Downloading and Licensing

(for Stealthwatch System v6.9.1)

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Introduction

Purpose

This guide provides the procedures for registering and licensing your Cisco Stealthwatch System products. Whether a virtual appliance or a UCS hardware appliance, all Stealthwatch products must be registered and licensed.

Audience

The intended audience for this document includes personnel responsible for registering and licensing Stealthwatch products.

Preparation

You will need the following information to register and license your appliances:

- **License Token:** When you purchase a product, you will be given a **License Token** or a **Product Activation Key (PAK)**. This information is provided in the product purchase confirmation (via email) or the hardware box (UDP Director only). See Adding License Tokens to Your Account for details. If you cannot find this information, contact Cisco Stealthwatch Support.

  Note: Enterprise Agreement customers do not need License Tokens or PAKs to register.

- **Serial Number:** The serial number can be found on the appliance Administration Home page, which is available after you install and configure the appliance. See Registering Your Stealthwatch Appliances for details.

Trial Licenses

UCS Hardware Appliances: All Stealthwatch hardware appliances include a 30-day trial license, which begins the moment the appliance is powered on for the first time. When 30 days have passed, the trial license expires, and you will not be able to use the appliance until you have activated a new license. To obtain a new license or update an existing license, contact your local Cisco Partner.

Important: You must activate new licenses for UCS hardware appliances before the 30-day trial period expires. Otherwise, the appliance will stop functioning, and you will be unable to use it.

Virtual Appliances: Trial licenses are not available for Stealthwatch virtual appliances. Before you can use a virtual appliance, you must activate the license on it. To obtain a new license or update an existing license, contact your local Cisco Partner.

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Download and License Center

The Download and License Center (https://lancope.flexnetoperations.com) is an online software delivery service that helps you manage your account and stay current with your Stealthwatch products. Use the Download and License Center for the following:

- Registering New Appliances
- Downloading New Virtual Appliance Software Files
- Downloading Software Update Files
- Adding Appliance Licenses and Features

Contacting Support

If you need technical support, please do one of the following:

- Contact your local Cisco Partner
- Contact Cisco Stealthwatch Support
    - To open a case by web: http://www.cisco.com/c/en/us/support/index.html
    - To open a case by email: tac@cisco.com
    - For phone support: 1-800-553-2447 (U.S.)
    - For worldwide support numbers: www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html

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Registering and Licensing Process Overview

Use this guide to register new appliances and license them. The overall process is as follows:

1. **Access the Download and License Center:** Log in to your account. For initial account registration, you will use one of your Product Activation Keys (PAK) or License Tokens (Token IDs).
2. **Add License Tokens:** Use your Product Activation Keys (PAK) or License Tokens (Token IDs) to add each appliance to your Download and License Center account.
3. **Download Software:** Use Downloading Stealthwatch Software to install a new virtual appliance or update appliance software.
4. **Register Appliances:** Register all appliance serial numbers to your Download and License Center account.
5. **License Appliances and Add Features:** Add the licenses and features to your Download and License Center account.
6. **Activate Licenses on the Appliances:** To use an appliance, activate the license on the appliance through the SMC or on the appliance individually (as a standalone appliance).
7. **Configure License Expiration Alarms:** Set up email alerts for license expiration, license corruption, or unlicensed products.

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Registering Your Account

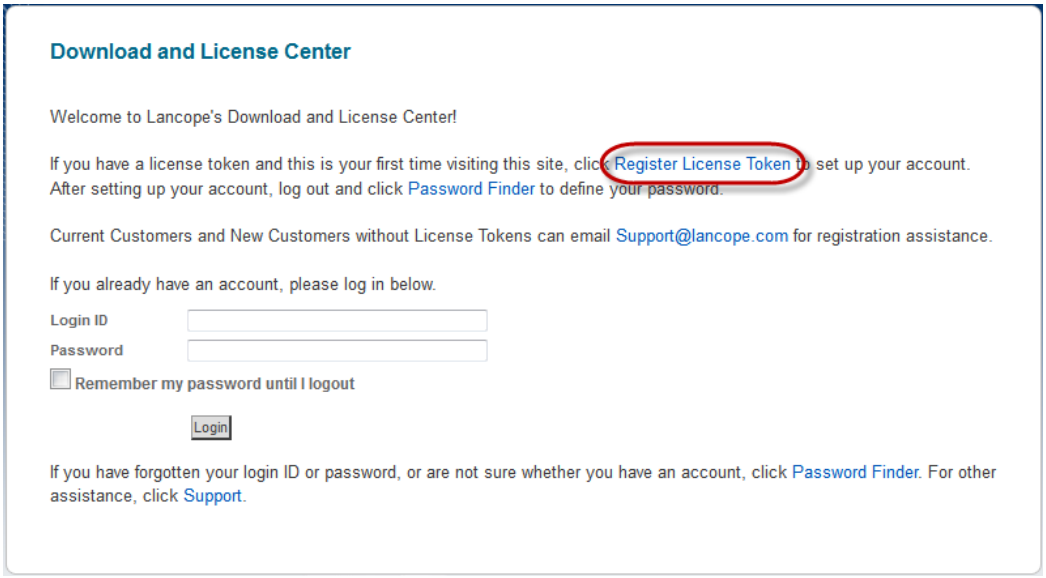
Use the following instructions to set up your account in the Download and License Center.

- **Download and License Center:** https://lancope.flexnetoperations.com
- **License Tokens:** When you purchase a product, you will be given a **License Token** or a **Product Activation Key (PAK)**. This information is provided in the product purchase confirmation (via email) or the hardware box (UDP Director only). If you cannot find this information, contact Cisco Stealthwatch Support.
- **Enterprise Agreement Customers:** If you purchased a virtual appliance through an Enterprise Agreement, you do not need a License Token or PAK to register your Download and License account. Go to Defining Your Password.

Registering Your Account

A License Token or Product Activation Key is required to initiate the account setup. If you are an **Enterprise Agreement customer**, skip this section and go to Defining Your Password.

1. Go to https://lancope.flexnetoperations.com.
2. Click the **Register License Token** link.



3. Enter one License Token or Product Activation Key in the License Token field. Click **Submit License Token**.

> **Note:** If you received more than one PAK or License Token, you can use any of these token IDs for registration. You will add the remaining tokens to your account in a later procedure.

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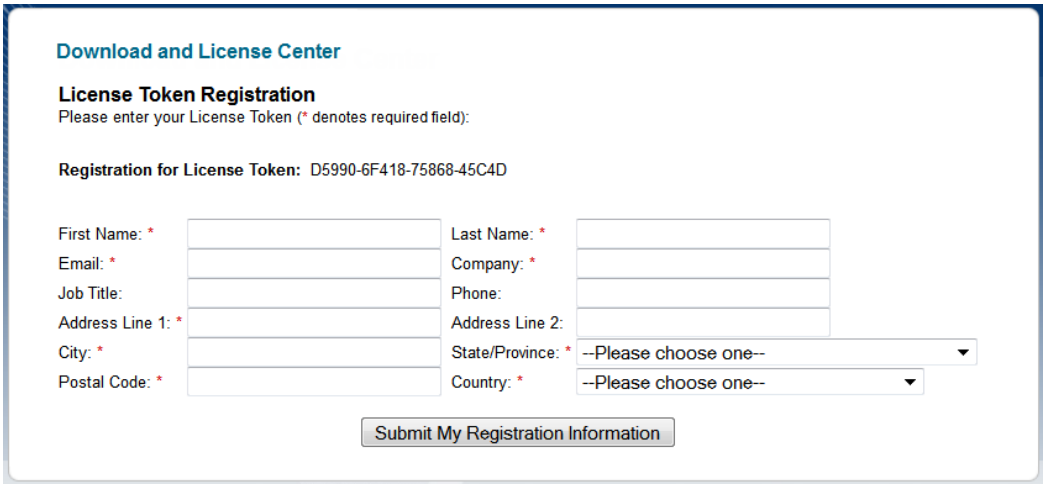
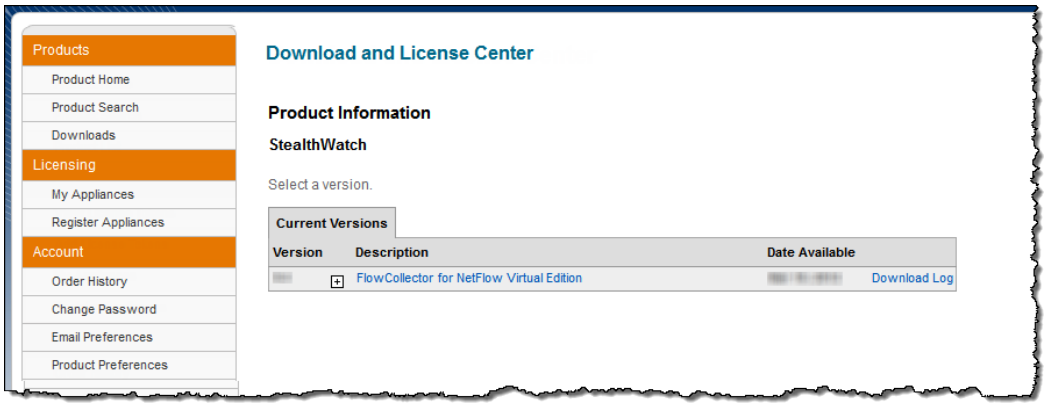
4. Enter your contact information.



