Forescout

Flexx Licensing

How-to Guide

Forescout version 8.2

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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

Legal Notice

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About License Management

Forescout 8.2 supports two different licensing modes:

- Flexx Licensing
- Per-Appliance Licensing

📄 *This guide documents how to work with Flexx Licensing. Refer to the* Forescout Administration Guide *for information on how to work with Per-Appliance Licensing. See Additional Forescout Documentation for information on how to access this guide.*

Each Forescout deployment operates in one of the two modes. You may have multiple deployments that use different licensing modes. License requirements differ according to the licensing mode activated on your deployment.

📄 *A deployment consists of a group of Appliances managed by an Enterprise Manager or a Standalone Appliance.*

The following table describes each mode and the products that need to be licensed.

Licensing Mode	Description	What needs to be licensed?
Flexx Licensing	- Licenses are activated centrally on the Enterprise Manager or Standalone Appliance. - License endpoint capacity is calculated per-*deployment*; you can distribute this capacity across Appliances as you see fit. - eyeSight, eyeControl, eyeSegment, and eyeExtend products (Extended Modules) are acquired and licensed separately and with an associated endpoint count.	Each licensed product per deployment. Licensed products enable specific functionality (*eyeSight*, eye*Control*, *eyeRecover, eyeSegment,* and *eyeExtend*). See Licensed Products.
Per-Appliance Licensing Mode	- Licenses are activated separately on the Enterprise Manager and on each Appliance in the deployment. - License endpoint capacity is calculated per-*Appliance*; each Appliance license includes a specific number of endpoints that the Appliance can handle. - Extended Modules are acquired separately and with an associated endpoint count. - eyeSegment licenses are acquired separately and with an associated endpoint count.	- Each Appliance and Enterprise Manager in your deployment. - Each Extended Module. - eyeSegment Module. Refer to the section on Per-Appliance Licensing Mode in the *Forescout Administration Guide* for more information.

Identifying Your Licensing Mode

To identify your licensing mode:

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

Flexx Licensing

The following subjects are covered in this section:

About Flexx Licenses

Forescout Flexx is a software-centric licensing model that provides an intuitive and flexible way to license, deploy and manage Forescout products.

If you are using Flexx licensing, you must Activate a New License File containing valid licenses for any of Forescout's Licensed Products you want to work with in your Forescout deployment. Contact your Forescout sales representative to request licenses.

Administrator Roles

For each customer, Forescout assigns at least one user as an ***entitlement administrator***. This is a super administrator role granted full view/update permissions in the Licenses page of the Forescout Customer Support Portal. The entitlement administrator is notified by email when a purchase entitlement is created and available in the Customer Support Portal.

The entitlement administrator can assign one or more ***deployment administrators*** to each deployment, granting those users access to view information and download license files in the Customer Support Portal. See Add a New Deployment or Edit an Existing Deployment for more information about assigning deployment administrators.

A user assigned as a deployment administrator in the Customer Support Portal is usually the same user that has admin permissions in the Forescout Console. Refer to the section on user management in the *Forescout Administration Guide* for more information. In some organizations, entitlement and deployment administrator roles are performed by the same user.

Role Permissions in Customer Support Portal

| Activity	Entitlement Administrator	Deployment Administrator
View Product and License Information	✔	✘
View Deployment Information	✔	✔ When assigned to deployment
Add a New Deployment Includes capacity allocation	✔	✘
Edit an Existing Deployment Includes capacity allocation	✔	✘
Remove deployment	✔	✘
Upload License Requests and Download License Files Relevant for the following activities: ▪ Activate License ▪ Deactivate License ▪ Update License ▪ Switch from Per-Appliance to Flexx Licensing	✔	✔ When assigned to deployment
Access software and documentation from Downloads page	✔	✔ When assigned to deployment

License Management Flow

License management is performed in stages by Administrator Roles using two different platforms (Forescout Console / Forescout Customer Support Portal):

Purchase and Allocate License Entitlements

1. Purchase products from Forescout.

2. View purchased products in the Customer Support Portal. See Managing Product Entitlements in the Forescout Customer Support Portal.

3. The *entitlement administrator* allocates available endpoint capacity to deployment/s in the Customer Support Portal. See Managing Product Entitlements in the Forescout Customer Support Portal.

Activate Licenses in the Console

4. The *deployment administrator* creates and saves a license request file (1) in the Console using the Deployment ID listed in the Proof of Entitlement email sent from Forescout notifying the *entitlement administrator* that purchases are available in the Customer Support Portal. See Managing Licenses in the Console.
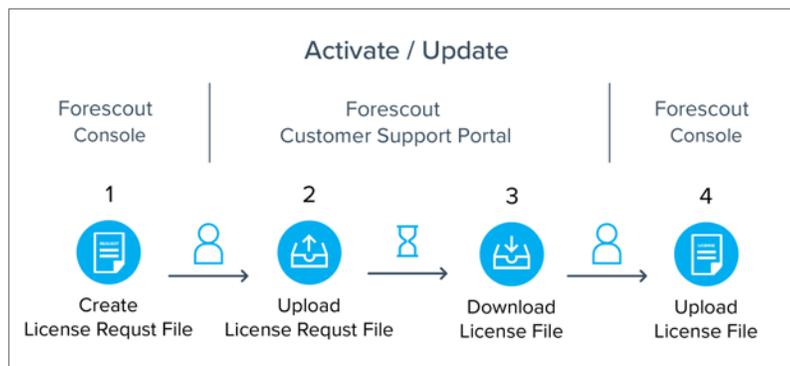
5. The *entitlement administrator* uploads the license request file to the Customer Support Portal (2). See Managing Product Entitlements in the Forescout Customer Support Portal.

6. The *entitlement administrator* downloads the license file from the Customer Support Portal (3). See Managing Product Entitlements in the Forescout Customer Support Portal.

7. The *deployment administrator* uploads the license file in the Console (4) to activate or update licenses. See Managing Licenses in the Console.

Deployment ID

Each deployment has a unique identifying *Deployment ID* used to activate product licenses. All purchased licensed products are activated and updated via a single license file.

The Deployment ID for the Default Deployment is listed in the *Proof of Entitlement* email that the *entitlement administrator* received from Forescout notifying you that your purchases are available in the Customer Support Portal. Additionally, the

Deployment ID for configured deployments is listed in the Licenses page of the Forescout Customer Support Portal. See Manage Deployments and Allocate Endpoint.

License Locking

Once you activate the license using a specific Deployment ID, that ID is locked to the machine (either an Enterprise Manager or Standalone Appliance). If you try to activate a license on another machine using an already locked ID, activation will fail. You must first Deactivate the License File on the original machine. For example, if you activated the license on a Standalone Appliance, and then later want to add that Appliance to a newly deployed Enterprise Manager (without an activated license), perform the following:

1. Deactivate the license file on the Standalone Appliance.

2. Add the Appliance to the Enterprise Manager.

3. Activate a New License File on the Enterprise Manager.

If you clone or copy a Forescout virtual machine, the cloned/copied machine will have an invalid license. To set up this Enterprise Manager as a new deployment with a valid license:

1. Verify that you have a valid license entitlement with sufficient endpoint capacity.

2. Add a New Deployment in the Customer Support Portal.

3. Activate a New License File in the Console.

Licensed Products

Licenses enable specific Forescout products and capabilities. Each licensed product supports a defined number of endpoints. The base license is the Forescout eyeSight License which must be installed on each deployment. In addition, you can purchase a Forescout eyeControl License, a Forescout eyeRecover License , a Forescout eyeSegment License, and Forescout eyeExtend Licenses to further expand functionality. See Update the Existing License File for details.

Each product has an associated capacity that indicates the number of endpoints the license can handle.

The Forescout Console displays all licenses activated for any of the licensed products. For example, even though you have a valid Forescout eyeSight license, you may have also activated the same product in anticipation of an approaching expiration date. In this case, the Console displays both the currently valid license and the newly added license with a start date that is in the future.

Name	Status	Type	Start Date	Expiration Date
∨ ForeScout eyeSight	Valid	Term		
ForeScout eyeSight	Valid	Term	05 Jan 2018	05 Jan 2019
ForeScout eyeSight	Invalid - Start date is in the future	Term	06 Jan 2019	06 Jan 2020

The licensed product types are described in the following topics:

- Forescout eyeSight License
- Forescout eyeControl License
- Forescout eyeRecover License
- Forescout eyeSegment License
- Forescout eyeExtend Licenses

Forescout eyeSight License

This license provides agentless visibility, allowing you to continuously discover, classify and assess devices. The Forescout eyeSight license is the base licensed product and must be installed on each deployment. If your eyeSight license is invalid, you cannot use and access the full range of capabilities offered by Forescout, and all other licensed products will become invalid as well, even if their term hasn't expired yet. See License Enforcement for details.

