



Fore Scout

Centralized (Flexx) Licensing

How-to Guide

Version 8.0.x



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About the Documentation

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

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2019-03-19 14:32

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About License Management

CounterACT version 8.0 supports two different licensing modes:

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

 *This guide documents how to work with Centralized Licensing Mode. Refer to the Forescout CounterACT Administration Guide for information on how to work with Per-Appliance Licensing Mode. See [Additional CounterACT Documentation](#) for information on how to access this guide.*

Each CounterACT 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 lists the components/features that need to be licensed.

Licensing Mode	Description	What needs to be licensed?
Centralized (Flexx) Licensing Mode	<ul style="list-style-type: none"> ▪ Licenses are activated centrally on the Enterprise Manager or Standalone Appliance. ▪ License endpoint capacity is calculated per-<i>deployment</i>; you can distribute this capacity across Appliances as you see fit. ▪ Extended Modules are acquired separately and with an associated endpoint count. Extended Modules, packaged as individually licensed modules, are supported. Integration Modules, packaged in groups of related licensed modules, are not supported. Refer to the section on module packaging in the <i>CounterACT Administration Guide</i> for more information. 	<ul style="list-style-type: none"> ▪ Each licensed feature and Extended Module per deployment. ▪ Licensed features enable specific capabilities in CounterACT (See, <i>Control, Resiliency, and Extended Modules</i>). See Licensed Features.

Licensing Mode	Description	What needs to be licensed?
Per-Appliance Licensing Mode	<ul style="list-style-type: none"> Licenses are activated separately on the Enterprise Manager and on each Appliance in the deployment. License endpoint capacity is calculated per-<i>Appliance</i>; 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. <p>Both Extended Modules, packaged as individual licensed modules, and Integration Modules, packaged in groups of related licensed modules, are supported. Refer to the section on module packaging in the <i>CounterACT Administration Guide</i> for more information.</p>	<ul style="list-style-type: none"> Each Appliance and Enterprise Manager in your deployment. Each Extended Module. <p>Refer to the section on Per-Appliance Licensing Mode in the <i>CounterACT Administration Guide</i> for more information.</p>

Default Licensing Modes in CounterACT

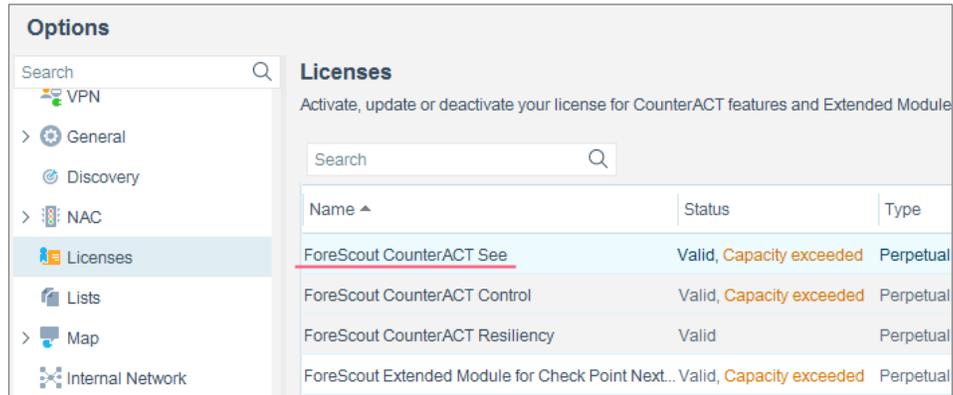
The following table describes the default licensing modes in use based on the version of CounterACT that you are using.

