

RSA | Security Analytics

Licensing
for Version 10.6.5

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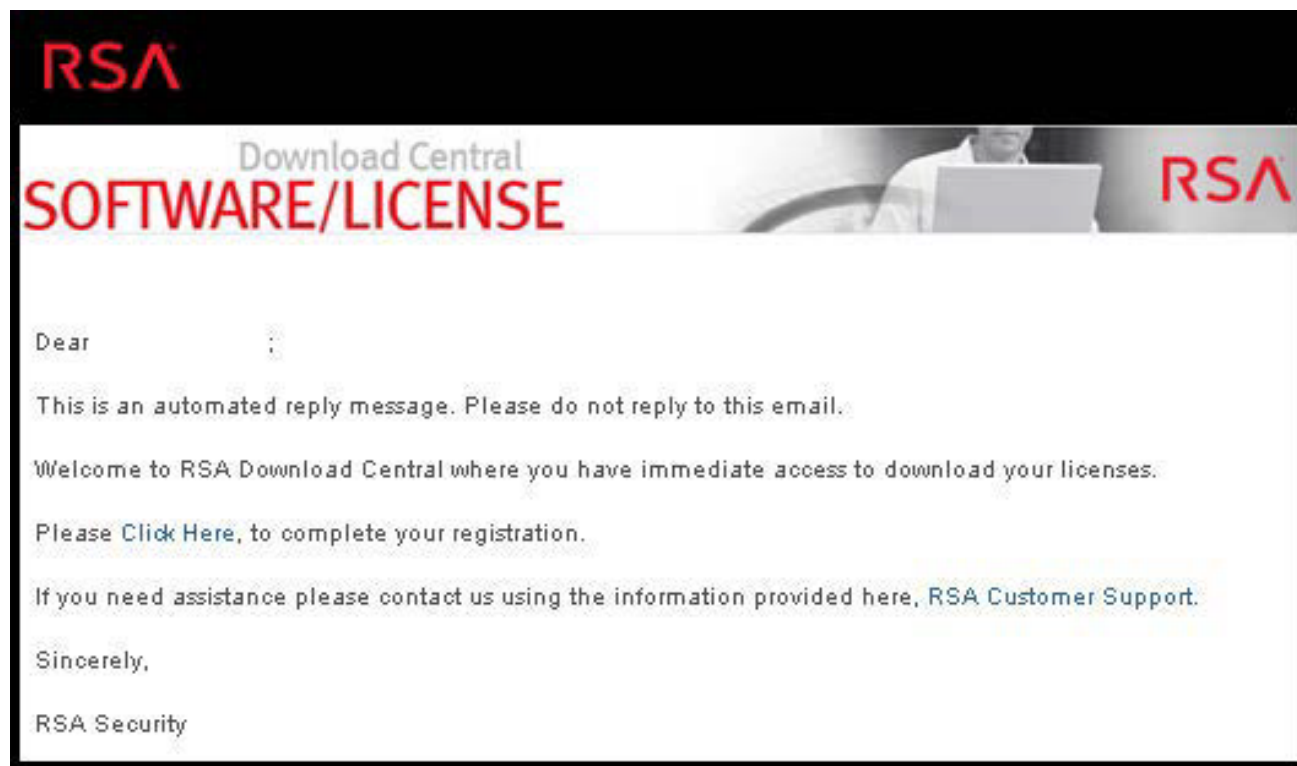
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Install Product Licenses from Download Central (DLC)

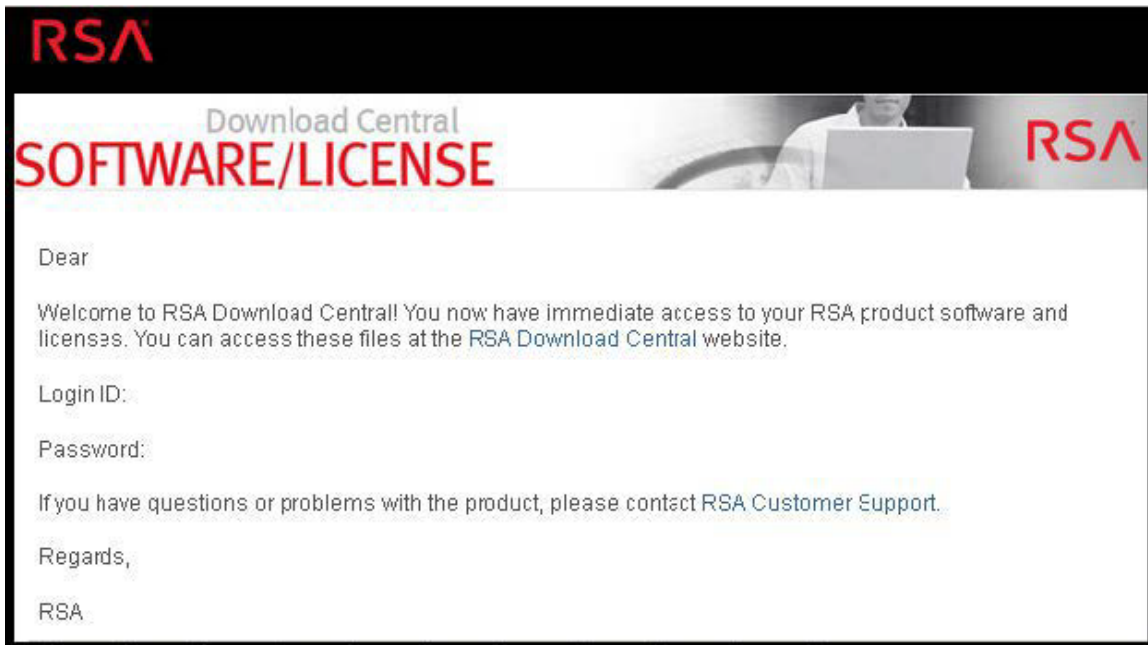
This document provides the latest instructions for downloading your RSA product licenses from Download Central (DLC).

1. At 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.

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.

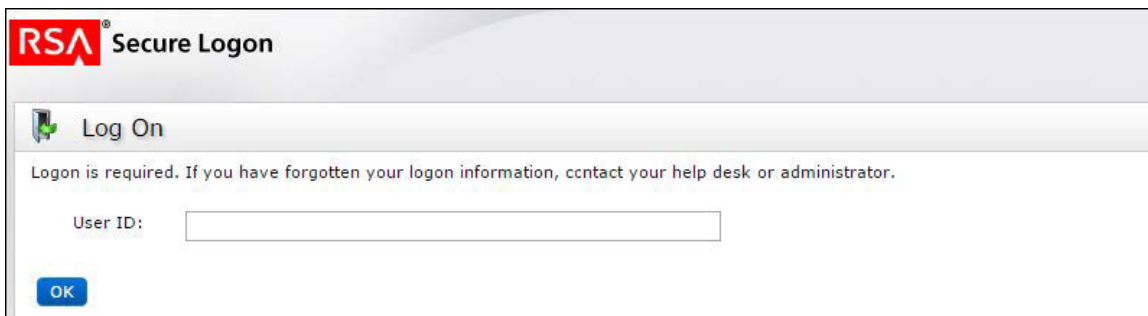


2. After the RBA method is enabled, you receive a Confirmation e-mail message containing your User ID (which is your e-mail address), along with a temporary password. During the initial login session, you are prompted to change your password. Once your password is changed, you are logged into Download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



Note: If the Customer Contact has a pre-existing account for the Link or RSA Online websites, they receive only one e-mail message that instructs them on how to use those existing login credentials. The Customer Contact will log into DLC with their existing User ID, password, and RSA method(s).

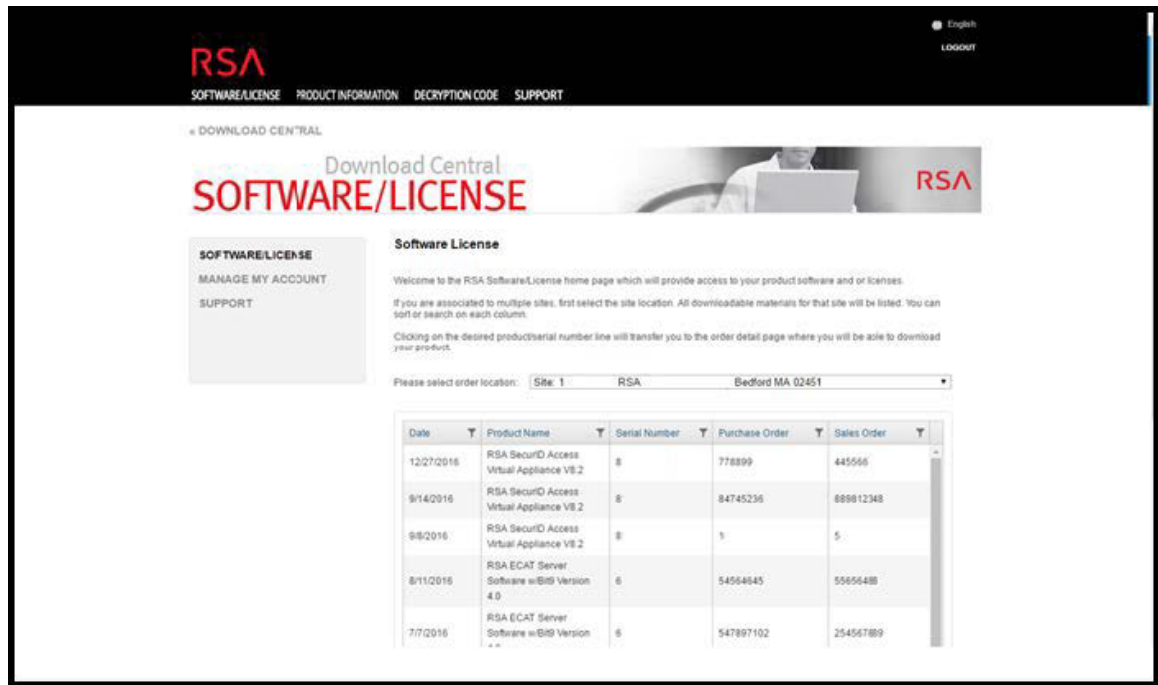
3. When you navigate to <https://download.rsasecurity.com>, the RSA Secure Logon screen is displayed, as shown in the example below.



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

Note: You may be prompted to verify your identity via your RBA method if you fail the login several times in a row, or if you have not logged into DLC.

