



Licensing Management Guide

for Version 11.2



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License Types

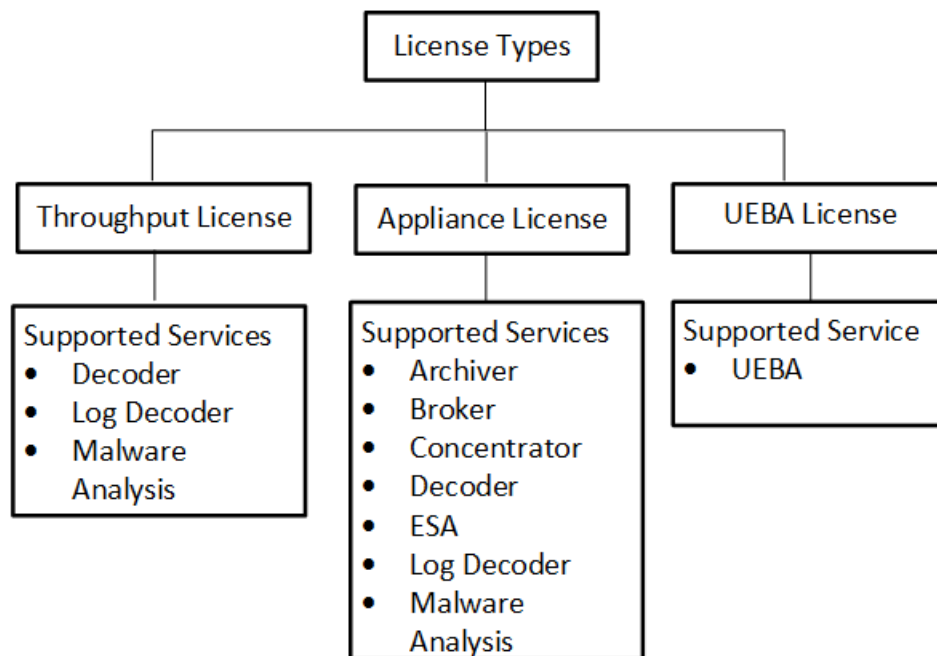
After you have installed the NetWitness Platform software and the required services, you need to acquire the relevant licenses for the each of the services or a group of services based on your requirements. RSA NetWitness Platform version 11.0 or later entitlement uses a trust-based licensing model. Appliances continue to function as usual even when the license is out-of-compliance.

Choosing a License Type

The type of license you choose is based on your network requirements. The following types of licenses are available in RSA NetWitness Platform 11.0 or later :

- Throughput License
- Appliance License
- UEBA (User and Entity Behavior Analytics)

Here is a chart, followed by a description of each license type available for the NetWitness Platform products and services, which will enable you choose a suitable license.



Throughput License

Throughput license is based on amount of data used per day for logs (SIEM), or network packets (network monitoring) or malware.

The throughput per day is measured in Gigabytes per day for logs, in Terabytes per day for packets and as number of users. The total amount of throughput per day is selected based on the total amount of throughput per day that is being licensed across your entire enterprise deployment of NetWitness Platform.

Appliance License

NetWitness Platform supports the Appliance license, which is applicable to all hosts that require a license. You do not need to manually activate licensing for any services that are version 11.0 or later. Other services do not require a license.

Examine Decoder Service Usage Statistics in the Explore View

The Decoder has service usage statistics that can help you determine the best way to manage packet traffic, so that the Decoder is kept within the usage limits allowed by its license. These statistics are located in the `/decoder/stats` folder for each Decoder service, and you can see them in Administration > Explore view.

- `capture.netfilter.bytes`: This statistic tracks the total size of packets that were filtered out due to matching network rules. Packets are only considered filtered at this stage if the network rule specifies that the packets will not be assembled into sessions.
- `capture.appfilter.bytes`: This statistic tracks the total size of bytes removed from the packet stream due to application rule actions. Application rules may filter packet. If an application rule filters packets, the entire packet is dropped from the collection. If the packet is truncated, the packet payload as well as the header is stored. This statistics counts up how many bytes are dropped from entire packets.
- `capture.processed.bytes`: This statistic is equal to the total bytes processed, minus any bytes counted in the `capture.appfilter.bytes` or `capture.netfilter.bytes` statistics.

User and Entity Behavior Analytics License

NetWitness Platform supports the User and Entity Behavior Analytics License (UEBA). This license is used based on the number of users.

Out-of-the-Box Trial License

RSA NetWitness Platform version 11.0 or later comes with an OOTB 90-days trial license .

In case of UEBA licenses, the 90-day trial period begins from the time the UEBA service deployed on the NetWitness Platform product.

License Measurement

Here is how the license usage is measured:

Throughout License Measurement

- License usage is based on the amount of data throughput per day.
- Throughput is measured in Gigabytes (GB) per day for Log Decoders, in Terabytes (TB) per day for Network Decoders, and in Terabytes (TB) per day for Malware Analysis.
- Usage is measured as an aggregate of all throughput services. For example, a Log Decoder can be licensed for 50 GB per day. Customers are allowed to use multiple Log Decoders under the same license.
- Throughput license usage statistics are available in PNG or PDF formats for export.
- Throughput licenses can be purchased as subscription or perpetual, such as Netmon or Network Decoder are offered in 1 TB increments
- SIEM or Log Decoder offered in 50 GB increments
- Malware Analysis offered in 1 TB increments on a per-day average usage.

Appliance License Measurement

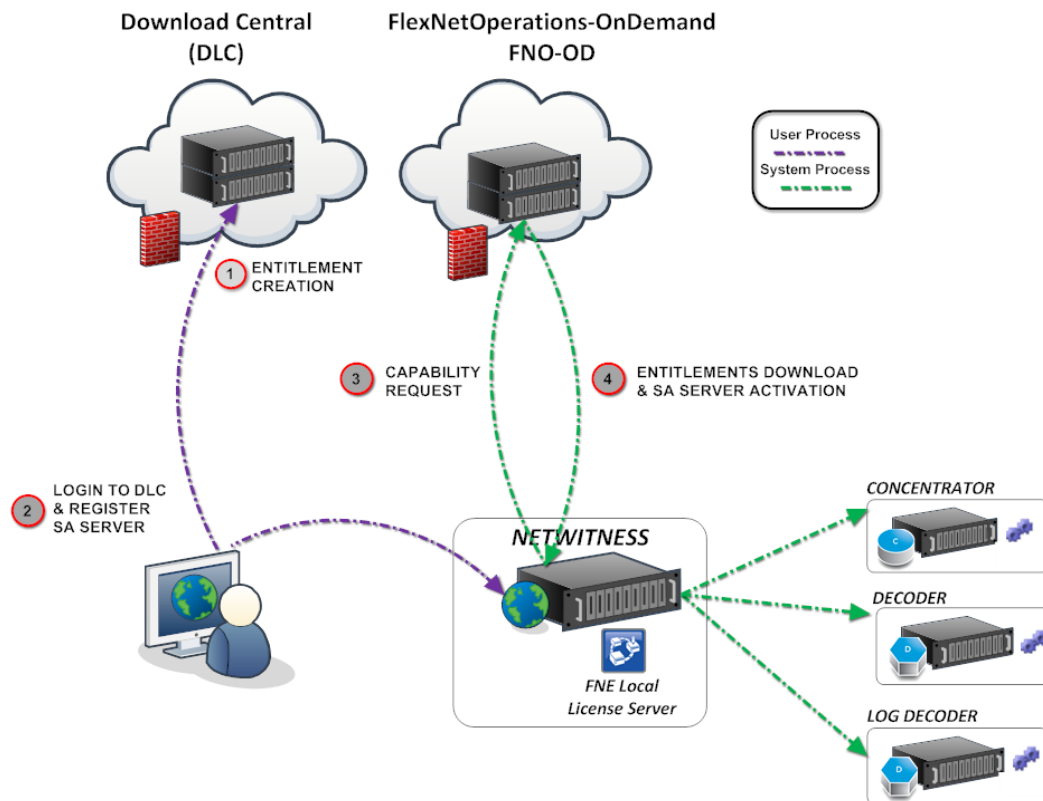
- Services are licensed automatically if you have a valid appliance based license for a specific service to be licensed.
- Appliance license provides unlimited usage and expires based on the maintenance date or contract date of the license.

UEBA License Measurement

- Number of active users per day in UEBA.

Entitlement Capability Implementation

This topic introduces the way in which licensing of appliances and services is implemented in NetWitness Platform. The entitlement capability leverages RSA Download Central (DLC) (<https://download.rsasecurity.com/>) as the mechanism for entitlement delivery.



Key	Description
1	Entitlements Created and Available to Customer. After a customer order is processed, the entitlements (licenses) become available in DLC. The entitlements are tied to an individual account.
2	Register NetWitness Server on DLC and Map Entitlements to the Local License Server (LLS). <ul style="list-style-type: none"> Customers log on to DLC and view the entitlements to which they have access within their account. Customers map entitlements to their Local License Server using the License Server ID (displayed in the NetWitness Platform ADMIN > System > Info panel). The License Server ID is used only for mapping entitlements to a Local License Server and does not pertain to appliance activation.

Key	Description
3	<p>Synchronize the Server and Download Mapped Entitlements.</p> <p>There are two methods for customers to synchronize with FlexNet Operations-On Demand (FNO-OD) and download the mapped entitlements to their LLS.</p> <ul style="list-style-type: none">• Sites with Internet connectivity. If the LLS has Internet connectivity, the LLS attempts to synch with FNO-OD every 24 hours over HTTP (TCP-80). Customers with Internet connectivity can also perform on-demand synchronization, using the Refresh option in the ADMIN > System > Licensing panel on the NetWitness Server.• Sites in closed environments. Customers can synchronize the mapped entitlements by downloading a capability request and importing it on the NetWitness Server. <p>After the synchronization, entitlements that were mapped to the Local License Server on the NetWitness Platform appliance are synchronized, but the entitlements have not been used in any way. For example, if a customer had purchased 10 Decoders and 10 Concentrators, 10 of 10 Decoder entitlements and 10 of 10 Concentrator entitlements would be available on the NetWitness Server.</p>

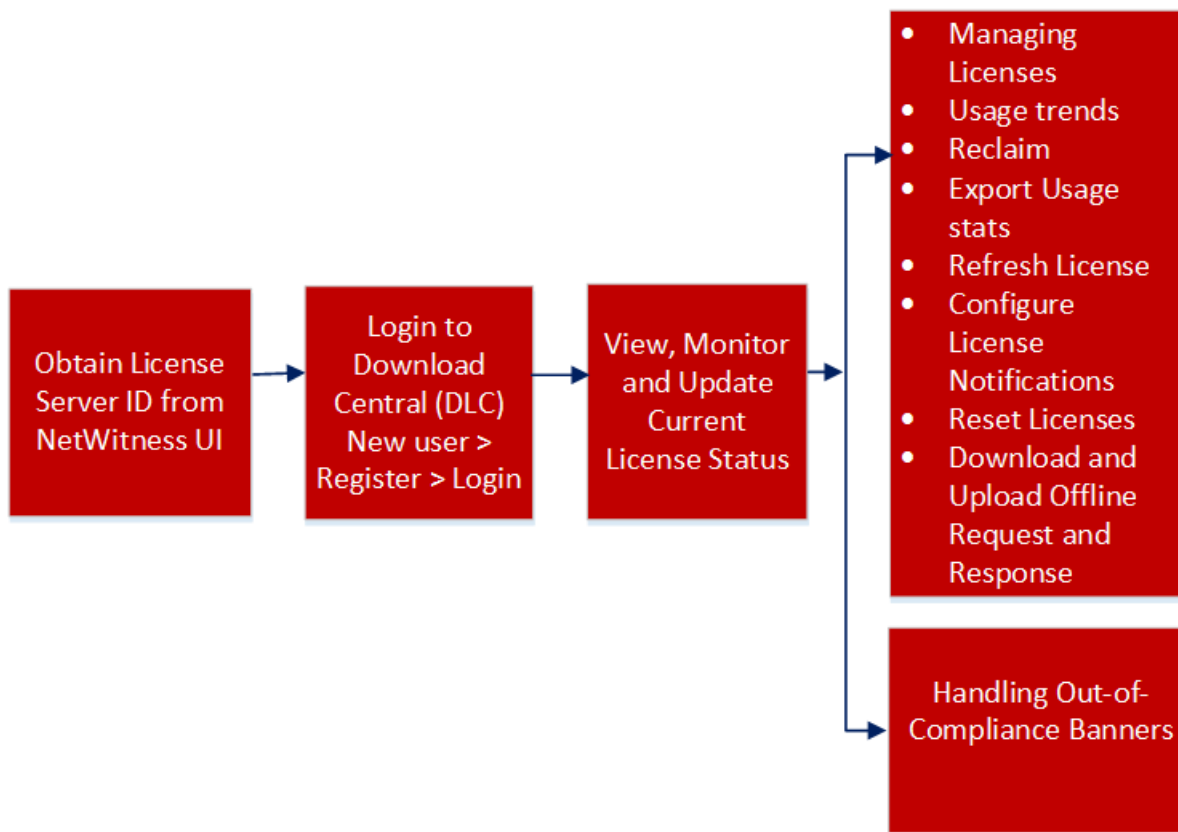
Note: FNO-OD is the license server in the cloud on DLC. URL is rsasecurity.subscribenet.com. The customer's firewall must allow communications between this URL on port 80 (whatever it resolves to when using lookup or whois) and the NetWitness Platform IP address.