The eyeSight license supports:

- Classifying endpoints by device type, OS, version and ownership
- Creating classification policies for endpoints that are not classified out-of-the-box
- Agentless assessment of endpoint security posture or via the use of SecureConnector
- Alerting administrators and other IT systems via email, Syslog or CEF messages about policy compliance and other relevant endpoint context
- Notifying end users via email and on-screen messages about security and compliance policies
- System management actions (e.g., *Recheck Host*, *Delete Host*, *Add Label*, *Add to Group*)
- High Availability Pairing for Enterprise Manager

  📄 *High Availability Pairing for Appliances is supported by the Forescout eyeRecover License.*

- Disaster Recovery for Enterprise Manager

See Actions Supported by eyeSight License for a list of specific actions supported by this license.

  📄 *This license was previously known as Forescout CounterACT See.*

eyeSight License Capacity Usage

A *Forescout eyeSight* license has an associated capacity that indicates the number of endpoints the license can handle. A host/endpoint is counted against the capacity of an eyeSight license when it is known to the Forescout platform by either its MAC address or IP address, whether on site, off site or detected by Forescout products via third-party integrations.

Forescout eyeControl License

This license lets you enforce policy-driven network access based on user, device, and posture. If you do not have an eyeControl license, or if your license is invalid, you cannot use and access the full range of capabilities available in the Forescout Console. See License Enforcement for details.

The eyeControl license supports:

- Endpoint-based actions (for example, Kill Process actions, Disable External Device)
- Network-based actions (for example, Virtual Firewall, Switch Block)
- Authentication and authorization of users and devices via the RADIUS Plugin
- Guest management functionality
- Threat Protection functionality
- Virtual Firewall policy protection

> 🖹 *The eyeControl license does not include actions delivered with eyeExtend products. You must install the relevant Forescout eyeExtend License to activate these.*

See Actions Supported by eyeControl License for a list of specific actions supported by this license.

> 🖹 *This license was previously known as Forescout CounterACT Control.*

eyeControl License Capacity Usage

A *Forescout* eye*Control* license has an associated capacity that indicates the number of endpoints the license can handle. A host/endpoint is counted against the capacity of the eyeControl license when it is included in the scope of a policy that contains eyeControl actions.

See View Endpoint Information and Detailed Endpoint Count for Forescout eyeControl and eyeExtend Licenses for details.

Forescout eyeRecover License

This license provides access to recovery solutions that support the availability of Forescout platform services to minimize down-time in cases of system failure. If you do not have an eyeRecover license, or if your license is invalid, you cannot use and access the full range of capabilities available in the Forescout Console. See License Enforcement for details.

The Forescout eyeRecover license supports:

- Failover Clustering
- High Availability Pairing for Appliances

> 🖹 *High Availability Pairing for Enterprise Manager is supported by the* Forescout eyeSight license*.*

Refer to the *Forescout Resiliency and Recovery Solutions User Guide* for more information about the features provided by the eyeRecover license. See Additional Forescout Documentation for information on how to access this guide.

> 📄 *This license was previously known as Forescout CounterACT Resiliency.*

eyeRecover License Capacity Usage

A *Forescout eyeRecover* license has an associated capacity that indicates the number of endpoints the license can handle. A host/endpoint is counted against the capacity of the eyeRecover license if it is a unique endpoint that is handled by either failover clusters or High Availability pairs. An endpoint handled by both of these resiliency solutions is counted as a single endpoint for licensing purposes.

Forescout eyeSegment License

A valid eyeSegment license enables:

- Mirrored traffic data that was captured by the Forescout Packet Engine and the Forescout Flow Collector to be uploaded for processing and analysis
- The communication patterns between dynamic policy groups and zones to be dynamically mapped in a web-based matrix of network traffic connectivity
- Access to the Forescout eyeSegment application that lets you monitor and analyze the captured network traffic
- Creation of an eyeSegment policy to control the traffic between specific zones, and to tag suspicious traffic

If you do not have an eyeSegment license, or if your license is invalid, you cannot access the eyeSegment application. See License Enforcement for details.

Refer to the *Forescout eyeSegment Application How-to Guide* for more information about the features provided by the eyeSegment license. See Additional Forescout Documentation for information on how to access this guide.

eyeSegment License Capacity Usage

A *Forescout eyeSegment* license has an associated capacity that indicates the number of endpoints within the scope of the solution.

Forescout eyeExtend Licenses

Forescout eyeExtend licenses provide access to eyeExtend products. Refer to the section on eyeExtend products in the *Forescout Administration Guide* for more information. See Additional Forescout Documentation for information on how to access this guide.

> 📄 *Integration Modules, which package together groups of related licensed plugins, are not supported when operating in Flexx licensing mode. Only eyeExtend products (Extended Modules) that package individual licensed plugins are supported. The Open Integration Module is an eyeExtend product even though it packages more than one plugin.*

If you do not have an eyeExtend product license (even if you installed the module itself), or if your license is invalid, you cannot use and access the full range of module capabilities. See License Enforcement for details.

If you have not yet activated an eyeExtend product license, you are prompted to do so when you install the respective module.

> 📄 *These licenses were previously known as Forescout CounterACT Extended Module licenses, and will continue to appear as such on the Licenses page until the next license update is performed.*

eyeExtend License Capacity Usage

The capacity of each eyeExtend product license varies by module, but cannot exceed the capacity of the eyeSight license. A host/endpoint is counted against the capacity of an eyeExtend product license when it is included in the scope of a policy that contains properties or actions provided by that module.

See View Endpoint Information and Detailed Endpoint Count for Forescout eyeControl and eyeExtend Licenses for details.

License Types

There are two primary types of licenses:

- **Perpetual.** Authorizes you to use specific Licensed Products indefinitely.
- **Term.** Authorizes you to use specific Licensed Products for a defined period.

In addition, there are several other types of temporary licenses:

- **Beta**. Used during product beta testing.
- **NFR**. Used by distributors, channel and technology partners.
- **Proof of Value**. A 30-90 day evaluation of the product on customer premises.
- **Trial**. Used by customers to try products before making a purchase.
- **Try and Buy**. Used by customers that want to ensure that products they purchase will run in their environment according to Forescout specifications and documentation.

Unlike in Per-Appliance licensing, no demo license is automatically installed during system installation. You can request a trial license for a product from your Forescout sales representative. The default trial period is 90 days from the Entitlement start date.

The Forescout Console displays both term and perpetual licenses that may be activated for a single product. A parent entry in the Licenses table (Options > Licenses) indicates the combined capacity of all such licenses. As long as one of the child entries is valid, regardless of its type, the licensed product is regarded as valid.

Name	Status	Type	Start Date	Expiration Date	Used Capacity	Free Capacity	Total Capacity
∨ ForeScout eyeSight	Valid	Mixed			95	1105	1200
ForeScout eyeSight	Valid	Perpetual	11 Dec 2018	-			1000
ForeScout eyeSight	Valid	Perpetual	31 Dec 2018	-			100
ForeScout eyeSight	Valid	Term	31 Dec 2018	15 Feb 2019			100

The Forescout platform supports using both term and perpetual licenses within a single deployment. However, since Forescout eyeSight is the base licensed product and must be installed on each deployment, if the eyeSight product has a term license, all other products must also have term licenses.

License Enforcement

After a term license expires, the license enters a grace period during which it is valid for an additional 45 days. During the grace period, the product continues to function normally and Console users receive license status alerts. See Receiving License Alerts for details.

> 📄 *If you add a Recovery Enterprise Manager to an Enterprise Manager while a license is in the grace period, the grace period does not apply for the Recovery Enterprise Manager and the license will be invalid.*

After the grace period ends, license enforcement begins. When this happens, the license becomes invalid, at which point existing products will continue to function normally, but certain Console configuration changes may be restricted, as detailed below. If the Forescout eyeSight License becomes invalid, all other licensed products will become invalid as well, even if their term hasn't expired yet.

