

# NCD ThinPATH™ Load Balance Release Notes

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## Revision History

December, 1999. NCD ThinPATH Load Balancing Release Notes V. 2.07, Rev. A.  
October, 1999. NCD ThinPATH Load Balancing Release Notes V. 2.06, Rev. A.  
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# Introduction

This document provides information about late-breaking issues and problems that may occur when using NCD ThinPATH™ Load Balancing.

## Version Updates

Version 2.07 updates Load Balancing as follows:

- Supports the NCD ThinPATH Manager Configuration Tool to centrally define NCD ThinSTAR load balanced connections to servers and to configure load balancing.

These features require NCD ThinSTAR Operating Software version 2.01 and NCD ThinPATH Manager version 1.01. You may refer to the NCD ThinPATH Manager documentation for more information about that product.

- Added support for NCD ThinSTAR 300TR. Requires NCD ThinSTAR Operating Software 2.0 or greater.
- Added auto login dialog to the NCD ThinSTAR Load Balance connection wizard.

## Known Issues

### 1. NCD Client Services

When installing version 2.x Client Services in a domain that has version 1.0 Client Services servers configured to support Load Balancing, version 2.x features are not supported consistently on Load Balance clients.

In particular, the Load Balance client cannot consistently display the list of published applications. The 1.0 servers in the domain responding to the Load Balance request and the 1.0 protocol have no published application support. To fully support 2.x functionality, you must upgrade all Load Balance servers in a domain upgrade to version 2.x.

### 2. List of published applications

With NCD Load Balancing for an NCD ThinSTAR or for a PC, there is a problem related to obtaining the list of published applications when version 1.0 load balance servers are on the same subnet. A directed load balance request to a 2.x server provides the necessary functionality.

### 3. NCD ThinSTAR Operating Software supported

NCD ThinSTAR Load Balancing is supported on ThinSTAR Operating Software version 1.11 and newer.

You can send load balancing connections to NCD ThinSTAR terminals via the NCD ThinPATH Manager Configuration Tool only if NCD ThinSTAR Operating Software 2.01 is installed on the terminals.

#### 4. Changing the server load factor calculation

The default server load factor calculation is based on the system load, the number of users, and the number of incoming session startup requests. The load factor can be modified to use different weight factors by setting the following registry entries.

Locate the following key:

```
[HKEY_LOCAL_MACHINE\Software\NCD\ClientServices\LoadBalance]
```

add the following values:

UserPercentage	DWORD	0-100	(default 33)
LoadPercentage	DWORD	0-100	(default 33)
IncomingPercentage	DWORD	0-100	(default 33)

These values set how much weight is applied to the number of users, the system load, and the number of incoming session requests, respectively. This change should be made to all servers with load balancing installed, not just one server.

The total should be 100.

When `UserPercentage` is set to 100, the server's load factor is based on the current number of active sessions (users logged in).

#### 5. How Load Balance service uses maximum connection count values for a server

The Load Balance service diverts sessions from a server that has reached the maximum connection count.

You can review connection count values by selecting **Administrative Tools (Common) > Terminal Server Connection Configuration**, then double clicking a supported protocol.

The Load Balance service interprets counts for protocols as follows:

- If **Unlimited** is checked, the protocol is not included in the maximum connection count.
- If there is a connection count (and **Unlimited** is not checked), the protocol is included in the count.

The Load Balance service adds the connection counts for all of the supported protocols. This equals the maximum connection count for the server.

If all supported protocols allow unlimited connections, no maximum connection count applies.

If one protocol has a maximum connection count and another allows unlimited connections, the Load Balance service diverts sessions from the server after the maximum connection count for the restricted server.

As an example, suppose a server has two protocols, A and B. A allows a maximum connection count of 10 and 3 users are logged on. B allows unlimited connections and 2 users are logged on. The maximum connection count for the server is 10; the total number of users logged on is 5. After 5 more users log on, using either protocol, the Load Balance service diverts sessions from the server.

## 6. Ignoring disconnected sessions

If **all** of your load balance servers refuse disconnected sessions or remove them after a specified timeout (reset them), you can manually configure the Load Balance service to ignore disconnected sessions when starting a new connection. Ignoring disconnected sessions reduces processing on the servers in the target group and improves connection startup performance.

To ignore disconnected sessions, locate the following registry key:

[HKEY\_LOCAL\_MACHINE\Software\NCD\ClientServices\LoadBalance]

Add the following value:

NoReconnect      DWORD      1      (default 0)