

Connect to ExtraHop Cloud Services

Published: 2021-09-01

ExtraHop Cloud Services provides access to ExtraHop cloud-based services through an encrypted connection. The services you are connected to are determined by your system license.

After the connection is established, information about the available services appear on the ExtraHop Cloud Services page.

- ExtraHop Machine Learning Service enables detections for your ExtraHop system. In Reveal(x) Enterprise, you can enable security-only or security and performance detections. In addition, you can allow the ExtraHop Machine Learning Service to access pre-filtered, plaintext external IP addresses as well as plaintext domains and hostnames. These settings enable the system to identify new categories of detections and improve the accuracy of existing detections.
- ExtraHop Update Service enables automatic updates of resources to the ExtraHop system, such as ransomware packages.
- ExtraHop Remote Access enables you to allow ExtraHop account team members, ExtraHop Atlas analysts, and ExtraHop Support to connect to your ExtraHop system for configuration help. If you have signed up for the Atlas Remote Analysis service, ExtraHop analysts can perform an unbiased analysis of your network data and report on areas in your IT infrastructure where improvements can be made. See the [Remote Access FAQ](#) for more information about remote access users.

Before you begin

- Reveal(x) 360 systems are automatically connected to ExtraHop Cloud Services, however, you might need to allow access through network firewalls.
- You must apply the relevant license on the ExtraHop system before you can connect to ExtraHop Cloud Services. See the [License FAQ](#) for more information.
- You must have [unlimited privileges](#) to access Administration settings.

1. Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
2. In the Network Settings section, click **ExtraHop Cloud Services**.
3. Click **Terms and Conditions** to read the content.
4. Read the terms and conditions, and then select the checkbox.
5. Click **Connect to ExtraHop Cloud Services**.

After you are connected, the page updates to show status and connection information for each service.

If the connection fails, there might be an issue with your firewall rules.

Configure your firewall rules

If your ExtraHop system is deployed in an environment with a firewall, you must open access to ExtraHop Cloud Services. For Reveal(x) 360 systems that are connected to self-managed sensors, you must also open access to the ExtraHop Cloud Recordstore.

Open access to Cloud Services

For access to ExtraHop Cloud Services, your sensors must be able to resolve DNS queries for *.extrahop.com and access TCP 443 (HTTPS) from the IP address that corresponds to your sensor license:

- 35.161.154.247 (Portland, U.S.A.)
- 54.66.242.25 (Sydney, Australia)
- 52.59.110.168 (Frankfurt, Germany)

Open access to Cloud Recordstore

For access to the ExtraHop Cloud Recordstore, your sensors must be able to access outbound TCP 443 (HTTPS) to these fully-qualified domain names:

- `bigquery.googleapis.com`
- `oauth2.googleapis.com`
- `www.googleapis.com`
- `www.mtls.googleapis.com`
- `iamcredentials.googleapis.com`

You can also review the public guidance from Google about [computing possible IP address ranges](#) for `googleapis.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. If your proxy acts as a "man-in-the-middle", ensure that CONNECT requests are allowed over port 22.

1. Log in to the Administration settings 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 user name 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 that 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.



Note: The following procedure requires familiarity with modifying the ExtraHop Running Configuration file.

1. Log in to the Administration settings 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**.