ExtraHop Hardware FAQ

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The following information applies to all ExtraHop hardware products, such as sensors, packetstores, and recordstores.

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iDRAC Interface

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- What is the iDRAC interface for?
- Does this interface require an IP address?
- Should that IP address be on the same subnet as the appliance management and capture interfaces?
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Primary Management Interface

- Which port is the primary management interface?
- What kind of connection does the primary management interface require?
- What is this interface for?
- Does this interface require an IP address?
- What switch do I connect this interface to?

Additional Capture Interfaces

- What kind of connection do these interfaces require?
- What are these interfaces for?
- Do these interfaces require an IP address?
- Can the primary management IP address be on the same subnet as these management + capture interfaces?
- What switch do I connect these interfaces to?

Primary Capture Interfaces

- Which interfaces are available for high-performance capture on ExtraHop appliances?
- What kind of connection do these interfaces require?
- What kind of fiber optic cable is required?

- Who provides the transceivers?
- What switch do I connect these interfaces to?

Physical Specifications

What are the physical specifications of ExtraHop appliances?

Appliance	Rack Units	Height	Width	Depth	Approximate Weight
EDA 10300	2U	8.68 cm (3.42 in.)	43.4 cm (17.08 in.)	73.6 cm (28.98 in.)	34.5 kg (76.05 lbs)
EDA 10200	2U	8.68 cm (3.42 in.)	43.4 cm (17.09 in.)	71.6 cm (28.17 in.)	26.3 kg (57.98 lbs)
EDA 9300	2U	8.68 cm (3.42 in.)	43.4 cm (17.08 in.)	73.6 cm (28.98 in.)	20.2 kg (44.53 lbs)
EDA 9200	2U	8.68 cm (3.42 in.)	43.4 cm (17.09 in.)	71.6 cm (28.17 in.)	26.3 kg (57.98 lbs)
EDA 8320	1U	4.28 cm (1.69 in.)	43.4 cm (17.08 in.)	70.1 cm (27.58 in.)	20.2 kg (44.53 lbs)
EDA 8200	1U	4.28 cm (1.68 in.)	43.4 cm (17.08 in.)	73.4 cm (29.61 in.)	21.9 kg (48.28 lbs)
EDA 6200	1U	4.28 cm (1.68 in.)	43.4 cm (17.08 in.)	73.4 cm (29.61 in.)	21.9 kg (48.28 lbs)
EDA 1200	N/A	5.9 cm (2.3 in.)	19.3 cm (7.5 in.)	20.0 cm (7.9 in.)	1.9 kg (4.2 lbs)
ETA 9350	1U	4.28 cm (1.69 in.)	43.4 cm (17.08 in.)	70.1 cm (27.58 in.)	20.2 kg (44.53 lbs)
ETA 8250	2U	8.68 cm (3.42 in.)	43.4 cm (17.09 in.)	71.6 cm (28.17 in.)	33.1 kg (72.91 lbs)
EXA 5200	2U	8.68 cm (3.42 in.)	43.4 cm (17.09 in.)	71.6 cm (28.17 in.)	33.1 kg (72.91 lbs)
IDS 9380	1U	4.28 cm (1.69 in.)	43.4 cm (17.08 in.)	70.1 cm (27.58 in.)	20.2 kg (44.53 lbs)
IDS 8280	1U	4.28 cm (1.68 in.)	43.4 cm (17.08 in.)	73.4 cm (29.61 in.)	21.9 kg (48.28 lbs)

Storage

Which appliances support self-encrypting disks (SEDs)?

These appliances are available with SEDs:

- EDA 8320
- EDA 9300
- EDA 10300
- ETA 9350
- IDS 9380

Power Supplies

What is the appliance voltage?

The power supply is auto-switching and will take 200-240V.

What kind of power cord is required?

We ship our appliances with a power cable that has a C13 connector at the device end and a C14 cable at the outlet end. You can substitute any similarly rated power cable that meets your requirements.

Batteries

Do appliances contain batteries?

Yes. Rack-mounted appliances contain a single CR2032 lithium battery for the CMOS and a Li-Ion battery attached to the RAID controller card(s).

iDRAC Interface

What kind of connection does the iDRAC interface require?