5. Click **Submit My Registration Information**. The Product Information page opens showing the product associated with the token you registered.



6. Click **Logout**. Leave the page open and go to Defining your Password.

Defining Your Password

Use the following instructions to define your Download and License Center account password or to reset your password.

1. Go to https://lancope.flexnetoperations.com.
2. Click **Password Finder**.

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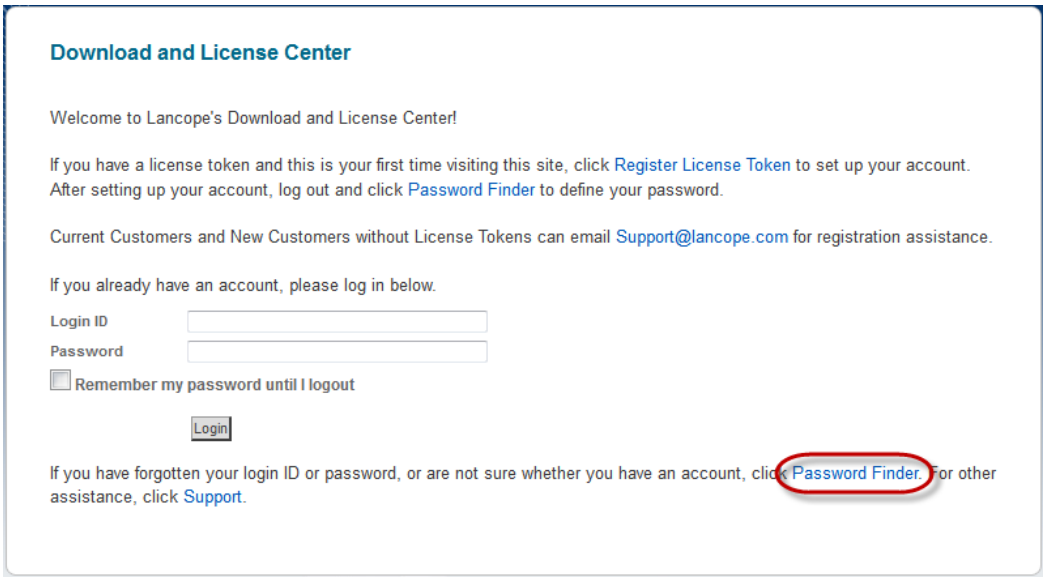

3. Enter your email address. Click **Submit**.
4. Within 5 minutes, you will receive an email with a link to reset your password.
5. Click the link and follow the on-screen prompts to reset your password.

Important: The email link is valid for only 10 minutes after it is sent to you. If the email link expires, click Password Finder again to request a new link.

Adding License Tokens to Your Account

The token is required to register the product and license it in the Download and License Center.

When you purchase an appliance, you will be given a **License Token** or a **Product Activation Key (PAK)** for each Stealthwatch product you purchase. This information is provided in the product purchase confirmation (via email) or the hardware box (UDP Director only). If you cannot find this information, contact Cisco Stealthwatch Support.

- **Review License Tokens:** To review the tokens applied to your Download and License Center account, click **View License Tokens**. If you have not received a token, contact Cisco Stealthwatch Support.
- **Enterprise Agreement Customers:** If you purchased a virtual appliance through an Enterprise Agreement, you do not need a License Token or PAK. To confirm the the products are listed on your Download and License Center account, click **Order History**. If the products are not listed, contact Cisco Stealthwatch Support.
    - If you have UCS hardware, add the license tokens to your account as shown in this section Adding License Tokens to Your Account.
    - If you do not have additional products to add, go to Downloading Stealthwatch Software.

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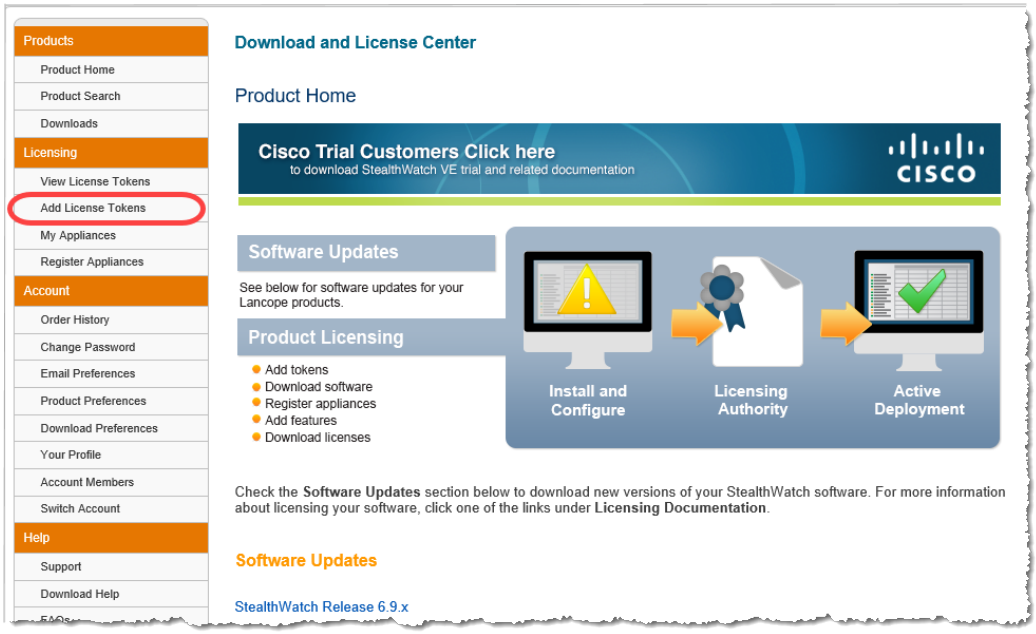
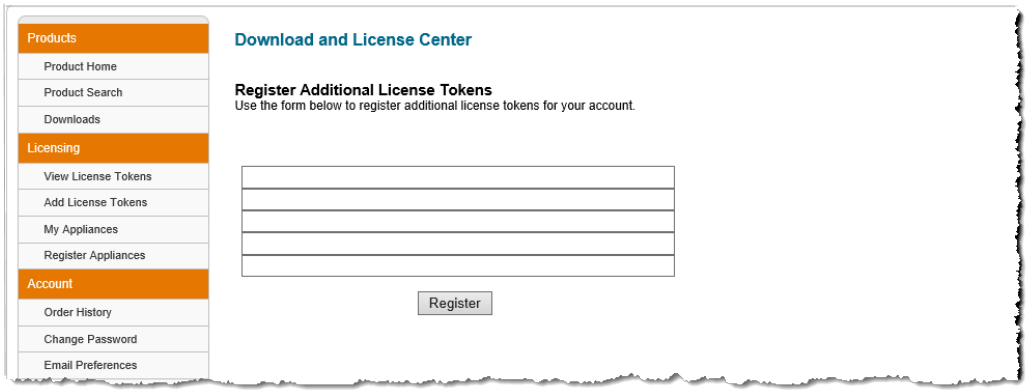
To add license tokens to your account, complete the following steps:

1. Log in to the Download and License Center (https://lancope.flexnetoperations.com).
2. On the left navigation pane, click **Add License Tokens**.



3. Enter one PAK or License Token in each field.



4. Click **Register**.
5. If you have additional tokens to register, repeat the steps in this section.

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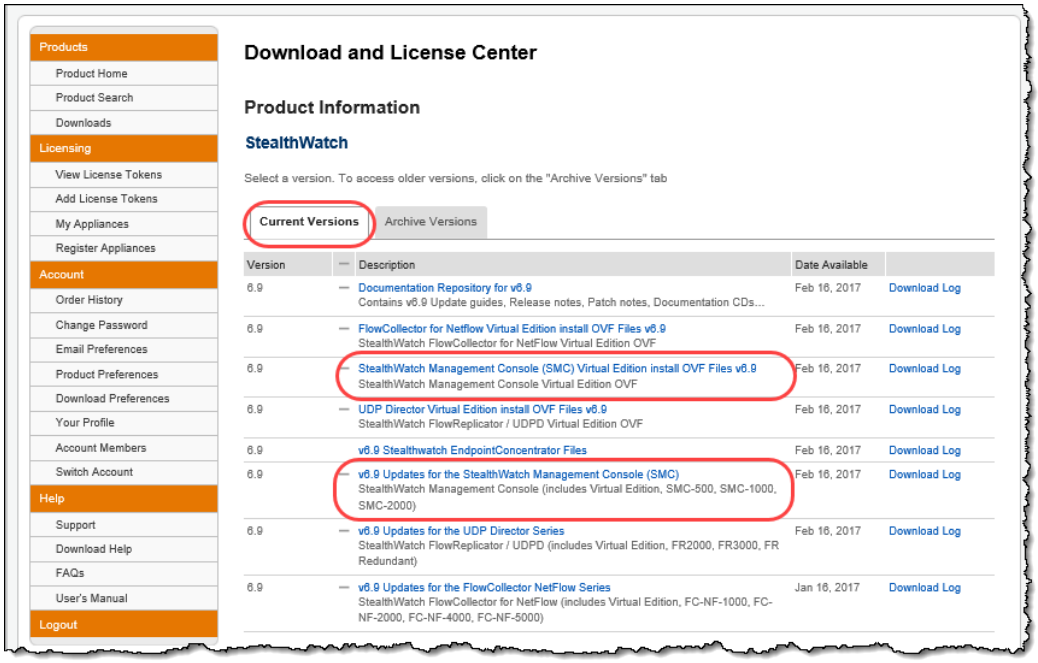
Downloading Stealthwatch Software

Complete the steps in this section to install a new Stealthwatch virtual appliance (for example, Stealthwatch Flow Sensor VE) or to update your appliance software.

1. Log in to the Download and License Center (https://lancope.flexnetoperations.com).
2. On the left navigation pane, click **Downloads**.
3. Under the Current Versions tab, click the link for the software you need to download.
   - **Installing A New Virtual Appliance:** Click the OVF link.
   - **Updating Software:** Click the SWU link.

> **Note:** If you do not see the software link for your appliance, confirm the License Token has been added to your account. See Adding License Tokens to Your Account for details.

The software is listed by appliance, and there are separate links for installing a new appliance or updating appliance software.



4. Save the files to the preferred location.
5. **New Virtual Appliances:** Install and configure the VE appliance according to the applicable Stealthwatch System Virtual Edition Installation and Configuration Guide.

   Software Updates: Install the software update according to the *Stealthwatch System Update Guide*.

> **Important:** It is important to configure the appliances and follow the software installation order using the procedures provided in the Stealthwatch System guides.

6. If you have additional appliances to install or update, repeat the steps in this section.

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Registering Your Stealthwatch Appliances

Use the following instructions to register each **hardware appliance and virtual appliance** in the Download and License Center.

Before you register the appliance, confirm the following:

- **UCS Hardware Appliances:** The appliance must be installed and configured according to the *Stealthwatch Hardware Installation Guide* and *Stealthwatch Hardware Configuration Guide*.
- **Virtual Appliances:** The appliance must be installed and configured according to the *Stealthwatch Virtual Edition Installation and Configuration Guide*.
- **License Token:** The appliance License Token must be added to your Download and License Center account (see Adding License Tokens to Your Account).

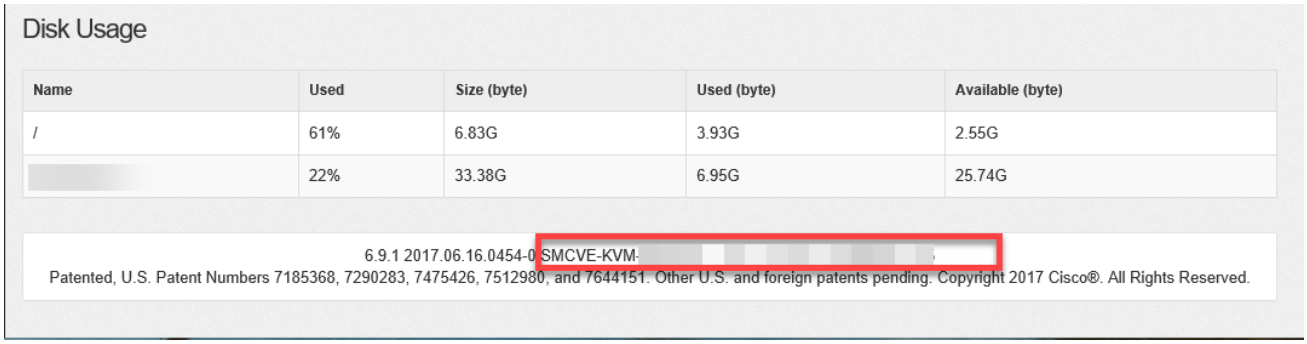
1. Copy the Appliance Serial Number

The appliance serial number is required to complete registration.

To copy the serial number from the appliance Admin Home page, complete the following steps:

1. In your browser address field, type **https://** followed by the IP address of the appliance.
2. Log in as the admin user with the password you defined when you configured the appliance.
3. Scroll down to the bottom of the Home page.
4. Copy the serial number and paste it into a text editor or directly into the Serial field (see Register the Appliance).

   The serial number is shown at the bottom of the appliance Admin Home page. The serial number begins with the appliance abbreviation. For example, the Stealthwatch Management Console begins with SMC.



Note: Do not use a word processing program to paste the serial number. It may introduce odd characters that will cause the serial number to be rejected when you try to register it.

If you cannot access the appliance Admin Home page, contact Cisco Stealthwatch Support. If the product is UCS hardware, you will need the information shown on the hardware tag.

