at the primary GSSM. Use the `proximity group` command to add multiple D-proxy IP addresses and subnet masks to the group.

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# proximity group ProxyGroup1 ip 192.168.3.0 netmask 255.255.255.0
```

(Optional) To add static proximity entries to the PDB of a GSS device in your network, access the global server load-balancing configuration mode and use the `proximity assign` command to create the static entries.

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# proximity assign group ISP2 zone-data "1:100,2:200,3:300,4:400,5:500"
```
Configuring a Cisco Router as a DRP Agent

When you enable DRP on a Cisco router, the router gains the additional functionality of operating as a DRP agent in the GSS network. A DRP agent can communicate with multiple GSSs and support multiple distributed servers.

This section includes the following background information about choosing and configuring the Cisco router in each proximity zone as a DRP agent:

- Choosing a Cisco Router as a DRP Agent
- Configuring the DRP Agent
- Cisco IOS Release 12.1 Interoperability Considerations

Choosing a Cisco Router as a DRP Agent

When selecting a Cisco router as the DRP agent in a zone, ensure that the:

- DRP agent is topologically close to each distributed server that it supports in the zone.
- DRP agent in the Cisco IOS-based router is configured to perform ICMP or TCP echo-based RTT probing.

Configuring the DRP Agent

To configure and maintain the DRP agent in the Cisco IOS-based router, perform the tasks described in the “Configuring IP Services” chapter, the “Configuring a DRP Server Agent” section, of the Cisco IOS IP Configuration Guide. The Cisco IOS-based router must support the DRP protocol in a proximity zone. DRP is supported in the following Cisco IOS release trains: 12.1, 12.1E, 12.2T, 12.2, 12.3, and later releases. ICMP probing is only supported in Cisco IOS release 12.2T, 12.3, and later.

The GSS operates with Cisco IOS-based routers using the following DRP RTT probing methods: TCP (“DRP Server Agent”) and ICMP (“ICMP ECHO-based RTT probing by DRP agents”). The Cisco IOS feature names shown in the Cisco Feature Navigator II are: “DRP Server Agent” and “ICMP ECHO-based RTT probing by DRP agents.”
The following procedure summarizes the steps required to configure a Cisco IOS-based router as a DRP agent:

1. Enable the DRP agent in the Cisco router.
2. Enable security for DRP by defining a standard access list that permits requests from only the GSS device. As a security measure, limit the source of valid DRP queries. If a standard IP access list is applied to the interface, the DRP agent responds only to DRP queries originating from an IP address in the list. If no access list is configured, the DRP agent answers all queries.
3. Ensure that the router accepts DRP queries from the IP addresses associated with only the standard access list.
4. If necessary, set up Message Digest (MD5) authentication with passwords as another security measure. Enable the DRP authentication key chain, define the key chain, identify the keys associated with the key chain, and specify how long each key is to be valid. If MD5 authentication is configured on a DRP agent, the GSS device must be similarly configured to recognize messages from that MD5 authentication-configured DRP agent and any other DRP agents configured for MD5 authentication.

Cisco IOS Release 12.1 Interoperability Considerations

If you use a GSS in a network proximity zone configuration with a Cisco router running IOS release 12.1, it is important to ensure the DRP authentication configuration is identical on both devices. For example, if you intend to perform DRP authentication between a GSS and a Cisco IOS 12.1 router, ensure that you properly enable and configure authentication on both devices. The same is true if you choose not to use DRP authentication; disable authentication on both devices. If you disable DRP authentication on a Cisco IOS 12.1 router but enable DRP authentication on a GSS, all measurement probes sent by a GSS to the Cisco IOS-based router will fail. This condition occurs because the Cisco IOS 12.1 router fails to recognize the DRP echo query packets sent by a GSS and the GSS cannot detect a potential failure of measurement packets sent to the router. In this case, the GSS identifies the Cisco IOS-based router as being ONLINE in its show statistics proximity probes detailed CLI command, yet the measurement response packets monitored in the Measure Rx field do not increment. Together, these two conditions may indicate a DRP authentication mismatch.
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Logging in to the CLI and Enabling Privileged EXEC Mode

If DRP probe requests fails between the GSS and a Cisco router running IOS release 12.1, even when the GSS indicates that the router is ONLINE, verify the DRP authentication configurations on both the GSS and the Cisco router. To verify the DRP authentication configuration on the:

- Cisco router running IOS release 12.1, enter the `show ip drp` command. If the line `Authentication is enabled, using "test" key-chain appears in the output (where "test" is the name of your key-chain), DRP authentication is configured on the router. If this line does not appear in the output, DRP authentication is not configured.
- Primary GSSM, enter the `show gslb-config proximity-properties` command to view the state of the authentication drp enable setting (see the “Configuring Proximity” section for details).

Modify the DRP authentication configuration on either the Cisco router running IOS release 12.1 or the primary GSSM and make them consistent to avoid a DRP authentication mismatch.

Logging in to the CLI and Enabling Privileged EXEC Mode

Note

To log in and enable privileged EXEC mode in the GSS, you must be a configured user with admin privileges. Refer to the Cisco Global Site Selector Administration Guide for information on creating and managing user accounts.

To log in to the primary GSSM and enable privileged EXEC mode at the CLI:

1. If you are remotely logging in to the primary GSSM through Telnet or SSH, enter the host name or IP address of the GSSM to access the CLI.
   
   If you are using a direct serial connection between your terminal and the GSSM, use a terminal emulation program to access the CLI. For details about making a direct connection to the GSS device using a dedicated terminal and about establishing a remote connection using SSH or Telnet, refer to the Cisco Global Site Selector Getting Started Guide.

2. Specify your GSS administrative username and password to log in to the GSSM. The CLI prompt appears.

   gssm1.example.com>

   gssm1.example.com>
3. At the CLI prompt, enable privileged EXEC mode as follows:

```
gssml.example.com> enable
```

Synchronizing the GSS System Clock with an NTP Server

We strongly recommend that you synchronize the system clock of each GSS device in your network with a Network Time Protocol (NTP) server. NTP is a protocol designed to synchronize the clocks of computers over a network with a dedicated time server.

Synchronizing the system clock of each GSS ensures that the PDB and probing mechanisms function properly by having the GSS internal system clock remain constant and accurate within the network. If the system clock of a GSS changes, this can affect the time stamp used by PDB entries and the probing mechanism used in a GSS.

You must specify the NTP server(s) for each GSS device operating in the proximity network before you enable proximity for those devices from the primary GSSM. This sequence ensures that the clocks of each GSS device are synchronized.

**Note**

For details on logging in to a GSS device and enabling privileged EXEC mode at the CLI, refer to the “Creating Proximity Groups” section.

Use the `ntp-server` global configuration mode command to specify one or more NTP servers for GSS clock synchronization. The syntax for this CLI command is:

```
ntp-server ip_or_host
```

The `ip_or_host` variable specifies the IP address or host name of the NTP time server in your network that provides the clock synchronization. You can specify a maximum of four IP addresses or host names. Enter the IP address in dotted-decimal notation (for example, 172.16.1.2) or a mnemonic host name (for example, myhost.mydomain.com).
Use the `ntp enable` global configuration mode command to enable the NTP service. The syntax of this CLI command is:

```
ntp enable
```

This example shows how to specify the IP addresses of two NTP time servers for a GSS device and to enable the NTP service:

```
gssm1.example.com> enable
gssm1.example.com# config
gssm1.example.com(config)# ntp-server 172.16.1.2 172.16.1.3

gssm1.example.com(config)# ntp enable
```

### Creating Zones Using the Primary GSSM CLI

A proximity zone is a logical grouping of network devices that also contains one active probing device and a possible backup probing device. A zone can be geographically related to a continent, a country, or a major city. Each zone can include one or more locations. A location is a method to logically group collocated devices for administrative purposes.

During the proximity selection process, the GSS chooses the most proximate zones containing one or more valid answers based on RTT data received from probing devices configured in the zone. You can configure a proximity network with a maximum of 32 zones.

This section includes the following procedures:

- Configuring a Proximity Zone
- Deleting a Proximity Zone
- Associating a Proximity Zone With a Location
- Associating a Proximity-Based Location with an Answer
Configuring a Proximity Zone

To configure a proximity zone from the primary GSSM, use the `zone` command in global server load-balancing configuration mode.

The syntax of this command is:

```
zone name {index number | probe ip_address} [backup probe ip_address]
```

The options for this command are:

- `name`—Specifies the zone name. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).
- `index number`—Specifies the numerical identifier of the proximity zone. Enter an integer from 1 to 32. There is no default.
- `probe ip_address`—Specifies the IP address of the primary probe device servicing this zone. Enter the IP address in dotted-decimal notation (for example, 192.168.11.1).
- `backup probe ip_address`—(Optional) Specifies the IP address of a backup probe device servicing this zone. Enter the IP address in dotted-decimal notation (for example, 192.168.11.1).

For example, enter:

```
gssm1.example.com(config-gslb)# zone Z1 index 1 probe 192.168.11.1 backup 192.168.11.5
```

To modify the properties for a previously created zone, enter:

```
gssm1.example.com(config-gslb)# zone Z1 index 1 probe 192.168.11.2 backup 192.168.11.9
```

Note: You cannot modify the `index` value. To change the zone index, delete the zone (see the “Deleting a Proximity Zone” section), then create a new zone containing a different index.
Creating Zones Using the Primary GSSM CLI

Deleting a Proximity Zone

Use the no form of the zone command to delete a zone.

For example, to delete zone "z1," enter:

```
gssm1.example.com(config-gslb)# no zone Z1 index 1 probe 192.168.11.1
backup 192.168.11.5
```

or

```
gssm1.example.com(config-gslb)# no zone Z1
```

Associating a Proximity Zone With a Location

To associate an existing proximity zone with a location, use the location command in global server load-balancing configuration mode. You can make the association for a new location or for an existing location. To display a list of existing locations, use the show gslb-config location command. See the “Displaying Resource Information” section in Chapter 2, Configuring Network Proximity, for more information.

The syntax for the location command is:

```
location name [region name | comments text | zone name]
```

The variables and options for this command are:

- **location name**—Specifies a geographical group name entities such as a city, data center, or content site for the location. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **region name**—(Optional) Specifies a region with which the location will be associated. There should be a logical connection between the region and location. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **comments**—(Optional) Specifies descriptive information or important notes about the location. Enter up to 256 alphanumeric characters. Comments with spaces must be entered in quotes.
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Configuring Network Proximity

Creating Zones Using the Primary GSSM CLI

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- **zone name**—(Optional) Specifies the name of an existing zone that is to be associated with the location. There should be a logical connection between the zone and the location.

For example, to create a location named San_Francisco and associate it with the region Western_USA and the zone z1, enter:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
```
```
gssm1.example.com(config-gslb)# location SAN_FRANCISCO region WESTERN_USA zone z1
```

To associate the zone "z3" with the location London, enter:

```
gssm1.example.com(config-gslb)# location London zone z3
```

Associating a Proximity-Based Location with an Answer

To assign a location that is associated with a proximity zone to an answer, use the `answer vip ip_address` command in global server load-balancing configuration mode. You can make the association for a new answer or for an existing answer.

To display a list of existing answers, use the `show gslb-config answer` command. See the “Displaying Answer Properties” section in Chapter 6, Configuring Answers and Answer Groups, for more information.

The syntax of the `answer vip` command is:

```
answer vip ip_address [name name | location name | active | suspend]
```

The variables and options for this command are:

- **ip_address**—Specifies the VIP address field to which the GSS will forward requests. Enter an unquoted text string in <A.B.C.D> format.

- **name name**—(Optional) Specifies a name for the VIP-type answer that you are creating. Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”).

- **location name**—(Optional) Specifies an existing location name with which the answer is to be associated. See the “Configuring Owners” section in Chapter 2, Configuring Network Proximity.
• **active**—(Optional) Reactivates a suspended VIP answer. This is the default setting.
• **suspend**—(Optional) Suspends an active VIP answer.

For example, to create a VIP answer called "SEC-LONDON1" and associate it with the "London" location, enter:

```bash
gsm1.example.com# config
gsm1.example.com(config)# gslb
gsm1.example.com(config-gslb)# answer vip 10.86.209.232 name SEC-LONDON1 location LONDON
gsm1.example.com(config-gslb)#
```

To associate the location "Paris" with the VIP answer called "SEC-PARIS2" enter:

```bash
gsm1.example.com(config-gslb)# show gslb-config answer
answer vip 172.16.27.6 name SEC-PARIS2 active keepalive type tcp port 180 active
...
gsm1.example.com(config-gslb)# answer vip 172.16.27.6 name SEC-PARIS2 location Paris
gsm1.example.com(config-gslb)#
```

# Configuring Proximity Using the Primary GSSM CLI

This section discusses how to configure the GSS for network proximity operation from the primary GSSM CLI, how to add proximity to a DNS rule, and how to manage the proximity database. It includes the following procedures:

- Configuring Proximity
- Creating DRP Keys
- Deleting DRP Keys
- Adding a Proximity Balance Clause to a DNS Rule
- Creating Proximity Groups
- Configuring Static Proximity Database Entries
- Dumping Proximity Database Entries to a File
- Running a Periodic Proximity Database Backup
- Loading Proximity Database Entries
Configuring Proximity

The GSS includes a set of proximity settings that function as the default values used by the GSS network when you enable proximity in a DNS rule.

From global server load-balancing configuration mode, use the `proximity-properties` command to enter the proximity properties configuration mode. In the proximity properties configuration mode, enable proximity and modify the DNS proximity settings for the GSS network. Proximity settings are applied as soon as you exit from the proximity properties configuration mode or enter a new mode.

To enable proximity and configure the proximity settings from the proximity properties configuration mode, specify one or more of the following commands:

- **enable**—Enables global proximity across the entire GSS network. This command is disabled by default.

- **mask netmask**—Specifies a global subnet mask that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of supported D-proxies in the PDB. Enter the subnet mask in dotted-decimal notation (for example, 255.255.255.0). The default global mask is 255.255.255.255.

  When you define a proximity group for incoming D-proxy addresses, and an incoming D-proxy address does not match any of the entries in a defined proximity group, then the GSS uses this global netmask value to calculate a grouped D-proxy network address. See the “Creating Proximity Groups” section for more information.

- **timeout minutes**—Specifies the maximum time interval that can pass without the PDB receiving a lookup request for an entry before the GSS removes that entry. This value defines the PDB entry age-out process. Once an entry reaches the inactivity time, the GSS removes the selected dynamic entries from the PDB. Enter a value from 1 to 10080 minutes (168 hours). The default value is 4320 minutes (72 hours).
• **equivalence number**—Specifies a percentage value that the GSS applies to the most proximate RTT value (the closest) to help identify the relative RTT values of other zones that the GSS should consider as equally proximate. Through the equivalence percentage, you define an RTT window that the GSS uses to consider zones equal. The equivalence value enables the GSS to prioritize between multiple distributed servers that have similar server-to-client RTT values. The GSS considers any RTT value that is less than or equal to the lowest RTT plus the percentage to be equivalent to the lowest RTT value. The GSS chooses one answer from a set of answers in equal zones.

For example, with an equivalence setting of 20 percent and a series of returned RTT values:

- Zone1 = RTT of 100 ms
- Zone2 = RTT of 120 ms
- Zone3 = RTT of 150 ms

The GSS determines that Zone1 has the lowest RTT value. In this case, the GSS adds 20 percent (20 ms) to the RTT value to make Zone 1 and 2 equally proximate in regards to the GSS selecting an answer. The RTT equivalence window range is 100 ms to 120 ms, and the GSS considers any zone that returns an RTT value in that range to be equally proximate.

Use this parameter to adjust the granularity of the proximity decision process. Enter an equivalence value from 0 to 100 percent. The default value is 20 percent.

• **refresh-interval hours**—Specifies the frequency of the refresh probing process to probe and update RTT values for the entries in the PDB. Enter a value from 1 to 72 hours. The default value is 8 hours.

• **discovery-sequence**—Specifies the type of probe method used initially by the Cisco IOS-based router during the probe discovery process with the requesting client’s D-proxy. If the Cisco router attempts the specified probe method and the D-proxy does not recognize the method, the GSS automatically chooses a different probe method to contact the D-proxy. The available choices for the initial probe method are ICMP and TCP.
  - **tcp**—The probing device uses the TCP SYN-ACK and RST handshake sequence to probe the user-specified TCP port and measure the RTT between the probing device and the D-proxy. You can configure the source and destination TCP ports on the Cisco router.
– **icmp**—The probing device uses ICMP echo request and response to measure the RTT between the probing device and the D-proxy.

- **acceptable-rtt number**—Specifies a value that the GSS uses as an acceptable RTT value when determining the most proximate answer. If the zones configured on the GSS report an RTT that is less than the specified acceptable-rtt value, the GSS:
  a. Disregards the acceptable percentage of zones.
  b. Considers that there is sufficient proximity data to make a proximity decision.
  c. Uses the zones reporting less than or equal to this value in the proximity decision.

Use this setting to adjust the granularity of the proximity decision process. Enter an acceptable-rtt value from 50 to 500 ms. The default value is 100 ms.

- **acceptable-zone number**—Specifies a percentage value that the GSS uses to determine if an acceptable number of zones return valid RTT values. The value specifies the percentage of all zones configured and used for a DNS rule and answer group. If an insufficient number of zones report RTT information, the balance clause fails and the GSS processes a new clause. For example, if the answer group associated with a clause includes answers that correspond to five different zones and you specify an acceptable-zone setting of 40 percent, the GSS must receive valid RTT values from a minimum of two zones to satisfy the 40 percent criteria. If the GSS does not receive valid RTT values from at least two zones, it determines that the balance clause has failed.

Use this parameter to adjust the granularity of the proximity decision process. Enter a percentage of zones from 3 to 100 percent. The default value is 40 percent.

---

**Note**

If the reported RTT from one or more zones for the DNS rule/answer group is below the acceptable-rtt value, then the acceptable-zone value is ignored by the GSS.
• **wait enable/disable**—Instructs the GSS to wait to perform a proximity selection until it receives the appropriate RTT and zone information based on the proximity settings. The GSS does not return an answer to the requesting client’s D-proxy until the GSS obtains sufficient proximity data to complete the selection process. In the disabled state (the default), the GSS does not wait to perform a proximity selection if it has not received the appropriate RTT and zone information based on other proximity settings. In this case, the GSS proceeds to the next balance clause in the DNS rule.

• **authentication drp enable**—Instructs the GSS to authenticate packets that it exchanges with the DRP agent in a probing device through the exchange of DRP keys (see **key drp** command listed below). The key authenticates the DRP requests and responses sent between the GSS and the DRP agent. In the disabled state (the default), the GSS does not perform DRP authentication with the DRP agent. See the “Creating DRP Keys” section for more information.

• **key drp**—If you enabled the **authentication drp enable** command (see above), create one or more DRP keys. Each DRP key contains a key identification number and a key authentication string. The primary GSSM supports a maximum of 32 keys.

Specify the following settings for the **key drp** command:

- **id_number**—The identification number of a secret key used for encryption. The GSS uses the ID value to retrieve the key string that is used to verify the DRP authentication field. The ID value must be the same between the DRP agent on the Cisco IOS-based router and the GSS. You can add a maximum of 32 keys. The range of key identification numbers is 0 to 255.

- **auth_string**—The authentication string that is sent and received in the DRP packets. The string must be the same between the DRP agent on the Cisco IOS-based router and the GSS. The string can contain 1 to 80 uppercase and lowercase alphanumeric characters, however, the first character cannot be a number.

See the “Creating DRP Keys” section for more information.

For example, to enable global proximity and specify settings, enter:

```
gssm1.example.com(config-gslb)# proximity-properties
```
```
gssm1.example.com(config-gslb-proxprop)# enable
```
```
gssm1.example.com(config-gslb-proxprop)# mask 255.255.255.0
```
```
gssm1.example.com(config-gslb-proxprop)# timeout 4320
```
```
gssm1.example.com(config-gslb-proxprop)# equivalence 20
```
Configuring Proximity Using the Primary GSSM CLI

To reset various global proximity settings back to default setting, use the `no` form of the command. For example, enter:

```
gssm1.example.com(config-gslb-proxprop)# no mask 255.255.255.0
gssm1.example.com(config-gslb-proxprop)# no timeout 4320
```

Creating DRP Keys

DRP supports the authentication of packets exchanged between the DRP agent (probing device) and the DRP client (the GSS). Use the `authentication drp enable` and `key drp` commands in proximity properties configuration mode to enable DRP authentication and create one or more DRP keys. See the “Configuring Proximity” section for details on these two commands. Each DRP key contains a key identification number and a key authentication string. The primary GSSM supports a maximum of 32 keys.

The DRP key is stored locally on each GSS in the network. The key functions as an encrypted password to help prevent DRP-based denial-of-service attacks, which can be a security threat. Each GSS generates DRP packets that contain all of the configured keys and sends the packets to the DRP agent in each configured zone. The DRP agent in each probing device examines the packet for a matching key (see the “Configuring the DRP Agent” section). If it finds a matching key, the DRP agent considers the DRP connection as authentic and accepts the packet.

For example, to create three new DRP keys, enter:

```
gssm1.example.com(config-gslb-proxprop)# proximity-properties
gssm1.example.com(config-gslb)## authentication drp enable
```

```
gssm1.example.com(config-gslb-proxprop)# key drp 10 DRPKEY1
```

```
gssm1.example.com(config-gslb-proxprop)# key drp 20 DRPKEY2
```

```
gssm1.example.com(config-gslb-proxprop)# key drp 30 DRPKEY3
```

```
gssm1.example.com(config-gslb-proxprop)# exit
```

```
gssm1.example.com(config-gslb)##
```
Deleting DRP Keys

To remove DRP authentication keys, use the `no` form of the `key drp` command.

For example, enter:

```
gssm1.example.com(config-gslb-proxprop)# no key drp 30 DRPKEY3
gssm1.example.com(config-gslb-proxprop)# exit
gssm1.example.com(config-gslb)#
```

Adding a Proximity Balance Clause to a DNS Rule

This section includes the following topics:

- **Proximity Balance Clause Overview**
- **Adding Proximity to a DNS Rule that uses VIP-Type Answer Groups**

Proximity Balance Clause Overview

After you enable and configure network proximity from the primary GSSM, add proximity to a DNS rule for VIP-type answer groups using the `clause` command in rule configuration mode. The balance method configured in the matched clause of the DNS rule determines which answer the GSS selects when multiple valid answers are present in the most proximate zones, and returns this answer as the DNS response to the requesting D-proxy. If the GSS does not find an answer, it evaluates the other balance methods in the DNS rule to choose a new answer.

The GSS supports proximity in a DNS rule with the following balance methods:

- Ordered
- Round-robin
- Weighted-round-robin
- Least-loaded
You can configure proximity individually for the three balance clauses in a DNS rule. Proximity lookup occurs when the DNS rule is matched and the associated clause has the proximity option enabled. When the GSS receives a request from a D-proxy and decides that a proximity response should be provided, the GSS identifies the most proximate answer (the answer with the smallest RTT time) from the PDB residing in GSS memory and sends that answer to the requesting D-proxy. If the PDB is unable to determine a proximate answer, the GSS collects the zone-specific RTT results, measured from probing devices in every zone in the proximity network, and puts the results in the PDB.

When there are no valid answers in the answer group of a proximity balance clause, the GSS skips that balance clause and moves on to the next clause listed in the DNS rule unless you specify a proximity wait condition. In that case, the GSS waits to perform a proximity selection until it receives the appropriate RTT and zone information based on the proximity settings. The GSS does not return an answer to the requesting client’s D-proxy until the GSS obtains sufficient proximity data to complete the selection process.

Note

If you use DNS sticky and network proximity in your DNS rule, stickiness always takes precedence over proximity. When a valid sticky answer exists for a given DNS rule match, the GSS does not consider proximity when returning an answer to a client D-proxy.

Adding Proximity to a DNS Rule that uses VIP-Type Answer Groups

To add proximity balance clauses to a DNS rule that uses VIP-type answer groups:

1. If you have not already done so, configure and enable global proximity settings. See the “Configuring Proximity” section for details.

2. Develop your DNS rule using the dns rule command, as described in the “Building DNS Rules” section of Chapter 7, Building and Modifying DNS Rules.

3. Configure balance clause 1 using the clause number vip-group name command in the rule configuration mode. The syntax for this command is:

   clause number vip-group name [method {round-robin | least-loaded | ordered | weighted-round-robin | hashed {domain-name | source-address | both}}] | count number | proximity {enable [rtt number | wait {enable | disable} | zone number] | disable} | ttl number

   Where:
   - number specifies the balance clause number.
   - vip-group specifies the VIP group name.
   - method specifies the balance method.
   - count specifies the weight count.
   - proximity specifies the proximity setting.
   - ttl specifies the time to live.

   For example, to add proximity to balance clause 1 with a round-robin method and a TTL of 120, you would use the command:

   clause 1 vip-group myvipgroup method round-robin proximity enable ttl 120
The variables and options for this command are:

- **number**—Specifies the balance clause number (1, 2, or 3). You can specify a maximum of three balance clauses that use VIP-type answers.

- **vip-group name**—Specifies the name of a previously created VIP-type answer group.

**Note**
Ensure that the answers in the answer group that you specify are contained in locations that are tied to a zone.

- **method**—(Optional) Specifies the method type for each balance clause. Method types are:
  - **round-robin**—The GSS cycles through the list of answers that are available as requests are received. This is the default setting.
  - **least-loaded**—The GSS selects an answer based on the load reported by each VIP in the answer group. The answer reporting the lightest load is chosen to respond to the request. The least-loaded option is available only for VIP-type answer groups that use a KAL-AP keepalive.
  - **ordered**—The GSS selects an answer from the list based on precedence; answers with a lower order number are tried first, while answers further down the list are tried only if preceding answers are unavailable to respond to the request. The GSS supports gaps in numbering in an ordered list.

**Note**
For answers that have the same order number in an answer group, the GSS will only use the first answer that contains the number. We recommend that you specify a unique order number for each answer in an answer group.

- **weighted-round-robin**—The GSS cycles through the list of answers that are available as requests are received but sends requests to favored answers in a ratio determined by the weight value assigned to that resource.
hashed—The GSS selects the answer based on a unique value created from information stored in the request. The GSS supports two hashed balance methods. The GSS allows you to apply one or both hashed balance methods to the specified answer group. Enter one:

- **source-address**—The GSS selects the answer based on a hash value created from the source address of the request.
- **domain-name**—The GSS selects the answer based on a hash value created from the requested domain name.
- **both**—The GSS selects the answer based on both source-address and domain name.

- **count** *number*—(Optional) Specifies the number of address records (A-records) that you want the GSS to return for requests that match the DNS rule. The default is 1 record.

- **proximity**—(Optional) Specify **enable** or **disable**:
  - **enable**—Activates proximity for the clause. When you specify **enable**, the following options are available:
    - **rtt** *number*—Changes the proximity-acceptable RTT for the balance clause to a different value from the global proximity configuration. The GSS uses this value as the user-specified acceptable RTT when determining the most proximate answer. Refer to the **acceptable-rtt** *number* option in “Configuring Proximity” for details. Enter an acceptable RTT value from 50 to 500 ms. The default value is 100 ms.
    - **wait enable/disable**—Changes the proximity wait state to a different setting than the global proximity configuration. When enabled, the GSS will wait to perform a proximity selection until it receives the appropriate RTT and zone information based on the proximity settings. When disabled, the GSS proceeds to the next balance clause in the DNS rule. Refer to the **wait** option in “Configuring Proximity” for details.
    - **zone** *number*—Changes the proximity-acceptable zone percentage for the balance clause to a different value from the global proximity configuration. This option specifies the percentage of all zones configured and is used for a DNS rule and answer group. Refer to the **acceptable-zone** option in “Configuring Proximity” for details.
  - **disable**—Deactivates proximity for the clause.
• **ttl number**—(Optional) Specifies the duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer. Valid entries are 0 to 604,800 seconds. The default is 20 seconds.

4. Using the `clause` command, repeat the configuration process for clauses 2 and 3.

For example, to set up balance clauses 1 and 2 with proximity for the previously created DNS rule named drule03, enter:

```
gssm1.example.com(config-gslb)# dns rule drule03
gssm1.example.com(config-gslb-rule[rule-name])# clause 1 vip-group ANSGRP-VIP-03 method ordered proximity enable rtt 75 zone 50
gssm1.example.com(config-gslb-rule[rule-name])# clause 2 vip-group ANSGRP-VIP-03 method least-loaded proximity enable rtt 125 zone 50
gssm1.example.com(config-gslb-rule[rule-name])#
```

## Creating Proximity Groups

This section includes the following topics:

- Proximity Group Overview
- Creating a Proximity Group
- Deleting a Proximity Group IP Address Block
- Deleting a Proximity Group

### Proximity Group Overview

The primary GSSM supports the creation of proximity groups. A proximity group allows you to configure multiple blocks of D-proxy IP addresses that each GSS device stores in its PDB as a single entry. Instead of multiple PDB entries, the GSS uses only one entry in the PDB for multiple D-proxies. The GSS treats all D-proxies in a proximity group as a single D-proxy when responding to DNS requests with the most proximate answers. Requests from D-proxies within the same proximity group receive the RTT values from the database entry for the group.
Create proximity groups from the primary GSSM CLI to obtain better scalability of your configuration and to allow for ease of proximity group creation through automation scripts. The primary GSSM supports a maximum of 5000 proximity groups. Each proximity group contains one to 30 blocks of IP addresses and subnet masks (in dotted-decimal format).

The benefits of proximity grouping include:

- Fewer probing activities performed by the GSS. The GSS probes the first requesting D-proxy from all configured zones to obtain the RTT value from each zone for the entire proximity group. This reduces the overhead associated with probing.
- Less space required for the PDB. Instead of multiple PDB entries, the GSS uses only one entry for multiple D-proxies.
- Greater flexibility in assigning alternative probing targets or static proximity metrics to a group.

In addition to creating proximity groups of multiple D-proxy IP addresses from the CLI, you can configure a global netmask from the primary GSSM to uniformly group contiguous D-proxies (see the “Configuring Proximity” section). The global netmask is used by the GSS device when no proximity group matches the incoming D-proxy address. The GSS uses the full incoming D-proxy IP address (255.255.255.255) and the global netmask as the key to look up the proximity database. The default global mask is 255.255.255.255.

Figure 9-3 illustrates how through proximity group entries 192.168.9.0/24 and 172.16.5.1/32, the DNS requests from D-proxies 192.168.9.2, 192.168.9.3, and 172.16.5.1 all map to the identified group name, ProxyGroup1. If no match is found in the PDB for an incoming D-proxy IP address, the GSS applies a user-specified global netmask to calculate a network address as the database key. In this example, DNS requests from 192.168.2.1 and 192.168.7.2 use the database entries keyed as 192.168.2.0 and 192.168.7.0 with a specified global netmask of 255.255.255.0.
Creating a Proximity Group

To create a proximity group, use the `proximity group` global server load-balancing configuration mode command from the primary GSSM CLI to identify the name of the proximity group and add an IP address block to the group. Use the `no` form of the command to delete a previously configured IP address block from a proximity group or to delete a proximity group.

Create proximity groups at the CLI of the primary GSSM to obtain better scalability of your configuration and to allow for ease of proximity group creation through automation scripts. Proximity groups are saved in the primary GSSM database. All GSS devices in the network receive the same proximity group configuration. You cannot create proximity groups at the CLI of a standby GSSM or individual GSS devices.

The syntax for this command is:

```
proximity group {groupname} ip {ip-address} netmask {netmask}
```
The options and variables are:

- **groupname**—Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces are not allowed.
- **ip ip-address**—The IP address block specified in dotted-decimal notation (for example, 192.168.9.0).
- **netmask netmask**—The subnet mask of the IP address block specified in dotted-decimal notation (for example, 255.255.255.0).

This example shows how to create a proximity group called `ProxyGroup1` with an IP address block of 192.168.9.0 255.255.255.0:

```bash
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# proximity group ProxyGroup1 ip 192.168.9.0 netmask 255.255.255.0
```

Reenter the `proximity group` command if you want to perform the following:

- Add multiple IP address blocks to a proximity group
- Create additional proximity groups

Each proximity group can have a maximum of 30 blocks of defined IP addresses and subnet masks. The GSS prohibits duplication of IP addresses and subnet masks among proximity groups.

### Deleting a Proximity Group IP Address Block

To delete a previously configured IP address block from a proximity group, use the **no** form of the `proximity group` command. For example:

```bash
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# no proximity group ProxyGroup1 ip 192.168.9.0 netmask 255.255.255.0
```

### Deleting a Proximity Group

To delete a proximity group and all configured IP address blocks, use the **no** form of the `proximity group` command. For example:

```bash
gssm1.example.com# config
gssm1.example.com(config)# gslb
gssm1.example.com(config-gslb)# no proximity group ProxyGroup1
```
Chapter 9      Configuring Network Proximity

Configuring Static Proximity Database Entries

This section describes how to configure static entries in the PDB. It contains the following topics:

- Adding Static Proximity Entries
- Static Entries and the Aging-Out Process
- Deleting Static Entries from the Proximity Database

Adding Static Proximity Entries

Entries in the PDB can be both dynamic and static. The GSS creates dynamic entries in the PDB as the result of requests from new D-proxy IP addresses. If you find that you need to configure static proximity metrics for zones in your GSS network or assign probing devices to specific D-proxies, define a series of static entries in the PDB by using the `proximity assign` global server load-balancing configuration mode command. If the same entry, dynamic or static, already exists in the proximity database, the GSS will overwrite that entry with the newly assigned entry. You can use automation scripts if you intend to add numerous static entries in the PDB of each GSS.

You can also successfully add static proximity entries on the primary GSS. However, you cannot add entries by zone on any other GSS. When you attempt to use static entries locally and configure them separately on each GSS using the `proximity assign` CLI command, the GSS responds that this command is valid only on the primary GSSM.

Note

Be aware that the `proximity assign` CLI command affects only the local GSS. The configuration is not synchronized with the other GSSs in the network.

There are two different keywords and arguments to consider here when using the `proximity assign` command:

- `proximity assign ip entryaddress` is supported on all GSSs. Thus, if you want to add the same static entries in the PDBs of the other GSS devices in your network, enter `proximity assign ip entryaddress` at the CLI of each GSS.
proximity assign group groupname is supported only on the primary GSSM, as is configuring the proximity group command. Proximity group configurations are synchronized with all other GSSs in the network once they register with the primary GSSM and are activated.

For more information on these and all other proximity assign keywords and arguments, see the “Static Entries and the Aging-Out Process” section.

To synchronize the proximity static entries for the group round-trip time (RTT) data, follow these steps.

On the primary GSSM, back up the static proximity entries of the primary GSSM to a sample file named PDB2007_6_21 as follows:

```
gss-primary.example.com# proximity database dump PDB2007_6_21 format binary entry-type assigned
```

You should then transfer the sample PDB2007_6_21 file from the primary to the other GSS. To do so, use FTP to perform the file download on the other GSS as follows:

```
gss-other.example.com# ftp <primary_GSS_ipaddress>
```

**Note** Before performing this step, ensure that the FTP service is enabled on the primary GSS.

On any other GSS, load the primary GSSM’s static proximity entries from a sample file named PDB2007_6_21 as follows:

```
gss1.example.com# proximity database load PDB2007_6_21 format binary
```

**Static Entries and the Aging-Out Process**

Static entries in the PDB do not age out and remain in the PDB until you delete them. In addition, static entries are not subject to the automatic database cleanup of least recently used entries when the PDB size is almost at the maximum number of entries. Use the no proximity assign command to delete static entries from the PDB.
You can specify permanent RTT values for the static entries. When the GSS uses permanent RTT values, it does not perform active probing with the DRP agent. Instead of RTT values, you can specify alternative IP addresses as targets for probing by the probing devices to obtain RTT data. The GSS probes the alternative probe target for requests from D-proxies matching these static entries.

Static entries in the PDB are either static RTT-filled or probe-target IP-filled.

To create static entries in the PDB, use the `proximity assign` global server load-balancing configuration mode command. The syntax for this command is:

```
proximity assign { group { groupname } } | ip { entryaddress } | [ probe-target { ip-address } ] | zone-data { "zoneId:RTT" }
```

**Note**

The GSS accepts commands up to 1024 characters in length. Ensure that the `proximity assign` command does not exceed that length when you configure RTT for a large number of proximity zones.

The options and variable are:

- **group groupname**—Enter a unique alphanumeric name, with a maximum of 80 characters. Names that include spaces must be entered in quotes (for example, “name 1”). Each static proximity group must have a unique name.
- **ip entryaddress**—The D-proxy IP address entry to be created in the PDB.
- **probe-target ip-address**—(Optional) An alternate IP address for the probing device to probe. Normally, the probing device transmits a probe to the requesting D-proxy IP address to calculate RTT. If you find that the D-proxy cannot be probed from the probing device, you can identify the IP address of another device that can be probed to obtain equivalent RTT data.
- **zone-data “zoneId:RTT”**—(Optional) The calculated RTT value for a zone, specified in “zoneId:RTT” format. For example, enter “1:100” to specify zone 3 with an RTT of 100 seconds. Valid entries for zoneID are 1 to 32, and must match the proximity zone index specified through the primary GSSM (see the “Synchronizing the GSS System Clock with an NTP Server” section). Valid entries for the RTT value are 0 to 86400 seconds (one day). To specify multiple static zone:RTT pairs in the proximity group, separate each entry within the quotation marks by a comma, but without spaces between the entries (for example, "3:450,22:3890,31:1000").
Chapter 9  Configuring Network Proximity

Configuring Proximity Using the Primary GSSM CLI

This example shows how to configure an alternative probing target for the proximity group *ISP1*:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
probe-target 192.168.2.2
```

This example shows how to configure an alternative probing target for D-proxy subnet 192.168.8.0 (assuming the global mask configuration is 255.255.255.0):

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
probe-target 192.168.2.2
```

This example shows how to configure static RTT metrics for the proximity group *ISP2* using zone indexes created previously through the primary GSSM:

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
probe-target 192.168.2.2
```

```
gssm1.example.com(config-gslb)# proximity assign group ISP2
zone-data "1:100,2:200,3:300,4:400,5:500"
```

This example shows how to configure static RTT metrics for D-proxy subnet 192.168.8.0 (assuming the global mask configuration is 255.255.255.0):

```
gssm1.example.com# config
gssm1.example.com(config)# gslb
```

```
gssm1.example.com(config-gslb)# proximity assign ip 192.168.8.0
zone-data "1:100,2:200,3:300,4:400,5:500"
```

Deleting Static Entries from the Proximity Database

The GSS allows you to remove entries from the PDB of each GSS device using the CLI. To delete static entries from the PDB in GSS memory, use the **no** form of the `proximity assign` global server load-balancing configuration mode command.

