



Thunder Series for SAP Customer Relationship Management (CRM)

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Introduction

SAP, the global market leader in business resource planning and business management, has multiple applications that are integrated and certified with A10 Networks® Application Delivery Controllers (ADCs). SAP applications and services enable companies of all sizes to work together more efficiently and use business insight more effectively.

This document shows how an A10Thunder™ ADC can be deployed with the SAP Customer Relationship Management (CRM) product line. The solution shown in this document is based on the software-based vThunder™ ADC running on Amazon Web Services (AWS) Cloud infrastructure. The solution is also applicable for Thunder and AX Series ADC hardware appliances, other vThunder editions, and the Thunder Hybrid Virtual Appliance (HVA). This deployment guide provides a detailed description about how to administer Thunder ADC with SAP CRM systems.

Deployment Guide Prerequisites

The deployment guide was tested with the following:

A10 Networks

- Thunder ADC version 2.7.1 P3 or higher

SAP

- SAP CRM 7.x

Note: For additional deployment options and features that Thunder ADC can support, please visit the following URL: http://www.a10networks.com/solutions/enterprise_data_center_solutions.php

Application Specific Deployment Notes

This section of the deployment guide provides implementation and deployment notes on how to expedite deployment of SAP CRM and A10 solutions.

1. If the SAP CRM system is deployed based on the diagram under Architecture Overview on page 8 with a combination of Regional Data Center and Amazon Web Services (AWS) deployment, the solution has to be deployed in a one-arm mode. This will require elastic IPs from AWS and must be deployed in Global Server Load Balancing (GSLB) mode only. No GSLB configuration will be available in this guide, but if you would like the details on how to configure GSLB, refer to our A10 documentation called GSLB Guide.
2. We recommend that you use SSL encrypted communication for SAP CRM. There are three (3) SSL termination options available: SSL Offload; end-to-end SSL; and Pass-through SSL (optional).
 - a. **SSL Offload:** The SSL traffic is terminated at Thunder ADC as a reverse proxy. The traffic is then sent to the SAP backend server as unencrypted traffic (HTTP). This configuration allows the reverse proxy to become the defense point for outside attacks.
 - b. **End-to-end SSL:** This is similar to SSL Offload in that it terminates frontend SSL traffic at the ADC. However, SSL is again used for backend traffic between the ADC and SAP CRM servers. Both frontend and backend traffic are encrypted and there is no clear text transmission on wires.
 - c. **Pass-through SSL (optional):** Thunder ADC is either not used, acts only as a network router or as a Layer 4 server load balancer (SLB), is TCP-based, and utilizes A10 features such as access control lists (ACLs) and Distributed Denial of Service (DDoS) protection. The network connections are not terminated (decrypted) at the ADC but only at the SAP backend application. This is an optional SSL termination approach and no configuration is provided in this guide.
3. For the solution to work, Thunder ADC, acting as a reverse proxy, has to first check the x.509 certificate provided by the client/SAP Cloud to make sure that it is valid. It then inserts the x.509 certificate into the HTTP/HTTPS header for the backend systems for authentication purposes. To achieve this solution, we use A10's aFlex® (TCL scripting) to insert a client certificate into the HTTP/HTTPS header. Sample scripts are provided within the guide. Another option is to export the Thunder ADC self-signed certificate to the SAP Cloud for the purpose of authentication.

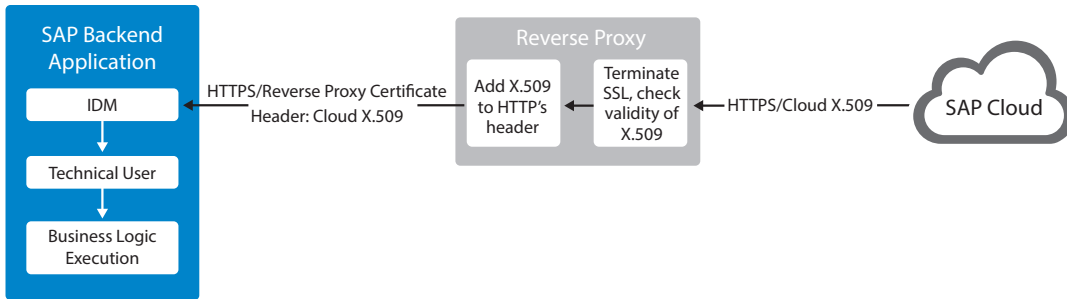


Figure 1: SAP cloud with client certification insertion into HTTP header

4. The Web Application Firewall (WAF) feature has been tested within SAP and the A10 solution. The test was successful and the configuration details of the WAF solution will be included in the WAF section.
5. A10's DDoS protection feature set was deployed in the SAP test bed and the Thunder ADC was able to protect the SAP applications from DDoS attacks. The DDoS feature consumes a low amount of CPU resources and can be enabled when needed. This is highly recommended for organizations that may be attack targets.
6. SAP applications run on different and unique TCP ports. These can include SAP Business Objects, which uses port 80; SAP CRM/DIA, which use ports 44300; and SAP Portal, which uses port 5000. Hence, we can use only one virtual IP (VIP) address for simple implementation and management. If applications are managed by different groups, the solution can also be implemented using different VIP addresses for the three applications.

