Cisco Stealthwatch
Smart Software Licensing Guide 7.2
# Table of Contents

**Introduction** ................................................................................................................. 4

- Required Licenses ............................................................................... 4
- Auto-Provisioned Licenses ........................................................................ 4

**Evaluation Mode** ............................................................................................................. 4

- Cisco Smart Account .................................................................................. 4
- Assistance ......................................................................................................... 5

**Stealthwatch v7.2** ........................................................................................................... 5

- Transport Gateway (On-Prem) ................................................................. 5

**Updating to Stealthwatch v7.2.1** .................................................................................. 6

- Appliance Requirements ............................................................................. 6
- Transferring and Converting Licenses ......................................................... 7
- Submitting a License Provisioning Request ................................................ 7

**Open Smart Software Licensing in Stealthwatch** ....................................................... 8

**Evaluation Mode (90 Days)** .......................................................................................... 10

- Review Evaluation Mode Status ................................................................. 10

**Register your Product Instance** ..................................................................................... 12

1. Log in to your Cisco Smart Software Manager ......................................... 12
2. Transfer and Convert Licenses .................................................................. 13
   - New v7.2 Installations .............................................................................. 13
   - Auto-Provisioned Licenses ..................................................................... 13
3. Provisioning Requests .................................................................................. 13
4. Instructions ....................................................................................................... 13
5. Assistance .......................................................................................................... 14
   1. Review Inventory ...................................................................................... 14
   2. Transfer Licenses ....................................................................................... 14
   3. Convert Licenses ......................................................................................... 15
   3. Configure Transport Settings .................................................................. 16
Configuring the Internet Proxy ................................................................. 17
Open Internet Proxy ............................................................................. 17
Add the DNS Server ............................................................................. 17
Enable Internet Proxy ........................................................................... 17
4. Create the Registration Token ......................................................... 18
5. Register in Stealthwatch ................................................................. 19

Change Product Instance Registration ................................................. 21
Deregister ............................................................................................. 21
Reregister ............................................................................................. 21

Review Status and Usage ...................................................................... 23
Review Status ....................................................................................... 24
Registration Status .............................................................................. 24
License Authorization Status ................................................................. 25
Review Smart License Usage ................................................................. 26

Troubleshooting ..................................................................................... 27
Resolve Out of Compliance ................................................................. 27
1. Review your Licenses ....................................................................... 27
2. Update Stealthwatch ....................................................................... 28
Renew Authorization Now ................................................................. 28
Renew Registration Now ..................................................................... 28
Review License Expiration Status ....................................................... 29

Contacting Support ............................................................................. 30
Introduction

Use this guide to license Stealthwatch v7.2 through Cisco Smart Software Licensing, which streamlines the activation and management of your software licenses.

Required Licenses

The following Stealthwatch appliances and features are licensed with Cisco Smart Software Licensing:

- Flow Sensors VE
- UDP Directors (hardware)
- UDP Directors VE
- Flow Rate (FPS)
- Endpoint License
- Threat Intelligence Feed (formerly known as SLIC)

Auto-Provisioned Licenses

When you register your product instance, the following licenses are added to your account automatically:

- Stealthwatch Management Consoles VE
- Flow Collectors VE

Evaluation Mode

When you use Stealthwatch in Evaluation mode, you can use selected features for 90 days. To use Stealthwatch with maximum default functionality, and to add licenses and features to your account, register your product instance for Smart Software Licensing. Refer to Evaluation Mode (90 Days) for details.

Make sure you register your product instance before the 90-day evaluation period expires. When the evaluation period expires, flow collection will stop. To start flow collection again, register your product instance.

Cisco Smart Account

To use Cisco Smart Licensing with Stealthwatch, make sure you have a Cisco Smart Account. With a Cisco Smart Account, you can view your software, services, and devices in one portal (also known as Cisco Smart Software Manager).
For licensing Stealthwatch, you will use your Smart Account to register your product instance, manage licenses, run reports, and configure notifications. For more information, refer to Smart Licensing on cisco.com.