**Note**

Ensure that you want to permanently delete static entries from the PDB before you enter the **no proximity assign** command. You cannot retrieve those static entries once they are deleted.
This example shows how to delete static RTT entries for the proximity group ISP1:

gssml.example.com# config
  gssml.example.com(config)# gslb
  gssml.example.com(config-gslb)# no proximity assign group ISP1
  zone-data "1:100,2:200,3:300,4:400,5:500"

Deleting Entries from the Proximity Database

You can remove PDB entries from GSS memory by using the `proximity database delete` command. This command, however, does not delete PDB entries saved as part of an automatic dump to a backup file on disk, which the GSS loads upon a reboot or restart to initialize the PDB. To ensure that you successfully remove the desired PDB entries from both GSS memory and disk, enter the `proximity database delete` command followed by the `proximity database periodic-backup now` command to force an immediate backup of the empty PDB residing in GSS memory.

The syntax for this command is:

```
proximity database delete {all | assigned | group {name} | inactive minutes | ip {ip-address} netmask {netmask} | no-rtt | probed}
```

The options and variables are:

- `all`—Removes all proximity database entries from GSS memory. The prompt `Are you sure?` appears to confirm the deletion of all PDB entries. Specify `y` to delete all entries or `n` to cancel the deletion operation.

Caution

Use the `proximity database delete all` command only when you want to remove all entries from the PDB to have an empty database. Ensure that you want to permanently delete entries from the PDB before you enter this command. You cannot retrieve PDB entries once they are deleted.

- `assigned`—Removes all static entries from the PBD.
- `group name`—Removes all entries that belong to a named proximity group. Specify the exact name of a previously created proximity group.
- `inactive minutes`—Removes all dynamic entries that have been inactive for a specified time. Valid values are 0 to 43200 minutes.
• **ip ip-address netmask netmask**—Removes all proximity entries related to a D-proxy IP address and subnet mask. Specify the IP address of the requesting client’s D-proxy in dotted-decimal notation (for example, 192.168.9.0) and specify the subnet mask in dotted-decimal notation (for example, 255.255.255.0).

• **no-rtt**—Removes all entries from the PDB that do not have valid RTT values.

• **probed**—Removes all dynamic entries from the PDB.

For example, to remove the D-proxy IP address 192.168.8.0 and subnet mask 255.255.255.0, enter:

```
gssm1.example.com# proximity database delete ip 192.168.8.0 255.255.255.0
```

### Dumping Proximity Database Entries to a File

The GSS automatically dumps PDB entries to a backup file on disk approximately every hour. The GSS uses this backup file to initialize the PDB upon system restart or reboot to enable the GSS to recover the contents of the database.

If desired, you can dump all or selected entries from the PDB to a named file as a user-initiated backup file. You can then use the `ftp` command in EXEC or global configuration mode to launch the FTP client and transfer the file to a remote machine.

To view the entire contents of a PDB XML output file from the GSS, use the `type` command. Refer to the *Cisco Global Site Selector Administration Guide* for details about displaying the contents of a file.

The GSS includes a number of options to provide a level of granularity for dumping entries from the PDB. The GSS supports binary and Extensible Markup Language (XML) output formats. Optionally, you can specify filters, such as PDB entry type and entry IP network address, to clarify the information dumped from the PDB. PDB entry types can be either statically entered (see the “Configuring Static Proximity Database Entries” section) or dynamically learned by the GSS. You can instruct the GSS to dump both type of entries from the PDB. If you do not specify an entry type, the GSS automatically dumps all entries from the PDB.

If you attempt to overwrite an existing proximity database dump file with the same filename, the GSS displays the following message: *Proximity Database dump failed, a file with that name already exists.*
To dump entries contained in the PDB to a named file, use the `proximity database dump` command.

The syntax for this command is:

```
proximity database dump {filename} format {binary | xml} [entry-type {all | assigned | probed}] [entry-address {ip-address} netmask {netmask}]
```

The options and variables are:

- `filename`—The name of the output file containing the PDB entries on the GSS disk. This file resides in the `/home` directory.
- `format`—Dumps the PDB entries in binary or XML format. Select binary encoding as the format type if you intend to load the contents of the file into the PDB of another GSS. The valid entries are:
  - `binary`—Dumps the assigned proximity entries in true binary format. This file can only be used with the `proximity database load` command.
  - `xml`—Dumps the assigned proximity entries in XML format. The contents of an XML file includes the data fields along with the data descriptions. The contents of this file can be viewed using the `type` command. See Appendix B, “Sticky and Proximity XML Schema Files” for information on defining how content appears in output XML files.

**Note**

Dumping PDB entries in XML format can be a resource intensive operation and may take two to four minutes to complete depending on the size of the PDB and the GSS platform in use. To avoid a degradation in performance, we recommend that you do not perform a PDB dump in XML format during the routine operation of the GSS.

- `entry-type`—Specifies the type of PDB entries to output: static, dynamic, or both. The valid entries are:
  - `all`—Dump static and dynamic entries from the PDB. This is the default.
  - `assigned`—Dump statically assigned proximity entries.
  - `probed`—Dump dynamically probed proximity entries.
- `entry-address` `ip-address`—The IP address of the PDB entry.
- `netmask` `netmask`—The subnet mask of the PDB entry in dotted-decimal notation (for example, 255.255.255.0).
This example shows how to dump the dynamic PDB entries to a file named PDB2004_6_30 in XML format. If the dump contains a large number of entries, progress messages may appear.

```
gssm1.example.com# proximity database dump PDB2004_6_30 format xml
entry-type probed entry-address 172.23.5.7 netmask 255.255.255.255
Starting Proximity Database dump.
```

```
gssm1.example.com# proximity database dump PDB2004_6_30 format xml
entry-type probed entry-address 172.23.5.7 netmask 255.255.255.255
Proximity Database dump is in progress...
Proximity Database has dumped 15678 of 34512 entries
```

```
gssm1.example.com# proximity database dump PDB2004_6_30 format xml
entry-type probed entry-address 172.23.5.7 netmask 255.255.255.255
Proximity Database dump completed. The number of dumped entries: 34512
```

When the dump finishes, a “completed” message displays and the CLI prompt reappears.

### Running a Periodic Proximity Database Backup

You can instruct the GSS to dump PDB entries to an output file on the GSS disk before the scheduled time. You may want to initiate a PDB dump as a database recovery method to ensure you store the latest PDB entries before shutting down the GSS.

To force an immediate backup of the PDB residing in GSS memory, use the `proximity database periodic-backup now` command. The GSS sends the PDB entries to the system dump file as the proximity database file. Upon a reboot or restart, the GSS reads this file and loads the contents to initialize the PDB at boot time.

The syntax for this command is:

```
proximity database periodic-backup now
```

For example, enter:

```
gssm1.example.com# proximity database periodic backup now
```
Loading Proximity Database Entries

The GSS enables you to load and merge a PDB from a file into the existing PDB in GSS memory. This PDB merge capability supports the conversion and migration of PDB entries from one GSS into the PDB of another GSS. The file must be in binary format for loading into GSS memory. Proximity RTT metrics loaded from the file replace overlapping entries that exist in the database and supplement the non-overlapping database entries.

To load a PDB from disk into GSS memory, use the `proximity database load` command. The syntax for this command is:

```
proximity database load filename format binary [override]
```

The options and variable are:

- `filename`—Specifies the name of the PDB file to load and merge with the existing PDB on the GSS device. The file must be in binary format for loading into GSS memory (see the “Dumping Proximity Database Entries to a File” section). Use the `ftp` command in EXEC or global configuration mode to launch the FTP client and transfer the PDB file to the GSS from a remote GSS.

- `format binary`—Loads the assigned proximity file in true binary format. The file must be in binary format to be loaded into GSS memory.

- `override`—(Optional) Specifies if the proximity database entries in the file are to override the same entries located in the current GSS PDB. When you select the `override` option, static database entries always take priority over dynamic database entries in the PDB. For the same database entries that exist in both the file and in GSS database memory, the GSS:
  - Overwrites dynamic entries with any overlapping static entries
  - Overwrites static entries with any overlapping static entries, but does not overwrite those entries with any overlapping dynamic entries

If you do not specify the `override` option, the GSS loads the most recent entries into memory, which will replace the older entries of the same type (dynamic or static) in the PDB. For example, the most recent dynamic entries replace the older dynamic entries in the PDB.

This example shows how to load the entries from the `GSS3PDB` file without overriding the existing entries in the GSS PDB:

```
gssm1.example.com# proximity database load file GSS3PDB format binary
```
For example, to override the same entries located in the existing GSS PDB, enter:

```
gssml.example.com# proximity database load GSS3PDB format binary override
```

## Initiating Probing for a D-proxy Address

The GSS sends a probe request to each configured probe device in a specified zone to obtain probe information (RTT values). The GSS uses the obtained probe information from the D-proxy to update the PDB entry if the entry can be found in the PDB.

There may be instances when you need to instruct the probing device in one or all zones (broadcast) to send a probe to a specific D-proxy address, obtain an RTT value, and save the entry in the PDB. To initiate direct probing to a specific D-proxy IP address or direct probing to one or more zones, use the `proximity probe` command.

The syntax for this command is:

```
proximity probe {dproxy_address} [zone {zoneld | all}]
```

The options and variables are:

- **dproxy_address**—The IP network address of the D-proxy that you want to probe from the probing device.
- **zone zoneld**—The ID of the proximity zone containing the probing device from which you want to initiate a probe. Available values are 1 to 32.
- **all**—The GSS instructs the probing devices in all configured zones to transmit a probe to the specified D-proxy IP address.

For example, to instruct the probing device in zone 1 to send a probe to the D-proxy at 172.16.5.7, enter:

```
gssml.example.com# proximity probe 172.16.5.7 zone 1
```
Disabling Proximity Locally on a GSS for Troubleshooting

You can disable proximity for a single GSS when you need to locally override the globally-enabled proximity option to troubleshoot or debug the device. The GSS does not store the local disable setting in its running-config file.

When you enter the `proximity stop` command, the GSS immediately stops the following operations:

- Proximity lookups in the PDB
- Direct probing between the GSS and DRP agents
- Refresh probing to obtain the most up-to-date RTT values
- Periodic PDB dumps
- The proximity database entry age-out process

When you restart the device, the GSS reenables network proximity.

This example shows how to locally disable proximity on a GSS device using the `proximity stop` command:

```
gssm1.example.com# proximity stop
```

This example shows how to locally reenable proximity on a GSS device, using the `proximity start` command:

```
gssm1.example.com# proximity start
```
Disabling Proximity Locally on a GSS for Troubleshooting
Creating and Playing GSLB Configuration Files

This chapter describes how to create, modify, and play (execute) GSLB configuration files. GSLB configuration files define all global server load-balancing configuration parameters for a GSS network, including the parameters that define resources, domains, source addresses, answers, keepalives, DNS rules, sticky, and proximity properties.

Using the CLI, you can quickly create a GSLB configuration file from an existing GSS network that has been configured for global server load balancing. If desired, you can modify the GSLB configuration file using a text editor. Playing the GSLB configuration file on a new or previously configured GSS network automatically updates its global server load-balancing configuration.

This chapter contains the following major sections:

- GSLB Configuration File Overview
- Creating a GSLB Configuration File
- Securely Copying GSLB Configuration Files
- Modifying a GSLB Configuration File
- Playing a GSLB Configuration File
GSLB Configuration File Overview

The ability to create and play global server load-balancing configuration files is particularly useful in many instances. The list that follows provides some potential situations where this functionality would prove beneficial:

- You have an existing GSS network that is successfully configured for global server load balancing and you need to develop a new, second GSS network. In most cases, creating a GSLB configuration file on the existing network and playing it on the new network will be significantly more efficient than developing the global server load-balancing configuration from scratch.

- You need to transfer the domain and source address lists from one GSS network to another. Rather than manually entering multiple domains and source addresses, you can quickly copy them from the GSLB configuration file of a source GSS network to the GSLB configuration file of a target GSS network, then play the updated file to load the new data onto the target network.

- You have two GSS networks, for example, GSS1 and GSS2. You would like to use much of the global server load-balancing development that has occurred for the GSS1 network on your GSS2 network. You realize that playing the GSLB configuration file from the GSS1 network on the GSS2 network will likely generate errors (due to conflicting data), but the ability to edit and replay the configuration file to address the errors provides the easiest path to update the GSS2 network.

- You have a DistributedDirector-based network that you are planning to transition over to a GSS network. To save time, you want to import host, domain, and source address information from the DistributedDirector network to the GSS network. You can do this by creating GSLB configuration text files on both the DistributedDirector and GSS systems, copying the pertinent information from the IOS-based file to the GSS file, modifying the new information to conform to GSS requirements, then playing the updated file on the primary GSSM.
Creating a GSLB Configuration File

Use the `copy gslb-config` command in privileged EXEC mode to create a GSLB configuration file that you can modify and import to a new or previously configured GSS network. Use this file to automatically update its global server load-balancing configuration.

The syntax of this command is:

```
copy gslb-config disk filename
```

The `filename` variable is the name of the output file containing the GSLB configuration. Enter the file name only. Do not include path information with the file name. The file is copied to the root directory on the primary GSSM.

For example, to create a GSLB configuration file named GSLB_CONFIG_1.txt, enter:

```
gssm1.example.com# copy gslb-config disk GSLB_CONFIG_1.TXT
```

To verify that the file is copied to disk on the GSSM by using the `dir`, `ls`, or `lls`, commands in privileged EXEC mode.

For example, enter:

```
gssm1.example.com# ls
... GSLB_CONFIG_1.TXT ...
gssm1.example.com#
```

Refer to the “Displaying Files in a Directory” section in Chapter 2, Managing the GSS from the CLI, in the Cisco Global Site Selector Administration Guide for more information on the `dir`, `ls`, and `lls` commands.

**Note**

You can also use the `show gslb-config>filename` command to redirect the current GSLB configuration to a file (specified by the `filename` variable). The file is copied to the root directory of the primary GSSM. Refer to the “Controlling Command Output” section in Chapter 1, Command-Line Interface Command Summary, in the Cisco Global Site Selector Administration Guide for details on using the redirect (>) character.
Displaying a GSLB Configuration File

Use the `show gslb-config` command to view the contents of the current global server load-balancing configuration used by the GSS network. This command displays information on all GSLB parameters, including resources, domains and domain lists, source addresses and source address lists, answers and answer groups, keepalives, DNS rules, sticky and proximity properties.

Securely Copying GSLB Configuration Files

To copy a GSLB configuration file from one primary GSSM to another, use the `scp` command in privileged EXEC mode. The `scp` command allows you to copy a configuration file:

- From the primary GSSM on which you are currently logged in to another primary GSSM.
- From another primary GSSM to the primary GSSM on which you are currently logged in.

To securely copy files from the GSSM on which you are currently logged in to another GSSM, use the `scp` command. The syntax is:

```
scp {source_path [source_filename] user@target_host:target_path}
```

To securely copy files from another GSSM to the GSSM on which you are currently logged in to another GSSM, use the `scp` command. The syntax is:

```
scp {user@source_host:source_path[source_filename] target_path}
```

For example, to copy the GSLB configuration file named `GSLB_CONFIG_1.txt` on the primary GSSM on which you are currently logged in to another primary GSSM enter:

```
gssm1.example.com# scp GSLB_CONFIG_1.TXT myusername@192.168.2.3:/home
```

For more information on the `scp` command, refer to the “Securely Copying Files” section in Chapter 2, Managing the GSS from the CLI, in the *Cisco Global Site Selector Administration Guide*. 
Modifying a GSLB Configuration File

After you create a GSLB configuration file, you can use a text editor to modify it as needed before playing the file on a GSS network. Before you modify a GSLB configuration file, carefully review the following information:

- File Modification Guidelines
- File Modification Workflow

File Modification Guidelines

Keep the following guidelines in mind when modifying a GSLB configuration file:

- When modifying a GSLB configuration file from one network for play on another network, and you have specified sticky mesh peer names, you need to modify the `favored-peer` GSS device names for use on the new network (in the case where the two networks use different hostnames). Refer to the “Configuring DNS Sticky” section of Chapter 8, “Configuring DNS Sticky” for details on the `favored-peer` command.

- Each line in the configuration file must contain a single command followed by a carriage return.

- Extra spaces are ignored when the file is played.

- Commands that create objects must appear before commands that refer to those objects.

- Lower-level commands (for example, the `favored-peer` command in the sticky properties configuration mode) must follow their respective higher level command (for example, the `sticky-properties` command in GSLB configuration mode).

- Do not use the `config` and `gslb` commands to enter the global configuration and gslb configuration modes. These actions are implied and automatically executed by the `script play-config` command.

- Do not use the `exit` command at the end of the file. Exiting is implied and is automatically executed.
The use of the “?” wildcard for entering hosted domain names is allowed in
GSLB configuration files. However, the “?” wildcard is not allowed when
using the domain command to enter hosted domain names. See “Configuring
Domain Lists” in Chapter 4, Configuring Domain Lists for more information
about entering domain names.

File Modification Workflow

The following example describes a workflow that copies all source address lists
and associated addresses, and all domain lists and associated domain names from
a GSLB configuration file from GSS1 network to GSS2 network.

1. Perform a backup at the primary GSSM for both GSS1 and GSS2 networks.

2. At the primary GSSM of both GSS1 and GSS2 networks, use the copy
gslb-config disk command to create separate, uniquely named GSLB
configuration files. See “Creating a GSLB Configuration File” for details on
the copy gslb-config disk command.

3. At the primary GSSM for the GSS2 network, use the scp command to copy
the GSLB configuration file created on the GSS1 network to the primary
GSSM on the GSS2 network. See “Securely Copying GSLB Configuration
Files” for details on using the scp command.

4. Open both GSLB configuration files in a text editor.

5. Copy the domain lists and associated domain names, and source address lists
and associated addresses from the configuration file created for the GSS1
network, then paste them into the configuration file created for the GSS2
network.

6. Save the modified GSLB configuration file for the GSS2 network.

7. At the primary GSSM for the GSS2 network, use the script play-config
command in global server load-balancing configuration mode to play the
modified file and import the new domain and source address data. See
“Playing a GSLB Configuration File” for more information on using the
script play-config command.
Playing a GSLB Configuration File

Use the `script play-config` command in global server load-balancing configuration mode to play a GSLB configuration file.

The syntax of this command is:

```
script play-config filename
```

The `filename` variable is the name of a previously created GSLB configuration file that resides on the root directory of the primary GSSM. The GSLB configuration file could be a file that was created on the primary GSSM on which it resides, or it could be a file that was created on the primary GSSM on another GSS network, then copied to this primary GSSM.

**Note**

Executing the `script play-config` command overwrites existing duplicate GSLB commands on the primary GSSM.

For example, to play the GSLB configuration file named `GSLB_CONFIG_1.txt`, enter:

```
gssm1.example.com(config-gslb)# script play-config GSLB_CONFIG_1.TXT
```

If any errors are encountered with a command line, they are displayed and the file continues to play to completion. Any additional command line errors that are encountered are also displayed. For example:

```
gssm1.example.com(config-gslb)# script play-config GSLB_CONFIG_1.TXT
ERROR:Unable To Perform Source-Address-List Operation.Please Configure Owner Prior To Source-Address-List
ip address 192.168.10.1 255.255.255.0
^% Invalid input detected at '^' marker.
ip address 192.168.10.6 255.255.255.255
^% Invalid input detected at '^' marker.
gssm1.example.com(config-gslb)#
```

In this example, the owner specified for the two listed IP addresses that are assigned to a source address list was not configured on the target GSS network. The problem could be corrected in one of two ways:

- Change the name of the owner in the GSLB configuration file to reflect a configured owner name, then replay the file using `script play-config`. 
• If appropriate, using the `owner` command, add the owner name to the configuration, then replay the file using `script play-config`.

To view additional information for errors encountered during a play, use the `show gslb-errors` command in privileged EXEC mode.

For example, enter:

```
gssml.example.com# show gslb-errors
GSLB-CLI-PLAY-CONFIG [Thu Dec 8 17:09:54 2005]:STARTING PLAY-CONFIG
MESSAGE LOGGING
GSLB-CLI-PLAY-CONFIG [Thu Dec 8 17:10:01 2005]:STOPPING PLAY-CONFIG
MESSAGE LOGGING

gssml.example.com#
```
Displaying Global Server Load-Balancing Configuration Information

The GSS provides a comprehensive set of `show gslb-config` commands that display GSS global server load-balancing configuration information. These commands allow you to display resource, domain, keepalive, answer, dns rule, sticky, and proximity information for your GSS configuration. The `show gslb-config` commands are available in all CLI modes except interface configuration mode.

This chapter contains the following major sections:

- Displaying Resource Configuration Information
- Displaying Zone Configuration Information
- Displaying Domain Configuration Information
- Displaying Keepalive Configuration Information
- Displaying Shared Keepalive Configuration Information
- Displaying Answer Configuration Information
- Displaying Answer Group Configuration Information
- Displaying DNS Rule Configuration Information
- Displaying DNS Sticky Configuration Information
- Displaying DNS Proximity Configuration Information
Displaying Resource Configuration Information

To display configuration information about GSS locations, owners, regions and zones, use the `show gslb-config location`, `show gslb-config owner`, `show gslb-config region` and `gslb-config zone` commands, respectively.

Displaying Location Configuration Information

Use the `show gslb-config location` command to display information for the currently configured locations on the GSS.

The syntax for the `show gslb-config location` command is:

```
show gslb-config location [location_name]
```

The `location_name` variable specifies the name of a previously created location. Enter the variable as a case-sensitive, unquoted text string.

Table 11-1 describes the fields in the `show gslb-config location` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Name of the location.</td>
</tr>
<tr>
<td>Region</td>
<td>The region associated with the location.</td>
</tr>
<tr>
<td>Zone</td>
<td>The zone associated with the location.</td>
</tr>
<tr>
<td>Comments</td>
<td>Comments about the location.</td>
</tr>
</tbody>
</table>

Displaying Owner Configuration Information

Use the `show gslb-config owner` command to display information for the currently configured owners on the GSS.

The syntax for the `show gslb-config owner` command is:

```
show gslb-config owner [owner_name]
```
Displaying Resource Configuration Information

The owner_name variable specifies the name of a previously created owner. Enter the variable as a case-sensitive, unquoted text string.

Table 11-2 describes the fields in the show gslb-config owner command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>Name of the owner.</td>
</tr>
<tr>
<td>Comments</td>
<td>Comments about the owner.</td>
</tr>
</tbody>
</table>

Displaying Region Configuration Information

Use the show gslb-config region command to display information for the currently configured regions on the GSS.

The syntax for the show gslb-config region command is:

```
show gslb-config region [region_name]
```

The region_name variable specifies the name of a previously created region. Enter the variable as a case-sensitive, unquoted text string.

Table 11-3 describes the fields in the show gslb-config region command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
<td>Name of the region.</td>
</tr>
<tr>
<td>Comments</td>
<td>Comments about the region.</td>
</tr>
</tbody>
</table>

Displaying Zone Configuration Information

Use the show gslb-config zone command to display information for the currently configured zones on the GSS.

The syntax for the show gslb-config zone command is:

```
show gslb-config zone [zone_name]
```
The `zone_name` variable specifies the name of a previously created zone. Enter the variable as a case-sensitive, unquoted text string.

Table 11-4 describes the fields in the `show gslb-config zone` command output.

### Table 11-4 Field Descriptions for show gslb-config zone Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone</td>
<td>Name of the zone.</td>
</tr>
<tr>
<td>Backup IP address</td>
<td>The IP address of the backup probe device servicing the zone.</td>
</tr>
<tr>
<td>Index</td>
<td>The numerical identifier for the zone.</td>
</tr>
<tr>
<td>Probe IP address</td>
<td>The IP address of the primary probe device servicing the zone.</td>
</tr>
</tbody>
</table>

### Displaying Source Address Configuration Information

To display configuration information about GSS source address lists and source addresses, use the `show gslb-config source-address-list` command.

The syntax for this command is:

```
show gslb-config source-address-list [source-address-list_name]
```

The `source-address-list_name` variable specifies the name of a previously created source address list. Enter the variable as a case-sensitive, unquoted text string.

Table 11-5 describes the fields in the `show gslb-config source-address-list` command output.
To display configuration information about GSS domain lists and domains, use the `show gslb-config domain-list` command.

The syntax for this command is:

```
show gslb-config domain-list [domain-list_name]
```

The `domain-list_name` variable specifies the name of a previously created domain list. Enter the variable as a case-sensitive, unquoted text string.

Table 11-6 describes the fields in the `show gslb-config domain-list` command output.

### Table 11-5 Field Descriptions for `show gslb-config source-address-list` Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source address list</td>
<td>Name of the source address list.</td>
</tr>
<tr>
<td>Owner</td>
<td>The owner name associated with the source address list.</td>
</tr>
<tr>
<td>IP addresses</td>
<td>IP addresses or CIDR address blocks of the client DNS proxies for the source address list.</td>
</tr>
<tr>
<td>Comments</td>
<td>Comments about the source address list.</td>
</tr>
</tbody>
</table>

### Displaying Domain Configuration Information

To display configuration information about GSS domain lists and domains, use the `show gslb-config domain-list` command.

The syntax for this command is:

```
show gslb-config domain-list [domain-list_name]
```

The `domain-list_name` variable specifies the name of a previously created domain list. Enter the variable as a case-sensitive, unquoted text string.

Table 11-6 describes the fields in the `show gslb-config domain-list` command output.

### Table 11-6 Field Descriptions for `show gslb-config domain list` Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain address list</td>
<td>Name of the domain list.</td>
</tr>
<tr>
<td>Owner</td>
<td>The owner name associated with the domain list.</td>
</tr>
<tr>
<td>Domains</td>
<td>Names of hosted domains that are part of the domain list, and for which the GSS acts as the authoritative DNS server.</td>
</tr>
<tr>
<td>Comments</td>
<td>Comments about the domain list.</td>
</tr>
</tbody>
</table>
To display configuration information about GSS keepalive properties, use the `show gslb-config keepalive-properties` command. The displayed output shows the currently configured properties for ICMP, TCP, HTTP HEAD, KAL-AP, CRA, and NS type keepalives. Both Fast and Standard failure detection mode properties are displayed for ICMP, TCP, HTTP HEAD and KAL-AP keepalive types.

The syntax for this command is:

```
show gslb-config keepalive-properties
```

Table 11-7 describes the fields in the `show gslb-config keepalive-properties` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ICMP Keepalives—Standard Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td><code>interval min</code></td>
<td>The value that specifies the minimum frequency with which the GSS attempts to schedule ICMP keepalives.</td>
</tr>
<tr>
<td><strong>ICMP Keepalives—Fast Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td><code>retries</code></td>
<td>The value that specifies the number of times that the GSS retransmits an ICMP echo request packet before declaring the device offline.</td>
</tr>
<tr>
<td><code>successful probes</code></td>
<td>The number of consecutive successful ICMP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online.</td>
</tr>
<tr>
<td><strong>TCP Keepalives—Standard Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td><code>port</code></td>
<td>The port on the remote device that is to receive the TCP-type keepalive request from the GSS.</td>
</tr>
<tr>
<td><code>termination</code></td>
<td>The method that the GSS initiates to close a TCP connection (graceful or reset).</td>
</tr>
</tbody>
</table>
### Displaying Global Server Load-Balancing Configuration Information

**Table 11-7 Field Descriptions for show gslb-config keepalive-properties Command (continued)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>timeout</td>
<td>The length of time allowed before the GSS retransmits data to a device that is not responding to a request.</td>
</tr>
<tr>
<td>interval min</td>
<td>The minimum frequency with which the GSS attempts to schedule TCP keepalives.</td>
</tr>
<tr>
<td><strong>TCP Keepalives—Fast Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td>port</td>
<td>The port on the remote device that is to receive the TCP-type keepalive request from the GSS.</td>
</tr>
<tr>
<td>termination</td>
<td>The method that the GSS initiates to close a TCP connection (graceful or reset).</td>
</tr>
<tr>
<td>retries</td>
<td>The number of times that the GSS retransmits a TCP packet before declaring the device offline.</td>
</tr>
<tr>
<td>successful probes</td>
<td>The number of consecutive successful TCP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online.</td>
</tr>
<tr>
<td><strong>HTTP HEAD Keepalives—Standard Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td>port</td>
<td>The port on the remote device that is to receive the HTTP HEAD-type keepalive request from the GSS.</td>
</tr>
<tr>
<td>path</td>
<td>The server website queried in the HTTP HEAD request (for example, /company/owner).</td>
</tr>
<tr>
<td>termination</td>
<td>The method that the GSS initiates to close an HTTP HEAD connection (graceful or reset).</td>
</tr>
<tr>
<td>timeout</td>
<td>The length of time allowed before the GSS retransmits data to a device that is not responding to a request.</td>
</tr>
<tr>
<td>interval min</td>
<td>The minimum frequency with which the GSS attempts to schedule HTTP HEAD keepalives.</td>
</tr>
<tr>
<td><strong>HTTP HEAD Keepalives—Fast Failure Detection Mode</strong></td>
<td></td>
</tr>
<tr>
<td>port</td>
<td>The port on the remote device that is to receive the HTTP HEAD-type keepalive request from the GSS.</td>
</tr>
</tbody>
</table>
### Table 11-7 Field Descriptions for show gslb-config keepalive-properties Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>path</td>
<td>The server website queried in the HTTP HEAD request (for example, /company/owner).</td>
</tr>
<tr>
<td>termination</td>
<td>The method that the GSS initiates to close an HTTP HEAD connection (graceful or reset).</td>
</tr>
<tr>
<td>interval min</td>
<td>The minimum frequency with which the GSS attempts to schedule HTTP HEAD keepalives.</td>
</tr>
</tbody>
</table>

**KAL-AP Keepalives—Standard Failure Detection Mode**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>capp-key</td>
<td>The secret key to be used for Content and Application Peering Protocol (CAPP) encryption.</td>
</tr>
<tr>
<td>interval min</td>
<td>The minimum frequency with which the GSS attempts to schedule KAL-AP keepalives.</td>
</tr>
</tbody>
</table>

**KAL-AP Keepalives—Fast Failure Detection Mode**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>capp-key</td>
<td>The secret key to be used for Content and Application Peering Protocol (CAPP) encryption.</td>
</tr>
<tr>
<td>retries</td>
<td>The number of times that the GSS retransmits an KAL-AP packet before declaring the device offline.</td>
</tr>
<tr>
<td>successful probes</td>
<td>The number of consecutive successful KAL-AP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online.</td>
</tr>
</tbody>
</table>

**CRA Keepalives**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>cra-timing-decay</td>
<td>The value that the GSS uses to weigh recent DNS Round Trip Time (RTT) probe results relative to earlier RTT metrics.</td>
</tr>
<tr>
<td>interval min</td>
<td>The minimum frequency with which the GSS attempts to schedule CRA keepalives.</td>
</tr>
</tbody>
</table>

**Name Server Keepalives**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>query-domain</td>
<td>The name of the domain name server to which an NS-type keepalive is sent.</td>
</tr>
<tr>
<td>interval min</td>
<td>The minimum frequency with which the GSS attempts to schedule NS keepalives.</td>
</tr>
</tbody>
</table>
Displaying Shared Keepalive Configuration Information

To display configuration information about shared keepalives, use the `show gslb-config shared-keepalive` command. The displayed output shows the currently configured properties for ICMP, TCP, HTTP HEAD, and KAL-AP shared keepalives.