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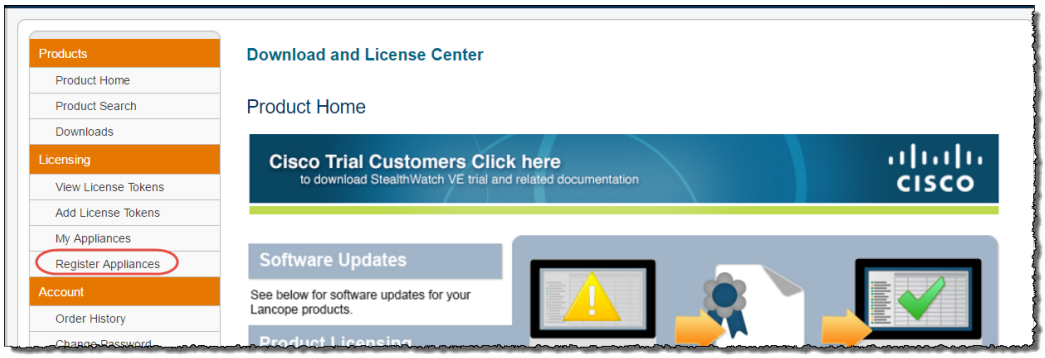
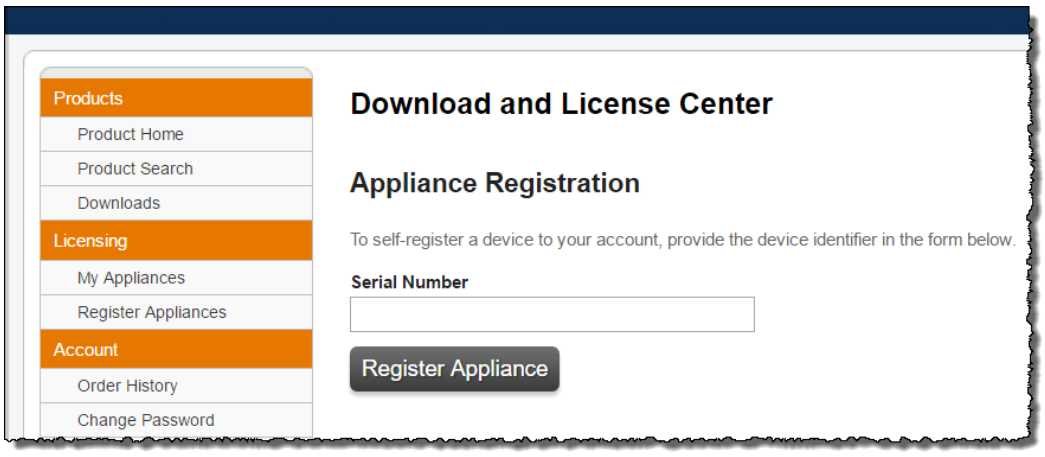
2. Register the Appliance

1. Log in to the Download and License Center (https://lancope.flexnetoperations.com).
2. On the left navigation pane, click **Register Appliances**.



3. In the **Serial Number** field, enter the appliance serial number.



4. Click **Register Appliance**.

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The Confirm Appliance page opens indicating that the appliance was successfully registered to your account.

5. **Optional:** Type a descriptive name in the Alias field. Click **Register Appliance**.
6. If you have additional appliances to register, repeat the steps in this section Register the Appliance.
7. Go to Add Licenses and Features to the Account next in this guide.

3. Add Licenses and Features to the Account

Use the following instructions to add licenses and features to each appliance on your account. You can also use this procedure to update your licenses and features. For example, if you purchased additional flows per second, use this procedure to update the SMC license with the additional flows.

Important: You must activate new licenses for UCS hardware appliances before the 30-day trial period expires. Otherwise, the appliance will stop functioning, and you will be unable to use it.

1. On the left navigation pane, click **My Appliances**.
2. Click the appliance serial number.

Note: To search for an appliance, enter the serial number or alias in the provided fields. Click **Filter**.

3. Review your appliance requirements in the following *Licenses and Features* table.

Appliance	Licenses	Features
Flow Collector	FCBASE	n/a
Flow Sensor	FSBASE	n/a
SMC	SMCBASE*	*Flow Rate License (FPS): required* Cloud License (see the Cloud License Configuration Guide for information) Endpoint License IDentity License Threat Intelligence License
UDP Director	UDVE, UD2200	*UDP Director: required*

*You can establish a failover relationship between two SMCs so that one of them serves as a backup console to the other. The SMCRED license is activated with the SMCBASE and allows an SMC to act as a redundant, or secondary, SMC. Contact Stealthwatch Customer Support for details.

Note: The available features are determined by the appliance and features you have purchased. For the current

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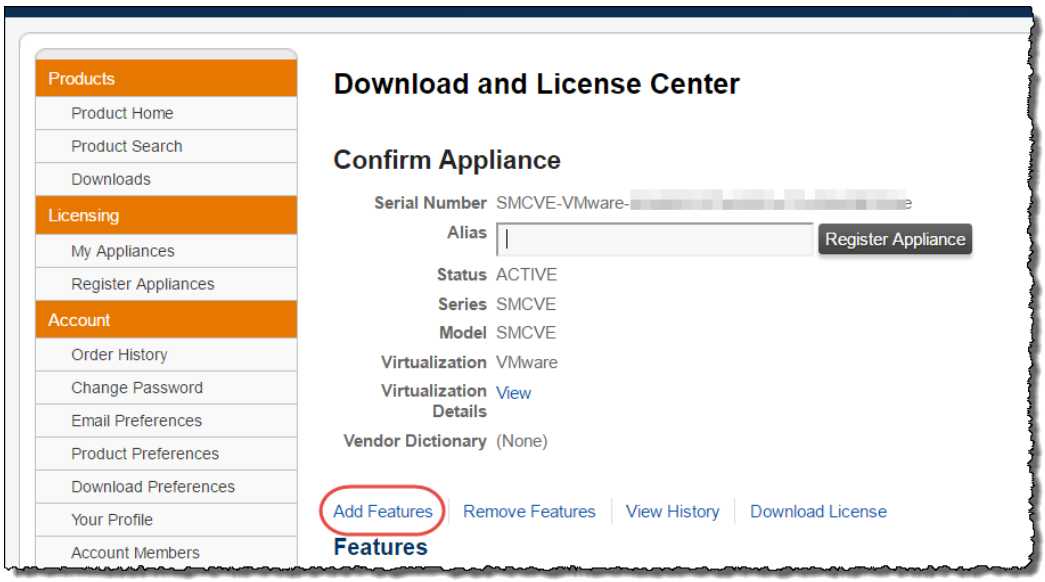
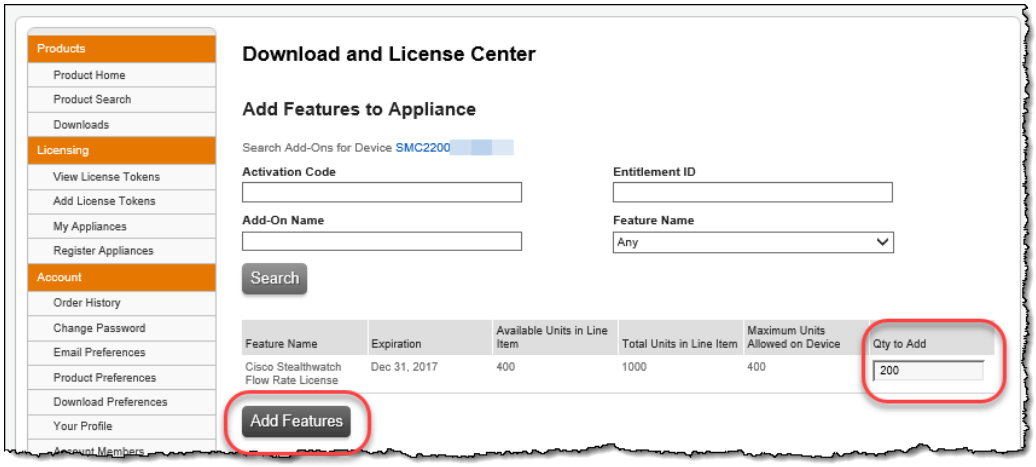
list of features, or to purchase additional licenses and features, contact your Cisco Partner.

4. Do one of the following:
   - **To use the appliance base license without additional features,** go to step 7.
   - **To add features to the appliance,** click **Add Features**. See the Licenses and Features table (above) for details.



5. In the Qty to Add column, type the number of units for each feature you need to use.



6. Click **Add Features**.
7. **If the appliance has Internet access,** go to the next step.

   If the appliance does not have Internet access, click **Download License**. Save the license BIN file. You can save it to a local hard drive, network location, or portable drive.

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Important: You must activate the downloaded license (BIN) file on your appliance within 72 hours. If the 72 hours expires, repeat this step to download new license files.

8. If you have additional licenses or features to add, repeat the steps in this section Add Licenses and Features to the Account.
9. Go to Activating Licenses on Your Appliances.

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Activating Licenses on Your Appliances

The Download and License Center allows you to add licenses and features to your account. To use the appliance, the licenses and features must be activated on the appliance.

Important: Whether using online or offline activation, activate the licenses on the SMC first.

Process Overview

1. Activate licenses on the SMC.
   - **If the SMC has Internet access,** use Activating Licenses Online.
   - **If the SMC does not have Internet access,** use Activating Licenses Offline.
2. Activate licenses on standalone appliances (not managed by the SMC).
   - **If the appliance has Internet access,** use Activating Licenses Online.
   - **If the appliance does not have Internet access,** use Activating Licenses Offline.

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Activating Licenses Online

The best way to manage your license activation is on the SMC with Internet access. This method activates the licenses for all appliances managed by the SMC.

If an appliance is not managed by the SMC, you can activate the license online on the appliance individually (as a standalone appliance).

Preparing the Appliance for Online License Activation

1. In the Download and License Center, the appliance should be registered, and its related licenses and features should be added to the account. See Registering and Licensing Process Overview for details.
2. Review the configuration requirements for the SMC or standalone appliance, as follows:

Appliance	Configuration Requirements		
	Internet Access	**Internet Proxy Server and DNS Server**	**Appliances Managed by the SMC**
SMC	required	Configure the Internet proxy server (if applicable to your network) and the DNS server on the SMC appliance.	Confirm there is a clear path of communication between the SMC and managed appliances via HTTPS over port 443.
Standalone Appliance (not managed by the SMC)	required	Configure the Internet proxy server (if applicable to your network) and the DNS server on the appliance.	n/a

3. Use the method applicable to your system configuration:
   - **SMC:** You can activate and manage the licenses for the SMC and configured appliances using one of the following procedures:
     - Activating Licenses Online with the System Setup Tool (recommended)
     - Activating Licenses Online with the Web Client
     - Activating Licenses Online with the Desktop Client
   - **Standalone Appliance:** If the appliance is not managed by the SMC, use the following procedure:
     - Activating Licenses Online with the Web Client

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Activating Licenses Online with the System Setup Tool (Recommended)

During the Stealthwatch System configuration, you can use the System Setup Tool to activate licenses on the SMC and the appliances it manages.

Note: For Stealthwatch System configuration details, refer to the *Stealthwatch System Hardware Configuration Guide* or the *Stealthwatch Management Console VE and Flow Collector VE Installation and Configuration Guide*.

1. Review Preparing the Appliance for Online License Activation.
2. In the System Setup Tool, follow the on-screen prompts to the Internet Access page.
3. Select **Direct Access** or **Access Via a Proxy Server**.

4. Click **Next**.
5. On the Licensing > Online page, click the **Activate** icon ( ).

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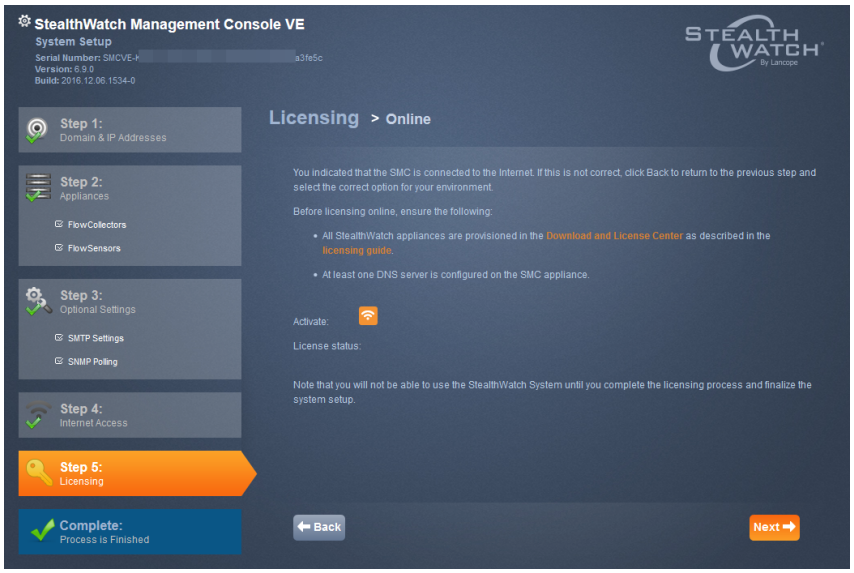

6. Continue the configuration process as described in the *Stealthwatch System Hardware Configuration Guide* or the *Stealthwatch Management Console VE and Flow Collector VE Installation and Configuration Guide*.

Activating Licenses Online with the Web Client

Use the following instructions to activate licenses on the SMC or a standalone appliance.

1. Review Preparing the Appliance for Online License Activation.
2. In your browser address field, type **https://** followed by the IP address of the appliance. The Login page opens.

3. Log in as the admin user with the password you defined when you configured the appliance.
4. **SMC:** Click **Launch License Manager**. If the SMC is already licensed, click the **Settings** icon > **Admin Appliance**.

   Standalone Appliance: go to the next step.
5. Click **Configuration > Naming and DNS**. Confirm the DNS servers are configured.

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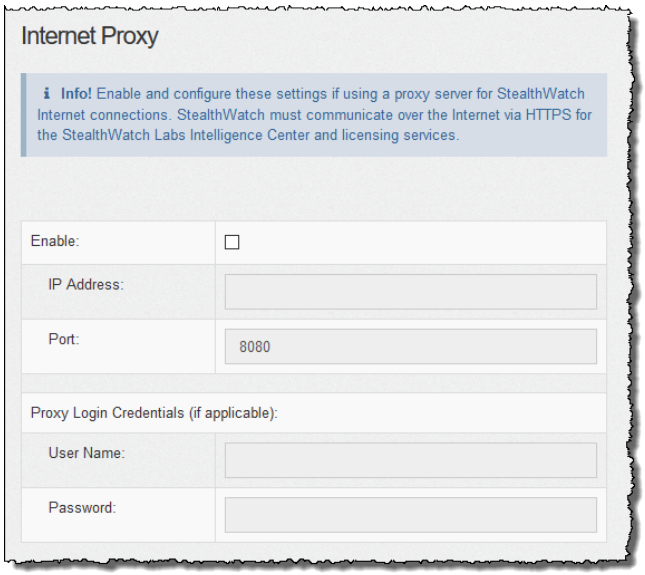
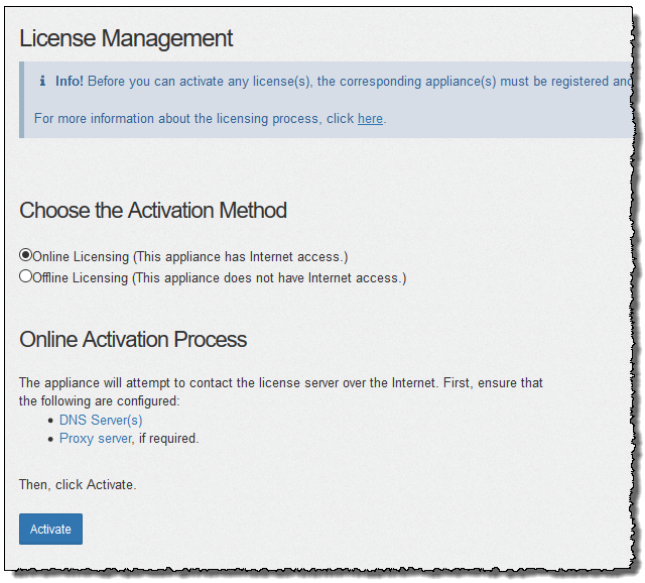
6. If your system uses an Internet proxy server, click **Configuration > Services** to configure the proxy server settings. You may need to scroll down the page to see the fields.



7. Click **Configuration** > **Licensing**.
8. In the Choose the Activation Method section, select **Online Licensing**.



9. Click **Activate**.
10. Follow the on-screen prompts to finish the license activation.
11. Continue with the configuration process.
    - Use the the *Stealthwatch System Hardware Configuration Guide* or the *Stealthwatch Management Console VE and Flow Collector VE Installation and Configuration Guide* to finish the configuration.

