

July 2020

About the eyeExtend Connect Module

The ForeScout eyeExtend Connect Module provides network connectivity, visibility, and control through the following components:

- [Connect Plugin 1.2](#)
- [Data Exchange Plugin 3.9.2](#)
- [Web API Plugin 1.5.1](#)

The eyeExtend Connect Module is a ForeScout eyeExtend module that consists of more than one component.

The plugins listed above are installed and rolled back with the eyeExtend Connect Module. Refer to the *ForeScout eyeExtend Connect Module Overview Guide* for more module information, such as module requirements, upgrade, and rollback instructions.

Refer to the relevant configuration guides for detailed information about how to work with and configure eyeExtend modules. See [Additional ForeScout Documentation](#) for information on how to access these guides, and other documentation.

Open Integration Module Renamed

The Open Integration Module has been renamed to the eyeExtend Connect Module.

The last release of the Open Integration Module was version 1.4.0.1 on ForeScout version 8.2. It contained:

- Data Exchange Plugin 3.8.0.1003
- Web API Plugin 1.5

The first release of the eyeExtend Connect Module is version 1.5 on ForeScout version 8.2. It contained:

- Connect Plugin 1.1
- Data Exchange Plugin 3.9
- Web API Plugin 1.5

This release of the eyeExtend Connect Module is version 1.6 on ForeScout version 8.1.4 or 8.2.1. It contains:

- Connect Plugin 1.2
- Data Exchange Plugin 3.9.2
- Web API Plugin 1.5.1

Forescout Requirements

Forescout version 8.1.4 or 8.2.1.

Components described in this document may have additional requirements and dependencies.

About This Release

This section describes updates and important information related to the components delivered in this version of the eyeExtend Connect Module. This release also includes enhancements and fixes provided in previous versions. See [Previous Module Versions](#).

Upgrade from Connect Plugin 1.1.x to 1.2

If you have the Connect Plugin 1.1.x installed, first upgrade CounterACT from 8.2 to 8.2.1, which will automatically upgrade the Connect Plugin to 1.2.

If you have the Connect Plugin 1.0 installed on 8.1.4, you can upgrade to 1.2 without upgrading CounterACT.

Connect Plugin 1.2

This section describes important information about the Connect Plugin 1.2.

Requirements

- An eyeExtend Connect Module license. See [ForeScout eyeExtend Connect Licensing Requirements](#) for details.

Feature Enhancements

This section describes feature enhancements for this release.

Use App Instance Cache

Use app instance cache to store and retrieve non-endpoint data from a third-party product. Different types of scripts (property, action, polling) can access the data at the per configuration instance of the app.

For example, you can use this functionality to get a list of all users, then use the list in an action script.

The predefined "app_instance_cache" field also lets you configure the interval of how often you want to refresh the data. When the field is defined, the **Refresh** button on the System Description dialog box is enabled to let you manually trigger a refresh.

Use Action Script to Update Properties

In an action script, you can use the properties object response field to update property values, whether the action succeeded or failed. The format of the properties object is the same as the property script response object.

Support for .json Extension

The names of the system configuration file and property configuration file are system.conf and property.conf, however, system.json and property.json are also accepted file names. The suffixes do not have to match, for example, an app can have a property.conf and a system.json file.

Update an App

You can use the **Update** button to update an app if you made the following changes:

- “version” change only (to a higher or a lower version) in the system.conf file
- Any content change in existing scripts

File Size Maximum

The maximum size of the zip file for an app is 10MB. Any single file within the zip file can have a maximum size of 5MB. The maximums are enforced when an app is imported.

Fixed Issues

This section describes the fixed issues for this version of Forescout eyeExtend Connect Module: Connect Plugin.

Defect #	Description
OF-392	When the Forescout platform had no Internet connection, the Connect Plugin could not be installed (could not download Python modules from the Internet.) Now, the Forescout platform installs required Python modules from local packages.

Known Issues

There are no known issues for this version of Forescout eyeExtend Connect Module: Connect Plugin.

Data Exchange Plugin 3.9.2

This section describes important information about the Data Exchange Plugin version 3.9.2.

Requirements

- Forescout Authentication Module version 1.2.1 with the User Directory Plugin running.

- An eyeExtend Connect Module license. See [ForeScout eyeExtend Connect Licensing Requirements](#) for details.
- Permission for the ForeScout platform to connect to external servers.

Fixed Issues

This section describes the fixed issues for this version of ForeScout eyeExtend Connect Module: Data Exchange Plugin.

Defect #	Description
DEX-821	The Data Exchange Plugin queue delay increased quickly when resolving properties from databases to which it was not able to connect, which eventually caused the plugin to stall. Now, to avoid plugin stalls, the properties will be irresolvable and the database connection will be retried every 10 minutes, by default.

