

If the Remedy application also uses ARWeb, RemedyWeb or MidTier, a DMZ (demilitarized zone) subnet might also be deployed:

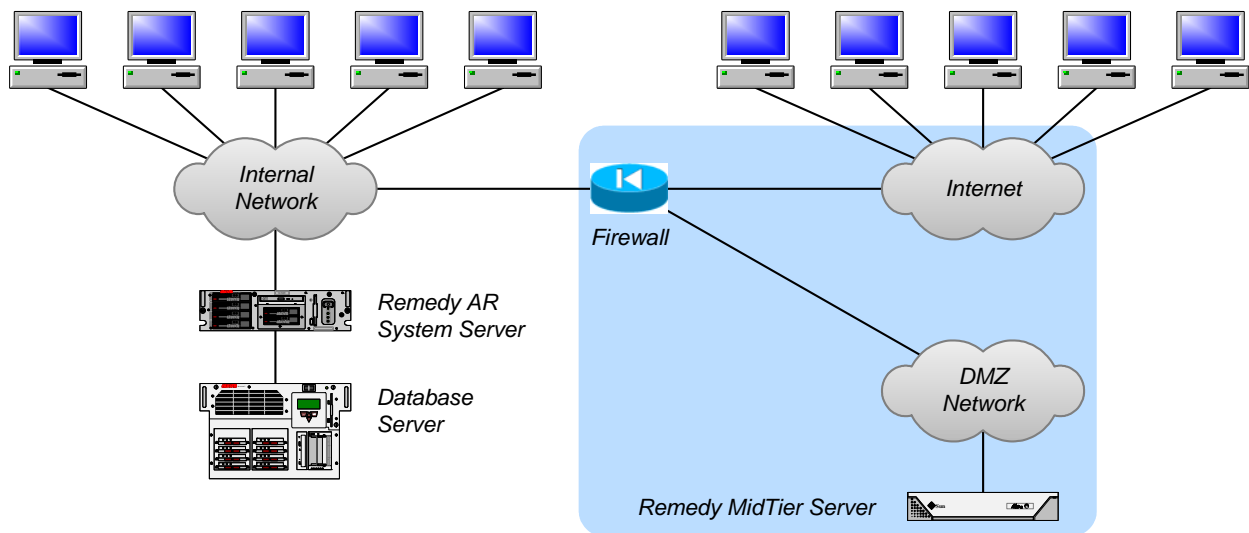


Figure 2

However, this remains a "single point of failure" architecture, and a failure with any of one these components will still terminate the Remedy application.

To introduce high availability, a "cluster" of Remedy AR System servers could be deployed:

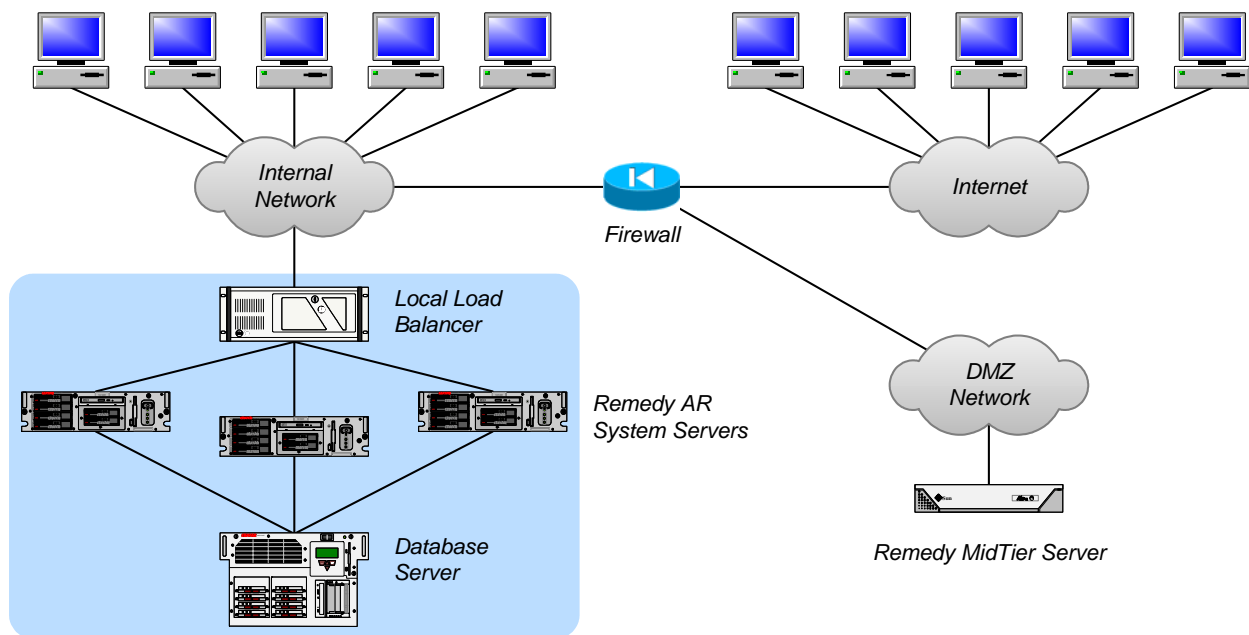


Figure 3

This introduces the use of a load balancer. To a network client, a load balancer looks like a Remedy AR System server waiting for a request. In reality, the load balancer processes each client request and redirects it to the most appropriate Remedy AR System server.

"Clustered" Remedy AR System servers must be configured as follows: