



Licensing Management Guide

for Version 11.0



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How Licensing Works

RSA NetWitness Suite version 11.0 entitlement uses a trust-based licensing model. Appliances continue to function even if they are out-of-compliance with current licensing.

Configuration Step	Description
Step 1. Register the NetWitness Server	Before you begin the licensing process, you must ensure that your license server is installed and running.
Step 2. Synchronize NetWitness Server	Your NetWitness Server must be registered to Download Central and entitlements must be mapped. There are two methods of synchronizing NetWitness Suite with Download Central: online and offline.
Step 3: Install Product Licenses from Download Central (DLC)	Your DLC Welcome e-mail message contains system log in instructions to Download Central. Instructions for downloading your product licenses can be found in this document, as well as the Download Central (DLC) website.

Choosing a License Type

The type of license you choose is based on your network requirements. If you want a license that is based on a throughput per day of logs (SIEM) or network packets (Network Monitoring and Network Malware), Metered licensing is your best bet.

The following types of licenses are available in RSA NetWitness Suite 11.0:

- Metered Licensing
- Service-based Licensing
- Out-of-the-box Trial Licensing

Note: You should purchase or install a license within 90 days, although the functionality will continue after the 90-day out-of-the-box trial period ends.

Metered Licensing

Metered licensing is based on a throughput per day of logs (SIEM) or network packets (Network Monitoring and Network Malware), combined with the separate purchase of the hardware needed to deploy the system and meet customers' retention requirements.

The throughput per day for logs is measured in Gigabytes per day and in Terabytes per day for packets. Customers can then acquire the amount of Gigabytes per day of logs, or Terabytes per day of packets that they require in order to meet their needs. The total amount of throughput per day is selected from one of five volume tiers of license levels, based on the total amount of throughput per day that is being licensed across the customer's entire enterprise deployment of NetWitness.

With this licensing system, organizations can scope their throughput per day capacity independently from their hardware infrastructure components, optimizing specifically for their network environment. A customer effectively licenses NetWitness software from RSA based on their network or log throughput and then purchases the infrastructure components (servers to deploy the Decoders, Concentrators, Brokers, and so on) that are required for their particular deployment.

Note: If you want to change the default allotment of licenses by moving between metered and service-based, you can do this by selecting under the actions of each license entry, provided there is support for both license types.

Service-based Licensing

RSA NetWitness Suite version 11.0 supports service-based licensing. Support for service-based licensing is applicable for all appliances that require a license. This is a per-service permanent license that has no expiration date. You do not need to activate any version 11.0 services manually.

The following list includes services that can have service-based licenses:

- Decoder
- Log Decoder
- Concentrator
- Broker
- Archiver
- Event Stream Analysis
- Malware Analysis

Note: The one exception is a co-located instance of Malware Analysis, which is licensed by default.

Out-of-the-Box Trial Licensing

Out-of-the-Box Licensing for RSA NetWitness Suite version 11.0 ships with a default Trial out-of-the-box license that enables customers to use the product with full functionality for 90 days. The 90-day time period begins when the NetWitness Suite user interface is configured and used for the first time.

You are given a choice to include appliances under an Out-of-the-Box (OOTB) Trial Metered License, or a Service- based License. Metered licenses are only supported for Decoder, Log Decoder, and Malware Analysis.

Version 11.0 provides the flexibility to move your license to an Out-of-the-Box Trial service-based License. An Out-of-Compliance banner notifies you when you need to take action on your license.

Licensing at a Glance

Note: You are entitled to the latest software version based on your maintenance contract. If your maintenance contract expires, you can still use the product, but you are not covered for maintenance or Technical Support.

Service-based

Service-based licenses are applicable to the following services:

- Decoder
- Log Decoder
- Concentrator
- Broker
- Archiver
- ESA
- Malware Analysis

Metered

- License usage is based on the amount of data throughput per day.
- Only applies to Log Decoder, Packet Decoder, and Malware Analysis (standalone) services.
- Throughput per day is measured in Gigabytes per day for Log Decoders and Packet Decoders, and is measured in Terabytes per day for Malware Analysis.
- Metered license usage statistics are captured hourly and made available in CSV or PDF formats for export.

Perpetual

License is based on aggregate usage, as opposed to a per-appliance service. There is no specified end date; the Metered license works indefinitely

Subscription

License is purchased for a specific period of time, such as 12 months, 24 months, or 36 months. Use of the software is discontinued at the end of your subscription period.

Licensing Measurement

- Usage stats reflect daily average usage.
- Perpetual and service-based licenses, such as Netmon or Network, or 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.
- 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 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 banner disappears.

- Breach period starts immediately after Grace Period ends.
- Red banner cannot be dismissed.

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).

- Customer pays for hardware.
- Usage is measured as an aggregate of all metered appliances.

For example, a Decoder can be licensed for 10 GB per day. Customers are allowed to use multiple Decoders under the same license.

- Services are licensed automatically under the following conditions:
 - When services are resolved.
 - When a scheduled task runs every hour.
 - License Refresh is triggered by the user.
- Subscription-based licenses are billed yearly.

Out-of-Compliance Banner

The Out-of-Compliance banner is displayed when one of the following conditions occurs:

- License is tampered with during the out-of-the-box trial period.
- 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.

To resolve an out-of-compliance state:

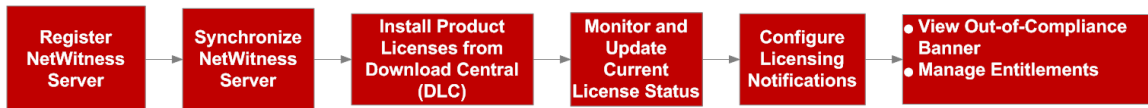
- Reduce usage, or
- Adjust contracted usage amount

Initial Set Up

This topic provides all of the steps required for installing entitlements in NetWitness Suite. The Administrator setting up licensing needs 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.



Prerequisites

Before implementing the NetWitness Suite entitlements capability, ensure that the following prerequisites have been met.

- An order for entitlements is in place with RSA, and a pool of entitlements is available for the customer in the RSA Download Central site - <https://download.rsasecurity.com/>.
- A web browser that supports HTML5 and JavaScript.
- HTTPS access for the NetWitness Suite web Interface.
- The NetWitness 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 NetWitness Server can be added only to appliances on the same DLC Account ID or account.
- Administrative access to the NetWitness Server and to other appliances running NetWitness Suite version 11.0.
- Ability of all appliances to communicate with the NetWitness Server so that appliance licenses remain activated.
- If online registration between NetWitness Suite and RSA Download Central is planned:
 - Internet access with HTTP from NetWitness Server to Download Central.
 - NetWitness Server DNS resolution of at least the Download Central site.

Step 1. Register the NetWitness Server

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

Prerequisites

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

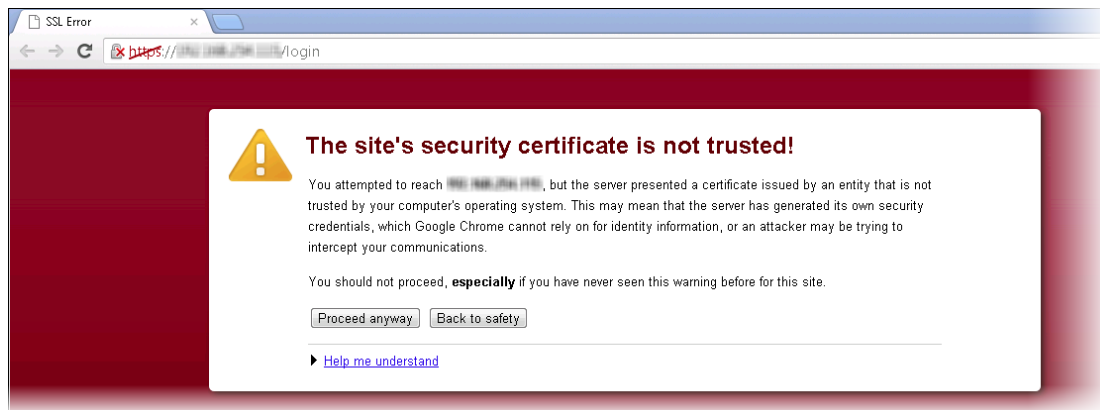
Verify That the License Server is Installed and Running

To verify the License Server is installed and running:

