Kemp 360 Vision

Product Overview

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Table of Contents

1 Introduction 4
1.1 Key Benefits 4
1.2 Supported Platforms 5
1.3 Agent Resources 5
1.4 LoadMaster Firmware 5
2 Deployment 6
2.1 Monitoring and Alerting 7
2.2 Data Security and Cloud Communication 7
2.3 Kempbot 7
Last Updated Date 9

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1 Introduction

Kemp 360 Vision is a proactive service covering your key application delivery infrastructure, which is delivered by Kemp and backed up by the Kemp Support team 24/7. The service collects key application health, availability, reachability, and performance metrics which are used to analyze the overall health of your application.

When an issue, or potential issue, is identified by the Kemp 360 Vision service, it alerts users through communication channels to provide contextualized information, empowering users to take the necessary action. On a 24/7 basis, Kemp Support also act as an extension to existing resources, bringing enhanced load balancing skillsets and hands on knowledge of common workload environments.

In addition to live contextualized notifications, the service also provides an easily digestible snapshot of issues, events, and workload availability, along with consolidated reporting across all application workloads. The service consolidates performance and availability metrics from multiple platforms including public cloud, on premise, and hosted environments into a single pane of glass. The single pane of glass approach to health provides valuable information in both evaluating the long-term health of the application, in addition to optimization and future capacity planning.

1.1 Key Benefits

Kemp 360 Vision enables Kemp to deliver enhanced levels of support and provide valuable insights into the health of your ADC fabric.

As a 24x7 analysis service and conversational interface, Vision provides proactive alerts adding context and valuable insight, helping teams troubleshoot and speed up remediation of critical application issues.

Some of the key benefits of Kemp 360 Vision are listed below:

- 24 x 7 ADC health analysis
- Simplified support access
- Real time alerts
- Actionable advice
- Contextualized data
- Kempbot assistant
- Simplified deployment

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1.2 Supported Platforms

Kemp 360 Vision is currently supported on the following:

- VMware
- Hyper-V
- Oracle VirtualBox

1.3 Agent Resources

The following requirements are needed for the Vision agent:

- 2 virtual CPU
- 4 GB RAM
- 32 GB disk

1.4 LoadMaster Firmware

LoadMasters must be running on LoadMaster firmware version 7.1.35 or higher to enable the Vision service.