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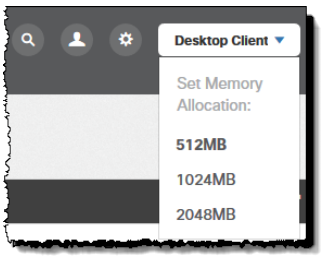
- If you purchased the **Threat Intelligence License**, enable the feed using the configuration instructions.

Activate Licenses Online with the Desktop Client

Use the following instructions to activate licenses on the SMC using the Desktop Client.

1. Review Preparing the Appliance for Online License Activation.
2. In your browser address field, type **https://** followed by the IP address of the SMC appliance.

3. Log in as the **admin** user with the password you defined when you configured the appliance.
4. Select the drop-down list and select the proper random access memory (RAM) to allocate on your computer to run the Desktop Client.
   - Your computer must have at least twice as much RAM as the memory allocation you select. For example, you can select up to 2048 MB for a computer with 4 GB of RAM.
   - If you choose 2048 MB, your computer must have 64-bit Java capability and only one version of Java installed.



5. Follow the on-screen prompts to launch the Desktop Client.
6. Click **License License Manager**. The License Manager dialog box opens.

   To license new features after initial configuration: Launch the Desktop Client. Click **Help** > **License Management** to open the dialog box.

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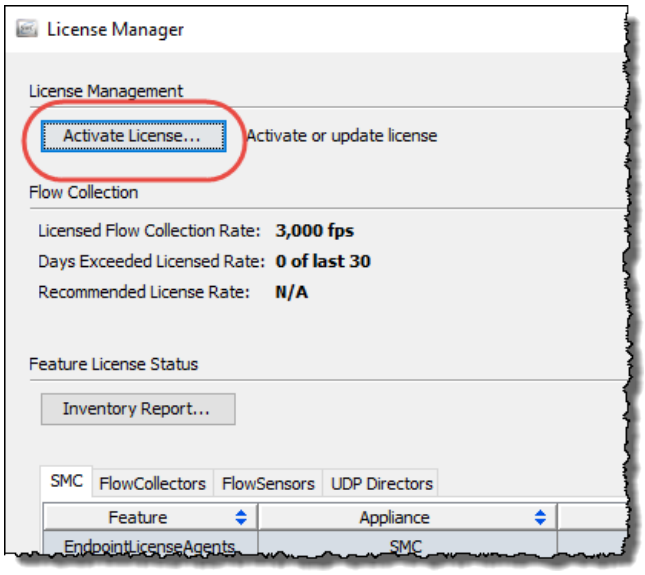
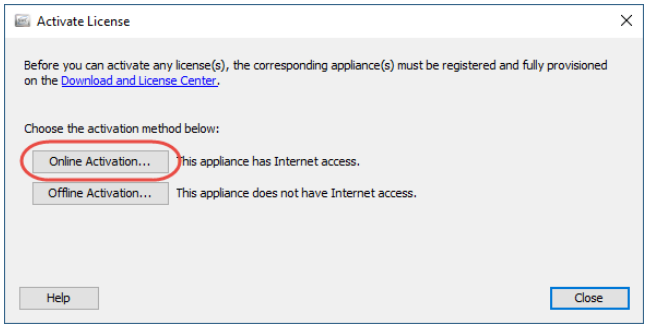


7. Click **Activate License**.
8. Click **Online Activation**.



9. Click the DNS server link to configure the as needed.
10. Click the Proxy server link to configure the settings as needed.
11. Click **Continue**. Follow the on-screen prompts.
12. Click **Close** to close the License Manager dialog box.
13. Continue with the configuration process.
    - Use the the *Stealthwatch System Hardware Configuration Guide* or the *Stealthwatch Management Console VE and Flow Collector VE Installation and Configuration Guide* to finish the configuration.
    - If you purchased the **Threat Intelligence License**, enable the feed using the configuration instructions.

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Activating Licenses Offline

If the SMC or standalone appliance does not have Internet access, use the instructions in this section to activate your licenses offline. However, please note that the license files (BIN) must be downloaded from the Download and License Center, which requires Internet access. See Add Licenses and Features to the Account for details.

The best way to manage your license activation is on the SMC. This method activates the licenses for all appliances managed by the SMC. If an appliance is not managed by the SMC, you can activate the license offline on the appliance individually (as a standalone appliance).

Preparing the Appliance for Offline License Activation

1. Download the license and feature license BIN files from the Download and License Center. See Add Licenses and Features to the Account for details.
2. Use the method applicable to your system configuration:
   - **SMC:** You can activate and manage the licenses for the SMC and configured appliances using one of the following procedures:
     - Activating Licenses Offline with the Web Client
     - Activating Licenses Offline with the Desktop Client
   - **Standalone Appliance:** If the appliance is not managed by the SMC, use the following procedure:
     - Activating Licenses Offline with the Web Client

Activate Licenses Offline with the Web Client

Use the following instructions to activate licenses on the SMC or a standalone appliance.

1. Review Preparing the Appliance for Offline License Activation.
2. In your browser address field, type **https://** followed by the IP address of the appliance. The Login page opens.

3. Log in as the **admin** user with the password you defined when you configured the appliance.
4. **SMC:** Click **Launch License Manager**, or on the dashboard, click the **Settings** icon > **Admin Appliance**.

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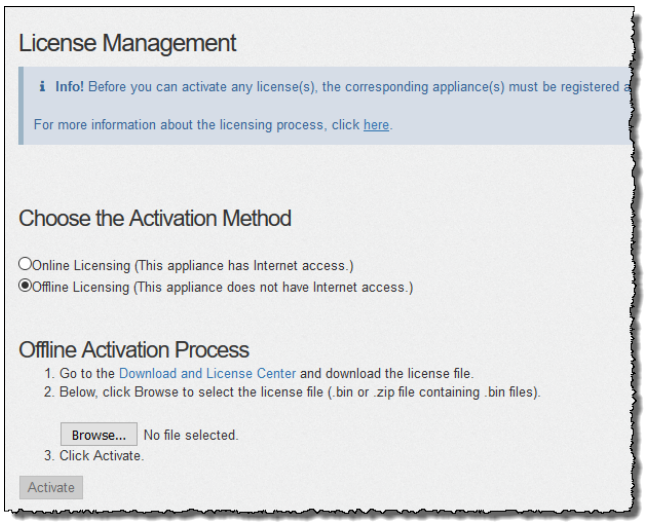
Standalone Appliance: go to the next step.

5. Click **Configuration** > **Licensing**.
6. In the Choose the Activation Method section, select **Offline Licensing**.



7. Click **Browse**.
8. Select the saved licensing (BIN) file.
9. Click **Activate**.
10. Follow the on-screen prompts to finish the license activation.

Activate Licenses Offline with the Desktop Client

Use the following instructions to activate licenses on the SMC using the Desktop Client.

1. Review Preparing the Appliance for Offline License Activation.
2. In your browser address field, type **https://** followed by the IP address of the SMC appliance.

3. Log in as the **admin** user with the password you defined when you configured the appliance.
4. Select the drop-down list and select the proper random access memory (RAM) to allocate on your computer to run the Desktop Client.