1. Log on to the NetWitness Server at **https://<NW-IP>**, where **<NW-IP>** is the NetWitness Server IP address. You are prompted with a screen asking for your RSA Product License Number. You must enter the Serial Number of your NetWitness Server host 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
```

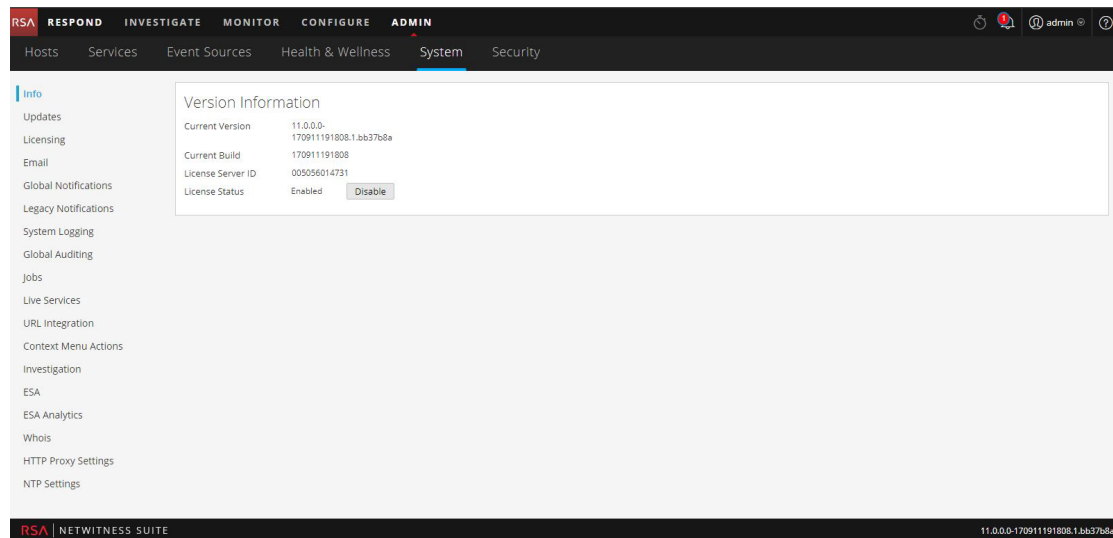
The following message may be displayed.



2. If you receive a message that the certificate is not installed, click **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 NetWitness Suite user interface is displayed.

3. Go to **ADMIN > System**.
4. The Admin 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 NetWitness Suite and upload the request to the Download Central Portal.

Register Online

To register the License Server ID online:

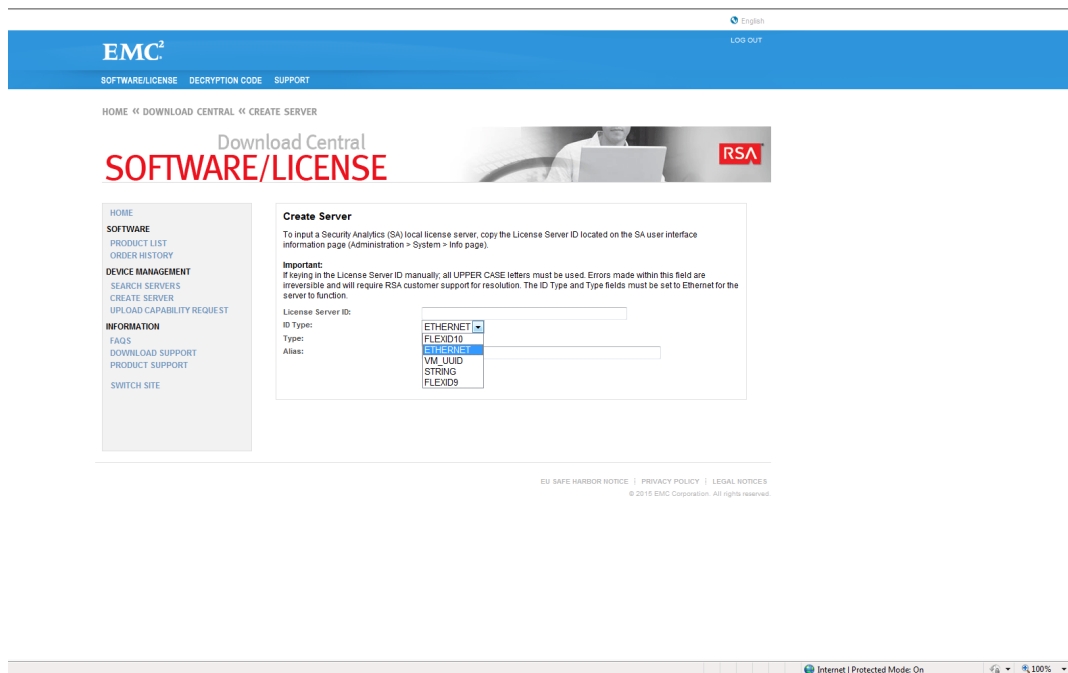
1. Navigate to the Download Central Portal at <https://download.rsasecurity.com/> and log on with your user credentials.

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**.

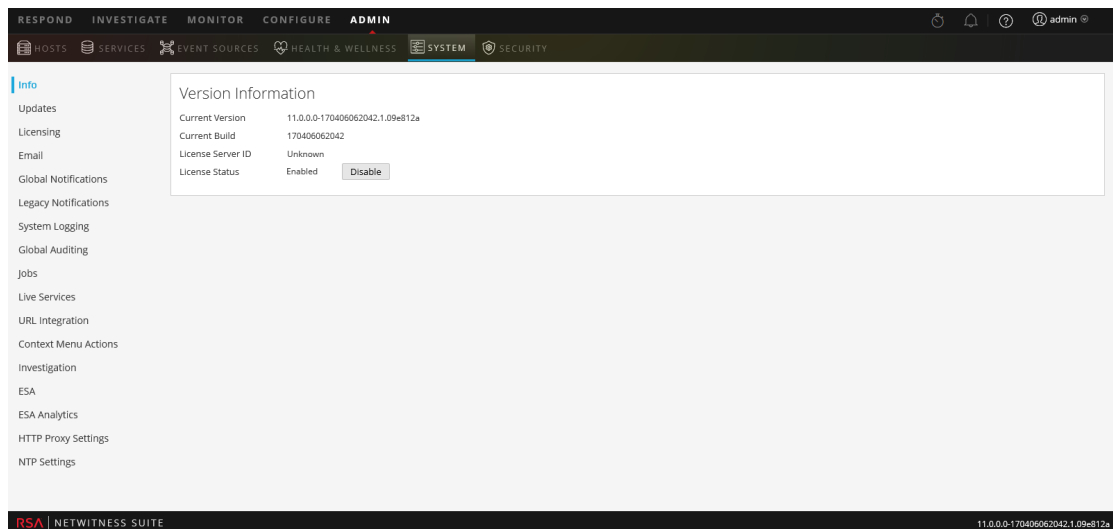
The server is registered and you can now map entitlements as described below.

Register Using an Offline Capability Request

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

To register the server using an offline capability request:

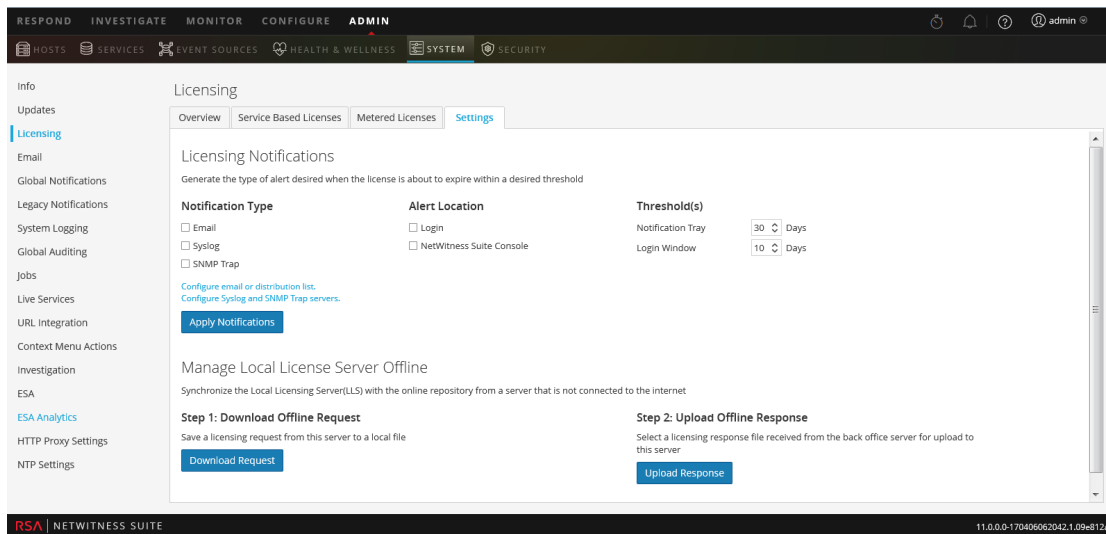
1. Log on to the NetWitness Server at **https://<NW-IP>**, where **<NW-IP>** is the NetWitness Server IP address.
2. Go to **ADMIN > System**.



The Admin System view is displayed.

3. Select the **Settings** tab.

The Licensing panel is displayed.



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

A file called **OfflineCapabilityRequest.bin** is downloaded to the local system. This file contains current licensing information for the NetWitness Server.

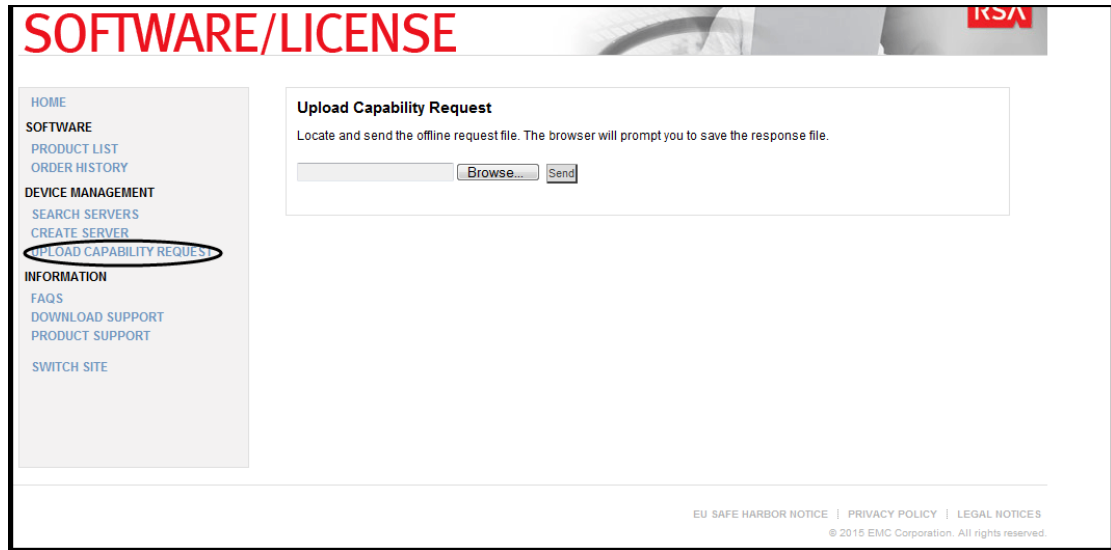
5. Navigate to the Download Central Portal at <https://download.rsasecurity.com/> and log on with your user credentials.

The Download Central 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 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 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 below.

Map Entitlements

Mapping entitlements involves choosing the quantity of available licensed appliance entitlements to pull to this NetWitness 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	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.
2. 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.
 3. 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: SA-System-HQ
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.

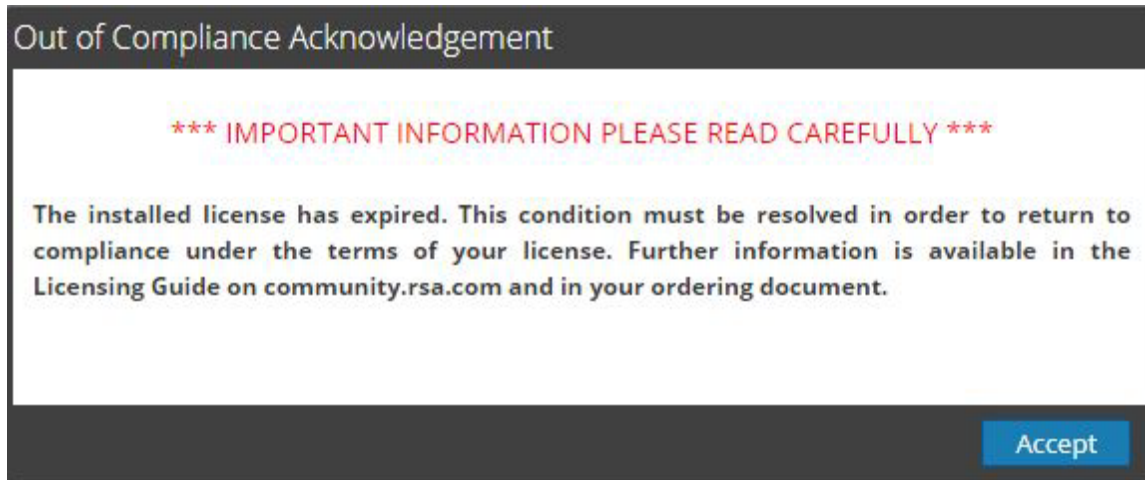
4. (Optional) If you want to add more entitlements, use the **Map Add-Ons** option.
5. (Optional) If you want to remove entitlements, use the **Remove Add-Ons** option.

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

What Happens if No License is Installed

If you have not installed a NetWitness Suite Version 11.0 license, an Out-of-Compliance banner is displayed when you log in to the system at the end of 90 days.

The following Out of Compliance Acknowledgement message is displayed.



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

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

Step 2. Synchronize NetWitness Server

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

Prerequisites

Before you perform this step, the NetWitness Server must be registered to Download Central and entitlements must be mapped. If you are doing online synchronization, NetWitness Suite 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 NetWitness Suite 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 NetWitness Suite is configured to synchronize with Download Central at regular intervals. No action is required.

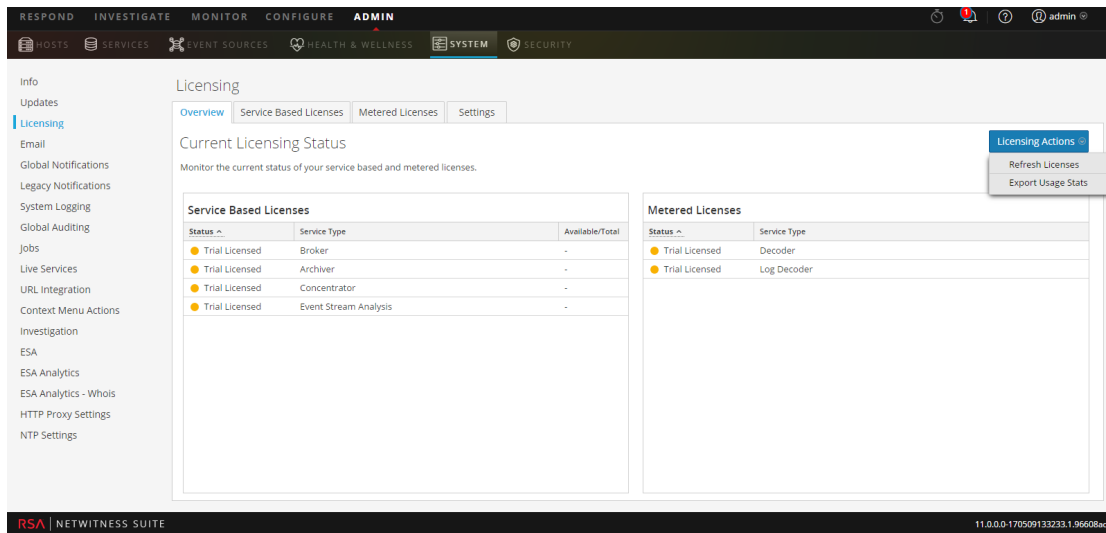
Refresh Licenses

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

- Restarts 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).

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

1. Log on to NetWitness Suite.
2. Go to **ADMIN > 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 NetWitness 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)

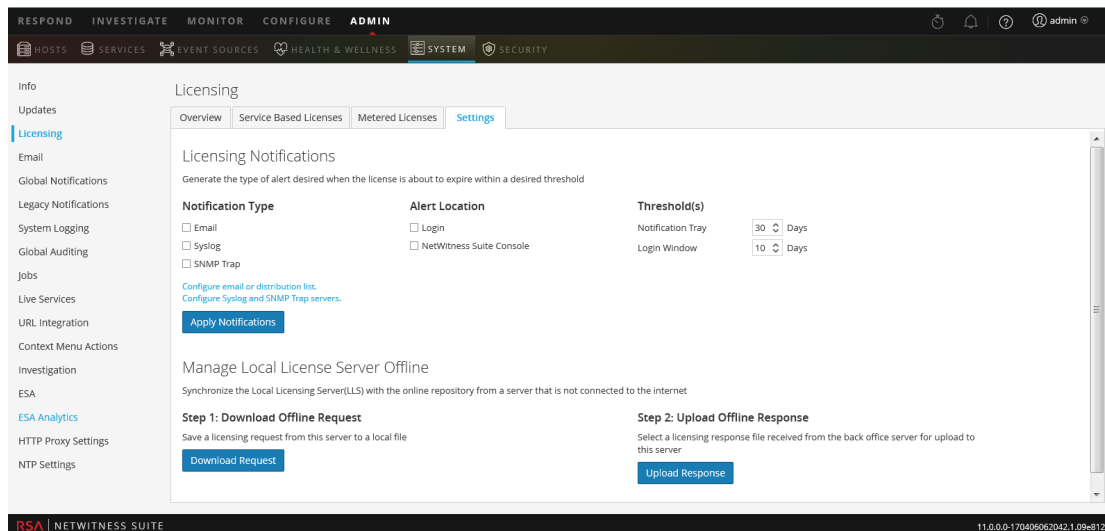
[Update Alias](#)

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

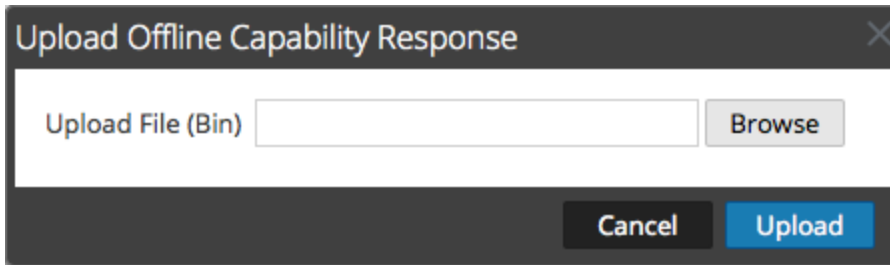
Add-Ons

Add-On Name	Status	Serial Number	Units Mapped	Expiration	Downloadable Items
SMC Decoder	Waiting to add to device	acme_8910	1	12/11/2013	None
SMC Concentrator	Waiting to add to device	acme_8910	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 NetWitness Server, log on to the NetWitness Server at **https://<NW-IP>**, where **<NW-IP>** is the NetWitness Server IP address.
3. Navigate to the Licensing panel and select the **Settings** tab.



4. In the **Manage Local License Server Offline** section, click **Upload Response**.
The Upload Offline Capability 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 NetWitness Suite, refresh the **Performance Licensing** tab.

The individual product entitlements that have been pulled down to NetWitness Suite 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

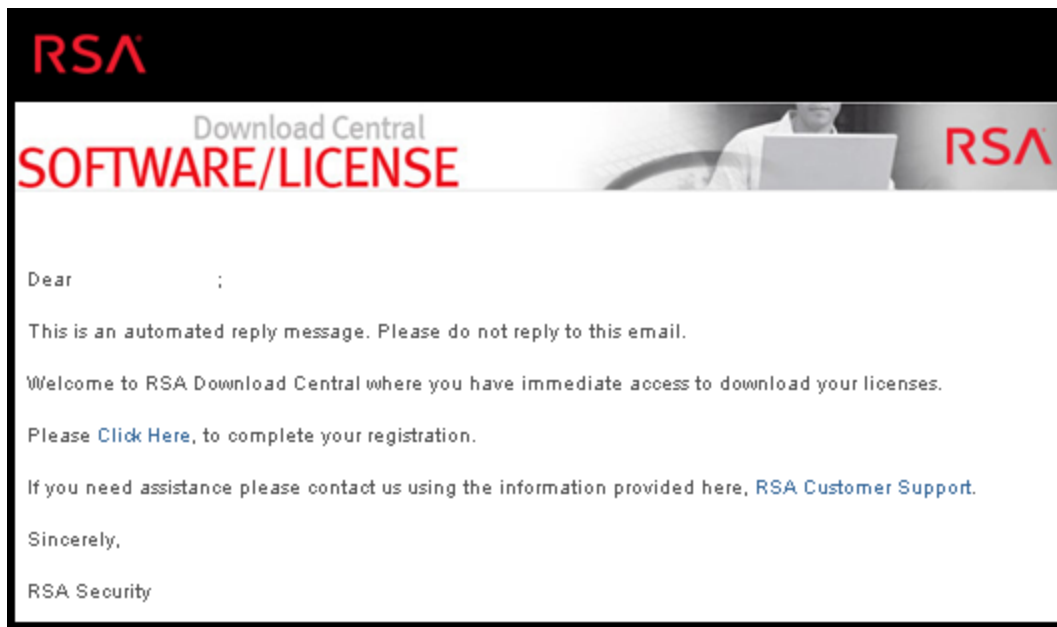
- Within the Download Central interface, you can see the status for entitlements changed to **In Sync**.

Step 3: Install Product Licenses from Download Central (DLC)

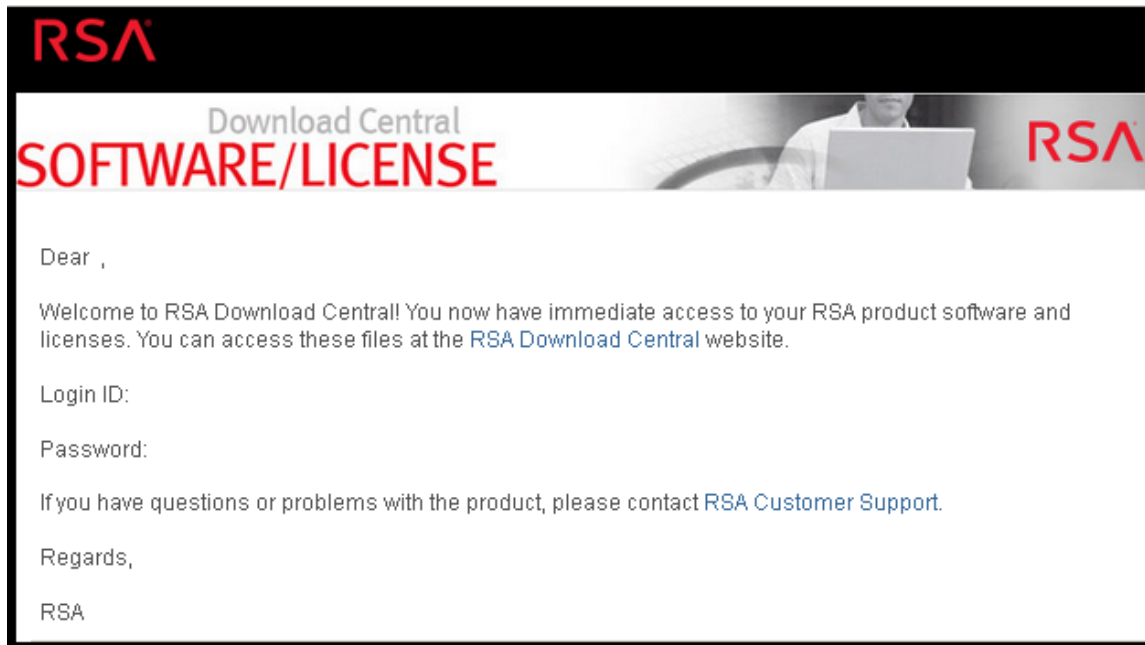
This topic provides instructions for downloading your RSA product licenses from Download Central (DLC).

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.

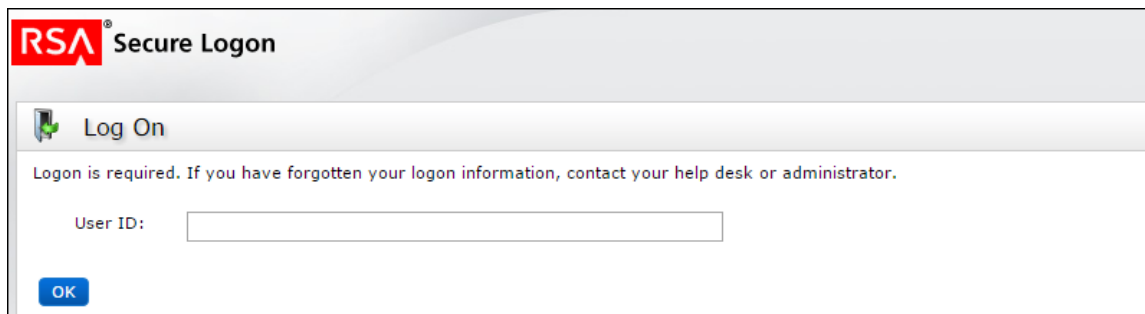


2. After the RBA method is enabled, you receive a Confirmation e-mail message containing your User ID (which is your e-mail address), along with a temporary password. During the initial login session, you are prompted to change your password. Once your password is changed, you are logged into Download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

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



- 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 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, as shown in the following example.

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	1	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 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.

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 01461

Date	Product Name	Serial Number	Purchase Order	Sales Order
10/27/2016	RSA SecurID Access Virtual Appliance V8.2	1	778894	141586
10/14/2016	RSA SecurID Access Virtual Appliance V8.2	1	88745136	889812148
10/12/2016	RSA SecurID Access Virtual Appliance V8.2	1	8	8
10/11/2016	RSA SecurID AT Server Software v8.08 Version 4.0	1	8454445	8458488
10/12/2016	RSA SecurID AT Server Software v8.08 Version 4.0	1	84787102	84587888

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

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.

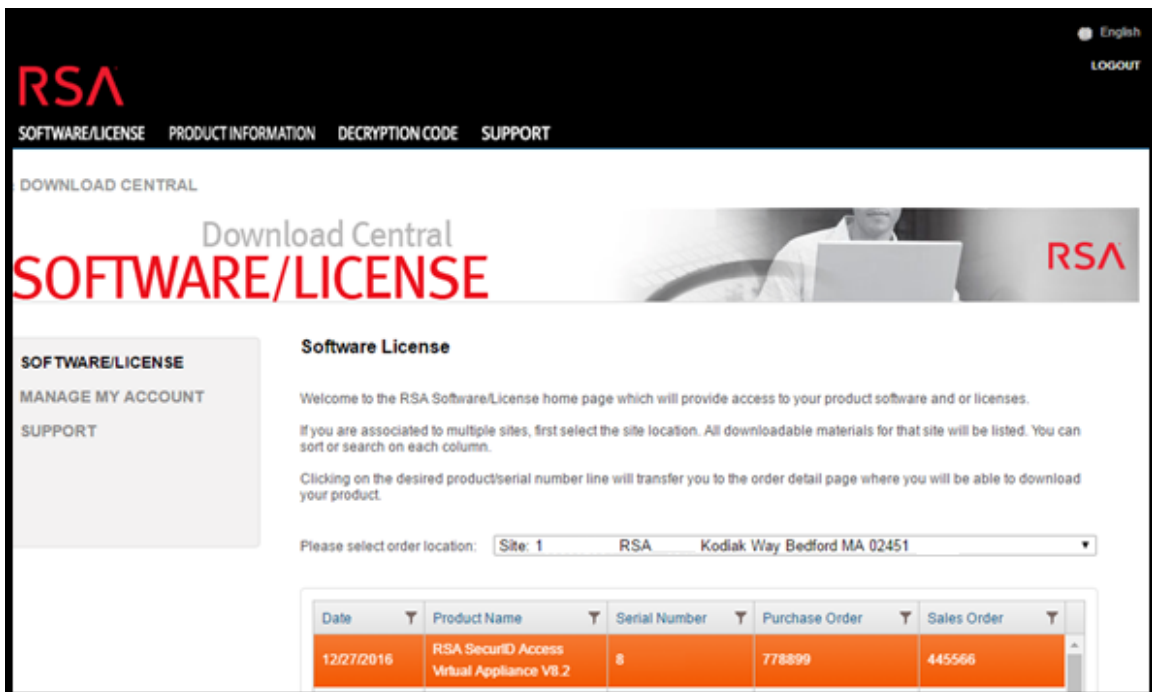
Clicking on the desired product/serial number line will transfer you to the order detail page where you will be able to download your product.


Please select order location:

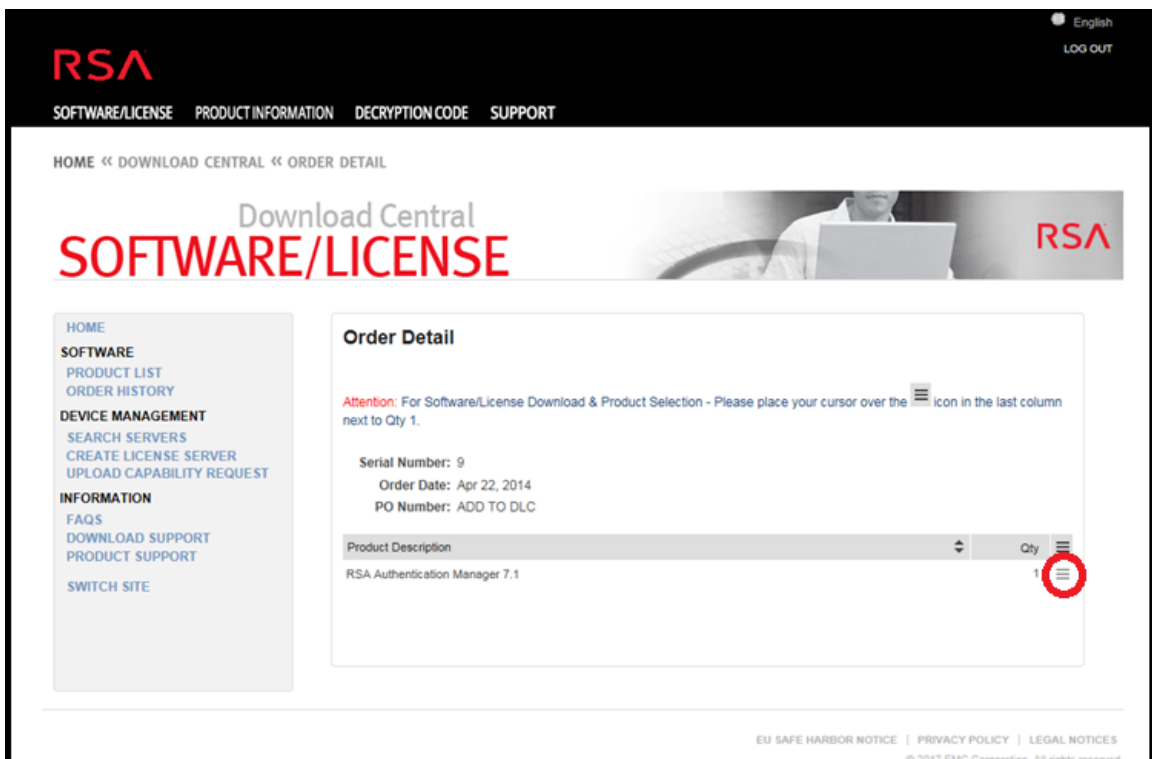
- Site: 100 1 RSA - Kodiak Way Bedford MA 02451
- Site: 100 1 RSA - Kodiak Way Bedford MA 02451
- Site: 100 3 RSA - Main Street Des Moines IO 03568
- Site: 100 6 RSA - Harvard Square Boston MA 01254

Date	Product Name	Serial Number	Purchase Order	Sales Order
	RSA SecurID Access			

7. Click on the highlighted line item.

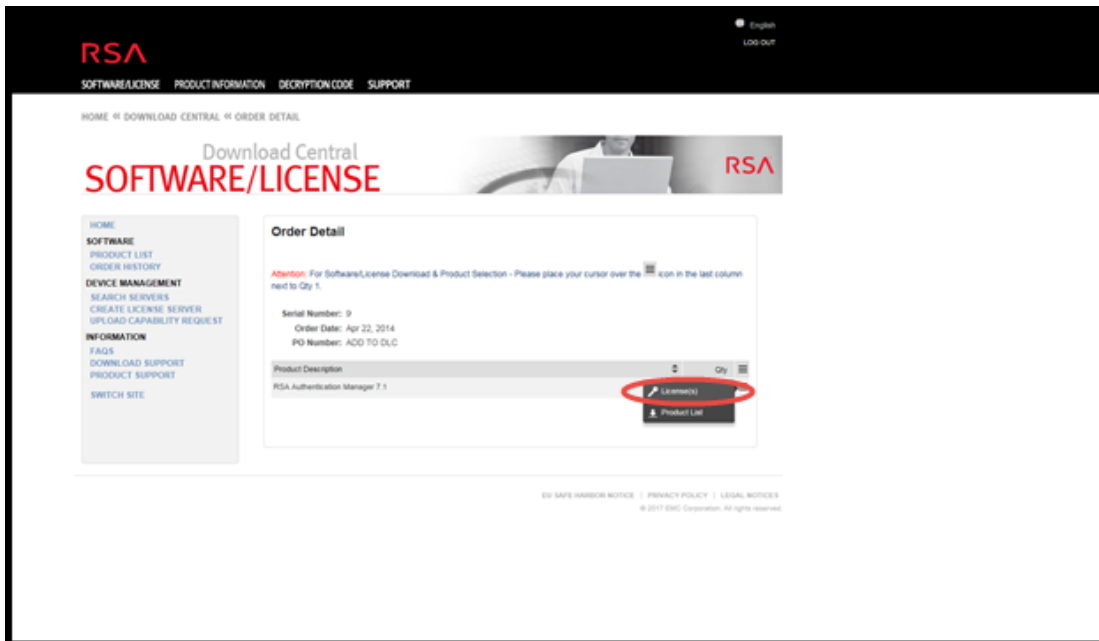


8. To download your product license, place your cursor over the  icon in the last column next to the quantity, as shown in the following example.

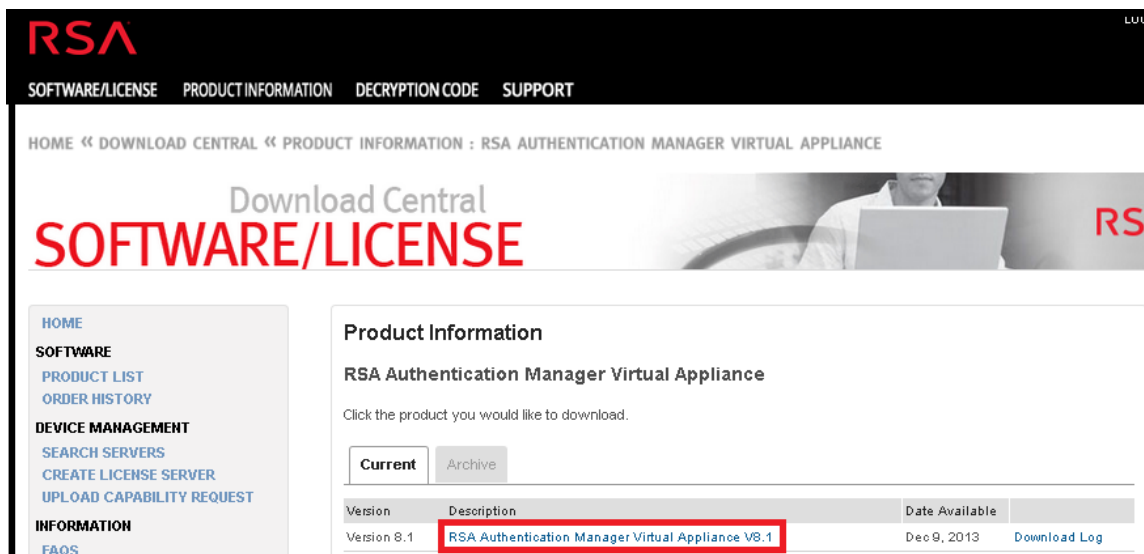


The **Order Detail** screen is displayed.

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.



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

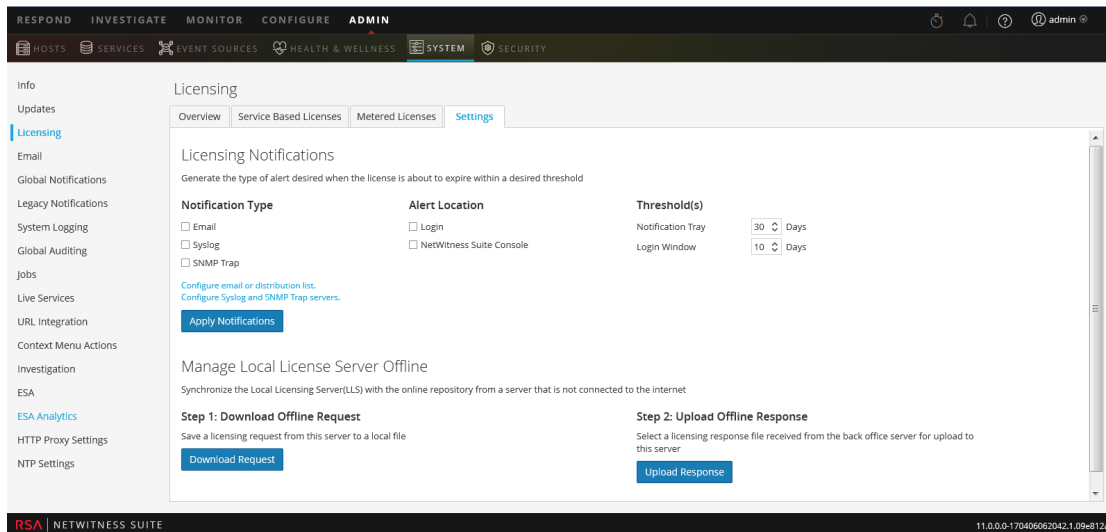
- [Configure NetWitness Suite Notifications](#)
- [Dismiss Out-of-Compliance Banner](#)
- [Export Usage Stats and View Decoder Usage Stats](#)
- [Synchronize Local Licensing Server Offline](#)
- [View Current Entitlements](#)
- [View and Manage License Pools on LLS](#)

Configure NetWitness Suite 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 Suite 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 Suite notification:

1. Log on to NetWitness Suite, 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 Suite 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 **NetWitness Suite Console** 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 Suite 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 after you log on to your NetWitness 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 and View Decoder Usage Stats

NetWitness Suite Version 11.0 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 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:

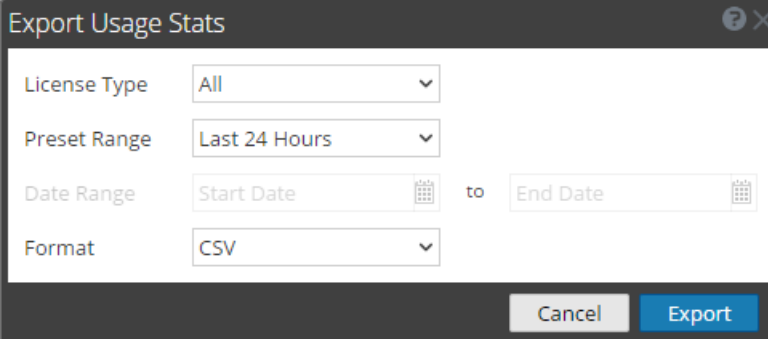
1. Go **ADMIN > System** and select **Licensing** in the Options panel.

2. Select the **Overview** tab.