- **Log In:** Log in to your Cisco Smart Account, or create a new account, at https://software.cisco.com. Refer to 1. Log in to your Cisco Smart Software Manager for more information.

- **Tutorials:** For video tutorials, refer to Smart Licensing Resources.

- **Instructions:** For detailed instructions about using your Cisco Smart Account, log in to your Cisco Smart Account. Click Help or use the online assistant.

### Assistance

For assistance with your Cisco Smart Account and Smart Licensing, please contact us through either of the following resources:

- Go to Support Case Manager at https://mycase.cloudapps.cisco.com/case and choose Software Licensing as a case type.


### Stealthwatch v7.2

To use Cisco Smart Licensing with Stealthwatch, make sure v7.2.1 (or a later version of 7.2.x) is installed on all of your Stealthwatch appliances. Refer to the Stealthwatch Installation and Configuration Guide v7.2 for details.

- **Admin User:** To review Smart Licensing status and usage details in your Stealthwatch Management Console, log in as the admin user. Refer to Open Smart Software Licensing in Stealthwatch for details.

- **Internet Access:** Stealthwatch connects to your Cisco Smart Account and reports status and license usage. You can configure how Stealthwatch communicates with your account using the Transport Settings. Internet access is required for the instructions in this guide.

### Transport Gateway (On-Prem)

If your Stealthwatch Management Console does not have direct access to your Cisco Smart Account and will communicate through Transport Gate (also known as Satellite) or Smart Software Manager On-Prem, you will select Transport Gateway for your Transport Settings.
Review the following On-Prem guides to complete the installation and configuration.

- **Resources:**
  

- **Smart Software On-Prem:**
  

To discuss your licensing options for closed/airgap networks, contact sa-adoption-support@external.cisco.com or refer to Assistance.

### Updating to Stealthwatch v7.2.1

If you updated your appliances from v7.1.x to v7.2.1 (or a later version of 7.2.x), make sure you follow the instructions in the [Stealthwatch Update Guide v7.1.x to v7.2.1](#).

### Appliance Requirements

As part of the update process, you confirmed your appliances meet the following requirements to use Smart Licensing:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hardware</strong></td>
<td>Dell PowerEdge hardware and the Flow Collector 5020 are not supported with Stealthwatch v7.2. For assistance with your hardware refresh, please contact the Stealthwatch Renewals team at <a href="mailto:stealthwatch_renewals@cisco.com">stealthwatch_renewals@cisco.com</a>.</td>
</tr>
<tr>
<td><strong>Smart Licensing Readiness Check</strong></td>
<td>As part of the update process, the SWU file runs the Smart Licensing Readiness Check. If your readiness check failed, there are incompatible licenses detected in the cluster. Your licenses may need to be reconfigured, or you may need to purchase new</td>
</tr>
</tbody>
</table>
Transferring and Converting Licenses

If you’ve updated your appliances from v7.1.x to v7.2.x, you also need to transfer your PAKs and convert them to Smart Licensing before Evaluation Mode expires. Refer to 2. Transfer and Convert Licenses for more information.

Submitting a License Provisioning Request

The following license types are transferred to your account by request:

<table>
<thead>
<tr>
<th>License</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threat Intelligence License (formerly known as SLIC)</td>
<td>If you purchased this license, and it is not shown on your account, submit a License Provisioning Request.</td>
</tr>
<tr>
<td>UDP Director VE</td>
<td>If you purchased this license before March 17, 2020, submit a License Provisioning Request to transfer it to your account.</td>
</tr>
</tbody>
</table>

To submit a license provision request, complete and submit the form at http://cs.co/stealthwatch-license-provisioning.
Open Smart Software Licensing in Stealthwatch

1. Log in to your Stealthwatch Management Console as the admin user.

   In your browser address field, type https://<IPaddress>

2. Click the **Global Settings** icon.
3. Select **Central Management**.

   ![Central Management Menu]

4. Select the **Smart Licensing** tab.
Open Smart Software Licensing in Stealthwatch

You are currently running in Evaluation Mode. To register Stealthwatch with Cisco Smart Software Licensing:
- Ensure this product has access to the internet or a Smart Software Manager On-Prem installed on your network. This might require you to edit the Smart Call Home Transport Settings.
- Log in to your Smart Account in Smart Software Manager or your Smart Software Manager On-Prem.
- Navigate to the Virtual Account containing the licenses to be used by this Product Instance.
- Generate a Product Instance Registration Token (this identifies your Smart Account) and copy or save it.