RJ45 Ethernet.

What is the iDRAC interface for?

Lights-out management (LOM), which enables remote management of the ExtraHop system.

Does this interface require an IP address?

Yes. A static IP is recommended for remote management.

Should that IP address be on the same subnet as the appliance management and capture interfaces?

The iDRAC IP address can be on the same subnet as the management interface.

What switch do I connect the iDRAC interface to?

Connect iDRAC to your management network and VLANs and make sure that your ExtraHop administrators can access the iDRAC IP address.

Can I update the iDRAC controller firmware?

Yes. The iDRAC controller firmware is not updated with the firmware for the ExtraHop system. If you want to take advantage of iDRAC firmware enhancements, follow the instructions on the Dell Technologies website ⬈ to upgrade the firmware.

Primary Management Interface (1 or 3)

Which port is the primary management interface?

For the EDA 1100, EDA 6200, EDA 8200, EDA 8320, EDA 9300, EDA 10300, ETA 9350, IDS 8280, and IDS 9380, interface 1 is the primary management port.

For the EXA 5200, ETA 6150, ETA 8250, EDA 9200, and EDA 10200, interface 3 is the primary management port.

What kind of connection does the primary management interface require?

RJ45 Ethernet.

What is this interface for?

The primary management interface is the interface that attempts to acquire an IP address over DHCP when the appliance first boots after arrival from the factory.

This interface provides both management access to the appliance and can be configured for management plus RPCAP, ERSPAN, and VXLAN. Access is available through a web browser to the ExtraHop system or to the ExtraHop REST API.

Does this interface require an IP address?

Yes.

What switch do I connect this interface to?

Connect this interface to your management network and VLANs. Note that the primary management interface can also send data out of your ExtraHop system to other systems, such as Open Data Stream and syslog.

Management + Capture Interfaces (1-4)

What kind of connection do these interfaces require?

Depending on the appliance, RJ45 Ethernet or fiber (SFP+ LC).

What are these interfaces for?

On the EDA appliance, these interfaces can be configured as follows:

- As additional dedicated management interfaces
- As management interfaces with auxiliary capture capabilities for the following IP-based data sources

    - RPCAP
    - ERSPAN
    - VXLAN
    - GENEVE
- As capture interfaces for raw packet feeds such as SPAN (1 GbE interfaces only)

While 10 GbE management + capture interfaces on the EDA 9200, EDA 10200, and ETA 8250 appliances can conduct management functions at 10 Gbps speeds, processing traffic such as ERSPAN, VXLAN, and GENEVE is limited to 1 Gbps.

On the EDA 9300, EDA 10300, ETA 9350, and IDS 9380 appliances, processing RPCAP, ERSPAN, VXLAN, and GENEVE traffic is limited to 1 Gbps per interface in "Management + RPCAP/ERSPAN/VXLAN/GENEVE Target" modes, but the ports support up to 10 Gbps in "Monitoring (receive only)" and "High-Performance ERSPAN/VXLAN/GENEVE Target" modes.

Tip: In environments with asymmetric routing adjacent to the high-performance interfaces, ping replies might not get back to the sender.

Do these interfaces require an IP address?

Yes, if configured as a management port or if processing NetFlow, ERSPAN, RPCAP, or VXLAN target.

Can the primary management IP address be on the same subnet as these management + capture interfaces?

Yes, but only on EDA 9300, EDA 10300, ETA 9350, and IDS 9380 appliances while in High-Performance ERSPAN/VXLAN/GENEVE Target mode. For other appliances, all management-capable interfaces having an IP address must be configured with distinct subnets.

What switch do I connect these interfaces to?

Connect these interfaces to your traffic sources:

- The links where your ERSPAN or RPCAP forwarders are installed
- The links where your SPAN sessions are configured
- A SPAN or packet forwarder aggregation switch

On EDA 9300, EDA 10300, ETA 9350, and IDS 9380 appliances, management interfaces that are not the primary interface are in monitoring mode by default. On other appliances, these management interfaces are disabled by default.