> 📄 *License enforcement applies anytime a license is invalid. Under certain circumstances, this may occur even though the license is not expired. For example, if you remove an Appliance from a deployment, the Appliance functions as a Standalone Appliance without a valid license.*

- If the Forescout eyeSight License is invalid, Console users cannot:
  - Add or edit new policies
  - Add or edit Segments
  - Add or edit endpoint discovery rules

- If the Forescout eyeControl License or one of the Forescout eyeExtend Licenses is invalid, Console users cannot:
  - Add or edit properties/actions supported by the invalid license
  - Save imported policies that contain properties/actions supported by the invalid license. You must first remove these properties/actions.
  - Add properties supported by an invalid Forescout eyeExtend product license to discovery rules.
  - Configure the following RADIUS settings (invalid Forescout eyeControl license):

    Add authentication sources

Add, edit or import pre-admission authorization rules

Add, edit or import entries to the MAC Address Repository

– Add, edit or import registered guests from the Guest Registration pane
(invalid Forescout eyeControl license)

▪ If the Forescout eyeRecover License is invalid, Console users cannot:

– Enable failover clusters

– Configure failover detection time for failover clusters

– Define a failover scope for failover clusters

▪ If the Forescout eyeSegment License is invalid:

– Mirrored traffic data is not uploaded for processing and analysis

– Access to the eyeSegment application is denied

Other features continue working, and there is no impact on end users. For example, existing policies will continue to run.

When you remove an Appliance from a deployment, the Appliance functions as a Standalone Appliance with an invalid license and license enforcement will apply. Refer to the section on Standalone Appliance management in the *Forescout Administration Guide* for more information. See Additional Forescout Documentation for information on how to access this guide.

Remediate an Expired or Invalid Licenses

To remediate an expired or invalid license, perform one of the following:

▪ If you have a valid license entitlement for this product, Update the Existing License File.

▪ If you do not have a valid license entitlement for this product, create or renew your entitlement by contacting your Forescout sales representative.

▪ If you are no longer using the license, you can Remove an Expired or Invalid License from the Console to stop receiving alerts.

Managing Product Entitlements in the Forescout Customer Support Portal

Use the Forescout Customer Support Portal to manage product entitlements. Management activities include viewing purchased products, allocating capacity to deployments and downloading license files used for activating the license in the Console.

To obtain or renew product entitlements, or for other license-related issues, contact your Forescout sales representative. If you experience any technical difficulties while using the Portal, contact Forescout Customer Care.

▪ View Product and License Information

▪ Manage Deployments and Allocate Endpoint License Capacity

▪ Upload License Requests and Download License Files

View Product and License Information

After you purchase a licensed product (see Licensed Products), information about the product is available in the Customer Support Portal. For each product, you can view the total amount of purchased endpoints and the balance available for allocation to your deployment/s. Products are listed according to their Entitlement ID. You may have multiple entitlements listed for a single product.

> 📄 *The Entitlement ID is listed in the* Proof of Entitlement *email that you received from Forescout notifying you that your purchases are available in the Customer Support Portal.*

To view information:

1. Navigate to the Forescout Customer Support Portal and select **Licenses**.

2. Navigate to the **Purchases** section to view all purchased products.

Product	Name of the purchased Forescout product. See Licensed Products.
	Products are listed according to their Entitlement ID. You may have multiple entitlements listed for a single product.
Type	See License Types.
Start Date / Expiration Date	The start and expiration (term licenses only) date for the licensed product.
ActiveCare End Date	The term end date for Forescout support and maintenance services.
Endpoint Quantity	Total number of endpoints that were purchased for the product and that can be allocated to a deployment/s.
Available to Allocate	Remaining amount of purchased endpoint quantity that has not yet been allocated for a specific deployment.

Manage Deployments and Allocate Endpoint License Capacity

Manage your deployment/s and allocate purchased endpoint license capacity. If your organization has multiple deployments, each managed by a separate Enterprise Manager, add a new deployment in the Customer Support Portal for each additional deployment and allocate endpoint quantity across those deployments.

After you successfully upload a license request file, the latest license file will be available for future use next to the relevant deployment entry.

- View Deployment Information
- Add a New Deployment
- Edit an Existing Deployment
- Allocate Endpoint Capacity Across Multiple Deployments

Default Deployment

After your initial purchase, your deployment will appear in the Customer Support Portal, along with a list of licensed products associated with the deployment. This is the *default deployment*. All subsequent purchases are automatically allocated to this default deployment. As a result, if your organization only has one deployment, you do not need to manually allocate new purchases to the deployment.

View Deployment Information

To view information:

1. Navigate to the Forescout Customer Support Portal and select **Licenses**.

2. Navigate to the **Deployments** section to view all deployments.

Product	Name of the purchased Forescout product. See Licensed Products.
	Products are listed according to their Entitlement ID. You may have multiple entitlements listed for a single product.

Type	See License Types.
Start Date / Expiration Date	The start and expiration (term licenses only) date for the licensed product.
ActiveCare End Date	The term end date for Forescout support and maintenance services.
Allocated	Total number of purchased endpoints that have already been allocated to the deployment. To see the number of endpoints that are available to allocate, refer to the table in the Purchases section (see View Product and License Information) or edit the deployment (see Edit an Existing Deployment).
Activated	Total number of allocated endpoint capacity that is currently being used (activated) by the deployment. Endpoint capacity is activated in the Console by activating or updating the license file. See Managing Licenses in the Console.
Available to Activate	Remaining amount of allocated endpoint quantity that has not yet been activated for the deployment.

Add a New Deployment

Add a new deployment in the Customer Support Portal for each deployment in your organization managed by a separate Enterprise Manager or Standalone Appliance. Allocate endpoint capacity to deployments for purchased Licensed Products. Each deployment must contain allocated endpoint capacity for the Forescout eyeSight License. Other products must have an allocation that is less than or equal to *eyeSight*.

Since all purchased endpoint capacity is initially allocated to the Default Deployment, you must first reduce the allocation of the default deployment before you can allocate capacity to a new deployment. See the allocation use case examples in Allocate Endpoint Capacity Across Multiple Deployments for more information.

To add a new deployment:

1. Navigate to the Forescout Customer Support Portal and select **Licenses**.

2. Navigate to the **Deployments** section.

3. Select **Add Deployment**.

4. Enter a deployment name.

5. Assign one or more users as deployment administrators. These administrators can view deployment information and manage licenses in the Customer Support Portal. See Administrator Roles for more information. You can choose administrators from a list of all registered Customer Support Portal users in your organization. If you want to assign someone who is not yet a registered user, fill in a request on the Forescout website: https://www.forescout.com/support/customer-registration/

6. Select **Add Product** and add *Forescout eyeSight*.

7. Allocate the required amount of endpoint capacity to the deployment, based on the amount available. A tooltip in the Type column indicates the Entitlement ID for each product.

8. Repeat steps 6 and 7 for each product you want to add to the deployment. Expired products will not appear in this list.

9. Select **Save**.

Edit an Existing Deployment

Edit an existing deployment to:

- Change the deployment name
- Change or add deployment administrator(s)

- Change/remove the allocation quantity for one or more products. This may require deactivating or updating your license file in the Console. For example, you cannot reduce the allocation quantity to lower than the amount that is currently activated on the deployment unless you first deactivate/update your license file. See allocation use case examples in Allocate Endpoint Capacity Across Multiple Deployments.
- Add a purchased product to the deployment

See Add a New Deployment for a description of these activities.

Remove a Deployment

You can remove an unused or old deployment from the Customer Support Portal if the license file for the deployment is deactivated in the Console (see Deactivate the License File). You cannot remove the Default Deployment.

To remove a deployment:

1. Navigate to the Forescout Customer Support Portal and select **Licenses**.

2. Navigate to the **Deployments** section.

3. Find the deployment you want to remove and select **Remove**.

Allocate Endpoint Capacity Across Multiple Deployments

Some organizations have multiple deployments, each managed by a separate Enterprise Manager. To allocate purchased licensed products across deployments, Add a New Deployment in the Customer Support Portal for each deployment and follow the guidelines laid out in the use case examples below.

When product endpoint license capacity is already activated on a deployment, you cannot reduce the allocation quantity for that product until you first Deactivate the License File and release the activated endpoints.

Allocation Use Case Examples

When allocating quantity across deployments, consider the following use case examples:

- Allocate Quantity to Two New Deployments
- Reallocate Quantity from Default Deployment to Newly Created Deployment
- Expansion – Allocate Quantity to Existing Deployments

Allocate Quantity to Two New Deployments

Allocate newly purchased Forescout eyeSight and eyeControl endpoint quantity across two new deployments, neither of which has an activated license. One of these deployments is the Default Deployment, created automatically by Forescout after the initial purchase. Initially, all purchases are automatically allocated to this deployment.

	Existing Setup	Desired Setup
Deployment 1 (default)	Default deployment. Created automatically by Forescout after initial purchase.	