Initial Set Up

After you have understand the types of licenses and decided which license you want to use, perform the steps required for installing entitlements in NetWitness Platform. You need to perform each step in the proper sequence. After initial setup, refer to [Troubleshoot Licensing](#) for any maintenance or troubleshooting information.

Workflow

The following workflow illustrates the end-to-end licensing process after you have the NetWitness Platform product installed .



Configuration Step	Description
Obtain License Server ID from NetWitness Platform UI	Before you begin the licensing process, you must ensure that you obtain the License Server ID displayed on the NetWitness Platform User Interface.
Access Download Central (DLC)	Your DLC Welcome e-mail message contains system log in instructions to DLC. Instructions for downloading your product licenses can be found in this document, as well as the DLC website.

Configuration Step	Description
Register the Server (Online Registration)	Your NetWitness Server must be registered to DLC and entitlements must be mapped. There are two methods of synchronizing NetWitness Platform with DLC: online and offline.

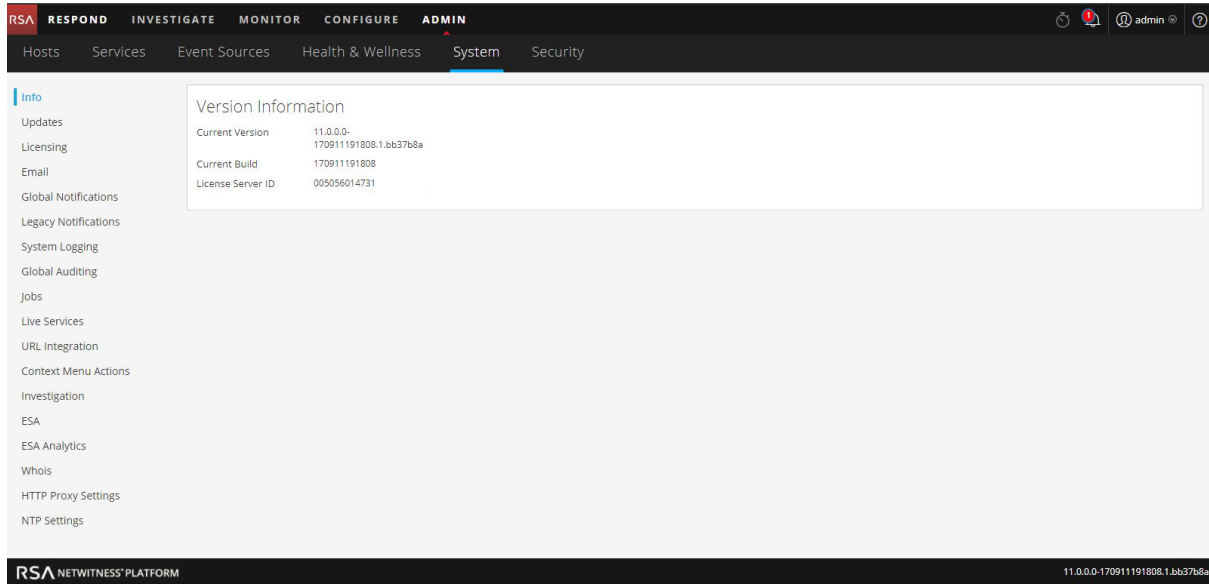
Obtain License Server ID from NetWitness Platform UI

In order to get information on entitlement, you need to acquire the License Server ID which is generated by the NetWitness Platform on the successful installation of the product.

To obtain the license service ID:

1. Log in to the NetWitness Platform User Interface.
2. Go to **ADMIN > System**.

The Admin System view opens to display the Version Information in the **Info** panel.

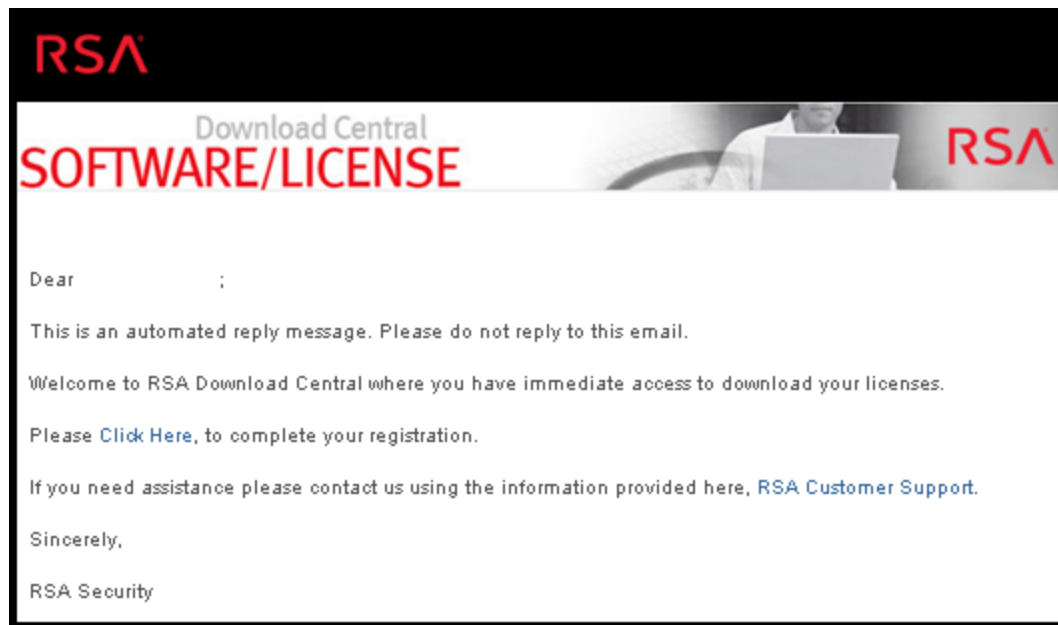


3. Under **Version Information**, locate the **License Server ID**.
You need to make a note of this License Service ID number and enter the same in the DLC website to acquire your entitled license information.

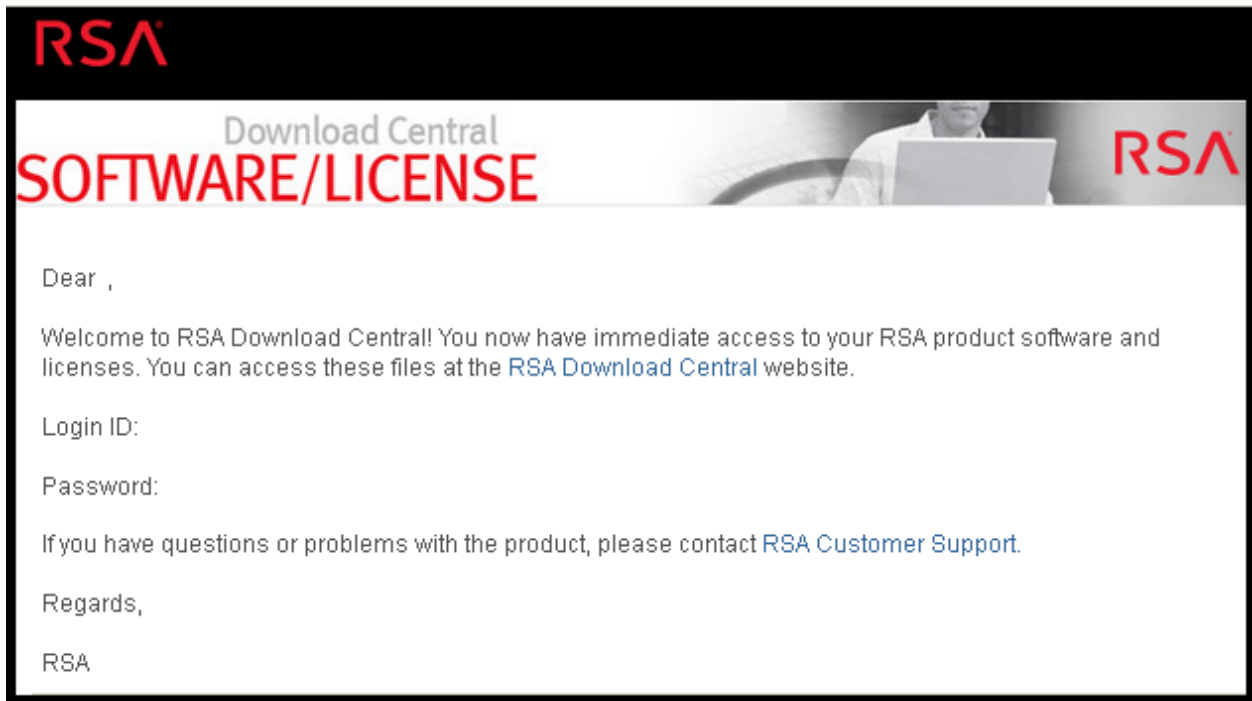
Access Download Central (DLC)

After you order your product, or on SAP order delivery, a DLC Welcome e-mail message is sent to all Customer Contacts that are included on the SAP Sales Order. Each contact receives an e-mail confirmation of the order. If the Customer Contact is a new DLC user, they also receive an e-mail message containing instructions explaining how to create their account.

1. For new users, the Instructions e-mail message contains a **Click Here** link, as shown in the following example. This link takes you to the Enrollment Portal, where you must configure a Risk-Based Authentication (RBA) method for your account.

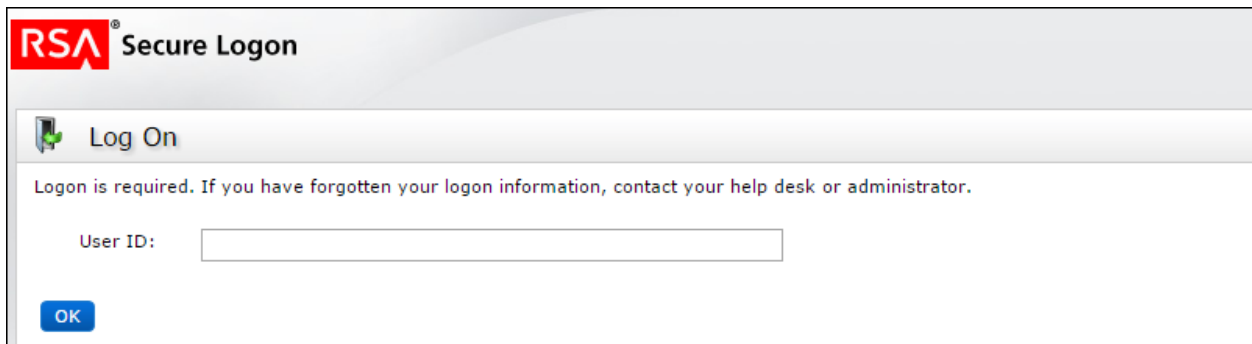


2. After the RBA method is enabled, you receive a Confirmation e-mail message containing your User ID (which is your e-mail address), along with a temporary password. During the initial login session, you are prompted to change your password. Once your password is changed, you are logged into DLC.



Note: If you have a pre-existing account for the Link or RSA Online websites, you receive only one e-mail message that instructs you on how to use your existing login credentials. You will log into DLC with your existing User ID, password, and RSA method(s).

- When you navigate to <https://download.rsasecurity.com>, the **RSA Secure Logon** screen is displayed.



- Enter your User ID and click **OK**, which displays the **Password** field and you get logged into DLC. Your contact e-mail address is used to authenticate your User ID. If the Customer Authentication process is successful, the DLC Software/License page displays a list of all the following downloadables that is associated with this particular Customer Contact:
 - RSA Products
 - Serial Numbers
 - Purchase Orders
 - Sales Orders

Note: You may be prompted to verify your identity via your RBA method, if multiple login failures occur in a row, or if you have not logged into DLC within the past several months.

The list of products, sales orders, and purchase orders is filtered and displays only those which were ordered for the Order Location you selected in the drop-down menu.

Date	Product Name	Serial Number	Purchase Order	Sales Order
12/27/2016	RSA SecurID Access Virtual Appliance V8.2	8	778899	445566
9/14/2016	RSA SecurID Access Virtual Appliance V8.2	8	84745236	889812348
9/8/2016	RSA SecurID Access Virtual Appliance V8.2	8	5	5
8/11/2016	RSA ECAT Server Software w/Bit9 Version 4.0	6	54564645	55656488
7/7/2016	RSA ECAT Server Software w/Bit9 Version 4.0	6	547897102	254567889

5. If your order location is not displayed, you can use the Column Filter to narrow your search by filtering on any of the following criteria:

- Date
- Product Name
- Serial Number
- Purchase Order
- Sales Order

In the following example, the **Purchase Order** filter was used to locate Customer Purchase Order 778899.

RSA
SOFTWARE/LICENSE PRODUCT INFORMATION DECRYPTION CODE SUPPORT

English
LOGOUT

« DOWNLOAD CENTRAL

Download Central SOFTWARE/LICENSE

SOFTWARE/LICENSE
MANAGE MY ACCOUNT
SUPPORT

Software License

Welcome to the RSA Software/License home page which will provide access to your product software and or licenses.

If you are associated to multiple sites, first select the site location. All downloadable materials for that site will be listed. You can sort or search on each column.

Clicking on the desired product/serial number line will transfer you to the order detail page where you will be able to download your product.

Please select order location: Site: 1 RSA Bedford, MA, 02451

Date	Product Name	Serial Number	Purchase Order	Sales Order
12/27/11	RSA SecurID Access Virtual Appliance V8.2	1	278894	441556
07/14/10	RSA SecurID Access Virtual Appliance V8.2	2	24745136	229671348
08/29/11	RSA SecurID Access Virtual Appliance V8.2	3	1	5
07/11/10	RSA eC-CAT Server Software v8.05 Version 4.0	4	5454443	55156488
07/29/11	RSA eC-CAT Server Software v8.05 Version 4.0	5	54787182	254957858

Show items with value that Starts With
778
Filter Clear

Note: Each contact is associated with at least one Customer ID Site. This Site ID is the Install At (physical location) shown in the Purchase Order that the customer submitted to RSA. Some contacts may be associated with multiple Site IDs, each with their own list of downloads. To switch between Site IDs, click the **Please select order location** drop-down menu, and select the appropriate address.

- When your desired download is located in the **Please select order location** drop-down menu, select and click the highlighted line item.

RSA
SOFTWARE/LICENSE PRODUCT INFORMATION DECRYPTION CODE SUPPORT

Logout

« DOWNLOAD CENTRAL

Download Central SOFTWARE/LICENSE

SOFTWARE/LICENSE
MANAGE MY ACCOUNT
SUPPORT

Software License

Welcome to the RSA Software/License home page which will provide access to your product software and or licenses.

If you are associated to multiple sites, first select the site location. All downloadable materials for that site will be listed. You can sort or search on each column.

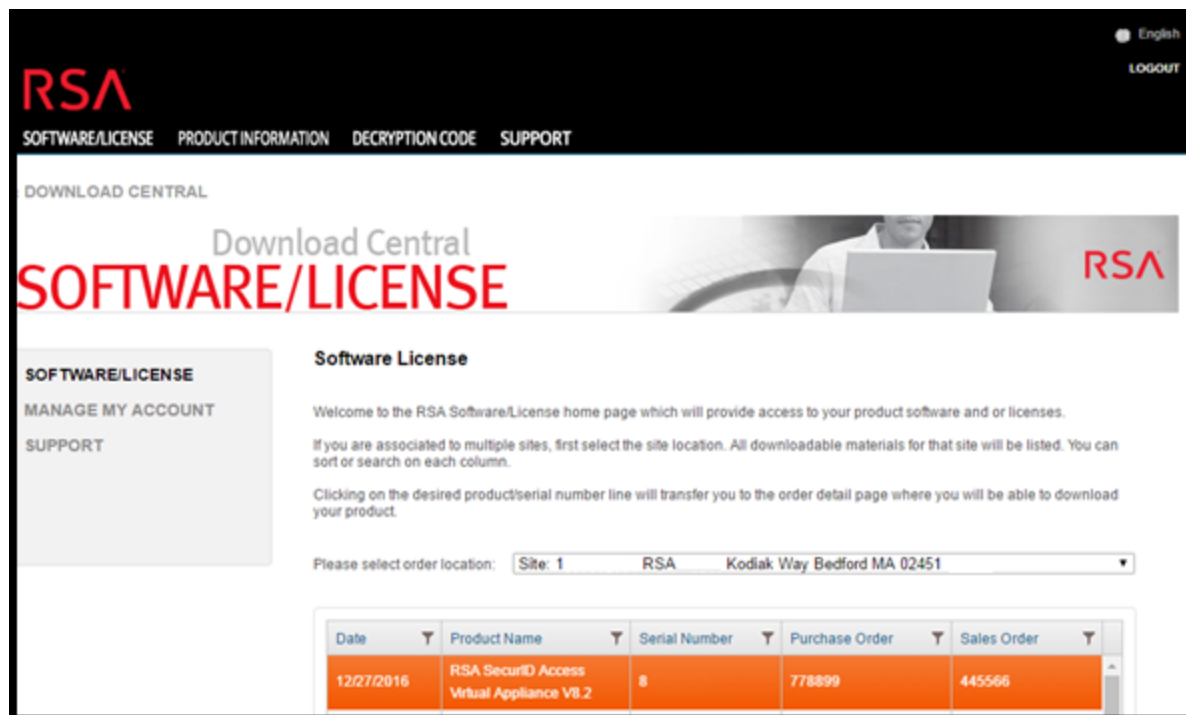
Clicking on the desired product/serial number line will transfer you to the order detail page where you will be able to download your product.


Please select order location: Site: 100 1 RSA - Kodiak Way Bedford MA 02451
Site: 100 1 RSA - Kodiak Way Bedford MA 02451
Site: 100 3 RSA - Main Street Des Moines IO 03568
Site: 10 6 RSA - Harvard Square Boston MA 01254

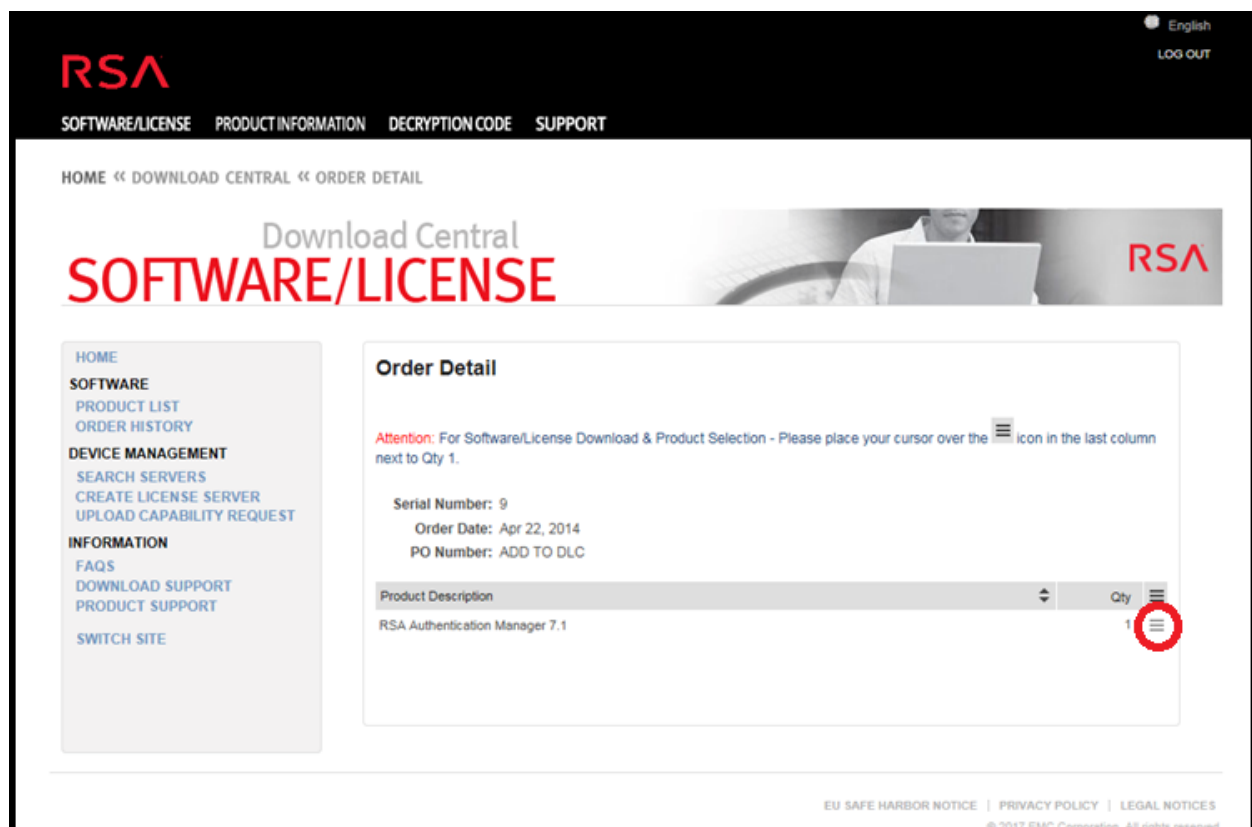
Date	Product Name	Serial Number	Purchase Order	Sales Order
12/27/11	RSA SecurID Access	1	278894	441556

Show items with value that Starts With
778
Filter Clear

- Click on the highlighted line item.

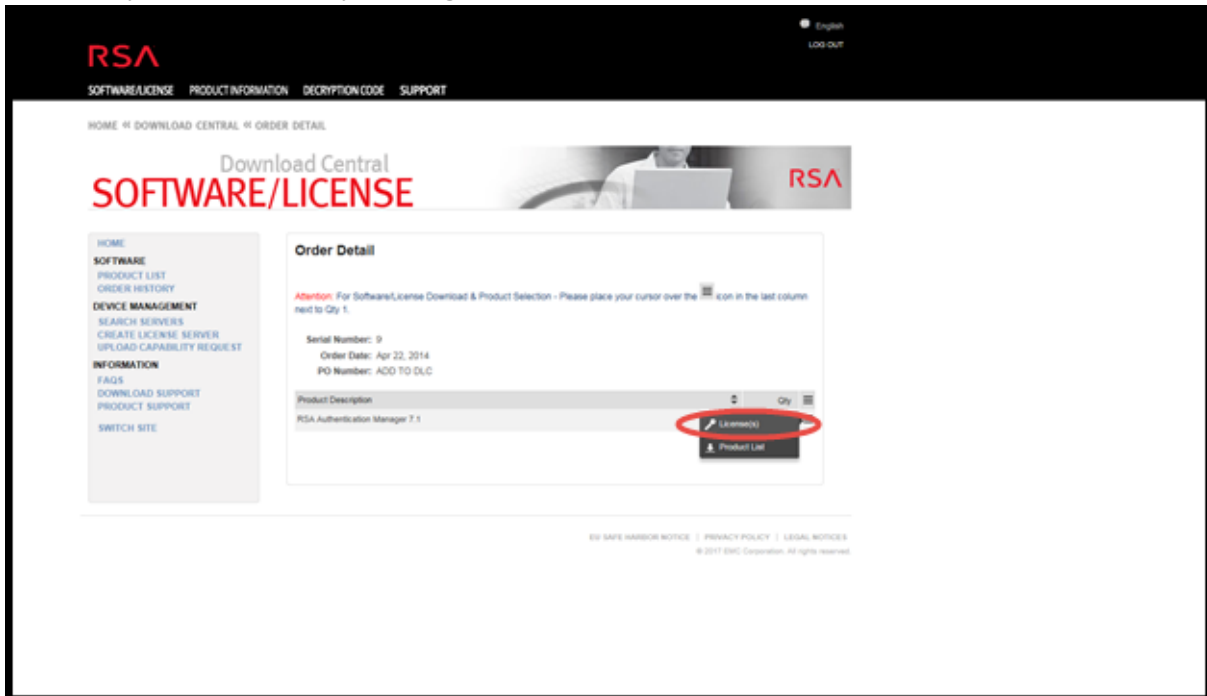


8. To download your product license, place your cursor over the  icon in the last column next to the quantity.

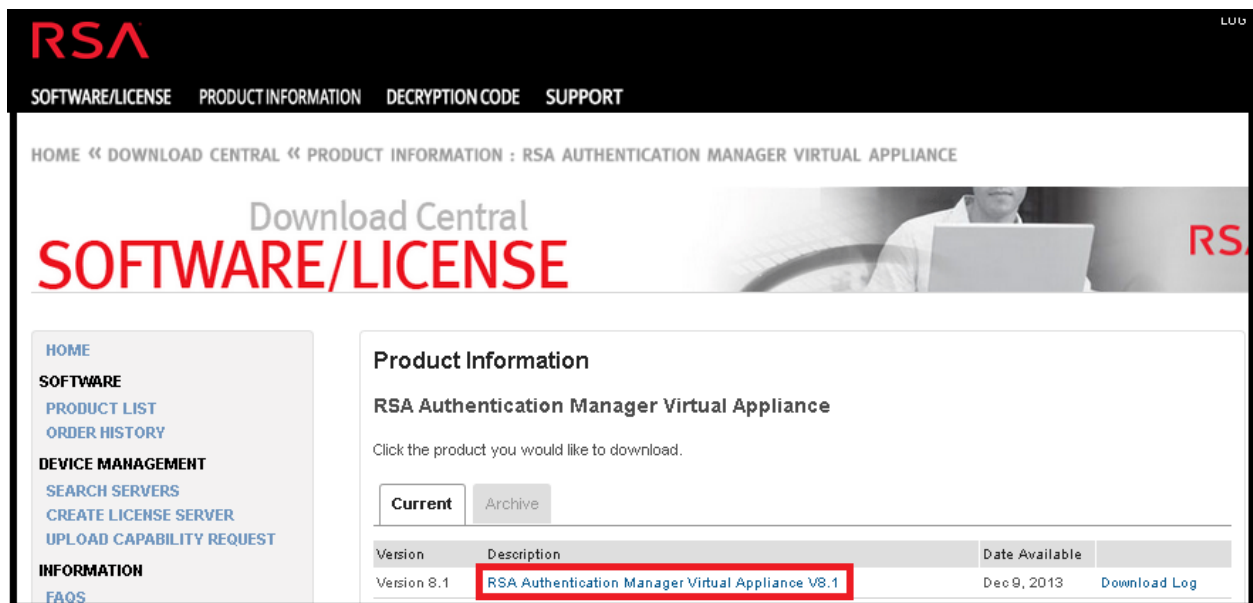


The **Order Detail** screen is displayed.

9. Two options are available for downloading your product license.
- If you select **License(s)**, you are forwarded to the License Information page where you can download your license file by clicking the **Download** button.



- If you select **Product List**, you are forwarded to the **Product Information** page where you can download your product software by clicking the **Description** and following the screen prompts.



Verifying Map Entitlements

Mapping entitlements involves choosing the quantity of available licensed appliance entitlements to pull to the NetWitness Server during synchronization.