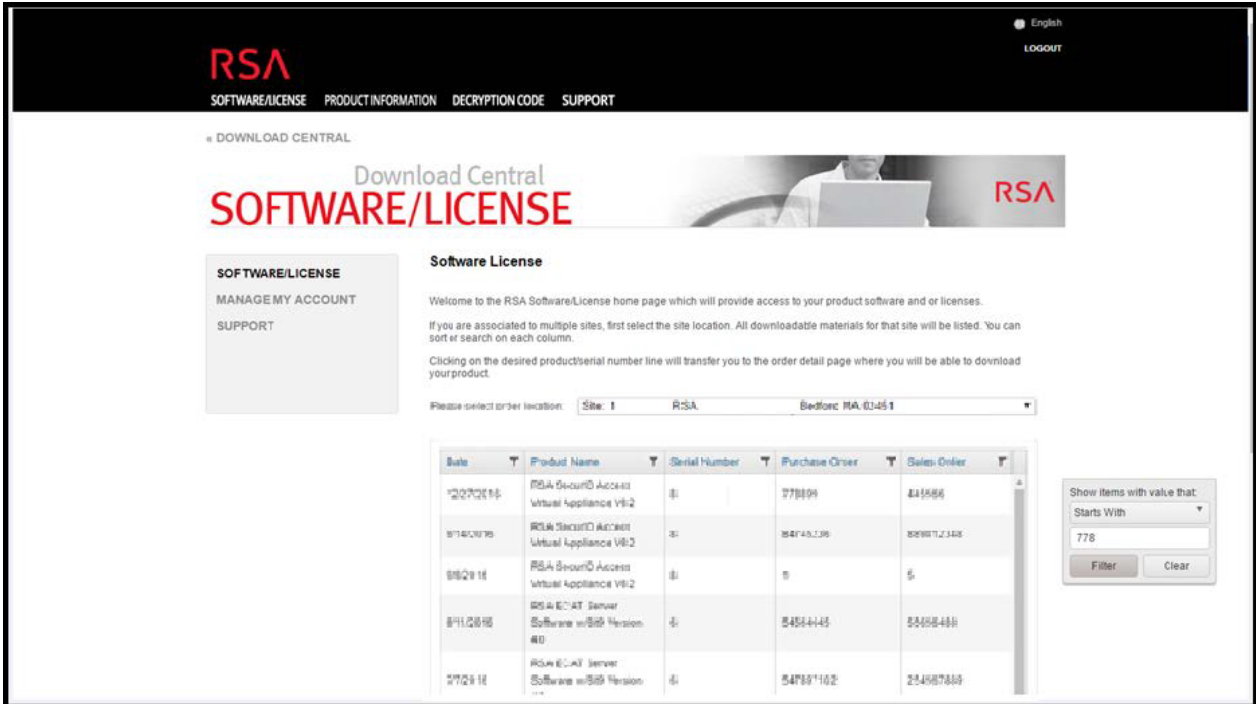
The list of products, sales orders, and purchase orders is filtered and displays only those which were ordered for the Order Location you selected in the drop-down menu, as shown in the following example.



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

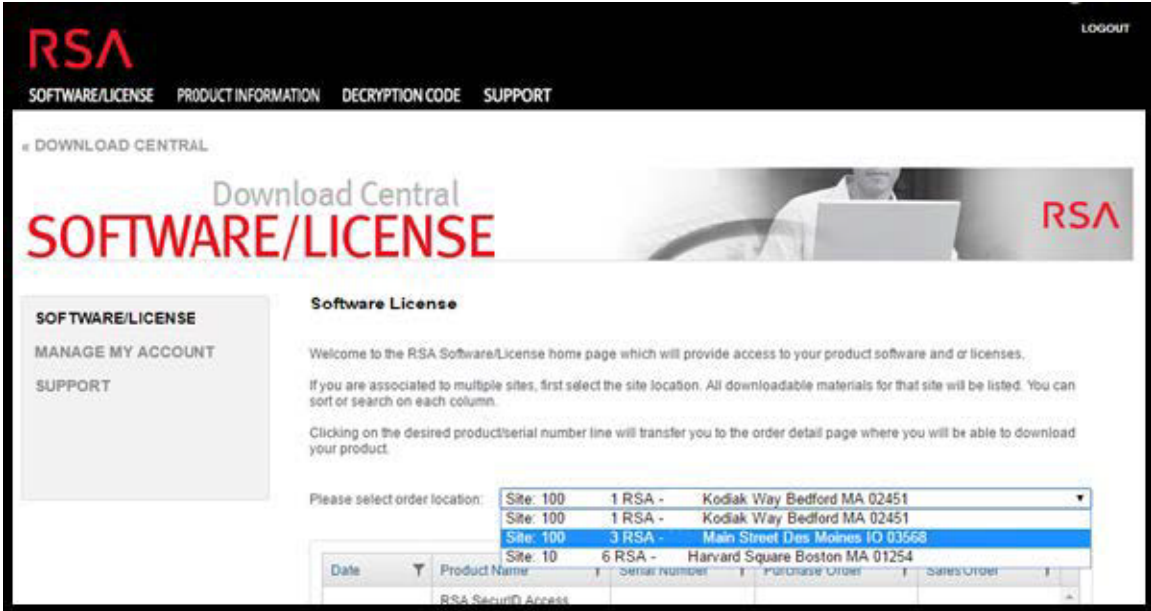
- Date
- Product Name
- Serial Number
- Purchase Order
- Sales Order

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



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, click on the highlighted line item, as shown in the following example.



The following screen is displayed.

7. Click on the highlighted line item.

English
LOGOUT

RSA

SOFTWARE/LICENSE PRODUCT INFORMATION DECRYPTION CODE SUPPORT

DOWNLOAD CENTRAL

Download Central
SOFTWARE/LICENSE


SOFTWARE/LICENSE
MANAGE MY ACCOUNT
SUPPORT

Software License

Welcome to the RSA SoftwareLicense 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 Kodiak Way Bedford MA 02451

Date	Product Name	Serial Number	Purchase Order	Sales Order
12/27/2016	RSA SecurID Access Virtual Appliance V8.2	8	778899	445566

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

English
LOG OUT


SOFTWARE/LICENSE PRODUCT INFORMATION DECRYPTION CODE SUPPORT

HOME << DOWNLOAD CENTRAL << ORDER DETAIL


Download Central SOFTWARE/LICENSE

HOME
SOFTWARE
PRODUCT LIST
ORDER HISTORY
DEVICE MANAGEMENT
SEARCH SERVERS
CREATE LICENSE SERVER
UPLOAD CAPABILITY REQUEST
INFORMATION
FAQS
DOWNLOAD SUPPORT
PRODUCT SUPPORT
SWITCH SITE

Order Detail

Attention: For Software/License Download & Product Selection - Please place your cursor over the  icon in the last column next to Qty 1.

Serial Number: 9
Order Date: Apr 22, 2014
PO Number: ADD TO DLC

Product Description	Qty
RSA Authentication Manager 7.1	1 

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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.

English
LOG OUT


SOFTWARE/LICENSE PRODUCT INFORMATION DECRYPTION CODE SUPPORT

HOME << DOWNLOAD CENTRAL << ORDER DETAIL


Download Central SOFTWARE/LICENSE

HOME
SOFTWARE
PRODUCT LIST
ORDER HISTORY
DEVICE MANAGEMENT
SEARCH SERVERS
CREATE LICENSE SERVER
UPLOAD CAPABILITY REQUEST
INFORMATION
FAQS
DOWNLOAD SUPPORT
PRODUCT SUPPORT
SWITCH SITE

Order Detail

Attention: For Software/License Download & Product Selection - Please place your cursor over the  icon in the last column next to Qty 1.

Serial Number: 9
Order Date: Apr 22, 2014
PO Number: ADD TO DLC

Product Description	Qty
RSA Authentication Manager 7.1	1 

License(s)
Product List

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- 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.

Initial Set Up

This topic provides all of the steps required for installing entitlements in Security Analytics. The Administrator setting up licensing needs to perform each step in the proper sequence. After initial setup, refer to Additional Procedures for any maintenance or troubleshooting information.

Prerequisites

Before implementing the Security Analytics entitlements capability, ensure that the following prerequisites have been met.

Note: Some or all appliances connected to the Security Analytics server must be running Security Analytics Version 10. The Security Analytics server can also access systems running NextGen Version 9.8. When an appliance is upgraded to Security Analytics Version 10, the current license applied within v9.x becomes invalid, and the appliance must be entitled as described in this procedure.

- An order for entitlements in place with RSA, and a pool of entitlements available for the customer in the RSA Download Central site - <https://download.rsasecurity.com/>.
- A web browser that supports HTML 5 and Java.
- HTTPS access for the Security Analytics web Interface.
- An instance of the Security Analytics server running the most recent version of Security Analytics 10x for service-based and 10.6 for metered licensing.
- The Security Analytics server and all appliances managed by the server must be on the same DLC Account ID or account in the order management system. Licenses on the Security Analytics server can be added only to appliances on the same DLC Account ID or account.
- Administrative access to the Security Analytics server and to other appliances running Security Analytics v10x.
- Ability of all appliances to communicate with the Security Analytics server so that appliance licenses remain activated.
- If online registration between Security Analytics and RSA Download Central is planned:
 - Internet access via HTTP from Security Analytics server to Download Central.
 - Security Analytics server DNS resolution of at least the Download Central site.

Step 1. Register the Security Analytics Server

This topic provides instructions for the first step in the Security Analytics entitlement process, registering the Security Analytics server and mapping entitlements to the Local License Server (LLS).

Prerequisites

A prerequisite for registering the Security Analytics server to Download Central is to have the License Server installed and running. This is required to tie entitlements to the server.

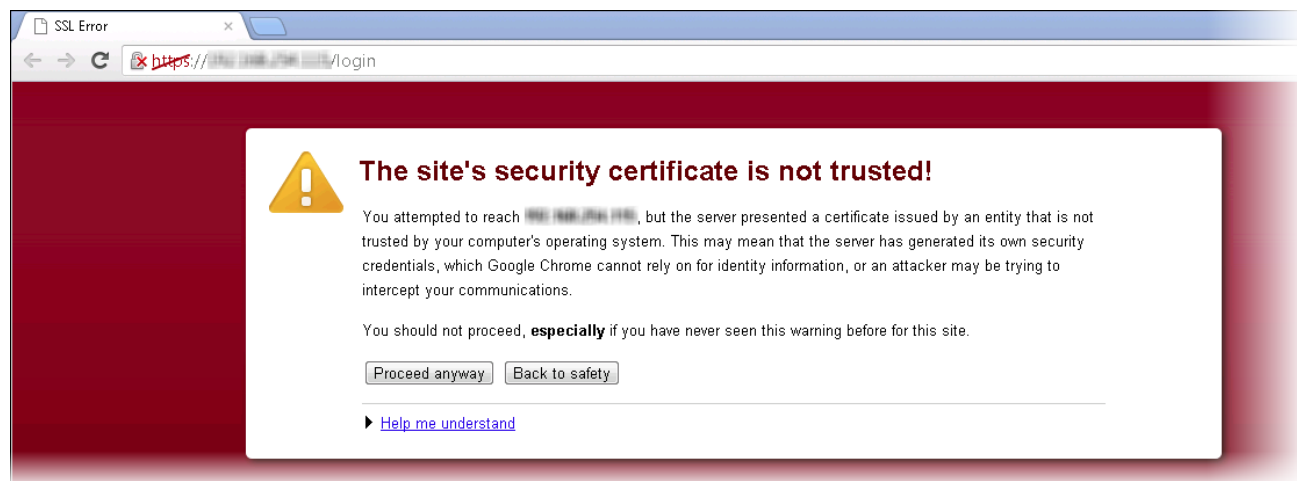
Verify That the License Server is Installed and Running

To verify the License Server is installed and running:

1. Log on to the Security Analytics server at **https://<SA-IP>**, where <SA-IP> is the Security Analytics server IP address. You are prompted with a screen asking for your RSA Product License Number. You must enter the Serial Number of your Security Analytics server appliance in order to continue with the license installation process. This can be found through SSH by issuing the following command:

```
dmidecode -s system-serial-number
```

The following message may be displayed.