CounterACT Version	Licensing Mode	Notes
All releases prior to version 8.0	Per-Appliance Licensing Mode	If you upgrade to CounterACT version 8.0, you can choose to switch to Centralized (Flexx) Licensing Mode . Contact your Forescout sales representative for more information on how to switch licensing modes.
CounterACT version 8.0 (Upgrade from previous version)	Per-Appliance Licensing Mode	All license information is retained after upgrade. You can switch to Centralized (Flexx) Licensing Mode . Contact your Forescout sales representative for more information on how to switch licensing modes.
CounterACT version 8.0 (New installation)	Licensing mode is determined during purchase.	You are asked to identify the predetermined licensing mode during initial installation and configuration of your CounterACT device. Refer to the <i>CounterACT Installation Guide</i> for information about CounterACT device installation and configuration.

Identifying Your Licensing Mode in the Console

If your Enterprise Manager has a *ForeScout CounterACT See* license listed in the Console, your deployment is operating in Centralized Licensing Mode. If not, your deployment is operating in Per-Appliance Licensing Mode.

Select **Options > Licenses** to see whether you have a *ForeScout CounterACT See* license listed in the table.



The screenshot shows the 'Options' menu on the left with 'Licenses' selected. The main content area is titled 'Licenses' and contains a search bar and a table of licenses. The table has three columns: Name, Status, and Type. The first row is highlighted in blue and shows 'ForeScout CounterACT See' with a status of 'Valid, Capacity exceeded' and a type of 'Perpetual'. Other rows include 'ForeScout CounterACT Control', 'ForeScout CounterACT Resiliency', and 'ForeScout Extended Module for Check Point Next...'. All other licenses have a status of 'Valid' and a type of 'Perpetual'.

Name	Status	Type
ForeScout CounterACT See	Valid, Capacity exceeded	Perpetual
ForeScout CounterACT Control	Valid, Capacity exceeded	Perpetual
ForeScout CounterACT Resiliency	Valid	Perpetual
ForeScout Extended Module for Check Point Next...	Valid, Capacity exceeded	Perpetual

Centralized (Flexx) Licensing Mode

The following subjects are covered in this section:

- [About Centralized \(Flexx\) Licenses](#)
- [Licensed Features](#)
- [License Types](#)
- [Managing License Entitlements in the ForeScout Customer Portal](#)
- [Managing Licenses in the Console](#)
- [Tracking License Activity](#)
- [Receiving License Alerts](#)

About Centralized (Flexx) Licenses

If you are operating in Centralized Licensing Mode, you must [Activate a New License File](#) containing valid licenses for each feature you want to work with in your CounterACT deployment. [Licensed Features](#) include *See-*, *Control-* and *Resiliency-* related features, as well as Extended Modules. 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 Portal. The entitlement

administrator is notified by email when a purchase entitlement is created and available in the Customer 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 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 Portal is usually the same user that has admin permissions in the Forescout Console. Refer to the section about 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 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: <ul style="list-style-type: none"> ▪ Activate License ▪ Deactivate License ▪ Update License ▪ Switch from Per-Appliance to Centralized 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 (CounterACT Console/ Forescout Customer Portal):

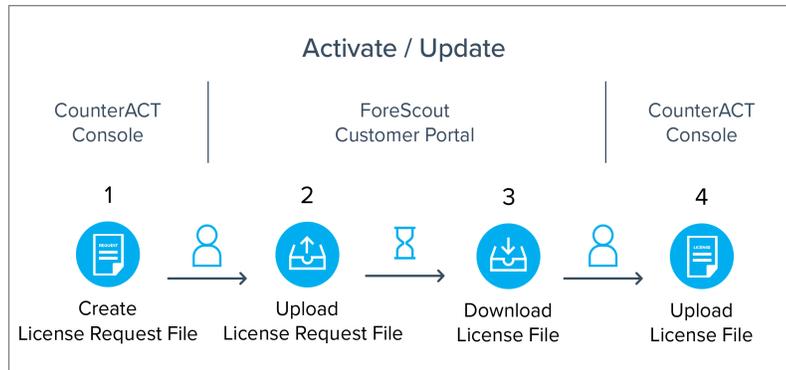
Purchase and Allocate License Entitlements

1. Purchase products from Forescout.
2. View purchased products in the Customer Portal. See [Managing License Entitlements in the Forescout Customer Portal](#).