To map appliance entitlements to the server:

1. Log in to DLC.
2. In the **View Server** page, click **Map Add-Ons**.

The Map Add-Ons section is displayed.

Map Add-Ons

License Server ID
D4BED9F6E850

ID Type
ETHERNET

Alias
gsicst-nwbro01

Add-On Name	Serial Number	Expiration	Available Units in Line Item	Total Units in Line Item	Qty to Add
SA Decoder	CPDGY12	Permanent	0	1	<input type="text"/>
SA Decoder	CQLDY12	Permanent	0	1	<input type="text"/>
Series4S HeadUnit Pkt Concentrator	CPBGY12	Permanent	0	1	<input type="text"/>
Series4S HeadUnit Pkt Concentrator	CQLFY12	Permanent	0	1	<input type="text"/>
Series4S HeadUnit Broker	CPJDY12	Permanent	0	1	<input type="text"/>
Series4S HeadUnit Broker	CPHGY12	Permanent	0	1	<input type="text"/>
32TB VHiDen DirAttchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y134901970	Permanent	0	1	<input type="text"/>
32TB VHiDen DirAttchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y133601512	Permanent	0	1	<input type="text"/>
32TB VHiDen DirAttchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y140300535	Permanent	0	1	<input type="text"/>
32TB VHiDen DirAttchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y133300552	Permanent	0	1	<input type="text"/>
Series4S HeadUnit Broker	CQHDY12	Permanent	0	1	<input type="text"/>

The Add-On table lists all entitlements that are available for your account. The table has a row for each appliance entitlement, with the following information:

- **Add-On Name:** The name of the entitlement; for example, SMC Concentrator or SMC Decoder.
- **Serial Number:** The serial number associated with an order.

- **Expiration:** For keys that are not permanent, the expiration information. The value in this field is a specific date (for example, 12/11/2017) or a time range (for example, 90 days). If the value is a time range, the expiration period begins when the add-on is mapped to a server.
 - **Available Units in Line Item:** The quantity of entitlements currently available in an add-on order. This quantity is the difference between the Total Units and the entitlements that have been pulled to a NetWitness Server for appliance licensing.
 - **Total Units in Line Item:** The total quantity of entitlements tied to a specific add-on order.
 - **Quantity to Add:** The number of entitlements tied to a specific add-on order.
3. To designate the quantity of entitlements to pull to the NetWitness Server from an add-on order, type a quantity in the **Units to Configure** column.
 4. Click **Map Add-Ons**.

The View Server page displays a message indicating that the entitlements were successfully mapped to the NetWitness Server.

View Server

The add-ons were successfully mapped to the device.

License Server ID: 000C292CB580

Type: Ethernet

ID Type: ETHERNET

Identity: RSA Medium

Alias:

Vendor Dictionary : (None)

[Map Add-Ons](#)
[Remove Add-Ons](#)
[Download Capability Response](#)
[View History](#)
[View Served Clients](#)

Add-Ons

Add-On Name	Status	Serial Number	Units Mapped	Expiration	Downloadable Items
SMC Decoder	Waiting to add to device	acme_8910	1	12/11/2013	None
SMC Concentrator	Waiting to add to device	acme_8910	1	12/11/2013	None

Entitlements are now dedicated and set aside from an accounts pool. The message **Waiting to add to appliance** is displayed in the **Status** for each entitlement. The entitlements are not yet pulled to the server.

5. (Optional) If you want to add more entitlements, use the **Map Add-Ons** option.
6. (Optional) If you want to remove entitlements, use the **Remove Add-Ons** option.

Now you can synchronize to pull down the mapped entitlements to the NetWitness Server

Register the Server (Online Registration)

In the NetWitness Platform entitlement process, you need to register the NetWitness Server and mapping entitlements to the Local License Server (LLS).

Note: By default NetWitness Platform is configured to synchronize with DLC at regular intervals hence manual synchronization is not required.

To register the License Server ID online:

1. Navigate to the DLC Portal at <https://download.rsasecurity.com/> and log on with your user credentials.

The **DLC Menu** is displayed.



2. Do one of the following:
 - If you have already entered a server, under **Management** select **Search Servers** and skip to Step 3.
 - If you have not entered the server information, under **Appliance Management** select **Create Server**.

- The **Create Server** dialog is displayed.

EMC²

SOFTWARE/LICENSE DECRYPTION CODE SUPPORT

HOME « DOWNLOAD CENTRAL « CREATE SERVER

Download Central SOFTWARE/LICENSE

HOME

SOFTWARE

PRODUCT LIST

ORDER HISTORY

DEVICE MANAGEMENT

SEARCH SERVERS

CREATE SERVER

UPLOAD CAPABILITY REQUEST

INFORMATION

FAQS

DOWNLOAD SUPPORT

PRODUCT SUPPORT

SWITCH SITE

Create Server

To input a Security Analytics (SA) local license server, copy the License Server ID located on the SA user interface information page (Administration > System > Info page).

Important:
If keying in the License Server ID manually, all UPPER CASE letters must be used. Errors made within this field are irreversible and will require RSA customer support for resolution. The ID Type and Type fields must be set to Ethernet for the server to function.

License Server ID:

ID Type:

Type:

Alias:

ETHERNET
FLEXID10
ETHERNET
VM UUID
STRING
FLEXID9

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Internet | Protected Mode: On | 100%

- Complete these fields in the dialog:
 - Copy or enter (in uppercase letters) the License Server ID in the License Server ID field.
 - In the **ID Type** drop-down, select **ETHERNET** (the default value).
 - In the **Type** drop-down, select **Ethernet** (the default value).
 - (Optional) In the **Alias** field, type an alias to your Appliance ID.
- Click **Create Server**.

The server is registered and you can now map entitlements as described below.

Note: By default NetWitness Platform is configured to synchronize with DLC at regular intervals and also a designated nameserver (DNS). No action is required.

Note: In a multiple NetWitness Platform deployment where the services are connected to both primary and secondary NetWitness Platform and the services are licensed only with the primary NetWitness Platform, a license expiry message is shown for the same services on the secondary NetWitness Platform. You can ignore the message and continue using the product.

View Current Licenses

After you have completed the license process, you can view the current licensing status on NetWitness Platform UI.

Prerequisites

Each NetWitness Server is a license server providing capabilities to entitle services connected to it. To make entitlements available for licensing services, the entitlements must be downloaded and mapped to the Local License Server (LLS) on the NetWitness Server.

Note: If licensing a hybrid system, which has a Concentrator and Decoder on the same appliance, license each component separately.

View and Manage Licenses

In NetWitness Platform, you can view and manage available licenses.

To view the licenses that are available on this instance of NetWitness Platform:

1. Go to **ADMIN > System**.
2. In the **Options** panel, select **Licensing**.

The **License Details** tab is displayed.

The screenshot shows the NetWitness Platform Admin console. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the System sub-tab is selected. The left sidebar contains various system management options, with Licensing highlighted. The main content area shows the Licensing page with the License Details tab selected. It includes buttons for Refresh Licenses and Export Usage Stats. The page is divided into three sections: Throughput Licenses, Appliance Licenses, and UEBA Licenses, each with a table of license details.

Status	Licenses and Associated Services	Entitled Usage	Actual Usage	Exceeded Usage	Usage Trend	Expiry Date	Maintenance Date	Actions
Within Usage Limit	RSA NetWitness Logs	50 GB	0 MB	0 day(s)		2018-11-07	-	
	LogHybrid - Log Decoder		0 MB	-		-	-	

Status	Licenses and Associated Services	Available/Total	Daily Usage	Usage Trend	Expiry Date	Maintenance Date	Actions
Licensed	Broker	0/1	-		-	2018-12-31	
Licensed	RSA NetWitness Network (Packet)	1/1	0 MB		-	2018-12-31	

Status	Licenses and Associated Services	Entitled Usage	Actual Usage	Exceeded Usage	Usage Trend	Expiry Date	Maintenance Date	Actions
Within Usage Limit	RSA NetWitness UEBA	1 Users	0 Users	3 day(s)		-	2018-06-12	

Each license is listed in the grid by license type. Information includes the status of the license indicated using color-coded circles and the related information.

Register the Server (Offline Capability Request)

NetWitness Platform manages licensing through a Local License Server (LLS). Each client appliance is shipped with an installed LLS. This topic provides instructions for offline synchronizing the Local License Server (LLS) with the online repository . For more information on the functional description of the LLS, see [Entitlement Capability Implementation](#) .

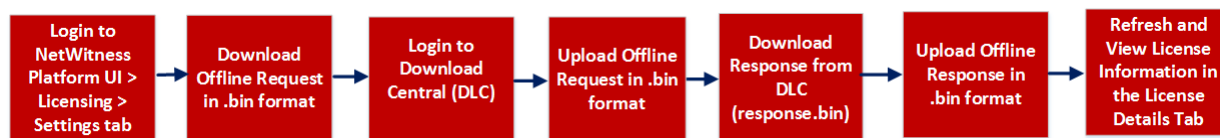
If you are unable to register the NetWitness Server online, you can download an offline capability request in NetWitness Platform and upload that binary request to the DLC Portal. If the NetWitness Server is not connected to the Internet, you can perform offline synchronization of entitlements through the View Server page in DLC.

Prerequisites

Before implementing the NetWitness Platform entitlements capability offline, ensure the following

- The NetWitness Server is registered to DLC (<https://download.rsasecurity.com/>) and entitlements are mapped. Internet access is not required for offline synchronization.
- Download an Offline Capability Request in NetWitness Platform for submission to DLC.
- Upload an Offline Response to NetWitness Platform that was received from DLC within 24 hour.

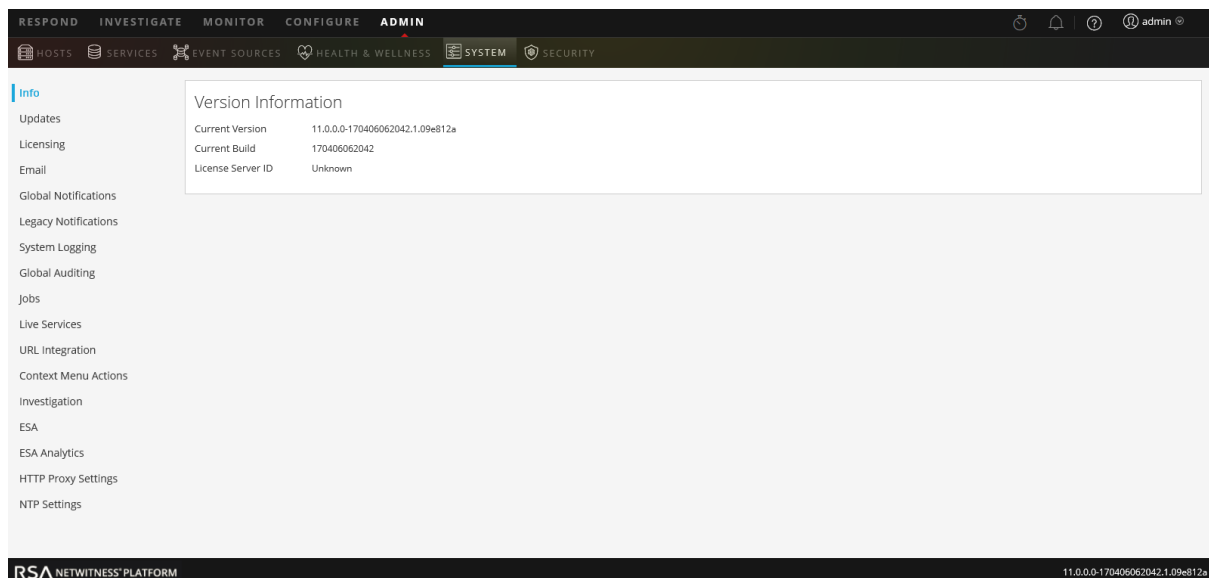
Here is a workflow that describes use the offline capability to acquire the licenses from DLC and view them



Download a Capability Request for Submission to DLC

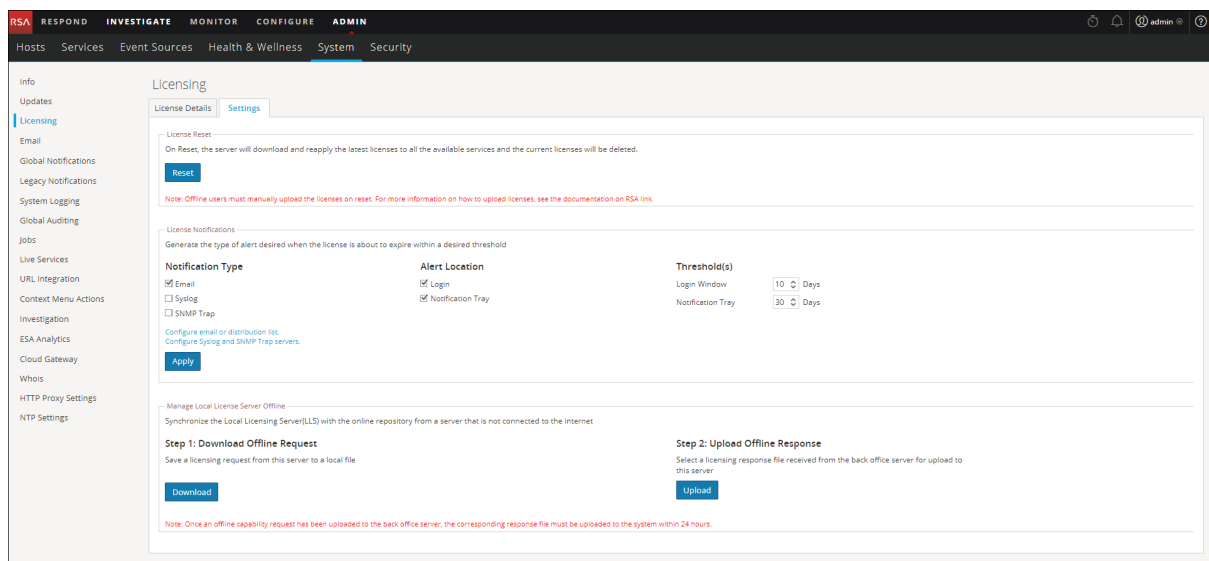
To register the server using an offline capability request:

1. Log in to NetWitness Platform UI.
2. Go to **ADMIN > System**.
The Admin System view is displayed.



3. Select the **Settings** tab.

The Licensing panel is displayed.