The syntax for this command is:

```
show gslb-config shared-keepalive [ip_address]
```

The `ip_address` variable specifies the IP address that was specified for any previously configured shared keepalives.

Table 11-8 describes the fields in the `show gslb-config shared-keepalive` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ICMP Shared Keepalives</strong></td>
<td></td>
</tr>
<tr>
<td>ip_address</td>
<td>The IP address used to test the online status for the linked VIP.</td>
</tr>
<tr>
<td><strong>TCP Shared Keepalives</strong></td>
<td></td>
</tr>
<tr>
<td>ip_address</td>
<td>The IP address used to test the online status for the linked VIP.</td>
</tr>
<tr>
<td>port</td>
<td>The port on the remote device that is to receive the TCP-type keepalive request from the GSS.</td>
</tr>
<tr>
<td>termination</td>
<td>The method that the GSS initiates to close a TCP connection (graceful or reset).</td>
</tr>
<tr>
<td><strong>HTTP Shared Keepalives</strong></td>
<td></td>
</tr>
<tr>
<td>ip_address</td>
<td>The IP address used to test the online status for the linked VIP.</td>
</tr>
<tr>
<td>port</td>
<td>The port on the remote device that is to receive the HTTP HEAD-type keepalive request from the GSS.</td>
</tr>
</tbody>
</table>
Table 11-8  Field Descriptions for show gslb-config shared-keepalive Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>host tag</td>
<td>Domain name that is sent to the VIP as part of the HTTP HEAD query.</td>
</tr>
<tr>
<td>path</td>
<td>The path that is relative to the server website being queried in the HTTP HEAD request.</td>
</tr>
<tr>
<td><strong>KAL-AP Shared Keepalives</strong></td>
<td></td>
</tr>
<tr>
<td>ip_address</td>
<td>The IP address used to test the online status for the linked VIP.</td>
</tr>
<tr>
<td>secondary ip_address</td>
<td>The IP address used to query a second Cisco CSS or CSM in a virtual IP (VIP) redundancy and virtual interface redundancy configuration.</td>
</tr>
<tr>
<td>capp-secure enable</td>
<td>Specifies that the capp-secure option is enabled. This option must be enabled if you intend to use Content and Application Peering Protocol (CAPP) encryption.</td>
</tr>
<tr>
<td>key</td>
<td>The encryption key that is used to encrypt interbox communications using CAPP.</td>
</tr>
<tr>
<td>retries</td>
<td>The number of times that the GSS retransmits an KAL-AP packet before declaring the device offline. Applicable only for Fast failure detection mode.</td>
</tr>
<tr>
<td>successful probes</td>
<td>The number of consecutive successful KAL-AP keepalive attempts (probes) that must be recognized by the GSS before bringing an answer back online. Applicable only for Fast failure detection mode.</td>
</tr>
</tbody>
</table>
Displaying Answer Configuration Information

Use the `show gslb-config answer` command in global server load-balancing configuration mode to display the current property settings for configured answers.

The syntax of this command is:

```
show gslb-config answer [ip_address {type | name}]
```

The variables for this command are:

- **ip_address**—(Optional) Use this option to display answers that specify the IP address. Enter an unquoted text string in dotted-decimal format.
- **type**—Specifies an answer type for the specified IP address. Valid options are:
  - `cra`—Specifies a CRA-type answer
  - `ns`—Specifies an NS-type answer
  - `vip`— Specifies a VIP-type answer
- **name**—(Optional) Use this option to display the answer that uses the specified name.

Table 11-9 describes the fields in the `show gslb-config answer` command output for VIP-, CRA- and NS-type answers.

### Table 11-9  Field Descriptions for show gslb-config answer Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Output for VIP-Type Answers</strong></td>
<td></td>
</tr>
<tr>
<td>type</td>
<td>The answer type (VIP).</td>
</tr>
<tr>
<td>ip_address</td>
<td>The VIP address field for the answer. This is the VIP address to which the GSS will forward requests.</td>
</tr>
<tr>
<td>name</td>
<td>The optional name for the answer.</td>
</tr>
<tr>
<td>location</td>
<td>The optional location name to which the answer is associated.</td>
</tr>
<tr>
<td>active/suspend</td>
<td>The current state of the answer (active or suspend).</td>
</tr>
</tbody>
</table>
### Table 11-9  Field Descriptions for show gslb-config answer Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>keepalive type (and configuration information)</td>
<td>The type (ICMP, TCP, HTTP HEAD, or KAL-AP). See Displaying Keepalive Configuration Information for output details for these keepalive types.</td>
</tr>
<tr>
<td><strong>Output for CRA-Type Answers</strong></td>
<td></td>
</tr>
<tr>
<td>type</td>
<td>The answer type (CRA).</td>
</tr>
<tr>
<td>ip_address</td>
<td>The interface or circuit address of the CRA.</td>
</tr>
<tr>
<td>name</td>
<td>The optional name for the answer.</td>
</tr>
<tr>
<td>location</td>
<td>The optional location name to which the answer is associated.</td>
</tr>
<tr>
<td>enable/disable</td>
<td>Enable indicates that the GSS is to perform keepalive checks on the answer. Disable indicates that the GSS uses a one-way delay to calculate a static RTT.</td>
</tr>
<tr>
<td>delay</td>
<td>The one-way delay time in milliseconds that is used by the GSS to calculate a static round-trip time (RTT).</td>
</tr>
<tr>
<td>active/suspend</td>
<td>The current state of the answer (active or suspend).</td>
</tr>
<tr>
<td><strong>Output for Name Server-Type Answers</strong></td>
<td></td>
</tr>
<tr>
<td>type</td>
<td>The answer type (NS).</td>
</tr>
<tr>
<td>ip_address</td>
<td>The name server that the GSS is to forward its requests.</td>
</tr>
<tr>
<td>name</td>
<td>The optional name for the answer.</td>
</tr>
<tr>
<td>enable/disable</td>
<td>Enable indicates that the GSS is to perform keepalive checks on the name server. Disable indicates that the GSS assumes that the name server is always online.</td>
</tr>
<tr>
<td>domain</td>
<td>The name of the domain name server to which an NS-type keepalive is sent (to determine the online status).</td>
</tr>
<tr>
<td>active/suspend</td>
<td>The current state of the answer (active or suspend).</td>
</tr>
</tbody>
</table>
Displaying Answer Group Configuration Information

Use the `show gslb-config answer-group` command in global server load-balancing configuration mode to display the current property settings for configured answers.

The syntax of this command is:

```
show gslb-config answer-group [name]
```

The `name` variable specifies the name of a specific answer group.

*Table 11-10* describes the fields in the `show gslb-config answer-group` command output for VIP-, CRA- and NS-type answers.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>type</td>
<td>The answer group type (CRA, NS, or VIP).</td>
</tr>
<tr>
<td>name</td>
<td>The optional name for the answer group.</td>
</tr>
<tr>
<td>owner</td>
<td>The optional owner name to which the answer group is associated.</td>
</tr>
</tbody>
</table>

Displaying DNS Rule Configuration Information

Use the `show gslb-config dns rule` command in global server load-balancing configuration mode to display the current property settings for all configured dns rules and balance clauses for each rule.

The syntax of this command is:

```
show gslb-config dns rule [name]
```

The `name` variable specifies the name of a previously created dns rule.

*Table 11-11* describes the fields in the `show gslb-config dns rule` command output. Output for balance clauses that use VIP-, NS-, and CRA-type answer groups is also shown.
Table 11-11  Field Descriptions for show gslb-config dns rule Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>dns rule name</td>
<td>The name of the DNS rule.</td>
</tr>
<tr>
<td>owner</td>
<td>The name of the owner with whom the rule is associated.</td>
</tr>
<tr>
<td>source address list</td>
<td>The name of the source address list from which requests originate.</td>
</tr>
<tr>
<td>domain list</td>
<td>The name of the domain list to which DNS queries are addressed.</td>
</tr>
<tr>
<td>query</td>
<td>The DNS query type (a or all) that is applied to the rule.</td>
</tr>
<tr>
<td>sticky method</td>
<td>Displays how (by domain or domain list) the GSS supports DNS stickiness in a DNS rule.</td>
</tr>
<tr>
<td>timeout</td>
<td>The time interval that can pass without the sticky database receiving a lookup request for an entry. This value overrides the global value (for this DNS rule).</td>
</tr>
</tbody>
</table>

Output for Balance Clauses that Use VIP-Type Answer Groups

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>clause number</td>
<td>The balance clause number (1, 2, or 3)</td>
</tr>
<tr>
<td>vip-group name</td>
<td>The name of the answer group specified for the clause.</td>
</tr>
<tr>
<td>method</td>
<td>The method type for the balance clause: (round-robin, least-loaded, ordered, weighted-round-robin, or hashed)</td>
</tr>
<tr>
<td>ttl number</td>
<td>The duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer.</td>
</tr>
<tr>
<td>count number</td>
<td>The duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer.</td>
</tr>
</tbody>
</table>

Output for Balance Clauses that Use NS-Type Answer Groups

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>clause number</td>
<td>The balance clause number (1, 2, or 3)</td>
</tr>
</tbody>
</table>
### Table 11-11 Field Descriptions for `show gslb-config dns rule` Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>vip-group name</td>
<td>The name of the answer group specified for the clause.</td>
</tr>
<tr>
<td>method</td>
<td>The method type for the balance clause: (round-robin, ordered, weighted-round-robin, or hashed)</td>
</tr>
</tbody>
</table>

#### Output for Balance Clauses that Use CRA-Type Answer Groups

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>clause number</td>
<td>The balance clause number (1 or 2)</td>
</tr>
<tr>
<td>vip-group name</td>
<td>The name of the answer group specified for the clause.</td>
</tr>
<tr>
<td>ttl number</td>
<td>The duration of time in seconds that the requesting DNS proxy caches the response sent from the GSS and considers it to be a valid answer.</td>
</tr>
<tr>
<td>fragment number</td>
<td>The number of address records (A-records) that the GSS returns for requests that match the DNS rule.</td>
</tr>
<tr>
<td>ip-ttl number</td>
<td>The maximum number of network hops that are utilized when returning a response to a CRA from a match on a DNS rule.</td>
</tr>
<tr>
<td>max-prop-delay number</td>
<td>The maximum propagation delay (in milliseconds) that is observed before the boomerang server component of the GSS forwards a DNS request to a CRA.</td>
</tr>
<tr>
<td>method boomerang</td>
<td>The DNS rule uses boomerang DNS race to determine the best site.</td>
</tr>
<tr>
<td>pad</td>
<td>The amount of extra data (in bytes) included with each CRA response packet.</td>
</tr>
<tr>
<td>secret key</td>
<td>The key used to encrypt critical data sent between the GSS boomerang server and CRAs.</td>
</tr>
<tr>
<td>server-delay number</td>
<td>The maximum delay (in milliseconds) that is observed before the boomerang server component of the GSS returns the address of its “last gasp” server as a response to the requesting name server.</td>
</tr>
</tbody>
</table>
Displaying DNS Sticky Configuration Information

Use the `show gslb-config sticky-group` and `show gslb-config sticky-properties` commands to display global sticky group and global sticky property information, respectively. To display sticky method information for currently configured DNS rules, see Displaying Answer Configuration Information.

Displaying Global Sticky Group Information

Use the `show gslb-config sticky-group` command to display global sticky group information.

The syntax for this command is:

```
show gslb-config sticky-group [name]
```

The `name` variable specifies the name of a previously created sticky group.

Table 11-12 describes the fields in the `show gslb-config sticky-group` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>name</td>
<td>The name of the previously created sticky group</td>
</tr>
<tr>
<td>ip_address</td>
<td>The IP address of the sticky group.</td>
</tr>
<tr>
<td>netmask</td>
<td>The netmask of the sticky group</td>
</tr>
</tbody>
</table>

Displaying Global Sticky Properties Information

Use the `show gslb-config sticky-properties` command to display information about global sticky settings.

The syntax for this command is:

```
show gslb-config sticky-properties
```
Table 11-13 describes the fields in the `show gslb-config sticky-properties` command output.

### Table 11-13 Field Descriptions for show gslb-config sticky-properties Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>enable</td>
<td>Indicates the stickiness enable state (global or local).</td>
</tr>
<tr>
<td>mask netmask</td>
<td>Displays the global subnet mask value that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of clients that the sticky database can support.</td>
</tr>
<tr>
<td>timeout</td>
<td>Indicates the value for the maximum time period that an unused answer remains valid in the sticky database.</td>
</tr>
</tbody>
</table>

### Displaying DNS Proximity Configuration Information

Use the `show gslb-config proximity-group` and `show gslb-config proximity-properties` commands to display global proximity group and global proximity property information, respectively.

### Displaying Global Proximity Group Information

Use the `show gslb-config proximity-group` command to display global proximity group information.

The syntax for this command is:

```
show gslb-config proximity-group [name]
```

The `name` variable specifies the name of a previously created proximity group.

Table 11-14 describes the fields in the `show gslb-config proximity-group` command output.
Use the `show gslb-config proximity-properties` command to display information about global proximity settings.

The syntax for this command is:

```plaintext
show gslb-config proximity-properties
```

Table 11-15 describes the fields in the `show gslb-config proximity-properties` command output.

### Table 11-15 Field Descriptions for show gslb-config proximity-properties Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>enable</td>
<td>Indicates the global proximity enable state.</td>
</tr>
<tr>
<td>mask netmask</td>
<td>Indicates the global subnet mask that the GSS uses to uniformly group contiguous D-proxy addresses as an attempt to increase the number of supported D-proxies in the PDB.</td>
</tr>
<tr>
<td>timeout minutes</td>
<td>Indicates the maximum time interval that can pass without the PDB receiving a lookup request for an entry before the GSS removes that entry.</td>
</tr>
<tr>
<td>equivalence number</td>
<td>Indicates the percentage value that the GSS applies to the most proximate RTT value (the closest) to help identify the relative RTT values of other zones that the GSS should consider as equally proximate.</td>
</tr>
</tbody>
</table>

### Displaying Global Proximity Properties Information

Use the `show gslb-config proximity-properties` command to display information about global proximity settings.

The syntax for this command is:

```plaintext
show gslb-config proximity-properties
```

Table 11-15 describes the fields in the `show gslb-config proximity-properties` command output.

### Table 11-14 Field Descriptions for show gslb-config proximity-group Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>name</td>
<td>The name of the previously created proximity group.</td>
</tr>
<tr>
<td>ip_address</td>
<td>The IP address for the proximity group.</td>
</tr>
<tr>
<td>netmask</td>
<td>The netmask for the proximity group.</td>
</tr>
</tbody>
</table>
### Table 11-15 Field Descriptions for `show gslb-config sticky-properties` Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>refresh-interval</td>
<td>Indicates the frequency of the refresh probing process to probe and update RTT values for the entries in the PDB.</td>
</tr>
<tr>
<td>hours</td>
<td></td>
</tr>
<tr>
<td>discovery-sequence</td>
<td>Indicates the type of probe method used initially by the Cisco IOS-based router during the probe discovery process with the requesting client’s D-proxy.</td>
</tr>
<tr>
<td>acceptable-rtt</td>
<td>Indicates the value that the GSS uses as an acceptable RTT value when determining the most proximate answer.</td>
</tr>
<tr>
<td>number</td>
<td></td>
</tr>
<tr>
<td>acceptable-zone</td>
<td>Indicates the percentage value that the GSS uses to determine if an acceptable number of zones return valid RTT values.</td>
</tr>
<tr>
<td>number</td>
<td></td>
</tr>
<tr>
<td>wait enable</td>
<td>Indicates the wait enable state. When enabled, the GSS will wait to perform a proximity selection until it receives the appropriate RTT and zone information based on the proximity settings.</td>
</tr>
<tr>
<td>enable</td>
<td></td>
</tr>
<tr>
<td>authentication drp</td>
<td>Indicates the authentication drp enable state. When enabled, the GSS authenticates packets that it exchanges with the DRP agent in a probing device through the exchange of DRP keys.</td>
</tr>
<tr>
<td>enable</td>
<td></td>
</tr>
<tr>
<td>key drp</td>
<td>Displays all configured DRP key ID numbers and names.</td>
</tr>
</tbody>
</table>
Chapter 11  Displaying Global Server Load-Balancing Configuration Information

Displaying DNS Proximity Configuration Information
Displaying GSS Global Server Load-Balancing Statistics

This chapter describes the following tools for displaying the status of global server load balancing on your GSS network:

- CLI-based commands that display the content routing and global server load-balancing statistics performed by a GSS device (primary GSSM, standby GSSM, and GSS device).
- Monitor pages in the primary GSSM GUI that display the status of global server load-balancing activity for all GSS devices in your GSS network.

This chapter contains the following major sections:

- Displaying Global Server Load-Balancing Statistics from the CLI
- Displaying Global Server Load-Balancing Statistics from the GUI
Displaying Global Server Load-Balancing Statistics from the CLI

Each GSS device includes a comprehensive set of `show statistics` CLI commands to display content routing and load-balancing statistics for each major component involved in the GSS global server load-balancing operation. The GSS global server load-balancing components include boomerang (CRAs), DNS, and VIP keepalives. For example, the `show statistics dns` command can be used to display the traffic handled by a particular DNS rule, which matches a D-proxy to an answer, or to analyze the traffic to a particular hosted domain that is managed by a GSS.

You can also display advanced traffic management functions such as DNS sticky and network proximity for the GSS device.

The following sections provide detailed instructions about using the output of the various `show statistics` command options to display GSS global server load-balancing operation.

- Displaying the Status of the Boomerang Server on a GSS
- Displaying the Status of the DNS Server on a GSS
- Displaying the Status of Keepalives on a GSS
- Displaying Keepalive Answer Type Statistics
- Displaying DNS Sticky Statistics on a GSS
- Clearing GSS Global Server Load-Balancing Statistics
Displaying the Status of the Boomerang Server on a GSS

The boomerang server component uses calculations of network delay, provided by DNS races between content routing agents (CRAs), to determine which server is best able to respond to a given request. Use the `show statistics boomerang` command to display boomerang activity such as DNS races on your GSS device on a domain-by-domain basis or on a global basis.

The syntax for the `show statistics boomerang` command is:

```
show statistics boomerang {domain domain_name | global}
```

The options and variables are:

- **domain**—Displays statistics related to a named domain being served by the GSS.
- **domain_name**—Specifies the name of the domain.
- **global**—Displays statistics across the entire GSS network for the Boomerang server.

This example shows how to displays statistics across the entire GSS network for the boomerang server:

```
gss1.yourdomain.com# show statistics boomerang global
Boomerang global statistics:
    Total races: 24
```

This example shows how to displays boomerang statistics for a specific domain:

```
gss1.yourdomain.com# show statistics boomerang domain1
Domain statistics: (of domain1)
    DNS A requests:
```
```
Displaying the Status of the DNS Server on a GSS

The DNS server component tracks all DNS-related traffic to and from your GSS device, including information about DNS queries received, responses sent, queries dropped and forwarded. Use the `show statistics dns` command option to display DNS statistics about your GSS request routing and server load-balancing components such as DNS rules, answers, answer groups, domains, domain lists, proximity lookups by rule name or zone, source addresses, and source address groups.

When displaying the DNS answer group, domain list, or source address list statistics, you may specify the `verbose` option to display detailed statistics about each component of your DNS rules (for example, statistics for each answer that makes up an answer group or each domain that makes up a domain list).

This section contains the following procedures:

- Displaying Answer Statistics
- Displaying Answer Group Statistics
- Displaying Domain Statistics
- Displaying Domain List Statistics
- Displaying Global Statistics
- Displaying DNS Rule Proximity Statistics
- Displaying DNS Rule Statistics
- Displaying Source Address Statistics
- Displaying Source Address List Statistics
- Displaying DNS Rule Sticky Statistics
Displaying Answer Statistics

Use the `show statistics dns answer` command to display the accumulated hit count for each configured answer that responds to content queries. The statistics also include the per second average hit count calculated during the last-minute, a 5-minute interval, a 30-minute interval, and a 4-hour interval.

The syntax for the command is:

```
show statistics dns answer {list | answer_name}
```

The options and variables are:

- `list`—Lists the names of all answers configured for the GSS.
- `answer_name`—Specifies the name of the answer that you want to display statistics.

Table 12-1 describes the fields in the `show statistics dns answer` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer</td>
<td>Name of the answer. Depending on the type of answer, the GSS displays:</td>
</tr>
<tr>
<td></td>
<td>• The VIP address of the answer (VIP-type answer)</td>
</tr>
<tr>
<td></td>
<td>• Interface or circuit address (CRA-type answer)</td>
</tr>
<tr>
<td></td>
<td>• The IP address of the name server (Name Server-type answer)</td>
</tr>
<tr>
<td>Type</td>
<td>Resources to which the GSS resolves DNS requests. The answer types include:</td>
</tr>
<tr>
<td></td>
<td>• VIP, CRA, or Name Server (NS).</td>
</tr>
<tr>
<td>Total Hits</td>
<td>Total number of hits for the configured answer since the GSS was last</td>
</tr>
<tr>
<td></td>
<td>started or statistics cleared.</td>
</tr>
<tr>
<td>1-Min</td>
<td>Averaged per second hit count for the answer, calculated during the last</td>
</tr>
<tr>
<td></td>
<td>minute.</td>
</tr>
</tbody>
</table>
Displaying Answer Group Statistics

Use the `show statistics dns answer-group` command to display the total hit count for each configured answer group and the answers contained in the answer group.

The syntax for the command is:

```
show statistics dns answer-group {list | group_name [verbose]}
```

The options and variables are:

- **list**—Lists the names of all answer groups configured for the GSS.
- **group_name**—Specifies the name of the answer group that you want to display statistics.
- **verbose**—Allows you to display detailed statistics for each answer that makes up an answer group.

### Table 12-1 Field Descriptions for show statistics dns answer Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-Min</td>
<td>Averaged per second hit count for the answer, calculated during the last 5-minute interval.</td>
</tr>
<tr>
<td>30-Min</td>
<td>Averaged per second hit count for the answer, calculated during the last 30-minute interval.</td>
</tr>
<tr>
<td>4-Hr</td>
<td>Averaged per second hit count for the answer, calculated during the last 4-hour interval.</td>
</tr>
</tbody>
</table>
Table 12-2 describes the fields in the `show statistics dns answer-group verbose` command output.

**Table 12-2  Field Descriptions for show statistics dns answer-group verbose Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hit Count</td>
<td>Accumulated hit count for the configured answer group since the GSS was last started.</td>
</tr>
</tbody>
</table>
| Answer | Name of each answer in the answer group. Depending on the type of answer, the GSS displays:  
- The VIP address of the answer (VIP-type answer)  
- Interface or circuit address (CRA-type answer)  
- The IP address of the name server (Name Server-type answer) |
| Hit Count | Number of times the answer has been selected or matched in the DNS rule when the GSS processes a DNS request. |
| Status | Indicates whether the answer is online (up) or offline (down). |
Displaying Domain Statistics

Use the `show statistics dns domain` command to display the accumulated hit count for each configured host domain. The statistics also include the per-second average hit count calculated during the last minute, a 5-minute interval, a 30-minute interval, and a 4-hour interval.

The syntax for the command is:

```
show statistics dns domain {list | domain_name}
```

The options and variables are:

- `list`—Lists the names of all domains configured for the GSS.
- `domain_name`—Specifies the name of the domain that you want to display statistics.

Table 12-3 describes the fields in the `show statistics dns domain` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain</td>
<td>Name of the hosted domain</td>
</tr>
<tr>
<td>Total Hits</td>
<td>Total number of hits for the specified hosted domain since the GSS was last started</td>
</tr>
<tr>
<td>1-Min</td>
<td>Averaged per second hit count for the hosted domain, calculated during the last minute</td>
</tr>
<tr>
<td>5-Min</td>
<td>Averaged per second hit count for the hosted domain, calculated during the last 5-minute interval</td>
</tr>
<tr>
<td>30-Min</td>
<td>Averaged per second hit count for the hosted domain, calculated during the last 30-minute interval</td>
</tr>
<tr>
<td>4-Hr</td>
<td>Averaged per second hit count for the hosted domain, calculated during the last 4-hour interval</td>
</tr>
</tbody>
</table>
Displaying Domain List Statistics

Use the `show statistics dns domain-list` command to display the total accumulated hit count for each configured domain list.

The syntax for the command is:

```
show statistics dns domain-list [list | domain_list_name [verbose]]
```

The options and variables are:

- `list`—Lists the names of all domains configured for the GSS.
- `domain_list_name`—Specifies the name of the domain list that you want to display statistics.
- `verbose`—Allows you to display detailed statistics for each domain that makes up a domain list.

Table 12-4 describes the fields in the `show statistics dns domain-list verbose` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hit Count</td>
<td>Accumulated hit count for the hosted domain since the GSS was last started or statistics cleared</td>
</tr>
<tr>
<td>Domain Name</td>
<td>Name of the hosted domain in the domain list</td>
</tr>
<tr>
<td>Hit Count</td>
<td>Number of times the hosted domain has been selected or matched in the DNS rule when the GSS processes a DNS request</td>
</tr>
</tbody>
</table>
Displaying Global Statistics

Use the `show statistics dns global` command to display general DNS statistics for the GSS device in use.

The syntax for the command is:

```
show statistics dns global
```

Table 12-5 describes the fields in the `show statistics dns global` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DnsQueriesRcvd</td>
<td>Total number of DNS queries received by the GSS from a requesting client D-proxy</td>
</tr>
<tr>
<td>DnsHostAddrQueriesRcvd</td>
<td>Total number of host address queries received by the GSS from a requesting client D-proxy</td>
</tr>
<tr>
<td>DnsResponsesSent</td>
<td>Total number of DNS responses sent by the GSS to a requesting client D-proxy</td>
</tr>
<tr>
<td>DnsResponsesNoError</td>
<td>Total number of DNS responses sent by the GSS to a requesting client D-proxy without an error</td>
</tr>
<tr>
<td>DnsResponsesErrors</td>
<td>Total number of DNS responses sent by the GSS to a requesting client D-proxy with an error</td>
</tr>
<tr>
<td>DnsServfailRCode</td>
<td>DNS server failure return code</td>
</tr>
<tr>
<td>DnsNxdomainRCode</td>
<td>DNS NX domain return code</td>
</tr>
<tr>
<td>DnsNotimpRCode</td>
<td>DNS not implemented return code</td>
</tr>
<tr>
<td>DnsRefusedRCode</td>
<td>DNS refused return code</td>
</tr>
<tr>
<td>DnsQueriesUnmatched</td>
<td>Total number of unmatched DNS queries received by the GSS from a requesting client D-proxy</td>
</tr>
<tr>
<td>DnsDrops</td>
<td>Total number of DNS queries dropped by the GSS</td>
</tr>
<tr>
<td>DnsNSFWDSent</td>
<td>Total number of queries that do not match domains on any GSS domain lists and have been forwarded by the GSS to an external DNS name server for resolution</td>
</tr>
</tbody>
</table>
Table 12-5  Field Descriptions for show statistics dns global Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DnsBoomServReqSent</td>
<td>Total number of requests sent by the boomerang server in the GSS to initiate a DNS race</td>
</tr>
<tr>
<td>DnsNSFWDResponsesRcvd</td>
<td>Total number of queries that have been forwarded to the GSS to an external DNS name server for resolution</td>
</tr>
<tr>
<td>DnsProxLkupReqSent</td>
<td>Total number of proximity lookup requests sent by the selector to the proximity subsystem</td>
</tr>
<tr>
<td>DnsProxLkupRespRecd</td>
<td>Total number of proximity lookup requests received by the selector from the proximity subsystem</td>
</tr>
<tr>
<td>DnsReqRatePerSecondCur</td>
<td>Current request rate per second that requests are made to the GSS to perform a DNS resolution</td>
</tr>
<tr>
<td>DnsReqRatePerSecondPeak</td>
<td>Peak request rate per second that requests are made to the GSS to perform a DNS resolution</td>
</tr>
<tr>
<td>DnsStickyLkupReqSent</td>
<td>Total number of sticky lookup requests sent by the selector to the sticky subsystem</td>
</tr>
<tr>
<td>DnsStickyAddReqSent</td>
<td>Total number of requests for IP addresses sent by the selector to the sticky subsystem</td>
</tr>
<tr>
<td>DnsStickyHit</td>
<td>Total number of successful sticky answer matches for the DNS rule</td>
</tr>
<tr>
<td>DnsStickyMiss</td>
<td>Total number of times the GSS was unable to provide the sticky answer for the DNS rule</td>
</tr>
<tr>
<td>DnsSrcPortErrorUdp</td>
<td>Total number of UDP errors that occurred on the DNS source port</td>
</tr>
<tr>
<td>DnsSrcPortErrorTcp</td>
<td>Total number of TCP errors that occurred on the DNS source port</td>
</tr>
<tr>
<td>DnsPollSocketError</td>
<td>Total number of socket connection errors</td>
</tr>
</tbody>
</table>
Displaying DNS Rule Proximity Statistics

Use the `show statistics dns proximity rule` command to display all proximity lookups by DNS rule name.

**Note**

To clear proximity statistics related to the DNS server component of the GSS, use the `clear statistics dns` command. See the “Clearing GSS Global Server Load-Balancing Statistics” section for details.

The syntax for the command is:

```
show statistics dns proximity rule
```

Table 12-6 describes the fields in the `show statistics dns proximity rule` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule</td>
<td>Name of the matched DNS rule</td>
</tr>
<tr>
<td>Proximity Hit Count</td>
<td>Number of DNS requests that match the DNS rule</td>
</tr>
<tr>
<td>Proximity Success Count</td>
<td>Number of DNS responses successfully returned with a proximate answer for the DNS rule</td>
</tr>
</tbody>
</table>

Displaying DNS Rule Statistics

Use the `show statistics dns rule` command to display the total hit count and success count for each configured DNS rule.

The syntax for the command is:

```
show statistics dns rule {list | rule_name}
```

The options and variables are:

- **list**—Lists the names of all DNS rules configured for the GSS.
- **rule_name**—Specifies the name of the DNS rule that you want to display statistics.
Table 12-7 describes the fields in the `show statistics dns rule` command output.

**Table 12-7  Field Descriptions for show statistics dns rule Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hit Count</td>
<td>Accumulated hit count for the configured DNS rule since the GSS was last started.</td>
</tr>
<tr>
<td>Total Success Count</td>
<td>Accumulated number of successful answer matches for the DNS rule.</td>
</tr>
<tr>
<td>Clause</td>
<td>Number of the balance clause in the DNS rule.</td>
</tr>
<tr>
<td>Hit Count</td>
<td>Number of times the DNS rule processed a DNS request.</td>
</tr>
<tr>
<td>Success Count</td>
<td>Number of successful answer matches for the DNS rule.</td>
</tr>
<tr>
<td>Id</td>
<td>Internal ID number of the answer in the DNS rule.</td>
</tr>
<tr>
<td>Address</td>
<td>Name of the answer. Depending on the type of answer, the GSS displays:</td>
</tr>
<tr>
<td></td>
<td>• The VIP address of the answer (VIP-type answer)</td>
</tr>
<tr>
<td></td>
<td>• Interface or circuit address (CRA-type answer)</td>
</tr>
<tr>
<td></td>
<td>• The IP address of the name server (Name Server-type answer)</td>
</tr>
<tr>
<td>Hit Count</td>
<td>Number of times the answer has been selected or matched in the DNS rule when the GSS processes a DNS request.</td>
</tr>
</tbody>
</table>
Displaying Source Address Statistics

Use the `show statistics dns source-address` command to display the accumulated hit count for each configured source address. The statistics also includes the per-second average hit count calculated during the last-minute, a 5-minute interval, a 30-minute interval, and a 4-hour interval.

The syntax for the command is:

```
show statistics dns source-address {list | sa_name}
```

The options and variables are:

- `list`—Lists the names of all source addresses configured for the GSS.
- `sa_name`—Specifies the name of the source address that you want to display statistics.

Table 12-8 describes the fields in the `show statistics dns source-address` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Src Address</td>
<td>IP address or CIDR address block of the client DNS proxy</td>
</tr>
<tr>
<td>Total Hits</td>
<td>Total number of hits for the source address since the GSS was last started or statistics cleared</td>
</tr>
<tr>
<td>1-Min</td>
<td>Averaged per second hit count for the source address, calculated during the last minute</td>
</tr>
<tr>
<td>5-Min</td>
<td>Averaged per second hit count for the source address, calculated during the last 5-minute interval</td>
</tr>
<tr>
<td>30-Min</td>
<td>Averaged per second hit count for the source address, calculated during the last 30-minute interval</td>
</tr>
<tr>
<td>4-Hr</td>
<td>Averaged per second hit count for the source address, calculated during the last 4-hour interval</td>
</tr>
</tbody>
</table>
Displaying Source Address List Statistics

Use the `show statistics dns source-address-list` command to display the total hit count for each configured source address list. The statistics also include the last minute average, 5-minute average, 30-minute average, and 4-hour average of the hit counts.

The syntax for the command is:

```
show statistics dns source-address-list { list | sa_list_name [verbose] }
```

The options and variables are:

- `list`—Lists the names of all source addresses.
- `sa_list_name`—Specifies the name of the source address list that you want to display statistics.
- `verbose`—Allows you to display detailed statistics for each name in the source address list.

Table 12-9 describes the fields in the `show statistics dns source-address-list` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hit Count</td>
<td>Accumulated hit count for the configured source address list since the GSS was last started or statistics cleared</td>
</tr>
<tr>
<td>Source Address</td>
<td>IP address or CIDR address block of the client DNS proxy</td>
</tr>
<tr>
<td>Hit Count</td>
<td>Number of times the source address has been selected or matched in the DNS rule when the GSS processes a DNS request</td>
</tr>
</tbody>
</table>
Displaying DNS Rule Sticky Statistics

Use the `show statistics dns sticky rule` command to display all DNS sticky lookups by DNS rule name.

**Note**
To clear sticky statistics related to the DNS server component of the GSS, use the `clear statistics dns` command. See the “Clearing GSS Global Server Load-Balancing Statistics” section for details.

The syntax for the command is:

```
show statistics dns sticky rule
```

Table 12-10 describes the fields in the `show statistics dns sticky rule` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule</td>
<td>Name of the matched DNS rule</td>
</tr>
<tr>
<td>Sticky Hit Count</td>
<td>Total number of lookups in the sticky database for the DNS rule</td>
</tr>
<tr>
<td>Sticky Success Count</td>
<td>Total number of successful sticky answer matches for the DNS rule</td>
</tr>
</tbody>
</table>
Displaying the Status of Keepalives on a GSS

The keepalive engine on each GSS device monitors the current online status of the configured keepalives managed by the GSS. You can display statistics for all keepalive types on your network, or limit statistics to a specific keepalive type, such as CRA, HTTP HEAD, ICMP, KAL-AP, name server, or TCP.

Use the `show statistics keepalive` command option to display statistics about the health of your GSS keepalives globally or by keepalive type.

This section contains the following procedures:

- Displaying CRA Keepalive Statistics
- Displaying Global Keepalive Statistics
- Displaying HTTP HEAD Keepalive Statistics
- Displaying ICMP Keepalive Statistics
- Displaying KAL-AP Keepalive Statistics
- Displaying Name Server Keepalive Statistics
- Displaying TCP Keepalive Statistics
- Displaying Keepalive Answer Type Statistics

Displaying CRA Keepalive Statistics

Use the `show statistics keepalive cra` command to display statistics for configured content routing agent (CRA) keepalive types managed by the GSS and used with boomerang-type answers.

The syntax for the command is:

```
show statistics keepalive cra {ip_address | all | list}
```

The options and variables are:

- `ip_address`—Specifies the IP address to display keepalive statistics.
- `all`—Displays all configured CRA-type keepalives.
- `list`—Lists all available IP addresses.
Table 12-11 describes the fields in the `show statistics keepalive cra all` command output.

**Table 12-11 Field Descriptions for show statistics keepalive cra all Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>Keepalive</td>
<td>Name assigned to the answer.</td>
</tr>
<tr>
<td>Status</td>
<td>State of the keepalive. The possible states are Online, Offline, Init, and Suspended.</td>
</tr>
<tr>
<td>One Way Delay</td>
<td>One-way delay time, in milliseconds, used by the GSS to calculate a static round-trip time (RTT), with the one-way delay constituting one-half of the round-trip time that is used for all DNS races involving this answer.</td>
</tr>
<tr>
<td>Packets Sent</td>
<td>Total number of keepalive packets sent to the answer by the GSS.</td>
</tr>
<tr>
<td>Packets Received</td>
<td>Total number of keepalive packets received by the GSS from the answer.</td>
</tr>
<tr>
<td>Positive Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a positive (OK) response.</td>
</tr>
<tr>
<td>Negative Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a negative response.</td>
</tr>
<tr>
<td>Transitions</td>
<td>Total number of keepalive transitions (for example, from Init to Online state) experienced by the keepalive.</td>
</tr>
<tr>
<td>GID</td>
<td>Global ID number used by the GSS.</td>
</tr>
<tr>
<td>LID</td>
<td>Local ID number used by the GSS.</td>
</tr>
</tbody>
</table>
Displaying Global Keepalive Statistics

Use the `show statistics keepalive global` command to display all keepalive statistics managed by the GSS device.

The syntax for the command is:

```
show statistics keepalive global
```

Table 12-12 describes the fields in the `show statistics keepalive global` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICMP Probe Success Count</td>
<td>Number of ICMP queries sent to the answer that resulted in a successful response</td>
</tr>
<tr>
<td>ICMP Probe Failure Count</td>
<td>Number of ICMP queries sent to the answer that resulted in a failure</td>
</tr>
<tr>
<td>ICMP 'echo request' packets sent</td>
<td>Number of ICMP echo request messages sent to the answer</td>
</tr>
<tr>
<td>ICMP 'echo reply' packets received</td>
<td>Number of ICMP echo reply messages received by the GSS from the answer</td>
</tr>
<tr>
<td>Configured ICMP Probe Count</td>
<td>Number of configured ICMP probes sent to the answer</td>
</tr>
<tr>
<td>ONLINE ICMP Probe Count</td>
<td>Number of ICMP probes sent to the answer that returned an Online state for the keepalive</td>
</tr>
<tr>
<td>OFFLINE ICMP Probe Count</td>
<td>Number of ICMP probes sent to the answer that returned an Offline state for the keepalive</td>
</tr>
<tr>
<td>SUSPENDED ICMP Probe Count</td>
<td>Number of ICMP probes sent to the answer that returned a Suspended state for the keepalive</td>
</tr>
<tr>
<td>INIT ICMP Probe Count</td>
<td>Number of ICMP probes sent to the answer that returned an Init state for the keepalive</td>
</tr>
<tr>
<td>DNS Probe Success Count</td>
<td>Number of DNS request probes sent by the GSS that resulted in a successful response</td>
</tr>
</tbody>
</table>
Table 12-12 Field Descriptions for show statistics keepalive global Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNS Probe Failure Count</td>
<td>Number of DNS request probes sent by the GSS that resulted in a failure</td>
</tr>
<tr>
<td>DNS packets sent</td>
<td>Number of DNS request packets sent by the GSS</td>
</tr>
<tr>
<td>DNS packets received</td>
<td>Number of DNS request packets received by the GSS</td>
</tr>
<tr>
<td>Configured DNS Probe Count</td>
<td>Number of DNS request probes sent by the GSS</td>
</tr>
<tr>
<td>ONLINE DNS Probe Count</td>
<td>Number of DNS request probes sent that returned an Online state for the keepalive</td>
</tr>
<tr>
<td>OFFLINE DNS Probe Count</td>
<td>Number of DNS request probes that returned an Offline state for the keepalive</td>
</tr>
<tr>
<td>SUSPENDED DNS Probe Count</td>
<td>Number of DNS request probes sent that returned a Suspended state for the keepalive</td>
</tr>
<tr>
<td>INIT DNS Probe Count</td>
<td>Number of DNS request probes sent that returned an Init state for the keepalive</td>
</tr>
<tr>
<td>KAL-AP Probe Success Count</td>
<td>Number of KAL-AP queries sent to the answer that resulted in a successful response</td>
</tr>
<tr>
<td>KAL-AP Probe Failure Count</td>
<td>Number of KAL-AP queries sent to the answer that resulted in a failure</td>
</tr>
<tr>
<td>KAL-AP packets sent</td>
<td>Number of KAL-AP packets sent to the answer</td>
</tr>
<tr>
<td>KAL-AP packets received</td>
<td>Number of KAL-AP packets received by the GSS from the answer</td>
</tr>
<tr>
<td>Configured KAL-AP Probe Count</td>
<td>Number of configured KAL-AP probes sent to the answer</td>
</tr>
<tr>
<td>ONLINE KAL-AP Probe Count</td>
<td>Number of KAL-AP probes sent to the answer that returned an Online state for the keepalive</td>
</tr>
<tr>
<td>OFFLINE KAL-AP Probe Count</td>
<td>Number of KAL-AP probes sent to the answer that returned an Offline state for the keepalive</td>
</tr>
<tr>
<td>SUSPENDED KAL-AP Probe Count</td>
<td>Number of KAL-AP probes sent to the answer that returned a Suspended state for the keepalive</td>
</tr>
</tbody>
</table>
Displaying Global Server Load-Balancing Statistics from the CLI

Table 12-12 Field Descriptions for `show statistics keepalive global` Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>INIT KAL-AP Probe Count</td>
<td>Number of KAL-AP probes sent to the answer that returned an Init state for the keepalive</td>
</tr>
<tr>
<td>CRA Probe Success Count</td>
<td>Number of CRA queries sent to the answer that resulted in a successful response</td>
</tr>
<tr>
<td>CRA Probe Failure Count</td>
<td>Number of CRA queries sent to the answer that resulted in a failure</td>
</tr>
<tr>
<td>CRA packets sent</td>
<td>Number of CRA packets sent to the answer</td>
</tr>
<tr>
<td>CRA packets received</td>
<td>Number of CRA packets received by the GSS from the answer</td>
</tr>
<tr>
<td>Configured CRA Probe Count</td>
<td>Number of configured CRA probes sent to the answer</td>
</tr>
<tr>
<td>ONLINE CRA Probe Count</td>
<td>Number of CRA probes sent to the answer that returned an Online state for the keepalive</td>
</tr>
<tr>
<td>OFFLINE CRA Probe Count</td>
<td>Number of KAL-AP probes sent to the answer that returned an Offline state for the keepalive</td>
</tr>
<tr>
<td>SUSPENDED CRA Probe Count</td>
<td>Number of KAL-AP probes sent to the answer that returned a Suspended state for the keepalive</td>
</tr>
<tr>
<td>INIT CRA Probe Count</td>
<td>Number of KAL-AP probes sent to the answer that returned an Init state for the keepalive</td>
</tr>
<tr>
<td>HTTP-HEAD Probe Success Count</td>
<td>Number of HTTP-HEAD queries sent to the answer that resulted in a successful response</td>
</tr>
<tr>
<td>HTTP-HEAD Probe Failure Count</td>
<td>Number of HTTP-HEAD queries sent to the answer that resulted in a failure</td>
</tr>
<tr>
<td>HTTP-HEAD packets sent</td>
<td>Number of HTTP-HEAD packets sent to the answer</td>
</tr>
<tr>
<td>HTTP-HEAD packets received</td>
<td>Number of HTTP-HEAD packets received by the GSS from the answer</td>
</tr>
<tr>
<td>Configured HTTP-HEAD Probe Count</td>
<td>Number of configured HTTP-HEAD probes sent to the answer</td>
</tr>
</tbody>
</table>
Table 12-12 Field Descriptions for show statistics keepalive global Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONLINE HTTP-HEAD Probe Count</td>
<td>Number of HTTP-HEAD probes sent to the answer that returned an Online state for the keepalive</td>
</tr>
<tr>
<td>OFFLINE HTTP-HEAD Probe Count</td>
<td>Number of HTTP-HEAD probes sent to the answer that returned an Offline state for the keepalive</td>
</tr>
<tr>
<td>SUSPENDED HTTP-HEAD Probe Count</td>
<td>Number of HTTP-HEAD probes sent to the answer that returned a Suspended state for the keepalive</td>
</tr>
<tr>
<td>INIT HTTP-HEAD Probe Count</td>
<td>Number of HTTP-HEAD probes sent to the answer that returned an Init state for the keepalive</td>
</tr>
<tr>
<td>TCP Probe Success Count</td>
<td>Number of TCP queries sent to the answer that resulted in a successful response</td>
</tr>
<tr>
<td>TCP Probe Failure Count</td>
<td>Number of TCP queries sent to the answer that resulted in a failure</td>
</tr>
<tr>
<td>TCP packets sent</td>
<td>Number of TCP packets sent to the answer</td>
</tr>
<tr>
<td>TCP packets received</td>
<td>Number of TCP packets received by the GSS from the answer</td>
</tr>
<tr>
<td>Configured TCP Probe Count</td>
<td>Number of configured TCP probes sent to the answer</td>
</tr>
<tr>
<td>ONLINE TCP Probe Count</td>
<td>Number of TCP probes sent to the answer that returned an Online state for the keepalive</td>
</tr>
<tr>
<td>OFFLINE TCP Probe Count</td>
<td>Number of TCP probes sent to the answer that returned an Offline state for the keepalive</td>
</tr>
<tr>
<td>SUSPENDED TCP Probe Count</td>
<td>Number of TCP probes sent to the answer that returned a Suspended state for the keepalive</td>
</tr>
<tr>
<td>INIT TCP Probe Count</td>
<td>Number of TCP probes sent to the answer that returned an Init state for the keepalive</td>
</tr>
<tr>
<td>Total Configured Probe Count</td>
<td>Total number of configured keepalive probes</td>
</tr>
</tbody>
</table>
Chapter 12  Displaying GSS Global Server Load-Balancing Statistics

Displaying HTTP HEAD Keepalive Statistics

Use the `show statistics keepalive http-head` command to display statistics for configured HTTP HEAD keepalive types managed by the GSS and used with VIP-type answers.

The syntax for the command is:

```
show statistics keepalive http-head {ip_address | all | list}
```

The options and variables are:
- `ip_address`—Specifies the IP address to display keepalive statistics.
- `all`—Displays all configured HTTP HEAD-type keepalives.
- `list`—Lists all available IP addresses.

Table 12-13 describes the fields in the `show statistics keepalive http-head all` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>Keepalive</td>
<td>IP address of the keepalive target.</td>
</tr>
<tr>
<td>Status</td>
<td>State of the keepalive. The possible states are Online, Offline, Init, and Suspended.</td>
</tr>
<tr>
<td>Keepalive Type</td>
<td>The Standard or Fast KAL-AP keepalive transmission rate used to define the failure detection time for the GSS.</td>
</tr>
<tr>
<td>Destination Port</td>
<td>Port on the remote device receiving the HTTP HEAD-type keepalive request from the GSS.</td>
</tr>
<tr>
<td>HTTP Path</td>
<td>Default path that is relative to the server website being queried in the HTTP HEAD request.</td>
</tr>
<tr>
<td>Host Tag</td>
<td>Domain name that is sent to the VIP as part of the HTTP HEAD query in the Host tag field of the shared keepalive configuration.</td>
</tr>
</tbody>
</table>
Use the `show statistics keepalive icmp` command to display statistics for configured ICMP keepalive types managed by the GSS and used with VIP-type answers.

The syntax for the command is:

```
show statistics keepalive icmp {ip_address | all | list}
```
Chapter 12  Displaying GSS Global Server Load-Balancing Statistics

Displaying Global Server Load-Balancing Statistics from the CLI

The options and variables are:

- `ip_address`—Specifies the IP address to display keepalive statistics.
- `all`—Displays all configured ICMP-type keepalives.
- `list`—Lists all available IP addresses.

Table 12-14 describes the fields in the `show statistics keepalive icmp all` command output.

**Table 12-14 Field Descriptions for show statistics keepalive icmp all Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>Keepalive</td>
<td>IP address of the keepalive target.</td>
</tr>
<tr>
<td>Status</td>
<td>State of the keepalive. The possible states are Online, Offline, Init, and Suspended.</td>
</tr>
<tr>
<td>Keepalive Type</td>
<td>The Standard or Fast KAL-AP keepalive transmission rate used to define the failure detection time for the GSS.</td>
</tr>
<tr>
<td>Packets Sent</td>
<td>Total number of keepalive packets sent to the answer by the GSS.</td>
</tr>
<tr>
<td>Packets Received</td>
<td>Total number of keepalive packets received by the GSS from the answer.</td>
</tr>
<tr>
<td>Positive Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a positive (OK) response.</td>
</tr>
<tr>
<td>Negative Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a negative response.</td>
</tr>
<tr>
<td>Transitions</td>
<td>Total number of keepalive transitions (for example, from Init to Online state) experienced by the keepalive.</td>
</tr>
<tr>
<td>GID</td>
<td>Global ID number used by the GSS.</td>
</tr>
<tr>
<td>LID</td>
<td>Local ID number used by the GSS.</td>
</tr>
</tbody>
</table>
Displaying KAL-AP Keepalive Statistics

Use the `show statistics keepalive kalap` command to display statistics for configured KAL-AP keepalive types managed by the GSS and used with VIP-type answers.

The syntax for the command is:

```
show statistics keepalive kalap {ip_address | all | list}
```

The options and variables are:
- `ip_address`—Specifies the IP address to display keepalive statistics.
- `all`—Displays all configured KAL-AP-type keepalives.
- `list`—Lists all available IP addresses.

Table 12-15 describes the fields in the `show statistics keepalive kalap all` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>Keepalive</td>
<td>IP address of the keepalive target.</td>
</tr>
<tr>
<td>Status</td>
<td>State of the keepalive. The possible states are Online, Offline, Init, and Suspended.</td>
</tr>
<tr>
<td>Keepalive Type</td>
<td>The Standard or Fast KAL-AP keepalive transmission rate used to define the failure detection time for the GSS.</td>
</tr>
<tr>
<td>Tag</td>
<td>Alphanumeric tag associated with the VIP in the KAL-AP request.</td>
</tr>
<tr>
<td>Primary Circuit</td>
<td>Primary (master) IP address.</td>
</tr>
<tr>
<td>Secondary Circuit</td>
<td>Secondary (backup) IP address.</td>
</tr>
<tr>
<td>Load</td>
<td>Load threshold value used to determine whether an answer is available, regardless of the balance method used.</td>
</tr>
<tr>
<td>Circuit Transitions</td>
<td>Number of times the circuit changed state.</td>
</tr>
</tbody>
</table>
Displaying Global Server Load-Balancing Statistics from the CLI

Chapter 12  Displaying GSS Global Server Load-Balancing Statistics

Table 12-15 Field Descriptions for show statistics keepalive kalap all Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIP Failovers</td>
<td>Number of times the VIP switched to or from the primary DNS server and the secondary DNS server.</td>
</tr>
<tr>
<td>Packets Sent</td>
<td>Total number of keepalive packets sent to the answer by the GSS.</td>
</tr>
<tr>
<td>Packets Received</td>
<td>Total number of keepalive packets received by the GSS from the answer.</td>
</tr>
<tr>
<td>Positive Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a positive (OK) response.</td>
</tr>
<tr>
<td>Negative Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a negative response.</td>
</tr>
<tr>
<td>Transitions</td>
<td>Total number of keepalive transitions (for example, from Init to Online state) experienced by the keepalive.</td>
</tr>
<tr>
<td>GID</td>
<td>Global ID number used by the GSS.</td>
</tr>
<tr>
<td>LID</td>
<td>Local ID number used by the GSS.</td>
</tr>
</tbody>
</table>

Displaying Name Server Keepalive Statistics

Use the `show statistics keepalive ns` command to display statistics for configured name server (NS) keepalive types managed by the GSS and used with name server type answers.

The syntax for the command is:

```
show statistics keepalive ns {ip_address | all | list}
```
The options and variables are:

- `ip_address`—Specifies the IP address to display keepalive statistics.
- `all`—Displays all configured name server-type keepalives.
- `list`—Lists all available IP addresses.

Table 12-16 describes the fields in the `show statistics keepalive ns all` command output.

**Table 12-16 Field Descriptions for show statistics keepalive ns all Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>Keepalive</td>
<td>IP address of the keepalive target.</td>
</tr>
<tr>
<td>Status</td>
<td>State of the keepalive. The possible states are Online, Offline, Init, and Suspended.</td>
</tr>
<tr>
<td>Domain</td>
<td>Globally defined domain name that the GSS queries when utilizing the NS keepalive.</td>
</tr>
<tr>
<td>Packets Sent</td>
<td>Total number of keepalive packets sent to the answer by the GSS.</td>
</tr>
<tr>
<td>Packets Received</td>
<td>Total number of keepalive packets received by the GSS from the answer.</td>
</tr>
<tr>
<td>Positive Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a positive (OK) response.</td>
</tr>
<tr>
<td>Negative Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a negative response.</td>
</tr>
<tr>
<td>Transitions</td>
<td>Total number of keepalive transitions (for example, from Init to Online state) experienced by the keepalive.</td>
</tr>
<tr>
<td>GID</td>
<td>Global ID number used by the GSS.</td>
</tr>
<tr>
<td>LID</td>
<td>Local ID number used by the GSS.</td>
</tr>
</tbody>
</table>
Displaying TCP Keepalive Statistics

Use the `show statistics keepalive tcp` command to display statistics for configured TCP keepalive types managed by the GSS and used with VIP-type answers.

The syntax for the command is:

```
show statistics keepalive tcp {ip_address | all | list}
```

The options and variables are:
- `ip_address`—Specifies the IP address to display keepalive statistics.
- `all`—Displays all configured TCP-type keepalives.
- `list`—Lists all available IP addresses.

Table 12-17 describes the fields in the `show statistics keepalive tcp all` command output.

**Table 12-17 Field Descriptions for show statistics keepalive tcp all Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>Keepalive</td>
<td>IP address of the keepalive target.</td>
</tr>
<tr>
<td>Status</td>
<td>State of the keepalive. The possible states are Online, Offline, Init, and Suspended.</td>
</tr>
<tr>
<td>Keepalive Type</td>
<td>The Standard or Fast KAL-AP keepalive transmission rate used to define the failure detection time for the GSS.</td>
</tr>
<tr>
<td>Destination Port</td>
<td>Port on the remote device receiving the TCP keepalive request.</td>
</tr>
<tr>
<td>Packets Sent</td>
<td>Total number of keepalive packets sent to the answer by the GSS.</td>
</tr>
<tr>
<td>Packets Received</td>
<td>Total number of keepalive packets received by the GSS from the answer.</td>
</tr>
<tr>
<td>Positive Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a positive (OK) response.</td>
</tr>
</tbody>
</table>
Displaying Global Server Load-Balancing Statistics from the CLI

Displaying Keepalive Answer Type Statistics

Use the `show statistics keepalive answer type` command to display statistics for configured keepalive answers of type CRA, NS, and VIP, managed by the GSS. The list also displays statistics for multiple keepalives if assigned for a single VIP answer.

The syntax for the command is:

```
show statistics keepalive answer type {cra | ns | vip {ip_address | all | list}}
```

The options and variables are:
- `cra`—Specifies keepalive type CRA.
- `ns`—Specifies keepalive type NS.
- `vip`—Specifies keepalive type VIP.
- `ip_address`—Specifies the IP address to display keepalive statistics.
- `all`—Displays all configured TCP-type keepalives.
- `list`—Lists all available IP addresses.

Table 12-18 describes the fields in the `show statistics keepalive answer type` command output.
### Table 12-18 Field Descriptions for show statistics keepalive answer type Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>GID</td>
<td>Global ID number used by the GSS.</td>
</tr>
<tr>
<td>Keepalive</td>
<td>IP address of the keepalive target.</td>
</tr>
<tr>
<td>Status</td>
<td>State of the keepalive. The possible states are Online, Offline, Init, and Suspended.</td>
</tr>
<tr>
<td>Keepalive Type</td>
<td>The keepalive type (ICMP, TCP, HTTP HEAD, or KAL-AP) and the Standard or Fast KAL-AP keepalive transmission rate used to define the failure detection time for the GSS.</td>
</tr>
<tr>
<td>Destination Port</td>
<td>Port on the remote device receiving the keepalive request.</td>
</tr>
<tr>
<td>Termination method</td>
<td>The method that the GSS used to initiates closing of a connection (graceful or reset).</td>
</tr>
<tr>
<td>Packets Sent</td>
<td>Total number of keepalive packets sent to the answer by the GSS.</td>
</tr>
<tr>
<td>Packets Received</td>
<td>Total number of keepalive packets received by the GSS from the answer.</td>
</tr>
<tr>
<td>Positive Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a positive (OK) response.</td>
</tr>
<tr>
<td>Negative Probe</td>
<td>Total number of keepalive probes sent to the answer that resulted in a negative response.</td>
</tr>
<tr>
<td>Transitions</td>
<td>Total number of keepalive transitions (for example, from Init to Online state) experienced by the keepalive.</td>
</tr>
</tbody>
</table>
Displaying Network Proximity Statistics on a GSS

The proximity component displays statistics about the network proximity operation of your GSS device. Network proximity statistics include information about the proximity database on the GSS device, individual zones, probing requests, and RTT coverage.

This section contains the following procedures:

- Displaying DNS Rule Proximity Statistics
- Displaying Proximity Database Statistics
- Displaying Proximity Group Statistics
- Displaying Proximity Lookup Statistics
- Displaying Proximity Probe Transfer Statistics
- Displaying Proximity Status
- Displaying Proximity Group Configuration
- Displaying Proximity Database Status
Displaying DNS Rule Proximity Statistics

Use the `show statistics dns proximity rule` command to display all proximity lookups by DNS rule name.

The syntax for the command is:

```
show statistics dns proximity rule
```

Table 12-19 describes the fields in the `show statistics dns proximity rule` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ProxRule</td>
<td>Name of the matched DNS rule</td>
</tr>
<tr>
<td>Proximity Hit Count</td>
<td>Number of DNS requests that match the DNS rule</td>
</tr>
<tr>
<td>Proximity Success Count</td>
<td>Number of DNS responses successfully returned with a proximate answer for the DNS rule</td>
</tr>
</tbody>
</table>

Displaying Proximity Database Statistics

Use the `show statistics proximity database` command to display the overall statistics on the proximity database, such as number of entries currently in the proximity database, the number of entries dropped, and the rate of lookups.

The syntax for the command is:

```
show statistics proximity database
```
Table 12-20 describes the fields in the `show statistics proximity database` command output.

**Table 12-20 Field Descriptions for show statistics proximity database Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Entries in Use</td>
<td>Number of entries currently in the proximity database</td>
</tr>
<tr>
<td>Number of Add Entries Dropped</td>
<td>Number of entry creation requests that the GSS dropped because the proximity database limit had been reached</td>
</tr>
<tr>
<td>Max Number of Entries Used</td>
<td>Maximum number of entries used in the proximity database</td>
</tr>
<tr>
<td>Max Number of Entries Allowed</td>
<td>Maximum number of entries that the proximity database can hold (500,000 entries)</td>
</tr>
<tr>
<td>Number of Database Dump Started</td>
<td>Number of times the GSS initiated a proximity database dump, including user-initiated database dumps and periodic system-initiated database dumps</td>
</tr>
<tr>
<td>Number of Database Dump Completed</td>
<td>Number of times the GSS completed a proximity database dump, including user-initiated database dumps and periodic system-initiated database dumps</td>
</tr>
<tr>
<td>Number of Database Dump Failed</td>
<td>Number of times the GSS failed to perform a proximity database dump, including user-initiated database dumps and periodic system-initiated database dumps</td>
</tr>
<tr>
<td>Last Database Dump Started Time</td>
<td>The last time the GSS started a proximity database dump</td>
</tr>
<tr>
<td>Last Database Dump Failed Time</td>
<td>The last time the GSS failed to complete a proximity database dump</td>
</tr>
<tr>
<td>Number of Database Cleanup Started</td>
<td>Number of times the GSS initiated a database cleanup to remove the least recently used entries from the proximity database</td>
</tr>
<tr>
<td>Number of Database Cleanup Completed</td>
<td>Number of times the GSS completed a database cleanup to remove the least recently used entries from the proximity database</td>
</tr>
</tbody>
</table>
Displaying Global Server Load-Balancing Statistics from the CLI

### Displaying Proximity Group Statistics

Use the `show statistics proximity group-summary` command to display a summary of statistics for all configured proximity groups.

The syntax for the command is:

```
show statistics proximity group-summary
```

Table 12-21 describes the fields in the `show statistics proximity group-summary` command output.

#### Table 12-21 Field Descriptions for show statistics proximity group-summary Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name</td>
<td>Unique alphanumeric name of the proximity group.</td>
</tr>
<tr>
<td>Target IP</td>
<td>Probe target IP address used by the proximity group, displayed in dotted-decimal notation.</td>
</tr>
<tr>
<td>Total Entries</td>
<td>The total number of D-proxy IP address and subnet mask pairs contained in the proximity group.</td>
</tr>
<tr>
<td>Total Hits</td>
<td>Accumulated hit count for all entries in the proximity group. Increments when a match occurs for any proximity group entry in the group</td>
</tr>
</tbody>
</table>
Use the `show statistics proximity group-name` command to display statistics for a specific proximity group.

The syntax for the command is:

```
show statistics proximity group-name {groupname}
```

Enter the exact name of a proximity group to display all proximity database entries related to that group.

Table 12-22 describes the fields in the `show statistics proximity group-name` command output.

**Table 12-22 Field Descriptions for show statistics proximity group-name Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name</td>
<td>Unique alphanumeric name of the proximity group</td>
</tr>
<tr>
<td>Total Entries</td>
<td>The total number of D-proxy IP addresses or block of IP addresses included in the proximity group</td>
</tr>
<tr>
<td>Target IP</td>
<td>Probe target IP address used by the proximity group, displayed in dotted-decimal notation.</td>
</tr>
<tr>
<td>Address</td>
<td>D-proxy IP address included in the proximity group</td>
</tr>
<tr>
<td>Prefix</td>
<td>Subnet mask used to specify the block of IP addresses included in the proximity group, displayed as an integer (for example, 24 or 32)</td>
</tr>
<tr>
<td>Hit Counts</td>
<td>Increments when a match occurs for this proximity group entry</td>
</tr>
<tr>
<td>Last Hit Time</td>
<td>The last time the hit count incremented due to an entry match</td>
</tr>
</tbody>
</table>
Displaying Proximity Lookup Statistics

Use the `show statistics proximity lookup` command to display statistics about the proximity lookups that have occurred on this GSS.

The syntax for the command is:

```
show statistics proximity lookup
```

Table 12-23 describes the fields in the `show statistics proximity lookup` command output.

**Table 12-23 Field Descriptions for show statistics proximity lookup Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total lookup requests</td>
<td>Total number of proximity lookup requests made to the proximity database</td>
</tr>
<tr>
<td>Database entry not found</td>
<td>Number of times the GSS was unable to locate a proximate answer in the database</td>
</tr>
<tr>
<td>Partial RTT data returned</td>
<td>Number of times only partial round-trip time (RTT) data was returned to the DNS service by the proximity subsystem</td>
</tr>
<tr>
<td>Current lookup request rate</td>
<td>Current request rate per second that requests are made by the DNS service to perform a proximity lookup in the database</td>
</tr>
<tr>
<td>Peak lookup request rate</td>
<td>Peak request rate per second that requests are made by the DNS service to perform a proximity lookup in the database</td>
</tr>
<tr>
<td>Lookup failed due to database full</td>
<td>Number of times the GSS was unable to complete a proximity lookup because the database exceeded the maximum number of entries</td>
</tr>
<tr>
<td>Last database full happened</td>
<td>Last time the proximity database was full</td>
</tr>
</tbody>
</table>
Displaying Proximity Probe Transfer Statistics

Use the `show statistics proximity probes` command to display general probe success and failure counts.

The syntax for the command is:

```
show statistics proximity probes
```

Table 12-24 describes the fields in the `show statistics proximity probes` command output.

**Table 12-24 Field Descriptions for show statistics proximity probes Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication</td>
<td>Indicates whether the GSS performs DRP authentication when exchanging packets with the DRP agent in a probing device. States are Enabled and Disabled.</td>
</tr>
<tr>
<td>Echo Rx</td>
<td>Number of DRP echo responses received by the GSS from all configured probing devices.</td>
</tr>
<tr>
<td>Echo Tx</td>
<td>Number of DRP echo requests sent by the GSS to all configured probing devices.</td>
</tr>
<tr>
<td>Measure Rx</td>
<td>Number of DRP measured requests received by the GSS from all configured probing devices.</td>
</tr>
<tr>
<td>Measure Tx</td>
<td>Number of DRP measured requests sent by the GSS to all configured probing devices.</td>
</tr>
<tr>
<td>Pkts Rx</td>
<td>Total number of DRP packets received by the GSS from all configured probing devices.</td>
</tr>
<tr>
<td>Pkts Tx</td>
<td>Number of DRP packets sent by the GSS to all configured probing devices.</td>
</tr>
</tbody>
</table>
Use the `show statistics proximity probes detailed` command to display detailed statistics for the ICMP and TCP probes relative to all configured zones. This command also displays the operating status of the primary and secondary probing devices (ONLINE or OFFLINE).

The syntax for the command is:

```
show statistics proximity probes detailed
```

Table 12-25 describes the fields in the `show statistics proximity probes detailed` command output.

**Table 12-25 Field Descriptions for show statistics proximity probes detailed Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone ID</td>
<td>Numerical identifier of the proximity zone</td>
</tr>
<tr>
<td>Zone Name</td>
<td>Name of the proximity zone</td>
</tr>
<tr>
<td>Authentication</td>
<td>Indicates if the GSS performs DRP authentication when exchanging packets with the DRP agent in a probing device</td>
</tr>
<tr>
<td>Primary</td>
<td>Identifies the IP address of the primary probing device servicing this zone and the status of the probing device (ONLINE or OFFLINE)</td>
</tr>
<tr>
<td>Secondary</td>
<td>Identifies the IP address of the backup probing device servicing this zone and the status of the probing device (ONLINE or OFFLINE)</td>
</tr>
<tr>
<td>Echo Rx</td>
<td>Number of DRP echo responses received by the GSS from all configured probing devices</td>
</tr>
<tr>
<td>Echo Tx</td>
<td>Number of DRP echo requests sent by the GSS to all configured probing devices</td>
</tr>
<tr>
<td>Measure Rx</td>
<td>Number of DRP measured requests received by the GSS from all configured probing devices</td>
</tr>
<tr>
<td>Measure Tx</td>
<td>Number of DRP measured requests sent by the GSS to all configured probing devices</td>
</tr>
<tr>
<td>Pkts Rx</td>
<td>Total number of DRP packets received by the GSS from the probing device in the proximity zone</td>
</tr>
</tbody>
</table>
### Table 12-25 Field Descriptions for show statistics proximity probes detailed Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pkts Tx</td>
<td>Number of DRP packets sent by the GSS to the probing device in the proximity zone</td>
</tr>
<tr>
<td>Pkts Rx Rate</td>
<td>Current received request rate per second</td>
</tr>
<tr>
<td>Pkts Tx Rate</td>
<td>Current transmitted request rate per second</td>
</tr>
<tr>
<td>Peak Rx Rate</td>
<td>Peak received request rate per second</td>
</tr>
<tr>
<td>Peak Tx Rate</td>
<td>Peak transmitted request rate per second</td>
</tr>
</tbody>
</table>
Displaying Proximity Status

Use the `show proximity` command to display general status information about the proximity subsystem.

The syntax for the command is:

```
show proximity
```

Table 12-26 describes the fields in the `show proximity` command output.

**Table 12-26 Field Descriptions for show proximity Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proximity subsystem status</td>
<td>Current operating status of the Proximity subsystem component</td>
</tr>
<tr>
<td>Proximity database dump interval</td>
<td>Time period between automatic proximity database dumps performed by the GSS</td>
</tr>
<tr>
<td>Proximity database age-out interval</td>
<td>Time period between checks by the GSS to verify when the user-configured entry inactivity timeout value elapses</td>
</tr>
</tbody>
</table>

Displaying Proximity Group Configuration

Use the `show proximity group-summary` command to display a summary of all configured proximity groups.

Table 12-27 describes the fields in the `show proximity group-summary` command output.

**Table 12-27 Field Descriptions for show proximity group-summary Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Unique alphanumeric name of the proximity group</td>
</tr>
<tr>
<td>Address Blocks</td>
<td>IP address block of the proximity group, specified in dotted-decimal notation</td>
</tr>
</tbody>
</table>
Use the *show proximity group-name* command to display the configuration of a specific proximity group.

The syntax for the command is:

```
show proximity group-name {groupname}
```

Enter the exact name of a proximity group to display all proximity entries related to that group.

Table 12-28 describes the fields in the *show proximity group-name* command output.

**Table 12-28 Field Descriptions for show proximity group-name Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Unique alphanumeric name of the proximity group</td>
</tr>
<tr>
<td>Address Blocks</td>
<td>IP address block of the proximity group, specified in dotted-decimal notation</td>
</tr>
</tbody>
</table>

**Displaying Proximity Database Status**

Use the *show proximity database* command to display proximity the database entries by specifying one or more entry matching criteria.

The syntax for this command is:

```
show proximity database { all | assigned | group {name} | inactive minutes
| ip {ip-address} netmask {netmask} | no-rtt | probed }
```

The options and variables are:

- **all**—Displays all entries in the proximity database.
- **assigned**—Displays all static entries in the proximity database.
- **group name**—Displays all entries that belong to a named proximity group. Specify the exact name of a previously created proximity group.
- **inactive minutes**—Displays all dynamic entries that have been inactive for a specified time. Valid values are 0 to 43200 minutes.
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Displaying Global Server Load-Balancing Statistics from the CLI

- **ip ip-address netmask netmask**—Displays all proximity entries related to a D-proxy IP address and subnet mask. Specify the IP address of the requesting client’s D-proxy in dotted-decimal notation (for example, 192.168.9.0) and specify the subnet mask in dotted-decimal notation (for example, 255.255.255.0).

- **no-rtt**—Displays all entries in the PDB that do not have valid RTT values.

- **probed**—Displays all dynamic entries in the PDB.

For example, to display entries related to the D-proxy IP address 192.168.8.0 and subnet mask 255.255.255.0, enter:

```gss1.example.com# show proximity database ip 192.168.8.0 255.255.255.0```

### Displaying DNS Sticky Statistics on a GSS

The sticky component displays statistics about the sticky operation of your GSS device. Sticky statistics include information about DNS sticky lookups by DNS rule name, entries in the sticky database on the GSS device, global sticky status and statistics, operating status and statistics on GSS peers in the sticky mesh, and sticky group status.

