Troubleshoot your connection to ExtraHop Cloud Services

Published: 2020-02-23

This guide explains how to troubleshoot common issues when connecting to ExtraHop Cloud Services.

Before you begin

- You must have a valid license to connect to ExtraHop Cloud Services. See the License FAQ ⤢ for additional information. Note that it can take up to 24 hours for a license update to be available for your ExtraHop system after the license is enabled.
- You must have a user account with unlimited privileges ⤢.
- You must have familiarity with modifying the Running Config file. The Running Config file manages default system configurations and must be saved if you want the modified settings to be preserved after a system restart.

Configure your firewall rules

You must configure your firewall to allow access to ExtraHop Cloud Services.

Connection to ExtraHop Cloud Services requires that your environment is able to meet the following conditions:

- The ability to perform a DNS lookup of *.extrahop.com
- The ability to connect to ExtraHop Cloud Services through HTTPS (port 443)

The server IP address for ExtraHop Cloud Services might change periodically, but you can identify the current IP address by running one of the following commands, based on your geographic location.

- **Portland, U.S.A.:**

```
nslookup pdx.hopcloud.extrahop.com
```

- **Sydney, Australia:**

```
nslookup syd.hopcloud.extrahop.com
```

- **Frankfurt, Germany:**

```
nslookup fra.hopcloud.extrahop.com
```

Connect to ExtraHop Cloud Services through a proxy

If you do not have a direct internet connection, you can try connecting to ExtraHop Cloud Services through an explicit proxy.

> **Note:** If you want to connect to ExtraHop Cloud Services through an explicit proxy, ensure that the proxy allows CONNECT requests over port 22.

1. Log in to the Administration page on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
2. In the Network Settings section, click **Connectivity**.
3. Click **Enable ExtraHop Cloud Proxy**.
4. Type the hostname for your proxy server, such as `proxyhost`.

5. Type the port for your proxy server, such as `8080`.

6. Optional: If required, type a username and password for your proxy server.

7. Click **Save**.

Bypass certificate validation

Some environments are configured so that encrypted traffic cannot leave the network without inspection by a third-party device. This device can act as an SSL/TLS endpoint, which decrypts and re-encrypts the traffic before sending the packets to ExtraHop Cloud Services.

If the ExtraHop system cannot connect to the proxy server because the certificate validation has failed, you can bypass certificate validation and then connect to ExtraHop Cloud Services.

1. Log in to the Administration page on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.

2. In the Appliance Settings section, click **Running Config**.

3. Click **Edit config**.

4. Add the following line to the end of the Running Config file:

   `"hopcloud": { "verify_outer_tunnel_cert": false }`

5. Click **Update**.

6. Click **View and Save Changes**.

7. Review the changes and click **Save**.

8. Click **Done**.