

Deploy the ExtraHop Explore Appliance

Published: 2017-11-15

This guide explains how to install and configure the rack-mounted ExtraHop Explore appliance.

System requirements

Your environment must meet the following requirements to deploy an Explore appliance:

Appliance

2U of rack space and 2x750W of power

Network Access

- The following TCP ports must be open:

TCP ports 80 and 443

Enables you to administer the Explore appliance through the Web UI. Requests sent to port 80 are automatically redirected to HTTPS port 443.

TCP port 9443

Enables Explore nodes to communicate with other Explore nodes in the same cluster.

Install the Explore appliance

To install the Explore appliance, complete the following steps.

- Rack mount the Explore appliance.


Install the Explore appliance in your data center with the included rack-mounting kit, which supports most four-post racks with either round or square holes.

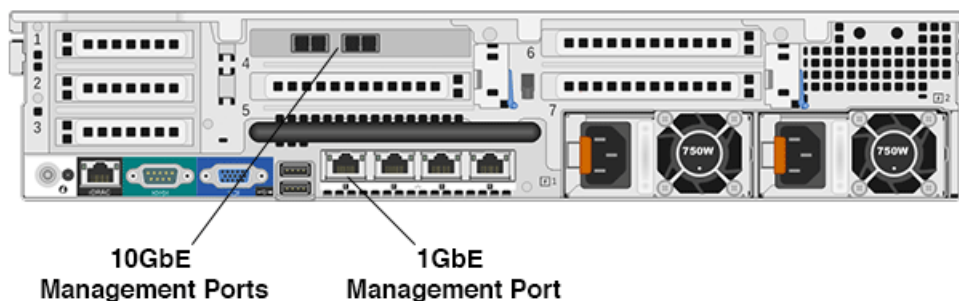
- Connect port 1.

The Explore appliance contains a set of four 10/100/1000 BASE-T network ports. Only the first port on the left is active. Connect the 1GbE port on the Explore appliance to the management network with a network patch cable.

- Optional: Connect 10GbE port

Connect one of the 10GbE ports on the appliance with a 10GbE cable to your network to manage the Explore appliance. Note which port you are connecting to so you can configure this port later through the Admin UI.

 **Note:** You can configure only one port as an Explore appliance management port.



Configure an IP Address

You can configure the Discover appliance with a dynamic IP address through DHCP IP or configure an IP address manually. The front panel of the Explore appliance displays the assigned IP address.

Dynamically Acquired IP Address

DHCP is enabled by default. When you power on the system, interface 1 attempts to acquire an IP address through DHCP.

Static IP Address (CLI)

If your network does not support DHCP, you can configure a static IP address either through the CLI or LCD.

Configure a static IP address through the CLI

You can access the CLI by connecting a USB keyboard and SVGA monitor to the appliance or through an RS-232 serial cable and a terminal-emulator program. The terminal emulator must be set to 115200 bps with 8 data bits, no parity, 1 stop bit (8N1), and hardware flow control should be disabled.

1. Log in to the console with the shell user account. At the password prompt, type the service tag number found on the pullout tab on the front of the appliance, and then press ENTER.
2. Enable privileged commands by running the following command:

```
enable
```

3. At the password prompt, type the service tag number, and then press ENTER.
4. Enter configuration mode by running the following command:

```
configure
```

5. Enter the interface configuration mode by running the following command:

```
interface
```

6. Run the `ip` command and specify the IP address and DNS settings in the following format: `ip ipaddr <ip_address> <netmask> <gateway> <dns_server>`
For example:

```
extrahop[EXA](config-if)# ip ipaddr 10.10.2.14 255.255.0.0 10.10.1.253 10.10.1.254
```

7. Leave the interface configuration section:

```
exit
```

8. Save the running config file:

```
running_config save
```

9. Type `y` and then press ENTER.

Configure a static IP address through the front panel

Complete the following steps to configure the IP address from the front panel. If an IP address has not been configured, the front panel displays `NO IP`. If the system is plugged in and powered off, the LCD screen displays `ExtraHop`.

1. Press the **Select** (checkmark) button. Navigate with the left and right arrow buttons, and select `Net`.
2. Select **Host**. The screen displays the host name. Scroll up the screen and select the up arrow.

3. Select **DHCP** to see how the IP address is configured. Navigate with the left and right arrow buttons to select an option, and press the **Select** button.
4. From the Net screen, select **IP** and change the digits with the left and right arrow buttons. On the selected digit, click the **Select** button. The digit blinks when selected. While the digit is blinking, change the digits with the left and right arrow buttons.
5. After you have entered the number, click **Select** to navigate up the screen and select the up arrow. On the Save screen, select **Yes**.
6. Wait to be redirected to the Net screen. Repeat steps 2-6 to set IP addresses for the netmask, gateway, and up to two DNS servers.
7. Optional: Scroll back to the Home menu and select **iDRAC**. Configure IP addresses for the iDRAC DHCP, IP, netmask, gateway, and DNS.
8. From the Net screen, select Errors to view system events such as CPU errors, undetected hard drives, or missing power supplies. When an error occurs, the LCD turns amber and displays the error.
9. If there are multiple errors, scroll between the error messages with the left and right arrow buttons. Press the **Select** button to exit the error screen. The **Clear** option removes the list of messages from the error screen.