The **Overview** tab is displayed.

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

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

The image shows a dialog box titled "Export Usage Stats" with a question mark icon and a close button in the top right corner. The dialog contains four rows of controls: "License Type" with a dropdown menu showing "All"; "Preset Range" with a dropdown menu showing "Last 24 Hours"; "Date Range" with two date pickers labeled "Start Date" and "End Date" separated by a "to" label; and "Format" with a dropdown menu showing "CSV". At the bottom right of the dialog are two buttons: "Cancel" and "Export".

4. Select a **License Type**, **Preset Range**, **Date Range**, and **Format** that you want the statistics report saved in.
5. 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 zip format with multiple files in it. Each zip file contains aggregate usage for all devices under each license type.

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 or truncate packets. If an application rule filters packets, the entire packet is dropped from the collection. If the packet is truncated, only the packet payload is dropped, while the header is still stored. This statistics counts up how many bytes are dropped, be they from entire packets, or dropped payloads.
- `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.

Synchronize Local Licensing Server Offline

NetWitness Suite 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

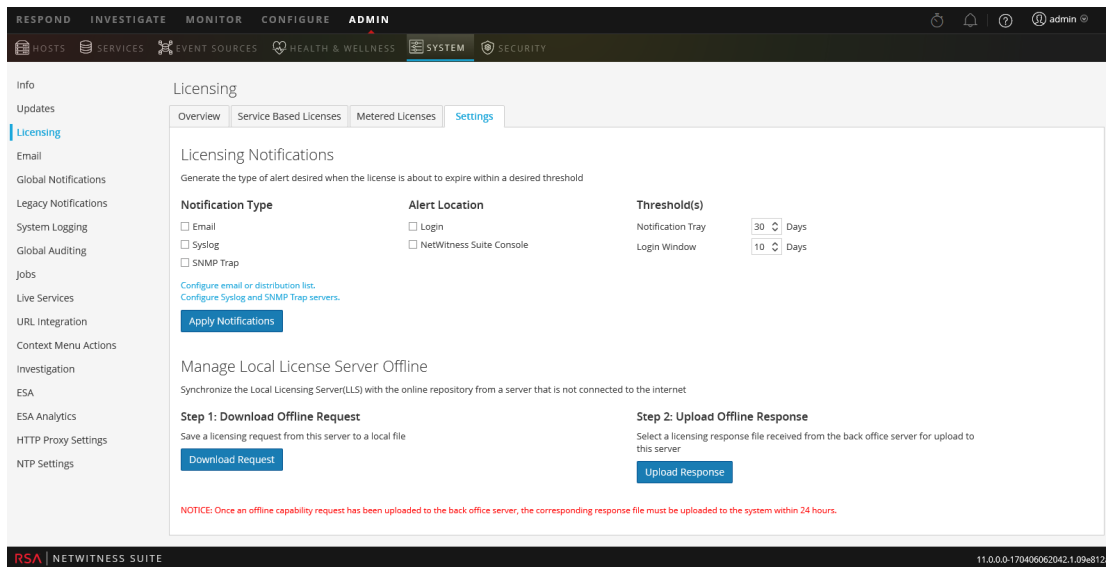
If the NetWitness Server is not connected to the Internet, you can perform offline synchronization of entitlements through the View Server page in Download Central. You can:

- Download an Offline Capability Request in NetWitness Suite for submission to Download Central.
- Within 24 hours, upload to NetWitness Suite 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 the NetWitness Suite LLS into a local file for processing by a back-office server.

1. Go to **ADMIN > 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 **Manage Local License Server Offline** section, click **Download Request**.

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

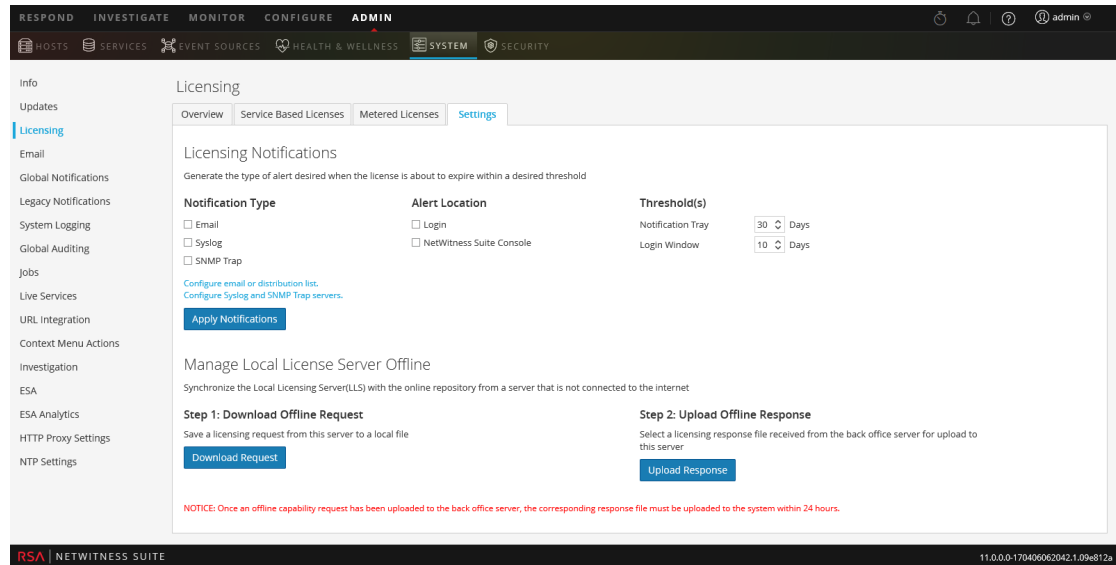
Upload an Offline Capability Response to NetWitness Suite

If the NetWitness 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. Go to **ADMIN > System**.
2. In the **options panel**, select **Licensing**.

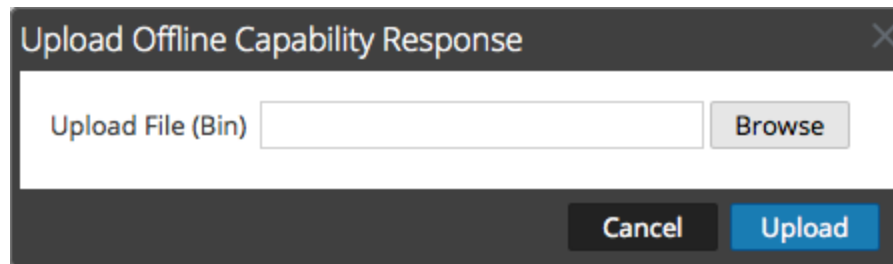
The Licensing panel is displayed with the **Overview** tab open.

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 NetWitness Suite and the licenses added to the grid in the **Overview Licensing** tab. They are available for licensing appliances.

View Current Entitlements

This topic describes how to view your current licensing status on NetWitness Suite.

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.

View Current License Status

To view the current license status of individual services connected to the NetWitness Server:

1. Go to **ADMIN > System**.

In the Service grid, each service connected to the NetWitness Suite 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	1de93c7a-413f-46ef-a4f7-48cd1c
Type	Trial
Expiration Date	2017-08-08 10:25:44
Days Licensed	5
Days Remaining	85

3. To display the current license status, in the main 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 **ADMIN > 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 Pools on LLS

In NetWitness Suite, you can view the entitlements that are available to the Local License Server (LLS) on this instance of NetWitness Suite. 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 NetWitness Suite:

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

The **Overview** tab is displayed.

The screenshot shows the NetWitness Suite Admin console. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the left sidebar shows the 'Licensing' option selected under the 'SYSTEM' category. The main content area is titled 'Licensing' and has tabs for Overview, Service Based Licenses, Metered Licenses, and Settings. The 'Overview' tab is active, showing 'Current Licensing Status' with a sub-header 'Monitor the current status of your service based and metered licenses.' Below this are two tables: 'Service Based Licenses' and 'Metered Licenses'. Both tables have columns for Status (indicated by a yellow circle), Service Type, and Available/Total. The Service Based Licenses table lists Broker, Archiver, Concentrator, and Event Stream Analysis. The Metered Licenses table lists Decoder and Log Decoder. All licenses are marked as 'Trial Licensed'. A 'Licensing Actions' dropdown menu is located in the top right corner of the content area.

