

## The Endpoint Visibility Challenge

Virtualization and the migration of business-critical apps to the cloud have forever changed the way networks are managed end-to-end. Seeing, understanding, and controlling the end user experience now depends on visibility from data source through all network domains, and all the way to the endpoint device.

Siloed endpoint tools provide only partial, point-in-time performance data leaving gaps for IT teams – exposing organizations to unacceptable risks and unnecessary costs. LiveNX with LiveAgent provides all-the-time, cross-domain visibility and control for client devices, servers, and cloud VMs.

LiveAgent allows you enterprises to leverage LiveNX visualization capabilities as an end-to-end visual network analytics platform for any intent-based networking architecture. LiveAgent extends LiveNX visibility with comprehensive multi-vendor edge point monitoring. Integrating end-to-end path visibility, policy verification is easily confirmed.

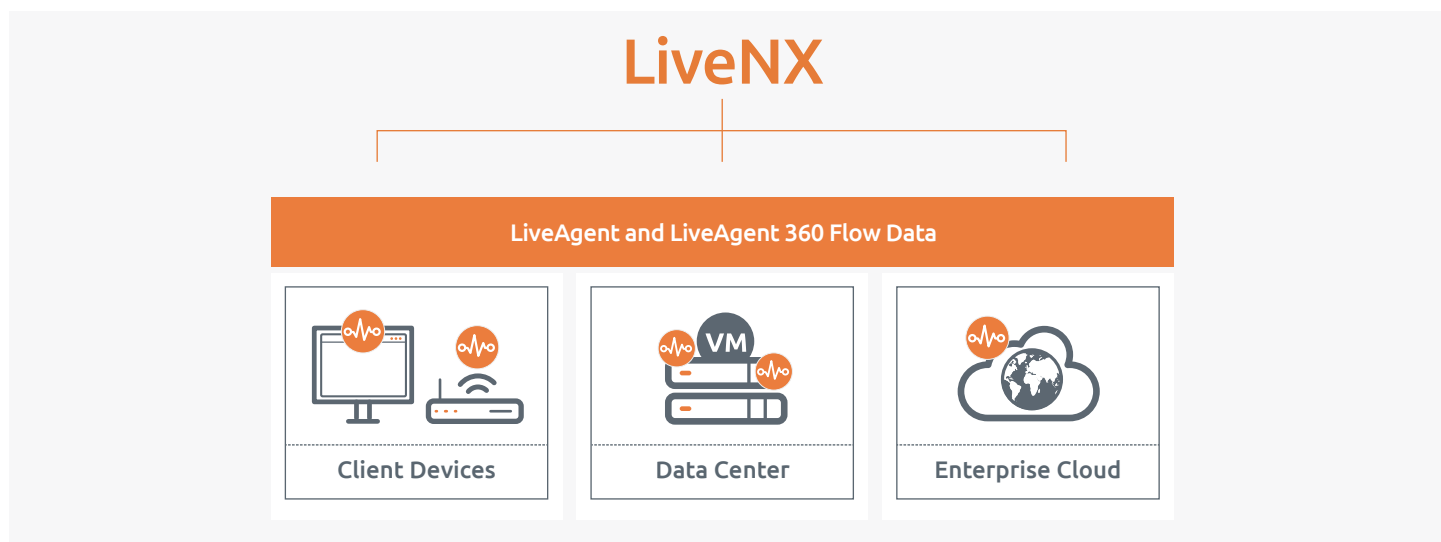
## Network Performance Visibility across the Entire Enterprise Perimeter

### Continuous Endpoint Data Collection

LiveAgent provides continuous, rich data collection from every managed endpoint including systems, user behavior, network connectivity, application, binary, and process data. Once collected, you simply ask the questions and LiveAgent provides the answers – now and for the past 12 months or more of activity.

### Any Asset – Client Device, Server, and Cloud

LiveAgent easily deploys to client devices, data centers, and enterprise clouds. With the shift to cloud services well underway, LiveAgent solves the cloud visibility issue. The lightweight LiveAgent agent supports a full range of Windows, Mac OSX, and Linux operating systems and is quick and easy to deploy.



LiveAgent Flow Visibility

### Deliver on End User Experience - and Visualize It

Employees regularly work outside the corporate network, accessing cloud and data center applications. Providing business-class SLAs for remote users can be problematic. With LiveNX and LiveAgent, enterprises gain network performance visualization into the extended perimeter-user desktops/laptops, servers, private/public cloud- to analyze and establish any possible cause for performance bottlenecks.