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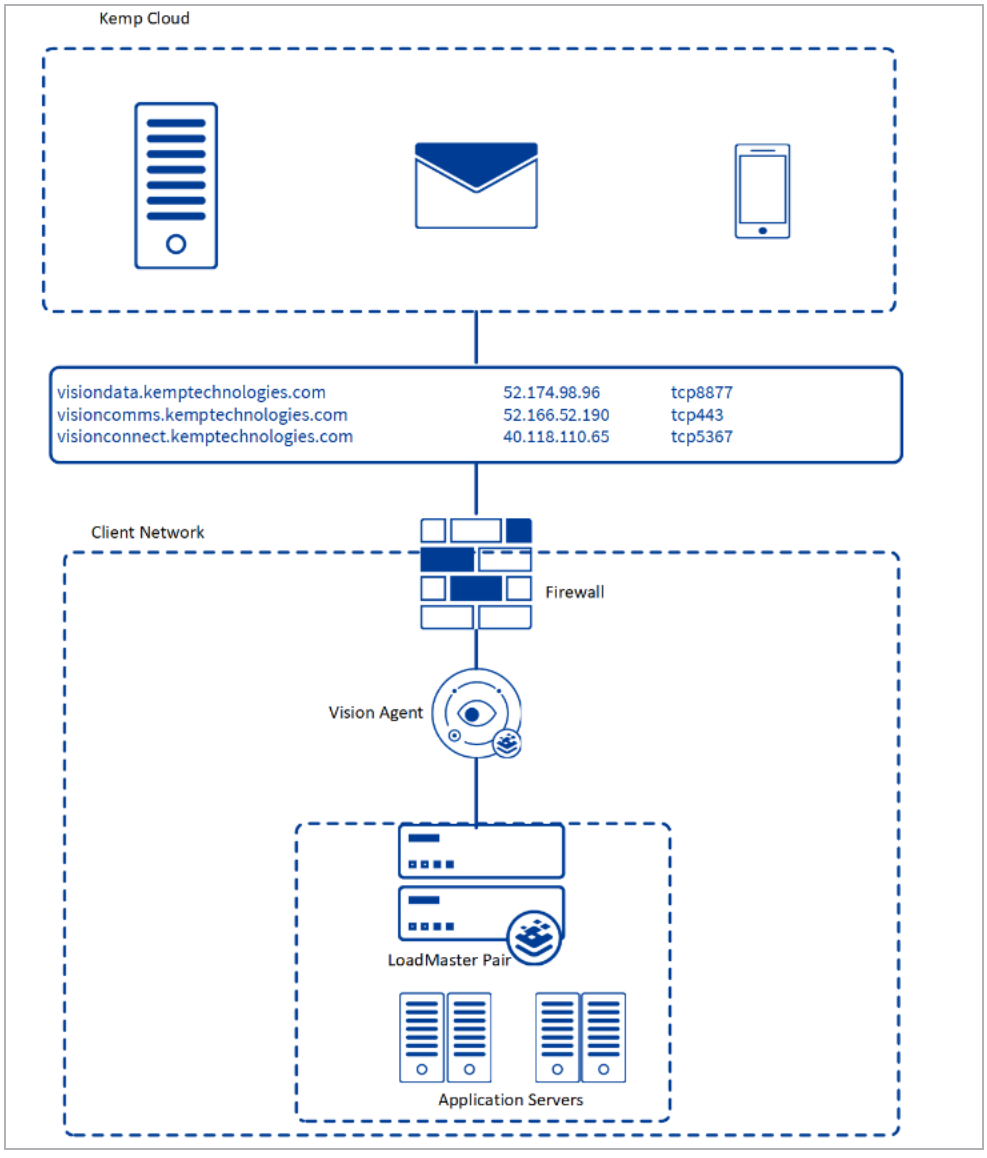
2 Deployment



The Kemp 360 Vision agent is deployed as a Virtual Machine (VM) within the Application Infrastructure. Once connected to the Kemp 360 cloud, it utilizes the metrics collected to provide actionable and contextualized information on proactive health monitoring, customer alerts, data reporting, capacity planning and configuration optimization.

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Installation of the Vision agent can be performed during production hours and does not affect ADC production performance.

2.1 Monitoring and Alerting

Kemp 360 Vision analyzes the complete ADC infrastructure on a 24x7x365 basis and can be broken into the categories listed below. Checks occur every two minutes ensuring a fast response to any unexpected states. Some of the things Kemp 360 Vision checks are listed below:

- Vision agent availability
- ADC availability, including LoadMaster, F5® BIG-IP®, and Nginx.
- System health
- High Availability (HA) health
- Interface statistics
- Application status
- Application statistics
- Application transactions

As contextualized events are triggered, alerts are sent through a range of channels (email, SMS, or Slack). When you are alerted about an issue, you can choose to raise a support ticket and engage with the Kemp Customer Support team, typically through a remote diagnostics session. The Kemp Support team can then help you through to issue resolution if required.

F5 and BIG-IP are trademarks of F5 Inc., registered in the U.S. and other countries.

2.2 Data Security and Cloud Communication

The Kemp 360 Vision service architecture relies on a secure connection being established between the Kemp 360 cloud and the Vision agent.

Communication with the agent is initiated from the client network to the Kemp cloud.

'Vision Connect' is an optional, separate connection from the Vision agent to the Kemp Vision Connect Server which allows remote management of the Vision agent by Kemp engineers. This includes patching and diagnosing service issues.

2.3 Kempbot

Kempbot is a conversational interface that allows interaction with the Vision service. Requests for information can be easily made using the connected Kempbot, including:

- Last alerts
- The ability to raise support tickets within a chat window

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This ensures multiple teams can leverage the powerful Kemp ADC fabric.

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Last Updated Date

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