	Existing Setup	**Desired Setup**
	Allocated: ■ 50,000 endpoints for *Forescout eyeSight* ■ 50,000 endpoints for *Forescout eyeControl*	Allocated: ■ 30,000 endpoints for *Forescout eyeSight* ■ 30,000 endpoints for *Forescout eyeControl*
	Activated: ***No license file activated***	Activated: ■ 30,000 endpoints for *Forescout eyeSight* ■ 30,000 endpoints for *Forescout eyeControl*
Deployment 2	***Not configured in Customer Support Portal***	Add new deployment in Customer Support Portal
	Allocated: ***No endpoints allocated***	Allocated: ■ 20,000 endpoints for *Forescout eyeSight* ■ 20,000 endpoints for *Forescout eyeControl*
	Activated: ***No license file activated***	Activated: ■ 20,000 endpoints for *Forescout eyeSight* ■ 20,000 endpoints for *Forescout eyeControl*

To allocate quantity to two new deployments:

1. Purchase 50,000 endpoints for Forescout eyeSight and 50,000 endpoints for Forescout eyeControl.

Product	Amount Allocated	Amount Activated
eyeSight	**50,000**	0
eyeControl	**50,000**	0

2. View Product and License Information to verify that purchases appear in the Customer Support Portal, and were allocated to the default deployment.

3. Edit Deployment 1 in Customer Support Portal and reduce the allocation:

Product	Amount Allocated	Amount Activated
eyeSight	**30,000**	0
eyeControl	**30,000**	0

4. Add a New Deployment in the Portal and allocate 20,000 eyeSight and 20,000 eyeControl.

Product	Amount Allocated	Amount Activated
eyeSight	**20,000**	0
eyeControl	**20,000**	0

5. <u>Activate a New License File</u> on Deployment 1.

Product	Amount Allocated	Amount Activated
eyeSight	30,000	***30,000***
eyeControl	30,000	***30,000***

6. <u>Activate a New License File</u> on Deployment 2.

Product	Amount Allocated	Amount Activated
eyeSight	20,000	***20,000***
eyeControl	20,000	***20,000***

Reallocate Quantity from Default Deployment to Newly Created Deployment

Reallocate half of the Forescout eyeSight and eyeControl endpoint quantity that was already activated on the default deployment to a newly created deployment. In this scenario you will need to deactivate the license on the default deployment before you can reduce the allocation quantity and reallocate quantity to the other deployment.

	Existing Setup	Desired Setup
Deployment 1 (default)	Default deployment. Created automatically by Forescout after initial purchase.	
	Allocated: ▪ 50,000 endpoints for *Forescout eyeSight* ▪ 50,000 endpoints for *Forescout eyeControl*	Allocated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl*
	Activated: ▪ 50,000 endpoints for *Forescout eyeSight* ▪ 50,000 endpoints for *Forescout eyeControl*	Activated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl*
Deployment 2	***Not configured in Customer Support Portal***	Add new deployment in Customer Support Portal
	Allocated: ***No endpoints allocated***	Allocated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl*
	Activated: ***No license file activated***	Activated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl*

To add a new deployment and reallocate from the default Deployment:

1. <u>Deactivate the License File</u> on Deployment 1 to release activated endpoints.

Before deactivating Deployment 1:

Product	Amount Allocated	Amount Activated
eyeSight	50,000	50,000
eyeControl	50,000	50,000

After deactivating Deployment 1:

Product	Amount Allocated	Amount Activated
eyeSight	50,000	*0*
eyeControl	50,000	*0*

2. Edit Deployment 1 in Customer Support Portal and reduce the allocation:

Product	Amount Allocated	Amount Activated
eyeSight	*25,000*	0
eyeControl	*25,000*	0

3. Add a New Deployment in the Portal and allocate 25,000 eyeSight and 25,000 eyeControl to the Deployment (*Deployment 2*):

Product	Amount Allocated	Amount Activated
eyeSight	*25,000*	0
eyeControl	*25,000*	0

4. Activate a New License File on Deployment 1.

Product	Amount Allocated	Amount Activated
eyeSight	25,000	*25,000*
eyeControl	25,000	*25,000*

5. Activate a New License File on Deployment 2.

Product	Amount Allocated	Amount Activated
eyeSight	25,000	*25,000*
eyeControl	25,000	*25,000*

Expansion – Allocate Quantity to Existing Deployments

Allocate newly purchased *Forescout eyeExtend for Splunk* endpoint quantity to two existing deployments, which already have activated licenses with Forescout eyeSight and Forescout eyeControl. One of these deployments is the default deployment, created automatically by Forescout after the initial purchase. Initially, all purchases are automatically allocated to this deployment. In this scenario, you will need to update the license on both deployments.

	Existing Setup	Desired Setup
Deployment 1 (default)	Default deployment. Created automatically by Forescout after initial purchase.	

	Existing Setup	Desired Setup
	Allocated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl* ▪ **20,000** endpoints for Forescout eyeExtend for Splunk	Allocated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for Forescout eyeControl ▪ **15,000** endpoints for *Forescout eyeExtend for Splunk*
	Activated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl*	Activated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl* ▪ **15,000** endpoints for Forescout eyeExtend for Splunk
Deployment 2	Allocated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl*	Allocated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl* ▪ **5,000** endpoints for Forescout eyeExtend for Splunk
	Activated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl*	Activated: ▪ 25,000 endpoints for *Forescout eyeSight* ▪ 25,000 endpoints for *Forescout eyeControl* ▪ **5,000** endpoints for Forescout eyeExtend for Splunk

To allocate quantity to existing deployments:

1. Purchase 20,000 endpoints for Forescout eyeExtend for Splunk.

Product	Amount Allocated	Amount Activated
eyeSight	25,000	25,000
eyeControl	25,000	25,000
Forescout eyeExtend for Splunk	**20,000**	0

2. View Product and License Information to verify that purchases appear in the Customer Support Portal, and were allocated to the default deployment.

3. Edit Deployment 1 (default) and reduce the *Forescout eyeExtend for Splunk* allocation from 20,000 to 15,000 endpoints.

Product	Amount Allocated	Amount Activated
eyeSight	25,000	25,000
eyeControl	25,000	25,000
Forescout eyeExtend for Splunk	**15,000**	0

4. Edit Deployment 2, select **Add Product** and add a *Forescout eyeExtend for Splunk* allocation of 5,000 endpoints.

Product	Amount Allocated	Amount Activated
eyeSight	25,000	25,000
eyeControl	25,000	25,000
Forescout eyeExtend for Splunk	**5,000**	0

5. Update the Existing License File for Deployment 1.

Product	Amount Allocated	Amount Activated
eyeSight	25,000	25,000
eyeControl	25,000	25,000
Forescout eyeExtend for Splunk	15,000	**15,000**

6. Update the Existing License File for Deployment 2.

Product	Amount Allocated	Amount Activated
eyeSight	25,000	25,000
eyeControl	25,000	25,000
Forescout eyeExtend for Splunk	5,000	**5,000**

Upload License Requests and Download License Files

To activate, update or deactivate a license, or to Switch from Per-Appliance to Flexx Licensing, upload the license request file created in the Console to the Forescout Customer Support Portal.
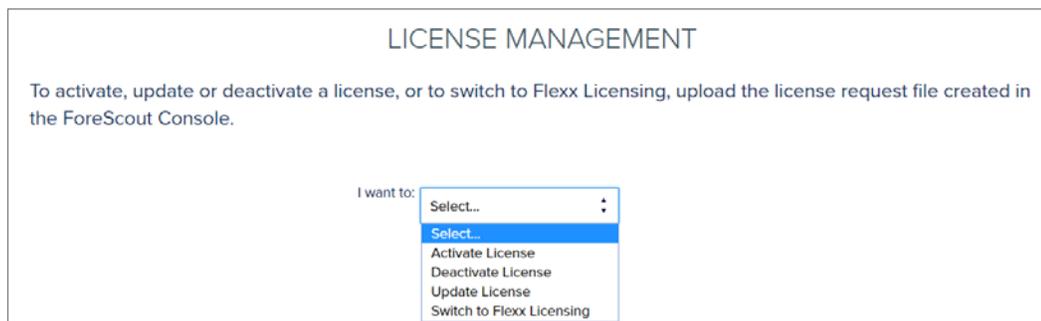
When activating or updating a license file, or when switching to Flexx Licensing, if the upload is successful, the new license file becomes available for download. To complete the activity, upload the license file in the Console.

