

ExtraHop System Notices

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The following system notices can appear in your ExtraHop system as warnings, errors, and general system information.

Message	Recommended Action
A new version of the ExtraHop firmware is available	Visit our Customer Portal to view release notes and access downloads.
The ExtraHop evaluation license will expire soon. Contact your ExtraHop sales representative.	Contact your sales representative to discuss next steps.
The device limit has been reached on this sensor	Contact your sales representative to discuss next steps.
The ExtraHop system time does not match the time set on connected sensors. Reset the system time on sensors to avoid data display issues	Contact your ExtraHop administrator to resolve this issue.
System Health checks are not running	Contact ExtraHop Support to discuss next steps.
A disk error occurred	View the Disks page in the Administration settings to troubleshoot the issue.
An extended datastore error occurred	View the Extended Datastore page in the Administration settings
Notifications for System Health are not configured	View the Notifications page in the Administration settings
The following sensors are not receiving network traffic: <names>	Contact ExtraHop Support to discuss next steps.
The connection to the ExtraHop license server failed	If your ExtraHop system cannot connect to the license server for more than a week, your license becomes disconnected and data collection stops. Verify the appliance connection to the internet, or contact ExtraHop Support .
The ExtraHop license is invalid.	Learn about licensing in our License FAQ .
The ExtraHop license is about to expire	Learn about licensing in our License FAQ .
The ExtraHop license for this system expired	Learn about licensing in our License FAQ .
No sensors have been configured for this console	Learn how to connect to RevealX 360.
A sensor has an invalid license state. Contact your ExtraHop Administrator.	Contact your ExtraHop administrator to resolve this issue.
A sensor is approaching an invalid license state. Contact your ExtraHop Administrator.	Contact your ExtraHop administrator to resolve this issue.
This sensor is not connected to ExtraHop Cloud Services.	Learn how to connect to ExtraHop Cloud Services .

Message	Recommended Action
This console is connected to a sensor that has not established a connection to ExtraHop Cloud Services. Some detections are unavailable.	Learn how to connect to ExtraHop Cloud Services .
We recommend that you upgrade connected appliances to the latest firmware version.	Learn how to upgrade your firmware .
We recommend that you upgrade connected sensors to the latest firmware version.	Learn how to upgrade your firmware .
We recommend that you upgrade this console to the latest firmware version.	Learn how to upgrade your firmware .
We recommend that you upgrade this sensor to the latest firmware version.	Learn how to upgrade your firmware .
This sensor is not receiving network traffic.	Contact your ExtraHop administrator to resolve this issue.
The packet capture disk is locked	Learn about encrypting packet capture disks .