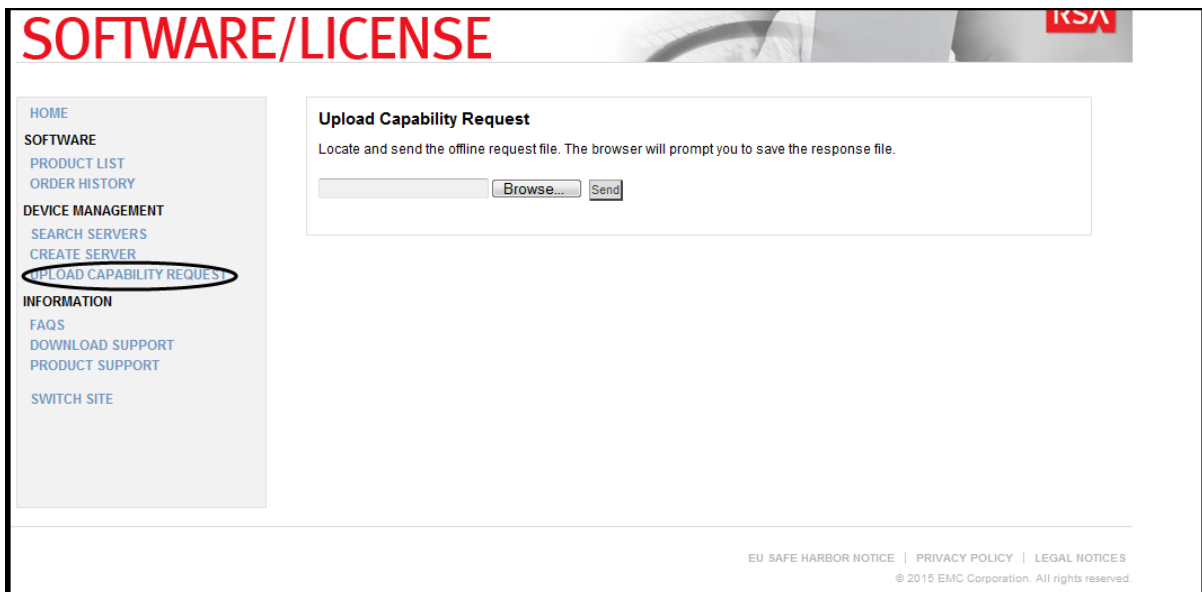


4. In the **Download Offline Request** panel, click **Download**.
A file called **OfflineCapabilityRequest.bin** is downloaded to the local system.
5. Next login to the DLC Portal at <https://download.rsasecurity.com/> with your user credentials.
The DLC menu is displayed.



6. Under **Device Management**, click **Upload Capability Request**.

The **Upload Capability Request** dialog is displayed.



7. Click **Choose File** and browse the local file system to find the file downloaded from the NetWitness Server. Select **OfflineCapabilityRequest.bin**.

The filename is displayed next to the **Choose File** button.

8. Click **Send**.

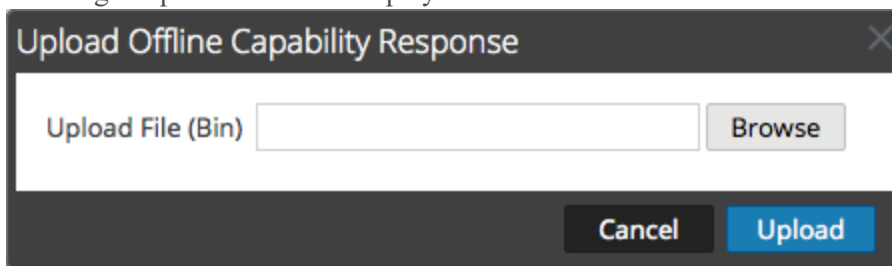
The server is created in DLC, and the server information is displayed in the **View Server** dialog. This information includes the data just entered as well as information about any entitlements that have been added to the NetWitness Server. If the server has just been added, there are no entries under **Add-Ons**.

The server is registered and you can now map entitlements as described in the following sections.

Upload an Offline Capability Response to NetWitness Platform

If the NetWitness Server is not connected to the Internet, you can perform offline synchronization of entitlements through the View Server page in DLC. To upload an offline capability response (**response.bin**) file saved to the local file system from DLC:

1. Follow the steps 1 to 3 mentioned in the Download a Capability Request for Submission to DLC procedure.
2. Login to NetWitness Platform UI.
3. Go to **ADMIN > System > Licensing > Settings** tab.
4. Next in the **Upload Offline Response** section, click **Upload Response**.
A dialog to upload the file is displayed.



5. Browse and select the **response.bin** file so that it is displayed in the Upload File (bin) field.
6. Click **Upload**.

The entitlements are uploaded to NetWitness Platform and the licenses added to the grid in the **Licensing Details** tab. They are available for licensing appliances.

After you have uploaded the entitlements, you can verify the synchronization by performing any one of the following:

- To view results in NetWitness Platform, go to **ADMIN>System>Licensing > Licensing Details** tab. The individual product entitlements that have been pulled down to NetWitness Platform are displayed in the **Available/Total** column.

Product	Feature/Version ^	Available/Total
Concentrator	smcConcentrator 2013.1111	10 of 10
Decoder	smcDecoder 2013.1111	10 of 10

- Within the DLC interface, you can see the status for entitlements changed to **In Sync**.

Refresh Licenses

When a new license is added, to map the view with the new license, click **Refresh Licenses**.

Refreshing your licenses performs the following behind-the-scenes tasks:

- Restarts the LLS server to ensure the latest licenses are pulled down from the central Flexera server.
- Associates any unlicensed service with a valid license (if available).
- Replaces expired or Out-of-the-Box license with valid licenses (if available).

View and Export Usage Stats

NetWitness Platform Version 11.0 or later provides the ability for Administrators to view usage statistics of device types that are eligible for a Throughput , Appliance Licenses such as Log Decoder, Decoder, Malware and UEBA licenses. Licensing usage statistics are made available to Administrators in CSV and PDF formats.

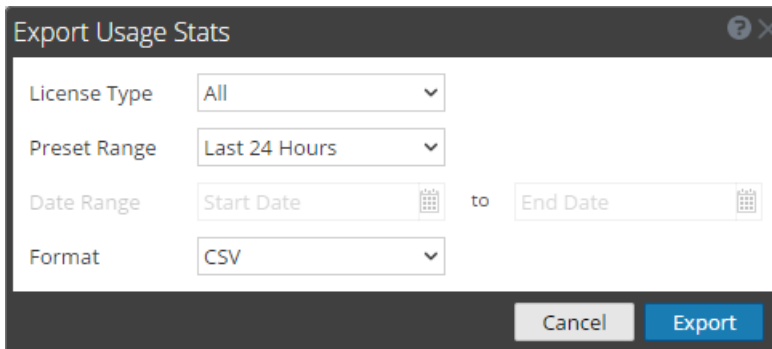
Hourly statistics are captured for all supported services connected to the NetWitness Server.

Metrics can be tracked securely, allowing Administrators to save data locally on their systems to use in reporting usage compliance.

To access Export Usage Stats:

1. Go **ADMIN > System** and select **Licensing**.
The License Details tab is displayed.
2. Click **Export Usage Stats**.

The **Export Usage Stats** dialog is displayed.



3. Select a **License Type**, **Preset Range**, **Date Range**, and **Format** that you want the statistics report saved in.
4. Do one of the following:
 - a. Click **Export** to export the report.
 - b. Click **Cancel** to return to the **License Details** tab.

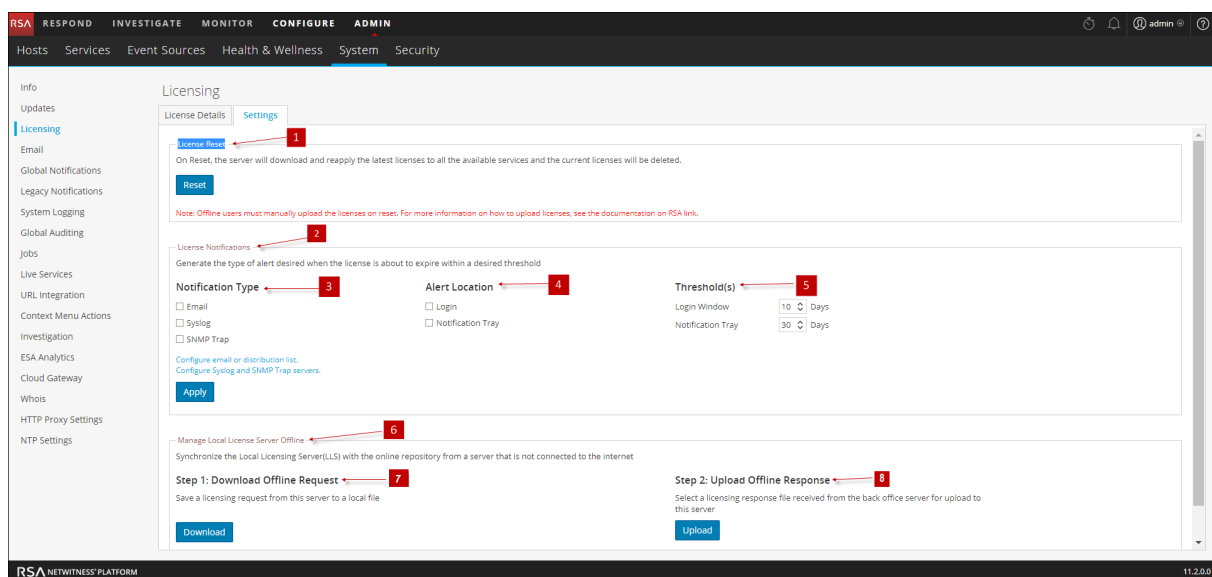
Note: The downloaded file is in zip format with multiple files in it. Each zip file contains aggregate usage for all devices under each license type and the individual usage for each device.

Configure NetWitness Platform Notifications

This topic provides instructions for configuring notification settings for the Local License Server (LLS). If you wish to receive alerts about the approaching license expiration date you can configure NetWitness Platform to send notifications. You can receive notification by email, syslog and SNMP. The notification can also be viewed during system log on and also in the Notification Tray. You can also specify the number of days before expiration as a threshold for notification.

To configure the NetWitness Platform notification:

1. Log on to NetWitness Platform, and go to **ADMIN > System**.
2. Select **Licensing** in the options panel.
3. Select the **Settings** tab.



4. Select each of the methods for NetWitness Platform to use when sending a notification about the license nearing its expiration date. You can select none or all.
 - a. To receive a notification at log on, select **Login** and specify the number of days before the license expires that you want to receive notification in the **Login Window Threshold** field.
 - b. To receive a notification in the Notifications tray, select **Notification Tray** and specify the number of days before the license expires that you want to receive notification in the **Notification Tray Threshold** field.
 - c. To receive an Email notification to a configured distribution list, select **Email** and select **Configure email or distribution list**. The Email panel is displayed in a separate tab, and you can configure NetWitness Platform notifications in the Email Server Settings section. Refer to the *System Configuration Guide* for further details.
 - d. To receive syslog notifications, select **Syslog** and select **Configure Syslog and SNMP Trap servers**. The System Auditing panel opens in another tab and you can configure the system auditing settings as usual.

- e. To receive notifications through SNMP Trap, select **SNMP Trap** and select **Configure Syslog and SNMP Trap servers**. The System Auditing panel opens in another tab and you can configure the SNMP auditing settings as usual.
5. Click **Apply Notifications**.
The settings are saved and go into effect immediately.

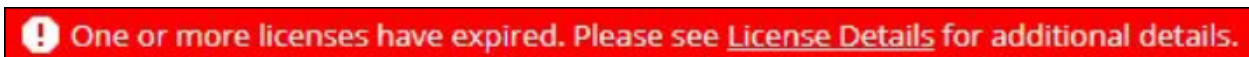
Dismiss Out-of-Compliance Banner

This topic explains what you need to do if you see a yellow or red banner displayed. Banner let you know the status of your license and usage compliance.

A yellow banner is displayed when you are approaching your usage threshold or your licensing is approaching expiration. To dismiss the yellow banner, click **Reject**.



A red banner is displayed when your license is out of compliance or you have exceeded your allotted threshold.



Note: Red banner cannot be dismissed. You must resolve your license issue.

Here is an example on how the license usage is calculated and a way on how you can resolve the license issue:

- Contracted daily usage can be exceeded three times in a calendar month. Fourth spike puts the customer in an out-of-compliance state. If you are able to keep your usage within compliance for seven consecutive days until the end of the calendar month, the Out-of-Compliance Red banner disappears.
- For example, if the fourth spike occurs on November 23, 2017, the Grace Period ends on December 31, 2017 and the Out-of-Compliance Red banner disappears.
- Breach period starts immediately after Grace Period ends.