For more information about performing these activities in the Console, see Managing Licenses in the Console. For more information about switching to Flexx licensing mode, see Switch from Per-Appliance to Flexx Licensing.
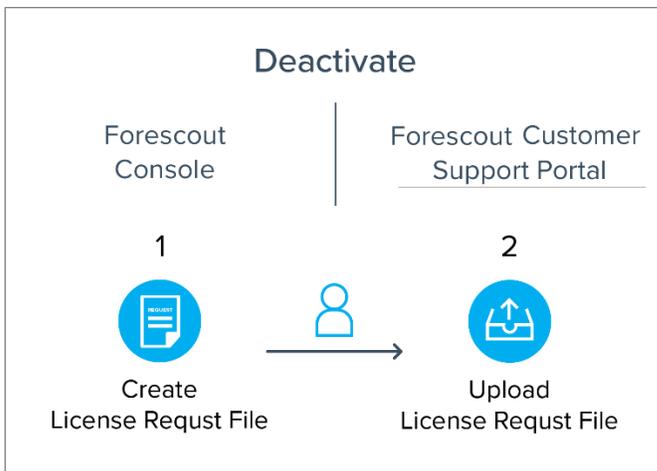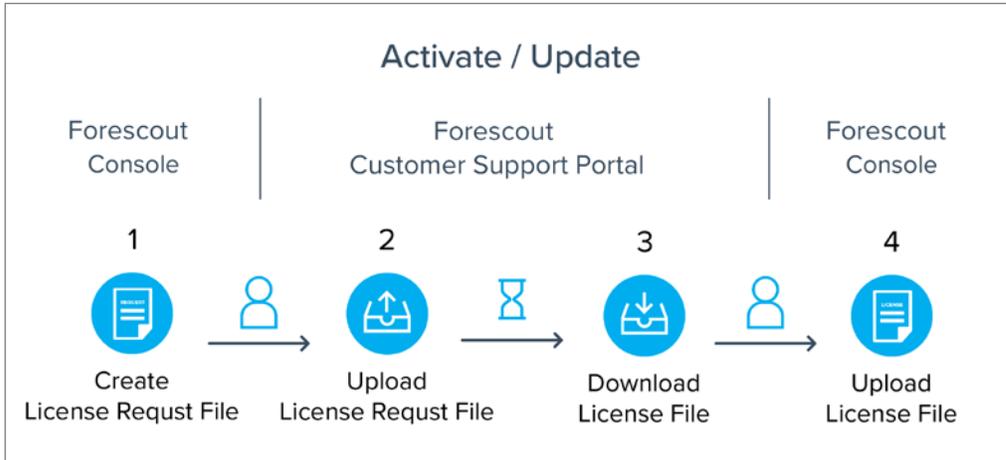
To upload requests and download license files:

1. Navigate to the Forescout Customer Support Portal and select **Licenses**.

2. Select **License Management**.

3. Select the activity you want to perform and follow the on-screen instructions.

   If you are activating or updating the license, or switching to Flexx licensing, and the upload succeeded, the download file will be available. After you successfully upload the request file, the latest license file will be available for future use next to the relevant deployment entry.

> 📄 *For license activation: After you upload the license request file in the Customer Support Portal, the generated license file will be locked to the machine you downloaded the request from. If you try to activate a license on another machine using an already locked Deployment ID, activation will fail. You must first Deactivate the License File. See License Locking for more information.*

To access the license file in a deployment where files cannot be taken out of the internal network:

1. Open the license request file and copy its contents to an email.

2. Send the license request content to your Forescout representative who will generate and send back a license file using the request you sent.

Managing Licenses in the Console

Use the Console to manage license activation, updates and deactivation, and to view information about endpoints detected by licensed products.

After an entitlement is available in the Forescout Customer Support Portal, a deployment administrator can manage license activity in the Console to ensure that all licenses are valid. See Administrator Roles for more information about roles and permissions.

- Activate a New License File
- Update the Existing License File
- Deactivate the License File
- View Endpoint Information
- Remove an Expired or Invalid License

Activate a New License File

After you set up the Enterprise Manager in the Initial Setup wizard, you need to activate the license file for your Forescout deployment. Until you do so, License Enforcement will apply.

All licenses are activated and updated via a single license file. The license file contains valid licenses for all Licensed Products you purchased for your Forescout deployment. Once you activate the license using a specific Deployment ID, that ID is locked to the machine. If you try to activate a license on another machine using an already locked ID, activation will fail. You must first Deactivate the License File.

To activate the license file, you will need to create a license request file in the Console, upload the request file to the Forescout Customer Support Portal, download the license file to your machine, and then upload the license file via the Console.
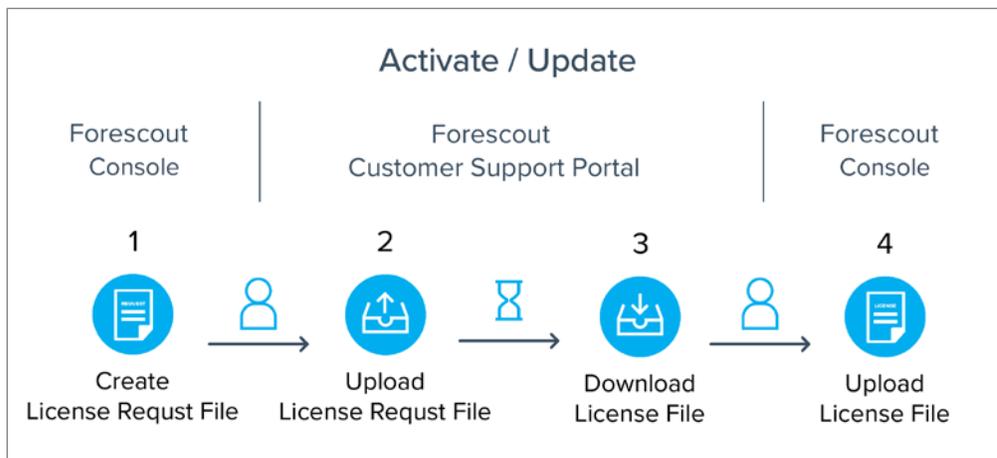
After activating a license for an eyeExtend product, the module name appears in the Licenses page even if the module itself hasn't been installed yet.

If your deployment uses a recovery/resiliency solution for the Enterprise Manager, verify the following before you activate the license file to ensure a successful activation:

- **Recovery Enterprise Manager**. Verify that the Recovery Enterprise Manager has the same product version as the Enterprise Manager.

- **High Availability pairing for Enterprise Manager**. Verify that the standby node is up and running.

If you add a Recovery Enterprise Manager to an existing deployment with an already activated license, you will need to Update the Existing License File for licenses to also be valid on the recovery device.

To activate a license via the Console:

1. Log in to the Enterprise Manager via the Console.

2. Select **Options** from the **Tools** menu, and then select **Licenses**.

3. In the Licenses pane, select **Activate**.
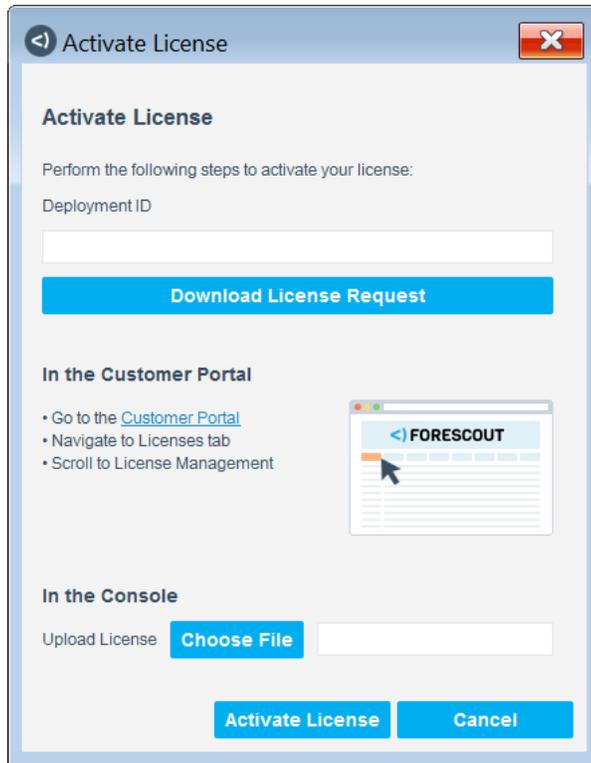
4. In the Activate License dialog box, enter the Deployment ID and select **Download License Request**.

    📄 *The Deployment ID is listed in the Proof of Entitlement email that you received from Forescout notifying you that your purchases are available in the Customer Support Portal.*

5. Select a file name and location to save the request file and select **Save**.

6. Go to the Forescout Customer Support Portal and navigate to the Licenses tab.

7. In the License Management section, upload the request file that you downloaded in step 5 and then download the license file. See Upload License Requests and Download License Files for more information.