You can use Evaluation Mode for 90 days. When the evaluation period expires, flow collection will stop. To start flow collection again, register your product instance.

Smart Software Licensing Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Status</td>
<td>Unregistered</td>
</tr>
<tr>
<td>License Authorization Status</td>
<td>Evaluation Mode (22 days remaining)</td>
</tr>
<tr>
<td>Export Controlled Functionality</td>
<td>Not Allowed</td>
</tr>
<tr>
<td>Product Instance Name</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Transport Settings</td>
<td>Direct View/Edit</td>
</tr>
</tbody>
</table>

Smart License Usage

<table>
<thead>
<tr>
<th>License</th>
<th>Description</th>
<th>Count</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stealthwatch UDP Director</td>
<td>License for UDP Director Hardware or Virtual Editions (VE)</td>
<td>1</td>
<td>Evaluation</td>
</tr>
<tr>
<td>Stealthwatch Flow Sensor</td>
<td>License for Flow Sensor Virtual Editions (VE)</td>
<td>1</td>
<td>Evaluation</td>
</tr>
<tr>
<td>Stealthwatch Management Console</td>
<td>License for Stealthwatch Management Console Virtual Editions (VE)</td>
<td>1</td>
<td>Evaluation</td>
</tr>
<tr>
<td>Stealthwatch Flow Collector</td>
<td>License for Flow Collector Virtual Editions (VE)</td>
<td>1</td>
<td>Evaluation</td>
</tr>
<tr>
<td>Stealthwatch Flow Rate</td>
<td>License for Flow Rate (flows per second)</td>
<td>815</td>
<td>Evaluation</td>
</tr>
<tr>
<td>Stealthwatch Endpoint</td>
<td>License for inspection of Endpoint data</td>
<td>1</td>
<td>Evaluation</td>
</tr>
</tbody>
</table>
Evaluation Mode (90 Days)

You can use Stealthwatch with selected features for 90 days in Evaluation Mode. Evaluation Mode is based on active usage of the Stealthwatch Management Console. For example, if you shut down the Stealthwatch Management Console, the countdown resumes when the appliance is turned on again.

Make sure you register your product instance before the 90-day evaluation period expires. When the evaluation period expires, flow collection will stop. To start flow collection again, register your product instance.

Review Evaluation Mode Status

1. Open Smart Licensing in Stealthwatch.
2. In the Smart Software Licensing Status section, review Registration Status and License Authorization Status.
<table>
<thead>
<tr>
<th></th>
<th>Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Status</td>
<td>Unregistered</td>
<td>Your product instance is not registered to a Cisco Smart Account. <a href="#">Register</a> your product instance before the evaluation period expires. When the evaluation period expires, flow collection will stop. To start the flow collection again, register your product instance.</td>
</tr>
<tr>
<td>License Authorization Status</td>
<td>Evaluation Mode</td>
<td>Your product instance is using Evaluation Mode and the number of days remaining is shown. To see more detailed information, hover your pointer over the status.</td>
</tr>
</tbody>
</table>
Register your Product Instance

Use the following instructions to register your product instance and transfer and convert your licenses.

⚠️ Make sure you register your product instance before the 90-day evaluation period expires. When the evaluation period expires, flow collection will stop. To start flow collection again, register your product instance.

1. Log in to your Cisco Smart Software Manager

To use Stealthwatch with maximum default functionality, and to access purchased licenses and features on your account, log in to your Cisco Smart Account and register your product instance for Smart Software Licensing.