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.

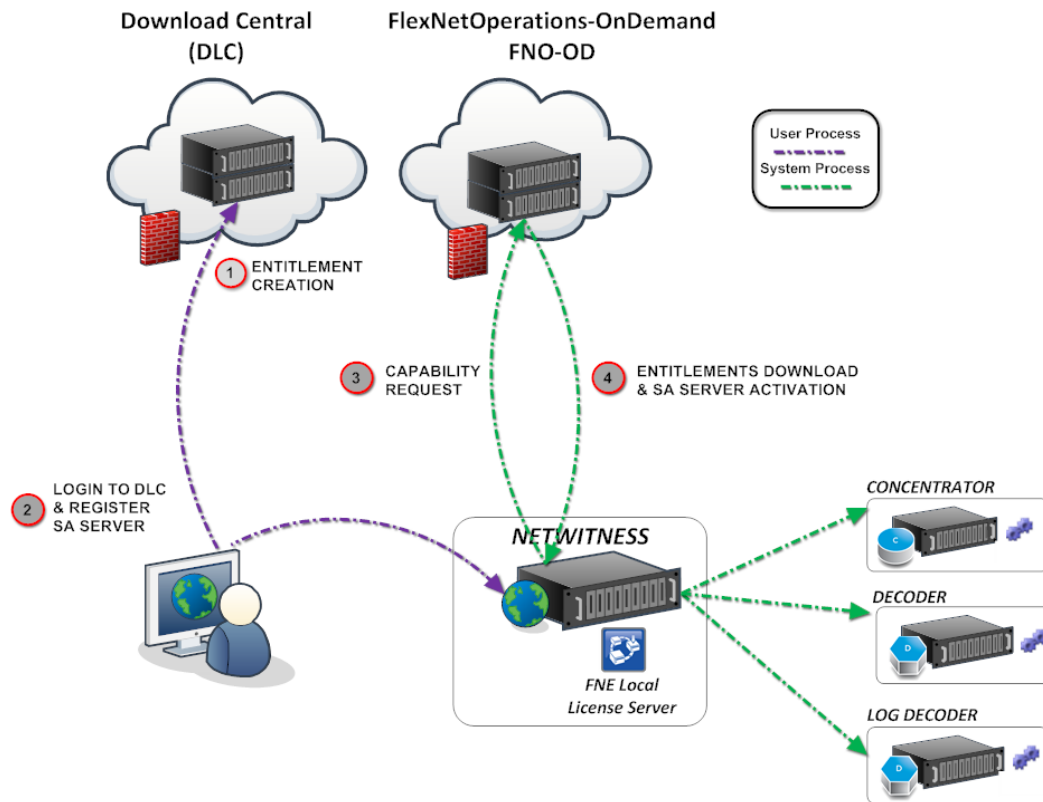
References

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

- [Entitlement Capability Implementation](#)
- [Licensing Panel](#)
- [Metered Licenses Tab](#)
- [Out-of-Compliance Banners](#)
- [Overview Tab](#)
- [Service-Based Licenses Tab](#)
- [Settings Tab](#)

Entitlement Capability Implementation

This topic introduces the way in which licensing of appliances and services is implemented in NetWitness Suite. 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>

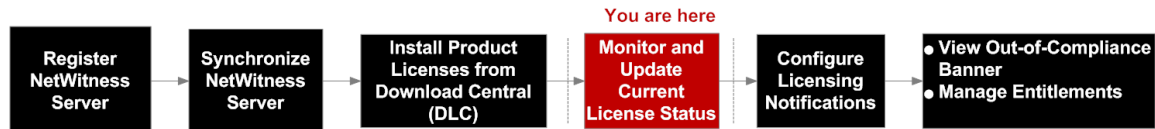
Key	Description
2	<p>Register NetWitness Server on Download Central and Map Entitlements to the Local License Server (LLS).</p> <ul style="list-style-type: none">• Customers log on to Download Central and view the entitlements to which they have access within their account.• Customers map entitlements to their Local License Server using the License Server ID (displayed in the NetWitness Suite 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.
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 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 either synchronization method, entitlements that were mapped to the Local License Server on the NetWitness Suite 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> <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 NetWitness Suite IP address.</p>

Licensing Panel

This topic introduces the features of the System Licensing panel. NetWitness Suite 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?

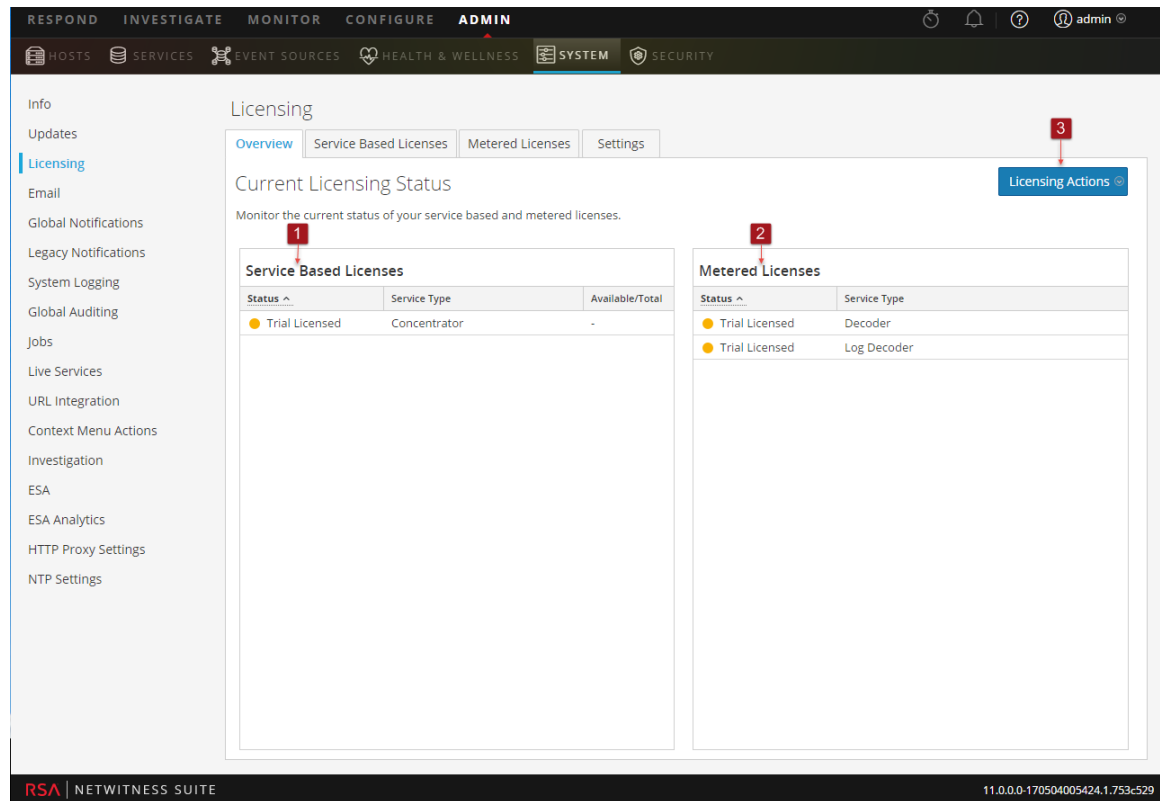
Role	I want to...	Documentation
Administrator	Check license status*	Metered Licenses Tab Service-Based Licenses Tab
Administrator	Configure licensing notifications	Configure NetWitness Suite Notifications
Administrator	Export usage stats*	Export Usage Stats and View Decoder Usage Stats
Administrator	Download license request offline.	Synchronize Local Licensing Server Offline

*You can complete these tasks here.

Quick Look

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

- [Metered Licenses Tab](#)
- [Overview Tab](#)
- [Service-Based Licenses Tab](#)
- [Settings Tab](#)



The following table describes the features of the Licensing panel.

- 1 Displays the status of your Service Based license or licenses.
There are five statuses:
 - Licensed
 - Expiring License
 - Expired License
 - Trial Licensed
 - Not Licensed
- 2 Displays the status of your Metered license or licenses.
There are six statuses:
 - Expired License
 - Over Usage Limit
 - Near Usage Limit

- Within Usage Limit
- Trial License
- Expiring License

3 Displays the Licensing Actions button that offers the following options:

Refresh Licenses: Refreshes the **Overview** tab in order to display the most current license information.

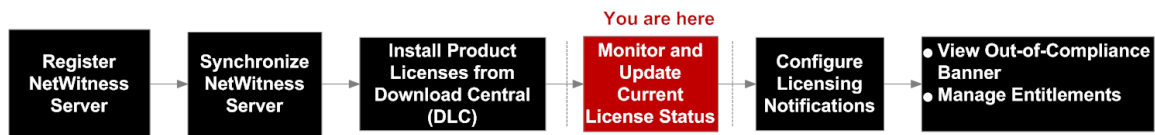
Export Usage Statistics: Exports license usage statistics.

Metered Licenses Tab

The Metered Licensing tab (System view > Licensing Metered Licenses tab) has the information you need to check the status of licenses.

Workflow

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



What do you want to do?

Role	I want to...	Show me how...
Administrator	Check License Status.	View Current Entitlements

Related Topics

[Export Usage Stats and View Decoder Usage Stats](#)

Quick Look

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

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

- 1 Displays the Metered Licenses tab.

- 2 Displays the status of the license. There are four statuses:
 - Expired License
 - Over Usage Limit
 - Near Usage Limit
 - Within Usage Limit
- 3 Displays the host and type of service to which the license is assigned.
- 4 Displays the version number of the service.
- 5 Displays the type of license assigned to the service or host. There are license types:
 - Trial
 - Duration
 - Permanent
- 6 Displays the daily usage of the entitled usage.
- 7 Displays the daily average of the actual usage.
- 8 Displays the maintenance expiration date for the permanent license or licenses.
- 9 Displays the date on which the license or licenses expire.
- 10 Licenses can be sorted in either ascending or descending order.
- 11 Administrators can view the usage statistics available for NetWitness Suite services.

Out-of-Compliance Banners