Note: Even when the Red banner is displayed, there is no loss of functionality, all NetWitness appliances continue to work with full functionality. All other functionality is included in the license (ESA, storage, and so on).

Note: On expiry or exceeded usage of UEBA license, no Red banner is displayed, and there is no loss of functionality. All NetWitness appliances continue to work with full functionality.

References

This topic is a collection of references, which describe the user interface and more detailed information about how licensing works in NetWitness Platform.

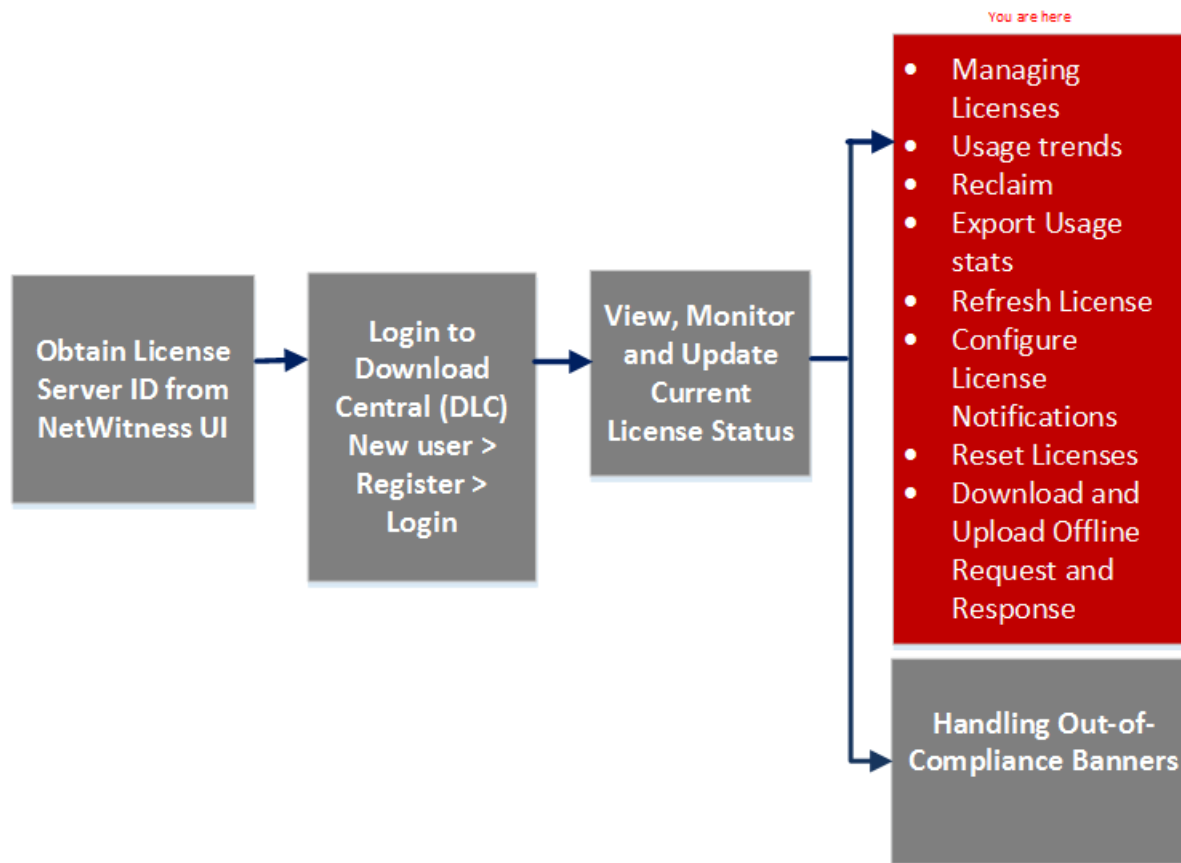
- [License Details](#)
- [Settings](#)
- [Out-of-Compliance Banners](#)

License Details

This topic introduces the features of the System Licensing panel. NetWitness Platform manages licensing through a Local License Server (LLS). Each client appliance is shipped with an installed LLS.

Workflow

This workflow shows the end-to-end licensing process.



What do you want to do?

Role	I want to...	Show me how...
Administrator	Register NetWitness Server	Obtain License Server ID from NetWitness Platform UI
Administrator	Synchronize NetWitness Server	Register the Server (Online Registration)
Administrator	Install product licenses from DLC	Access Download Central (DLC)

Role	I want to...	Show me how...
Administrator	*Monitor and update current licenses.	View Current Entitlements
Administrator	Configure licensing notifications.	Configure NetWitness Platform Notifications
Administrator	View Out-of-Compliance banners and manage entitlements	Dismiss Out-of-Compliance Banner View and Manage License Pools on LLS

***You can perform this task here.**

Quick Look

- [Settings](#)
- [View Current Entitlements](#)
- [View and Export Usage Stats](#)

Note: On initial start up, the usage shown in the Licensing page displays zero usage for the initial one hour.

The screenshot shows the RSA NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The left sidebar lists various system components. The main content area is titled 'Licensing' and contains three sections: 'Throughput Licenses', 'Appliance Licenses', and 'UEBA Licenses'. Each section has a table of license details. Red numbered callouts (1-6) highlight specific features: 1. Refresh Licenses button, 2. Export Usage Stats button, 3. License Details tab, 4. License table, 5. License table, 6. License table.

The following table describes the features of the License Details tab .

- 1 Refresh Licenses:** Refreshes and maps the new licenses..
- 2 Export Usage Stats:** Exports license usage statistics for the all the services or licenses.
- 3** Displays the following details of the Throughput license or licenses.
 - **Status** - Displays the status of the license such as Expired License, Over Usage Limit, Near

Usage Limit, and Within Usage limit.

- **License and Associated Service** - Displays the license and the services assigned to it.
- **Entitled Usage** - Displays the entitled usage.
- **Actual Usage** - Displays the daily actual usage.
- **Exceeded Usage** - Displays the number of days the usage exceeded the entitled usage in the last 30 days.
- **Usage Trend** - Displays the trend of how the license usage has been for a period of time.
- **Expiry Date** - Displays the expiry date of the customer subscription contract.
- **Maintenance Date** - Displays the maintenance expiration date for the permanent license or licenses and the date on which the license or licenses expire.
- **Actions** - Displays the Licensing Actions button that offers the following options:
 - **Export Usage Stats**: Exports license usage statistics for the selected service or license.
 - **Reassign to Another License**: Reassigns an extensively used Throughput license to another unused Throughput license. This is applicable only for Throughput and Appliance license.

4 Displays the following details of the Appliance license or licenses.

- **Status** - Displays the status of the license such as Expired License, Over Usage Limit, Near Usage Limit, and Within Usage limit.
- **License and Associated Service** - Displays the license and the services assigned to it.
- **Available/Total** - Displays the number of available license and the total number of licenses.
- **Daily Usage** - Displays the actual usage for the day.
- **Usage Trend** - Displays the trend of how the license usage has been for a period of time.
- **Expiry Date** - Displays the renewal date of the customer subscription contract.
- **Maintenance Date** - Displays the maintenance expiration date for the permanent license or licenses and the date on which the license or licenses expire.
- **Actions** - Displays the Licensing Actions button that offers the following options:
 - **Export Usage Stats**: Exports license usage statistics for the selected service or license.
 - **Reassign to Another License**: Move the license from Appliance to Throughput license.
 - **Reclaim**: This option gets activated when any appliance service is down. When you click **Reclaim** the license becomes available in the pool of the specific license service. This is applicable only for Appliance license.

5 Displays the following details of UEBA license or licenses.

- **Status** - Displays the status of the license such as Expired License, Over Usage Limit, Near Usage Limit, and Within Usage limit.
- **License and Associated Service** - Displays the license and the services assigned to it.

- **Entitled Usage** - Displays the users of the entitled users.
- **Actual Usage** - Displays the daily active users.
- **Exceeded Usage** - Displays the number of days the users exceeded in the last 30 days.
- **Usage Trend** - Displays the trend of how the license users has been for a period of time.
- **Expiry Date** - Displays the renewal date of the customer subscription contract.
- **Maintenance Date** - Displays the maintenance expiration date for the permanent license or licenses and the date on which the license or licenses expire.

- 6 Displays the Licensing Actions button that offers the following options:
- Export Usage Stats** -Exports license usage statistics in PDF or CSV format.


Usage Trend

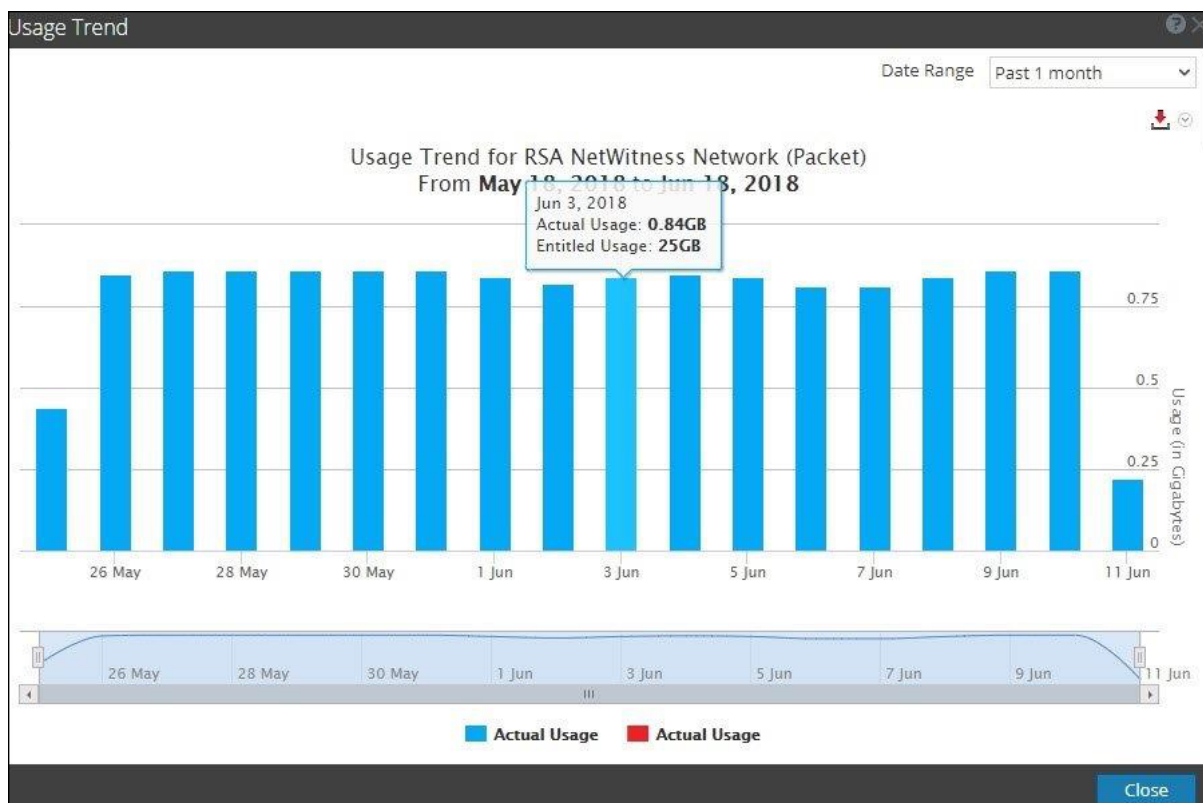
You can view the usage trend of a throughput license and view a chart. The usage trend chart can be viewed for a license or for an individual service.

To access this view:

1. Go to **ADMIN > System**.
 2. In the Options panel, select **Licensing**.
- The Licensing page is displayed with the License Details tab opens.

The screenshot shows the RSA NetWitness Platform Admin console. The top navigation bar includes RSA, RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The left sidebar lists various system settings like Info, Updates, Licensing, Email, etc. The main content area is titled 'Licensing' and has two tabs: 'License Details' (active) and 'Settings'. Below the tabs, there are three sections: 'Throughput Licenses', 'Appliance Licenses', and 'UEBA Licenses'. Each section contains a table with columns: Status, Licenses and Associated Services, Entitled Usage, Actual Usage, Exceeded Usage, Usage Trend, Expiry Date, Maintenance Date, and Actions. The 'Usage Trend' column contains a small bar chart icon. At the bottom of the page, there is a footer with 'RSA NETWITNESS PLATFORM', a version string '112proj.flproj - MadCap Flare 2017 r3', and the version number '11.2.0.0'.

3. Select a service or license and click the  icon under the Usage Trend column. The Usage Trend window is displayed. The following screenshot is an example of the Usage Trend chart for a license with multiple services.



The threshold limit is indicated as a horizontal red-dotted line across the chart. When actual data usage exceeds the entitled daily usage, those days are indicated by red colored bars. The chart can be generated to collect data for 1 month, 3 months, 6 months, 12 months or custom date range.

Date Range From To

These charts can be exported in PDF, and PNG formats by clicking the icon.

Note: The maximum range for which trend can be viewed is 12 months. The pan-zoom bar at the bottom of the chart can be used to narrow the chart to a smaller time range for better visibility in that range.

Reassign Service Licenses

You can move service between licenses only if a similar service license is available.

You can move the services between the following licenses.