8. Return to the Activate License dialog box in the Console by navigating to **Options > Licenses** and selecting **Activate**.

9. In the Upload License field, select **Choose file** to find the new license file and then select **Activate License**.

    A dialog box opens indicating that the license was activated successfully.

10. Select **Close**.

Update the Existing License File

After a license file has been activated, you can update the license file to add Licensed Products and/or change endpoint capacity for existing licensed products. For example, you can update the license file to add an eyeControl license with a capacity of 5,000 endpoints and also expand your eyeSight license from 2,500 to 5,000 endpoints.

To request a license update, contact your Forescout representative. Once approved and finalized, the Entitlement administrator receives an email notification from Forescout that license updates are available. A Deployment administrator can then update the license in the Console to apply the license changes.

To update the license file, you will need to create a license request file in the Console, upload the request file to the Forescout Customer Support Portal, download the license file to your machine, and then upload the license file via the Console. If you do not upload the updated license within 14 days, the license will become invalid.
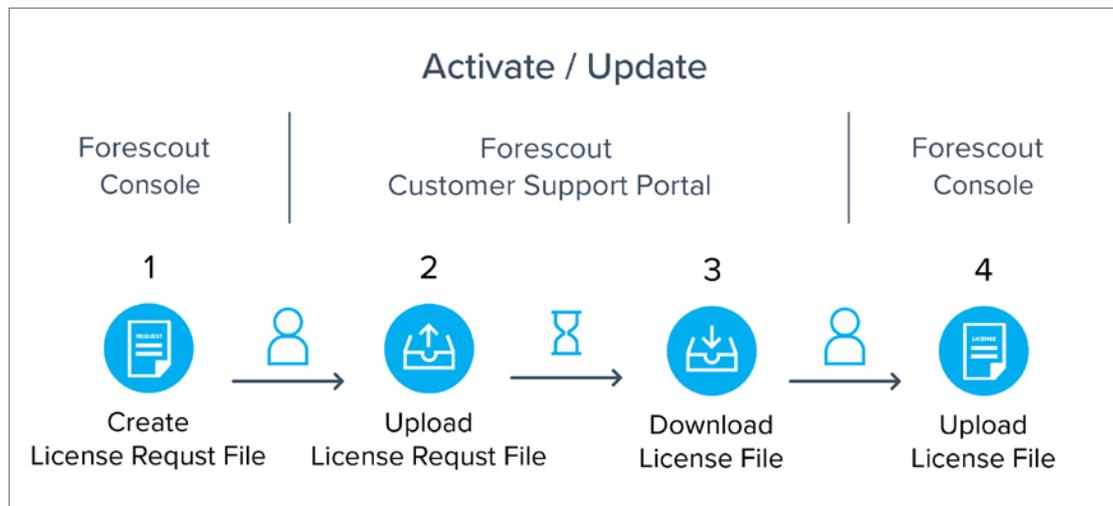
If you add a Recovery Enterprise Manager to an existing deployment, you will need to update the existing license file for licenses to also be valid on the recovery device.

To update the existing license file in the Console:

1. Log in to the Enterprise Manager via the Console.

2. Select **Options** from the **Tools** menu, and then select **Licenses**.

3. In the Licenses pane, select **Update**.
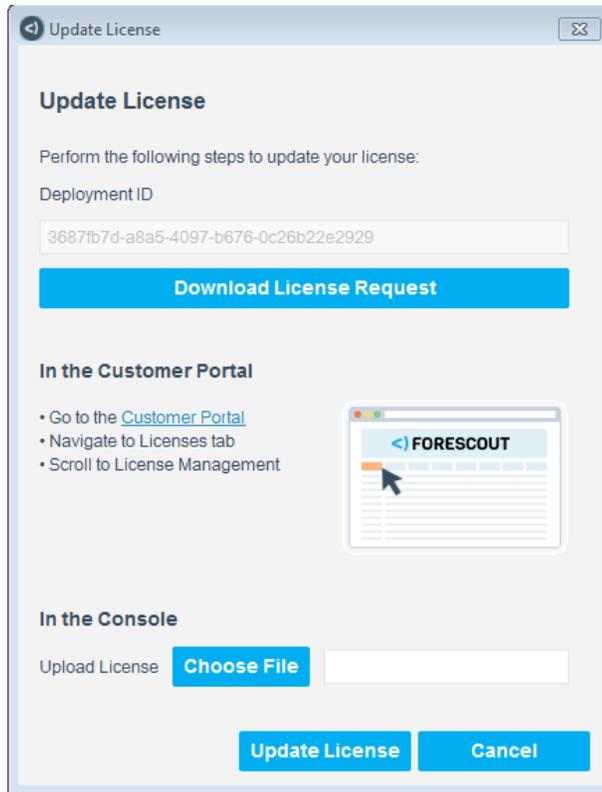
4. In the Update License dialog box, select **Download License Request** and then select **OK**.

   If you do not upload the updated license within 14 days, the license will become invalid.

5. Select a file name and location to save the update request and select **Save**.

6. Go to the Forescout Customer Support Portal and navigate to the Licenses tab.

7. In the License Management section, upload the request file that you downloaded in step 5 and then download the license file. See Upload License Requests and Download License Files for more information.

8. Return to the Update License dialog box in the Console by navigating to **Options > Licenses** and selecting **Update**.

9. In the Upload License field, select **Choose file** to find the new license file and then select **Update License**.

   A dialog box opens indicating that the license was updated successfully.

10. Select **Close**.

Deactivate the License File

You may need to deactivate the license file, for example:

▪ if you are replacing an Enterprise Manager machine

- if your organization has multiple deployments, each managed by a separate Enterprise Manager, and you want to reallocate license capacity to a different deployment.

When you deactivate the license file, your licenses become invalid in 14 days from the time of deactivation. If you do not upload a new license file within this time period, License Enforcement will apply and you will not be able to use and access the full range of capabilities available in the Forescout Console. License deactivation cannot be reverted.
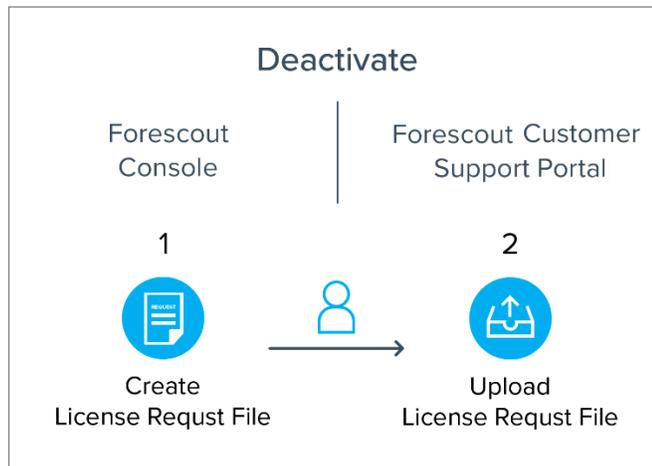
To deactivate the license file:

1. Log in to the Enterprise Manager via the Console.

2. Select **Options** from the **Tools** menu, and then select **Licenses**.

3. In the Licenses pane, select **Deactivate**. The License Deactivation dialog box opens.
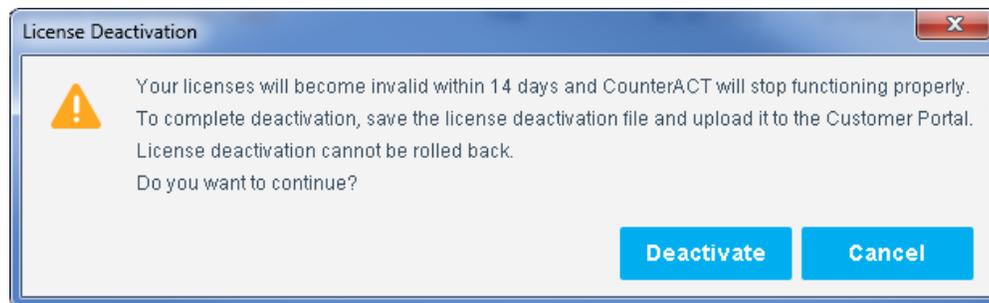
If you do not upload an updated license within 14 days, the license will become invalid.

4. Select **Deactivate**.

5. Select **Save** to save the deactivation request file to your machine.

6. Upload the request file saved in the previous step to the Forescout Customer Support Portal. See Upload License Requests and Download License Files.

