

Register your ExtraHop appliance

Published: 2018-11-07

When you purchase an appliance, you will receive an email with a new product key that must be added to your appliance from the ExtraHop Admin UI. This guide provides instructions on how to apply the new product key and activate all of your purchased modules. You must have administrator privileges on the ExtraHop appliance to access the Admin UI.

Register the appliance

1. In your browser, type the URL of the ExtraHop Admin UI, `https://<extrahop_ip_address>/admin`.
2. Review the license agreement, select **I Agree**, and then click **Submit**.
3. On the login screen, type `setup` for the username.
4. For the password, select from the following options:
 - For 1U and 2U appliances, type the serial number printed on the label on the back of the appliance. The serial number can also be found on the LCD display on the front of the appliance in the `Info` section.
 - For the EDA 1100, type the serial number displayed in the `Appliance info` section of the LCD menu. The serial number is also printed on the bottom of the appliance.
 - For a virtual appliance in AWS, type the instance ID, which is the string of characters that follow `i-` (but not `i-` itself).
 - For all other virtual appliances, type `default`.
5. Click **Log In**.
6. In the Appliance Settings section, click **License**.
7. Click **Manage License**.
8. If you have a product key, click **Register** and type your product key into the field.



Note: If you received a license file from ExtraHop Support, click **Manage License**, click **Update**, then paste the contents of the file into the Enter License field. Click **Update**.

9. Click **Test Connectivity** to ensure that your ExtraHop appliance can connect to the ExtraHop licensing server. The following output should appear indicating that all of the tests passed.

License Server Connectivity Test

Overall Status **PASS**

Details

```
Retrieve SOA record....Pass
Retrieve NS records....Pass
Retrieve TXT records....Pass
Retrieve CNAME records....Pass
Perform faux license check....Pass
```

[Return to registration](#)

10. Click **Return to registration**, and then click **Register**.

Next steps

Have more questions about ExtraHop licensing works? See the [License FAQ](#).

Troubleshoot license server connectivity

Your ExtraHop appliance must be able to resolve the *.d.extrahop.com domain from the DNS server settings that you configured on your ExtraHop appliance. Communication with the licensing server through DNS is required for license updates and check-ins.

Open a terminal application on your Windows, Linux, or Mac OS client that is on the same network as your ExtraHop appliance and run the following command:

```
nslookup -type=NS d.extrahop.com
```

If the name resolution is successful, output similar to the following appears:

```
Non-authoritative answer:  
d.extrahop.com  nameserver = ns0.use.d.extrahop.com.  
d.extrahop.com  nameserver = ns0.usw.d.extrahop.com.
```

If the name resolution is not successful, make sure that your DNS server is properly configured to lookup the extrahop.com domain.