This section contains the following procedures:

- Displaying DNS Rule Sticky Statistics
- Displaying Sticky Statistics
- Displaying Global Sticky Statistics
- Displaying Global Sticky Mesh Statistics
- Displaying Sticky Group Statistics
- Displaying Sticky Status
- Displaying Sticky Database Status
- Displaying Global Sticky Operating Status
- Displaying Global Sticky Mesh Operating Status
- Displaying Sticky Group Configuration
Displaying DNS Rule Sticky Statistics

Use the `show statistics dns sticky rule` command to display all DNS sticky lookups by DNS rule name.

The syntax for the command is:

```
show statistics dns sticky rule
```

Table 12-29 describes the fields in the `show statistics dns sticky rule` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule</td>
<td>Name of the matched DNS rule</td>
</tr>
<tr>
<td>Hits</td>
<td>Total number of successful lookups in the sticky database for the sticky database entry</td>
</tr>
<tr>
<td>Misses</td>
<td>Total number of failed lookups in the sticky database for the DNS rule</td>
</tr>
<tr>
<td>Additions</td>
<td>Total number of times that a request matched on a DNS rule, resulting in the GSS adding an entry to the sticky database</td>
</tr>
</tbody>
</table>

Displaying Sticky Statistics

Use the `show statistics sticky` command to display general statistics about the sticky database, such as the total number of hits and misses in the sticky database, number of entries in the sticky database, and total number of lookups.

The syntax for the command is:

```
show statistics sticky
```

Table 12-30 describes the fields in the `show statistics sticky` command output.
### Table 12-30 Field Descriptions for show statistics sticky Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current entry count</td>
<td>Current number of entries in the sticky database.</td>
</tr>
<tr>
<td>Highest entry count</td>
<td>Maximum number of entries in the sticky database since the last time sticky was enabled or the sticky statistics were cleared.</td>
</tr>
<tr>
<td>Total Lookups</td>
<td>Total number of lookups in the sticky database.</td>
</tr>
<tr>
<td>Hits</td>
<td>Number of successful lookups in the sticky database.</td>
</tr>
<tr>
<td>Misses</td>
<td>Number of failed lookups in the sticky database.</td>
</tr>
<tr>
<td>Addition success</td>
<td>Number of addition requests for the sticky database that succeeded.</td>
</tr>
<tr>
<td>Addition fail</td>
<td>Number of addition requests for the sticky database that failed. The sticky database will not accept further addition requests when the database is full, you stop DNS sticky through the <strong>sticky stop</strong> CLI command, or there has been an internal error.</td>
</tr>
<tr>
<td>Modification success</td>
<td>Number of answer modification requests that succeeded.</td>
</tr>
<tr>
<td>Modification fail</td>
<td>Number of answer modification requests that failed.</td>
</tr>
<tr>
<td>Timeouts</td>
<td>Number of entries removed from the sticky database because the answer exceeded the user-configured Entry Inactivity Timeout value.</td>
</tr>
<tr>
<td>Reclaimed</td>
<td>Number of entries removed from the sticky database due to overflow.</td>
</tr>
<tr>
<td>CLI deletions local</td>
<td>Number of entries manually deleted from the sticky database through the <strong>sticky database delete</strong> CLI command, entered on the local GSS node.</td>
</tr>
<tr>
<td>CLI deletions remote</td>
<td>Number of entries manually deleted from the sticky database through the <strong>sticky database delete</strong> CLI command, entered on a GSS peer.</td>
</tr>
</tbody>
</table>
Displaying Global Sticky Statistics

Use the `show statistics sticky global` command to display a summary of counter statistics for global sticky messaging between the local GSS node and its GSS peers.

The syntax for the command is:

```
show statistics sticky global
```

The `show statistics sticky global` command output is divided into two sets of global sticky message statistics:

- Individual sticky database entry operations performed by the local GSS node
- Sticky database messages sent or received by the local GSS node to or from its GSS peers.

Table 12-31 describes the fields in the `show statistics sticky global` command output.

**Table 12-31 Field Descriptions for show statistics sticky global Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry Type</td>
<td>Statistics on sticky database entry operations performed by the local GSS node.</td>
</tr>
<tr>
<td>Send OK</td>
<td>Sticky database entry messages transmitted by the local GSS node without a failure.</td>
</tr>
<tr>
<td>Send Fail</td>
<td>Sticky database entry messages transmitted by the local GSS node with errors.</td>
</tr>
<tr>
<td>Received</td>
<td>Sticky database entry messages received by the local GSS node from GSS peers.</td>
</tr>
<tr>
<td>Add</td>
<td>Number of new entries added to the sticky database of the local GSS node.</td>
</tr>
<tr>
<td>Modify</td>
<td>Number of sticky database entries modified by the local GSS node due to a keepalive failure.</td>
</tr>
</tbody>
</table>
### Table 12-31 Field Descriptions for show statistics sticky global Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lookup Fast</td>
<td>Number of sticky database entries in the local GSS node that had their sticky inactivity time reset to an initial value because the GSS performed a fast lookup. A GSS performs a fast lookup when adding new entries to the sticky database, deleting entries from the sticky database, or when the sticky expiration time is less than five minutes.</td>
</tr>
<tr>
<td>Lookup Slow</td>
<td>Number of sticky database entries in the local GSS node that had their sticky inactivity time reset to an initial value because the GSS performed a slow lookup. A GSS performs a slow lookup when the sticky expiration time is greater than five minutes.</td>
</tr>
<tr>
<td>Remove</td>
<td>Number of entries removed from the sticky database of the local GSS node through the <strong>sticky database delete</strong> command. Entries removed by the <strong>sticky database delete all</strong> command are reflected in the Remove All field (see below).</td>
</tr>
<tr>
<td>Add Sync</td>
<td>Number of entries added to the sticky database of the local GSS node due to the result of a peer synchronization, not due to a normal DNS client request.</td>
</tr>
<tr>
<td>Message Type</td>
<td>Statistics on sticky database messages sent or received by the local GSS node.</td>
</tr>
<tr>
<td>Send OK</td>
<td>Messages transmitted by the local GSS node without a failure.</td>
</tr>
<tr>
<td>Send Fail</td>
<td>Messages transmitted by the local GSS node with errors.</td>
</tr>
<tr>
<td>Received</td>
<td>Messages received by the local GSS node from GSS peers.</td>
</tr>
<tr>
<td>Add</td>
<td>Number of Add entry type messages sent or received by the local GSS node.</td>
</tr>
<tr>
<td>Modify</td>
<td>Number of Modify entry type messages sent or received by the local GSS node.</td>
</tr>
</tbody>
</table>
### Table 12-31 Field Descriptions for `show statistics sticky global` Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lookup Fast</td>
<td>Number of Lookup Fast entry type messages sent or received by the local GSS node.</td>
</tr>
<tr>
<td>Lookup Slow</td>
<td>Number of Lookup Slow entry type messages sent or received by the local GSS node.</td>
</tr>
<tr>
<td>Remove</td>
<td>Number of Remove messages sent or received by the local GSS node.</td>
</tr>
<tr>
<td>Add Sync</td>
<td>Number of Add Sync entry type messages sent or received by the local GSS node.</td>
</tr>
<tr>
<td>Remove All</td>
<td>Number of times the <strong>sticky database delete all</strong> command has been entered on the local GSS node to delete all entries from the sticky database. The Remove All count includes the number of Remove All messages sent and received by the local GSS node.</td>
</tr>
<tr>
<td>Request Db</td>
<td>Number of times the local GSS node sent a Request Db message to a GSS peer, or received a Request Db message from a GSS peer, requesting to share the contents of its sticky database upon startup.</td>
</tr>
<tr>
<td>Ack RequestDb</td>
<td>Number of times the local GSS node sent an Ack RequestDb message to a GSS peer, or received an Ack RequestDb message from a GSS peer, to acknowledge that it received a request to share the contents of its sticky database upon startup.</td>
</tr>
<tr>
<td>Refuse Db Req</td>
<td>Number of times the local GSS node sent a Refuse Db Req message to a GSS peer, or received a Refuse Db Req message from a GSS peer, indicating a refusal to share the contents of its sticky database upon startup. A GSS, typically, refuses to share the contents of its local database while in the process of performing a database synchronization.</td>
</tr>
</tbody>
</table>
### Table 12-31 Field Descriptions for show statistics sticky global Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sync Start</td>
<td>Number of times the Sync Start message has been sent or received by the local GSS node. The GSS uses the Sync Start message to lock out certain critical functions (such as the use of the <strong>sticky database delete</strong> command) while any GSS within the mesh is performing a synchronization. When the Sync Start message arrives, the GSS blocks all sticky database entry deletions until it either receives the Sync Done message or an internal timer expires.</td>
</tr>
<tr>
<td>Sync Done</td>
<td>Number of times the Sync Done message has been sent or received by the local GSS node. The GSS uses the Sync Done message to lock out certain critical functions (such as the use of the <strong>sticky database delete</strong> command) while any GSS within the mesh is performing a synchronization.</td>
</tr>
<tr>
<td>Version mis-match</td>
<td>Error message indicating the number of times the local GSS node was unable to communicate with a peer due to different versions of GSS software.</td>
</tr>
</tbody>
</table>
Clock Out Of Sync | Error message indicating the number of times the local GSS node was unable to communicate with a peer due to clock synchronization issues. A GSS that has a system clock that is out of synchronization by greater than three minutes with the other GSS peers ignores update messages from all peers until you re-synchronize its system clock (see Chapter 8, Configuring DNS Sticky, for details).

Mask mis-match | Error message indicating the number of times the local GSS node was unable to communicate with a peer due to a difference in global subnet mask values. A GSS will drop all global sticky messages received from a GSS with a different subnet mask. A difference in global sticky masks on a peer would occur only if a configuration change was made on the primary GSSM GUI and the peer did not receive the change due to a network failure.

You globally configure the subnet mask of all GSS devices in the mesh from the primary GSSM GUI Global Sticky Configuration details page (see Chapter 8, Configuring DNS Sticky, for details).
Displaying Global Sticky Mesh Statistics

Use the `show statistics sticky mesh` CLI command to display detailed statistics for each GSS peer in the global sticky mesh.

Table 12-32 describes the fields in the `show statistics sticky mesh` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesh Information for application sticky</td>
<td>Status and statistics about the global sticky mesh</td>
</tr>
<tr>
<td>Transmit Pkts</td>
<td>Total number of application data packets transmitted by the local GSS node to GSS peers in the mesh</td>
</tr>
<tr>
<td>Transmit Bytes</td>
<td>Total number of application data bytes transmitted by the local GSS node to GSS peers in the mesh</td>
</tr>
<tr>
<td>Receive Pkts</td>
<td>Total number of application data packets received by the local GSS node from GSS peers in the mesh</td>
</tr>
<tr>
<td>Receive Bytes</td>
<td>Total number of application data bytes received by the local GSS node from GSS peers in the mesh</td>
</tr>
<tr>
<td>Dropped Tx Pkts</td>
<td>Total number of packets to be transmitted by the local GSS node but were dropped due to buffer errors</td>
</tr>
<tr>
<td>Dropped Rx Pkts</td>
<td>Total number of packets received by the local GSS node but were dropped due to buffer errors</td>
</tr>
<tr>
<td>Current TxQueue</td>
<td>Total number of packets in the buffer transmit queue of the local GSS node that are waiting to be transmitted</td>
</tr>
<tr>
<td>Maximum TxQueue</td>
<td>Maximum number of packets that have been in the buffer transmit queue of the local GSS node</td>
</tr>
<tr>
<td>Current RxQueue</td>
<td>Total number of packets in the buffer receive queue of the local GSS node that are waiting to be received</td>
</tr>
<tr>
<td>Maximum RxQueue</td>
<td>Maximum number of packets that have been in the buffer receive queue of the local GSS node</td>
</tr>
</tbody>
</table>
### Table 12-32 Field Descriptions for show statistics sticky mesh Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buffers Alloc'd</td>
<td>Number of optimal-sized frames allocated for the buffer transmit and buffer receive data</td>
</tr>
<tr>
<td>Buffers Free</td>
<td>Number of buffers currently free in the local GSS node</td>
</tr>
<tr>
<td>Session Information for GSS peer</td>
<td>Status and statistics for a specific GSS peer in the mesh</td>
</tr>
<tr>
<td>GSS ID</td>
<td>Unique identifier of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>CurTx Data Pkts</td>
<td>Number of data packets sent by the local GSS node to the GSS peer during the current session</td>
</tr>
<tr>
<td>CurTx Data Bytes</td>
<td>Number of data bytes sent by the local GSS node to the GSS peer during the current session</td>
</tr>
<tr>
<td>TtlTx Data Pkts</td>
<td>Number of application data packets sent by the local GSS node to the GSS peer for the total duration of the mesh</td>
</tr>
<tr>
<td>TtlTx Data Bytes</td>
<td>Number of application data bytes sent by the local GSS node to the GSS peer for the total duration of the mesh</td>
</tr>
<tr>
<td>Transmit Pkts</td>
<td>Total number of packets transmitted from the local GSS node to the GSS peer (including application packets, control packets, RTT packets, and keepalive packets)</td>
</tr>
<tr>
<td>Transmit Bytes</td>
<td>Total number of bytes transmitted from the local GSS node to the GSS peer (including application bytes, control bytes, RTT bytes, and keepalive bytes)</td>
</tr>
<tr>
<td>CurRx Data Pkts</td>
<td>Number of data packets received by the local GSS node from the GSS peer during the current session</td>
</tr>
<tr>
<td>CurRx Data Bytes</td>
<td>Number of data bytes received by the local GSS node from the GSS peer during the current session</td>
</tr>
<tr>
<td>TtlRx Data Pkts</td>
<td>Number of application data packets received by the local GSS node from the GSS peer for the total duration of the mesh</td>
</tr>
</tbody>
</table>
Chapter 12    Displaying GSS Global Server Load-Balancing Statistics

Displaying Global Server Load-Balancing Statistics from the CLI

Displaying Sticky Group Statistics

Use the `show statistics sticky group-summary` command to display a summary of statistics for all configured sticky groups.

Table 12-33 describes the fields in the `show statistics sticky group-summary` command output.

Table 12-33 Field Descriptions for show statistics sticky group-summary Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name</td>
<td>Unique alphanumeric name of the DNS sticky group.</td>
</tr>
<tr>
<td>Group Number</td>
<td>IP address block of the sticky group, specified in dotted-decimal notation.</td>
</tr>
</tbody>
</table>
Use the `show statistics sticky group-name` command to display statistics for a specific sticky group.

The syntax for the command is:

```
show statistics sticky group-name {groupname}
```

Enter the exact name of a sticky group to display all sticky entries related to that group.

Table 12-34 describes the fields in the `show statistics sticky group-name` command output.

**Table 12-34 Field Descriptions for show statistics sticky group-name Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name</td>
<td>Unique alphanumeric name of the DNS sticky group</td>
</tr>
<tr>
<td>Group Number</td>
<td>IP address block of the sticky group, specified in dotted-decimal notation</td>
</tr>
<tr>
<td>Total Entries for Group</td>
<td>The total number of D-proxy IP addresses included in the sticky group</td>
</tr>
<tr>
<td>Address</td>
<td>D-proxy IP address included in the sticky group</td>
</tr>
<tr>
<td>Prefix</td>
<td>Subnet mask included in the sticky group, displayed as an integer (for example, 24 or 32)</td>
</tr>
<tr>
<td>Hit Count</td>
<td>Increments when a match occurs for this sticky group entry</td>
</tr>
<tr>
<td>Last Time Hit</td>
<td>The last time the hit count incremented due to an entry match</td>
</tr>
</tbody>
</table>
Displaying Sticky Status

Use the `show sticky` command to display general status information about the sticky subsystem.

The syntax for the command is:

```
show sticky
```

Table 12-35 describes the fields in the `show sticky` command output.

**Table 12-35 Field Descriptions for show sticky Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| Sticky Manager status | Current operating status of the Sticky Manager component. The Sticky Manager is responsible for maintaining and managing the sticky database in the GSS. Status messages include:  
  - **Initializing**—Appears only during boot time or after entering the `gss start` CLI command.  
  - **Disabled via GUI**—Appears after you disable sticky from the primary GSSM GUI.  
  - **Stopped via CLI**—Appears after you enter the `sticky stop` CLI command.  
  - **Ready in Local mode**—Appears when the GSS is configured for sticky Local mode from the primary GSSM GUI and the GSS software is running.  
  - **Ready in Global mode**—Appears when the GSS is configured for sticky Global mode from the primary GSSM GUI and the GSS software is running. |
| Database entry count | Current number of entries in the sticky database. |
Displaying Global Server Load-Balancing Statistics from the CLI

Dump status
Current sticky database dump subsystem status of the GSS. The GSS automatically dumps sticky database entries to a backup file on disk approximately every 20 minutes. The Dump status messages include: Initialized, Disabled, Waiting, and In Progress.

Dump interval
Time period between automatic sticky database dumps performed by the GSS.

Reclaim status
Current operating status of the overflow recovery subsystem. The Reclaim status messages include: Initialized, Disabled, Waiting, and In Progress.

Timeout status
Current operating status of the entry inactivity timeout subsystem. The Timeout status messages include: Initialized, Disabled, Waiting, and In Progress.

Timeout interval
Time period between checks by the GSS to verify when the user-configured sticky inactivity timeout value elapses.

Mesh status
Current operating status of the sticky global mesh. Status messages include:
- **Running**—The GSS is operating properly in the sticky mesh.
- **Failed**—The GSS is unable to operate properly in the sticky mesh.
- **Waiting**—The GSS is waiting for mesh configuration information.
- **Enabled**—Global sticky is enabled on the local GSS node.
- **Disabled**—Global sticky is disabled on the local GSS node (either from the primary GSSM GUI or through the `sticky stop` CLI command).

**Table 12-35 Field Descriptions for show sticky Command (continued)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dump status</td>
<td>Current sticky database dump subsystem status of the GSS. The GSS automatically dumps sticky database entries to a backup file on disk approximately every 20 minutes. The Dump status messages include: Initialized, Disabled, Waiting, and In Progress.</td>
</tr>
<tr>
<td>Dump interval</td>
<td>Time period between automatic sticky database dumps performed by the GSS.</td>
</tr>
<tr>
<td>Reclaim status</td>
<td>Current operating status of the overflow recovery subsystem. The Reclaim status messages include: Initialized, Disabled, Waiting, and In Progress.</td>
</tr>
<tr>
<td>Timeout status</td>
<td>Current operating status of the entry inactivity timeout subsystem. The Timeout status messages include: Initialized, Disabled, Waiting, and In Progress.</td>
</tr>
<tr>
<td>Timeout interval</td>
<td>Time period between checks by the GSS to verify when the user-configured sticky inactivity timeout value elapses.</td>
</tr>
<tr>
<td>Mesh status</td>
<td>Current operating status of the sticky global mesh. Status messages include: Running—The GSS is operating properly in the sticky mesh. Failed—The GSS is unable to operate properly in the sticky mesh. Waiting—The GSS is waiting for mesh configuration information. Enabled—Global sticky is enabled on the local GSS node. Disabled—Global sticky is disabled on the local GSS node (either from the primary GSSM GUI or through the <code>sticky stop</code> CLI command).</td>
</tr>
</tbody>
</table>
Displaying Sticky Database Status

Use the `show sticky database` command to display sticky database entries by specifying one or more entry matching criteria.

The syntax for the command is:

```
show sticky database {all | answer {name/ip_address} | domain {name} | domain-list {name} | group {name} | inactive minimum {minutes} | maximum {minutes} | ip {ip_address} netmask {netmask} | rule {rule_name}}
```

The options and variables are:

- **all**—Displays all sticky entries in the sticky database.
- **answer name/ip_address**—Displays all sticky entries related to a particular answer. Specify the name of the answer. If there is no name for the answer, specify the IP address of the sticky answer in dotted-decimal notation (for example, 192.168.9.0).
- **domain name**—Displays all sticky entries related to a domain. Specify the exact name of a previously created domain.
- **domain-list name**—Displays all sticky entries related to a domain list. Specify the exact name of a previously created domain list.
- **group name**—Displays all sticky entries related to a sticky group. Specify the exact name of a previously created sticky group.
- **inactive minimum minutes maximum minutes**—Displays all sticky entries that have not received a client hit in the time interval between the specified minimum and maximum values, entered in minutes. Enter a value from 0 to 10100 minutes (seven days) as the specified minimum value and maximum value.
- **ip ip_address netmask netmask**—Displays all sticky entries related to a D-proxy IP address and subnet mask. Specify the IP address of the requesting client's D-proxy in dotted-decimal notation (for example, 192.168.9.0) and specify the subnet mask in dotted-decimal notation (for example, 255.255.255.0).
- **rule rule_name**—Displays all sticky entries related to a DNS rule. Specify the exact name of a previously created DNS rule.
Table 12-36 describes the fields in the show sticky database all command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client/Group</td>
<td>IP address of client D-proxy or name of sticky group</td>
</tr>
<tr>
<td>Domain/DL</td>
<td>Name of the hosted domain (including wildcards) or the name of a matched domain list (DL)</td>
</tr>
<tr>
<td>Rule</td>
<td>Name of the DNS rule that was matched to add this entry</td>
</tr>
<tr>
<td>Answer</td>
<td>VIP address of the answer (VIP-type answer)</td>
</tr>
<tr>
<td>SIT</td>
<td>User-specified sticky interval timeout (SIT) value</td>
</tr>
<tr>
<td>TTL</td>
<td>The remaining time that the entry in the sticky database is valid</td>
</tr>
<tr>
<td>Hits</td>
<td>Total number of successful lookups in the sticky database for the sticky database entry</td>
</tr>
</tbody>
</table>

Displaying Global Sticky Operating Status

Use the show sticky global command to display the most recent sticky database message identifiers sent by the local GSS node and received from its GSS mesh peers. Message identifiers can be helpful when you need to verify the most recent sticky database messages sent from and received by the local GSS node.

To display a more detailed listing of recent global sticky message identifiers, specify the verbose option.

The syntax for the command is:

    show sticky global [verbose]
Table 12-37 describes the fields in the `show sticky global` command output.

**Table 12-37 Field Descriptions for show sticky global Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesh Peer Count</td>
<td>Total number of GSS peers in a sticky mesh (not including the local GSS node).</td>
</tr>
<tr>
<td>Last Message ID Sent for Each Message Type</td>
<td>Summary of the unique global sticky message identifiers last sent by the local GSS node.</td>
</tr>
<tr>
<td>Add</td>
<td>Unique identifier of the last Add entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Modify</td>
<td>Unique identifier of the last Modify entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Lookup Fast</td>
<td>Unique identifier of the last Lookup Fast entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Details of Most Recently Received Messages by Peer</td>
<td>Status summary of the global sticky message identifiers last received by the local GSS node.</td>
</tr>
<tr>
<td>Peer Name</td>
<td>Host name of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Peer ID</td>
<td>Unique identifier of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Last Type</td>
<td>Type of the message last received from the peer.</td>
</tr>
</tbody>
</table>
Table 12-37 Field Descriptions for show sticky global Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Status</td>
<td>Status of the last message received from the peer. Status messages include:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Received OK</strong>—Message was received and processed</td>
</tr>
<tr>
<td></td>
<td>• <strong>Version mismatch</strong>—Message dropped because the local GSS node was unable to communicate with a peer due to different versions of GSS software.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Clock out of sync</strong>—The local GSS node was unable to communicate with a peer due to clock synchronization issues. A GSS that has a system clock that is out of synchronization by greater than three minutes with the other GSS peers ignores update messages from all peers until you re-synchronize its system clock (see Chapter 8, Configuring DNS Sticky, for details).</td>
</tr>
<tr>
<td></td>
<td>• <strong>Mask mismatch</strong>—The local GSS node was unable to communicate with a peer due to a difference in global subnet mask values. A GSS will drop all global sticky messages received from a GSS with a different subnet mask. A difference in global sticky masks on a peer would occur only if a configuration change was made on the primary GSSM GUI and the peer did not receive the change due to a network failure. Refer to Chapter 8, Configuring DNS Sticky, for details about globally configuring the subnet mask of all GSS devices in the mesh from the primary GSSM GUI.</td>
</tr>
<tr>
<td>Last MessageID Received for each Message Type...</td>
<td>Summary of the unique global sticky messages last received by the local GSS node from each GSS mesh peer.</td>
</tr>
<tr>
<td>Add</td>
<td>Unique identifier of the last Add entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
</tbody>
</table>
### Table 12-37 Field Descriptions for `show sticky global` Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modify</td>
<td>Unique identifier of the last Modify entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Lookup Fast</td>
<td>Unique identifier of the last Lookup Fast entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
</tbody>
</table>

### Table 12-38 Field Descriptions for `show sticky global verbose` Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesh Peer Count</td>
<td>Total number of GSS peers in a sticky mesh (not including the local GSS node).</td>
</tr>
<tr>
<td>Last Message ID Sent for Each Message Type</td>
<td>Summary of the unique global sticky message identifiers last sent by the local GSS node.</td>
</tr>
<tr>
<td>Add</td>
<td>Unique identifier of the last Add entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Modify</td>
<td>Unique identifier of the last Modify entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Lookup Fast</td>
<td>Unique identifier of the last Lookup Fast entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Lookup Slow</td>
<td>Unique identifier of the last Lookup Slow entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Remove</td>
<td>Unique identifier of the last Remove entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Add Sync</td>
<td>Unique identifier of the last Add Sync entry-type message sent by the local GSS node.</td>
</tr>
<tr>
<td>Remove All</td>
<td>Unique identifier of the last Remove All message sent by the local GSS node.</td>
</tr>
</tbody>
</table>
### Table 12-38 Field Descriptions for show sticky global verbose Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Db</td>
<td>Unique identifier of the last Request Db message sent by the local GSS node.</td>
</tr>
<tr>
<td>Ack ReqDb</td>
<td>Unique identifier of the last Ack ReqDb message sent by the local GSS node.</td>
</tr>
<tr>
<td>Refuse ReqDb</td>
<td>Unique identifier of the last Refuse ReqDb message sent by the local GSS node.</td>
</tr>
<tr>
<td>Sync Start</td>
<td>Unique identifier of the last Sync Start message sent by the local GSS node.</td>
</tr>
<tr>
<td>Sync Done</td>
<td>Unique identifier of the last Sync Done message sent by the local GSS node.</td>
</tr>
<tr>
<td>Details of Most Recently</td>
<td>Status summary of the global sticky message identifiers last received by the local GSS node.</td>
</tr>
<tr>
<td>Received Messages by Peer</td>
<td></td>
</tr>
<tr>
<td>Peer Name</td>
<td>Host name of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Peer ID</td>
<td>Unique identifier of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Last Type</td>
<td>Type of the message last received from the peer.</td>
</tr>
</tbody>
</table>
Table 12-38 Field Descriptions for show sticky global verbose Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Status</td>
<td>Status of the last message received from the peer. Status messages include:</td>
</tr>
<tr>
<td></td>
<td>• Received OK—Message was received and processed</td>
</tr>
<tr>
<td></td>
<td>• Version mismatch—Message dropped because the local GSS node was unable to communicate with a peer due to different versions of GSS software.</td>
</tr>
<tr>
<td></td>
<td>• Clock out of sync—The local GSS node was unable to communicate with a peer due to clock synchronization issues. A GSS that has a system clock that is out of synchronization by greater than three minutes with the other GSS peers ignores update messages from all peers until you re-synchronize its system clock (see Chapter 8, Configuring DNS Sticky, for details).</td>
</tr>
<tr>
<td></td>
<td>• Mask mismatch—The local GSS node was unable to communicate with a peer due to a difference in global subnet mask values. A GSS will drop all global sticky messages received from a GSS with a different subnet mask. A difference in global sticky masks on a peer would occur only if a configuration change was made on the primary GSSM GUI and the peer did not receive the change due to a network failure. Refer to Chapter 8, Configuring DNS Sticky, for details about globally configuring the subnet mask of all GSS devices in the mesh from the primary GSSM GUI.</td>
</tr>
<tr>
<td>Last MessageID Received for each Message Type...</td>
<td>Summary of the unique global sticky messages last received by the local GSS node from each GSS mesh peer.</td>
</tr>
</tbody>
</table>
Table 12-38 Field Descriptions for show sticky global verbose Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>Unique identifier of the last Add entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Modify</td>
<td>Unique identifier of the last Modify entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Lookup Fast</td>
<td>Unique identifier of the last Lookup Fast entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Lookup Slow</td>
<td>Unique identifier of the last Lookup Slow entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Remove</td>
<td>Unique identifier of the last Remove entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Add Sync</td>
<td>Unique identifier of the last Add Sync entry-type message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Remove All</td>
<td>Unique identifier of the last Remove All message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Request Db</td>
<td>Unique identifier of the last Request Db message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Ack ReqDb</td>
<td>Unique identifier of the last Ack ReqDb message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Refuse Db</td>
<td>Unique identifier of the last Refuse ReqDb message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Sync Start</td>
<td>Unique identifier of the last Sync Start message received by the local GSS node from the GSS peer.</td>
</tr>
<tr>
<td>Sync Done</td>
<td>Unique identifier of the last Sync Done message received by the local GSS node from the GSS peer.</td>
</tr>
</tbody>
</table>
Displaying Global Sticky Mesh Operating Status

To display sticky mesh status information locally from the CLI of a GSS, use the `show sticky mesh` CLI command. This command displays the operating status of the individual GSS peers in the sticky mesh and their connection status to the local GSS node.

The syntax and options for this command are:

- **`show sticky mesh`**—Displays a summary of the GSS devices in the sticky mesh and their operating status.

- **`show sticky mesh session session_ID`**—Displays operating status information for a specific session ID, which is the point-to-point connection between the local GSS node and a sticky mesh peer. To locate the session ID for a specific GSS peer in the mesh, use the `show sticky mesh` command.

- **`show sticky mesh session session_ID verbose`**—Displays more detailed operating status information for a specific session ID. To locate the session ID for a specific GSS peer in the mesh, use the `show sticky mesh` command.

- **`show sticky mesh verbose`**—Displays detailed operating status information for the sticky mesh and for all GSS peers in the mesh.

Table 12-39 describes the fields in the `show sticky mesh` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>My GSS ID</td>
<td>Unique identifier of the local GSS node in the mesh.</td>
</tr>
<tr>
<td>Mesh ID</td>
<td>Unique identifier of the global sticky mesh.</td>
</tr>
<tr>
<td>Port</td>
<td>TCP port used by all GSS devices connected in the sticky mesh. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>Remote GSS IP Address/Host Name</td>
<td>IP address or host name of the GSS peer in the mesh.</td>
</tr>
</tbody>
</table>
Table 12-39 Field Descriptions for show sticky mesh Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session ID</td>
<td>Unique identifier of the point-to-point connection between the local GSS node and the mesh peer.</td>
</tr>
<tr>
<td>State</td>
<td>State of the communication link between the local GSS node and the mesh peer. The possible states include:</td>
</tr>
<tr>
<td></td>
<td>• SESSION_STOP—Indicates that the session is dead</td>
</tr>
<tr>
<td></td>
<td>• SESSION_INIT—Indicates that the session is initializing</td>
</tr>
<tr>
<td></td>
<td>• SESSION_OPEN—Indicates that the connection to the peer has been made</td>
</tr>
<tr>
<td></td>
<td>• SESSION_AUTH—Indicates that authentication is occurring</td>
</tr>
<tr>
<td></td>
<td>• SESSION_UP—Indicates that the session is up</td>
</tr>
<tr>
<td></td>
<td>• SESSION_DOWN—Indicates that the session is down or failing</td>
</tr>
</tbody>
</table>
Table 12-40 describes the fields in the `show sticky mesh session` command output.