3. The *entitlement administrator* allocates available endpoint capacity to deployment/s in the Customer 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 Portal. See [Managing Licenses in the Console](#).



5. The *entitlement administrator* uploads the license request file in the Customer Portal (2).
6. The *entitlement administrator* downloads the license file in the Customer Portal (3).
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 licensed features 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 Portal. Additionally, the Deployment ID for configured deployments is listed in the Licenses page of the Forescout Customer 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 Portal.
3. [Activate a New License File](#) in the Console.

Adding and Removing Appliances

Refer to the section on registering Appliances with the Enterprise Manager in the *CounterACT Administration Guide* for more information on how to add an Appliance operating in Per-Appliance Licensing Mode to an Enterprise Manager operating in Centralized Licensing Mode. See [Additional CounterACT Documentation](#) for information on how to access this guide.

When you remove an Appliance from a deployment, the Appliance functions as a Standalone Appliance without a valid license. Refer to the section on Standalone Appliance management in the *CounterACT Administration Guide* for more information. See [Additional CounterACT Documentation](#) for information on how to access this guide.

Licensed Features

Licensed features enable specific CounterACT features and capabilities. Each licensed feature supports a defined number of endpoints that the license can handle. The basic licensed features are the [Forescout CounterACT See License](#) and [Forescout CounterACT Control License](#) which must be installed on each deployment. In addition to these two licenses, you can purchase a [Forescout CounterACT Resiliency License](#) and [Forescout Extended Module Licenses](#) to extend CounterACT functionality to other areas. See [Update the Existing License](#) for more information.

Each feature has an associated capacity, indicating the number of endpoints the feature can handle.

- [Forescout CounterACT See License](#)
- [Forescout CounterACT Control License](#)
- [Forescout CounterACT Resiliency License](#)
- [Forescout Extended Module Licenses](#)

Forescout CounterACT See License

This license provides in-depth visibility using a combination of active and passive monitoring techniques to discover endpoints when they enter the network. A See license has an associated capacity, indicating the number of endpoints the license can handle.

The See license supports:

- Endpoint classification
- Agentless inspection of endpoints
- Inspection of Microsoft Windows endpoints via SecureConnector
- Sending alerts to system administrators
- Sending general and security-related notifications to end-users
- System management actions (e.g., *Recheck Host*, *Delete Host*, *Add Label*, *Add to Group*)
- Guest management functionality
- Authentication and authorization of users and devices using 802.1X
- High Availability Pairing for Enterprise Manager
 - 📖 *High Availability Pairing for Appliances is supported by the [Forescout CounterACT Resiliency License](#).*
- Disaster Recovery for Enterprise Manager

If you do not have a *See* license, or if your license is invalid, CounterACT will not function properly. For example, policies will not be evaluated and actions will not be performed.

Forescout CounterACT Control License

This license lets you allow, deny or limit network access based on device posture and security policies. A *Control* license has an associated capacity, indicating the number of endpoints the license can handle. The capacity of the *Control* license is identical to that of the *See* license.

The *Control* license supports:

- Endpoint-based actions (e.g. Kill Process actions, Disable External Device)
- Network-based actions (e.g. Virtual Firewall, Switch Block)
- Threat Protection functionality
- Virtual Firewall policy protection

📖 *The Control license does not include actions delivered with Extended Modules. You must install the relevant [Forescout Extended Module License](#) to activate these.*

If you do not have a *Control* license, or if your license is invalid, associated features will not work and will be disabled in the Console. *Control* actions in policies and templates will be disabled.

Forescout CounterACT Resiliency License

This license provides access to Forescout resiliency solutions that support the availability of CounterACT services to minimize down-time in cases of system failure.

A *Resiliency* license has an associated capacity, indicating the number of endpoints the license can handle. This number should include the total number of unique endpoints that are handled by either Failover Clusters or High Availability pairs. An endpoint handled by both of the above-mentioned resiliency solutions is counted as a single endpoint for licensing purposes.