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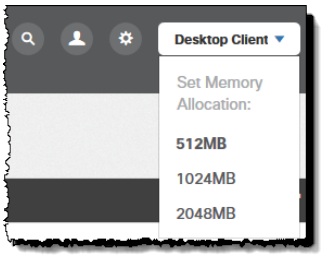
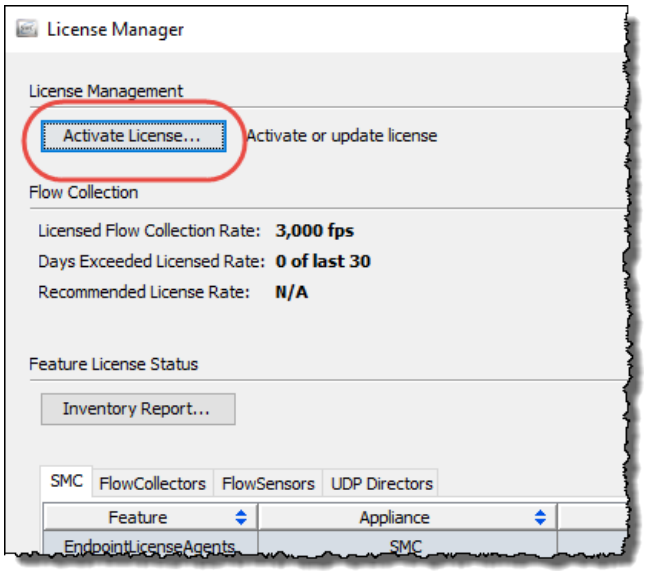
- Your computer must have at least twice as much RAM as the memory allocation you select. For example, you can select up to 2048 MB for a computer with 4 GB of RAM.
- If you choose 2048 MB, your computer must have 64-bit Java capability and only one version of Java installed.



5. Follow the on-screen prompts to launch the Desktop Client.
6. Click **License License Manager**. The License Manager dialog box opens.

   To license new features after initial configuration: Launch the Desktop Client. Click **Help** > **License Management** to open the dialog box.



7. Click **Activate License**.
8. Click **Offline Activation**.

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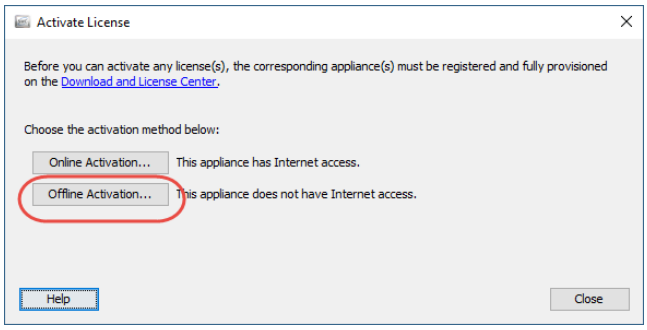

9. Click **Browse**.
10. Select the saved licensing (BIN) file.
11. Follow the on-screen prompts to finish the license activation.
12. Continue the configuration process.
    - Use the the *Stealthwatch System Hardware Configuration Guide* or the *Stealthwatch Management Console VE and Flow Collector VE Installation and Configuration Guide* to finish the configuration.

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Configuring License Expiration Notifications

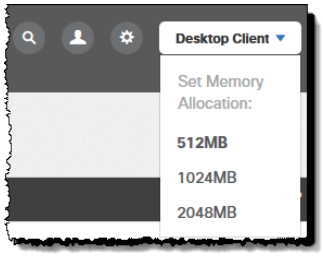
You can use the SMC Desktop Client to manage your license notifications. Use the following instructions to set up an email notification for your appliance license expiration, corruption, or unlicensed products. If an appliance license expires, the appliance will stop collecting flow, so it is important to keep licenses up to date.

1. Add a User Email Address to your Account

Use the following instructions to add a user to your account. This user will receive the email notification you configure. If the user is already set up in the system, use these instructions to confirm the email address is accurate.

1. In your browser address field, type **https://** followed by the IP address of the SMC appliance.

2. Log in as the admin user with the password you defined when you configured the appliance.
3. Select the drop-down list and select the proper random access memory (RAM) to allocate on your computer to run the Desktop Client.
   - Your computer must have at least twice as much RAM as the memory allocation you select. For example, you can select up to 2048 MB for a computer with 4 GB of RAM.
   - If you choose 2048 MB, your computer must have 64-bit Java capability and only one version of Java installed.



4. Follow the on-screen prompts to launch the Desktop Client.
5. Click the **Configuration** tab.
6. Click **Properties**.
7. In the **SMTP Relay Address** field, enter the SMTP relay address of the email recipient.

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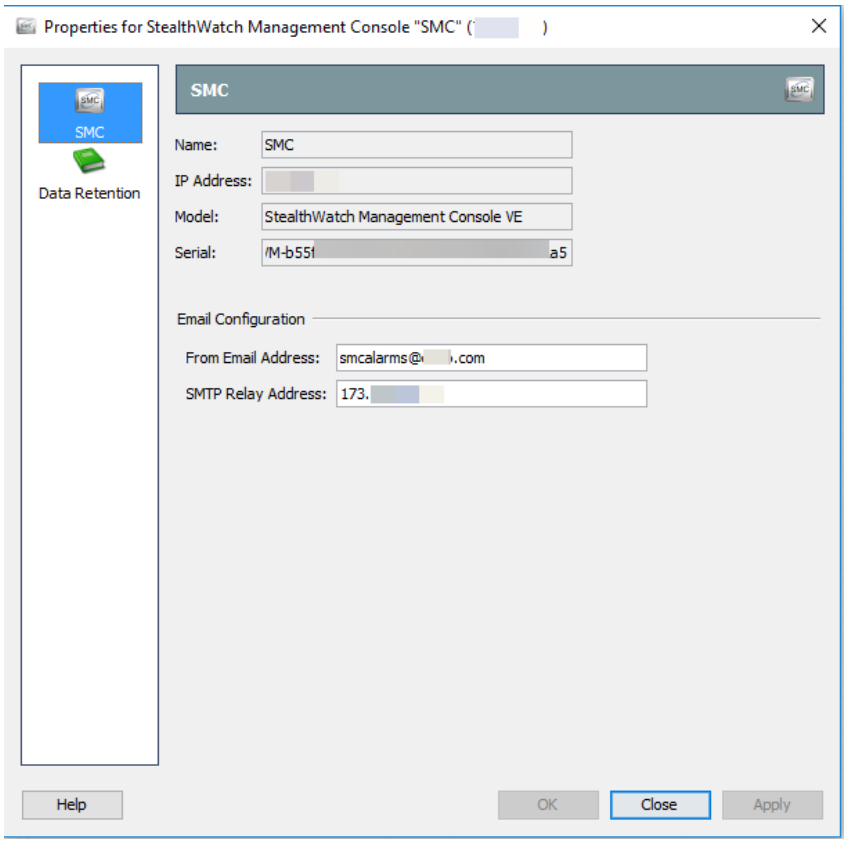

8. **Optional:** In the **From Email Address** field, enter an email address to help identify the source in the recipient's email filters (for example: smcalarms@stealthwatch.com).
9. Click **User Management**.
10. In the left navigation pane, click **Users**.

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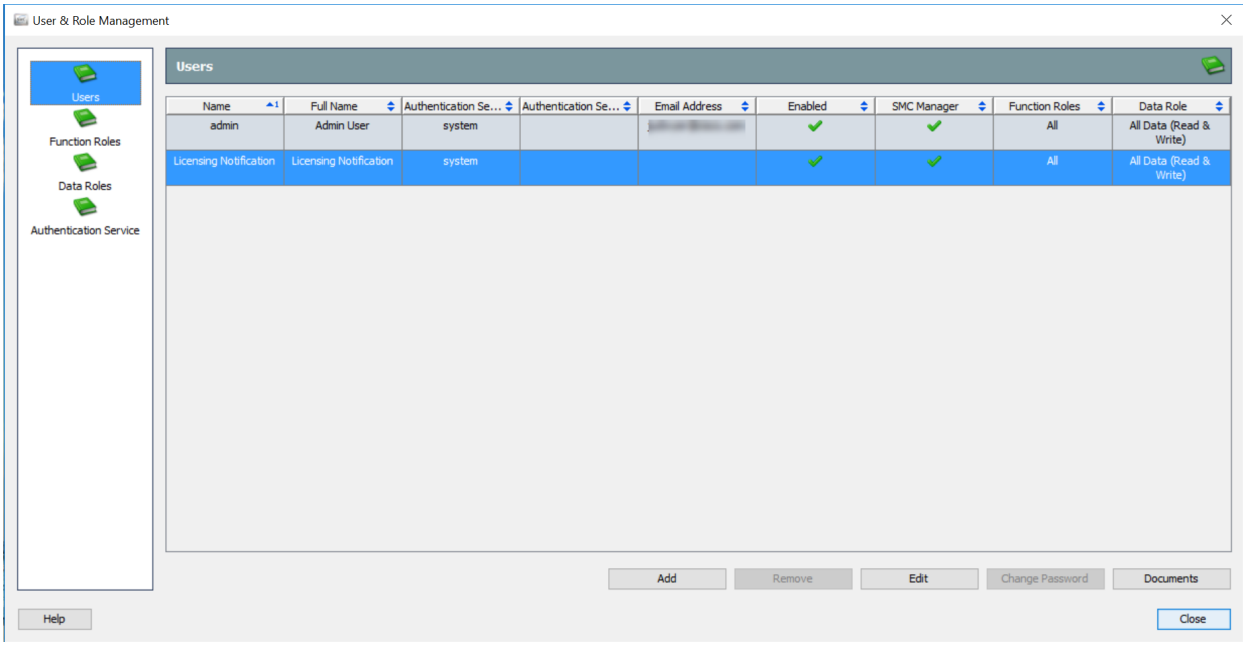