2. Click the User icon.
3. Log in with your CCOID credentials.
4. In the License section, select Smart Software Licensing.
2. Transfer and Convert Licenses

If you've upgraded Stealthwatch from v7.1.x to v7.2.x, you may need to transfer and convert your Product Activation Keys (PAKs) to Cisco Smart Software Licensing.

⚠️ You can transfer and convert your licenses in advance. Make sure you complete these steps before Evaluation Mode expires.

New v7.2 Installations

If you've installed Stealthwatch at v7.2.1 or later, you can skip this procedure. Go to 3. Configure Transport Settings.

Auto-Provisioned Licenses

When you register your product instance, the following licenses are added to your account automatically, so you don't need to transfer or convert them:

- Stealthwatch Management Consoles VE
- Flow Collectors VE

Provisioning Requests

The following license types are transferred to your account by request:

<table>
<thead>
<tr>
<th>License</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threat Intelligence License (formerly known as SLIC)</td>
<td>If you purchased this license, and it is not shown on your account, submit a License Provisioning Request.</td>
</tr>
<tr>
<td>UDP Director VE</td>
<td>If you purchased this license before March 17, 2020, submit a License Provisioning Request to transfer it to your account.</td>
</tr>
</tbody>
</table>

**To submit a license provision request,** complete and submit the form at [http://cs.co/stealthwatch-license-provisioning](http://cs.co/stealthwatch-license-provisioning).

Instructions

We've provided an overview here. For detailed instructions, log in to your Cisco Smart Account and click Help.
Assistance

For assistance with transferring and converting your licenses, please contact us through either of the following resources:

- Go to Support Case Manager at https://mycase.cloudapps.cisco.com/case and choose Software Licensing as a case type.

1. Review Inventory

   2. In the License section, select Smart Software Licensing.
   3. Select Inventory.
   4. Select the Licenses tab.
   5. If all of your licenses are shown, you can skip this procedure. Go to 3. Configure Transport Settings.

   If you have licenses that are not shown in your Smart Licensing inventory, continue to the next sections to transfer and convert your licenses.

   Also, refer to Provisioning Requests to determine if you need to submit a request.

   The Stealthwatch Management Console VE and Flow Collector VE licenses will not be shown. They are added to your account when you register your product instance.

2. Transfer Licenses

Use the following instructions to transfer PAKs and License Token IDs to your Smart Account.

   2. In the License section, select Traditional Licensing.
   3. Select your Smart Account from the drop-down list.
   4. Click Add New PAKs/Tokens.
5. **Optional:** Select a virtual account from the Add to Virtual Account drop-down. The license will be transferred to this virtual account.

6. Enter the PAK numbers or search for them by the Cisco sales order number.

7. Click **OK**.

8. Repeat these instructions to add more PAKs and tokens to your account.

3. **Convert Licenses**

Use the following instructions to convert your PAK licenses from traditional to Smart Licensing.

> Once you convert your PAK licenses to Smart Licensing, you cannot convert them back to traditional.

1. Log in to your Cisco Smart Account at [https://software.cisco.com](https://software.cisco.com).
2. In the License section, select **Smart Software Licensing**.
3. Select **Convert to Smart Licensing** or **License Conversion**.
4. Review the **Convert PAKs** and **Convert Licenses** tabs to determine which PAKs are available to convert to Smart Licensing.

- **Instructions:** On the Convert to Smart Licensing page, click **Help**.
- **Demonstration:** To watch a demo, refer to [How to Convert Classic Licenses (PAKs) to Smart Licenses](#).
3. Configure Transport Settings

Configure how Stealthwatch communicates with your Cisco Smart Account (Cisco Smart Software Manager). If you change the configuration here, those changes will apply to Smart Call Home and other features using this service.

1. Open Smart Licensing in Stealthwatch.
2. In the Smart Software Licensing Status section, locate Transport Settings.
3. Click View/Edit.

⚠️ If the product instance is already registered, deregister it before you change the transport settings. Refer to Deregister for details.