### Extend Network Visibility to the Perimeter

Gathering network data from hosts, LiveAgent extends visibility into the entire enterprise perimeter. With LiveAgent enterprises gain total visibility into all their endpoints and cloud applications. And see all east-west traffic in the data center, and all traffic in public, private and hybrid enterprise cloud deployments.

### Accelerate Resolution of User Impacting Issues

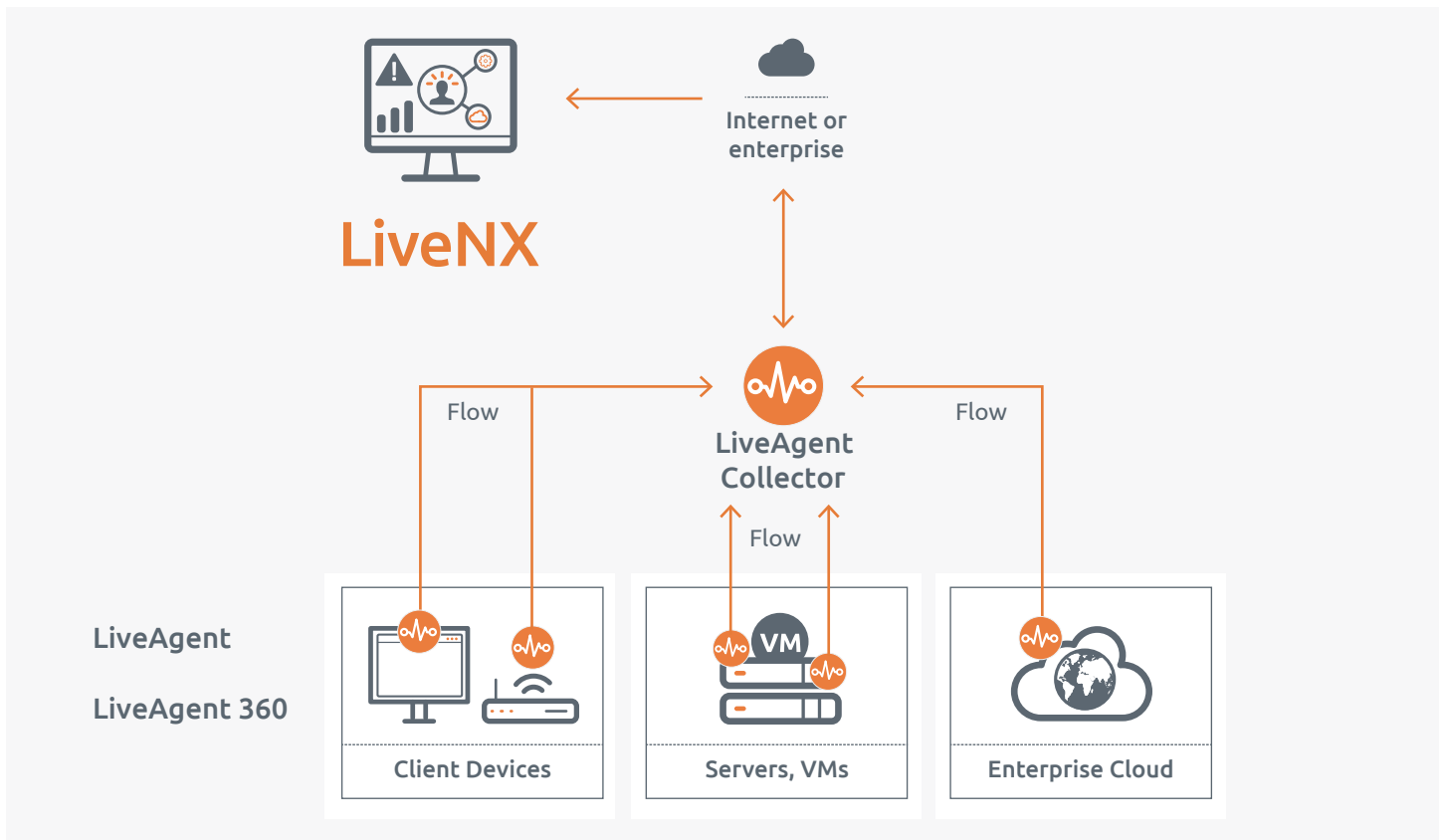
With the improved visibility and context, organizations can speed up the identification and resolution of user impacting network performance issues improving the overall user experience. LiveAgent data helps shorten attribution and remediation cycle times.