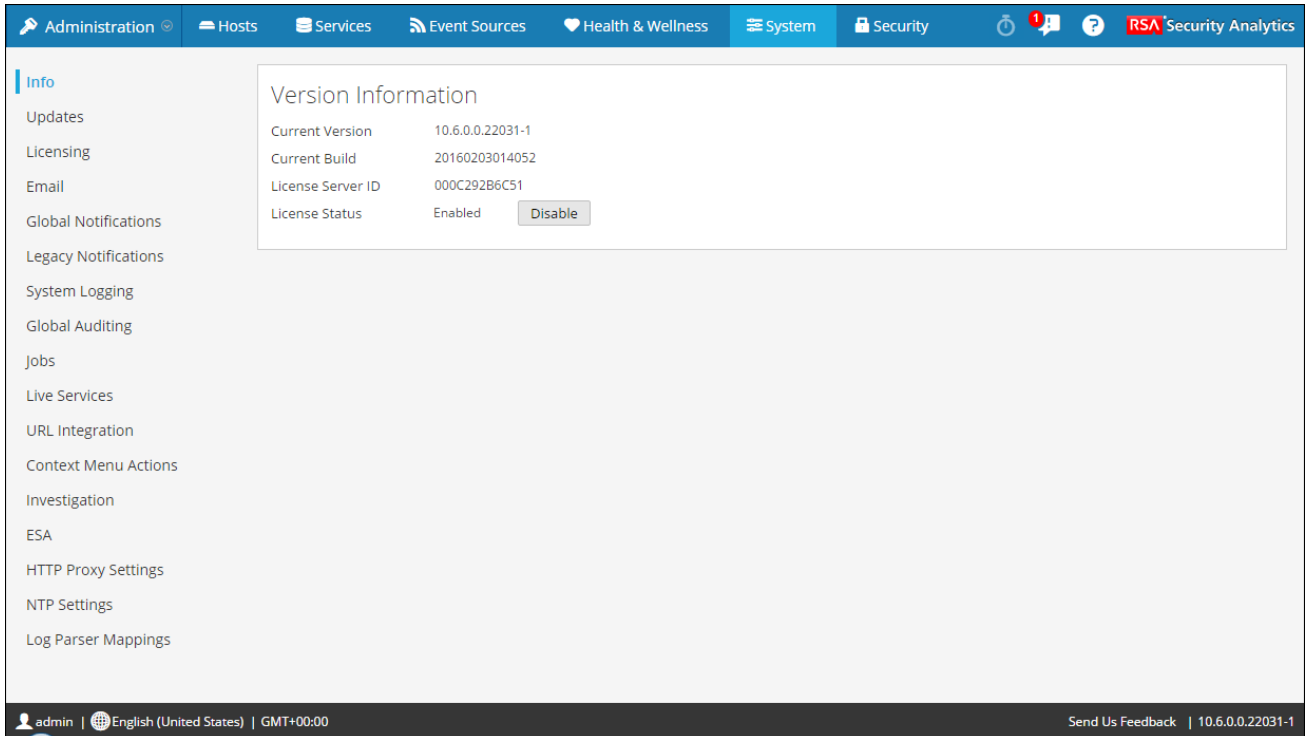
2. If you receive a message that the certificate is not installed, select **Proceed Anyway**. A document describing how to update with a self-signed or CA certificate is available at:

<https://knowledge.rsasecurity.com/scolcms/knowledge.aspx#a58829>.)

The Security Analytics user interface is displayed.

3. In the Security Analytics menu, select **Administration > System**.

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



5. Under **Version Information**, locate the **License Server ID**.
- If the field contains a value and the **License Status** is **Enabled**, the Local License Server (LLS) packages are installed and running. You can proceed with server registration.
 - If the field contains a value and the **License Status** is **Disabled**, the Local License Server (LLS) packages are installed but not running. Click **Enable** to enable the LLS before proceeding with server registration.
 - If there is no value for License Server ID, verify that the appropriate LLS packages are installed and running using the following commands:

```
rpm -qa | grep fneserver
ps aux | grep fneserver
```

Register the Server

You can register the server in two ways:

- Register the server online in the Download Central Portal.
- Create an offline capability request in Security Analytics and upload the request to the Download Central Portal.

Register Online

To register the License Server ID online:

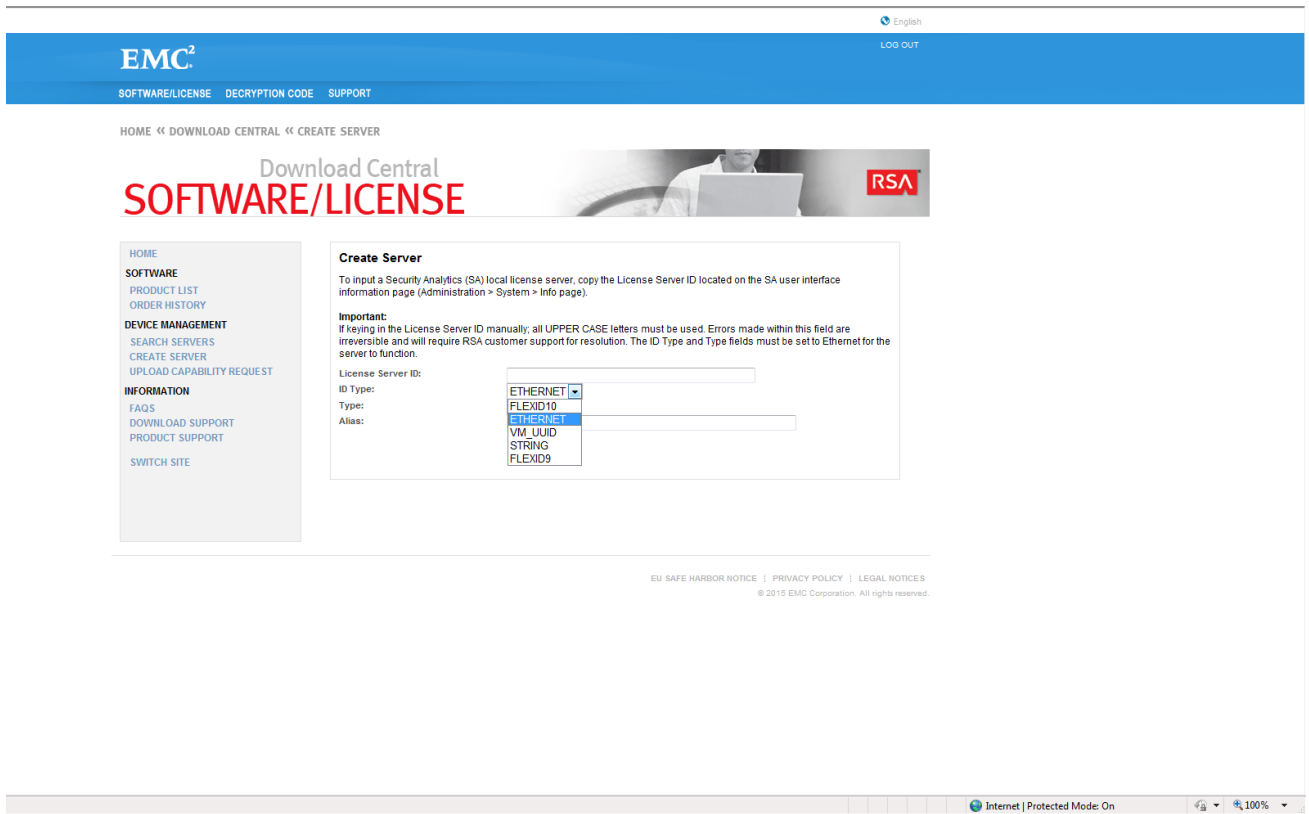
1. Navigate to the Download Central Portal at <https://download.rsasecurity.com/> and log on with your user credentials.

The **Download Central 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.



3. 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.
4. Click **Create Server**.

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

Register Using an Offline Capability Request

If you do not want to register the Security Analytics server online, you can download an offline capability request in Security Analytics and upload that binary request to the Download Central Portal.

To register the server using an offline capability request:

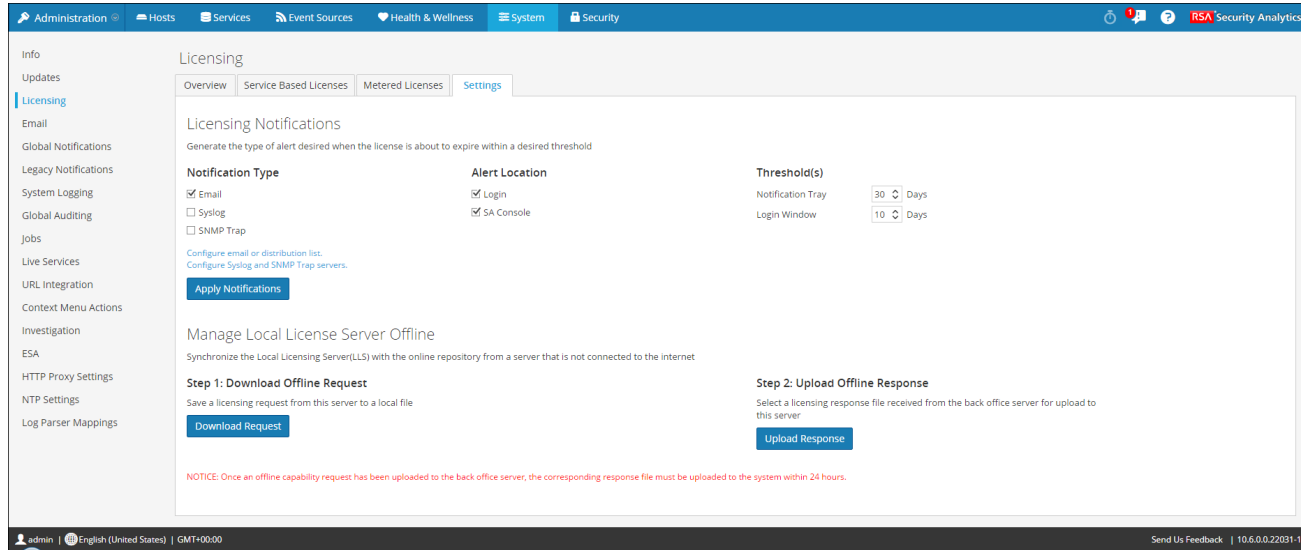
1. Log on to the Security Analytics server at **https://<SA-IP>**, where **<SA-IP>** is the Security Analytics server IP address.

