Kemp VLM Activation Instructions

Important information regarding your KEMP Virtual LoadMaster (VLM)

Thank you very much for purchasing KEMP's Virtual LoadMaster. Please find the instructions for your next steps below.

LoadMaster Installation Instructions

Option 1) Install new virtual LoadMaster

- Sign Up/Login with Kemp ID and [download the latest VLM package](#) for your preferred hypervisor.
- Deploy the Virtual LoadMaster by following the [installation guide](#).
- On the Web User Interface enter your Kemp ID, Password and Kemp Order ID (provided above).
- Select the license to use and activate your Virtual LoadMaster.

Option 2) Apply purchased license to an existing trial virtual LoadMaster

- Access your trial Virtual LoadMaster.
- Navigate to System Configuration --> System Administration --> Update License.
- Enter your Kemp ID, Password and Kemp Order ID (provided above).
- Select the license to use and convert your trial Virtual LoadMaster to permanent Virtual LoadMaster.

For technical or license activation assistance please visit [support.kemptechnologies.com](#).

By using Kemp's products, support and services, you (the "Customer") are accepting the terms, conditions and policies provided. Please read our [Terms of Service](#) carefully.

Configuring the LoadMaster

Follow the regular Guidelines and manuals which are available on www.kemptechnologies.com/documentation specifically the "KEMP LoadMaster QuickStart Guide".

Remember to setup your HA-1 unit first, and let the HA-2 unit "learn" everything from it.

Future License Updates

You can easily update your Licence through the LoadMaster's web interface using your KEMP ID. This does not cause any interruption of operation.

Getting Help

Please find all documentation at www.kemptechnologies.com/documentation

Getting Support*

Please contact KEMP support via: support.kemptechnologies.com/hc/en-us

In urgent cases please find the appropriate phone numbers on the same web page.

*Requires valid support contract (1st year included with purchase of VLM)

Support Renewals

For annual renewals please contact your partner and/or email kemp.germanyteam@progress.com

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