### Detailed Network Insights into Enterprise Cloud Deployments

Enterprise organizations continue to migrate applications to public, private, and hybrid cloud environments. Visibility of these cloud environments can be challenging. LiveAgent provides extended NetFlow data from cloud-based virtual machines and containers, and is completely hypervisor agnostic. LiveAgent provides rich context and visibility into any cloud environment – Amazon Web Services, Microsoft Azure, Google Cloud Platform, IBM BlueMix, etc.

### Visual Analytics of Client Devices, Data Center, and Cloud

LiveAgent easily deploys to client devices, data centers, and enterprise clouds. Once installed it provides visibility into user, system, application, binary and network data. The simple agent requires no driver, no kernel install, no reboot, and no user interaction. With the shift to cloud services well underway, LiveAgent solves much of the cloud visibility issue.



LiveAgent Flow Architecture

**Little to No Network or Endpoint Impact**

LiveAgent is architected to deliver a low impact experience for end users and administrators. The simple agent has no driver, no kernel, and no reboot requirement. Running in user mode, the agent does not compete for device resources or impact normal user activity, and typically creates less network overhead per agent than daily email use – generally below 4MB per day.

**Dramatic Endpoint Scale and Performance**

LiveAgent's architecture delivers a resilient, redundant backend that supports high-availability and ensures stability at massive scale. LiveAgent supports up to 1 million endpoints per customer with near real-time alerting performance. And it is designed to maintain the highest levels of data integrity and privacy protection to ensure a fully auditable data record across client devices, data centers, and cloud assets.

**Continuous Feature Delivery**

LiveAgent is designed for safe and continuous upgrades and feature delivery. This simplifies administrative maintenance, eliminates on-going software validation and IT teams, and eliminates waiting for pre-defined release schedules. Updates to active software are made with no downtime or loss of visibility or control. Continuous feature delivery is supported in both cloud and on-premise models.

## LiveAgent and LiveAgent 360 Technical Specifications

### LiveAgent Installation Requirements

Windows Agent Installation	Minimum Requirements Hardware: 1GHz processor / 2GB RAM / 10MB disk Software: Windows XP3 / Windows Server 2003
Mac OSX Agent Installation	Minimum Requirements Hardware: 1GHz processor / 2GB RAM / 10MB disk Software: Mountain Lion
Linux Agent Installation	Minimum Requirements Hardware: 1GHz processor / 2GB RAM / 10MB disk Software: CentOS 5+ / RHEL / Scientific Linux / Ubuntu 12+ / Fedora / Other flavors – Ask Support

### LiveAgent Console Prerequisites Supported Browser Versions

LiveAgent Console	<ul style="list-style-type: none"> <li>• HTML5 compatible browsers only.</li> <li>• Google Chrome 34 or later (recommended).</li> <li>• Mozilla Firefox 29.0 or later.</li> <li>• Internet Explorer 10 and 11 (IE 9 is no longer supported).</li> <li>• Apple Safari 6.0 or later.</li> </ul>
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## LiveAgent and LiveAgent 360 Key Features

- Extend visibility to client devices, servers, virtual machines, and containers
- Simple “no driver, no kernel, no reboot” agent installations
- Cloud-based or on-premise based delivery
- Combines standard IANA defined fields with custom fields formatted as IPFIX information elements
- LiveAgent 360: Advanced visibility for continuous asset discovery and detailed system/application performance (optional)

## LiveAgent and LiveAgent 360 Key Benefits

- Network performance visibility into the entire enterprise perimeter
- Simple network traffic visibility for enterprise cloud solutions
- Lightweight agent easily installs on any OS (Linux, Windows, Mac OS)
- Shortens the time required for attribution and remediation cycles

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**About LiveAction**

LiveAction is an enterprise software company that simplifies the network for better digital experiences by providing continuous insight, service assurance and control of enterprise networks. Our award-winning network performance and analytics platform, LiveNX, offers a deep understanding of networks and applies situational awareness to accelerate employee productivity and boost customer satisfaction.