The *Resiliency* license supports:

- Failover Clustering
 - High Availability Pairing for Appliances
- 📖 *High Availability Pairing for Enterprise Manager is supported by the Forescout CounterACT See License.*

If you do not have a *Resiliency* license, or if your license is invalid, associated features will not work and will be disabled in the Console. For example:

- *Failover Clustering.* An Appliance's workload that was transferred during Appliance failure will cease to be handled by the recipient Appliance.
 - *High Availability Pairing.* If the Primary node is functioning as the Active node, and fails, the Secondary node will not take over.
- 📖 *If, however, the Secondary node is functioning as the Active node, and fails, the Primary node will take over and return to function as the Active node.*

Refer to the *Forescout CounterACT Resiliency Solutions User Guide* for more information about the features provided by the *Resiliency* license. See [Additional CounterACT Documentation](#) for information on how to access this guide.

Forescout Extended Module Licenses

Extended Module licenses provide access to Extended Modules. Refer to the section on Extended Modules in the *CounterACT Administration Guide* for more information. See [Additional CounterACT 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 Centralized Licensing Mode. Only Extended Modules that package individual licensed plugins are supported. The Open Integration Module is an Extended Module even though it packages more than one plugin. Refer to the section on module packaging in the CounterACT Administration Guide for more information. See [Additional CounterACT Documentation](#) for information on how to access this guide.*

Each Extended Module license has an associated capacity, indicating the number of endpoints the license can handle. The capacity of each Extended Module license varies by module, but cannot exceed the capacity of the *See* license.

If you installed an Extended Module, but do not have a valid Extended Module license, associated features will not work and will be disabled in the Console. Properties included with the Extended Module will be displayed in the Console, but

will not be resolved. Extended Module actions in policies and templates will be disabled.

If you have not yet activated an Extended Module license, you will be notified to do so when you install the module.

License Types

There are two primary types of licenses:

- Perpetual
- Temporary (Includes, for example, Trial and Beta licenses.)

A perpetual license authorizes you to use features indefinitely, while a temporary license has a defined expiration date. Unlike in Per-Appliance Mode, no demo license is automatically installed during system installation.

If you have both temporary and perpetual licenses activated for the same feature, CounterACT will display a single perpetual license for the feature with the combined number of endpoints.

You can request a trial license from your Forescout representative. The default trial period is 90 days from the Entitlement start date. When the trial period expires, features supported by the trial license(s) will stop working and will be disabled in the Console. For example, if your trial *Forescout CounterACT Control* license expires, any *Control* actions that were running in policies will stop. If you later update the license so that it is valid, relevant features are again enabled.

Managing License Entitlements in the Forescout Customer Portal

Use the Forescout Customer Portal to view purchased products, manage license entitlements, allocate capacity to deployments and download license files to be used for activating the license in the Console.

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

- [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 (a feature or an extended module), information about the product is available in the Customer 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 Portal.

To view information:

1. Navigate to the [Forescout Customer Portal](#) and select **Licenses**.
2. Navigate to the **Purchases** section to view all purchased products.

PURCHASES						
View information about all purchased products, including licensed features and Extended Modules.						
CounterACT Features						
PRODUCT	TYPE	START DATE	EXPIRATION DATE	ACTIVECARE END DATE	ENDPOINT QUANTITY	AVAILABLE TO ALLOCATE
> ForeScout CounterACT Control	Perpetual				300	0
> ForeScout CounterACT See	Perpetual				300	0
Extended Modules						
PRODUCT	TYPE	START DATE	EXPIRATION DATE	ACTIVECARE END DATE	ENDPOINT QUANTITY	AVAILABLE TO ALLOCATE
> ForeScout Extended Module for Check Point Threat Prevention	Perpetual				200	200
> ForeScout Extended Module for Tenable Vulnerability Management	Perpetual				600	600

Product	Name of the purchased CounterACT feature or Extended Module. Products are listed according to their Entitlement ID. You may have multiple entitlements listed for a single product.
Type	See License Types .
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 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 Portal, along with a list of licensed features and extended modules 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 Portal](#) and select **Licenses**.
2. Navigate to the **Deployments** section to view all deployments.