   After the file is successfully uploaded, all license allocations are deactivated.

View Endpoint Information

You can view extensive information about the endpoints that were detected by licensed products. Quickly find information that is important to you by using the search filter and plugin drop-down filter.
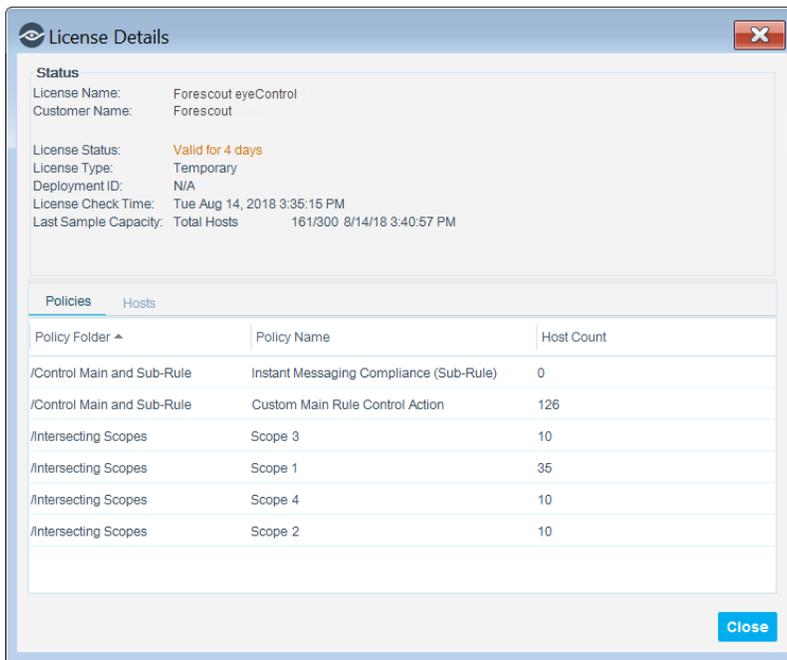
1. Select **Options** from the **Tools** menu and then select **Licenses**.
2. Select a license.
3. Select **Details**.

Detailed Endpoint Count for Forescout eyeControl and eyeExtend Licenses

To effectively manage license capacity for the Forescout eyeControl License or one of the Forescout eyeExtend Licenses, you can view a detailed list of endpoints that count against the capacity, organized in one of two ways:

- *Policies*. A list of each policy, with the corresponding number of endpoints that count against the license capacity. *IP addresses that are included in multiple policies will appear individually under each policy, but are only counted once as part of the total host count.*

- *Hosts*. A searchable list of individual endpoints that count against the license capacity. You can filter the list of endpoints according to policy.

Remove an Expired or Invalid License

You can remove an expired or invalid Forescout eyeControl License, Forescout eyeRecover License or Forescout eyeExtend Licenses from the **Options > Licenses** page in the Console. A license becomes invalid after the license expires and the grace period ends. See License Enforcement for details. Once a license is removed, license alerts and notifications are no longer sent for that license.

You cannot remove invalid licenses in the following situations:

- Forescout eyeControl License: If there are policies that use actions provided by the license.
- Forescout eyeRecover License: If failover clusters are configured or a High Availability pair is connected.
- Forescout eyeExtend Licenses: If the eyeExtend product is still installed in the Console (Options > Modules).

Tracking License Activity

Information about license activity is automatically shown in the Audit Trails log and Events Viewer.

Audit Trails Log

The Audit Trails log indicates when a license file was activated, updated or deactivated.

To access the Audit Trails log:

1. In the Console **Log** menu, select **Audit Trails**.
2. Enter a time period and select **OK**. The Audit Trails log opens.

Event Viewer

The Event Viewer indicates:

- When the license mode was changed to Flexx Licensing
- Periodic license alerts
- When a license expires or is about to expire
- When a license is invalid
- When the number of devices handled by the license is exceeded

To access the Event Viewer:

1. Select **Event Viewer** from the **Log** menu. The Event Viewer opens.

Receiving License Alerts

License alerts provide information about the status of licenses that you have already installed, for example, if the license is about to expire or if you have added endpoints and exceed your license capacity.

You will receive alerts if there are issues regarding your licenses. Alerts are displayed through:

- Periodic email reminders
  - About to expire: 1, 3, 7, 14, 30 and 60 days before expiration

– Expired/Invalid: Once a day

– Oversubscription: Once a day

> 📄 *You can sign these emails using a digital certificate, as specified by the Secure/Multipurpose Internet Mail Extensions (S/MIME) standard. Refer to the section on signing emails with an S/MIME certificate in the* Forescout Administration Guide *for details.*

▪ Pop-up reminders at the Console

– Periodic, aggregated reminders when the Console is opened, and every 24 hours after, containing all expiration-related license issues (About to expire/Expired/Invalid). Within this reminder, information about licenses that are about to expire appears starting from 45 days before expiration.

– Oversubscription: Once a day

– Individual reminders when a specific license becomes expired or invalid

▪ An icon and tooltip on the Console status bar. The triangle is red if the license becomes invalid.

Actions Supported by eyeSight License

The actions listed in the table below are supported by the *eyeSight* license. If you do not have this license, or if your license is invalid, you will not be able to add or edit these actions in the Console. See License Enforcement for more information.

Action Category	Action	Source Component
Audit	Send Compliant CEF message	CEF Plugin
	Send Customized CEF message	CEF Plugin
	Send Message to Syslog	Syslog Plugin
	Send Not Compliant CEF message	CEF Plugin
Classify	Set Function Classification	Device Classification Engine
	Set Network Function	HPS Inspection Engine
	Set OS Classification	Device Classification Engine
Manage	Add Label	Advanced Tools
	Add to Group	Infrastructure
	Add Value to List	Advanced Tools
	Delete Host	Infrastructure
	Delete Label	Advanced Tools
	Delete Properties	Infrastructure
	Disable Remote Inspection	HPS Inspection Engine
	Recheck Host	Infrastructure
	Set Counter	Advanced Tools
	Start SecureConnector	HPS Inspection Engine

Action Category	Action	Source Component
	Stop SecureConnector	HPS Inspection Engine
	Upgrade OS X SecureConnector	OS X Plugin
Notify	Send Balloon Notification	HPS Inspection Engine
	Send Email	Infrastructure
	Send Email to User	User Directory
	Send Notification (OS X)	OS X Plugin
Remediate	Expedite IP Discovery	Switch Plugin

Actions Supported by eyeControl License

The actions listed in the table below are supported by the Forescout eyeControl License. If you do not have this license, or if your license is invalid, you will not be able to add or edit these actions in the Console. See License Enforcement for more information. The *eyeControl* license does not include actions delivered with Forescout *eyeExtend* products. You must install the relevant *eyeExtend* licenses to activate these.

Action Category	Action	Source Component
AWS EC2	Apply EC2 Security Groups	Amazon Web Services Plugin
	Disable EC2 Termination Protection	Amazon Web Services Plugin
	Enable EC2 Termination Protection	Amazon Web Services Plugin
	Start EC2 Instance	Amazon Web Services Plugin
	Stop EC2 Instance	Amazon Web Services Plugin
AWS IAM	Activate User Access Key	Amazon Web Services Plugin
	Deactivate User Access Key	Amazon Web Services Plugin
	Delete User Access Key	Amazon Web Services Plugin
	Enforce Password Policy	Amazon Web Services Plugin
AWS VPC	Detach Internet Gateway(s)	Amazon Web Services Plugin
Azure	Disable Azure Instance Delete Protection	Microsoft Azure Plugin
	Enable Azure Instance Delete Protection	Microsoft Azure Plugin
	Restart Azure Instance	Microsoft Azure Plugin
	Start Azure Instance	Microsoft Azure Plugin
	Stop Azure Instance	Microsoft Azure Plugin
Authenticate	HTTP Login	User Directory Plugin
	HTTP Log Out	User Directory Plugin
Manage	802.1X Update MAR	RADIUS Plugin
	Add Threat Exception	IOC Scanner Plugin