Configure the Explore appliance

After you configure an IP address for the Explore appliance, you can log into the Explore Admin UI through the following URL: `https://<explore_ip_address>`.



Note: The default log in name is `setup` and the password is the service tag number on the pullout tab on the front of the appliance. You can modify user names and passwords in the Explore Admin UI.

After you first log into the Explore appliance, complete the following recommended procedures:

Register the ExtraHop appliance

Complete the following steps to apply a product key supplied by ExtraHop Support.

If you do not have a product key, contact support@extrahop.com.

1. In your browser, type the IP address of the ExtraHop appliance (`https://<extrahop_ip_address>/admin`).
2. Review the license agreement, select **I Agree**, and then click **Submit**.
3. On the log in screen, type `setup` for the user name and `default` for the password.
4. Click **Log In**.
5. In the System Settings section, click **License**.
6. Click **Manage License**.
7. Click **Register**.
8. Enter the product key and then click **Register**.
9. Click **Done**.


(Optional) Configure the 10GbE management port

1. In the Network Settings section, click **Connectivity**.
2. In the Interfaces section, click **Interface 5** or **Interface 6**. Make sure you select the same interface as the physical port you connected the 10GbE cable to. Interface 5 is the 10GbE port to the left on the rear of the appliance.
3. From the **Interface Mode** drop-down list, select **Management Port**.
4. Configure the rest of the network settings.
5. Click **Save**.

6. In the Interfaces section, click **Interface 1**.
7. From the Interface Mode drop-down list, select **Disabled**.
8. Click **Save**.
9. Click the **View and Save Changes** button at the top of the page to save the running config file.
10. Click **Save**. Your connection to the Web UI through interface 1 is terminated.
11. Log in to the Web UI again to connect through the newly configured 10GbE interface.

Configure the system time

By default, the Explore appliance synchronizes the system time through the pool.ntp.org network time protocol (NTP) server. If your network environment prevents the Explore appliance from communicating with this time server, you must configure an alternate time server source.

 **Note:** Time synchronization is critical to ensuring proper cluster operations and maintaining consistent views of data across both Discover and Explore appliances. We strongly recommend that you either keep the default system time setting or configure settings for a different NTP server.

1. In the System Settings section, click **System Time**.
2. Click **Configure Time**.
3. Click the Time Zone drop-down list and select a time zone. Click **Save and Continue**.
4. Select the Use NTP server to set time radio button and then click **Select**.
5. Type the IP addresses for the time server, and then click **Save**.
6. Click **Done**.
7. Click **Sync Now** to sync system time on the Explore appliance with the remote time server.

Configure email notifications

You must configure an email server and sender before the ExtraHop appliance can send notifications about system alerts by email.


You can receive the following alerts from the system:

- A virtual disk is in a degraded state.
- A physical disk is in a degraded state.
- A physical disk has an increasing error count.
- A registered Explore node is missing from the cluster. The node might have failed, or is powered off.

Configure the Email Server and Sender settings:

1. In the Network Settings section, click **Notifications**.
2. Click **Email Server and Sender**.
3. On the Email Settings page, enter the following information:

- **SMTP Server:** The IP address for the outgoing SMTP mail server.

 **Note:** The SMTP server should be the FQDN or IP address of an outgoing mail server that is accessible from the Explore management network. If the DNS server is set, then the SMTP server can be a FQDN, otherwise it needs to be an IP address

- **Sender Address:** The email address for the notification sender.
- **Report Sender Address:** The email address for the report sender.

4. Click **Save**.

Add a recipient email address for notifications:

5. Go to the Network Settings section and click **Notifications**.
6. Under Notifications, click **Email Addresses**.
7. In the Email address text box, type the recipient email address.

8. Click **Save**.




Pair the Explore appliance to Discover and Command appliances

After you deploy the Explore cluster, you must establish a connection from all ExtraHop Discover and Command appliances to the Explore cluster before you can query records.

1. Log in to the Discover or Command appliance Admin UI.
2. In the ExtraHop Explore Settings section, click **Configure Explore Cluster**.
3. Click **Add New**.
4. In the Host #1 Host field, type the hostname or IP address of any Explore appliance in the Explore cluster.
5. For each additional Explore appliance in the cluster, click **Add New** and enter the individual hostname or IP address in the corresponding Host field.
6. Click **Save**.
7. Note the information listed for Fingerprint. Verify that the fingerprint listed on this page matches the fingerprint of the Explore appliance (**Host #1**) listed on the Fingerprint page in the Explore Admin UI.
8. In the Explore Setup Password field, type the password of the Explore appliance.
9. Click **Join**, and then click **Done**.

Send record data to the Explore appliance

After your Explore appliance is paired with all of your Discover and Command appliances, you must configure the type of records you want to store. See the following documentation for more information about Explore configuration settings, how to generate and store records, and how to create record queries.

- [ExtraHop Explore Admin UI Guide](#) 
- [ExtraHop Explore Settings](#)  section in the ExtraHop Admin UI Guide.
- [Records](#)  section in the ExtraHop Web UI Guide.
- [ExtraHop Trigger API Reference](#) 