4. Select a transport setting.

<table>
<thead>
<tr>
<th>Transport Settings</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct</td>
<td>If your Stealthwatch Management Console has direct access to your Cisco Smart Account and it is not blocked by a firewall, select Direct.</td>
</tr>
<tr>
<td>Transport Gateway</td>
<td>If your Stealthwatch Management Console does not have direct access to your Cisco Smart Account and will communicate through Transport Gateway or Smart Software Manager On-Prem, select Transport Gateway.</td>
</tr>
<tr>
<td>HTTP/HTTPS Proxy</td>
<td>If you’ve configured your Stealthwatch Management Console to use a proxy, select HTTP/HTTPS Proxy. The proxy is shown in the dialog box if you have already configured it. If you have not configured it, refer to Configuring the Internet Proxy for instructions.</td>
</tr>
</tbody>
</table>

5. Select Save.
Configuring the Internet Proxy

To use the HTTP/HTTPS Proxy for your Stealthwatch Transport Settings, make sure your DNS server and Internet Proxy are configured.

Open Internet Proxy

Use the following instructions to open Internet Proxy.

1. Open Central Management > Appliance Manager.
2. Click the Actions menu for the Stealthwatch Management Console.
3. Select Edit Appliance Configuration.
4. Select the Network Services tab.

Add the DNS Server

1. In the DNS Server section, click Add New.
2. Enter the IP address.
3. Click Add.
4. Click Apply Settings.

Enable Internet Proxy

1. Under Internet Proxy > Proxy Setup, check the Enable check box.
2. In the IP Address field, enter the proxy server IP address.
3. In the Port field, enter the port number the Stealthwatch appliance uses to communicate with the proxy server.

   Port Number Default: 8080.

4. If the proxy server requires login credentials, enter the following information:
   - User Name: Enter the user name required to log into the proxy server.
   - Password: Enter the password required to log into the proxy server.
   - Authentication Type: Select basic.

   NTLM authentication is not supported for Smart Licensing or when FIPS encryption libraries are enabled.
• **Domain:** If you selected ntlm for the Authentication Type, enter the proxy server domain.

  **If the proxy server does not require login credentials,** skip this step.

5. Click **Apply Settings.**

6. Follow the on-screen prompts. The appliance reboots automatically.

### 4. Create the Registration Token

1. Log in to your Cisco Smart Account at [https://software.cisco.com](https://software.cisco.com).

2. In the License section, select **Smart Software Licensing.**

3. Select **Inventory.**

4. In the Product Instance Registration Tokens section, click **New Token.**

5. Complete the fields in the Create Registration Token dialog box to identify the token on your account and specify how it can be used.

6. Click **Create Token.**

7. Locate your token in the Product Instance Registration Tokens list.

8. **Copy the Token:** Click the token name and copy it, or select one of the following:

   - **Copy:** To copy the token, select **Actions > Copy**
   - **Download:** To download the token as a text file, select **Actions > Download.**
5. Register in Stealthwatch

1. Open **Smart Licensing** in Stealthwatch.
2. Click **Register**.

3. Paste the token as plain text or type it into the Product Instance Registration Token window.
4. Click **Register**.

If the communication times out during registration, review your **transport settings**.

5. Review the Smart Software Licensing Status section and confirm:

   - **Registration Status**: Registered
   - **License Authorization Status**: Authorized
   - **Out of Compliance**: If the status is shown as Out of Compliance, you may need to add licenses to your account. Refer to **Troubleshooting** for more information.
6. Review the Smart License Usage section. Confirm all licenses are shown as Authorized.

- **Status Details:** Refer to Review Status and Usage for more information.
- **Threat Intelligence Feed:** If the Threat Intelligence Feed license you have purchased is not shown, complete and submit a License Provision Request at http://cs.co/stealthwatch-license-provisioning.
- **Out of Compliance:** If any licenses are shown as Out of Compliance, you may need to add licenses to your account. Refer to Troubleshooting for more information.
Change Product Instance Registration

Use the following instructions to change or update your product instance registration with your Cisco Smart Account.

Deregister

Use the following instructions to remove your product instance from your Cisco Smart Account. If you deregister your product instance, note the following:

- **Virtual Account Inventory**: The licenses it was using are returned to the virtual account, and other product instances in your account can use those licenses.
- **Evaluation Mode**: Your product instance will return to Evaluation Mode if there are days remaining in your evaluation period.