**Table 12-40 Field Descriptions for show sticky mesh session Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session Information for GSS peer</td>
<td>Identifies the host name of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Session ID</td>
<td>Unique identifier of the point-to-point connection between the local GSS node and the mesh peer.</td>
</tr>
<tr>
<td>RTT</td>
<td>Application-level round-trip time (RTT) between the local GSS node and the mesh peer. If the GSS has not yet made an RTT measurement, the GSS displays “--” in the field.</td>
</tr>
<tr>
<td>State</td>
<td>State of the communication link between the local GSS node and the mesh peer. The possible states include:</td>
</tr>
<tr>
<td></td>
<td>• SESSION_STOP—Indicates that the session is dead</td>
</tr>
<tr>
<td></td>
<td>• SESSION_INIT—Indicates that the session is initializing</td>
</tr>
<tr>
<td></td>
<td>• SESSION_OPEN—Indicates that the connection to the peer has been made</td>
</tr>
<tr>
<td></td>
<td>• SESSION_AUTH—Indicates that authentication is occurring</td>
</tr>
<tr>
<td></td>
<td>• SESSION_UP—Indicates that the session is up</td>
</tr>
<tr>
<td></td>
<td>• SESSION_DOWN—Indicates that the session is down or failing</td>
</tr>
<tr>
<td>IP Address</td>
<td>IP address of the GSS peer.</td>
</tr>
<tr>
<td>GSS ID</td>
<td>Unique identifier of the GSS peer in the mesh.</td>
</tr>
</tbody>
</table>
Table 12-41 describes the fields in the `show sticky mesh session verbose` command output.

**Table 12-41 Field Descriptions for show sticky mesh session verbose Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session Information for GSS peer</td>
<td>Identifies the host name of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Session ID</td>
<td>Unique identifier of the point-to-point connection between the local GSS node and the mesh peer.</td>
</tr>
<tr>
<td>Session State</td>
<td>State of the communication link between the local GSS node and the mesh peer. The possible states include:</td>
</tr>
<tr>
<td></td>
<td>- <strong>SESSION_STOP</strong>—Indicates that the session is dead</td>
</tr>
<tr>
<td></td>
<td>- <strong>SESSION_INIT</strong>—Indicates that the session is initializing</td>
</tr>
<tr>
<td></td>
<td>- <strong>SESSION_OPEN</strong>—Indicates that the connection to the peer has been made</td>
</tr>
<tr>
<td></td>
<td>- <strong>SESSION_AUTH</strong>—Indicates that authentication is occurring</td>
</tr>
<tr>
<td></td>
<td>- <strong>SESSION_UP</strong>—Indicates that the session is up</td>
</tr>
<tr>
<td></td>
<td>- <strong>SESSION_DOWN</strong>—Indicates that the session is down or failing</td>
</tr>
<tr>
<td>RTT</td>
<td>Application-level round-trip time (RTT) between the local GSS node and the mesh peer. If the GSS has not yet made an RTT measurement, the GSS displays “--” in the field.</td>
</tr>
</tbody>
</table>
Table 12-41 Field Descriptions for show sticky mesh session verbose Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encrypt Type</td>
<td>Encryption method performed on the data packets. The method is either:</td>
</tr>
<tr>
<td></td>
<td>• <strong>md5hash</strong>—MD5-based hashing encryption method</td>
</tr>
<tr>
<td></td>
<td>• <strong>none</strong>—No encryption</td>
</tr>
<tr>
<td></td>
<td>Refer to Chapter 8, Configuring DNS Sticky for details.</td>
</tr>
<tr>
<td>Authentication</td>
<td>Authentication method performed by the GSS peer to prevent unauthorized access. The method is either:</td>
</tr>
<tr>
<td></td>
<td>• <strong>challenge</strong>—Challenge Handshake Authentication Protocol (CHAP)</td>
</tr>
<tr>
<td></td>
<td>• <strong>none</strong>—No secret string used for authentication</td>
</tr>
<tr>
<td></td>
<td>Refer to Chapter 8, Configuring DNS Sticky for details.</td>
</tr>
<tr>
<td>KalFreq</td>
<td>Time in seconds between sending keepalive messages from the local GSS node to this GSS peer. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>Max FrameSize</td>
<td>The maximum frame size allowed for communication between GSS devices in the mesh. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>OptimalFrameSize</td>
<td>Optimal frame size for communication between GSS devices in the mesh. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>PrePend</td>
<td>Allocated header size in the buffer. The header size is always eight bytes.</td>
</tr>
<tr>
<td>IP Address</td>
<td>IP address of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>GSS ID</td>
<td>Unique identifier of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Connect from IP</td>
<td>Actual IP network address of the GSS peer in the mesh.</td>
</tr>
</tbody>
</table>
Table 12-41 Field Descriptions for show sticky mesh verbose Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Local Address Via Peer</td>
<td>IP address of the local GSS node as seen by the GSS peer.</td>
</tr>
<tr>
<td>Last Up Event</td>
<td>The day and time of the most recent Up event.</td>
</tr>
<tr>
<td>Last Down Event</td>
<td>The day and time of the most recent Down event.</td>
</tr>
<tr>
<td>FSM Events</td>
<td>Finite State Machine events as related to the Session State field.</td>
</tr>
<tr>
<td>STOP</td>
<td>Number of SESSION_STOP events.</td>
</tr>
<tr>
<td>INIT</td>
<td>Number of SESSION_INIT events.</td>
</tr>
<tr>
<td>OPEN</td>
<td>Number of SESSION_OPEN events.</td>
</tr>
<tr>
<td>AUTH</td>
<td>Number of SESSION_AUTH events.</td>
</tr>
<tr>
<td>UP</td>
<td>Number of SESSION_UP events.</td>
</tr>
<tr>
<td>DOWN</td>
<td>Number of SESSION_DOWN events.</td>
</tr>
</tbody>
</table>

Table 12-42 describes the fields in the show sticky mesh verbose command output.

Table 12-42 Field Descriptions for show sticky mesh verbose Command

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesh Information for application sticky</td>
<td>Status and statistics about the global sticky mesh.</td>
</tr>
<tr>
<td>My GSS ID</td>
<td>Unique identifier of the local GSS node in the mesh.</td>
</tr>
<tr>
<td>Mesh ID</td>
<td>Unique identifier of the global sticky mesh.</td>
</tr>
<tr>
<td>Port</td>
<td>TCP port used by all GSS devices connected in the sticky mesh. This parameter is not user-configurable.</td>
</tr>
</tbody>
</table>
Displaying Global Server Load-Balancing Statistics from the CLI

**Table 12-42 Field Descriptions for show sticky mesh verbose Command (continued)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encrypt Type</td>
<td>Encryption method performed on the data packets. The method is either:</td>
</tr>
<tr>
<td></td>
<td>- <strong>md5hash</strong>—MD5-based hashing encryption method</td>
</tr>
<tr>
<td></td>
<td>- <strong>none</strong>—No encryption</td>
</tr>
<tr>
<td></td>
<td>Refer to Chapter 8, Configuring DNS Sticky for details.</td>
</tr>
<tr>
<td>Authentication</td>
<td>Authentication method performed by GSS peers to prevent unauthorized access.</td>
</tr>
<tr>
<td></td>
<td>The method is either:</td>
</tr>
<tr>
<td></td>
<td>- <strong>challenge</strong>—Challenge Handshake Authentication Protocol (CHAP)</td>
</tr>
<tr>
<td></td>
<td>- <strong>none</strong>—No secret string used for authentication</td>
</tr>
<tr>
<td></td>
<td>Refer to Chapter 8, Configuring DNS Sticky for details.</td>
</tr>
<tr>
<td>KalFreq</td>
<td>Time in seconds between sending keepalive messages to GSS peers. This parameter is not user-configurable and always displays “default”.</td>
</tr>
<tr>
<td>MaxFrameSize</td>
<td>The maximum frame size allowed for communication between GSS devices in the mesh. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>OptmlFrameSize</td>
<td>Optimal frame size for communication between GSS devices in the mesh. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>Max Rate</td>
<td>Maximum rate that the local GSS node can transmit packets to GSS peers in the mesh.</td>
</tr>
</tbody>
</table>
Table 12-42 Field Descriptions for show sticky mesh verbose Command (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Favored Peer</td>
<td>Identifies the favored GSS peer for the local GSS node, specified on the Global Sticky Configuration details page of the primary GSSM GUI. A favored peer enables you to force a faster synchronization of sticky database entries with a specific GSS peer upon reentry into the sticky mesh. If you did not specify a favored peer, the GSS displays “No Favored Peer configured”.</td>
</tr>
<tr>
<td>Session Information for GSS peer</td>
<td>Status and statistics for a specific GSS peer in the mesh.</td>
</tr>
<tr>
<td>Session ID</td>
<td>Unique identifier of the point-to-point connection between the local GSS node and the mesh peer.</td>
</tr>
<tr>
<td>Session State</td>
<td>State of the communication link between the local GSS node and the mesh peer. The possible states include:</td>
</tr>
<tr>
<td></td>
<td>• <strong>SESSION_STOP</strong>—Indicates that the session is dead</td>
</tr>
<tr>
<td></td>
<td>• <strong>SESSION_INIT</strong>—Indicates that the session is initializing</td>
</tr>
<tr>
<td></td>
<td>• <strong>SESSION_OPEN</strong>—Indicates that the connection to the peer has been made</td>
</tr>
<tr>
<td></td>
<td>• <strong>SESSION_AUTH</strong>—Indicates that authentication is occurring</td>
</tr>
<tr>
<td></td>
<td>• <strong>SESSION_UP</strong>—Indicates that the session is up</td>
</tr>
<tr>
<td></td>
<td>• <strong>SESSION_DOWN</strong>—Indicates that the session is down or failing</td>
</tr>
<tr>
<td>RTT</td>
<td>Application-level round-trip time (RTT) between the local GSS node and this GSS peer. If the GSS has not yet made an RTT measurement, the GSS displays “--” in the field.</td>
</tr>
</tbody>
</table>
Encrypt Type: Encryption method performed on the data packets. The method is either:
- md5hash — MD5-based hashing encryption method
- none — No encryption
Refer to Chapter 8, Configuring DNS Sticky for details.

Authentication: Authentication method performed by GSS peers to prevent unauthorized access. The method is either:
- challenge — Challenge Handshake Authentication Protocol (CHAP)
- none — No secret string used for authentication
Refer to Chapter 8, Configuring DNS Sticky for details.

KalFreq: Time in seconds between sending keepalive messages from the local GSS node to this GSS peer. This parameter is not user-configurable.

Max FrameSize: The maximum frame size allowed for communication between GSS devices in the mesh. This parameter is not user-configurable.

OptmlFrameSize: Optimal frame size for communication between GSS devices in the mesh. This parameter is not user-configurable.

PrePend: Allocated header size in the buffer. The header size is always eight bytes.

IP Address: IP address of the GSS peer in the mesh.

GSS ID: Unique identifier of the GSS peer in the mesh.

Connect from IP: Actual IP network address of the GSS peer in the mesh.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encrypt Type</td>
<td>Encryption method performed on the data packets. The method is either:</td>
</tr>
<tr>
<td></td>
<td>• md5hash — MD5-based hashing encryption method</td>
</tr>
<tr>
<td></td>
<td>• none — No encryption</td>
</tr>
<tr>
<td>Authentication</td>
<td>Authentication method performed by GSS peers to prevent unauthorized access.</td>
</tr>
<tr>
<td></td>
<td>• challenge — Challenge Handshake Authentication Protocol (CHAP)</td>
</tr>
<tr>
<td></td>
<td>• none — No secret string used for authentication</td>
</tr>
<tr>
<td>KalFreq</td>
<td>Time in seconds between sending keepalive messages from the local GSS node</td>
</tr>
<tr>
<td></td>
<td>to this GSS peer. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>Max FrameSize</td>
<td>The maximum frame size allowed for communication between GSS devices in the</td>
</tr>
<tr>
<td></td>
<td>mesh. This parameter is not user-configurable.</td>
</tr>
<tr>
<td>OptmlFrameSize</td>
<td>Optimal frame size for communication between GSS devices in the mesh.</td>
</tr>
<tr>
<td></td>
<td>This parameter is not user-configurable.</td>
</tr>
<tr>
<td>PrePend</td>
<td>Allocated header size in the buffer. The header size is always eight bytes.</td>
</tr>
<tr>
<td>IP Address</td>
<td>IP address of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>GSS ID</td>
<td>Unique identifier of the GSS peer in the mesh.</td>
</tr>
<tr>
<td>Connect from IP</td>
<td>Actual IP network address of the GSS peer in the mesh.</td>
</tr>
</tbody>
</table>
Displaying Global Server Load-Balancing Statistics from the CLI

Displaying Sticky Group Configuration

Use the `show sticky group-summary` command to display a summary of all configured sticky groups.

Table 12-43 describes the fields in the `show sticky group-summary` command output.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Unique alphanumeric name of the DNS sticky group</td>
</tr>
<tr>
<td>Address Blocks</td>
<td>IP address block of the sticky group, specified in dotted-decimal notation</td>
</tr>
</tbody>
</table>

Use the `show sticky group-name` command to display the configuration of a specific sticky group.

The syntax for the command is:
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Displaying Global Server Load-Balancing Statistics from the CLI

**show sticky group-name** `{groupname}`

Enter the exact name of a sticky group to display all sticky entries related to that group.

*Table 12-44* describes the fields in the **show sticky group-name** command output.

**Table 12-44 Field Descriptions for show sticky group-name Command**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Unique alphanumeric name of the DNS sticky group</td>
</tr>
<tr>
<td>Address Blocks</td>
<td>IP address block of the sticky group, specified in dotted-decimal notation</td>
</tr>
</tbody>
</table>

**Clearing GSS Global Server Load-Balancing Statistics**

Use the **clear statistics** command to reset global server load-balancing statistics for one or more of your GSS components. Clearing the statistics for a GSS component erases all record of routing activity and performance for that device.

The syntax for the **clear statistics** command is:

```
clear statistics {boomerang | dns | keepalive {all | cra | http-head | icmp | kalap | ns | tcp | proximity | sticky {mesh}}}
```

The options are:

- **statistics**—Resets load-balancing statistics about the GSS
- **boomerang**—Resets statistics relating to the Boomerang server component of the GSS
- **dns**—Resets statistics relating to the DNS server component of the GSS, including proximity and sticky DNS rule statistics
- **keepalive**—Resets statistics relating to the keepalive function of the GSS software
- **all**—Resets statistics for all keepalive types maintained by the GSS
- **cra**—Resets statistics for only CRA-type keepalives maintained by the GSS
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Displaying Global Server Load-Balancing Statistics from the CLI

- **http-head**—Resets statistics for only the VIP HTTP-HEAD type keepalive maintained by the GSS
- **icmp**—Resets statistics for only the VIP ICMP-type keepalive maintained by the GSS
- **kalap**—Resets statistics for only the VIP KAL-AP-type keepalive maintained by the GSS
- **ns**—Resets statistics for the Name Server-type keepalive maintained by the GSS
- **tcp**—Resets statistics for the IP and port TCP-type keepalive maintained by the GSS
- **proximity**—Resets statistics for the network proximity function
- **sticky**—Resets statistics for the DNS sticky function
- **mesh**—Resets sticky global mesh and session statistics for the local GSS node of the mesh

For example:

```plaintext
gss1.yourdomain.com# clear statistics keepalive tcp
Are you sure? (yes/no) yes
tcp keepalive statistics cleared
```

or

```plaintext
gss1.yourdomain.com# clear statistics proximity
Are you sure? (yes/no) yes
proximity statistics cleared
```
Displaying Global Server Load-Balancing Statistics from the GUI

From the Monitoring tab of the primary GSSM GUI, you can display the status of global load balancing on your GSS network using a variety of functions that filter and condense GSS traffic and statistics. These statistics provide you with an overview of the online status of your resources (such as answers, keepalives, DNS rules, hosted domains, and source addresses). You can also display advanced traffic management functions such as DNS sticky and network proximity for the GSS network.

This section includes the following procedures:

- Displaying Answer Status and Statistics
- Displaying DNS Rule Statistics
- Displaying Domain Hit Counts
- Displaying Global Statistics
- Displaying Source Address Statistics
- Displaying Traffic Management Statistics

Displaying Answer Status and Statistics

The Answers section of the Monitoring tab displays statistics for the answer resources in your GSS network. Answer resources also include statistics about keepalive probes directed to the answer resource.

This section contains the following procedures:

- Displaying Answer Hit Counts
- Displaying Answer Keepalive Statistics
- Displaying Answer Status
Displaying Answer Hit Counts

The Answer Hit Counts list page displays statistics about the GSS answer resources and the number of times that user requests have been directed to each answer resource. Answer hit counts allow you to gauge how well your GSS resources respond to user requests.

To display the number of hits recorded by each answer:

1. From the primary GSSM GUI, click the **Monitoring** tab.
2. Click the **Answers** navigation link.
3. Click the **Answer Hit Counts** navigation link (located in the Contents list). The Answer Hit Counts list page appears (Figure 12-1).

![Figure 12-1 Answer Hit Counts List Page](image)
Table 12-45 describes the fields on the Answer Hit Counts list page.

### Table 12-45 Field Descriptions for Answer Hit Counts List Page

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer</td>
<td>IP address of the answer resource</td>
</tr>
<tr>
<td>Name</td>
<td>Name assigned to the answer using the primary GSSM GUI</td>
</tr>
<tr>
<td>Type</td>
<td>Resources to which the GSS resolves DNS requests. The answer types include: VIP, CRA, or Name Server.</td>
</tr>
<tr>
<td>Location</td>
<td>GSS network location of the answer</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>Number of requests directed to the answer by each GSS device</td>
</tr>
</tbody>
</table>

4. Click the column header of any of the displayed columns to sort your answers by a particular property.

### Displaying Answer Keepalive Statistics

The Answer Keepalive Statistics list page displays statistics about keepalive probes sent to the answer resource by each GSS in the network. For each answer configured on your GSS, the Answer Keepalive Statistics list page displays the number of keepalive probes directed to that answer by the primary and the standby GSSM as well as information about how that keepalive probe was handled. The Answer Keepalive Statistics list page also displays multiple keepalives if assigned for a single VIP answer.

You may discover that certain answers may be offline or have problems staying online if a large number of keepalive probes are rejected or encounter transition conditions.

To display the keepalive statistics for each answer:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Answers navigation link.
3. Click the **Answer KeepAlive Statistics** navigation link (located in the Contents list). The Answer KeepAlive Statistics list page appears (Figure 12-2).

![Figure 12-2 Answer Keepalive Statistics List Page](image)

**Table 12-46** describes the fields on the Answer KeepAlive Statistics list page.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer</td>
<td>IP address of the answer resource probed by the GSS.</td>
</tr>
<tr>
<td>Type</td>
<td>Resources to which the GSS resolves DNS requests. The answer types include: VIP, CRA, or Name Server.</td>
</tr>
<tr>
<td>Name</td>
<td>Name assigned to the answer using the primary GSSM GUI.</td>
</tr>
</tbody>
</table>
Table 12-46 Field Descriptions for Answer Keepalive Statistics List Page

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keepalive</td>
<td>Address assigned to the remote device, CRA, or name server that the GSS is to forward requests.</td>
</tr>
<tr>
<td>Method</td>
<td>The keepalive method used by the answer: VIP (virtual IP address), NS (name server), or CRA (content routing agent)</td>
</tr>
<tr>
<td>Location</td>
<td>GSS network location of the answer</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>The number of keepalive probes directed to the answer by each GSS device, as well as the record of how those probes were handled. Statistics are presented in the following order:</td>
</tr>
<tr>
<td></td>
<td>• Keepalive packets sent—Total number of keepalive probes sent to the answer by each GSS on the network</td>
</tr>
<tr>
<td></td>
<td>• Keepalive packets received—Total number of keepalive probes returned from the answer</td>
</tr>
<tr>
<td></td>
<td>• Keepalive positive probe count—Total number of keepalive probes received by the GSS to which a positive (OK) response was returned</td>
</tr>
<tr>
<td></td>
<td>• Keepalive negative probe count—Total number of keepalive probes received by the GSS to which a negative response was returned</td>
</tr>
<tr>
<td></td>
<td>• Keepalive transition count—Total number of keepalive probe transitions (for example, from the INIT to the ONLINE state) experienced by the keepalive</td>
</tr>
</tbody>
</table>

4. Click the column header of any of the displayed columns to sort your answers by a particular property.
Displaying Answer Status

The Answer Status list page displays statistics about the GSS answer resources. Answers can be sorted by IP address, name, type, location, or online status according to a particular device.

To display the status of your GSS answers:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Answers navigation link.
3. Click the Answer Status navigation link (located in the Contents list). The Answer Status list page appears (Figure 12-3).

Figure 12-3 Answer Status List Page
Table 12-47 describes the fields on the Answer Status list page.

**Table 12-47 Field Descriptions for Answer Status List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer</td>
<td>IP address of the answer resource</td>
</tr>
<tr>
<td>Name</td>
<td>Name assigned to the answer using the primary GSSMGUI</td>
</tr>
<tr>
<td>Type</td>
<td>Resources to which the GSS resolves DNS requests. The answer types include: VIP, CRA, or Name Server.</td>
</tr>
<tr>
<td>Location</td>
<td>GSS network location of the answer</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>Online status of the answer according to the named device</td>
</tr>
</tbody>
</table>

4. Click the column header of any of the displayed columns to sort your answers by a particular property.

**Displaying DNS Rule Statistics**

The DNS Rule Statistics list page displays statistics about the DNS rules, such as how many queries were processed by each DNS rule and how many of those processed queries were successfully matched with answers.

To display the status of your DNS rules:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the DNS Rules navigation link. The DNS Rule Statistics list page appears (Figure 12-4).
### Table 12-48 Field Descriptions for DNS Rule Statistics List Page

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name assigned to the answer using the primary GSSM.</td>
</tr>
<tr>
<td>Owner</td>
<td>GSS owner to whom the DNS rule has been assigned.</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>Total hit count and successful hit count for the DNS rule from the listed GSS device. Refer to the legend that appears below the listed DNS rules for information about identifying which value represents total hits and which value represents successful DNS requests served.</td>
</tr>
</tbody>
</table>
3. Click the column header of any of the displayed columns to sort your DNS rules by a particular property.

**Displaying Domain Hit Counts**

The Domain Hit Counts list page displays statistics about the hosted domains that the GSS serves, as well as information about how many queries were directed to each domain by each DNS rule. The domain hit counts function tracks the traffic directed to the individual domains, not GSS domain lists, which may include one or more domains.

To display the status of your hosted domains:

1. From the primary GSSM GUI, click the **Monitoring** tab.
2. Click the **Domains** navigation link. The Domain Hit Counts list page appears (Figure 12-5).

**Figure 12-5 Domain Hit Counts List Page**

![Domain Hit Counts List Page](image)
Table 12-49 describes the fields on the Domain Hit Counts list page.

Table 12-49 Field Descriptions for Domain Hit Counts List Page

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain</td>
<td>DNS domains that the GSS is responsible. These are the domains contained in your domain lists.</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>Total number of requests for the listed domain from each GSS device</td>
</tr>
</tbody>
</table>

3. Click the column header of any of the displayed columns to sort the listed domains by a particular property.

Displaying Global Statistics

The Global Statistics list page displays statistics about the GSS network. Global statistics include the average number of DNS requests received by each GSS device and keepalive probes sent to your answers, as well as the online status of each GSS device.

To display the status of your GSS network:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Global navigation link. The Global Statistics list page (Figure 12-6) appears.
Table 12-50 describes the fields on the Global Statistics list page.

**Table 12-50 Field Descriptions for Global Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSS Status</td>
<td>Online status of each GSS device in your GSS network</td>
</tr>
<tr>
<td>Unmatched DNS Queries</td>
<td>Total number of DNS queries received by each listed device for which no answer could be found</td>
</tr>
<tr>
<td>DNS Queries/sec</td>
<td>Average number of DNS queries received, per second, by each listed GSS device</td>
</tr>
<tr>
<td>Keepalive Probes/sec</td>
<td>Average number of keepalive probes received by each listed GSS device each second</td>
</tr>
</tbody>
</table>
3. Click the column header of any of the displayed columns to sort the listed domains by a particular property.

Displaying Source Address Statistics

The Source Address Statistics list page displays statistics about the incoming requests received from each source address (the addresses that transmit DNS queries to a GSS). The source address hit counts feature tracks requests from individual address blocks, not from GSS source address lists, which may contain one or more address blocks.

To display the statistics for your source address lists:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Source Addresses navigation link. The Source Address Statistics list page appears (Figure 12-7).
Table 12-51 describes the fields on the Source Address Statistics list page.

### Table 12-51 Field Descriptions for Source Address Statistics List Page

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source Address Block</td>
<td>Address or range of addresses that originate the DNS queries. Source address blocks make up GSS source address lists.</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>Total number of requests received by the listed GSS device from each source address or address block.</td>
</tr>
</tbody>
</table>

3. Click the column header of any of the displayed columns to sort the listed domains by a particular property.
Displaying Traffic Management Statistics

The Traffic Mgmt section of the Monitoring tab displays global statistics about network proximity and DNS sticky operation in your GSS network. Network proximity statistics include information about the proximity DNS rule hit counts, statistics about the number of entries in the proximity database of each GSS device, and statistics about probing requests. Sticky statistics include information about the sticky DNS rule hit counts and statistics about the number of entries in the sticky database of each GSS device.

This section contains the following procedures:

- Displaying Proximity Rule Hit Count Statistics
- Displaying Proximity Database Statistics
- Displaying Proximity Lookup Statistics
- Displaying Proximity Probe Management Statistics
- Displaying Sticky Rule Hit Statistics
- Displaying Sticky Database Statistics
- Displaying Global Sticky Mesh Statistics
Displaying Proximity Rule Hit Count Statistics

Use the Proximity Rule Hit Count Statistics list page to display how many times a DNS rule provides an answer for a zone determined to be the most proximate.

To display statistics about proximity hits for a DNS rule:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Traffic Mgmt navigation link.
3. Click the Proximity Rule Hit Counts navigation link (located in the Contents list). The Proximity Rule Hit Statistics list page appears (Figure 12-8).

Figure 12-8 Proximity Rule Hit Statistics List Page
Table 12-52 describes the fields on the Proximity Rule Hit Statistics list page.

**Table 12-52 Field Descriptions for Proximity Rule Hit Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of the matched DNS rule.</td>
</tr>
<tr>
<td>Owner</td>
<td>GSS owner to whom the DNS rule has been assigned.</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>For each GSS or GSSM:</td>
</tr>
<tr>
<td></td>
<td>• The number of DNS requests that match the DNS rule.</td>
</tr>
<tr>
<td></td>
<td>• The number of DNS responses successfully returned with a proximate answer for the DNS rule. Refer to the legend that appears below the listed DNS rules for information about identifying which value represents the proximity hit count and which value represents the number of successful matches.</td>
</tr>
</tbody>
</table>

**Displaying Proximity Database Statistics**

Use the Proximity Database Statistics list page to display the number of entries in the proximity database and the number of entries dropped because the proximity database reached the maximum database limit of 500,000 entries.

To display the number of entries in the proximity database:

1. From the primary GSSM GUI, click the **Monitoring** tab.
2. Click the **Traffic Mgmt** navigation link.
3. Click the **Proximity Database Stats** navigation link (located in the Contents list). The Proximity Database Statistics list page appears (Figure 12-9).
Table 12-53 describes the fields on the Proximity Database Statistics list page.

**Table 12-53 Field Descriptions for Proximity Database Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Site Selector</td>
<td>Name of the GSS or GSSM device</td>
</tr>
<tr>
<td>Entries in Use</td>
<td>Number of entries currently in the proximity</td>
</tr>
<tr>
<td></td>
<td>database, out of a maximum of 500,000 entries</td>
</tr>
<tr>
<td>Last Cleanup</td>
<td>Last time the GSS removed the least recently used</td>
</tr>
<tr>
<td></td>
<td>entries from the proximity database</td>
</tr>
<tr>
<td>Number of Cleanups</td>
<td>Number of entries removed during the cleanup</td>
</tr>
<tr>
<td></td>
<td>process</td>
</tr>
</tbody>
</table>
Displaying Proximity Lookup Statistics

Use the Proximity Lookup Statistics list page to display statistics about the number of entries in the proximity database:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Traffic Mgmt navigation link.
3. Click the Proximity Lookup Stats navigation link (located in the Contents list). The Proximity Lookup Statistics list page appears (Figure 12-10).

*Figure 12-10 Proximity Lookup Statistics List Page*
Table 12-54 describes the fields on the Proximity Lookup Statistics list page.

**Table 12-54 Field Descriptions for Proximity Lookup Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Site Selector</td>
<td>Name of the GSS or GSSM device</td>
</tr>
<tr>
<td>Count</td>
<td>Total number of proximity lookup requests made to the GSS</td>
</tr>
<tr>
<td>Crnt Rate</td>
<td>Current request rate per second that requests are made to the GSS to perform a proximity lookup in the database</td>
</tr>
<tr>
<td>No Entry</td>
<td>Number of times the GSS was unable to locate a proximate answer from the proximity database</td>
</tr>
<tr>
<td>Partial Data</td>
<td>Number of times only round-trip time (RTT) data for a partial set of zones was available in the proximity database</td>
</tr>
<tr>
<td>Req. Dropped</td>
<td>Number of proximity lookup queries dropped by the GSS</td>
</tr>
<tr>
<td>Db Full</td>
<td>Number of times the GSS was unable to perform a proximity add because the database exceeded the maximum number of entries</td>
</tr>
</tbody>
</table>

**Displaying Proximity Probe Management Statistics**

Use the Proximity Probe Management Statistics list page to display statistics about the ICMP and TCP probes transmitted from the probing devices.

To display statistics about the probing requests and responses:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Traffic Mgmt navigation link.
3. Click the Proximity Probe Mgmt Stats navigation link (located in the Contents list). The Proximity Probe Mgmt Statistics list page appears (Figure 12-11).
Figure 12-11 Proximity Probe Mgmt Statistics List Page

![Proximity Probe Mgmt Statistics List Page](image_url)
Table 12-55 describes the fields on the Proximity Probe Mgmt Statistics list page.

**Table 12-55 Field Descriptions for Proximity Probe Mgmt Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone Index</td>
<td>The numerical identifier of the proximity zone.</td>
</tr>
<tr>
<td>Zone Name</td>
<td>The name of the proximity zone.</td>
</tr>
</tbody>
</table>
| Name of the GSS or GSSM | For each GSS or GSSM:  
  - The IP address of the probe device.  
  - The total number of DRP echo and measurement packets sent by the GSS to the probing device in the proximity zone.  
  - The total number of DRP echo and measurement packets received by the GSS from the probing device in the proximity zone.  
  - The current packet send rate per second.  
  Refer to the legend that appears below the listed zones for information about identifying which value represents sent echo and measurement packets, which value represents received echo and measurement packets, and which value represents the current packet send rate. |
Displaying Sticky Rule Hit Statistics

Use the Sticky Rule Hit Statistics list page to display how many times the GSS accesses a DNS rule and makes a best effort to provide identical A-record responses to the requesting client D-proxy.

To display statistics about sticky hits for a DNS rule:
1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Traffic Mgmt navigation link.
3. Click the Sticky Rule Stats navigation link (located in the Contents list). The Sticky Rule Hit Statistics list page appears (Figure 12-12).

Figure 12-12 Sticky Rule Hit Statistics List Page
Table 12-56 describes the fields on the Sticky Rule Hit Statistics list page.

**Table 12-56 Field Descriptions for Sticky Rule Hit Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of the matched DNS rule.</td>
</tr>
<tr>
<td>Owner</td>
<td>GSS owner to whom the DNS rule has been assigned.</td>
</tr>
<tr>
<td>Name of the GSS or GSSM</td>
<td>For each GSS or GSSM:</td>
</tr>
<tr>
<td></td>
<td>• The total number of successful sticky answer matches in the sticky database for the DNS rule.</td>
</tr>
<tr>
<td></td>
<td>• The total number of failed sticky answer lookups in the sticky database for the DNS rule.</td>
</tr>
<tr>
<td></td>
<td>Refer to the legend that appears below the listed DNS rules for information about identifying which value represents successful matches and which value represents failed lookups.</td>
</tr>
</tbody>
</table>

**Displaying Sticky Database Statistics**

Use the Sticky Database Statistics list page to display the number of entries in the sticky database.

To display the number of entries in the sticky database:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Traffic Mgmt navigation link.
3. Click the Sticky Database Stats navigation link (located in the Contents list). The Sticky Database Statistics list page appears (Figure 12-13).
Table 12-57 describes the fields on the Sticky Database Statistics list page.

**Table 12-57 Field Descriptions for Sticky Database Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Site Selector</td>
<td>Name of the GSS device (GSSM or GSS).</td>
</tr>
<tr>
<td>Status</td>
<td>Sticky status of the named device and sticky mode. Status conditions can include Disabled, Local, Global, and Stopped.</td>
</tr>
<tr>
<td>Entries in Use</td>
<td>Number of entries currently in the sticky database out of a maximum of 400,000 entries.</td>
</tr>
</tbody>
</table>
Displaying Global Sticky Mesh Statistics

Use the Sticky Mesh Statistics list page to display the global mesh statistics for all GSS devices in the mesh. This list page identifies all of the GSS devices in the mesh in an X by Y matrix, with each cell displaying the device online status, packets received, packets sent, and any connection down events encountered between the nodes. The statistics appear from the local GSS node’s view (X) of the session to each mesh peer (Y).