Action Category	Action	Source Component
	HTTP Localhost Login	Infrastructure
Notify	HTTP Redirection to URL	Infrastructure
Remediate	Disable Dual Homed	HPS Inspection Engine
	Disable External Device	HPS Inspection Engine
	Get Microsoft SMS/SCCM Updates	Microsoft SMS/SCCM Plugin
	Kill Cloud Storage on Windows	HPS Inspection Engine
	Kill Instant Messaging on Windows	HPS Inspection Engine
	Kill Peer-to-peer on Windows	HPS Inspection Engine
	Kill Process on Linux	Linux Plugin
	Kill Process on Macintosh	OS X Plugin
	Kill Process on Windows	HPS Inspection Engine
	Run Script on CounterACT	Advanced Tools Plugin
	Run Script on Linux	Linux Plugin
	Run Script on Macintosh	OS X Plugin
	Run Script on Windows	HPS Inspection Engine
	Scan and Remediate Known IOCs	IOC Scanner Plugin
	Set Registry Key on Windows	HPS Inspection Engine Plugin
	Start Antivirus on Windows	HPS Inspection Engine Plugin
	Start Macintosh Updates	OS X Plugin
	Start Windows Updates	HPS Inspection Engine Plugin
	Update Antivirus on Windows	HPS Inspection Engine Plugin
	Windows Self Remediation	Infrastructure
Restrict	Assign Meraki Policy	Centralized Network Controller
	Access Port ACL	Switch Plugin
	Assign to VLAN	Switch Plugin
	Block Suspected MAC Spoofing	Rogue Device Plugin
	Cisco PIX/ASA Access-list	Cisco PIX/ASA Firewall Integration Module
	Endpoint Address ACL	Switch Plugin
	RADIUS Authorize	RADIUS Plugin
	Router Block	Router Blocking Module
	Switch Block	Switch Plugin
	WLAN Block	Wireless Plugin
	WLAN Role	Wireless Plugin
	VPN Block	VPN Concentrator Plugin
	Virtual Firewall	Infrastructure

Action Category	Action	Source Component
VMware NSX	Add To Security Group	VMWare NSX Plugin
	Apply Security Tag	VMWare NSX Plugin
	Remove From Security Group	VMWare NSX Plugin
	Remove Security Tag	VMWare NSX Plugin
VMware vSphere	Block Virtual Machine Network Access	VMWare ESXi Plugin
	Change Virtual Machine Port Group	VMWare ESXi Plugin
	Install/Upgrade VMware Tools	VMWare ESXi Plugin
	Power Off Virtual Machine	VMWare ESXi Plugin
	Power On Virtual Machine	VMWare ESXi Plugin
	Reboot Virtual Machine Guest	VMWare ESXi Plugin
	Reset Virtual Machine	VMWare ESXi Plugin
	Shut Down Virtual Machine Guest	VMWare ESXi Plugin
	Standby Virtual Machine Guest	VMWare ESXi Plugin
	Suspend Virtual Machine	VMWare ESXi Plugin

Glossary – Flexx Licensing

This glossary provides a brief description of terms related to Flexx licensing, References to relevant sections in the guide are also included.

Term	Description	See also
Activation	Enable use of Forescout licensed products in the Forescout Console. All licenses are activated and updated via a single license file.	Activate a New License File Update the Existing License File
Allocation	Assign purchased endpoint capacity to a deployment/s.	Managing Product Entitlements in the Forescout Customer Support Portal
Endpoint quantity/capacity	Total number of endpoints that were purchased for the product and that can be allocated to a deployment/s.	Licensed Products
Deployment ID	A unique identifying number used to activate product licenses for a deployment. Once you activate the license using a specific Deployment ID, that ID is locked to the machine until you deactivate the license.	Deployment ID

| Term	Description	See also
Deployment Administrator	An administrator user, assigned by an Entitlement Administrator to one or more deployments, who can view deployment information and manage licenses in the Customer Support Portal.	Administrator Roles
Entitlement Administrator	A super admin user, assigned by Forescout, who can view and allocate product entitlements, and download license files, software and documentation in the Customer Support Portal for all deployments.	Administrator Roles
Entitlement ID	A unique identifying number associated with each purchased product. You may have multiple entitlements listed for a single product. Listed in the *Proof of Entitlement* email that you received from Forescout.	View Product and License Information
Grace Period	45 day period after a term license expires, during which the product continues to function normally.	License Enforcement
License File	A single file used for activating all licensed products in the Console. The license file is downloaded from the Customer Support Portal and then uploaded to the Console.	Deployment ID
License Request File	Request file used to download the license file from the Customer Support Portal. The request file is downloaded from the Console and then uploaded to the Customer Support Portal.	Upload License Requests and Download License Files Managing Licenses in the Console
Proof of Entitlement Email	Email sent by Forescout notifying the Entitlement administrator that purchases are available for allocation in the Customer Support Portal.	License Management Flow

Switch from Per-Appliance to Flexx Licensing

If you are running the Forescout platform in Per-Appliance licensing mode, you can switch to work with Flexx Licensing in the Console only after completing the required migration process with your Forescout sales representative.

Forescout Extended Modules in Flexx Licensing

If you are using Forescout eyeExtend products (Extended Modules), be aware that legacy Integration Modules that package together groups of related licensed modules are not supported when using Flexx licensing. Only eyeExtend products that package individual licensed modules are supported. An exception to this is the Open Integration Module, which is an eyeExtend product even though it packages more than one plugin. Before switching modes, uninstall any Integration Modules and reinstall them as Extended Modules.

To switch to Flexx licensing:

1. Verify that you have:
   – Valid credentials to access the [Forescout Customer Support Portal](). Contact your Forescout sales representative for details.
   – A valid license entitlement.

2. Log in to the Enterprise Manager via the Console.

3. Navigate to **Options > Licenses** and select **Switch to Flexx Licensing**.
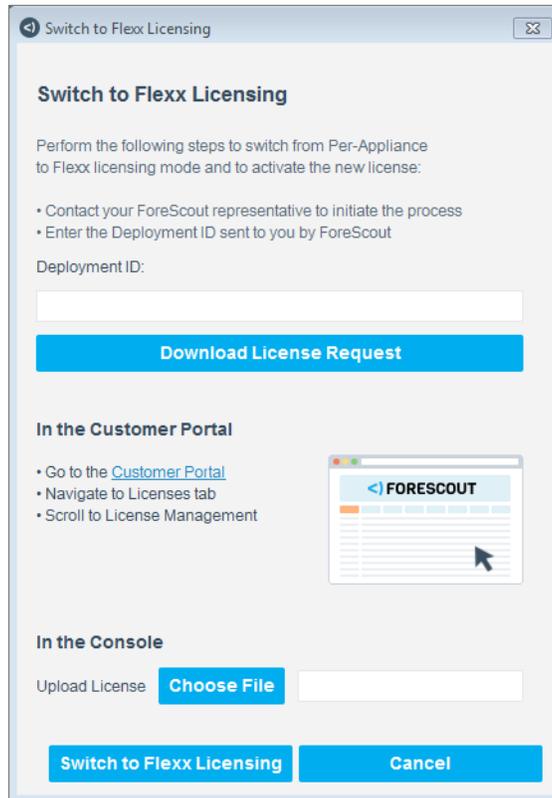
4. In the Switch to Flexx Licensing dialog box, enter the Deployment ID, and then select **Download License Request**.

   📄 *The Deployment ID is listed in the* Proof of Entitlement *email that you received from Forescout notifying you that your purchases are available in the Customer Support Portal.*

5. Select a file name and location to save the request file, and select **Save**.

6. In the Licenses tab of the Forescout Customer Support Portal, upload the license request file that you downloaded and then download the license file.

7. In the Console, select **Options > Licenses** and then **Switch to Flexx Licensing** to return to the Switch to Flexx Licensing dialog box.

8. In the **Upload License** field, select **Choose file** to find the new license file and then select **Switch to Flexx Licensing**.

Continuing with the process will restart the Console, Enterprise Manager, and all connected Appliances in the deployment. The License Migration dialog box opens.

📄 *If your deployment includes a Recovery Enterprise Manager or High Availability device, verify that it is connected to the Enterprise Manager before you activate the license file on your deployment.*

9. Select **Yes**.

A dialog box opens indicating that the license was activated successfully.

📄 *If the Failover Clustering Module is installed in your deployment, uninstall it from the Console (on the Enterprise Manager) on the Options > Modules pane. When using Flexx licensing, Failover Clustering functionality is supported by the [Forescout eyeRecover License](#).*

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 [Forescout 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**.

Forescout Technical Documentation Page

The Forescout Technical Documentation Page provides access to a searchable, web-based [Documentation Portal](#) as well as PDF links to the full range of technical documentation.

To access the Technical Documentation Page:

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

Product Updates Portal

The Product Updates Portal provides links to Forescout version releases, Base and Content Modules, and eyeExtend products, as well as related documentation. The portal also provides a variety of 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 links to purchased Forescout version releases, Base and Content Modules, and eyeExtend products, as well as related documentation. Software and related documentation will 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

Access information 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.

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**.

Documentation Portal

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