License FAQ

Published: 2018-11-09

Here are some answers to frequently asked questions about how ExtraHop licenses work and what happens to your data when a license expires or is disconnected.

- What type of licenses are available?
- How do I add a new or updated license to my appliance?
- I don't see the protocol traffic I was expecting. Do I need a license for it?
- How do I add protocol module licenses to my Discover appliance?
- Why do I see a License Error message when I log into my ExtraHop appliance?
- Why do I see a Permission Denied message when I log into my ExtraHop appliance?
- What happens if my appliance becomes disconnected from the ExtraHop licensing server?
- Why don't I see anomalies after adding my ExtraHop Reveal(x) or Addy license?
- Why do I see a red error label next to the license menu in the ExtraHop Admin UI?
- Why do I see a red asterisk next to the license menu in the ExtraHop Admin UI?
- Does ExtraHop notify me if my license is about to expire?
- What happens to my data if my license expires?
- What happens if the license for an Explore node in my Explore cluster expired?
- What happens if I cancel my subscription?

What type of licenses are available?

ExtraHop offers the two following types of licenses:

• **Subscription:** You purchase time-based access to ExtraHop software that is installed on a virtual machine or on purchased hardware.

• **Perpetual:** You purchase ExtraHop hardware and software.

With a subscription license, you must be able to connect to the ExtraHop licensing server on the extrahop.com domain. Connection to the licensing server is required for license updates and check-ins. All data transmitted to the ExtraHop licensing server is authenticated and encrypted.

How do I add a new or updated license to my appliance?

If you purchased a new appliance, you will receive an email with a new product key that must added to your appliance. Follow the instructions to register your appliance ⧉. Or contact your ExtraHop representative for more information.

If you upgraded your firmware or purchased protocol modules, your updated license is automatically added to your appliance, but must still be applied. Follow the instructions to apply an updated license ⧉.

I don't see the protocol traffic I was expecting. Do I need a license for it?

If you don't see the protocol traffic you were expecting, such as database traffic, you might not have a module license for that protocol. For more information about which protocols require a module license, download the ExtraHop Protocol Module Datasheet ⧉.

To see a list of protocols that you have a license for, log into the Admin UI on your ExtraHop Discover appliance and click **License**.

How do I add protocol module licenses to my Discover appliance?

Contact your ExtraHop sales representative to acquire additional modules for your Discover appliance license. After purchasing the modules, your license information is automatically updated by the ExtraHop

licensing server, but must still be applied to your appliance. Log into the Admin UI on your ExtraHop Discover appliance and click **License**. Click **Apply new license** and then click **Update**.

Why do I see a License Error message when I log into my ExtraHop appliance?

If you have a subscription license, you might see this message for one of the following reasons:

- Your subscription expired and must be renewed. After you receive the new license, update the license information from the Admin UI on your ExtraHop Discover appliance. Contact your ExtraHop representative for help with renewing your license.
- Your ExtraHop appliance was unable to connect to the ExtraHop licensing server in over a week. Log into the Admin UI on your ExtraHop Discover or Command appliance. Click **License** and then click **Manage License**. Click **Test Connectivity** to make sure that the ExtraHop appliance can communicate with the licensing server. If the test does not pass, contact your network administrator. You might need to open DNS server port 53 to make a connection. Or confirm whether there were security updates to your network, such as an addition of a new firewall that might block the connection to the ExtraHop licensing server. Contact ExtraHop Support if you need help with diagnosing connection problems to the licensing server by creating a case on the Customer Portal ☒ (requires login).

If you have a perpetual license, you might see this message because new license information was not entered correctly.

Why do I see a Permission Denied message when I log into my ExtraHop appliance?

You might see this message for one of the following reasons:

- Your subscription was canceled.
- The license was entered incorrectly. Make sure you have the correct license for the correct appliance and update the license information in the Admin UI on your ExtraHop Discover appliance. Contact ExtraHop Support for help with entering the license correctly by creating a case on the Customer Portal ☒ (requires login).
- If you have a subscription license, your license is invalid because your appliance was unable to connect with the ExtraHop licensing server in over a week. Log into the Admin UI on your ExtraHop Discover or Command appliance. Click **License** and then click **Manage License**. Click **Test Connectivity** to make sure that the ExtraHop appliance can communicate with the licensing server. If the test does not pass, contact your network administrator. You might need to open DNS server port 53 to make a connection. Or confirm whether there were security updates to your network, such as an addition of a new firewall that might block the connection to the ExtraHop licensing server. Contact ExtraHop Support if you need help with diagnosing connection problems to the licensing server by creating a case on the Customer Portal ☒ (requires login).
- If you have a Discover appliance connected to a Command appliance, the Command appliance acts a licensing proxy for the Discover appliance. If your Command appliance is unable to connect to the ExtraHop licensing server for over a week, your Discover appliance license also becomes invalid.