Accessing the Thunder Series Load Balancer

This section describes how to access the Thunder Series device. The Thunder ADC can be accessed either from a command-line interface (CLI) or graphical user interface (GUI):

- CLI – Text-based interface in which you type commands on a command line. You can access the CLI directly through the serial console or over the network using either of the following protocols:
 - Secure protocol – Secure Shell (SSH) version 2
 - Unsecure protocol – Telnet (if enabled)
- GUI – Web-based interface in which you click to access configuration or management pages and type or select values to configure or manage the device. You can access the GUI using the following protocol:
 - Secure protocol – Hypertext Transfer Protocol over Secure Socket Layer (HTTPS)

Note: HTTP requests are redirected to HTTPS by default on the Thunder device.

- Default Username: "admin"
- Default password: "a10"
- Default IP address of the device: "172.31.31.31"

For detailed information about how to access the Thunder Series device, refer to document "A10 Thunder Series System Configuration and Administration Guide.pdf."

Amazon AWS Configuration

The A10 and SAP CRM solution has been deployed and tested using AWS infrastructure. The following important notes should be considered when the A10 solution is deployed within AWS.

The configuration samples below show a set of configuration steps required on the primary interface using CLI only. AWS requires that the primary interface has to be in Dynamic Host Configuration Protocol (DHCP) and can be used as single management IP for management, VIP and Source Network Address Translation (SNAT).

The following commands are required:

```
interface ethernet 1
ip address dhcp
```

After the initial login, you will also need to specify the specific TCP ports being used, since port 80 is used for data traffic by default.

The following commands are required for interface ethernet 1:

```
web-service server
web-service port 8080
web-service secure-server
web-service secure-port 8443
```

The following command is required for NAT Pool using interface ethernet for SNAT:

```
ip nat pool ifSNAT use-if-ip ethernet 1
```

For VIP configuration, this configuration is required:

```
slb virtual-server v1 use-if-ip ethernet 1
    port 80 http
system pbslb bw-list loic
system pbslb over-limit lockup 5 logging 10
```

Architecture Overview

The network topology shown in Figure 2 is a sample diagram of how SAP CRM and Dialog are deployed with cloud redundancy between a regional data center and cloud solutions using Amazon AWS.

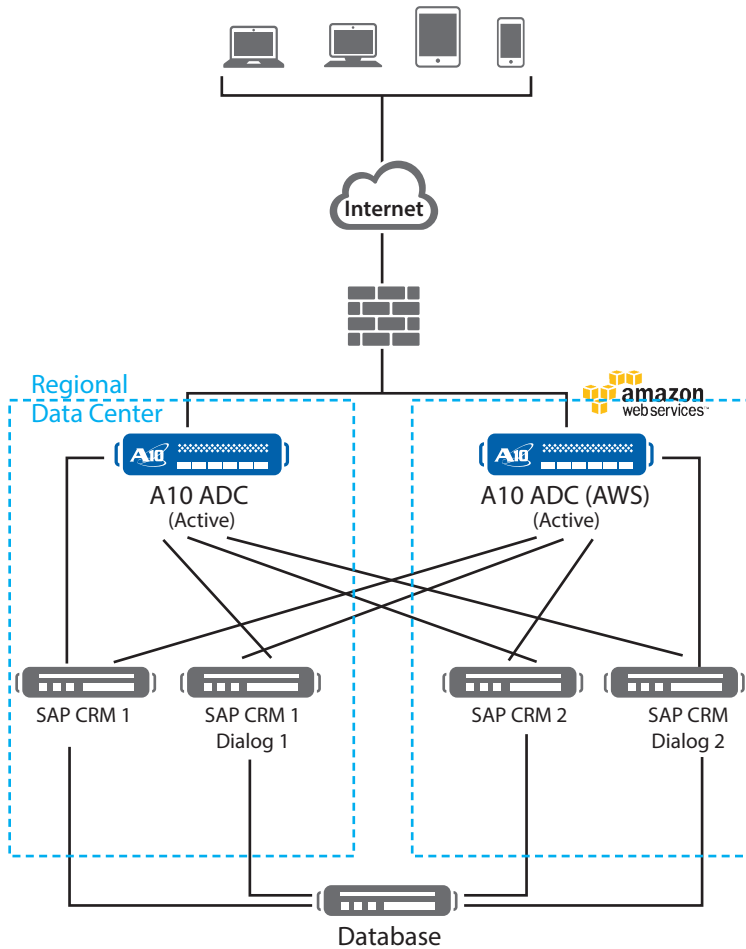


Figure 2: Thunder ADC and SAP Business Objects topology

Feature Template Preparation

This section describes how to prepare Thunder ADC to enhance SAP CRM/Dialog components. These features provide web application acceleration, optimize CRM/Dialog web server's performance and increase reliability. The templates below will be bound with the HTTPS (44300) Virtual Service once the VIP is created.

