

# How do you make sure that every Client request is honoured on NetScaler ADC?

## Use Case

How do you make sure that every client request is honoured on NetScaler so that the clients get good user experience?

## Introduction

Under traffic surge, when servers are overloaded with the requests, they might either respond slowly or not at all. NetScaler AppQoE module enables you to use the SureConnect feature to detect and compensate such conditions by ensuring that every client request gets serviced in some way, such as either a custom Web page or specific content is sent to the client.

The NetScaler AppQoE feature (SureConnect) provides the ability to provide response from NetScaler on behalf of an application in spite of capacity over limit.

AppQoE SureConnect is activated when the response time or maximum client connections to a server exceeds a limit that you have set in AppQoE policy. The SureConnect response on a browser window displays one of the following:

- A progress bar with the amount of time remaining until the requested content will be available.
- Alternate Web content of your choice (alternate page).
- Both a progress bar and alternate page.
- Complete custom content of your choice.

When the load balanced servers become responsive again, the original request for content is served.

## How to configure sure connect using AppQoE feature on NetScaler appliance:

1. Enable AppQoE feature on NetScaler

At the command prompt, type the following commands:

- enable ns feature appqoe
- show ns feature

From configuration utility interface, perform following steps:

- Navigate to System > Settings.
- In the details pane, click Configure Advanced Features.
- In the Configure Advanced Features dialog box, select the AppQoE check box.
- Click OK.

2. Configure AppQoE action.

## ← Create AppQoE Action

Name\*  
SureConnect\_action

Action Type\*  
ACS

TCP Profile  
[ ] + [ ]

Priority  
[ ]

Policy Queue Depth  
[ ]

Queue Depth  
[ ]

Maximum Connections  
1000

Delay (microseconds)  
[ ]

Alternate Content Server Name\*  
ex\_server1

Alternate Content Path\*  
/testsite/temp.html

Custom File  
[ ]

DOS Action  
[ ]

**Create** **Close**

OR

Name\*  
SureConnect\_action1

Action Type\*  
NS

TCP Profile  
[ ] + [ ]

Priority  
[ ]

Policy Queue Depth  
[ ]

Queue Depth  
[ ]

Maximum Connections  
1000

Delay (microseconds)  
[ ] ?

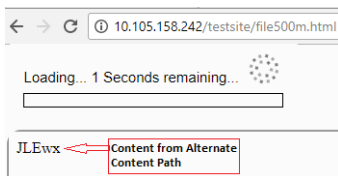
Custom File  
[ ]

DOS Action  
[ ]

**Create** **Close**

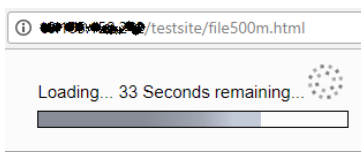
Description for AppQoE action fields;

- Action Type – NetScaler ADC will perform any one of the following responder action:
  - I. ACS – Serves the content from Alternate Content Server (ACS) specified in ‘Alternate Content Server Name’ (e.g. ex\_server1) once ‘Maximum connections’ (e.g. 1000) or ‘Delay’ threshold is reached. ACS action type will provide temporary Sure connect page till requested resources are not available. See below screenshot for Sure connect page;  
Option to set Alternate Content Server Name and Alternate Content Path will only be available for Action Type – ACS.



the content example here is from lab and it is not customer facing

- II. NS –In-built NetScaler ADC response provided when ‘Maximum connections’ (e.g. 1000) or ‘Delay’ threshold is reached. NS action type will provide in-built temporary Sure connect page till requested resources are not available. See below screenshot for Sure connect page;



- Maximum connections – This represents the SureConnect threshold value, after crossing the set value all subsequent connections will be served temporarily from SureConnect web page configured for Action Type NS or ACS. Maximum connections or Delay fields will be enabled only for Action Type: - NS or ACS.
- Alternate Content Server Name – This field is enabled only for Action Type – ACS. It represents the back-end server from which alternate content is provided for incoming requests.
- Alternate Content Path – It represents SureConnect web page content path from the server defined in Alternate Content Server Name. This field is enabled only for Action Type – ACS.

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## AppQoE Actions

<input type="checkbox"/>	Name	Action Type
<input checked="" type="checkbox"/>	SureConnect_action1	NS
<input type="checkbox"/>	SureConnect_action	ACS

3. Configure AppQoE policy and bind AppQoE action to it.

### ← Configure AppQoE Policy

Name  
SureConnect\_policy

Action\*  
SureConnect\_action

Expression\*  
 Operators Saved Policy Expressions Frequently Used Expressions  
 HTTPREQ.METHOD.STARTSWITH("GET")

OK Close

4. Bind AppQoE policy to Load balancing virtual server to honour all the traffic on AppQoE policy.

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Load Balancing Virtual Server AppQoE Policy Binding

Add Binding Unbind Regenerate Priorities Edit

<input type="checkbox"/>	Priority	Policy Name	Expression	Action	Goto Expre
<input type="checkbox"/>	100	SureConnect_policy	HTTPREQ.METHOD.ENDSWITH("GET")	SureConnect_action	END

Close

In swift we can say that, NetScaler has the capability to respond back to each client requests with built-in responses configured using SureConnect feature. It enables customers to protect their applications against overloaded ingress traffic.