DEPLOYMENTS

Define your deployments, allocate purchases and assign deployment administrators.

ADD DEPLOYMENT

▼ **EAST COAST** (auto-allocate) Deployment ID: 3f9da5b8-c667-4d2b-996f-ba64ce03381a

PRODUCT	TYPE	START DATE	EXPIRATION DATE	ACTIVECARE END DATE	ALLOCATED	ACTIVATED	AVAILABLE TO ACTIVATE
> ForeScout eyeSight	Perpetual				10000	10000	0
> ForeScout eyeControl	Perpetual				10000	10000	0

> **WEST COAST** Deployment ID: 7bd7464c-1a85-4714-bdf8-5b92c11604e1

> **CANADA** Deployment ID: 6c24d101-dd08-4e1f-8442-a74f583cab40

Product	Name of the purchased CounterACT feature or Extended Module. Products are listed according to their Entitlement ID. You may have multiple entitlements listed for a single product.
Type	See License Types .
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 Portal for each deployment in your organization managed by a separate Enterprise Manager or Standalone Appliance. Allocate endpoint capacity to deployments for purchased licensed features and/or Extended Modules. Each deployment must contain allocated endpoint capacity for *ForeScout CounterACT See*. Other products must have an allocation that is less than or equal to *See*.

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 remove a deployment from the Customer Portal, contact ForeScout Support.

To add a new deployment:

1. Navigate to the [ForeScout Customer Portal](#) and select **Licenses**.
2. Navigate to the **Deployments** section.
3. Select **Add Deployment**.

ADD DEPLOYMENT ✕

Allocate endpoint capacity to your deployment for each purchased product.
Each deployment must contain a ForeScout eyeSight license with allocated endpoint capacity.

Deployment Name*

Deployment Administrator(s): ⓘ

FEATURE / EXTENDED MODULE	TYPE	START DATE	EXPIRATION DATE	ALLOCATE	AVAILABLE
ForeScout CounterACT See	Perpetual ⓘ	26 Jul 2018		<input type="text" value="100"/>	100

- Select...
- ForeScout CounterACT Control
- ForeScout Extended Module for Tenable Vulnerability Management

ADD PRODUCT

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 Portal. See [Administrator Roles](#) for more information. You can choose administrators from a list of all registered Customer 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 CounterACT See*.
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.

FEATURE / EXTENDED MODULE	TYPE	START DATE	EXPIRATION DATE	ALLOCATE	AVAILABLE
ForeScout Extended Module for Check Point ▼	Perpetual i	28 Mar 2018		150	200

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 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 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 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 *See* and *Control* 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.	
	Allocated: <ul style="list-style-type: none"> ▪ 50,000 endpoints for <i>Forescout CounterACT See</i> ▪ 50,000 endpoints for <i>Forescout CounterACT Control</i> 	Allocated: <ul style="list-style-type: none"> ▪ 30,000 endpoints for <i>Forescout CounterACT See</i> ▪ 30,000 endpoints for <i>Forescout CounterACT Control</i>
	Activated: No license file activated	Activated: <ul style="list-style-type: none"> ▪ 30,000 endpoints for <i>Forescout CounterACT See</i> ▪ 30,000 endpoints for <i>Forescout CounterACT Control</i>
Deployment 2	Not configured in Customer Portal	Add new deployment in Customer Portal
	Allocated: No endpoints allocated	Allocated: <ul style="list-style-type: none"> ▪ 20,000 endpoints for <i>Forescout CounterACT See</i> ▪ 20,000 endpoints for <i>Forescout CounterACT Control</i>