- Throughput License to Throughput License
- Throughput License to Appliance License
- Appliance License to Throughput License
- Appliance License to Appliance License

Note: If you want to change the licenses by moving between throughput and appliance, you can do this by selecting the license under the actions of each license. Trail licenses cannot be moved.

You can move the licenses for following reasons:

1. If the subscription based license has expired
2. If there are any unused available license for any service
3. If you want to reduce the usage of the service

To access this view:

1. Go to **ADMIN > System**.
2. In the Options panel, select Licensing.

The Licensing page is displayed with the License Details tab opens.

The Licensing page is displayed with the License Details tab open.

The screenshot shows the RSA NetWitness Platform Admin console. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the 'System' sub-tab is selected. The left sidebar contains a list of navigation options, with 'Licensing' highlighted. The main content area displays the 'Licensing' page with the 'License Details' tab selected. It features three sections: 'Throughput Licenses', 'Appliance Licenses', and 'UEBA Licenses'. Each section contains a table with columns for Status, Licenses and Associated Services, Entitled Usage, Actual Usage, Exceeded Usage, Usage Trend, Expiry Date, Maintenance Date, and Actions. The 'Throughput Licenses' section shows two licenses: 'RSA NetWitness Logs' and 'LogHybrid - Log Decoder'. The 'Appliance Licenses' section shows two licenses: 'Broker' and 'RSA NetWitness Network (Packet)'. The 'UEBA Licenses' section shows one license: 'RSA NetWitness UEBA'. The bottom of the page displays the RSA NetWitness Platform logo and version information.

3. Select a service of which you want to move the license.

4. Click , and select the **Reassign to Another License** option.

The Reassign To Another License dialog is displayed with a list of the available licenses that can be

moved.

Reassign To Another License

Select a license from the below table to apply to the selected service

	Licenses	License Type	Entitled Usage	Available/Total	Expiry Date	Maintenance Date
<input type="checkbox"/>	RSA NetWitness Logs	Throughput	-	-	2018-11-07	2018-10-25

Cancel
Apply

5. Select a license to be applied for the selected service.
6. Click **Apply**.

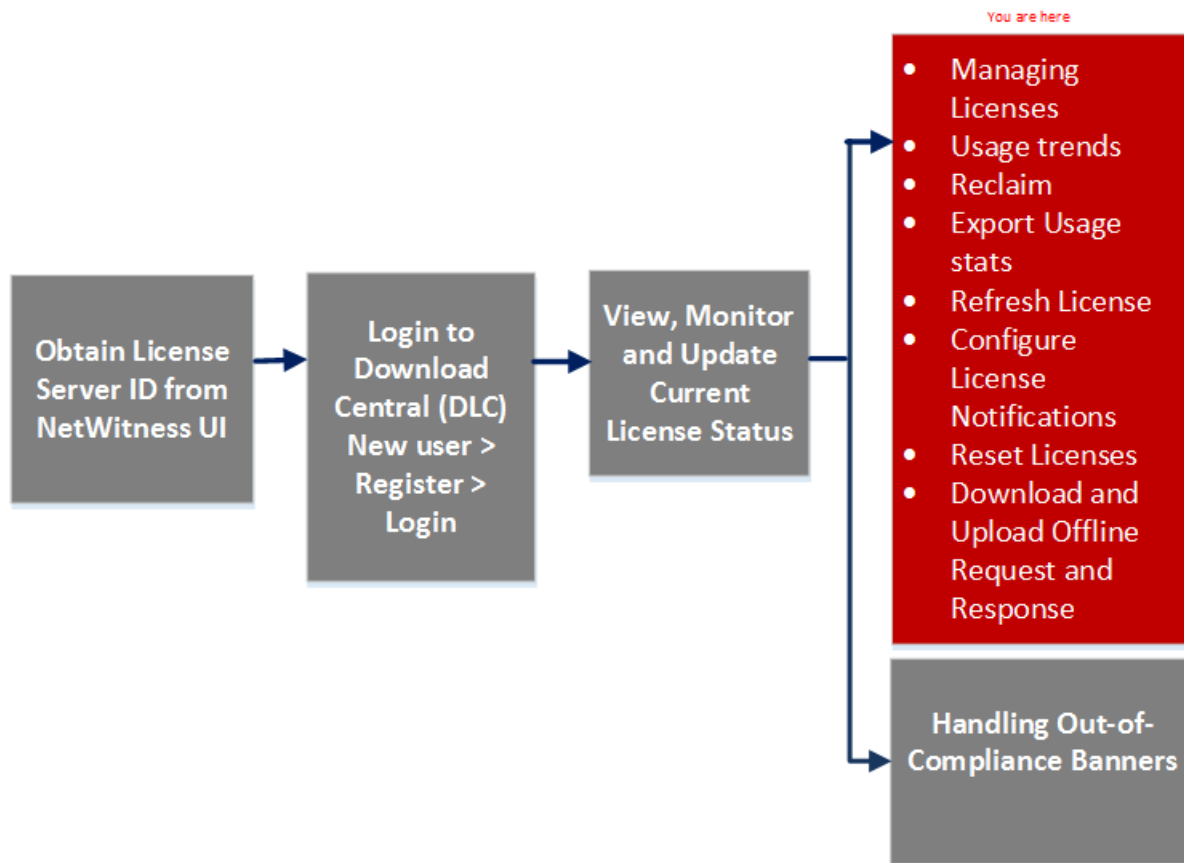
Note: The above procedure can be used to move both Throughput Licenses and Appliance Licenses. However, the UEBA license cannot be moved.

Settings

This topic describes the notification settings for the NetWitness Platform in the **Licensing panel** > **Settings** tab.

Workflow

This workflow illustrates the end-to-end licensing process.



What do you want to do?

Role	I want to...	Show me how...
Administrator	Register NetWitness Server	Obtain License Server ID from NetWitness Platform UI
Administrator	Synchronize NetWitness Server	Register the Server (Online Registration)
Administrator	Install product licenses from DLC.	Access Download Central (DLC)

Role	I want to...	Show me how...
Administrator	Monitor and update current licenses.	View Current Entitlements
Administrator	*Configure licensing notifications.	Configure NetWitness Platform Notifications
Administrator	View Out-of-Compliance banners and manage entitlements	Dismiss Out-of-Compliance Banner View and Manage License Pools on LLS

***You can perform this task here.**

Related Topics

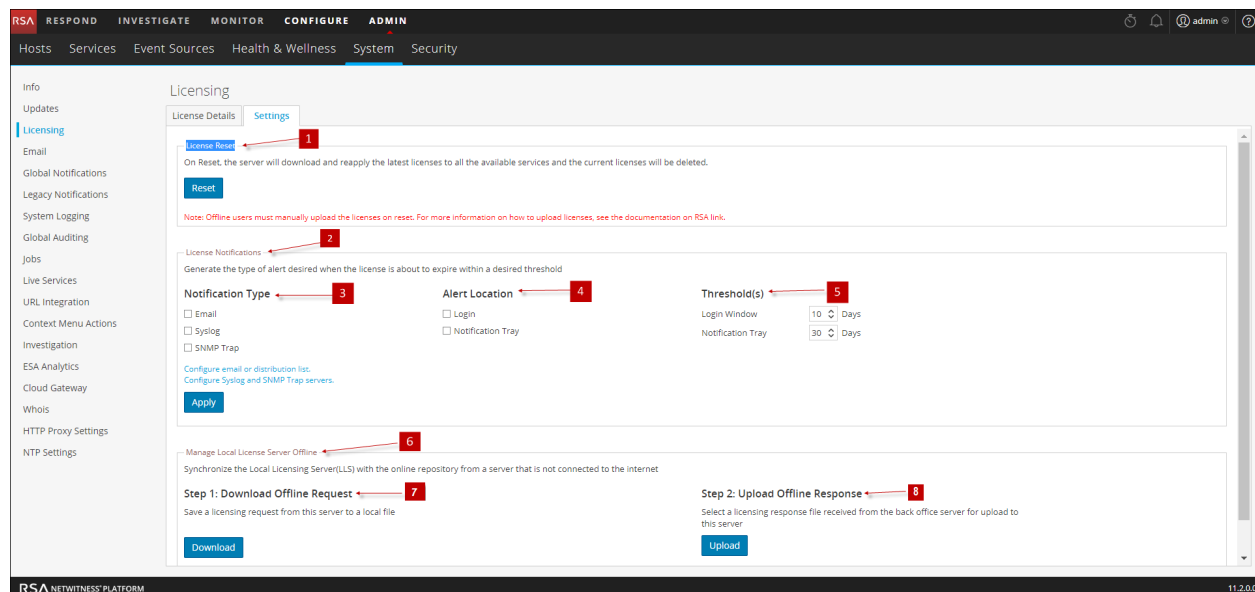
[Obtain License Server ID from NetWitness Platform UI](#)

[Configure NetWitness Platform Notifications.](#)

Quick Look

From the **Settings** tab you can:

- Configure licensing notifications.
- Download an Offline Capability Request in NetWitness Platform for submission to DLC.
- Within 24 hours, upload to NetWitness Platform an Offline Response that was received from DLC.



The following table describes the **Settings** tab features.

- | | |
|---|-------------------------------------------------------------------------------------|
| 1 | Displays the License Reset panel which applies the default license settings. |
| 2 | Displays the Licensing Notifications panel. |

- 3 Displays the **Notification Type**. There are three types of notifications:
 - **Email:** Checkbox to receive a notification of approaching license expiration in an email message. The email is sent to the configured email or distribution list.
 - **Syslog:** Checkbox to receive a notification of approaching license expiration in an syslog message. The syslog is generated in accordance with the settings in the Syslog Auditing Settings.
 - **SNMP Trap:** Checkbox to receive a notification of approaching license expiration in an SNMP trap. The trap is generated in accordance with the settings in the SNMP Auditing Settings.
- 4 Displays the type of **Alert Notification**.
 - **Login:** Select this checkbox to receive a notification of your approaching license expiration when you log on to NetWitness Platform. The **Login Window Threshold** field specifies the number of days before the license expires to display the notification at log on.
 - **Notification Tray:** Select this checkbox to receive a notification of approaching license expiration in the Notifications tray.
- 5 Displays the **Threshold** field, which specifies the number of days before the license expires to send a notification to the Notifications tray.
- 6 Displays the **Manage Local License Server Offline** panel.
- 7 Displays the **Download Offline Request** button. This button enables you to download a request from the NetWitness Platform LLS into a local file for processing by a back-office server. The downloaded bin file should be uploaded to DLC to generate the offline response.
- 8 Displays the **Upload Offline Request** button. This button enables you to browse for an offline response that you received from the back-office server, and uploads the selected response to NetWitness Platform. The file must be uploaded within 24 hours after receiving the file.

Out-of-Compliance Banners

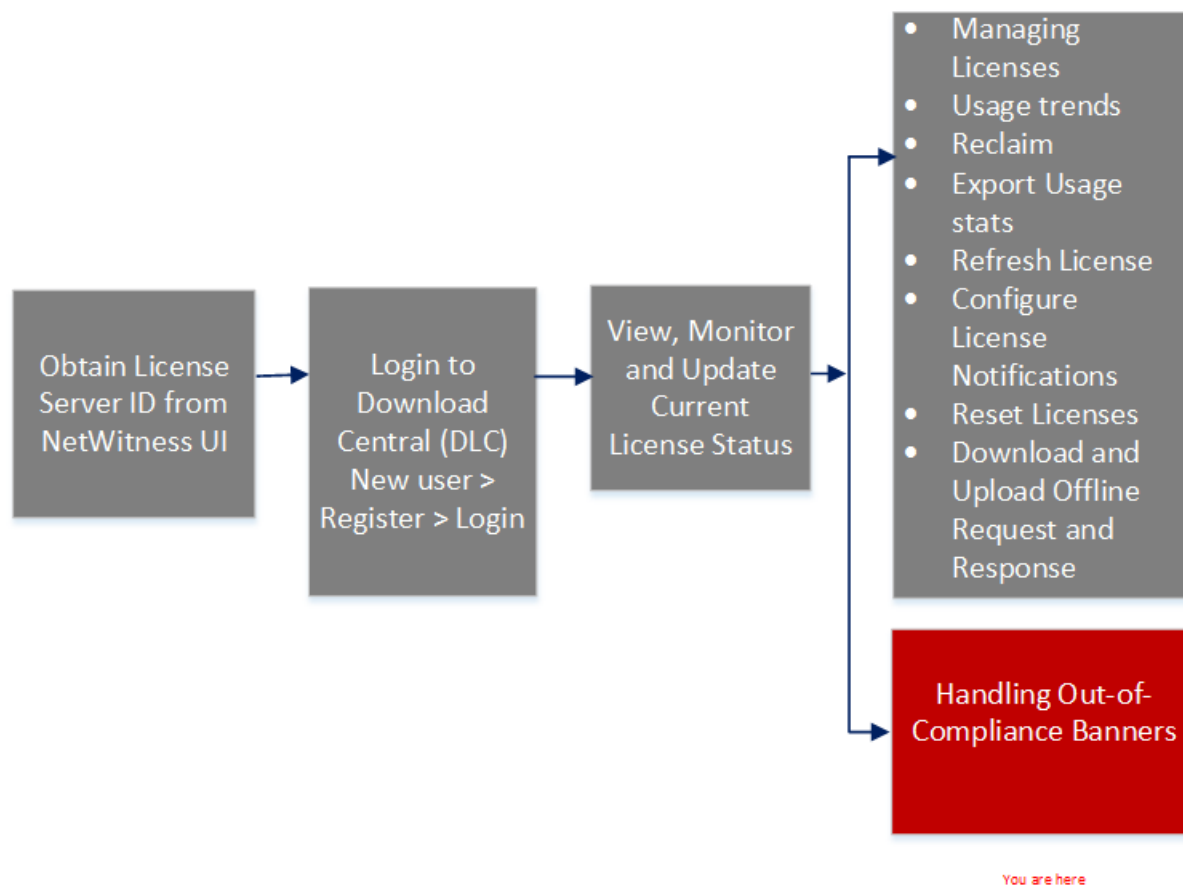
This topic explains what to do when your license is out of compliance. A red banner is displayed during system log on if your license is expired, or you have exceeded your allotted usage. You may also see a red banner if your license has internal errors.