- In the **Security Analytics** menu, select **Administration > System**.

The Administration System view is displayed.

- Select the **Settings** tab.

The Licensing panel is displayed.



- In the **Download Offline Request** section, select **Download Request**.

A file called **OfflineCapabilityRequest.bin** is downloaded to the local system. This file contains current licensing information for the Security Analytics server.

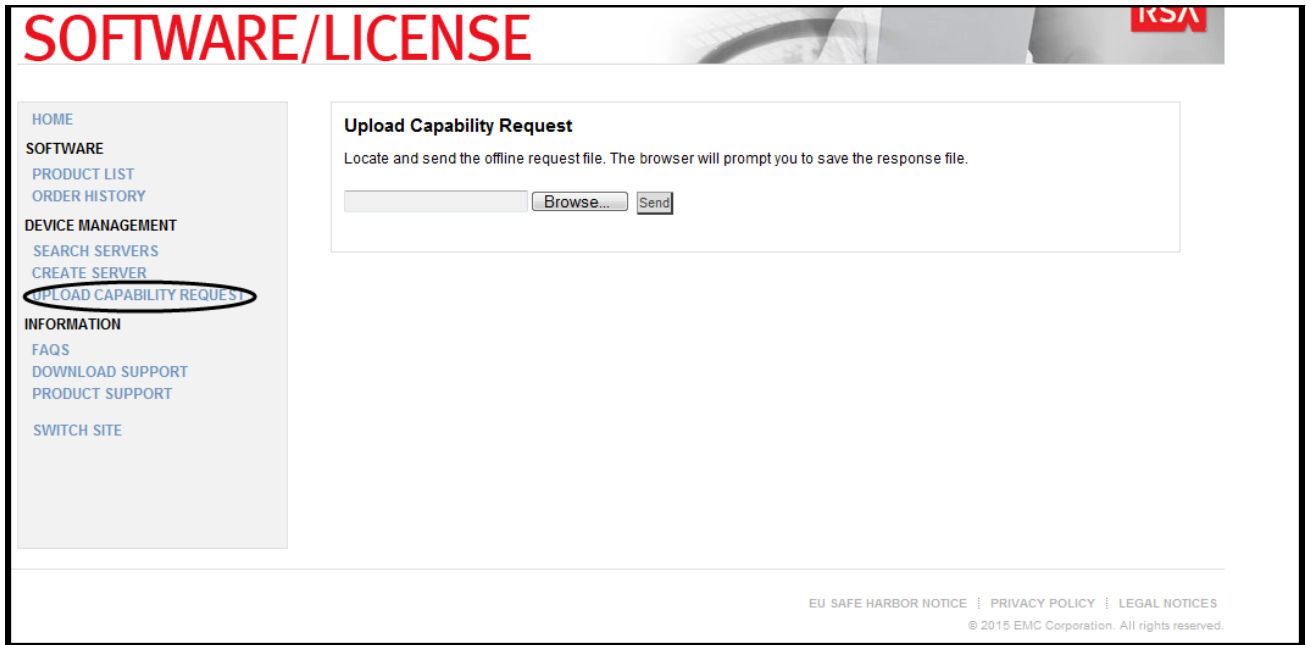
- Navigate to the Download Central Portal at <https://download.rsasecurity.com/> and log on with your user credentials.

The Download Central menu is displayed.



- 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 Security Analytics Server. Select **OfflineCapabilityRequest.bin**.

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

8. Click **Send**.

The server is created in Download Central, 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 Security Analytics 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 below.

Map Entitlements

Mapping entitlements involves choosing the quantity of available licensed appliance entitlements to pull to this Security Analytics server during synchronization. To map appliance entitlements to the server:

1. 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 DirAtchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y134901970	Permanent	0	1	<input type="text"/>
32TB VHiDen DirAtchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y133601512	Permanent	0	1	<input type="text"/>
32TB VHiDen DirAtchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y140300535	Permanent	0	1	<input type="text"/>
32TB VHiDen DirAtchCpcty 4 Pkt Decdr w/lic	RSA-CF24Y133300552	Permanent	0	1	<input type="text"/>
Series4S HeadUnit Broker	CQHGY12	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, 12/11/2015) 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 Security Analytics 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.
2. To designate the quantity of entitlements to pull to the Security Analytics server from an add-on order, type a quantity in the **Units to Configure** column.
 3. Click **Map Add-Ons**.

The View Server page displays a message indicating that the entitlements were successfully mapped to the Security Analytics 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

<u>Add-On Name</u>	<u>Status</u>	<u>Serial Number</u>	<u>Units Mapped</u>	<u>Expiration</u>	<u>Downloadable Items</u>
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.

4. (Optional) If you want to add more entitlements, use the **Map Add-Ons** option.
5. (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 Security Analytics server.

What Happens if No License is Installed

If you have not installed a Security Analytics Version 10.6 license, you will see the following banner when you log in to the system at the end of 90 days:

The screenshot shows the RSA Security Analytics web interface. At the top, a red banner displays the warning: "One or more licenses have expired. Please see [Licensing Overview](#) for additional details." Below the banner, the interface is divided into two main sections: "Groups" on the left and "Services" on the right. The "Services" section contains a table with the following data:

Name	Licensed	Host	Type	Version	Actions
SA - Broker	✓	SA	Broker	10.5.0.0.5250-4	⚙️
SA - Incident Management	✓	SA	Incident Management	10.5.0.0.863	⚙️
SA - IPDB Extractor	✓	SA	IPDB Extractor	10.5.0.0.16549-4	⚙️
SA - Malware Analysis	✓	SA	Malware Analysis	10.5.0.0.8447-1	⚙️
SA - Reporting Engine	✓	SA	Reporting Engine	10.5.0.0.5314-4	⚙️

At the bottom of the interface, the user is identified as "admin" in "English (United States)" with a "GMT+00:00" time zone. The version number "10.5.0.0.17881-1" is also visible.

The following Out of Compliance Acknowledgement message is displayed.

The screenshot shows a dark-themed dialog box titled "Out of Compliance Acknowledgement". Inside the dialog, the text reads:

***** IMPORTANT INFORMATION PLEASE READ CAREFULLY *****

The installed license has expired. This condition must be resolved in order to return to compliance under the terms of your license. Further information is available in the Licensing Guide on sadocs.emc.com and in your ordering document.

At the bottom right of the dialog, there is a blue button labeled "Accept".

Click **Accept** to continue using your product.

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

Step 2. Synchronize Security Analytics Server

This topic provides instructions for the second step of the Security Analytics entitlement process, synchronizing the Security Analytics server with the online repository and downloading mapped entitlements to the Local License Server (LLS).

Prerequisites

Before you perform this step, the Security Analytics server must be registered to Download Central and entitlements must be mapped. If you are doing online synchronization, Security Analytics must have access to the internet as well as have a designated nameserver (DNS). Internet access is not required for offline synchronization.

Verify That the Server Has a DNS

To verify that the server has a DNS:

1. Do one of the following:
 - a. Manually enter the `nameserver` information within `/etc/resolv.conf` for static IP environments.
 - b. Set the `BOOTPROTO` to `static` in the management IP configuration.
2. Restart the network services using the following command:

```
service network restart
```
3. Verify the capability to reach external systems via a hostname. Update with FNO-OD hostname.

Synchronize with Download Central

There are two methods of synchronizing Security Analytics with Download Central: automatic (online) and offline. You can also force online synchronization by refreshing the view of LLS entitlements in the Performance Licensing tab.

Synchronize Automatically (Online)

By default Security Analytics is configured to synchronize with Download Central at regular intervals. No action is required.

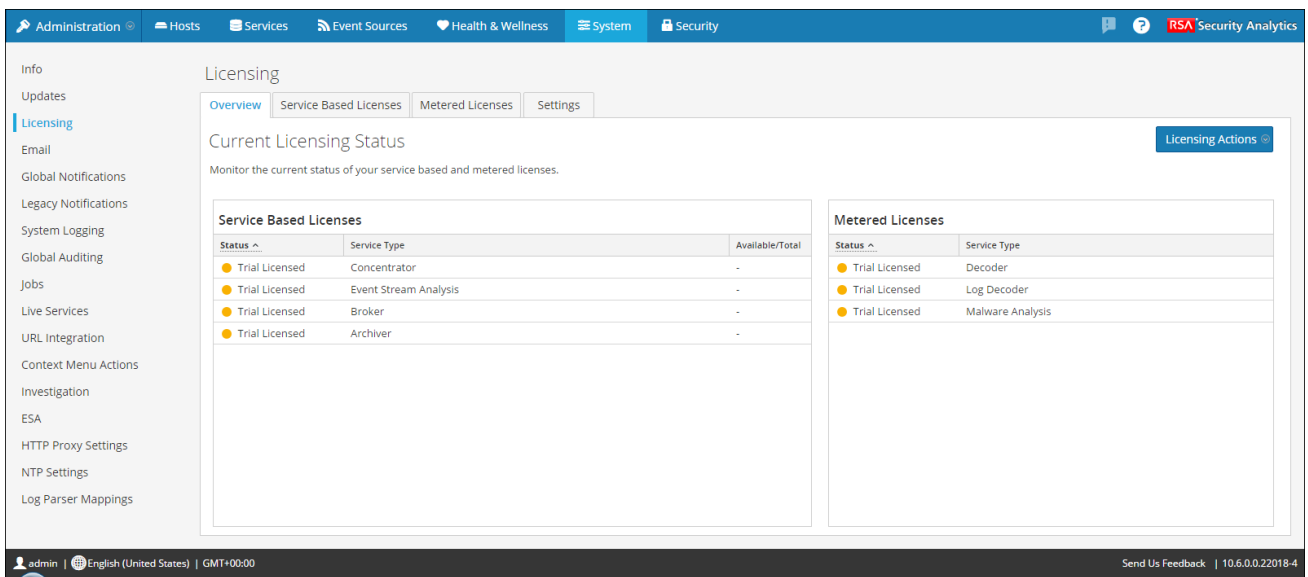
Refresh Licenses

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

- Restarts 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 and/or Out-of-the-Box license with valid licenses (if available).