- SSL deployment
 - SSL Offload
 - End-to-end SSL
- Cookie persistence
- TCP Proxy
- x.509 certificate authentication and insertion
- Web Application Firewall (WAF)
- Distributed Denial of Service (DDoS) protection

SSL Offload

SSL Offload acts as an acceleration feature by removing the burden of processing SSL traffic from the SAP CRM servers. Instead of having the CRM/Dialog servers handling SSL processing, Thunder ADC decrypts and encrypts all HTTPS traffic, forwarding the traffic to the server over HTTP (unsecured).

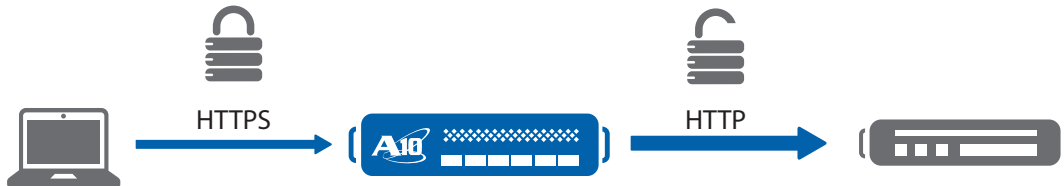


Figure 3: SSL offload overview

To configure SSL Offload, the following configuration steps are required:

- Use HTTP for the communication between CRM/Dialog web servers and Thunder ADC
- Use HTTPS on VIP for the communication between clients and Thunder ADC
- Import existing CRM/Dialog web server SSL certificate or create self-signed CA on the Thunder ADC
- Create SSL template and associate VIP with the SSL template

Import or Generate Certificate

1. Navigate to **Config Mode > SLB > SSL Management > Certificate**
2. There are two options to configure when installing an SSL template from the Thunder ADC:
 - Option 1:** Generate a self-signed CA from Thunder ADC
 - Option 2:** Import an SSL certificate and key; export existing CA certificate from CRM/Dialog web servers and import to Thunder ADC

Option 1: Generate a Self-Signed CA from Thunder ADC

1. Click **Create** to add a new SSL certificate from the SSL Management tab
2. Enter the File Name of the certificate: **"WS"**
3. Select **"Self"** from the certificate Issuer dropdown menu, and then enter the following values:
 - a. Common Name: **"crm"**
 - b. Division: **"a10"**
 - c. Organization: **"a10"**
 - d. Locality: **"sanjose"**

- e. State or Province: "ca"
- f. Country: "USA"
- g. Email Address: "sapadmin@example.com"
- h. Valid Days: "730" (Default)
- i. Key Size (Bits): "2048"

Note: Thunder ADC supports 1028-, 2048- and 4096-bit SSL keys. The higher the SSL key size, the more CPU processing will be required.

Note: Thunder ADC SSL models handle the SSL transaction in hardware when dedicated SSL security processors are present.

4. Click **OK** and **Save** configuration

Figure 4: Client SSL certificate creation

Option 2: Import SSL Certificate and Key

1. Click **Import** to add a new SSL certificate from the SSL Management tab
2. Enter a name for the certificate "crm"
3. Select **Local** from **Import Certificate from:** (value depends on where the certificate is originating from)
4. Enter Certificate Password (if applicable)
5. Enter Certificate Source (if applicable)
6. Click **OK** and **Save** your configuration

Note: If you are importing a CA-signed certificate for which you used the Thunder device to generate the certificate signing request (CSR), you do not need to import the key. The key is automatically generated on the Thunder device when you generate the CSR.

Figure 5: Import SSL certificate

Configure and Apply Client SSL Template

This section describes how to configure a client SSL template and apply it to the VIP.

1. Navigate to **Config Mode > SLB > Template > SSL > Client SSL**
2. Click **Add**
3. Enter Name: "clientsssl"
4. Enter Certificate Name: "crm"
5. Enter Key Name: "crm"
6. Enter Pass Phrase: "example"
7. Enter Confirm Pass Phrase: "example"
8. Session Cache Size: "8000000" (optional)
9. Session Cache Timeout: "28800" (optional)
10. Session Ticket Lifetime: "28800" (optional)

The screenshot shows the 'Client SSL' configuration page. The fields are as follows:

- Name:** clientsssl
- Certificate Name:** crm
- Chain Cert Name:** crm
- Key Name:** crm
- Pass Phrase:** [masked]
- Confirm Pass Phrase:** [masked]
- Bypass SSLv2:** [dropdown]
- Session Cache Size:** 8000000
- Session Cache Timeout:** 28800 Seconds
- Session Ticket Lifetime:** 28800 Seconds
- SSL False Start:** Enabled Disabled
- Reject Client Requests for SSLv3:** Enabled Disabled

The **Server Name Indication** section contains:

- Server Name: [input]
- Server Certificate: crm
- Server Private Key: crm
- Pass Phrase: [input]

Below these fields is a table with columns: Server Name, Server Certificate, Server Private Key, and Pass Phrase. To the right of the table are 'Add' and 'Delete' buttons.

Figure 6: Client SSL

Once the Client SSL template is completed, you must bind the Client SSL to the HTTPS VIP (Port 44300), as follows:

1. Navigate to **Config Mode > SLB > Virtual Server**
2. Click on "Virtual Server name"
3. Select "44300" and click **Edit**
4. Apply the Client SSL template created by clicking the **Client-SSL template** dropdown menu
5. Select "clientsssl" from the dropdown menu

HTTP Template:	
RAM Caching Template:	
Client-SSL Template:	clientssl
Server-SSL Template:	

Figure 7: Client SSL binding

6. Click **OK** and **Save** configuration

End-to-End SSL

This section of the deployment guide describes the continuation of the SSL Offload feature that was discussed in the previous chapter. The difference is that the end-to-end or full SSL feature enables an encrypted transaction on the backend also, which makes end-to-end communication fully encrypted. To make the SSL Offload a full SSL solution, the backend connection has to be converted from HTTP to HTTPS. To deploy the full SSL solution, a certificate will not be required but you need to bind the Server SSL template to the HTTPS VIP with SSL cipher supported and an optional CA to validate the server certificate.

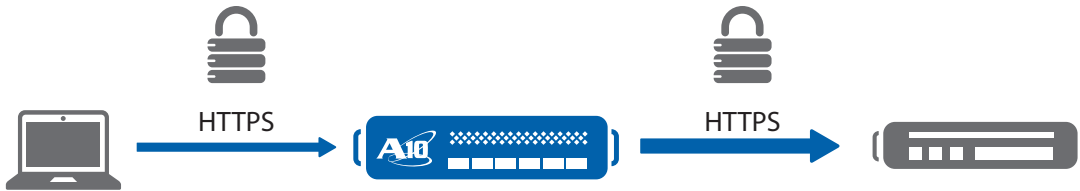


Figure 8: End-to-end SSL overview

Note: Please be sure that you read the Application Specific Deployment Notes starting on page 4 for detailed information about how to deploy an end-to-end SSL solution with SAP CRM.

1. Navigate to **Config Mode > SLB > Template > SSL > Server SSL**
2. Click **Add**
3. Enter Name: **"serverssl"**

Once the Server SSL template is completed, you must bind the Server SSL to the HTTPS VIP (Port 44300) as follows:

Note: To complete the Server SSL template, you must create the Server SSL certificate first. You can either import or create a self-signed CA.

1. Navigate to **Config Mode > SLB > Virtual Server**
2. Click on **"Virtual Server name"**
3. Select **"44300"** and click **Edit**
4. Apply the serverssl template created by clicking the **Server-SSL template** dropdown menu
5. Select **"clientssl"** from the dropdown menu

RAM Caching Template:	
Client-SSL Template:	clientssl
Server-SSL Template:	serverssl
Connection Reuse Template:	

Figure 9: End-to-end SSL overview

Cookie Persistence

Cookie persistence enables you to insert a cookie into server responses to clients, in order to direct clients to the same service group, real server or real service port for a subsequent request for this service. The advantage of cookie persistence within the CRM/Dialog solution is that it directs all requests to the same CRM/Dialog backend server that was recently visited, as long as the expiry time has not been exceeded.

Create Cookie Persistence Template

To enable cookie persistence, the template must be created first as follows:

1. Navigate to **Config mode > SLB > Template > Persistent > Cookie Persistence**
2. Click **Add** to add a new cookie persistence template
3. Select the Expiration, check the box and enter "15900" in the Seconds field
4. Cookie Name: "SAPCookie"
5. Domain: "example"
6. Match Type: Select "Service Group"
7. Select "Port" (select the appropriate match type)
8. Select the **Insert Always** check box

Cookie Persistence	
Name: *	SAPCookie
Expiration:	<input checked="" type="checkbox"/> 15900 Seconds
Cookie Name:	sapcookie
Domain:	example
Path:	
Match Type:	<input checked="" type="checkbox"/> Service Group Port
Insert Always:	<input checked="" type="checkbox"/>
Don't Honor Conn Rules:	<input type="checkbox"/>

Figure 10: Cookie persistence template

9. Click **OK** and then **Save** to store your configuration changes

TCP Proxy

TCP Proxy controls TCP stack settings, such as the TCP idle connection timeout. The TCP idle connection timeout determines how long users can be idle before Thunder ADC terminates the connection.

1. Navigate to **Config Mode > Template > TCP Proxy**
2. Click **Add**
3. Enter TCP Proxy Name: "sap"
4. FIN Timeout: 5 Seconds
5. Idle Timeout: 28800 Seconds (This is the number of seconds that a connection can be idle before Thunder ADC terminates the connection)
6. Retransmit Retries: 3
7. SYN Retries: 5
8. Time Wait: 5 Seconds
9. Receive Buffer: 87380 Bytes (maximum number of bytes addressed to the port that the Thunder ADC will buffer)
10. Transmit Buffer: 87380 Bytes (number of bytes sent by the port that the Thunder ADC will buffer)

11. Initial Window Size: 16324
12. MSS (Maximum segment size): 1460
13. Click **OK** and then click **Save** to store your configuration changes