11. **To add a new user,** click **Add**.
    To select a current user, double-click the name of the user in the list.
12. Complete the fields for the new or current user.
13. Enter the user's email address.
14. Click **OK**.
15. Click **Close**.

2. Create a License Rule

Use the following instructions to create license notification rules for license expiration, corruption, or unlicensed products.

1. Click the **Configuration** tab.
2. Click **Response Management**.
3. In the left navigation pane, click **Rule**.
4. Click **Add**.
5. Click **Stealthwatch Management Console System Alarm** (or click the rule type for another appliance).
6. Click **OK**.
7. Complete the **Name** and **Description** fields for your Licensing Rule.
8. Click the Enabled check box to add a check mark to it.
    - To create a rule, click the **...** ellipsis button.
    - Click the drop-down box and select a rule.

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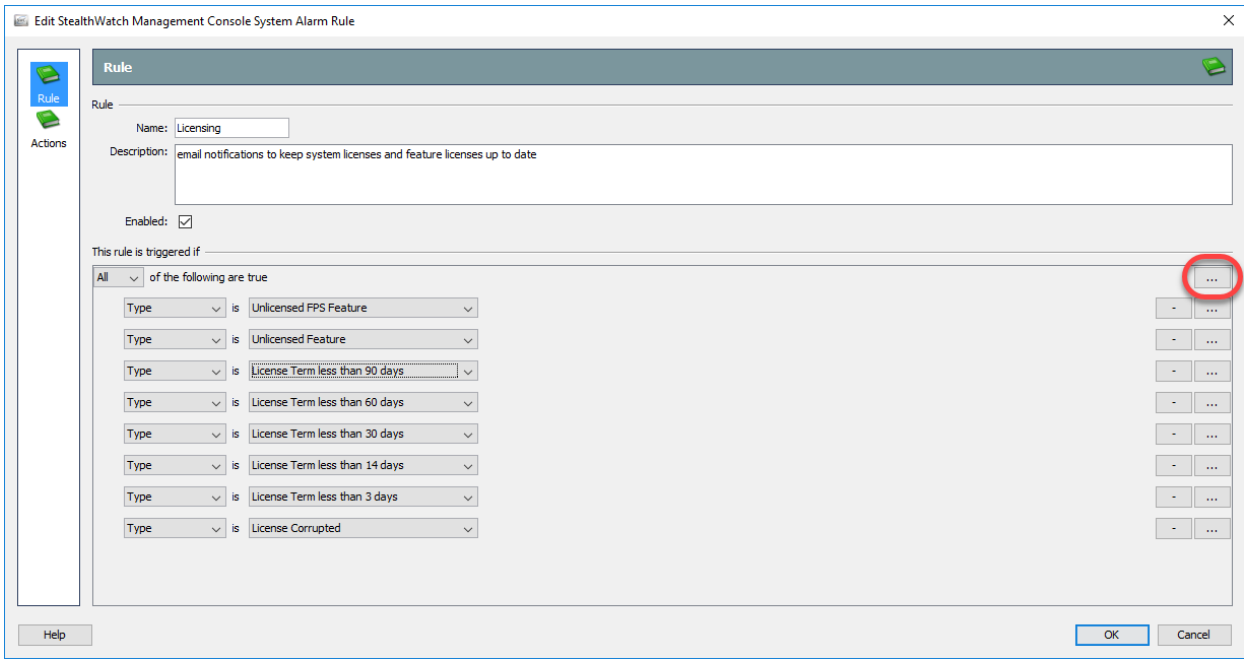

9. To add more rules, repeat step 8.
10. Do not close the dialog box. Go to the next step, Create the Email Notification.

3. Create the Email Notification

1. In the left navigation pane, click **Actions**.
2. In the Email section, click **Add**.
3. Click **Email**.
4. Click the email name to select it.
5. Click **OK**.
6. In the Add Email Action dialog box, complete all fields to create the email notification.

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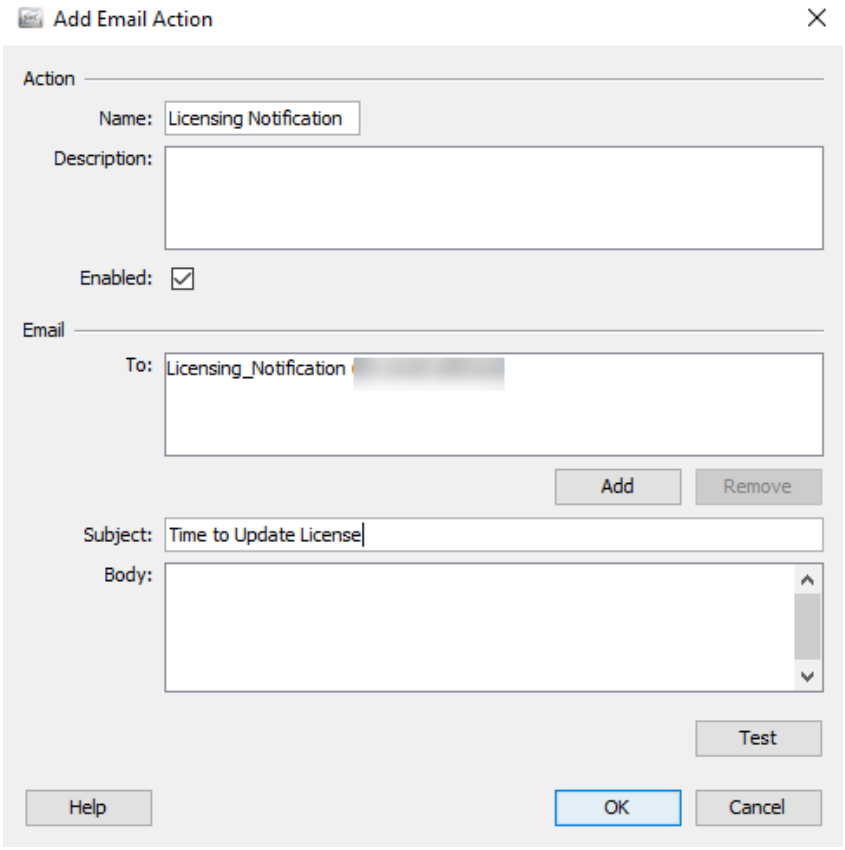

7. Click **OK**.

4. Test the Email Notification

1. In the left navigation pane, click **Actions**.
2. Click the notification name to select it.
3. Click **Edit**.
4. Click **Test**.
5. Check the email recipient account to confirm receipt of the test email.

Updating or Purchasing Licenses

It is important to keep your product licenses current. For example, if the Flow Rate License expires, the Flow Collectors in the Stealthwatch System will stop collecting flow data. To obtain a new license, update an existing license, or for help with a corrupt license, contact your local Cisco Partner or Cisco Stealthwatch Support.

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