What happens if my appliance becomes disconnected from the ExtraHop licensing server?

If you have a subscription license and your appliance is unable to connect with the ExtraHop licensing server in over a week, your license might become invalid. To confirm connectivity with the ExtraHop server, log into the Admin UI on your ExtraHop Discover or Command appliance. Click **License** and then click **Manage License**. Click **Test Connectivity** to make sure that the ExtraHop appliance can communicate with the licensing server. If the test does not pass, contact your network administrator. You might need to open DNS server port 53 to make a connection. Or, confirm whether there were security updates to your network, such as a new firewall that might block the connection to the ExtraHop licensing server. Contact ExtraHop Support if you need help with diagnosing connection problems to the licensing server.

Why don't I see anomalies after adding my ExtraHop Reveal(x) or Addy license?

After applying or registering your license, you must connect to ExtraHop Cloud Services to activate the ExtraHop Addy service. To connect to ExtraHop Cloud Services, you must have administrator privileges on the Discover appliance that is licensed for ExtraHop Reveal(x) or ExtraHop Addy. For instructions, see Connect to the ExtraHop Addy service ⬈.

Why do I see a red error label next to the license menu in the ExtraHop Admin UI?

A Discover, Command, Explore, or Trace appliance license is invalid or disconnected. Log into the ExtraHop Admin UI. Click **License** to see more details.

Why do I see a red asterisk next to the license menu in the ExtraHop Admin UI?

A new license is available. Log into the ExtraHop Admin UI. Click **License** and then click **Apply new license**.

**How do I know when my license is expiring?**

You can view the expiration date for your license in the ExtraHop Admin UI. Log into the Admin UI on your ExtraHop appliance and click **License**. The expiration date is listed in the last row of the table in the System Information section.

In addition, a System Settings message displays one week before your Discover appliance license expires.

> **Note:** You will not receive an expiration message for Explore or Trace appliances.

Does ExtraHop notify me if my license is about to expire?

You will receive a license renewal notice by email 90 and 30 days before your renewal is due. The Discover and Command appliance also provides system-level notices about expiring licenses. From the Web UI, click the System Settings icon ⚙ at the top of the page and then click **System Notices**, as shown in the figure below. From the Admin UI, click **Licenses**. The expiration date is provided at the bottom of the System Information section.
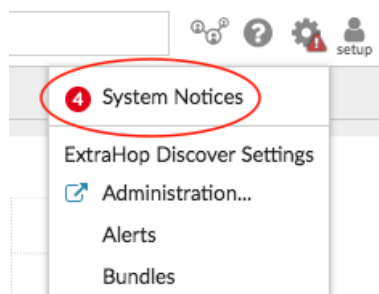
Your appliances operate normally until your license expires. If your license expires, your appliances continue to collect data, but you cannot access the ExtraHop Web UI until you renew your license.

Contact your ExtraHop representative to discuss options for renewing your license. Note that you can renew multiple licenses in a single renewal order.

> **Note:** You will not receive an expiration warning for the Explore and Trace appliances. Follow the procedure for checking the status of licenses in the Explore Admin UI Guide ⬈ and Trace Admin UI Guide ⬈ to confirm the current state of your appliance licenses.

What happens to my data if my license expires?

ExtraHop Discover, Command, Trace, and Explore appliances continue to collect data after your subscription expires. However, you cannot access data or perform queries in these appliances until you renew and update your license.

Contact your ExtraHop representative for help with renewing your license.

What happens if the license for an Explore node in my Explore cluster expired?

All Explore nodes in an Explore cluster must have current and valid licenses to access records. If one or more Explore nodes within an Explore cluster has an expired license, you cannot access records or build queries. All Explore nodes within the Explore cluster remain connected to Discover appliances and continue to store records. However, to access data on your Explore cluster again, you must complete one of the following steps:

- Remove the node with the invalid license. ⧉
- Renew and update the license of the expired Explore node. ⧉

> **Note:** You will not receive advanced warning about an expiring Explore node license in the ExtraHop Web UI. To learn how to confirm the current license status of your Explore appliance nodes, see the Cluster Members ⧉ section in the Explore Admin UI Guide.

What happens if I cancel my subscription?

You will not be able to access the ExtraHop Web UI. ExtraHop does not store any of your data. Any data that was collected by ExtraHop to generate Atlas reports are destroyed.