To refresh the view of available files on the Local License Server:

1. Log on to Security Analytics.
2. In the **Security Analytics** menu, select **Administration > System**.
3. Select **Licensing** in the options panel.
The Licensing panel is displayed.



4. Select **Refresh Licenses** from the Licensing Actions drop-down menu.

Synchronize Offline

If the Security Analytics server is not connected to the Internet, you can perform offline synchronization of entitlements through the View Server page in Download Central.

View Server

The add-ons were successfully mapped to the device.

License Server ID: 000C292CB580
 Type: Ethernet
 ID Type: ETHERNET
 Identity: RSA Medium
 Alias: SA-System-HQ
 Vendor Dictionary: (None)

[Update Alias](#)

[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_B910	1	12/11/2013	None
SMC Concentrator	Waiting to add to device	acme_B910	1	12/11/2013	None

1. In the **View Server** page, select **Download Capability Response**.
A prompt asks you to save a **response.bin** file.
2. From a system with access to the Security Analytics server, log on to the Security Analytics server at **https://<SA-IP>**, where **<SA-IP>** is the Security Analytics server IP address.
3. Navigate to the Licensing panel and select the **Settings** tab.

The screenshot shows the 'Licensing' settings page in the Security Analytics interface. The 'Settings' tab is selected, showing notification preferences. Under 'Notification Type', 'Email' is checked. Under 'Alert Location', 'Login' and 'SA Console' are checked. Thresholds are set to 30 days for the Notification Tray and 10 days for the Login Window. The 'Apply Notifications' button is visible. Below this, the 'Manage Local License Server Offline' section is shown, with 'Step 1: Download Offline Request' and 'Step 2: Upload Offline Response'. The 'Upload Response' button is highlighted in blue. A notice at the bottom states: 'NOTICE: Once an offline capability request has been uploaded to the back office server, the corresponding response file must be uploaded to the system within 24 hours.'

4. In the **Upload Offline Response** section, click **Upload Response**.
The Upload Offline Response dialog is displayed:



5. In the dialog, select the **response.bin** file so that it is displayed in the Upload File (bin) field.
6. Click **Upload**.
7. To verify a successful synchronization, do one or both of the following:
 - To view results in Security Analytics, refresh the **Performance Licensing** tab.

The individual product entitlements that have been pulled down to Security Analytics 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 Download Central interface, you can see the status for entitlements changed to **In Sync**.

Additional Procedures

This topic is a collection of individual procedures, which an Administrator may perform at any time, and they are not required for initial setup of licensing. These procedures are presented in alphabetical order

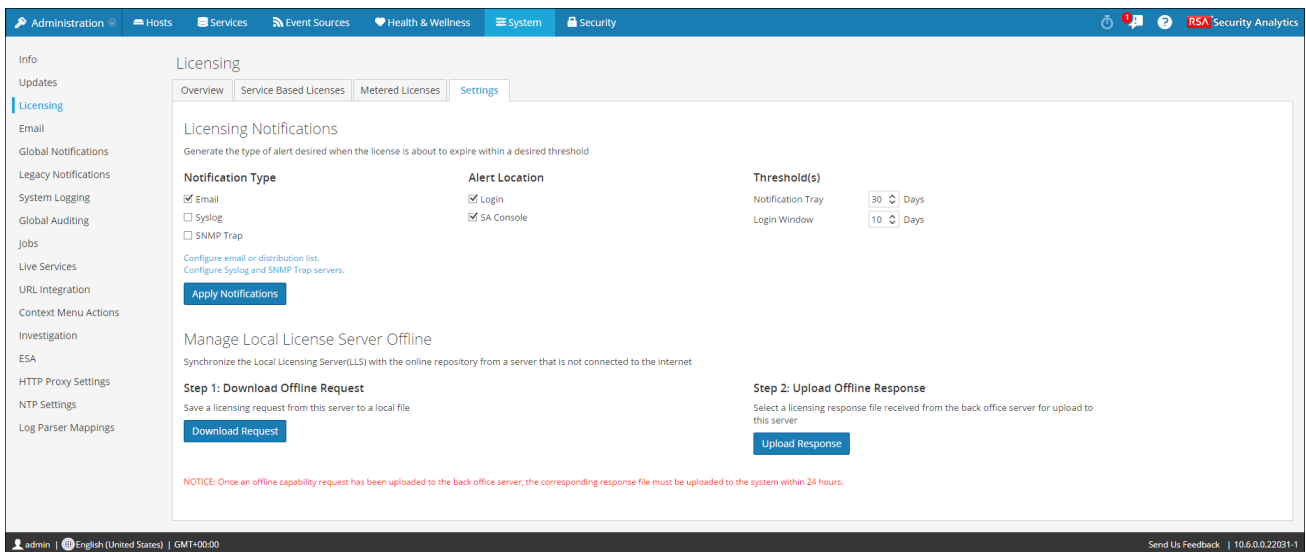
Configure Security Analytics Notifications

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 Security Analytics 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.

Configure Security Analytics Notifications

To configure the Security Analytics notification:

1. Log on to Security Analytics.
2. In the **Security Analytics** menu, select **Administration > System**.
3. Select **Licensing** in the options panel.
4. Select the **Settings** tab.



5. Select each of the methods for Security Analytics 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 Threshold** field.
 - b. To receive a notification in the Notifications tray, select **SA Console** and specify the number of days before the license expires that you want to receive notification in the **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 Security Analytics 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 via 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.
6. 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 after you log on to your Security Analytics server. Banner notifications automatically display during system log on to 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.

 You are nearing license usage limits. Please see [Licensing Overview](#) for additional details.

Dismiss

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

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

To dismiss the yellow banner, click **Dismiss**.

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

Export Usage Stats

Security Analytics Version 10.6 provides the ability for Administrators to view usage statistics of device types that are eligible for a Metered license. Licensing usage statistics are made available to Administrators in CSV and PDF formats.

Hourly statistics are captured for all supported services connected to the Security Analytics 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. In the **Security Analytics** menu, select **Administration > System**.
2. In the options panel, select **Licensing**.
3. Select the **Overview** tab.

The **Overview** tab is displayed.

4. Select **Export Usage Stats** from the Licensing Actions drop-down menu.

The **Export Usage Stats** dialog is displayed

5. Select a **Service Type**, **Time Range**, **Date Range**, and **Format** that you want the statistics report saved in.
6. Do one of the following:
 - a. Click **Export** to export the report.
 - b. Click **Cancel** to return to the **Overview** tab

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

Synchronize Local Licensing Server Offline

Security Analytics manages licensing through a Local License Server (LLS). Each client appliance is shipped with an installed LLS. This topic provides instructions for synchronizing the Local License Server (LLS) with the online repository from a server that is not connected to the Internet. Please refer to [Entitlement Capability Implementation](#) for a functional description of the LLS.

Prerequisites

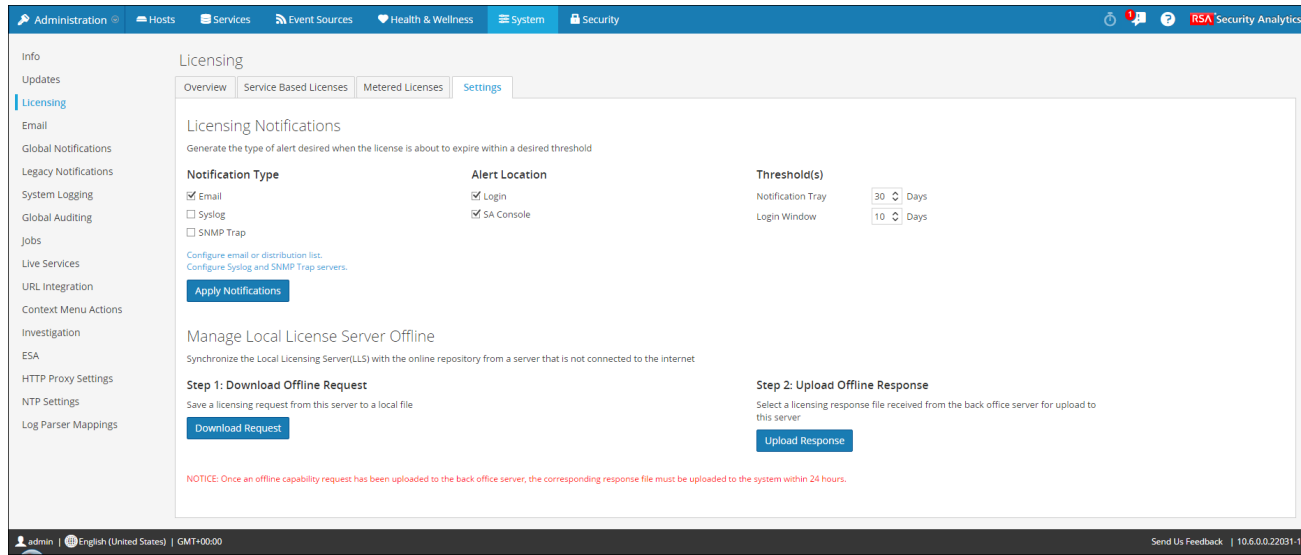
If the Security Analytics server is not connected to the Internet, you can perform offline synchronization of entitlements through the View Server page in Download Central. You can:

- Download an Offline Capability Request in Security Analytics for submission to Download Central.
- Within 24 hours, upload to Security Analytics an Offline Response that was received from Download Central.

Download a Capability Request for Submission to Download Central

To download an offline capability request from this Security Analytics LLS into a local file for processing by a back-office server.

1. In the **Security Analytics** menu, select **Administration > System**.
2. In the **options** panel, select **Licensing**.
The Licensing panel is displayed with the **Overview** tab open.
3. Select the **Settings** tab.