Note: Red banner cannot be dismissed. You must resolve your license issue. No banners are displayed for UEBA license.

A yellow banner is displayed during system log on if your license is approaching expiration or you are nearing your allotted usage. You can dismiss the yellow banner by clicking the **Dismiss** button.

Workflow

This workflow illustrates the end-to-end licensing process.



What do you want to do?

Role	I want to...	Show me how...
Administrator	Register NetWitness Server	Obtain License Server ID from NetWitness Platform UI

Role	I want to...	Show me how...
Administrator	Synchronize NetWitness Server	Register the Server (Online Registration)
Administrator	Install product licenses from DLC.	Access Download Central (DLC)
Administrator	Monitor and update current licenses.	View Current Entitlements
Administrator	Configure licensing notifications.	Configure NetWitness Platform Notifications
Administrator	*View Out-of-Compliance banners and manage entitlements.	Dismiss Out-of-Compliance Banner View and Manage License Pools on LLS

*You can perform this task here.


Related Topics

[Dismiss Out-of-Compliance Banner](#)

Note: When throughput devices are under trial period, warning messages will not be displayed unless usage is observed on the corresponding device.

Out-of-Compliance State

The following sample banner is displayed when a license expires:

 One or more licenses have expired. Please see [License Details](#) for additional details.

If your license has internal errors, the following banner is displayed:

 Your trial license has internal errors. Please contact RSA customer support for help.

In addition to a red banner being displayed during system log on, an Out of Compliance Acknowledgment dialog is also displayed. Click **Accept** to continue using your NetWitness Platform product.

Version 11.0.0.0 or later licenses can enter an out-of-compliance state for the reasons provided in the following table:

Red Banner Message	Possible Causes	Solutions
One or more services is not licensed.	<p>Trial license period has expired.</p> <p>There are pre-11.0.0.0 services in the deployment that are not licensed.</p>	<p>Contact RSA Sales team to procure a NetWitness Platform license.</p> <p>Upgrade the services to NetWitness Platform version 11.0.0.0 or later.</p>
One or more licenses is expired.	Log ingestion usage has been observed after the date of renewal. The license is not valid anymore for the corresponding usage.	Contact RSA Sales team to renew or resolve the license.
You have exceeded license usage limits.	If the allotted daily usage is exceeded on four or more occasions, the Grace Period begins. The Grace Period begins on the day of the fourth occurrence and ends at the end of the following calendar month. Seven continuous days of standard usage will end the Grace Period. If the daily allotted usage is still being exceeded at the end of the Grace Period, the 30-day Breach Period begins. Seven continuous days of standard usage will end the Breach Period.	Contact RSA Sales to extend or increase your allotted usage by purchasing a NetWitness Platform license.
Your Trial license has internal errors.	An internal licensing issue was reported during your Out-of-the-Box Trial period.	Contact RSA Technical Support to resolve this issue.

Note: If a license has not been installed within 90 days, you must contact RSA Sales to purchase a NetWitness Platform Version 11.0.0.0 or later license.

License Approaching Out-of-Compliance

When your license is approaching expiration, or it is nearing its allotted usage, a yellow banner with a brief description is displayed. A yellow banner is displayed 14 days before your license is due to expire. You will also see a yellow banner if you are approaching your allotted license usage. You can get rid of the yellow banner by clicking the **Dismiss** button.

The following sample banner is displayed in the NetWitness Platform screen if your license is approaching its allotted usage:



The following table explains the messages that are displayed when you see a yellow banner.

Yellow Banner Message	Possible Causes	Solutions
You are nearing license usage limits.	One or more Throughput licenses has exceeded your allotted usage for three times during the current calendar month. The fourth time that you exceed your allotted usage during the current month will push the deployment into an Out-of-Compliance state.	Contact RSA Sales if your allotted usage spikes four times within a calendar month.
One or more licenses is expiring.	One or more licenses is due to expire within 14 days. Or Log ingestion usage has been observed. The license is not valid anymore for the corresponding usage.	Contact RSA Sales to purchase a new license.

Troubleshoot Licensing

This topic provides information about possible issues that NetWitness Platform users may encounter when setting up licensing in NetWitness Platform. You can look up explanations of issues and their solutions. NetWitness Platform notifies users of issues using the popup notifications and the system log as described in the **Troubleshoot NetWitness Platform** topic in the *System Maintenance Guide*.

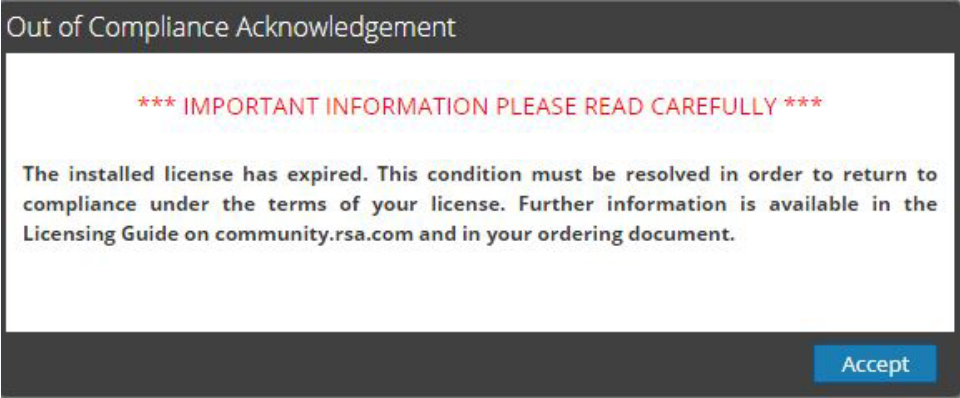
License usage data is not displayed when service is moved between licenses.

Problem	Solution
When you move an appliance license to throughput license the total usage does not refresh immediately to display the updated stats.	Wait for a day for the license server to calculate the stats again with new data and display the results.

Verifying License Installations

Problem	Solutions
How to verify that the server has a DNS	<p>Check if DNS is configured, if not perform the following steps:</p> <ol style="list-style-type: none">Manually enter the <code>nameserver</code> information within <code>/etc/resolv.conf</code> for static IP environments.Verify the capability to reach external systems via a hostname.

No License Installed

Problem	Solutions
<p>If you have not installed a NetWitness Platform Version 11.0 or later license, an Out-of-Compliance banner is displayed when you log in to the system at the end of 90 days.</p> <p>The following Out of Compliance Acknowledgment message is displayed.</p> 	<p>Click Accept to continue using your product.</p>

Out-of-Compliance Banners

Problem	Possible Causes	Solutions
Yellow and Red Out-of-Compliance Banners	<ul style="list-style-type: none"> • A service is not licensed. • A license has expired, or is due to expire within the next two weeks. • Usage exceeds entitled limit. • Usage is approaching entitled limit. 	<ul style="list-style-type: none"> • Contact Customer Support to buy or renew your license. • Reduce usage or • Adjust contracted usage amount

Common Log and Configuration Files

Problem	Solutions
When troubleshooting licensing, the following files contain information that may help to diagnose the problem. Specific conditions for searching the files are described in the troubleshooting tables.	<p>On the NetWitness Server</p> <ul style="list-style-type: none"> • /var/log/messages • /var/log/fneserver/fne-error.log • Run <code>wget</code> for the following files when ssh'ed onto the NetWitness Server: <ul style="list-style-type: none"> • <code>http://localhost:3333/fne/xml/properties</code> • <code>http://localhost:3333/fne/xml/reservations</code> • <code>http://localhost:3333/fne/xml/features</code> • <code>http://localhost:3333/fne/xml/diagnostics</code>

NetWitness Server Problems

This table lists possible problems with the NetWitness Server errors that can affect entitlements.

Problem	Possible Causes	Solutions
The NetWitness Server displays the Out-of-Compliance banner message that states, "Your trial license has internal errors. Please contact RSA customer support for help."	License maybe tampered.	To resolve the error contact RSA Customer Support for help.
Some features have been mapped in the central Flexera server, but the NetWitness Server doesn't display them.	Ensure that the NetWitness Server is connected to the internet.	<p>To resolve the error:</p> <ol style="list-style-type: none"> 1. Execute a License Refresh as follows: 2. In NetWitness Platform, navigate to ADMIN > Services > Licensing. 3. Click Refresh Licenses. <div> <p>Note: If the NetWitness Server is not connected to the internet, try to do an Offline Synchronization.</p> </div>

Problem	Possible Causes	Solutions
A few Version 11.0 or later services are not getting licensed.	Ensure that you have the required entitlements pulled down from the Flexera server.	<p>To resolve the error:</p> <ol style="list-style-type: none"> 1. Execute a License Refresh as follows: 2. In main menu, navigate to Admin > Services > Licensing. 3. Click Refresh Licenses.

License Usage Stats Issues

Problem	Possible Causes	Solutions
NetWitness Platform Licensing page not showing any license information although there are services available.	Mongod server is down or not responding.	<ul style="list-style-type: none"> • Check the status of the mongod server: systemctl status mongod • Start the server if it is down: system start mongod

Problem	Possible Causes	Solutions
Actual usage of service is showing no value, not even 0 MB is being displayed.	Rabbitmq-server on NetWitness Platform appliance is not running or is not responding.	<ul style="list-style-type: none">• Check the status of rabbitmq-server and start if it is down: <pre>systemctl status rabbitmq-server</pre> <pre>systemctl start rabbitmq-server</pre>

Problem	Possible Causes	Solutions
Actual usage of service is always showing 0 MB usage, even though the service/appliance (for example, LogDecoder or Decoder) is processing data.	Rabbitmq-server or collectd or SMS service on appliance (for example, LogDecoder or Decoder appliance) is not running or not responding.	<ul style="list-style-type: none"> Check the status of rabbitmq-server or collectd services: <pre>systemctl status rabbitmq-server</pre> <pre>systemctl status collectd</pre> <pre>systemctl status rsa-sms</pre> Start the services if not responding or down: <pre>systemctl start rabbitmq-server</pre> <pre>systemctl start collectd</pre> <pre>systemctl start rsa-sms</pre>

Download Central (DLC) Issues

Problem	Possible Causes	Solution
Unable to refresh licenses from subscribernet. Also unable to download an offline response from DLC.	Various possible causes.	Contact Customer Support for assistance in installing licenses.
Customer unable to login to Download Central.	Various possible causes.	Contact Customer Support for Offline Capability Response file to re-apply license in NetWitness Server. Also reset all licenses from all services.

Wrong License Mapping Issues

Problem	Possible Causes	Solution
Perpetual license appears to be in use, although there is no Appliance license.	Various possible causes.	Reset license on NetWitness Server and re-license each appliance.
Decoder license not available due to core appliances being removed from the NetWitness Server without releasing the license. Several core appliance licenses were not available for use.	Various possible causes.	Reset license on NetWitness Server and re-license each appliance.

Problem	Possible Causes	Solution
Archiver DACs are not mapped to the license server with all other appliances' licenses.	Various possible causes.	<ol style="list-style-type: none"> 1. Enter 1 in Quantity field to add for each license. 2. Select Map Add-ons at the bottom of the screen. 3. Click Download Capability Request and upload license to the Offline Capability Request in the User Interface under the License tab.
Two new appliances were installed: Log Hybrid and one Log Archiver. Able to license the Log Hybrid, but the following error occurred when attempting to license the Archiver: "There is an issue with registering your product, please contact RSA Customer Support." Also, one of the Concentrators showed as a Trial license, and a separate Log Decoder showed as a Trial license when they should be licensed.	After looking into Flexera, Customer Support found that the new equipment had not been mapped to the License Server.	Map add ons to DLC and upload the .bin file into the NetWitness Platform User Interface.
Mapping to License Server ID was not created.	Various possible causes.	Contact RSA Customer Support.

Problem	Possible Causes	Solution
Customer unable to delete Trial licenses when Appliance licenses are in use.	<p>Customer had two different NetWitness Server for two different sites (CHN and NOI). Each site had separate mapped entitlements. The red compliance banner was seen on the NOI site, because some Concentrators were attached to the NOI NetWitness Server that was entitled by the CHN site.</p> <p>The reason for the banner was that the NOI NetWitness Server did not have any more concentrator entitlements available for the CHN concentrators attached for investigation. The customer only has Trial licenses for 90 days from the date the NOI NetWitness Server and services were marked as out-of-compliance.</p> <div> <p>Note: When there is more than one NetWitness Server in use, NetWitness PlatformVersion 10.5 and above requires a separate license for each NetWitness Server. Also, if you move one or more appliances to a different location, check to make sure there is a valid license for each appliance. A red out-of-compliance banner is displayed if there is no valid license.</p> </div>	Customer was informed that their services will continue to function as required. The out-of-compliance banner can be dismissed by procuring additional entitlements to map onto the NOI NetWitness Server.
License missing after re-imaging.	Various possible causes.	Download license from DLC.