Use deregister before you change your transport settings or for troubleshooting.

1. Open [Smart Licensing](#) in Stealthwatch.
2. Click **Actions**.
3. Select **Deregister**.

Reregister

If your product instance was disconnected or Stealthwatch could not connect with the Cisco Smart Account after repeated attempts, the License Authorization Status shows **Registration Expired**. Use the following instructions to resolve any communication issues and reregister the product instance.

1. Open [Smart Licensing](#) in Stealthwatch.
2. Check your **Transport Settings** and review your [Cisco Smart Account](#) to confirm communications.

⚠️ If you need to change your transport settings, **deregister** your product instance first.

3. Click **Actions** > **Reregister**.
4. Log in to your Cisco Smart Account at [https://software.cisco.com](https://software.cisco.com).
5. In the License section, select **Smart Software Licensing**.
6. Select **Inventory**.
7. In the Product Instance Registration Tokens section, click **New Token**, or locate your token in the Product Instance Registration Tokens list.

8. Copy the token and paste it into the Product Instance Registration Token window in Stealthwatch.

Refer to **Register your Product Instance** for details.

9. Click **Reregister**.

10. Review your Smart Software Licensing Status to confirm:

    - **Registration Status**: Registered
    - **License Authorization Status**: Authorized
Review Status and Usage

When you register your product instance in your Cisco Smart Account, the Stealthwatch Smart Licensing page shows your Cisco Smart Account and product instance details, including the following:

<table>
<thead>
<tr>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Status</td>
<td>Refer to Registration Status for details.</td>
</tr>
<tr>
<td>License Authorization Status</td>
<td>Refer to License Authorization Status for details.</td>
</tr>
<tr>
<td>Export Control Functionality</td>
<td>Refer to the online help in your Cisco Smart Account.</td>
</tr>
<tr>
<td>Smart Account</td>
<td>Refer to the online help in your Cisco Smart Account.</td>
</tr>
<tr>
<td>Virtual Account</td>
<td>Refer to the online help in your Cisco Smart Account.</td>
</tr>
<tr>
<td>Product Instance Name</td>
<td>The Product Instance Name is the identifier we use for your Stealthwatch product instance, which includes your Stealthwatch Management Console and managed appliances. Use your product instance name to identify your product instance on your Cisco Smart Account.</td>
</tr>
<tr>
<td>Transport Settings</td>
<td>Refer to 3. Configure Transport Settings for details.</td>
</tr>
</tbody>
</table>
Review Status

Stealthwatch connects to your Cisco Smart Account and reports the licensing status and usage.

1. Open Smart Licensing in Stealthwatch.
2. Review the Smart Software Licensing Status section.

Registration Status

<table>
<thead>
<tr>
<th><strong>Status</strong></th>
<th><strong>Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered</td>
<td>Your product instance is registered and reporting license usage to your Cisco Smart Account. To see renewal and expiration details, hover your pointer over the status.</td>
</tr>
<tr>
<td>Registration Expired</td>
<td>After repeated attempts, Stealthwatch could not connect to the Cisco Smart Account to retrieve status. Refer to Renew Registration Now and Reregister for details.</td>
</tr>
<tr>
<td>Unregistered</td>
<td>Your product instance is not registered to a Cisco Smart Account. Register your product instance before the evaluation period expires. Refer to Evaluation Mode (90 Days) and Register your Product Instance for details.</td>
</tr>
</tbody>
</table>
# License Authorization Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization Expired</td>
<td>If Stealthwatch loses communication with your Cisco Smart Account, your authorization may expire. Refer to <strong>Replenish Authorization Now</strong> for details. Authorization Expired indicates the communication status. It does not indicate license status. To review license status (purchased, expired, and usage), review your <a href="#">Cisco Smart Account</a>.</td>
</tr>
<tr>
<td>Authorized</td>
<td>Your product instance is registered and your licenses are authorized. To see authorization attempts and details, hover your pointer over the status.</td>
</tr>
<tr>
<td>Evaluation Expired</td>
<td>Your evaluation period has expired and flow collection has stopped. To see more detailed information, hover your pointer over the status. Refer to <a href="#">Evaluation Mode (90 Days)</a> and <a href="#">Register your Product Instance</a> for details.</td>
</tr>
<tr>
<td>Evaluation Mode</td>
<td>Your product instance is using Evaluation Mode and the number of days remaining is shown. To see more detailed information, hover your pointer over the status. Refer to <a href="#">Evaluation Mode (90 Days)</a> and <a href="#">Register your Product Instance</a> for details.</td>
</tr>
<tr>
<td>Out of Compliance</td>
<td>If there is a license shortage for a specific license type, it is out of compliance. Refer to <a href="#">Resolve Out of Compliance</a> for details.</td>
</tr>
</tbody>
</table>
Review Smart License Usage