TCP Proxy	
Name: *	sap
FIN Timeout:	5 Seconds
Idle Timeout:	28800 Seconds
Force Delete Timeout:	<input type="checkbox"/>
Retransmit Retries:	3
SYN Retries:	5
Time Wait:	5 Seconds
Receive Buffer:	87380 Bytes
Transmit Buffer:	87380 Bytes
Initial Window Size:	16324
QoS:	
Nagle:	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled
Backend Window Scaling:	
Half-closed Idle Timeout:	Seconds
MSS:	1460
Reno:	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled
Initial CWND:	4
ACK Aggressiveness:	
Keep-alive Interval:	
Keep-alive Probes:	
Dynamic Buffer Allocation:	<input type="checkbox"/>
Reset Forward:	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled
Reset Receive:	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled

Figure 11: TCP proxy template

IP Source NAT

This section configures the IP address pool to be used for IP Source Network Address Translation (SNAT). When incoming traffic from a client accesses the VIP address (for example: 172.16.1.200), the client requests are "Source NAT-ed," which means that Thunder ADC replaces the client's source IP address based on the configured address pool of the Source NAT. SNAT is required when your network topology is based on "one-arm" deployment and if you have internal clients that reside on the same subnet as the VIP. The Source NAT template must be applied in the virtual server port for the NAT to take effect.

Create IP Source NAT Template

1. Navigate to **Config Mode > IP Source NAT > IPv4 Pool**
2. Click **Add**
3. Enter IP Source NAT Name: "SNAT"
4. Enter Start IP Address: 172.16.1.250 (Example)
5. Enter End IP Address: 172.16.1.250 (Example)
6. Enter Netmask: 255.255.255.0

IPv4 Pool	
Name: *	SNAT
Start IP Address: *	172.16.1.250
End IP Address: *	172.16.1.250
Netmask: *	255.255.255.0
Gateway:	
HA Group:	

Figure 12: IP source NAT configuration

7. Click **OK** and **Save** configuration.

Note: Apply the SNAT template to the Virtual Server Port. If the SAP CRM environment will consist of many concurrent users, it is advisable to configure multiple SNAT IP addresses. One IP address can be used for up to 64,000 flows. If the solution is deployed using AWS cloud, refer to the details in the Amazon AWS Configuration regarding SNAT.

SLB Configuration

In this section of the deployment guide, SLB servers, service group, virtual services and VIP are configured. Once the SLB components are configured, we will be able to apply all of the pre-configured templates that were created from the previous sections.

Server Configuration

This section demonstrates how to configure the CRM components in Thunder ADC. The SAP CRM and Dialog servers should be added using the same port "44300."

1. Navigate to **Config Mode > SLB > Service > Server**
2. Click **Add** to add a new server
3. Within the Server section, enter the following required information:
 - a. Name: "crm1"
 - b. IP address /Host: 172.16.1.10

Note: Enter additional servers for CRM and Dialog, if needed.

General	
Name: *	crm1
IP Address/Host: *	172.16.1.10
GSLB External IP Address:	<input type="radio"/> IPv4 <input type="radio"/> IPv6
IPv6 address Mapping of GSLB:	

Figure 13: Real server configuration

4. To add ports to the server configuration, navigate to: **Config Mode > SLB > Service > Server > Port** Section
5. Enter Port "44300" Protocol "TCP" type and then click **Add**

Port configuration window showing fields for Port (44300), Protocol (TCP), Weight(W) (1), and various options like No SSL, Logging, and Connection Resume. A table below lists the configured port details.

	Port	Protocol	W	No SSL	CL	CR	SPT	SST	HM	ES	KDCSN
<input checked="" type="checkbox"/>	44300	TCP	1	<input checked="" type="checkbox"/>	8000000	<input checked="" type="checkbox"/>	shared/default		(default)	<input checked="" type="checkbox"/>	

Figure 14: Real server port configuration

6. Click OK and Save configuration

Health Monitor Configuration

Thunder ADC can automatically initiate the health status checks of real servers and service ports. This provides clients with assurance that all requests will be going to functional and available servers. If a server or a port does not respond appropriately to a health check, the server will be temporarily removed from the list of available servers. Once the server is restored and starts responding appropriately to the health checks, the server will be automatically added back to the list of available servers.

1. Navigate to **Config Mode > SLB > Health Monitor > Health Monitor**
2. Health Monitor: Click the dropdown menu and select **Create**
3. Enter the Health Monitor Name: "crmhc"
4. Under Method type, select "ICMP"
5. Click **OK** and then continue with the Service Group configuration

Health Monitor configuration window showing fields for Name (crmhc), Retry (3), Interval (5 Seconds), Timeout (5 Seconds), and Method (ICMP). The 'Add' button is highlighted with a red box.

Figure 15: Health monitor configuration

Service Group Configuration

This section demonstrates how to configure the CRM and Dialog web servers in a service group. A service group contains a set of real servers from which Thunder ADC can select to service client requests. A service group supports multiple CRM and Dialog real servers as one logical server.

1. Navigate to **Config Mode > SLB > Service > Service Group**
2. Click **Add** to add a new service group
3. Within the Server Group section, enter the following required information:
 - a. Name: "sgcrm"
 - b. Type: Select "TCP" from the dropdown menu
 - c. Algorithm: "Round Robin" from the dropdown menu
 - d. Health Monitor: Select "crmhc"

Note: This can be a different method of server group health check, and you can specify the method type or you can select the default "ping" health check. In this guide, you can either use default icmp, http or https depending on the setup and health you wish to validate.

Service Group	
Name: *	sgcrm
Type:	TCP
Algorithm:	Round Robin
Auto Stateless Method:	<input type="checkbox"/>
Traffic Replication:	
Health Monitor:	crmhc

Figure 16: Service group configuration

4. From the Server section of the window, add one or more servers from the server dropdown list:
 - Server: Select "crm1" from the dropdown menu
 - Port: Enter "44300"
5. Click **Add** and enter all available CRM web servers

In Figure 17, the server names **crm1** and **crm2** are entered, each with port **44300**.

Server					
Server: *	crm1				
Port: *	44300				
Server Port Template (SPT):	shared/default				
Priority:	1				
Stats Data:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	crm2	44300	shared/default	1	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	crm1	44300	shared/default	1	<input checked="" type="checkbox"/>

Figure 17: Service group server configuration

6. Once completed, click **OK** and **Save** configuration

Note: Since SAP systems are deployed in multi-node clusters with a CRM central instance/server and Dialog instance/servers, you can load balance the servers by adding both CRM and Dialog server on the same service group (called "sgcrm" in this example).

Virtual Server for CRM

This section demonstrates how to configure the VIP with Thunder ADC.

1. Navigate to **Config Mode > SLB > Service > Virtual Server**
2. Within the **General** section, enter the following required CRM information:
 - a. Name: "VIPCRM"
 - b. IP Address or CIDR Subnet: 203.0.113.100

Note: In case the solution is being deployed in the AWS environment, a private address can also be associated with an AWS cloud elastic IP (EIP).

General	
Name: *	VIPCRM
IP Address or CIDR Subnet: *	203.0.113.100 <input checked="" type="radio"/> IPv4 <input type="radio"/> IPv6
Status:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Disabled on Condition:	<input type="checkbox"/> <input checked="" type="radio"/> Disabled When All Ports Down <input type="checkbox"/> <input type="radio"/> Disabled When Any Port Down
ARP Status:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Stats Data:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Extended Stats:	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled
Redistribution Flagged:	<input type="checkbox"/>
HA Group:	
Virtual Server Template:	shared/default
Policy Template:	
Description:	

Figure 18: Virtual server or VIP configuration

3. In the **Port** section:
 - a. Click **Add**
 - b. Enter the Virtual Server Port information:
 1. Type: From the dropdown menu select "HTTPS"
 2. Port: "44300"
 3. Service Group: From the dropdown menu select "sgcrm" to bind the virtual server to the real servers

Virtual Server Port	
Virtual Server:	VIPCRM
Type: *	HTTPS
Port: *	44300
Service Group:	sgcrm
Connection Limit:	<input type="checkbox"/> 8000000 <input checked="" type="radio"/> Drop <input type="radio"/> Reset <input checked="" type="checkbox"/> Logging

Figure 19: Virtual server port configuration

4. Click **OK** and then click **Save** to store your configuration changes

Configuration Templates

Once the templates such as SSL, TCP Proxy and Persistence are configured, you can now bind the templates to the CRM and Dialog virtual service port on the VIP (VIPCRM) to make them operational.

1. Navigate to **Config Mode > SLB > Virtual Service**
2. Click on the virtual service name

Apply the features by selecting the templates from the applicable dropdown lists.

Client-SSL Template:	clientssl
Server-SSL Template:	serverssl
Connection Reuse Template:	
TCP-Proxy Template:	sap
Persistence Template Type:	Cookie Persistence Template
Cookie Persistence Template:	SAPCookie
WAF:	sapwaf

Figure 20: Applying features

3. Click **OK**, then click the **Save** icon at the top of the GUI window to save the configuration

X.509 Certificate Authentication

This section of the deployment guide shows how an x.509 certificate provided by the SAP Cloud can be used to authenticate the SAP Cloud as a valid client to the SAP backend application. The x.509 certificate is provisioned within the SAP backend application Identity Management (IDM) system, which provides permissions and allows a user to execute the application logic required to respond to SAP cloud requests. Once the x.509 authentication is completed, users provisioned within the IDM will be given the application-to-application (a2a) trust to execute approved instances.

In order for the x.509 authentication to function properly with Thunder ADC, the certificate has to be validated from the backend system, and the certificate has to be added into the HTTP/HTTPS header for its authentication purposes. Adding the x.509 certificate within the HTTP/HTTPS header can be initiated using an aFlex script. Once the aFlex script is created, you must bind the script to the VIP (VIPCRM) for the x.509 insertion to the header to happen.

1. To initiate the header insertion, navigate to the Client SSL template **Config Mode > Template > SSL > Client SSL >**
2. In the **Client Certificate Check** section: Select “**Request**” within the mode section.