Known Issues

There are no known issues for this version of ForeScout eyeExtend Connect Module: Data Exchange Plugin.

Web API Plugin 1.5.1

This section describes important information about the Web API Plugin version 1.5.1.

Requirements

- An eyeExtend Connect Module license. See [ForeScout eyeExtend Connect Licensing Requirements](#) for details.
- By default, the web service receives inbound requests to Enterprise Manager or a standalone Appliance using HTTPS on port 443/TCP.

Fixed Issues

This section describes the fixed issues for this version of ForeScout eyeExtend Connect Module: Web API Plugin.

Defect #	Description
WEB-178	The Enterprise Manager terminated connections with all appliances when hosts were requested with a blank matchRuleId filter. Blank means that the matchRuleId filter has no policy ID (for example: /api/hosts?matchRuleId=). Now the connections will stay up and error response 500 will be sent.

Known Issues

This section describes the known issues for this version of ForeScout eyeExtend Connect Module: Web API Plugin.

Defect #	Description
WEB-179	<p>When using <code>https://{EM.IP}/api/hosts</code> to get endpoint properties, the <code>segment_name</code> value is not returned in the response.</p> <p>The workaround is to start the Advanced Tools Plugin and resolve the Segment Path (<code>segment_path</code>). Use the same request (<code>https://{EM.IP}/api/hosts</code>) to get the <code>segment_path</code> value through the Web API Plugin.</p> <p>The <code>segment_name</code> can be retrieved from the <code>segment_path</code> by splitting the <code>segment_path</code> at the forward slash (/). For example, if the <code>segment_path</code> is "fsc/segment-1", the <code>segment_name</code> is "segment-1".</p>

ForeScout eyeExtend Connect Licensing Requirements

ForeScout eyeExtend Connect requires a valid license. An Open Integration Module (OIM) is a valid license for Connect. The base Connect or OIM license entitles up to two Connect Apps as well as the full capability of the Data Exchange and Web API Plugins.

Existing installed OIM licenses will be automatically renamed eyeExtend Connect as part of the Connect upgrade.

-  *If you have OIM license installed you do not need to request a new license to run eyeExtend Connect.*

This ForeScout eyeExtend module requires a valid license. Licensing requirements differ based on which licensing mode your deployment is operating in:

- [Per-Appliance Licensing Mode](#)
- [Flexx Licensing Mode](#)

To identify your licensing mode:

- From the Console, select **Help > About ForeScout**.



Per-Appliance Licensing Mode

When installing the module, you are provided with a 90-day demo license.

If you would like to continue exploring the module before purchasing a permanent license, you can request a demo license extension. Consult with your ForeScout representative before requesting the extension. You will receive email notification and alerts at the Console before the demo period expires.

To continue working with the module after the demo period expires, you must purchase a permanent module license.

Demo license extension requests and permanent license requests are made from the Console.

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This module may have been previously packaged as a component of an Integration Module which contained additional modules. If you already installed this module as a component of an Integration Module, you can continue to use it as such. Refer to the section about module packaging in the ForeScout Administration Guide for more information.

Requesting a License

When requesting a demo license extension or permanent license, you are asked to provide the device *capacity* requirements. This is the number of devices that you want this license to handle. You must define at least the number of devices currently detected by the ForeScout platform. You can request a license that handles more to ensure that you are licensed for support on additional devices as your deployment grows.

Enter this number in the **Devices** pane of the Module License Request wizard, in the Console Modules pane.



To view the number of currently detected devices:

1. Select the **Home** tab.
2. In the Views pane, select the **All Hosts** folder. The number in parentheses displayed next to the **All Hosts** folder is the number of devices currently detected.



Flexx Licensing Mode

When you set up your Forescout deployment, you must activate a license file containing valid licenses for each feature you want to work with in your deployment, including eyeExtend modules. After the initial license file has been activated, you can update the file to add additional eyeExtend licenses or change endpoint capacity for existing eyeExtend modules. For more information on obtaining eyeExtend licenses, contact your Forescout sales representative.

No demo license is automatically installed during system installation.

License entitlements are managed in the [Forescout Customer Portal](#). After an entitlement has been allocated to a deployment, you can activate or update the relevant licenses for the deployment in the Console.

Each eyeExtend license has an associated capacity, indicating the number of endpoints the license can handle. The capacity of each eyeExtend license varies by module but does not exceed the capacity of the Forescout eyeSight license.

 *Integration Modules, which package together groups of related licensed modules, are not supported when operating in Flexx Licensing Mode. Only eyeExtend modules, packaging individual licensed modules are supported. The eyeExtend Connect Module is an eyeExtend module even though it packages more than one module.*

More License Information

For more information on eyeExtend (Extended Module) licenses:

- **Per-Appliance Licensing.** Refer to the *ForeScout Administration Guide*.
- **Flexx Licensing.** Refer to the *Flexx Licensing How-to Guide*.