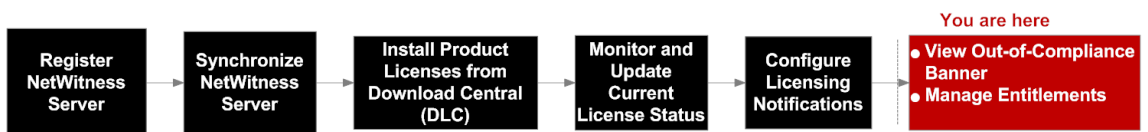
This topic explains what to do when your license is out of compliance. A red banner is displayed during system log on if your license is expired, or you have exceeded your allotted usage. You may also see a red banner if your license has internal errors.

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

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...	Documentation
Administrator	Dismiss Out-of-Compliance banner.	Dismiss Out-of-Compliance Banner

Related Topics

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

[View Current Entitlements](#)

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 NetWitness Suite product.

Version 11.0.0.0 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 Suite license.</p> <p>Upgrade the services to NetWitness Suite version 11.0.0.0.</p>
One or more licenses is 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 the entitled usage.	Contact RSA Sales team to renew 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 Suite 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 Suite Version 11.0.0.0 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 Suite screen if your license is approaching its allotted usage:



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

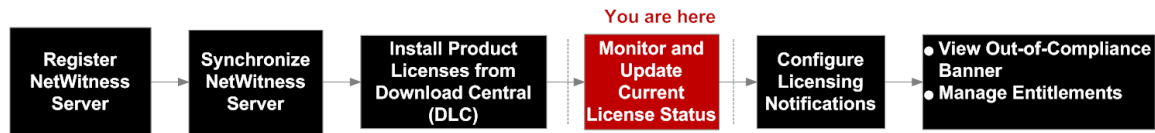
Yellow Banner Message	Possible Causes	Solutions
You are nearing license usage limits.	One or more Metered licenses has exceeded your allotted usage for three times during the current calendar month. The fourth time that you exceed your allotted usage during the current month will push the deployment into an Out-of-Compliance state.	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.	Contact RSA Sales to purchase a new license.

Overview Tab

The Overview tab (System view > Overview tab) has the information you need to check the status of licenses and view current license statistics.

Workflow

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



What do you want to do?

Role	I want to...	Show me how
Administrator	*Check License Status.	Select the Overview tab to monitor and update the current status of your Service Based and Metered licenses.
Administrator	*View Current License Statistics.	Select Export Usage Stats from the Licensing Actions drop-down menu.

* You can perform this task here.

Related Topics

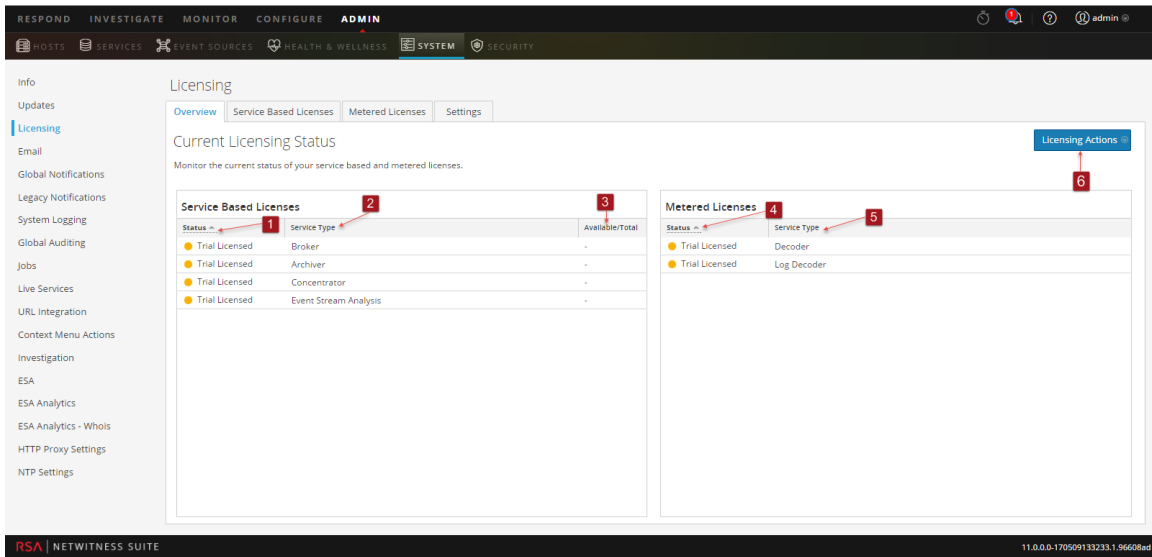
- [View Current Entitlements](#)
- [Export Usage Stats and View Decoder Usage Stats](#)

Quick Look

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

- 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.



The following table describes the **Overview** tab.

1 Displays the status of your Service Based license or licenses.

There are five statuses:

- Licensed
- Expiring License
- Expired License
- Trial Licensed
- Not Licensed

2 Displays the type of service to which the Service Based license is assigned.

3 Available number of Service Based licenses can be sorted in ascending or descending order.

4 Displays the status of your Metered license or licenses.

There are six statuses:

- Expired License
- Over Usage Limit
- Near Usage Limit
- Within Usage Limit
- Trial Licensed
- Expiring License

- 5 Displays type of service to which your Metered license is assigned.
- 6 Displays the **Licensing Actions** menu that offers the following options:
 - Refresh Licenses:** Refreshes the **Overview** tab in order to display the most current information.
 - Export Usage Stats:** Exports license usage statistics.

Export Usage Statistics

NetWitness Suite Version 11.0.0.0 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.

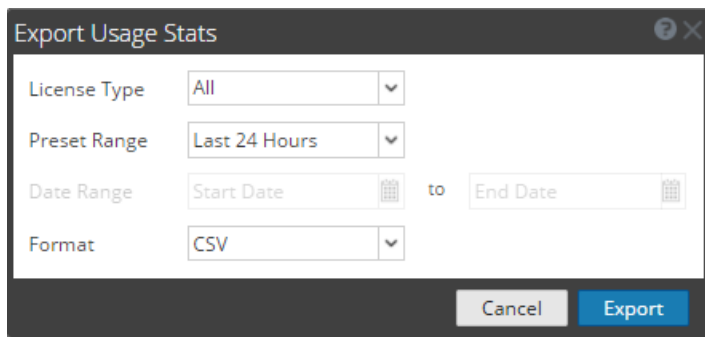
The data provided specifies the hourly statistics captured by supported services connected to the NetWitness Server.

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

The following example shows the **Export Usage Stats** dialog.

To access the **Export Usage Stats** dialog:

1. Click the **Licensing Actions** button.
2. In the dialog box, select a **License Type**, **Preset Range**, **Date Range**, and **Format** that you want for the licensing usage statistics.
3. Click **Export** to save the license usage statistics. Click **Cancel** to return to the **Overview** tab.

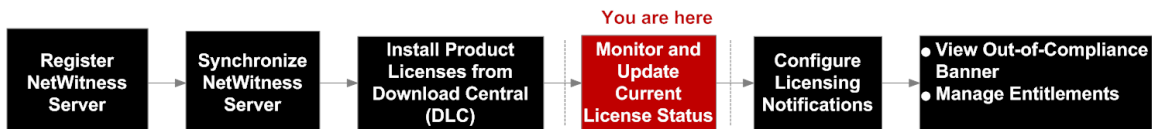


Service-Based Licenses Tab

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.

Workflow

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



What do you want to do?

Role	I want to...	Show me how
Administrator	Check License Status.	View Current Entitlements