Client Certificate Check	
Mode:	<input type="radio"/> Require <input checked="" type="radio"/> Request <input type="radio"/> Ignore
Auth Username:	<input checked="" type="radio"/> Common Name <input type="radio"/> Subject Alternative Name Email
Close Notify:	<input type="checkbox"/>
Cert-Revocation List:	<input type="text"/>

Figure 21: Client certificate check

3. Navigate to **Config Mode > SLB > aFlex**

Click **Add**, then name the aFlex as "x.509" and use the script below:

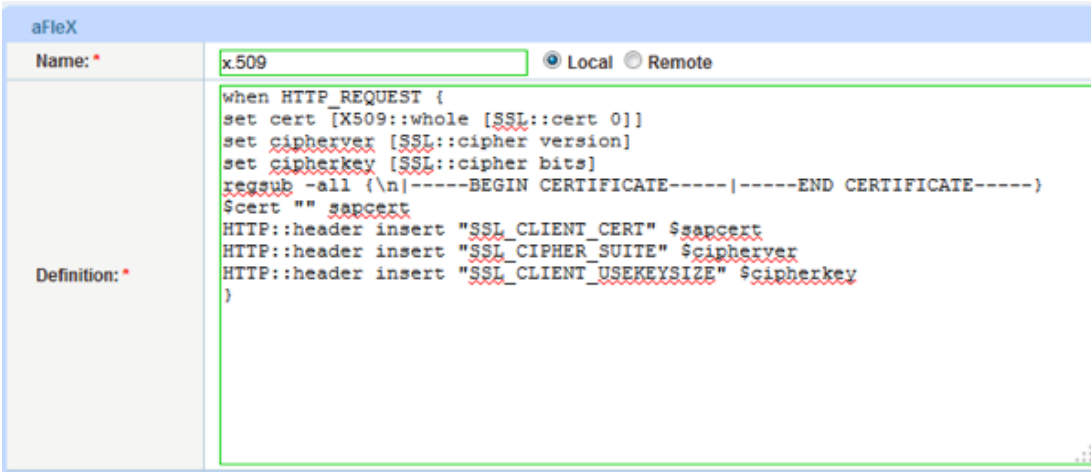


Figure 22: aFlex x.509 certificate

4. Click **OK**, then click the **Save**

Sample aFlex script:

```

when HTTP_REQUEST {
  set cert [X509::whole [SSL::cert 0]]
  set cipherver [SSL::cipher version]
  set cipherkey [SSL::cipher bits]
  regsub -all {\n|-----BEGIN CERTIFICATE-----|-----END CERTIFICATE-----} $cert
  "" sapcert
  HTTP::header insert "SSL_CLIENT_CERT" $sapcert
  HTTP::header insert "SSL_CIPHER_SUITE" $cipherver
  HTTP::header insert "SSL_CLIENT_USEKEYSIZE" $cipherkey
}
    
```

5. (Optional) If you want Thunder ADC to validate the client certificate, you must import the certificate first, then select the mode as "Require" and select the SAP Cloud certificate from the dropdown on the CA Certificate Menu, then click **Add**

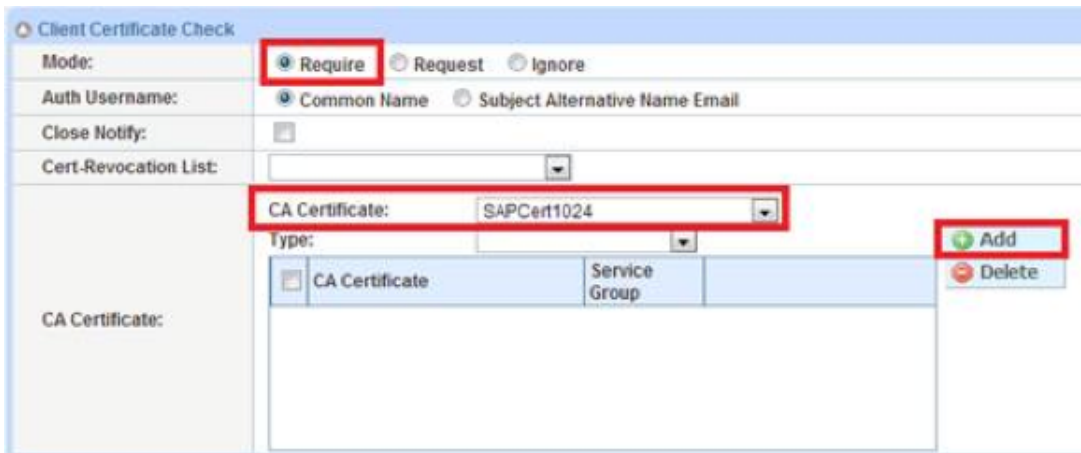


Figure 23: Client certificate check menu

Web Application Firewall (Optional)

This part of the deployment guide will provide guidance about adding additional security protection to the SAP applications using Web Application Firewall. To deploy this solution, you need to create a WAF template within **Config Mode > Security > WAF > Template**. Then click **Add**.

1. Enter Name: "sapwaf"
2. Select Deployment Mode as "Active"

The screenshot shows the 'General' configuration tab for a WAF template. The 'Name' field is set to 'sapwaf'. Under 'Deployment Mode', the 'Active' radio button is selected and highlighted with a red box. Other options include 'Passive' and 'Learning'. The 'Logging Template' field is currently empty.