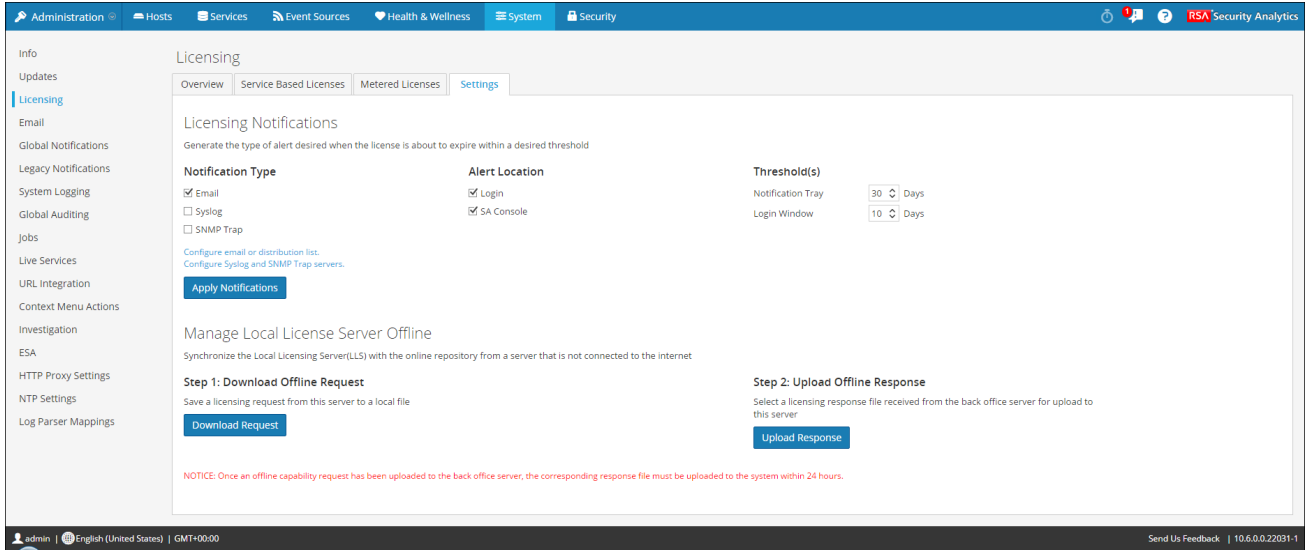
4. In the **Download Offline Request** section, click **Download Request**.

The Offline Capability Request file (**OfflineCapabilityRequest.bin**) is downloaded to the local file system.

Upload an Offline Capability Response to Security Analytics

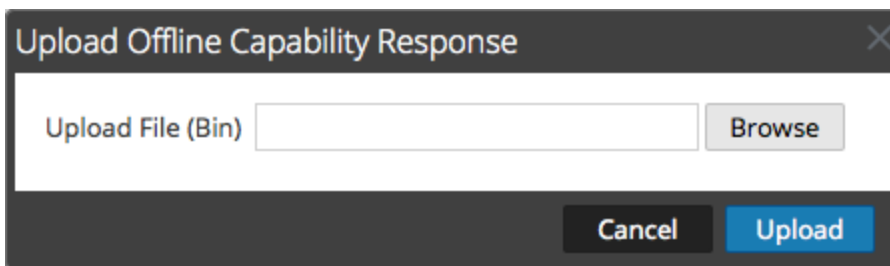
If the Security Analytics server is not connected to the Internet, you can perform offline synchronization of entitlements through the View Server page in Download Central. To upload an offline capability response (**response.bin**) file saved to the local file system from Download Central:

1. In the **Security Analytics** menu, select **Administration > System**.
2. In the **options panel**, select **Licensing**.
The Licensing panel is displayed with the **Overview** tab open.
3. Select the **Settings** tab.



4. In the **Upload Offline Response** section, click **Upload Response**.

A dialog prompts for the file.



5. Browse for 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 Security Analytics and the licenses added to the grid in the **Overview Licensing** tab. They are available for licensing appliances.

View Current Entitlements

This topic is about how to view your current licensing status on Security Analytics.

Prerequisites

Each Security Analytics 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 Security Analytics server.

View Current License Status

To view the current license status of individual services connected to the Security Analytics server:

1. In the **Security Analytics** menu, select **Administration > Services**.

In the Service grid, each service connected to the Security Analytics is listed. Part of the information is whether the service is licensed.

Note: If no services are listed, you need to add services before continuing.

2. To view additional information about a service license, hover over the icon in the **Licensed** column. The information displayed depends on the type of license.
 - For a permanent license, the following information is displayed: service ID and type of license.
 - For a license with an expiration date, the following information is displayed: service ID, type of license, expiration date, days licensed, and days remaining.

License Information	
Service ID	4-163-021-248
Type	Permanent

3. To display the current license status, in the Security Analytics menu, select **Licensing** from the panel in the **System** grid.

The License status for the selected services changes to green (licensed), yellow (approaching expiration), or red (license expired), depending upon the current license status. The services that you licensed are counted and the quantity is subtracted from the **Available** quantity in the **Administration System view > Licensing** panel.

Note: If licensing a hybrid system, which has a Concentrator and Decoder on the same appliance, license each component separately. Reporting Engine, Log Collector, IPDB Extractor, Warehouse Connector, Incident Management, and Workbench do not require a license.

Service Based Licenses

Status	Service Type	Available/Total
● Licensed	Archiver	1/1
● Licensed	Broker	0/1
● Licensed	Log Decoder	1/1
● Licensed	Malware Analysis	0/1
● Trial Licensed	Concentrator	-
● Trial Licensed	Event Stream Analysis	-
● Trial Licensed	Decoder	-

Metered Licenses

Status	Service Type
● Within Usage Limit	Decoder
● Within Usage Limit	Log Decoder

View and Manage License Pool on LLS

In Security Analytics, you can view the entitlements that are available to the Local License Server (LLS) on this instance of Security Analytics. You can manage the license pool with the option to:

- Refresh the view with the current LLS pool entitlements and availability.

View Available Entitlements

To view the entitlements that are available to the Local License Server (LLS) on this instance of Security Analytics:

1. In the **Security Analytics** menu, select **Administration > System**.
2. In the **Options** panel, select **Licensing**.

The **Overview** tab is displayed.

The screenshot displays the 'Licensing' overview page in the Security Analytics interface. The page is divided into two main sections: 'Service Based Licenses' and 'Metered Licenses'. Both sections show a table of licenses with their status and service type.

Status	Service Type	Available/Total
Trial Licensed	Concentrator	-
Trial Licensed	Event Stream Analysis	-
Trial Licensed	Broker	-
Trial Licensed	Archiver	-

Status	Service Type
Trial Licensed	Decoder
Trial Licensed	Log Decoder
Trial Licensed	Malware Analysis

Each entitlement is listed in the grid by service type, which is an add-on from a Download Central entitlement. Information includes the status of the license indicated using color-coded circles.

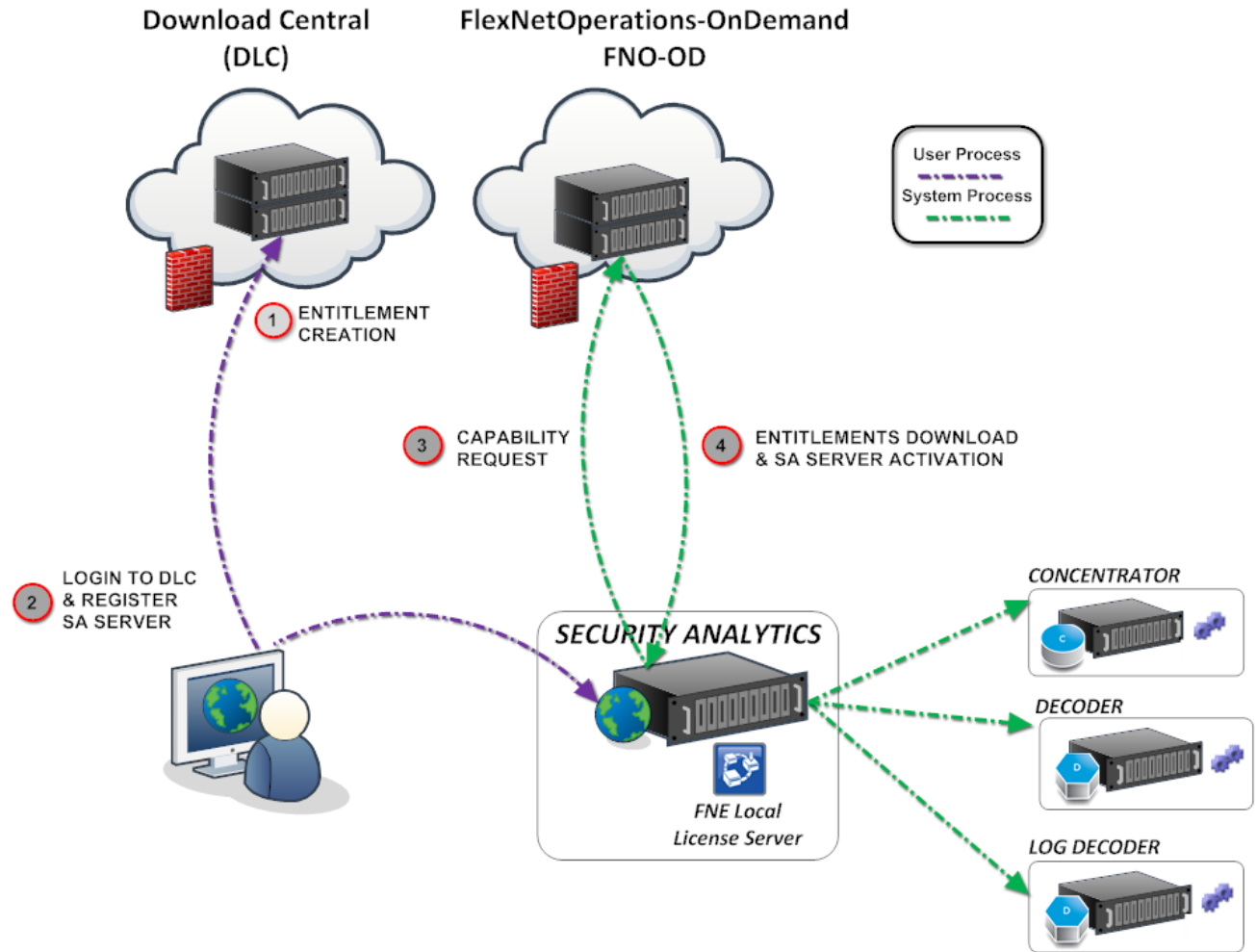
3. To refresh the view, select **Refresh Licenses** from the **Licensing Actions** drop-down menu. Entitlements pulled from Download Central are refreshed in the **Service-Based Licenses** and **Metered Licenses** panels.

References

This topic is a collection of references, which describe the user interface and more detailed information about how licensing works in Security Analytics. These topics are presented in alphabetical order.