You can also contact your ForeScout sales representative for more information.

Upgrading the Module

New module releases may become available between ForeScout releases. This section describes how to install the module when a new release becomes available.

To install the module:

1. Navigate to one of the following ForeScout download portals, depending on the licensing mode your deployment is using:
 - [Product Updates Portal](#) - **Per-Appliance Licensing Mode**
 - [Customer Portal, Downloads Page](#) - **Flexx Licensing Mode**

To identify your licensing mode, select **Help > About ForeScout** from the Console.

2. Download the module `.fpi` file.
3. Save the file to the machine where the Console is installed.
4. Log into the Console and select **Options** from the **Tools** menu.
5. Select **Modules**. The Modules pane opens.
6. Select **Install**. The Open dialog box opens.
7. Browse to and select the saved module `.fpi` file.
8. Select **Install**. The Installation screen opens.
9. Select **I agree to the License Agreement** to confirm that you have read and agree to the terms of the License Agreement and select **Install**. The installation cannot proceed unless you agree to the license agreement.

 *The installation begins immediately after selecting Install and cannot be interrupted or canceled.*

 *In modules that contain more than one component, the installation proceeds automatically one component at a time.*

10. When the installation completes, select **Close** to close the window. The installed module is displayed in the Modules pane.

 *Some components are not automatically started following installation.*

Customer Support

The Connect Plugin is supported by Forescout Customer Support.

Connect Apps, including those provided by Forescout, are not supported by Forescout.

Previous Module Versions

Installing this module version also installs fixes and enhancements provided in the previous module versions listed in this section. To view Release Notes for previous module versions, see:

<https://www.forescout.com/company/resources/eyeextend-connect-module-release-notes-1-5-2/>

<https://www.forescout.com/company/resources/eyeextend-connect-module-release-notes-1-5-1/>

<https://www.forescout.com/company/resources/eyeextend-connect-module-release-notes-1-5-0/>

<https://www.forescout.com/company/resources/eyeextend-connect-module-release-notes-1-3-3/>

Additional Forescout Documentation

For information about other Forescout features and modules, refer to the following resources:

- [Documentation Downloads](#)
- [Documentation Portal](#)
- [Forescout Help Tools](#)

Documentation Downloads

Documentation downloads can be accessed from the [Technical Documentation Page](#), and one of two Forescout portals, depending on which licensing mode your deployment is using.

- **Per-Appliance Licensing Mode** – [Product Updates Portal](#)
- **Flexx Licensing Mode** – [Customer Support Portal](#)

 *Software downloads are also available from these portals.*

To identify your licensing mode:

- From the Console, select **Help > About Forescout**.

Technical Documentation Page

The Forescout Technical Documentation page provides a link to the searchable, web-based [Documentation Portal](#), as well as links to a wide range of Forescout technical documentation in PDF format.

To access the Technical Documentation page:

- Go to <https://www.Forescout.com/company/technical-documentation/>

Product Updates Portal

The Product Updates Portal provides product and documentation downloads for Forescout platform releases, Base Modules, Content Modules, and eyeExtend modules. The portal also provides additional documentation.

To access the Product Updates Portal:

- Go to <https://updates.forescout.com/support/index.php?url=counteract> and select the version you want to discover.

Customer Support Portal

The Downloads page on the Forescout Customer Support Portal provides product and documentation downloads for Forescout platform releases, Base Modules, Content Modules, and eyeExtend modules. Software and related documentation only appear on the Downloads page if you have a license entitlement for the software.

To access documentation on the Customer Support Portal:

- Go to <https://Forescout.force.com/support/> and select **Downloads**.

Documentation Portal

The Forescout Documentation Portal is a searchable, web-based library containing information about Forescout tools, features, functionality, and integrations.

To access the Documentation Portal:

- Go to https://updates.forescout.com/support/files/counteract/docs_portal/

Forescout Help Tools

You can access individual documents, as well as the [Documentation Portal](#), directly from the Console.

Console Help Buttons

- Use context sensitive *Help* buttons to quickly access information about the tasks and topics you are working with in the Console.

Forescout Administration Guide

- Select **Administration Guide** from the **Help** menu.

Plugin Help Files

- After the plugin is installed, select **Tools > Options > Modules**, select the plugin, and then select **Help**.

Content Module, eyeSegment Module, and eyeExtend Module Help Files

- After the component is installed, select **Tools > Options > Modules**, select the component, and then select **Help**.

Documentation Portal

- Select **Documentation Portal** from the **Help** menu.

Contact Information

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Support: 1.708.237.6591

About the Documentation

- Refer to the Technical Documentation page on the Forescout website for additional documentation: <https://www.Forescout.com/company/technical-documentation/>
- Have feedback or questions? Write to us at documentation@forescout.com

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