Stealthwatch reports license usage to your Cisco Smart Account.

- **Updates:** If an appliance is added or removed from Central Management inventory, the license usage is updated.
- **Hardware:** With the exception of the UDP Director hardware, other physical/hardware appliances are not shown in this list.
- **Flow Rate:** The number of NetFlow packets detected per second (FPS). Stealthwatch reports the 95th percentile of the daily Flow Rate usage to your Smart Account.
- **Out of Compliance:** If there is a license shortage for a specific license type, you may need to add licenses to your account. Refer to Resolve Out of Compliance for details.

The Smart License Usage section shows licensing details. It does not show all appliances in your inventory. To review the appliances in your Central Management inventory, select the Appliance Manager tab in Central Management.
Troubleshooting

Use the following instructions to resolve any license-related errors shown in Stealthwatch Smart Licensing.

Resolve Out of Compliance

If the License Authorization Status or Smart License Usage shows **Out of Compliance**, an appliance or feature has a license shortage and is using more licenses than are allocated in your [Cisco Smart Account](#).

**1. Review your Licenses**

Review the following:

- Open **Smart Licensing** in Stealthwatch. Review the **Smart License Usage** section to determine which licenses are out of compliance.
- Confirm you have sufficient licenses assigned to your virtual account. Refer to your [Cisco Smart Account](#) for details.
- Confirm your licenses are **transferred and converted** to your Cisco Smart Account.
· If you need to purchase additional licenses, please contact your account manager or the Stealthwatch Sales team at stealthwatch-sales@cisco.com.

  For Smart Licensing help, refer to Assistance.

2. Update Stealthwatch

After you add or move licenses to your virtual account, use the following instructions to update the status in Stealthwatch.

  1. Open Smart Licensing in Stealthwatch.
  2. Click Actions > Renew Authorization Now.

Renew Authorization Now

Stealthwatch reports license usage to your Cisco Smart Account. Use Renew Authorization Now to connect to your account and update your license usage data immediately. Use these instructions if you’ve changed the licenses on your Cisco Smart Account, but they are not shown on your Stealthwatch Smart Licensing page.

  1. Open Smart Licensing in Stealthwatch.
  2. Click Actions > Renew Authorization Now.

Renew Registration Now

If your product instance was disconnected or Stealthwatch could not connect with the Cisco Smart Account after repeated attempts, the License Authorization Status shows Registration Expired. Use Renew Registration Now to connect to your account and update your registration status.

  1. Select the Actions menu.
  2. Select Renew Registration Now.

  Registration Expired: If the License Authorization Status continues to show Registration Expired, you may need to reregister the product instance. Refer to Reregister for details.

  Refer to Change Product Instance Registration for more information.
Review License Expiration Status

Your purchased licenses, allocations, expiration status, and usage are shown in your Cisco Smart Account. For more information, refer to Cisco Smart Account.
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 email: tac@cisco.com
- For phone support: 1-800-553-2447 (U.S.)
- For worldwide support numbers: https://www.-
Copyright Information

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [https://www.cisco.com/go/trademarks](https://www.cisco.com/go/trademarks). Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)