To display the global mesh statistics:

1. From the primary GSSM GUI, click the Monitoring tab.
2. Click the Traffic Mgmt navigation link.
3. Click the Sticky Mesh Stats navigation link (located in the Contents list). The Sticky Mesh Statistics list page appears (Figure 12-14).

Figure 12-14 Sticky Mesh Stats List Page
Table 12-58 describes the fields on the Sticky Mesh Statistics list page.

**Table 12-58 Field Descriptions for Sticky Mesh Statistics List Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSS/Peer</td>
<td>Name of the GSS device (GSSM or GSS) in the mesh along with its peers.</td>
</tr>
<tr>
<td>Name of the GSS or GSSM in the mesh</td>
<td>For each GSS peer in the mesh, each column lists the following statistics:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Connection to peer status</strong>—Online status of each peer in the mesh. The possible states are Stopped, Init, Opened, Authentication, Up, and Down.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Packets transmitted</strong>—Number of packets transmitted from the GSS or GSSM to each peer in the mesh.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Packets received</strong>—Number of packets received by the GSS or GSSM from each peer in the mesh.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Down Events</strong>—The number of down events encountered for the session between the peers in the mesh.</td>
</tr>
<tr>
<td></td>
<td>Refer to the legend that appears below the listed peer GSS or GSSM in the mesh for information about identifying which statistic represents the online peer status, packets transmitted, packets received, and session down events.</td>
</tr>
</tbody>
</table>
Primary GSSM Global Server Load-Balancing Error Messages

This appendix describes error messages that you may encounter when using the primary GSSM GUI to perform global server load balancing. Error messages are organized by primary GSSM GUI components.

This chapter contains the following major sections:

- Answer Error Messages
- Answer Group Error Messages
- Domain List Error Messages
- DNS Rule Error Messages
- KeepAlive Error Messages
- Location Error Messages
- Network Error Messages
- Owner Error Messages
- Proximity Error Messages
- Region Error Messages
- Source Address List Error Messages
- Sticky Error Messages
- User Account Error Messages
- User Views Error Messages
Answer Error Messages

Table A-1 lists the potential error messages that may appear when configuring answers.

Table A-1 Answer Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid answer name. If entered, name must not be</td>
<td>You entered an invalid name for the answer. Answer names cannot be blank or contain blank spaces.</td>
<td>Enter a valid alphanumeric answer name of a least 1 and no more than 80 characters in length that does not contain spaces.</td>
</tr>
<tr>
<td>the empty string.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invalid answer name. Name length must not exceed</td>
<td>You entered an answer name that contains too many characters.</td>
<td>Enter a valid alphanumeric answer name of at least 1 and no more than 80 characters in length that does not contain spaces.</td>
</tr>
<tr>
<td>80 characters.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invalid CRA timing decay. Timing decay must be be</td>
<td>You entered an invalid number for the CRA timing decay.</td>
<td>Enter a number between 1 and 10. Lower timing decay values mean that more recent DNS races are weighted more heavily than older races. Higher decay values mean that the results of older races are weighted more heavily than more recent races.</td>
</tr>
<tr>
<td>tween 1 and 10.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invalid CRA static RTT value. Static RTT must be</td>
<td>You entered an invalid number for the static round-trip time (RTT). This is a manually entered value that is used by the GSS to represent the time it takes for traffic to reach and return from a host.</td>
<td>Enter a static RTT value between 0 and 1000.</td>
</tr>
<tr>
<td>between 0 and 1000.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A VIP/Name Server/CRA-type answer named answer</td>
<td>You attempted to create an answer that already exists on the GSS. You cannot have two answers with the same name and answer type.</td>
<td>Assign a new name or answer type to your answer to make it unique.</td>
</tr>
<tr>
<td>name already exists. If specified, name and type</td>
<td></td>
<td></td>
</tr>
<tr>
<td>must uniquely identify an answer.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table A-1 Answer Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>An unnamed VIP/Name Server/CRA-type answer having address IP_address already exists. Name must be specified to configure an answer with the same address as another answer.</td>
<td>You attempted to create an answer that already exists on the GSS. You cannot have two answers with the same name and IP address.</td>
<td>Assign a new name to your answer to make it unique.</td>
</tr>
<tr>
<td>The maximum number of number VIP/Name Server/CRA-type answers has been met.</td>
<td>You attempted to create an answer when the maximum number of that type of answer has already been created.</td>
<td>Remove an existing answer of the same type.</td>
</tr>
<tr>
<td>CRA decay value must be specified.</td>
<td>You attempted to create a CRA answer type without specifying a decay value. The decay value is required to tell the GSS how to evaluate and weigh DNS race results.</td>
<td>Enter a number between 1 and 10 for the CRA decay, with 1 causing the GSS to weigh recent DNS race results more heavily, and 10 telling it to weigh them less heavily.</td>
</tr>
<tr>
<td>CRA static RTT must be specified.</td>
<td>You attempted to create a CRA answer type without specifying a static round-trip time (RTT) value. The RTT value is used to force the GSS to use a value that you supply as the round-trip time necessary to reach the requesting D-proxy.</td>
<td>Enter a number between 1 and 1000 for the CRA round-trip time in milliseconds.</td>
</tr>
<tr>
<td>Invalid keepalive tag. Tag must be at least one character in length.</td>
<td>You attempted to create a VIP answer with a KAL-AP By Tag keepalive, but you have not specified a value for the tag in the field provided.</td>
<td>Enter an alphanumeric tag between 1 and 76 characters in the Tag field.</td>
</tr>
<tr>
<td>Invalid keepalive tag. Tag length must not exceed 76 characters.</td>
<td>You attempted to create a VIP answer with a KAL-AP By Tag keepalive, but you have specified a value for the tag that contains too many characters.</td>
<td>Enter an alphanumeric tag between 1 and 76 characters in the Tag field.</td>
</tr>
</tbody>
</table>
### Table A-1 Answer Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>NS-type answer IP Address has the same IP address as GSS GSS_name. GSS IP addresses must not equal any NS-type answers.</td>
<td>You attempted to create a name server answer type with the same IP address as a GSS device on the same GSS network. Name server answers cannot use the same address as GSS devices belonging to the same GSS network.</td>
<td>Assign a valid IP address to your name server answer.</td>
</tr>
<tr>
<td>Invalid answer order. Order must not be negative.</td>
<td>You attempted to assign a negative order number to your answer. The order must be a positive number.</td>
<td>Enter a nonnegative whole number for the order.</td>
</tr>
</tbody>
</table>

### Answer Group Error Messages

Table A-2 lists the potential error messages that may appear when configuring answer groups.

### Table A-2 Answer Group Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>This answer group cannot be deleted because it is referenced by number DNS rule balance clause(s).</td>
<td>You attempted to delete an answer group that is being referenced by one or more DNS rules.</td>
<td>Modify any DNS rules that are referencing the answer group so that those rules do not point to the group, and then try again to delete the group.</td>
</tr>
<tr>
<td>Invalid answer group name. Name must be entered.</td>
<td>You attempted to create an answer group without assigning a name to that group. All answer groups must have names of at least one character.</td>
<td>Enter a name for the new answer group in the field provided, and then click Save.</td>
</tr>
</tbody>
</table>
# Table A-2  Answer Group Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid answer group name. Name length must not exceed 80 characters.</td>
<td>You attempted to assign the answer group an invalid name.</td>
<td>Enter an alphanumeric name for the answer group that is fewer than 80 characters and does not contain spaces.</td>
</tr>
<tr>
<td>Invalid answer group name. Name must not contain spaces.</td>
<td>You attempted to assign the answer group an invalid name.</td>
<td>Enter an alphanumeric name for the answer group that is fewer than 80 characters and does not contain spaces.</td>
</tr>
<tr>
<td>An answer group named name already exists. Name must uniquely identify an answer group.</td>
<td>You attempted to assign the answer group a name that is already being used by a different GSS device.</td>
<td>Enter a unique alphanumeric name for the answer group that is fewer than 80 characters and does not contain spaces.</td>
</tr>
<tr>
<td>The maximum number of number answers per VIP/Name Server/CRA-type group has been met.</td>
<td>You attempted to add an answer to an answer group to which the maximum number of answers has already been assigned.</td>
<td>Remove an answer from the group, or add the answer to a group to which the maximum number of answers has not already been added.</td>
</tr>
<tr>
<td>Invalid answer load threshold. Load threshold must be between 2 and 254.</td>
<td>You attempted to assign an invalid load threshold to your answer in the LT field.</td>
<td>Assign a load threshold for the answer that is between 2 and 254 in the LT field.</td>
</tr>
</tbody>
</table>
# Domain List Error Messages

Table A-3 lists the potential error messages that may appear when configuring domain lists.

## Table A-3  Domain List Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;domain name&gt;</code> must contain at least one character.</td>
<td>You attempted to add a domain to a domain list with an invalid name.</td>
<td>Enter a name that is between 1 and 100 characters and then save your domain list.</td>
</tr>
<tr>
<td><code>&lt;domain name&gt;</code> character limit exceeded.</td>
<td>You attempted to add a domain to a domain list using a name that is too long.</td>
<td>Enter a new domain name of no more than 100 characters and then save your domain list.</td>
</tr>
<tr>
<td>Domain specification must not exceed 128 characters.</td>
<td>You attempted to add a domain to your domain list with a name that is longer than 128 characters.</td>
<td>Replace the domain with a domain name containing fewer than 128 characters and then save your domain list.</td>
</tr>
<tr>
<td><code>&lt;domain name&gt;</code> must not contain spaces.</td>
<td>You attempted to add a domain to your domain list with a name that contains spaces.</td>
<td>Modify the domain name so that it does not contain spaces and then save your domain list.</td>
</tr>
<tr>
<td><code>&lt;domain name&gt;</code> is not a valid regular expression: <code>&lt;regular expression syntax error message here&gt;</code></td>
<td>You attempted to add a domain name to a domain list with a name that contains invalid characters or formatting. Domain names in domain lists must be valid regular expressions.</td>
<td>Modify the domain name so that it is a valid regular expression and does not contain any invalid characters or formatting. For example, <a href="http://www.cisco.com">www.cisco.com</a> or .\cisco.com, and then save your domain list.</td>
</tr>
</tbody>
</table>
### Domain List Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;domain name&gt;</code> must not begin or end with <code>.</code></td>
<td>You attempted to add a domain to a domain list with a literal name that contains an invalid character at the beginning or end of the domain name.</td>
<td>Modify the domain name so that it does not contain a period at the beginning or end of the name and then save your domain list.</td>
</tr>
<tr>
<td><code>&lt;domain name&gt;</code> component must not begin or end with <code>-</code></td>
<td>You attempted to add a domain to a domain list with a literal name that contains an invalid character at the beginning or end of one component of the domain name. For example, <code>www.cisco-.com</code>.</td>
<td>Modify the domain name so that it does not contain a dash (-) at the beginning or end of any segment of the name and then save your domain list.</td>
</tr>
<tr>
<td><code>&lt;domain name&gt;</code> contains invalid character <code>&lt;character&gt;</code> (ASCII value of the character)</td>
<td>You attempted to add a domain to a domain list with a name that contains an invalid text character. Domains belonging to domain lists must have names that are regular expressions.</td>
<td>Modify the domain name so that it does not contain an invalid text character and then save your domain list.</td>
</tr>
<tr>
<td>This domain list cannot be deleted because it is referenced by X DNS rule</td>
<td>You attempted to delete a domain list that is being referenced by one or more DNS rules.</td>
<td>Modify any DNS rules that use the domain list so that they no longer reference it and then try again to delete the list.</td>
</tr>
<tr>
<td>Invalid domain list name. Name must be entered.</td>
<td>You attempted to create a domain list without a name. Domain lists must have names of at least one character.</td>
<td>Assign a name of at least 1 and no more than 80 characters to your domain list and then save it.</td>
</tr>
<tr>
<td>Invalid domain list name. Name length must not exceed 80 characters.</td>
<td>You attempted to create a domain list with a name that is too long.</td>
<td>Assign a name of at least 1 and no more than 80 characters to your domain list and then save it.</td>
</tr>
</tbody>
</table>
### Domain List Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid domain list name. Name must not contain spaces.</td>
<td>You attempted to create a domain list with a name that contains spaces. Domain list names cannot contain spaces.</td>
<td>Assign a name without spaces to your domain list. Names must consist of at least 1 and no more than 80 characters. Save your domain list when you have assigned it a valid name.</td>
</tr>
<tr>
<td>A domain list named ‘&lt;name&gt;’ already exists. Name must uniquely identify a domain list.</td>
<td>You attempted to assign a name to your domain list that has already been assigned to another domain list on the same GSS network.</td>
<td>Assign a unique name to your new domain list and then save the list.</td>
</tr>
<tr>
<td>The maximum number of &lt;limit&gt; domains per list has been met.</td>
<td>You attempted to add a domain to your domain list when the maximum number of domains has already been added to that list.</td>
<td>Remove an existing domain from the domain list and then add the new domain. Alternatively, create a domain list to hold the new domain and any subsequent domains that you wish to add.</td>
</tr>
</tbody>
</table>
# DNS Rule Error Messages

Table A-4 lists the potential error messages that may appear when configuring DNS rules.

## Table A-4 DNS Rules Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTL must be specified for balance method associated with CRA- or VIP-type answer group.</td>
<td>You attempted to create a balance clause without specifying a Time To Live (TTL) for answers returned by the clause.</td>
<td>Enter a TTL value between 0 and 604,800 seconds.</td>
</tr>
<tr>
<td>Invalid balance clause TTL. TTL must be between 0 and 604,800.</td>
<td>You attempted to create a balance clause with an incorrect TTL value for answers provided by the balance clause.</td>
<td>Enter a TTL value between 0 and 604,800 seconds.</td>
</tr>
<tr>
<td>Invalid balance clause position. Position must be between 0 and 2.</td>
<td>You attempted to create a clause for your DNS rule that is out of sequence. The DNS Rule Builder provides options for three balance clauses, which must be created in order, with no gaps between clauses. For example, if you are using only one balance clause, it must appear in the first position. It cannot be listed in the second or third positions with the first position left blank.</td>
<td>Rearrange your balance clauses in the DNS Rule Builder so that they are listed in the proper order, with no gaps between them.</td>
</tr>
<tr>
<td>Hash type must be specified for answer group using hash balance method.</td>
<td>You attempted to create an answer group using the balance method “Hashed” with the selected answer, but you have not selected one (or more) hash methods: By Domain Name and By Source Address.</td>
<td>Select one or more of the available hash methods by checking the box corresponding to the methods that you wish to use with this balance clause.</td>
</tr>
</tbody>
</table>
### DNS Rule Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance clause boomerang fragment size must be specified.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have not specified a fragment size in the Fragment Size field. The fragment size determines the preferred size of the boomerang race response that is produced by a match to a DNS rule and is sent to the requesting client.</td>
<td>Enter a fragment size between 28 and 1980 in the field provided. The fragment size must be divisible by 4.</td>
</tr>
<tr>
<td>Invalid balance clause Boomerang fragment size. Boomerang fragment size must be 0 or between 28 and 1980.</td>
<td>You attempted to specify an unacceptable fragment size for this balance clause in the Fragment Size field.</td>
<td>Enter a valid fragment size. Fragment sizes must be between 28 and 1980 and must be divisible by 4.</td>
</tr>
<tr>
<td>Invalid balance clause Boomerang fragment size. Boomerang fragment size must be a multiple of 4.</td>
<td>You attempted to specify a fragment for this boomerang balance clause that is within the acceptable range but not divisible by 4. Fragment sizes must be divisible by 4.</td>
<td>Enter a fragment size between 28 and 1980 that is also divisible by 4. Zero is also an acceptable fragment size.</td>
</tr>
<tr>
<td>Balance clause Boomerang IP TTL value must be specified.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have not specified an IP Time To Live (TTL) in the field provided. The IP TTL specifies the maximum number of network hops that can be used when returning a response to a CRA from a match on a DNS rule.</td>
<td>Enter an IP TTL between 1 and 255 in the field provided and then click <strong>Save</strong>.</td>
</tr>
<tr>
<td>Invalid balance clause Boomerang IP TTL. Boomerang IP TTL must be between 1 and 255.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have specified an invalid IP Time to Live (TTL).</td>
<td>Enter an IP TTL between 1 and 255 in the field provided and then click <strong>Save</strong>.</td>
</tr>
</tbody>
</table>
Table A-4  DNS Rules Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance clause Boomerang maximum propagation delay must be specified.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have not specified a maximum propagation delay (Max Prop. Delay) in the field provided. The maximum propagation delay specifies the maximum length of time (in milliseconds) that is observed before the GSS forwards a Domain Name System (DNS) request to a content routing agent (CRA).</td>
<td>Enter a maximum propagation delay between 1 and 1000 milliseconds in the Max Prop. Delay field.</td>
</tr>
<tr>
<td>Invalid balance clause Boomerang maximum propagation delay. Boomerang maximum propagation delay must be between 1 and 1000.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have not specified a valid maximum propagation delay (Max Prop. Delay) in the field provided.</td>
<td>Enter a maximum propagation delay between 1 and 1000 milliseconds in the Max Prop. Delay field.</td>
</tr>
<tr>
<td>Balance clause Boomerang padding size must be specified.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have not specified a pad size in the Pad Size field. The pad size is the amount of extra data (in bytes) included with each content routing agent (CRA) response packet and is used to evaluate CRA bandwidth as well as latency when routing decisions are made.</td>
<td>Enter a valid pad size between 0 and 2000 in the Pad Size field.</td>
</tr>
</tbody>
</table>
### DNS Rule Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid balance clause Boomerang padding size. Boomerang padding size must be between 0 and 2000.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have specified an invalid pad size in the Pad Size field.</td>
<td>Enter a valid pad size between 0 and 2000 in the Pad Size field.</td>
</tr>
<tr>
<td>Invalid balance clause Boomerang secret. If specified, Boomerang secret must be between 1 and 64 characters in length.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have specified an invalid secret in the Secret field. The boomerang secret is a text string consisting of between 1 and 64 characters that is used to encrypt critical data sent between the boomerang server and content routing agents (CRAs). This key must be the same for each configured CRA.</td>
<td>Enter a valid boomerang secret between 1 and 64 characters in the Secret field.</td>
</tr>
<tr>
<td>Balance clause Boomerang server delay must be specified.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have not specified a server delay in the Server Delay field. The boomerang server delay is the maximum delay (in milliseconds) that is observed before the boomerang server component of the GSS forwards the address of its “last gasp” server as a response to the requesting name server.</td>
<td>Enter a valid server delay between 32 and 999 milliseconds in the Server Delay field.</td>
</tr>
<tr>
<td>Invalid balance clause Boomerang server delay. Boomerang server delay must be between 32 and 999.</td>
<td>You attempted to create a balance clause using the boomerang balance method but have specified an invalid server delay in the Server Delay field.</td>
<td>Enter a valid server delay between 32 and 999 milliseconds in the Server Delay field.</td>
</tr>
</tbody>
</table>
## Appendix A  Primary GSSM Global Server Load-Balancing Error Messages

### DNS Rule Error Messages

#### Table A-4  DNS Rules Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid DNS rule name. Name must be entered.</td>
<td>You attempted to create a DNS rule without assigning a name to the rule. DNS rules must have names of between 1 and 100 characters.</td>
<td>Assign a name to your DNS rule using the Rule Name field and then try again to save the rule.</td>
</tr>
<tr>
<td>Invalid DNS rule name. Name length must not exceed 100 characters.</td>
<td>You attempted to assign a name to your DNS rule that is too long. The maximum length for DNS rules is 100 characters.</td>
<td>Enter a name for your DNS rule that is between 1 and 100 characters and then attempt to save the rule again.</td>
</tr>
<tr>
<td>Invalid DNS rule name. Name must not contain spaces.</td>
<td>You attempted to assign your DNS rule a name that contains spaces.</td>
<td>Enter a valid name for your DNS rule that is between 1 and 100 characters and does not contain spaces.</td>
</tr>
<tr>
<td>A DNS rule using the specified source address list, domain list, and matching query type already exists. Source address list, domain list, and matching query type must uniquely identify a DNS rule.</td>
<td>You attempted to create a DNS rule that already exists. DNS rules must specify a unique combination of source address list, domain list, and matching query type.</td>
<td>Reconfigure your DNS rule so that it does not exactly match the preexisting rule and then save the rule.</td>
</tr>
<tr>
<td>Duplicate answer group/balance method assignment detected. A DNS rule cannot use the same answer group and balance method in multiple balance clauses.</td>
<td>You attempted to create two identical answer group and balance method clauses in your DNS rule. Each clause must use a unique combination of answer groups and balance methods.</td>
<td>Modify one of your answer group and balance method pairs so that it is no longer identical to the other and then save your DNS rule.</td>
</tr>
</tbody>
</table>
### DNS Rule Error Messages

#### Table A-4  DNS Rules Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance clause gap detected at position (0,1,2). Balance clauses must be specified sequentially without gaps.</td>
<td>You attempted to create a clause for your DNS rule that is out of sequence. The DNS Rule Builder provides options for three balance clauses, which must be created in order, with no gaps between clauses. For example, if you are using only one balance clause, it must appear in the first position. It cannot be listed in the second or third positions with the first position left blank.</td>
<td>Rearrange your balance clauses in the DNS Rule Builder so that they are listed in the proper order, with no gaps between them.</td>
</tr>
<tr>
<td>A DNS rule named DNS_Rule_name already exists. Name must uniquely identify a DNS rule.</td>
<td>You attempted to assign a name to the DNS rule that is already assigned to another rule. DNS rule names must be unique.</td>
<td>Assign the rule a name that is not already being used and then save the rule.</td>
</tr>
<tr>
<td>Balance clause 1/2 cannot be sticky because clause number 0/1 is not sticky.</td>
<td>You attempted to enable sticky on Balance Clause 2 without first enabling sticky on Balance Clause 1. The GSS prevents you from enabling sticky on Balance Clause 2 if you do not first enable sticky on Balance Clause 1. This restriction is also true if you attempt to enable sticky on Balance Clause 3 without first configuring sticky on Balance Clause 2.</td>
<td>Enable sticky for Balance Clause 1 before enabling sticky for Balance Clause 2, and, if necessary, enable sticky for Balance Clause 2 before enabling sticky for Balance Clause 3.</td>
</tr>
<tr>
<td>Invalid balance method. Proximity can not be enabled for balance method Hashed.</td>
<td>You attempted to specify the hashed balance method for an answer group in a balance clause that has proximity enabled. The GSS does not support proximity in a DNS rule with the hashed balance method.</td>
<td>Choose a different balance method for the answer group from the Select Balance Method drop-down list.</td>
</tr>
</tbody>
</table>
KeepAlive Error Messages

Table A-5 lists the potential error messages that may appear when configuring keepalives.

**Table A-5  Keepalive Error Messages**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid CAPP hash secret. Secret must be entered.</td>
<td>You attempted to create a KAL-AP keepalive using a CAPP hash secret but have not specified a secret in the field provided.</td>
<td>Enter a CAPP hash secret of no more than 31 characters in the field provided.</td>
</tr>
<tr>
<td>Invalid CAPP hash secret. Secret length must not exceed 31 characters.</td>
<td>You attempted to create a KAL-AP keepalive using a CAPP hash secret but have specified a secret that is too long.</td>
<td>Enter a CAPP hash secret of no more than 31 characters in the field provided.</td>
</tr>
<tr>
<td>Invalid HTTP HEAD response timeout.</td>
<td>You attempted to specify an HTTP HEAD response timeout that is invalid.</td>
<td>Enter a response timeout between 20 and 60 seconds in the HTTP HEAD response timeout field of the Shared Keepalive details page.</td>
</tr>
<tr>
<td>Response timeout must be between 20 and 60 seconds.</td>
<td>You attempted to specify an HTTP HEAD response timeout that is invalid.</td>
<td>Enter a response timeout between 20 and 60 seconds in the HTTP HEAD response timeout field of the Shared Keepalive details page.</td>
</tr>
<tr>
<td>Invalid HTTP HEAD destination port. Destination port must be between 1 and 65,535.</td>
<td>You attempted to specify a port number for HTTP HEAD traffic that is invalid.</td>
<td>In the HTTP HEAD destination port field in the Shared Keepalive details page, enter a port number between 1 and 65,535 through which HTTP HEAD keepalive traffic will pass. The default port is 80.</td>
</tr>
</tbody>
</table>
### KeepAlive Error Messages

**Table A-5 Keepalive Error Messages (continued)**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid HTTP HEAD path. Path length must not exceed 256 characters.</td>
<td>You attempted to specify an HTTP HEAD path that is not valid.</td>
<td>Enter a valid path shorter than 256 characters in the HTTP HEAD default path field in the Shared Keepalive details page.</td>
</tr>
<tr>
<td>Invalid &lt;keepalive type&gt; minimum probe frequency. Frequency must be between &lt;min&gt; and &lt;max&gt;.</td>
<td>You attempted to specify a minimum probe interval for your keepalive type that is invalid.</td>
<td>Specify an interval (in seconds) within the range specified for that keepalive type in the Shared Keepalive details page. The interval range for the CRA keepalive type is between 1 and 60 seconds. For all other keepalive types, it is between 45 and 255 seconds.</td>
</tr>
<tr>
<td>Duplicate keepalive address detected. A keepalive must not be configured to use the same primary and secondary addresses.</td>
<td>You attempted to configure a KAL-AP keepalive that is identical to a keepalive of the same type that already exists.</td>
<td>Configure the KAL-AP keepalive to use a different primary and secondary address.</td>
</tr>
<tr>
<td>Duplicate keepalive primary address '&lt;primaryaddress&gt;' detected. An address can be used by at most one KAL-AP type keepalive.</td>
<td>You attempted to configure a KAL-AP keepalive that uses the same primary IP address as a keepalive of the same type that already exists.</td>
<td>Configure the KAL-AP keepalive to use a primary IP address that is not already being used by another keepalive.</td>
</tr>
<tr>
<td>Duplicate keepalive secondary address '&lt;secondary address&gt;' detected. An address can be used by at most one KAL-AP type keepalive.</td>
<td>You attempted to configure a KAL-AP keepalive that uses the same secondary IP address as a keepalive of the same type that already exists.</td>
<td>Configure the KAL-AP keepalive to use a secondary IP address that is not already being used by another keepalive.</td>
</tr>
<tr>
<td>HEAD Duplicate keepalive detected. An HTTP HEAD keepalive must not use the same address, destination path, host tag, and port as another HTTP HEAD keepalive.</td>
<td>You attempted to configure an HTTP HEAD keepalive that features an identical configuration to that of another HTTP HEAD keepalive on your GSS network.</td>
<td>Configure the HTTP HEAD keepalive to use a unique configuration of address, destination path, host tag, and port.</td>
</tr>
</tbody>
</table>
### KeepAlive Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplicate keepalive detected. An ICMP keepalive</td>
<td>You attempted to configure an ICMP keepalive with an IP address that is</td>
<td>Configure the ICMP to use a unique IP address.</td>
</tr>
<tr>
<td>must not use the same address as another ICMP</td>
<td>identical to that of another ICMP keepalive on your GSS network.</td>
<td></td>
</tr>
<tr>
<td>keepalive.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invalid CAPP hash secret. Secret length must not</td>
<td>You attempted to create a KAL-AP keepalive using a CAPP hash secret but have</td>
<td>Enter a CAPP hash secret of no more than 31 characters in the field provided.</td>
</tr>
<tr>
<td>exceed 31 characters.</td>
<td>specified a secret that is too long.</td>
<td></td>
</tr>
<tr>
<td>Invalid HTTP HEAD destination port. If specified,</td>
<td>You attempted to specify a port number for HTTP HEAD traffic that is invalid.</td>
<td>In the HTTP HEAD destination port field in the Shared Keepalive details page, enter a</td>
</tr>
<tr>
<td>destination port must be between 0 and 65,535.</td>
<td></td>
<td>port number between 1 and 65,535 through which HTTP HEAD keepalive traffic will</td>
</tr>
<tr>
<td></td>
<td></td>
<td>pass. The default port is 80.</td>
</tr>
<tr>
<td>Invalid HTTP HEAD host tag. Host tag length must</td>
<td>You attempted to create an HTTP HEAD host tag that is too long.</td>
<td>Enter an HTTP HEAD host tag of no more than 128 characters.</td>
</tr>
<tr>
<td>not exceed 128 characters.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Location Error Messages

Table A-6 lists the potential error messages that may appear when configuring locations.

Table A-6 Locations Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The location is still being referenced by other objects and cannot be removed.</td>
<td>You attempted to delete a location that has answers or GSS devices associated with it.</td>
<td>Dissociate any answers or GSS devices from the location and then try again to delete it.</td>
</tr>
<tr>
<td>There already exists a location named &lt;name&gt; in region &lt;region&gt; with the same name. Please specify a different location name.</td>
<td>You attempted to create a location within this region when another location with the same name already exists.</td>
<td>Change the name of the location so that it is unique for the region.</td>
</tr>
</tbody>
</table>

Network Error Messages

Table A-7 lists the potential error messages that may appear when configuring the primary GSSM network.

Table A-7 Primary GSSM Network Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum number of GSSMs exceeded. A GSS network can contain at most 2 GSSMs.</td>
<td>You attempted to enable a GSSM when there are already two GSSMs enabled on your GSS network.</td>
<td>If necessary, remove your standby GSSM from your GSS network and then try again to enable the GSSM.</td>
</tr>
<tr>
<td>The maximum number of &lt;size&gt; &lt;className&gt; has been met.</td>
<td>You attempted to add a resource to your GSS network when the maximum number of that resource already exists.</td>
<td>Remove an existing resource of the same type and then try again to add the new resource.</td>
</tr>
</tbody>
</table>
Owner Error Messages

Table A-8 lists the potential error messages that may appear when configuring owners.

**Table A-8 Owners Error Messages**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid owner name. Name must be entered.</td>
<td>You attempted to create an owner without assigning the owner a name.</td>
<td>Owners must have a unique name. Enter a name for the owner in the field provided and then save the owner.</td>
</tr>
<tr>
<td>Invalid owner name. Name length must not exceed 80 characters.</td>
<td>You attempted to assign a name to an owner that is too long.</td>
<td>Assign your owner a name that is no longer than 80 characters.</td>
</tr>
<tr>
<td>An owner named &lt;owner name&gt; already exists. Name must uniquely identify an owner.</td>
<td>You attempted to assign your owner a name that is already assigned to another owner on your GSS network.</td>
<td>Assign a unique name to your owner.</td>
</tr>
</tbody>
</table>

Proximity Error Messages

Table A-9 lists the potential error messages that may appear when configuring network proximity.