Can multiple ERSPAN sessions be sent to a single ERSPAN port on the appliance?

Yes.

Can multiple interfaces be bonded together?

Yes. Bond interfaces cannot be set to monitoring or High-Performance ERSPAN/VXLAN/GENEVE Target mode.

Can multiple interfaces be configured with a gateway IP address?

No. Only one interface should be configured with a default gateway. Configure static routes if your network requires routing through multiple gateways.

High-performance Capture Interfaces

Which interfaces are available for high-performance capture on ExtraHop appliances?

On the EDA 6200, EDA 8200, IDS 8280, ETA 6150, and ETA 8250, interfaces 5-6 are available.

On the EDA 9200 and EDA 10200, interfaces 5-8 are available.

On the EDA 9300, EDA 10300, ETA 9350, and IDS 9380, interfaces 5-8 are available. On these appliances, interfaces 3-4 support both high performance capture or management modes.

What are these interfaces for?

On EDA appliances, these interfaces can be configured as follows:

- As high-performance capture interfaces
- As high-performance ERSPAN/VXLAN/GENEVE targets

    A single high-performance ERSPAN target will typically only process 20 to 30 Gbps. On appliances with greater capacity, distribute ERSPAN traffic to more interfaces to scale traffic ingest.

While 10 GbE management + capture interfaces on the EDA 9200, EDA 10200, and ETA 8250 appliances can conduct management functions at 10 Gbps speeds, processing traffic such as ERSPAN, VXLAN, and GENEVE is limited to 1 Gbps.

On the EDA 9300, EDA 10300, ETA 9350, and IDS 9380 appliances, processing RPCAP, ERSPAN, VXLAN, and GENEVE traffic is limited to 1 Gbps per interface in "Management + RPCAP/ERSPAN/VXLAN/GENEVE Target" modes, but the ports support up to 10 Gbps in "Monitoring (receive only)" and "High-Performance ERSPAN/VXLAN/GENEVE Target" modes.

Tip: In environments with asymmetric routing adjacent to the high-performance interfaces, ping replies might not get back to the sender.

What kind of connection do these interfaces require?

The EDA 6200 and ETA 6150 interfaces are equipped with 10GBASE-SR transceivers. These appliances connect to your equipment through fiber cables to 10GBASE-SR transceivers or through customer-supplied SFP+ DAC (Twinax) cables.

The EDA 8200, EDA 8320, EDA 9200, EDA 9300, ETA 8250, ETA 9350, IDS 8280, and IDS 9380 interfaces are equipped with 25GBASE-SR transceivers. These appliances connect to your equipment through fiber cables to 25GBASE-SR or 10GBASE-SR transceivers or through SFP28 DAC cables that you supply.

The EDA 10200 and EDA 10300 interfaces are equipped with 100GBASE-SR4 transceivers in their factory default configuration. These appliances connect to your equipment through fiber cables and 40GBASE-SR4 or 100GBASE-SR4 transceivers or through QSFP28 DAC cables that you supply. The EDA 10200 can be ordered with 25GBASE-SR transceivers for connection to your equipment similar to the ETA 8250.

Tip: In environments with asymmetric routing adjacent to the high-performance interfaces, ping replies might not get back to the sender.

What kind of fiber optic cable is required?

Appliances with 10GBASE-SR and 25GBASE-SR transceivers require 850nm multimode fiber cables with LC connectors.

The EDA 10200 and EDA 10300 with 100GBASE-SR4 transceivers require 850nm multimode fiber cables with MPO connectors.

Who provides the transceivers?

On all appliances except for the EDA 10200 and EDA 10300, ExtraHop provides one SFP transceiver for each appliance interface.

The EDA 10200 and EDA10300 have a total of four ports. The factory default appliance configuration has two ports with 100GBASE-SR4 transceivers and two open ports. You can order two or four 25GBASE-SR transceivers for the four available ports.

You must provide an SFP transceiver that is compatible with your switch

What switch do I connect these interfaces to?

Connect these interfaces to your traffic sources:

- The links where your ERSPAN and RPCAP forwarders are installed
- The links where your SPAN sessions are configured
- A SPAN or packet forwarder aggregation switch