Related Topics

[View Current Entitlements](#)

Quick Look

In the **Service-Based Licenses** tab, you can monitor and update the current status of your Service- Based licenses.

The **Service-Based Licenses** tab has one grid and an **Export Usage Stats** button.

Licensing

Overview | **Service Based Licenses** | Metered Licenses | Settings

Licensed Services

Monitor and update the current status of your service based licenses

Status	Service	Version	License Type	Available/Total	Daily Usage	Maintenance Date	Expiration Date	Actions
Trial Licensed	Archiver		Trial	-	-	-	2017-08-08	[Settings] [Refresh]
Trial Licensed	Event Stream Analysis		Trial	-	-	-	2017-08-08	[Settings] [Refresh]
Trial Licensed	Concentrator		Trial	-	-	-	2017-08-08	[Settings] [Refresh]
Trial Licensed	Broker		Trial	-	-	-	2017-08-08	[Settings] [Refresh]

[Export Usage Stats](#)

RSA | NETWITNESS SUITE 11.0.0.0-170509133233.1.9608ad

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

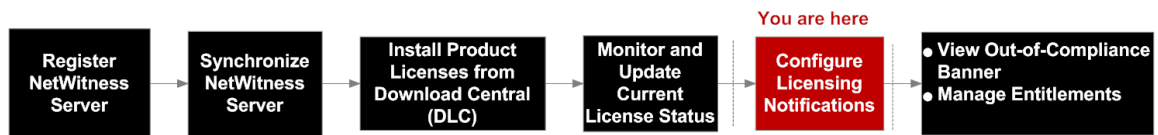
1	Displays the Service Based Licenses tab.
2	Displays the status of the license. There are five statuses: <ul style="list-style-type: none">• Licensed• Expiring License• Expired License• Trial License• Not Licensed
3	Displays the host and type of service to which the license is assigned.
4	Displays the version number of the service.
5	Displays the type of license assigned to the service or host. There are three license types: <ul style="list-style-type: none">• Trial• Duration• Permanent
6	Displays the daily usage of the entitled usage.
7	Displays the daily average of the actual usage.
8	Displays the maintenance expiration date for the permanent license or licenses.
9	Displays the date on which the license or licenses expire.
10	Licenses can be sorted in either ascending or descending order.
11	Administrators can view the usage statistics available for NetWitness Suite services.

Settings Tab

This topic describes the notification settings for the NetWitness Suite 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	Configure Licensing Notifications	Configure NetWitness Suite Notifications

Related Topics

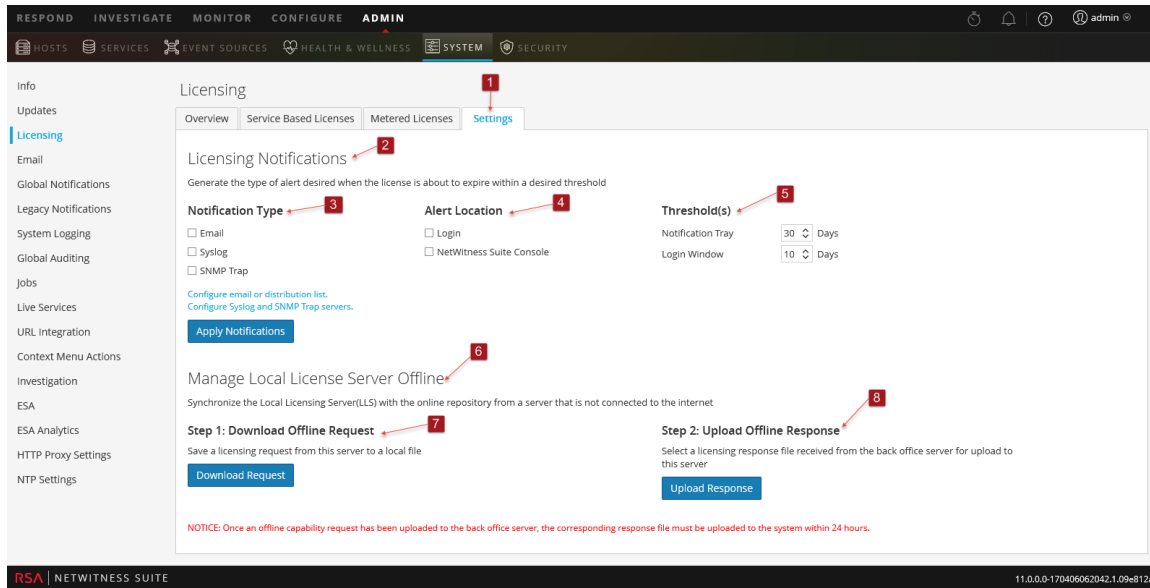
[Step 1. Register the NetWitness Server](#)

[Configure NetWitness Suite Notifications.](#)

Quick Look

From the **Settings** tab you can:

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



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

- | | |
|---|---|
| 1 | Displays the Settings tab. |
| 2 | Displays the Licensing Notifications panel. |
| 3 | <p>Displays the Notification Type. There are three types of notifications:</p> <ul style="list-style-type: none"> • 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 | <p>Displays the type of Alert Notification.</p> <ul style="list-style-type: none"> • Login: Select this checkbox to receive a notification of your approaching license expiration when you log on to NetWitness Suite. The Login Window Threshold field specifies the number of days before the license expires to display the notification at log on. • NW Console: 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. |

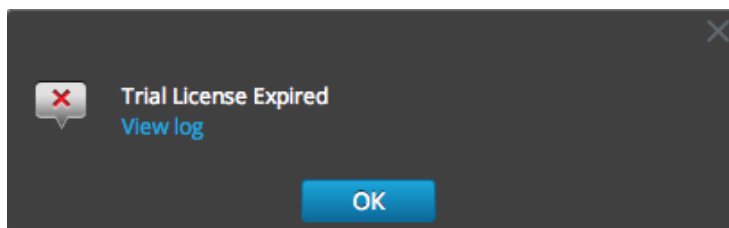
- 6 Displays the **Manage Local License Server Offline** panel.
- 7 Displays the **Download Offline Request** button. This button enables you to download a request from the NetWitness Suite LLS into a local file for processing by a back-office server. The downloaded bin file should be uploaded to Download Central (DLC) to generate the offline response.
- 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 Suite. The file must be uploaded within 24 hours after receiving the file.

Troubleshoot Licensing

This topic provides information about possible issues that NetWitness Suite users may encounter when setting up licensing in NetWitness Suite. Look for explanations and solutions in this topic. NetWitness Suite notifies users of issues using the popup notifications and the system log as described in the **Troubleshoot NetWitness Suite** 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, NetWitness Suite 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 NetWitness Server

- /var/log/messages
- /var/log/fneserver/fne-error.log
- Run `wget` for the following files when ssh'ed onto the NetWitness 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`