**Table A-9 Proximity Error Messages**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mask: Invalid value 255.255.abc.1. Please enter mask using proper format.</td>
<td>You entered an incorrect global subnet mask in the Global Proximity Configuration details page (Traffic Mgmt tab).</td>
<td>Enter a valid host or network subnet mask. Be sure to enter the subnet mask in either dotted-decimal notation (for example, 255.255.255.0) or as a prefix length in CIDR bit count notation (for example, /24).</td>
</tr>
</tbody>
</table>
Proximity Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid Equivalence window.</td>
<td>You entered an incorrect Equivalence Window value in the Global Proximity</td>
<td>Enter an equivalence window value from 0 to 100 percent to specify a percentage</td>
</tr>
<tr>
<td>Equivalence window must be between 0</td>
<td>Configuration details page (Traffic Mgmt tab).</td>
<td>value that the GSS applies to the most proximate RTT value (the closest) to help</td>
</tr>
<tr>
<td>and 100</td>
<td></td>
<td>identify the relative RTT values of other zones that the GSS should consider as</td>
</tr>
<tr>
<td></td>
<td></td>
<td>equally proximate. The default value is 20 percent.</td>
</tr>
<tr>
<td>Invalid Entry inactivity timeout.</td>
<td>You entered an incorrect Entry Inactivity Timeout value in the Global</td>
<td>Enter a value from 15 to 10080 minutes, specified in 5 minute intervals (15, 20,</td>
</tr>
<tr>
<td>Entry inactivity timeout must be</td>
<td>Proximity Configuration details page (Traffic Mgmt tab).</td>
<td>25, 30, up to 10080), to configure the maximum time interval that can pass without</td>
</tr>
<tr>
<td>between 15 and 10080</td>
<td></td>
<td>the GSS receiving a lookup request for a proximity database entry before the GSS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>removes that entry. The default value is 60 minutes.</td>
</tr>
<tr>
<td>Invalid Refresh probe interval.</td>
<td>You entered an incorrect Refresh Probe Interval value in the Global Proximity</td>
<td>Enter a value from 1 to 72 hours to specify the frequency of the refresh probing</td>
</tr>
<tr>
<td>Refresh probe interval must be between</td>
<td>Configuration details page (Traffic Mgmt tab).</td>
<td>process to probe and update RTT values for the entries in the PDB. The default</td>
</tr>
<tr>
<td>1 and 72</td>
<td></td>
<td>value is 8 hours.</td>
</tr>
<tr>
<td>Invalid Acceptable RTT.</td>
<td>You entered an incorrect acceptable RTT value in either the Global Proximity</td>
<td>Enter an acceptable RTT value from 50 to 500 ms to specify the value that the GSS</td>
</tr>
<tr>
<td>Acceptable RTT must be between 50 and</td>
<td>Configuration details page (Traffic Mgmt tab) or the DNS Rules Builder.</td>
<td>uses as an acceptable RTT value when determining the most proximate answer. The</td>
</tr>
<tr>
<td>500</td>
<td></td>
<td>default value is 100 ms.</td>
</tr>
</tbody>
</table>
### Table A-9 Proximity Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid Acceptable percentage of available zones.</td>
<td>You entered an incorrect proximity acceptable zone percentage in either the Global Proximity Configuration details page (Traffic Mgmt tab) or the DNS Rules Builder.</td>
<td>Enter a percentage of zones from 3 to 100 percent to specify a percentage value that the GSS uses to determine if an acceptable number of zones return valid RTT values. The default value is 40 percent.</td>
</tr>
<tr>
<td>Invalid DRP key. Key must have an ID.</td>
<td>You attempted to create a DRP key without an ID value in the Creating New DRP Key details page (Traffic Mgmt tab).</td>
<td>Enter a key identification number from 0 to 255 to specify the ID value used by the GSS. The ID value must be the same between the DRP agent on the Cisco IOS-based router and the GSS.</td>
</tr>
<tr>
<td>Invalid DRP key. Key must have a string.</td>
<td>You attempted to create a DRP key without a string in the Creating New DRP Key details page (Traffic Mgmt tab).</td>
<td>Enter a string containing from 1 to 80 uppercase and lowercase alphanumeric characters. Note that the first character cannot be a number. The DRP string must be the same between the DRP agent on the Cisco IOS-based router and the GSS.</td>
</tr>
<tr>
<td>Invalid key ID. Key with the ID 'xxx' already exists.</td>
<td>You attempted to create a DRP key that is using an existing DRP key ID.</td>
<td>Specify a DRP key with a different ID in the Creating New DRP Key details page. The ID value must be the same between the DRP agent on the Cisco IOS-based router and the GSS. The range of key identification numbers is from 0 to 255.</td>
</tr>
</tbody>
</table>
### Proximity Error Messages

#### Table A-9  Proximity Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid DRP Key Id. DRP Key Id must be between 0 and 255.</td>
<td>You entered an incorrect DRP key ID in the Creating New DRP Key details page (Traffic Mgmt tab).</td>
<td>Enter a key identification number from 0 to 255 to specify the ID value used by the GSS. The ID value must be the same between the DRP agent on the Cisco IOS-based router and the GSS.</td>
</tr>
<tr>
<td>Invalid DRP Key String Length. DRP Key String Length must be between 1 and 80.</td>
<td>You entered an incorrect DRP key string in the Creating New DRP Key details page (Traffic Mgmt tab).</td>
<td>Enter a string containing from 1 to 80 uppercase and lowercase alphanumeric characters. Note that the first character cannot be a number. The DRP string must be the same between the DRP agent on the Cisco IOS-based router and the GSS.</td>
</tr>
<tr>
<td>Invalid key String. Key String cannot start with a digit.</td>
<td>You attempted to create a DRP key that begins with a number.</td>
<td>Enter a string containing from 1 to 80 uppercase and lowercase alphanumeric characters. Note that the first character cannot be a number. The DRP string must be the same between the DRP agent on the Cisco IOS-based router and the GSS.</td>
</tr>
<tr>
<td>Invalid key String. Key String is limited to alphanumeric characters.</td>
<td>You attempted to create a DRP key with non-supported characters.</td>
<td>Enter a string containing from 1 to 80 uppercase and lowercase alphanumeric characters. Note that the first character cannot be a number. The DRP string must be the same between the DRP agent on the Cisco IOS-based router and the GSS.</td>
</tr>
</tbody>
</table>
### Proximity Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The maximum of 32 DRP Key has been met.</td>
<td>The primary GSSM GUI supports a maximum of 32 keys.</td>
<td>If necessary, delete one or more DRP authentication keys from the primary GSSM GUI (see Chapter 9, Configuring Network Proximity).</td>
</tr>
<tr>
<td>Invalid Zone Index. Zone Index must be between 1 and 32.</td>
<td>You entered an incorrect proximity zone index in the Creating New Zone details page (Traffic Mgmt tab).</td>
<td>Enter an integer from 1 to 32 for the proximity zone Index. There is no default.</td>
</tr>
<tr>
<td>Invalid zone name. Zone with index 'xxx' already has the name 'yyy'.</td>
<td>You attempted to create a proximity zone that is using an existing zone name.</td>
<td>Enter a different description of the proximity zone. Only alphanumeric characters and the underscore (&quot;_&quot;) character are allowed.</td>
</tr>
<tr>
<td>Invalid zone index. Zone with the name 'yyy' already has index 'xxx'.</td>
<td>You attempted to create a proximity zone that is using an existing index.</td>
<td>Enter a different proximity zone index. Enter an integer from 1 to 32. There is no default.</td>
</tr>
<tr>
<td>The maximum of 32 Zones has been met.</td>
<td>The primary GSSM GUI supports a maximum of 32 proximity zones.</td>
<td>If necessary, delete one or more proximity zones from the primary GSSM GUI (see Chapter 9, Configuring Network Proximity).</td>
</tr>
<tr>
<td>Invalid probe device address. A probe device with address '1.2.3.4' already exists.</td>
<td>You attempted to create a proximity zone that is using an existing IP address.</td>
<td>In the Probe Device field or the Backup Probe Device field of the Creating New Zone details page (depending on which field generated the error message), enter the correct IP address for the probe device servicing this zone.</td>
</tr>
</tbody>
</table>
### Region Error Messages

Table A-10 lists the potential error messages that may appear when configuring regions.

**Table A-10 Regions Error Messages**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The region is still being referenced by other objects and cannot be removed.</td>
<td>You attempted to delete a region that is associated with GSSs on your GSS network.</td>
<td>Disassociate the GSSs from the region and then try again to delete the region.</td>
</tr>
<tr>
<td>There already exists a region named &lt;region name&gt;. All region names have to be unique.</td>
<td>You attempted to assign a name to the region that is already being used by another region on your GSS network.</td>
<td>Assign a unique name to your region.</td>
</tr>
</tbody>
</table>

### Source Address List Error Messages

Table A-11 lists the potential error messages that may appear when configuring source addresses.

**Table A-11 Source Address List Error Messages**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid source address block '&lt;block string&gt;'. Address block must specify a host or a network.</td>
<td>You attempted to specify an invalid source address range.</td>
<td>Enter a valid source address or block of source addresses. Source addresses cannot specify a multicast address list.</td>
</tr>
<tr>
<td>Invalid source address block '&lt;blockstring&gt;'. Address block must specify a class A, B, or C host or network.</td>
<td>You attempted to specify an invalid source address range.</td>
<td>Enter a valid source address or block of source addresses. Source addresses cannot specify a multicast address list.</td>
</tr>
<tr>
<td>Invalid source address list name. Name must be entered.</td>
<td>You attempted to create a source address list without assigning the list a name.</td>
<td>Enter a name for the source address list in the Name field.</td>
</tr>
</tbody>
</table>
### Table A-11 Source Address List Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid source address list name. Name length must not exceed 80 characters.</td>
<td>You attempted to create a source address list with a name that is too long.</td>
<td>Enter a valid name for the source address list that has fewer than 80 characters and does not contain spaces.</td>
</tr>
<tr>
<td>Invalid source address list name. Name must not contain spaces.</td>
<td>You attempted to create a source address list with a name that contains spaces. Source address list names cannot contain spaces.</td>
<td>Enter a valid name for the source address list that has fewer than 80 characters and does not contain spaces.</td>
</tr>
<tr>
<td>This source address list cannot be deleted because it is referenced by &lt;number&gt; DNS rules.</td>
<td>You attempted to delete a source address list that is referenced by one or more DNS rules.</td>
<td>Disassociate your DNS rules from the source address list using the DNS Rule Builder or DNS Rule Wizard and then attempt to delete the source address list again.</td>
</tr>
<tr>
<td>A source address list named '&lt;name&gt;' already exists. Name must uniquely identify a source address list.</td>
<td>You attempted to create a source address list using a name that is already being used by another source address list on your GSS network.</td>
<td>Assign a unique name to your source address list that is no more than 80 characters and does not contain spaces.</td>
</tr>
<tr>
<td>The maximum number of 30 source address blocks per list has been met.</td>
<td>You attempted to add a source address block to the source address list, when the maximum of 30 source address blocks has already been added to the list.</td>
<td>Remove an existing source address block, or create a source address list for the source address block that you wish to add.</td>
</tr>
</tbody>
</table>
Sticky Error Messages

Table A-12 lists the potential error messages that may appear when configuring DNS sticky.

Table A-12  Sticky Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mask: Invalid value 255.255.abc.1. Please enter mask using proper format.</td>
<td>You entered an incorrect global subnet mask in the Global Proximity Configuration details page.</td>
<td>Enter a valid host or network subnet mask. Be sure to enter the subnet mask in either dotted-decimal notation (for example, 255.255.255.0) or as a prefix length in CIDR bit count notation (for example, /24).</td>
</tr>
<tr>
<td>Invalid Sticky inactivity timeout. Sticky inactivity timeout must be between 15 and 10080.</td>
<td>You entered an incorrect Entry Inactivity Timeout value in either the Global Sticky Configuration details page or in the DNS Rules Builder</td>
<td>Enter a value from 15 to 10080 minutes, specified in 5 minute intervals (15, 20, 25, 30, up to 10080), to configure the maximum time interval the maximum time period that an unused answer remains valid in the sticky database. The default value is 60 minutes.</td>
</tr>
</tbody>
</table>
User Account Error Messages

Table A-13 lists the potential error messages that may appear when configuring a user account.

Table A-13 Primary GSSM User Account Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>There already exists a user account named &lt;user name&gt;. All user accounts must have a unique username.</td>
<td>You attempted to create a user account with a name identical to that of an existing account.</td>
<td>Assign your new user account a unique name. See the Cisco Global Site Selector Administration Guide for details.</td>
</tr>
<tr>
<td>You cannot delete the account with username 'admin'. This account must exist.</td>
<td>You attempted to delete the administrator user account.</td>
<td>The primary GSSM GUI restricts you from deleting the administrator account. See the Cisco Global Site Selector Administration Guide for details.</td>
</tr>
</tbody>
</table>
## User Views Error Messages

Table A-14 lists the potential error messages that may appear when creating a user view.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>This view cannot be deleted because it is referenced by [number] user(s).</td>
<td>You attempted to delete a user view that is assigned to one or more user accounts.</td>
<td>Access the Modifying User details page and change the assigned view to View All. See the Cisco Global Site Selector Administration Guide for details.</td>
</tr>
<tr>
<td>Invalid view name. Name must be entered.</td>
<td>You entered an incorrect view name in the Create User Views details page or the Modify User Views details page.</td>
<td>Enter a valid view name. View names can be from 1 to 80 alphanumeric characters and cannot contain spaces. See the Cisco Global Site Selector Administration Guide for details.</td>
</tr>
<tr>
<td>Invalid view name. Name length must not exceed 80 characters.</td>
<td>You entered an incorrect view name in the Create User Views details page or the Modify User Views details page.</td>
<td>Enter a valid view name. View names can be from 1 to 80 alphanumeric characters and cannot contain spaces. See the Cisco Global Site Selector Administration Guide for details.</td>
</tr>
<tr>
<td>A view named [name] already exists. Name must uniquely identify a view.</td>
<td>You entered a duplicate view name in the Create User Views details page or the Modify User Views details page.</td>
<td>Enter a valid view name. View names can be from 1 to 80 alphanumeric characters and cannot contain spaces. See the Cisco Global Site Selector Administration Guide for details.</td>
</tr>
<tr>
<td>The maximum number of 500 owners per view has been met.</td>
<td>The primary GSSM GUI supports a maximum of 500 owners in a custom user view.</td>
<td>If necessary, delete one or more owners previously assigned to the custom view. See the Cisco Global Site Selector Administration Guide for details.</td>
</tr>
</tbody>
</table>
### Table A-14  Primary GSSM User Views Error Messages (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The maximum number of 1000 locations per view has been met.</td>
<td>The primary GSSM GUI supports a maximum of 1000 locations in a custom user view.</td>
<td>If necessary, delete one or more locations previously assigned to the custom view. See the <em>Cisco Global Site Selector Administration Guide</em> for details.</td>
</tr>
<tr>
<td>The maximum number of 100 answers per view has been met.</td>
<td>The primary GSSM GUI supports a maximum of 100 answers in a custom user view.</td>
<td>If necessary, delete one or more answers previously assigned to the custom view. See the <em>Cisco Global Site Selector Administration Guide</em> for details.</td>
</tr>
<tr>
<td>The maximum number of 100 keepalives per view has been met.</td>
<td>The primary GSSM GUI supports a maximum of 100 keepalives in a custom user view.</td>
<td>If necessary, delete one or more keepalives previously assigned to the custom view. See the <em>Cisco Global Site Selector Administration Guide</em> for details.</td>
</tr>
</tbody>
</table>
Sticky and Proximity XML Schema Files

This appendix describes how you can use the two XML schema files, included with the GSS, to describe and validate the sticky XML and proximity XML output files.

This chapter contains the following sections:

- Sticky XML Schema File Contents
- Proximity XML Schema File Contents
Sticky and Proximity XML Schema Files

The GSS includes two XML schema files that you can use to describe and validate the sticky XML and proximity XML output files. The sticky and proximity schemas consist of a series of elements, subelements, and attributes that appear in the XML output files to determine the appearance of the content in the XML file.

Each schema file, stickySchema.xsd and proximitySchema.xsd, resides in the /home directory upon boot up of a GSS device. The /home directory is the same directory where each XML output file resides.

Sticky XML Schema File Contents

The following document identifies the contents of the sticky XML schema, stickySchema.xsd:

```xml
<xsd:schema xmlns="http://www.cisco.com/gss/sticky"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    targetNamespace="http://www.cisco.com/gss/sticky"
    elementFormDefault="qualified"
    attributeFormDefault="unqualified">
    <xsd:annotation>
        <xsd:documentation xml:lang="en">
            Cisco GSS Sticky Database
        </xsd:documentation>
    </xsd:annotation>
    <xsd:element name="Sticky_Database" type="StickyDatabaseType"/>
    <xsd:element name="Header" type="HeaderType"/>
    <xsd:element name="Source_Entries" type="SourceEntriesType"/>
    <xsd:element name="Source_Entry" type="SourceEntryType"/>
    <xsd:element name="Group_Entries" type="GroupEntriesType"/>
    <xsd:element name="Group_Entry" type="GroupEntryType"/>

    <xsd:complexType name="StickyDatabaseType">
        <xsd:sequence>
            <xsd:element ref="Header" minOccurs="1" maxOccurs="1"/>
            <xsd:element ref="Source_Entries" minOccurs="0" maxOccurs="1"/>
            <xsd:element name="Source_Entry_Count" type="xsd:integer"
                minOccurs="0" maxOccurs="1"/>
            <xsd:element ref="Group_Entries" minOccurs="0" maxOccurs="1"/>
            <xsd:element name="Group_Entry_Count" type="xsd:integer"
                minOccurs="0" maxOccurs="1"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:schema>
```
<xsd:complexType name="HeaderType">
  <xsd:sequence>
    <xsd:element name="Version" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="Time_Stamp" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="Entry_Count" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="Mask" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="SourceEntriesType">
  <xsd:sequence minOccurs="0" maxOccurs="unbounded">
    <xsd:element ref="Source_Entry" minOccurs="0"/>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="GroupEntriesType">
  <xsd:sequence minOccurs="0" maxOccurs="unbounded">
    <xsd:element ref="Group_Entry" minOccurs="0"/>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="SourceEntryType">
  <xsd:sequence>
    <xsd:element name="IP" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="D" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="R" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="A" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="H" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="T" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="GroupEntryType">
  <xsd:sequence>
    <xsd:choice minOccurs="1" maxOccurs="1">
    </xsd:choice>
</xsd:complexType>
Proximity XML Schema File Contents

The following document identifies the contents of the proximity XML schema, proximitySchema.xsd:

```xml
<xsd:schema xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <xsd:annotation>
    <xsd:documentation xml:lang="en">
      Cisco GSS Proximity Database
    </xsd:documentation>
  </xsd:annotation>
  <xsd:element name="ProximityDatabase" type="ProximityDatabaseType"/>
  <xsd:element name="Header" type="HeaderType"/>
  <xsd:element name="Entry" type="EntryType"/>
  <xsd:element name="ProbeTarget" type="ProbeTargetType"/>
  <xsd:element name="Zone" type="ZoneType"/>

  <xsd:complexType name="ProximityDatabaseType">
    <xsd:sequence>
      <xsd:element ref="Header" minOccurs="1" maxOccurs="1"/>
      <xsd:element ref="Entry" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:schema>
```
<xsd:complexType name="HeaderType">
  <xsd:sequence>
    <xsd:element name="Version" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="Time_Stamp" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="EntryCount" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="EntryType">
  <xsd:sequence>
    <xsd:element name="EntryID" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="ModificationTimeStamp" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="Static" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="DirectProbingInProgress" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="HitTimeStamp" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="HitCount" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element ref="ProbeTarget" minOccurs="1" maxOccurs="1"/>
    <xsd:element ref="Zone" minOccurs="32" maxOccurs="32"/>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="ProbeTargetType">
  <xsd:sequence>
    <xsd:element name="IP" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="Method" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="Type" type="xsd:string"
                 minOccurs="1" maxOccurs="1"/>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="ZoneType">
  <xsd:sequence>
    <xsd:element name="ID" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
    <xsd:element name="RTT" type="xsd:integer"
                 minOccurs="1" maxOccurs="1"/>
  </xsd:sequence>
</xsd:complexType>
<xsd:element name="RefreshTime" type="xsd:integer" minOccurs="1" maxOccurs="1"/>
</xsd:sequence>
</xsd:complexType>

<xsd:simpleType name="StaticType">
  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="true"/>
    <xsd:enumeration value="false"/>
  </xsd:restriction>
</xsd:simpleType>

<xsd:simpleType name="MethodType">
  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="TCP"/>
    <xsd:enumeration value="ICMP"/>
    <xsd:enumeration value="NotUsed"/>
  </xsd:restriction>
</xsd:simpleType>

<xsd:simpleType name="TypeOfType">
  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="static"/>
    <xsd:enumeration value="non-static"/>
  </xsd:restriction>
</xsd:simpleType>

<xsd:simpleType name="ZoneIdType">
  <xsd:restriction base="xsd:integer">
    <xsd:minInclusive value="1"/>
    <xsd:maxInclusive value="32"/>
  </xsd:restriction>
</xsd:simpleType>

</xsd:schema>
answer

Network resources that respond to user queries. As with domains and source addresses, answers are configured at the primary GSSM by identifying a resource of a particular type on your GSS network to which queries can be directed and which can provide your user’s D-proxy with the address of a valid host to serve their request. There are three types of possible Answers on an GSS network:

- **Virtual IPs (VIPs)**—IP addresses associated with an SLB like the Cisco CSS, CSM, or other Cisco IOS-compliant SLB
- **Name Server**—A configured DNS name server on your network
- **CRA**—Content routing agents associated with the GSS boomerang server

answer group

Customer-defined set of virtual IP address (VIP), name server (NS), or content routing agent (CRA) addresses from which an individual answer is selected and used to reply to a content request. Answers are grouped together as resource pools. The GSS, using one of a number of available balance methods, can choose the most appropriate resource to serve each user request from the answers in an answer group.
**balance method**  
A balance method is an algorithm for selecting the best server. It is used together with an answer group to make up a clause in a DNS rule. Up to three possible response answer group and balance method clauses are available for each DNS rule.

**boomerang**  
Server load-balancing component of the GSS that uses calculations of network delay to select the site “closest” to the requesting D-proxy. Closeness is determined by conducting DNS races between content routing agents (CRAs) on each host server. The CRA that replies first to the requesting D-proxy is chosen to reply to the request.

**client**  
Content consumer, typically a web browser or multimedia stream player, that makes Domain Name System (DNS) requests for domains managed by the GSS.

**content provider**  
Customer deploying content on a Content Delivery Network (CDN), or purchasing hosting services from a service provider or web hosting service.

**content router**  
Machine that routes requests for content through Domain Name System (DNS) records.

**content routing agent (CRA)**  
Software running on a Content Delivery Network (CDN) or server load-balancing device that provides information to a GSS for making content routing decisions, and handles content routing requests from the GSS.

**Content Services Switch (CSS)**  
Cisco server load-balancing appliance for Layer 4 through Layer 7 content.

**Content Switching Module (CSM)**  
Server load-balancing component for the Catalyst 6500 series switches.
CRA (keepalive)  Keepalive type used when the GSS answer you are testing is a content routing agent (CRA) associated with the boomerang server component of your GSS, the CRA keepalive type pings a CRA at an address you specify, returning the online status of the device.

customer  Cisco customer purchasing GSS hardware, software, or services. Typically, an Internet service provider (ISP), application service provider (ASP), or enterprise customer.

D

data center  Collection of centrally located devices (content servers, transaction servers, or web caches).

DNS race  A balance method initiated by the Boomerang Server component of the GSS that is designed to balance between 2 and 20 sites. DNS race gives all possible CRA’s a fair chance at resolving a DNS request using a "race" between sites.

DNS rule  The central configuration and routing concept of the GSS, allowing specific request balance resources, methods, and options to be applied to source address and domain pairs.

domain list  One or more hosted domains logically grouped for administrative and routing purposes.

D-proxy  The client’s local name server, which makes iterative DNS queries on behalf of a client. A single recursive query from a client may result in many iterative queries from a D-proxy. Also referred to as local domain name server (LDNS).

DRP  Director Response Protocol (DRP). The GSS uses DRP to communicate with the probing devices, called DRP agents, in each zone. DRP is a general User Datagram Protocol (UDP)-based query and response information exchange protocol developed by Cisco Systems. You can use any Cisco router that is capable of supporting the DRP agent software and can measure ICMP echo-based RTT as the probing device in a zone. The GSS communicates with the IOS-based router using the DRP ICMP echo-based RTT query and response method.
<table>
<thead>
<tr>
<th>Glossary</th>
</tr>
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</table>

### F

| **fully qualified domain name (FQDN)** | Domain name that specifies the named node’s absolute location relative to the Domain Name System (DNS) root in the DNS hierarchy. |

### G

| **Global Site Selector (GSS)** | Cisco content routing device that intelligently responds to Domain Name System (DNS) queries, selecting the “best” content locations to serve those queries based on DNS rules created by the customer. |
| **Global Site Selector Manager (GSSM)** | Device that administers a GSS network, storing configuration information and statistics for GSS devices. GSS administrators can use CLI commands or the graphical user interface (GUI) to reconfigure or monitor the performance of their GSS network. |
| **global server load balancing (GSLB)** | System based on the Content Services Switch that directs clients through the Domain Name System (DNS) to different sites based on load and availability. Two versions of GSLB currently exist: |
|  | • Rule-based GSLB |
|  | • Zone-based GSLB |
| **global sticky** | With global DNS sticky enabled, each GSS device in the network shares answers with the other GSS devices in the network, operating as a peer mesh. The individual GSS devices in the mesh each store the requests from client D-proxies in its own local database. When one GSS device in the mesh receives a query from the client for the same hosted domain or domain list, global sticky enables each GSS in the network to make a best effort attempt to return the same answer to the requesting client. This action is performed regardless of which GSS in the network is selected to answer the first and subsequent requests. The individual GSS devices work together to maintain a global sticky database across the network. Each GSS in the peer mesh receives updates from the other peers and sends local changes to its remote peers. |
| **GSS network** | Set of Global Site Selectors (GSSs) in a scaled, redundant GSS deployment. |
Glossary

H

**hosted domain**  
Any domain managed by the GSS. A minimum of two levels is required for delegation (for example, foo.com). Domain wildcards are supported.

**Hosted Domain List (HDL)**  
A grouping of one or more domains that are being fronted by the GSS. Domains are group for administrative and/or load-balancing purposes.

**HTTP HEAD**  
Used when the GSS answer you are testing is a VIP associated with a SLB device such as a CSS or CSM, the HTTP HEAD keepalive type sends a TCP format HTTP HEAD request to a web server at an address you specify, returning the online status of the device (in the form of a 200 response) as well as information on the web page status and content size.

I

**ICMP**  
Keepalive type used when the GSS answer you are testing is a VIP associated with a SLB device such as a CSS or CSM, the ICMP keepalive type pings the configured VIP address (or a shared keepalive address). Online status is determined by a response from the targeted address, indicating simple connectivity to the network.

K

**KAL-AP**  
Keepalive type used when the GSS answer you are testing is a VIP associated with a SLB device such as a CSS or CSM. The KAL-AP keepalive type sends a detailed query to both a primary (master) and secondary (backup) VIP address you specify, returning the online status of each interface as well as information on load for whichever address is acting as the master VIP. Depending on your GSS network configuration, the KAL-AP keepalive can be used to either query a VIP address directly, or to query an address by way of an alphanumeric tag (KAL-AP By Tag), which can be particularly useful when you are attempting to determine the online status of a device that is located behind a firewall that is performing Network Address Translation (NAT).
keepalive (KAL)  Periodic testing of availability and status of a content service through the sending of intermittent queries to a specified address using one of a variety of methods.

The Global Site Selector product uses both primary keepalive and secondary keepalive IP addresses.

See keepalive method.

keepalive method  Protocol or strategy used to determine whether a device is online, for example, ICMP, TCP, KAL-AP, HTTP HEAD, and CRA round-trip time.

LDNS  The Local Domain Name Server for a client.

load threshold  A balance method option that is used with the VIP Answer type. Specifies a number between 0 and 255 which is compared to the load number being reported by the answer device. If the answer’s load is above the specified threshold, the answer is deemed to be offline and unavailable to serve further requests.

local sticky  With local DNS sticky, the GSS device ensures that subsequent client D-proxy requests to the same domain name will be "stuck" to the same location as during the first request. DNS sticky guarantees that all requests from a client D-proxy to a particular host domain or domain list are given the same answer by the GSS for the duration of a user-configurable sticky inactivity time interval, assuming the answer is still valid. Each GSS dynamically builds and maintains a local sticky database that is based on the answers that the GSS sends to the requesting client D-proxies. If a subsequent request comes from the same client D-proxy, and the answer is valid, the GSS returns the cached answer to the client D-proxy.

location  Grouping for devices with common geographical attributes, used for administrative purposes only, and similar to data center or content site.

See data center.
N

name server (NS) Publicly or privately addressable Domain Name System (DNS) server that resolves DNS names to IP addresses. Name servers are used by the GSS for name server forwarding, in which queries that the GSS cannot resolve are forwarded to a designated name server that can resolve them.

NS (keepalive) Keepalive that is used when the GSS answer you are testing is a Name Server, the Name Server keepalive type sends a query for a domain you specify to a name server at an address you provide. Online status is determined by the ability of the name server to resolve the domain to an address.

name server forwarding Although not an official balance method, Name Server Forwarding plays a vital role in server load balancing using the GSS. Used in instances where requests for domains cannot be handled by any of the name servers configured on the GSS network, the Name Server Forwarding feature passes on requests it cannot answer to a configured name server that does know. That name server’s response is passed through the GSS such that it appears to have come from that device.

None (keepalive) If the keepalive is set to None (using the GUI) or if no keepalive is specified for an answer (using the CLI), the GSS assumes that the named answer is always online. Setting the keepalive type to None prevents your GSS from taking online status or load into account when routing requests. However, it enables you to greatly expand the types of devices for which the GSS can perform load balancing, including remote caches, application servers, and more as well as SLBs.

O

order A balance method configuration option that is used when the balance method for the answer group is set to Ordered List. Answers on the list will be given precedence in responding to requests based upon their position in the list.
ordered list

A balance method in which each resource within an answer group is assigned a number, from 1 to X --where X is the number of resources in the group. Each number corresponds to the rank of the device in the group, with devices with lower numbers ranked above those with higher numbers. Using the rankings, the GSS tries each resource in an order established by the GSS administrator, selecting the first available answer to serve a user request. List members are preferred and tried in order, and a member will not be used unless all previous members fail to provide a suitable result. The Ordered List method is typically useful in managing resources at a single content site, for example, in a standalone deployment, or a redundant deployment in which the standby SLBs remain passive and are not used to serve requests.

origin server

Machine that serves original or replicated content provider content.

owner

Internal department or resource or external customer associated with a group of GSS resources such as domain lists, answer groups, and so on.

P

PDB

The proximity database (PDB) provides the core intelligence for all proximity-based decisions of a GSS. Proximity lookup occurs when a DNS rule is matched and the associated clause has the proximity option enabled. When the GSS receives a request from a D-proxy and decides that a proximate answer should be provided, the GSS identifies the most proximate answer from the PDB residing in GSS memory (the answer with the lowest RTT time) and sends the answer to the requesting D-proxy. If the PDB proximity process is unable to determine a proximate answer, the GSS collects the zone-specific RTT results, measured from probing devices in every zone in the proximity network, and puts the results into the PDB in GSS memory. The GSS supports a maximum of 500,000 entries in the PDB.
**probing**

Probing refers to the process of measuring RTT from one probing device (DRP agent) to a requesting D-proxy device. Probe management is the intelligence behind each GSS device’s interaction with the probing device in a zone. Within each zone, there must be at least one probing device and, optionally, a backup probing device. Upon failure of the primary probing device, the probes are redirected to the backup device. Once the primary probing device becomes available, probes are redirected back to the primary probing device. The GSS supports two type of probing methods: direct probing and refresh probing.

**proximity**

The GSS provides the ability to answer DNS requests with the most proximate answers relative to the requesting D-proxy. In this context, proximity refers to the distance or delay in terms of network topology, not geographical distance, between the requesting client's D-proxy and its answer. To determine the most proximate answer, the GSS communicates with a probing device, a Cisco IOS-based router, located in each proximity zone to gather round-trip time (RTT) metric information measured between the requesting client's D-proxy and the zone. Each GSS directs client requests to an available server with the lowest RTT value.

**region**

Grouping of GSS locations with common geographic attributes that is used to organize GSS resources.
**round robin**
A balance method in which each resource within an answer group is listed, though in no particular order. As requests are received, the GSS cycles through the list of resources, selecting the first available answer from the group. In this way, the GSS is able to resolve requests by evenly distributing the load amongst possible answers at both local- and remote content sites. The Round Robin balance method is useful when balancing requests among multiple, active data centers that are hosting identical content, for example between SLBs at a primary and "active standby" site that serves requests.

**RTT**
Round-trip time (RTT). The GSS transmits DRP queries to one or more probing devices in the GSS network, instructing the DRP agent in the probing device to probe specific D-proxy IP addresses. Each probing device responds to the query by using a standard protocol such as ICMP or TCP to measure the RTT between the DRP agent in the zone and the IP address of the requesting client's D-proxy device. From the RTT values in the PDB, the GSS selects the zone with the smallest RTT value as the most proximate zone containing the answer for the client's D-proxy request.

**S**

**Secure Socket Layer (SSL)**
Industry-standard method for protecting and encrypting web communication.

**server load balancer (SLB)**
Network device that balances content requests to network resources based on content rules and real-time load and availability data collected from those devices. Server load balancers like the Cisco Content Services Switch (CSS), Content Switching Module (CSM), and LocalDirector provide publicly routable virtual IP addresses (VIPs) while front-ending content servers, firewalls, Secure Socket Layer (SSL) terminators, and caches. Third-party SLBs are supported in a GSS network through the use of Internet Message Control Protocol (ICMP), TCP, and HTTP HEAD keepalives.

**service provider**
Cisco customer providing infrastructure for a Content Delivery Network (CDN). Also ISP (Internet service provider) and ASP (application service provider).

**source address list**
List of source IPs or source IP blocks that are logically grouped by the system administrator.
**static proximity**  
Type of request routing in which incoming requests from specified D-proxies are routed to statically defined resources that have been identified as being in proximity to the source D-proxies.

**sticky**  
The process of binding a client, via their D-Proxy, to a specific server for some amount of time in order to allow the client to complete a transaction. Stickiness, also known as persistent answers or answer caching, enables a GSS to remember the DNS response returned for a client D-proxy and to later return that same answer when the client D-proxy makes the same request. When you enable stickiness in a DNS rule, the GSS makes a best effort to always provide identical A-record responses to the requesting client D-proxy, assuming that the original VIP continues to be available. This GSS supports local and global sticky operation.

**sticky database**  
The sticky database provides the core intelligence for all DNS sticky-based decisions made by a GSS, on a local or global level. The GSS collects requests from the client D-proxies and stores these requests in memory as the sticky database. Requests may be the IP address of the client D-proxy or a database ID representing a list of D-proxy IP addresses (configured as a D-proxy group). The sticky database stores each hosted domain that the DNS rule matches, which may be a single hosted domain (including wildcard expressions) or a configured list of hosted domains. These components make up each sticky database key that the GSS uses for the lookup, storage, and persistence of stickiness for DNS responses. The GSS supports a maximum of 400,000 entries in the sticky database.

**subscriber**  
A client or set of clients receiving a certain style of DNS routing. Subscribers often pay for application services from the GSS customer.

**TCP**  
A TCP keepalive is used when the GSS answer that you are testing is to a GSLB devices may be something other than a CSS or CSM. These GSLB remote devices could include Web servers, LocalDirectors, WAP gateways and other devices that can be checked using a TCP keepalive. The TCP keepalive initiates a TCP connection to the remote device by performing the three-way handshake sequence.
**Time To Live (TTL)**  
Length of time that a response is to be cached and considered valid by the requesting D-proxy.

**transaction**  
A series of specific client and server interactions that are logically connected to a single activity. For example, viewing a large VoD file, or performing a secure financial transaction.

---

**V**

**Video on Demand (VoD)**  
Generic term for rich media content, including video, audio, presentations and program executables.

**VIP**  
Virtual IP addresses (VIPs) are used by server load-balancing (SLB) devices such as the Cisco CSS and CSM to represent content hosted on one or more servers under their control. The use of VIPs requests for content to be efficiently routed to the proper host without exposing that device's internal IP addresses to external users. When directed to a VIP by an GSS, the client's D-Proxy next queries the SLB device to a suitable host, and the A-record for that device is returned by the SLB device to the D-Proxy as an answer.

---

**W**

**Web Cache Control Protocol (WCCP)**  
IOS feature for packet interception.

**Web Network Services (WebNS)**  
VxWorks-based operating system and software that runs on the Content Services Switch (CSS).
weight

A balance method configuration option that is used when the balance method for the answer group is set to Round Robin or Least Loaded. Specified by a number between 1 and 10, weights indicate the capacity of the Answer to respond to requests.

- When used with a round robin balance method, the number listed will be used by the GSS to create a ratio of the number of times the answer will be used to respond before trying the next answer on the list.
- When used with the least-loaded balance method, the number listed will be used by the GSS as the divisor in calculating the load number associated with the answer, which is used to create a bias in favor of answers with greater capacity.

weighted round robin

A balance method similar to round robin in which the GSS cycles through a list of defined answers, choosing the first available answer based on the defined load threshold, and so on. However, using WRR, an additional "weight" factor is assigned to each answer, biasing the GSS toward certain servers such that they get picked more often.

Z

zone

A customer network can be logically partitioned into "zones" based on the arrangement of devices and network partitioned characteristics. A zone can be geographically related to data centers in a continent, a country, or a major city. All devices, such as web servers in a data center, that are located in the same zone have the same proximity value when communicating with other areas of the Internet. You can configure a GSS proximity network with up to 32 zones. Within each zone, there is an active probing device that is configured to accept probing instructions from any GSS device. Probing refers to the process of measuring RTT from one probing device to a requesting D-proxy device.
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