Entitlement Capability Implementation

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



Key	Description
1	<p>Entitlements Created and Available to Customer.</p> <p>After a customer order is processed, the entitlements (licenses) become available in Download Central. The entitlements are tied to an individual account.</p>

Key	Description
2	<p>Register Security Analytics Server on Download Central and Map Entitlements to the Local License Server (LLS).</p> <ul style="list-style-type: none"> • Customers log on to Download Central 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 Security Analytics Administration > 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.
3	<p>Synchronize the Server and Download Mapped Entitlements.</p> <p>There are two methods for customers to synchronize with 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 Administration > System > Licensing panel on the Security Analytics server. • Sites in closed environments. Customers can synchronize the mapped entitlements by downloading a capability request and importing it on the Security Analytics Server. <p>After either synchronization method, entitlements that were mapped to the Local License Server on the Security Analytics 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 Security Analytics Server.</p>

Note: FlexNet Operations-On Demand (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 (whatever it resolves to when using lookup or whois) and the Security Analytics IP address.

Licensing Panel

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

To access this view:

1. In the **Security Analytics** menu, select **Administration > System**.
2. In the **options panel**, select **Licensing**.

The Licensing panel is displayed with the licensing status for Service-Based and Metered Licenses.

The screenshot displays the 'Licensing' panel in the Security Analytics interface. The panel is titled 'Licensing' and has four tabs: 'Overview', 'Service Based Licenses', 'Metered Licenses', and 'Settings'. The 'Overview' tab is selected, showing the 'Current Licensing Status' section. Below this, there are two tables: 'Service Based Licenses' and 'Metered Licenses'. Both tables show a 'Status' column with a yellow circle icon and the text 'Trial Licensed', and a 'Service Type' column. The 'Service Based Licenses' table also includes an 'Available/Total' column with a '-' value. The 'Metered Licenses' table shows three entries: 'Decoder', 'Log Decoder', and 'Malware Analysis'. The interface includes a navigation menu on the left with options like 'Info', 'Updates', 'Licensing', 'Email', etc. The top navigation bar shows 'Administration', 'Hosts', 'Services', 'Event Sources', 'Health & Wellness', 'System', and 'Security'. The bottom status bar shows 'admin', 'English (United States)', 'GMT+00:00', and 'Send Us Feedback | 10.6.0.0.22018-4'.

Status ^	Service Type	Available/Total
Trial Licensed	Concentrator	-
Trial Licensed	Event Stream Analysis	-
Trial Licensed	Broker	-
Trial Licensed	Archiver	-

Status ^	Service Type
Trial Licensed	Decoder
Trial Licensed	Log Decoder
Trial Licensed	Malware Analysis

The Licensing panel has four tabs, which are described in separate subtopics:

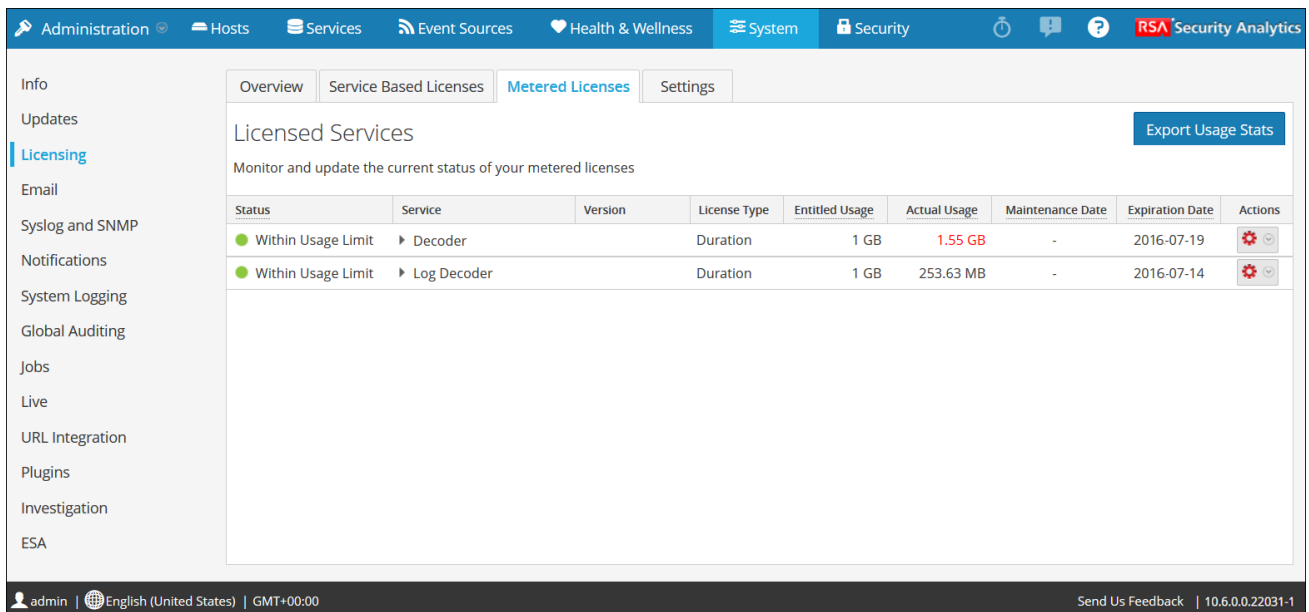
- Metered Licenses
- Overview
- Service-Based Licenses
- Settings

Metered Licenses Tab

This topic provides a description of the System view > Licensing panel > Metered Licenses tab. In the Metered Licenses tab, you can monitor and update the current status of your metered licenses.

To access this tab:

1. In the **Security Analytics** menu, select **Administration > System**.
2. In the left panel, select **Licensing**.
3. Select the **Metered Licenses** tab.



The **Metered Licenses** tab has one grid and an Export Usage Stats button.

The following table describes the features of the Licensed Services grid.

Parameter	Description
Status	The status of the license. There are four statuses: <ul style="list-style-type: none"> • Expired License • Over Usage Limit • Near Usage Limit • Within Usage Limit
Service/Host	The host and type of service to which the license is assigned.

Parameter	Description
License Type	The type of license assigned to the service/host. There are three types: <ul style="list-style-type: none">• Trial• Duration• Permanent
Version	The version number of the service.
Actual Usage	Displays the daily average of the actual usage.
Entitled Usage	Displays the daily average of the entitled usage.
Maintenance Date	Displays the maintenance expiration date for the permanent license.
Expiration Date	The date on which the license expires.
Actions	<ul style="list-style-type: none">• Export Usage Stats• Move to Service-based License

Overview Tab

This topic provides a description of the System view > Licensing panel > Overview tab. In the Overview tab, you can monitor the current status of your service-based and metered licenses.

To access this tab:

1. In the **Security Analytics** menu, select **Administration > System**.
2. In the left panel, select **Licensing**.

The **Overview** tab is automatically displayed.

Status ^	Service Type	Available/Total
Trial Licensed	Concentrator	-
Trial Licensed	Event Stream Analysis	-
Trial Licensed	Broker	-
Trial Licensed	Archiver	-

Status ^	Service Type
Trial Licensed	Decoder
Trial Licensed	Log Decoder
Trial Licensed	Malware Analysis

The **Overview** tab displays the Licensing Actions menu and two grids:

- Service-Based Licenses
- Metered Licenses

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

Service-Based Licenses Grid

This grid displays all Service-Based licenses and their statuses.

Parameter	Description
Status	The status of the license. There are five statuses: <ul style="list-style-type: none"> • Licensed • Expiring License • Expired License • Trial Licensed • Not Licensed
Service	The type of service to which the license is assigned.
Actions	<ul style="list-style-type: none"> • Refresh Licenses • Export Usage Stats

Metered Licenses Grid

This grid displays all metered licenses and their statuses.

Parameter	Description
Status	The status of the license: <ul style="list-style-type: none"> • Expired License • Over Usage Limit • Near Usage Limit • Within Usage Limit • Trial Licensed • Expiring License
Service	The type of service to which the license is assigned.

Licensing Actions Menu

This menu offers several actions in the **Overview** tab.

Parameter	Description
Refresh Licenses	Refreshes the Overview tab to display the most current license information.
Export Usage Stats	Exports license usage statistics.

Export Usage Statistics

Security Analytics Version 10.6 provides the ability for Administrators to view the current usage statistics of the service. Licensing usage statistics are made available to Administrators in CSV and PDF formats.

The data provided specifies the hourly statistics captured by supported services connected to the Security Analytics server.

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

Service-Based Licenses Tab

This topic provides a description of the System view > Licensing panel > Service-Based Licenses tab. In the Service-Based Licenses tab, you can monitor and update the current status of your Service-Based licenses.

To access this tab:

1. In the **Security Analytics** menu, select **Administration > System**.
2. In the left panel, select **Licensing**.
3. Select the **Service-Based Licenses** tab.

The **Service-Based Licenses** tab has a grid and the Export Usage Stats menu.

The following table describes the features of the Licensed Services grid.

Parameter	Description
Status	The status of the license. There are five statuses: <ul style="list-style-type: none"> • Licensed • Expiring License • Expired License • Trial Licensed • Not Licensed
Service/Host	The host and type of service to which the license is assigned.

Parameter	Description
License Type	The type of license. There are three types: <ul style="list-style-type: none">• Trial• Duration• Permanent
Version	The version number of the service.
Daily Usage	Displays the actual usage during the past 24 hours.
Available/Total	Displays your total entitled usage and your available usage for the license.
Expiration Date	The date on which the license expires.
Export Usage Stats	Enables Administrators to view the usage statistics available for Security Analytics services.
Maintenance Date	Displays the maintenance expiration date for the permanent license.

Settings Tab

This topic describes the notification settings for the Security Analytics in the Licensing panel > Settings tab. You can configure the Security Analytics to send notifications when the expiration of an entitlement approaches. You can receive notification by email, syslog and SNMP. The Notification can be viewed at log on and in the Notification tray. You can also specify the number of days before expiration as a threshold for notification.

If the Security Analytics server is not connected to the Internet, you can perform offline synchronization of entitlements through the View Server page in Download Central. You can:

- Download an Offline Capability Request in Security Analytics for submission to Download Central.
- Within 24 hours, upload to Security Analytics an Offline Response that was received from Download Central.

Procedures associated with the Licensing panel are described in [Step 1. Register the Security Analytics Server](#) and [Configure Security Analytics Notifications](#).

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

Feature	Description
Configure email or distribution list	Displays the Administration > System view > Email panel in a separate tab, and you can configure settings in the Email Server Settings section.

Feature	Description
Configure Syslog and SNMP Trap servers	Displays the Administration > System view > Legacy Notification panel in a separate tab and you can configure the Syslog Auditing Settings and SNMP Auditing Settings.
Login	This is enabled by default. Checkbox to receive a notification of your approaching license expiration when you log on to Security Analytics. The Login Threshold field specifies the number of days before the license expires to display the notification at log on.
SA Console	Checkbox to receive a notification of approaching license expiration in the Notifications tray. The Threshold field specifies the number of days before the license expires to send a notification to the Notifications tray.
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.
Apply	Saves the notification settings in the Settings tab, and they become effective immediately.
Download Offline Request	Downloads a request from this Security Analytics LLS into a local file for processing by a back-office server. The downloaded bin file should be uploaded to Download Central (DLC) to generate the offline response.
Upload Offline Request	Opens the local file system to browse for an offline response that you received from the back-office server, and uploads the selected response to Security Analytics. 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 logon 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.