Figure 24: WAF general configuration

3. This section of the WAF feature is the location to enable the WAF request protection features. To understand the details of each of the features, refer to the *A10 Web Application Firewall Guide*, then select the protection required for your deployment.

The screenshot shows the 'Request Protection' configuration tab. Several security checks are enabled, with their respective radio buttons highlighted by red boxes:

- SQLIA Check:** Reject
- Bot Check:** Enabled
- CSRF Check:** Enabled
- URL closure:** Enabled
- HTTP Check:** Enabled
- Form Consistency Check:** Enabled
- XSS Check:** Reject
- Buffer Overflow:** Enabled

 Other settings include:

- Allowed HTTP Methods:** GET POST
- Max Cookies:** 20
- Max Headers:** 20
- Deny Action:** http-resp-403
- URI Black List:** (empty dropdown)
- URI White List:** (empty dropdown)

Figure 25: WAF request protection configuration

4. This section will be used to configure the Response Protection required for your deployment.

Figure 26: WAF response protection configuration

Once configured, click **OK** and bind the WAF feature to the HTTPS virtual port for the feature to work.

Figure 27: WAF template

- Once completed, click **OK** and **Save** configuration

DDoS Protection (Optional)

This section is an additional security feature to protect the SAP application from DDoS attacks. To configure this feature within the Thunder ADC solution, navigate to **Config Mode > Security > Network > DDoS Protection**.

The DDoS protection feature is a global configuration. To enable this feature, you will need to select the DDoS attacks you would like to drop. In the diagram below, we have selected the DDoS attack protection required.

- Once completed, click **OK** and **Save** configuration

Figure 28: DDoS protection

In addition, these two command lines are also required to deploy system-wide, policy-based server load balancing (PBSLB) using CLI.

```
system pbslb bw-list sap
system pbslb over-limit lockup 5 logging 10
```

The blacklist/whitelist (BW-List) is applied to the system-wide PBSLB within a locking time of 5 minutes and logging interface of 10 minutes.

Note: The sample BW-List contains group ID 1; however, you don't need to configure the group ID in PBSLB configuration since a wildcard address is used in the list. To use a specific host or subnet address in the list, please configure the action (reset or drop) for each group ID accordingly.

Summary and Conclusion

In summary, the configuration steps described above show how to set up Thunder ADC for the SAP CRM application. By using Thunder ADC to load balance CRM and Dialog application servers, the following benefits are achieved:

- High availability on SAP servers to prevent downtime and access failures, with no adverse impact on user access to SAP applications
- Reduced application server CPU utilization rates, as Thunder ADC transparently load balances requests across multiple SAP CRM and Dialog applications
- Greater connection throughput and faster end user responsiveness by offloading intensive security processing to Thunder ADC
- Additional protection against DDoS attacks and an additional level of protection with the A10 WAF feature set

By using Thunder ADC, significant benefits are achieved for all SAP CRM users. For more information about A10 Thunder Series products, please refer to the following URLs:

www.a10networks.com/products/thunder-adc.php

www.a10networks.com/products/application_delivery_controllers.php

Appendix

Thunder ADC CLI sample configurations:

```
health monitor crmhc
slb template server-ssl serverssl
slb server crm2 172.16.1.10
    port 44300 tcp
slb server crm1 172.16.1.11
    health-check ping
    port 44300 tcp
slb server crmdial 172.16.1.20
    port 44300 tcp
slb server crmdia2 172.16.1.21
    port 44300 tcp
slb service-group sgcrm tcp
    health-check crmhc
    member crm1:44300
    member crm2:44300
    member crmdial:44300
    member crmdia2:44300
slb template tcp-proxy sap
    idle-timeout 28800
    receive-buffer 873801
    transmit-buffer 87380
    mss 1460
    initial-window-size 16324
slb template waf sapwaf
    ccn-mask
    ssn-mask
slb template client-ssl clientssl
    cert crm
    chain-cert crm
    key crm pass-phrase encrypted
37048xvi8uY8EIy41dsA5zwQjLjV2wDnPBCMuNXbAOc8EIy41dsA5zwQjLjV2wDn
    session-cache-timeout 28800
    session-cache-size 8000000
    session-ticket-lifetime 28800
slb template persist cookie SAPCookie
    name sapcookie
    domain sap
    expire 15900
    match-type service-group
slb template persist source-ip PortalSIP
    match-type server
slb virtual-server VIPCRM 203.0.113.100
    port 44300 https
        template tcp-proxy sap
        template waf sapwaf
        template client-ssl clientssl
        template server-ssl serverssl
        template persist cookie SAPCookie
    aflex x.509
end
```

About A10 Networks

A10 Networks is a leader in application networking, providing a range of high-performance application networking solutions that help organizations ensure that their data center applications and networks remain highly available, accelerated and secure. Founded in 2004, A10 Networks is based in San Jose, California, and serves customers globally with offices worldwide. For more information, visit: www.a10networks.com

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