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."	Ensure that the mongod service is running on your NetWitness Suite appliance.	<p>To resolve the error:</p> <ol style="list-style-type: none"> 1. Execute the command <code>systemctl status mongod</code> from the NetWitness Suite appliance console. 2. If problem persists, please 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 Suite, navigate to ADMIN > Services > Licensing. 3. Under the Licensing Actions menu, select Refresh Licenses. <div> <p>Note: If the NetWitness Server is not connected to the internet, try to do an Offline Synchronization.</p> </div>
When you remove a service from NetWitness Server, your trial license for that service is also removed.	Various possible causes.	<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>

Problem	Possible Causes	Solutions
The NetWitness Server displays the following message when I try to activate a license: "Cannot license this service explicitly."	Services running on NetWitness Suite Version 11.0 do not require that licenses be activated manually.	To resolve the error: <ol style="list-style-type: none"> 1. Execute a License Refresh as follows: 2. In main menu, navigate to Admin > Services > Licensing. 3. Under the Licensing Actions menu, select Refresh Licenses.
A few Version 11.0 services are not getting licensed.	Ensure that you have the required entitlements pulled down from the Flexera server.	To resolve the error: <ol style="list-style-type: none"> 1. Execute a License Refresh as follows: 2. In main menu, navigate to Admin > Services > Licensing. 3. Under the Licensing Actions menu, select Refresh Licenses.

Start Date Issue

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

License Usage Stats Issues

Problem	Possible Causes	Solutions
NetWitness Suite 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
Actual usage of service is showing no value, not even 0 MB is being displayed.	Rabbitmq-server on NetWitness Suite 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: systemctl status rabbitmq-server systemctl start rabbitmq-server

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 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> Start the services if not responding or down: <pre>systemctl start rabbitmq-server</pre> <pre>systemctl start collectd</pre>

Download Central (DLC) Issues

Problem	Possible Causes
Unable to refresh licenses from subscribernet. Also unable to download an offline response from DLC.	Various possible causes.

Problem	Possible Causes
Solution	
Contact Customer Support for assistance in installing licenses.	
Customer unable to login to Download Central.	Various possible causes.
Solution	
Contact Customer Support for Offline Capability Response file to re-apply license in NetWitness Server. Also reset all licenses from all services.	
Licenses were not mapped in DLC.	Various possible causes.
Solution	
License reset from User Interface resolved the mapping issue.	

Wrong License Mapping Issues

Problem	Possible Causes
Perpetual license appears to be in use, although there is no Service-based license.	The NetWitness Suite entitlement database contains an object that holds the entitlement for a service that is licensed to the NetWitness Server.

Problem	Possible Causes
Solution <ol style="list-style-type: none"> From the main menu, select ADMIN > System > Licensing > Overview. SSH into the NetWitness 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 NetWitness Suite 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. 	
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.
Solution Reset license on NetWitness Server and re-license each appliance.	
Archiver DACs are not mapped to the license server with all other appliances' licenses.	Various possible causes.

Problem	Possible Causes
Solution: <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.
Solution Map add ons to DLC and upload the .bin file into the NetWitness Suite User Interface.	
Mapping to License Server ID was not created.	Various possible causes.
Solution Licenses must be re-entitled and status of all appliances is displayed as licensed.	

Problem	Possible Causes
<p>Customer unable to delete Trial licenses when Service-based licenses are in use.</p>	<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 data-bbox="587 764 1323 1050" style="border: 1px solid green; padding: 10px; margin-top: 10px;"> <p>Note: When there is more than one NetWitness Server in use, NetWitness SuiteVersion 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>
<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 NetWitness Server.</p>	
<p>License missing after re-imaging.</p>	<p>Various possible causes.</p>
<p>Solution</p> <p>Download license from DLC.</p>	