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.

Out-of-Compliance State

The following sample banner is displayed when a license is expired:

 One or more licenses have expired. Please see [Licensing Overview](#) 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 Acknowledgement dialog is also displayed. Click **Accept** to continue using your Security Analytics product.

Version 10.6 licenses can enter an out-of-compliance state for the reasons provided in the following table:

Red Banner Message	Possible Causes	Solutions
<p>One or more services is not licensed.</p>	<p>Trial license period has expired.</p> <p>There are pre-10.6 services in the deployment that are not licensed.</p>	<p>Contact RSA Sales team to procure a Security Analytics license.</p> <p>Upgrade the services to Security Analytics Version 10.6.</p>
<p>One or more licenses have expired.</p>	<p>If the deployment has a valid Metered license, you can move the service under it. Note that the usage will increase and may go over the entitled usage.</p>	<p>Contact RSA Sales team to renew the license.</p>
<p>You have exceeded license usage limits.</p>	<p>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.</p>	<p>Contact RSA Sales to extend/increase your allotted usage by purchasing a Security Analytics license.</p>

Red Banner Message	Possible Causes	Solutions
One or more licenses have expired.	If the deployment has a valid Metered license, you can move the service under it. Note that the usage will increase and may go over your allotted usage.	Contact RSA Sales to renew your Security Analytics 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 Security Analytics Version 10.6 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 Security Analytics screen if your license is approaching its allotted usage:



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

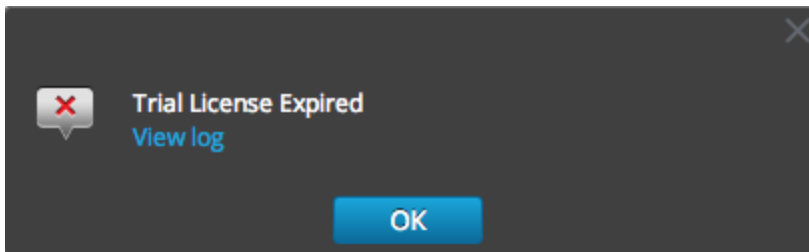
Yellow Banner Message	Possible Causes	Solutions
<p>You are nearing license usage limits.</p>	<p>One or more Metered licenses has exceeded your allotted usage for three times during the current calendar month. The fourth time that you exceed your allotted usage during the current month will push the deployment into an Out-of-Compliance state.</p>	<p>Contact RSA Sales if your allotted usage spikes four times within a calendar month.</p>
<p>One or more licenses is expiring.</p>	<p>One or more licenses is due to expire within 14 days.</p>	<p>Contact RSA Sales to purchase a new license.</p>

Troubleshoot Licensing

This topic provides information about possible issues that Security Analytics users may encounter when setting up licensing in Security Analytics. Look for explanations and solutions in this topic. Security Analytics notifies users of issues using the popup notifications and the system log as described in the **Troubleshoot Security Analytics** topic in the *System Maintenance Guide*.

Simple Error Notification about a Problem with a License

If there is a problem with the license you are attempting to install, Security Analytics provides feedback in the form of a simple error notification and a log entry.



Common Log and Configuration Files

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.

On the Security Analytics Server

- `/var/log/messages`
- `/var/log/fneserver/fne-error.log`
- Run `wget` for the following files when `ssh`'ed onto the Security Analytics Server:
 - `http://localhost:3333/fne/xml/properties`
 - `http://localhost:3333/fne/xml/reservations`
 - `http://localhost:3333/fne/xml/features`
 - `http://localhost:3333/fne/xml/diagnostics`

Security Analytics Server Problems

This table lists possible problems with the Security Analytics server errors that can affect entitlements.

Problem	Possible Causes	Solutions
<p>The Security Analytics server displays the Out-of-Compliance banner message that states, “Your trial license has internal errors. Please contact RSA customer support for help.”</p>	<p>Ensure that the Tok-uMX service is running on your Security Analytics appliance.</p>	<p>To resolve the error:</p> <ol style="list-style-type: none"> 1. Execute the command <code>service tokumx status</code> from the Security Analytics appliance console. 2. If problem persists, please contact RSA customer support for help.
<p>Some features have been mapped in the central Flexera server, but the Security Analytics server doesn’t display them.</p>	<p>Ensure that the Security Analytics server is connected to the internet.</p>	<p>To resolve the error:</p> <ol style="list-style-type: none"> 1. Execute a License Refresh as follows: 2. In Security Analytics, navigate to Administration > Services > Licensing. 3. Under the Licensing Actions menu, select Refresh Licenses. <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p>Note: If the Security Analytics server is not connected to the internet, try to do an Offline Synchronization.</p> </div>

Problem	Possible Causes	Solutions
<p>When you remove a service from Security Analytics, your trial license for that service is also removed.</p>	<p>Various possible causes.</p>	<p>To resolve the error:</p> <p>Add the service again. Your service will continue to function fully even if a message informs you that the service is in a Not Licensed state.</p>
<p>The Security Analytics server displays the following message when I try to activate a license: "Cannot license this service explicitly."</p>	<p>Services running on Security Analytics Version 10.6 do not require that licenses be activated manually.</p>	<p>To resolve the error:</p> <ol style="list-style-type: none"> 1. Execute a License Refresh as follows: 2. In Security Analytics, navigate to Administration > Services > Licensing. 3. Under the Licensing Actions menu, select Refresh Licenses.
<p>A few Version 10.6 services are not getting licensed.</p>	<p>Ensure that you have the required entitlements pulled down from the Flexera server.</p>	<p>To resolve the error:</p> <ol style="list-style-type: none"> 1. Execute a License Refresh as follows: 2. In Security Analytics, navigate to Administration > Services > Licensing. 3. Under the Licensing Actions menu, select Refresh Licenses.

License Usage Stats Issues

Problem	Possible Causes	Solutions
Security Analytics Licensing page not showing any license information although there are services available.	TokuMX server is down or not responding.	<ul style="list-style-type: none"> Check the status of the tokumx server: <code>/etc/init.d/tokumx status</code> Start the server if it is down: <code>service tokumx start</code>
Actual usage of service is showing no value, not even 0 MB is being displayed.	Rabbitmq-server on Security Analytics 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: <code>/etc/init.d/rabbitmq-server status</code> <code>/etc/init.d/rabbitmq-server start</code>
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 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: <code>/etc/init.d/rabbitmq-server status</code> <code>/etc/init.d/collectd status</code> Start the services if not responding or down: <code>/etc/init.d/rabbitmq-server start</code> <code>/etc/init.d/collectd start</code>

Download Central (DLC) Issues

Problem	Possible Causes
<p>Unable to refresh his licenses from subscribernet. Also unable to download an offline response from DLC.</p>	<p>Various possible causes.</p>
<p>Solution Contact Customer Support for assistance in installing licenses.</p>	
<p>Customer unable to login to Download Central.</p>	<p>Various possible causes.</p>
<p>Solution Contact Customer Support for Offline Capability Response file to re-apply license in Security Analytics server. Also reset all licenses from all services.</p>	
<p>Licenses were not mapped in DLC.</p>	<p>Various possible causes.</p>
<p>Solution License reset from User Interface resolved the mapping issue.</p>	

Wrong License/License Mapping Issues

Problem	Possible Causes
<p>Perpetual license appears to be in use, although there is no Service-based license.</p>	<p>The Security Analytics entitlement database contains an object that holds the entitlement for a service that is licensed to the Security Analytics server.</p>

Problem	Possible Causes
<p>Solution</p> <ol style="list-style-type: none"> From the Security Analytics menu, select Administration > System > Licensing > Overview. SSH into the Security Analytics server as <code>root</code>. Connect to the entitlement database using the following command: <code>mongo sa</code> Check the current entitlement status as follows: <code>db.entitlement.find()</code> From the output, note the <code>ObjectId</code> for the services that appear to use Trial licenses. Remove the <code>ObjectId</code> for the missing endpoint that appears in <code>/var/lib/netwitness/uax/logs/sa.log</code>. <code>db.entitlement.remove({ _id: ObjectId("<ObjectId>") })</code> For example: <code>db.entitlement.remove({ _id: ObjectId("5595c9a9f28061ac50735xxx") })</code> Repeat Step 5 for all missing <code>ObjectIds</code>, as well as the ones noted in Step 4. Type <code>exit</code> to close the database. From the Security Analytics User Interface, select the Licensing Actions menu and select Refresh Licenses. Once the Refresh process completes, confirm that the services are entitled with the Perpetual licenses. 	
<p>Decoder license not available due to core appliances being removed from the Security Analytics server without releasing the license. Several core appliance licenses were not available for use.</p>	<p>Various possible causes.</p>
<p>Solution</p> <p>Reset license on Security Analytics server and re-license each appliance.</p>	
<p>Archiver DACs are not mapped to the license server with all other appliances' licenses.</p>	<p>Various possible causes.</p>

Problem	Possible Causes
<p>Solution:</p> <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 on Download Capability Request and upload license to the Offline Capability Request in the User Interface under the License tab. 	
<p>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.</p>	<p>After looking into Flexera, Customer Support found that the new equipment had not been mapped to the License Server.</p>
<p>Solution</p> <p>Map add ons to DLC and upload the .bin file into the Security Analytics User Interface.</p>	
<p>Mapping to License Server ID was not created.</p>	<p>Various possible causes.</p>
<p>Solution</p> <p>Licenses must be re-entitled and status of all appliances is displayed as licensed.</p>	

Problem	Possible Causes
<p>Customer unable to delete Trial licenses when Service-based licenses are in use.</p>	<p>Customer had two different Security Analytics servers 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 Security Analytics server that was entitled by the CHN site.</p> <p>The reason for the banner was that the NOI Security Analytics 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 Security Analytics server and services were marked as out-of-compliance.</p> <div data-bbox="597 802 1323 1087" style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p>Note: When there is more than one Security Analytics server in use, Security Analytics Version 10.6 requires a separate license for each Security Analytics 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>
<p>Solution</p> <p>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 Security Analytics server.</p>	
<p>License missing after re-imaging.</p>	<p>Various possible causes.</p>
<p>Solution</p> <p>Download license from DLC.</p>	

Start Date Issues

Problem	Possible Causes
Start date displays as "Internal Error" under System page for services licensed using SIEM licenses.	Various possible causes.
Solution Change to your old Mac address and restart your FNE server.	