	Existing Setup	Desired Setup
	Activated: No license file activated	Activated: <ul style="list-style-type: none"> ▪ 20,000 endpoints for <i>Forescout CounterACT See</i> ▪ 20,000 endpoints for <i>Forescout CounterACT Control</i>

To allocate quantity to two new deployments:

1. Purchase 50,000 endpoints for *Forescout See* and 50,000 endpoints for *Forescout Control*.

Product	Amount Allocated	Amount Activated
<i>See</i>	50,000	0
<i>Control</i>	50,000	0

2. [View Product and License Information](#) to verify that purchases appear in the Customer Portal, and were allocated to the default deployment.
3. Edit Deployment 1 in Customer Portal and reduce the allocation:

Product	Amount Allocated	Amount Activated
<i>See</i>	30,000	0
<i>Control</i>	30,000	0

4. [Add a New Deployment](#) in the Portal and allocate 20,000 *See* and 20,000 *Control*.

Product	Amount Allocated	Amount Activated
<i>See</i>	20,000	0
<i>Control</i>	20,000	0

5. [Activate a New License File](#) on Deployment 1.

Product	Amount Allocated	Amount Activated
<i>See</i>	30,000	30,000
<i>Control</i>	30,000	30,000

6. [Activate a New License File](#) on Deployment 2.

Product	Amount Allocated	Amount Activated
<i>See</i>	20,000	20,000
<i>Control</i>	20,000	20,000

Reallocate Quantity from Default Deployment to Newly Created Deployment

Reallocate half of the *See* and *Control* 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: <ul style="list-style-type: none"> 50,000 endpoints for <i>Forescout CounterACT See</i> 50,000 endpoints for <i>Forescout CounterACT Control</i> 	Allocated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i>
	Activated: <ul style="list-style-type: none"> 50,000 endpoints for <i>Forescout CounterACT See</i> 50,000 endpoints for <i>Forescout CounterACT Control</i> 	Activated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i>
Deployment 2	Not configured in Customer Portal	Add new deployment in Customer Portal
	Allocated: No endpoints allocated	Allocated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i>
	Activated: No license file activated	Activated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i>

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

1. [Deactivate the License File](#) on Deployment 1 to release activated endpoints.

Before deactivating Deployment 1:

Product	Amount Allocated	Amount Activated
<i>See</i>	50,000	50,000
<i>Control</i>	50,000	50,000

After deactivating Deployment 1:

Product	Amount Allocated	Amount Activated
<i>See</i>	50,000	0

Product	Amount Allocated	Amount Activated
<i>Control</i>	50,000	0

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

Product	Amount Allocated	Amount Activated
<i>See</i>	25,000	0
<i>Control</i>	25,000	0

3. [Add a New Deployment](#) in the Portal and allocate 25,000 *See* and 25,000 *Control* to the Deployment (*Deployment 2*):

Product	Amount Allocated	Amount Activated
<i>See</i>	25,000	0
<i>Control</i>	25,000	0

4. [Activate a New License File](#) on Deployment 1.

Product	Amount Allocated	Amount Activated
<i>See</i>	25,000	25,000
<i>Control</i>	25,000	25,000

5. [Activate a New License File](#) on Deployment 2.

Product	Amount Allocated	Amount Activated
<i>See</i>	25,000	25,000
<i>Control</i>	25,000	25,000

Expansion – Allocate Quantity to Existing Deployments

Allocate newly purchased *Forescout Extended Module for Splunk* endpoint quantity to two existing deployments, which already have activated licenses with *Forescout See* and *Control*. 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.	
	Allocated: <ul style="list-style-type: none"> ▪ 25,000 endpoints for <i>Forescout CounterACT See</i> ▪ 25,000 endpoints for <i>Forescout CounterACT Control</i> ▪ 20,000 endpoints for <i>Forescout Extended Module for Splunk</i> 	Allocated: <ul style="list-style-type: none"> ▪ 25,000 endpoints for <i>Forescout CounterACT See</i> ▪ 25,000 endpoints for <i>Forescout CounterACT Control</i> ▪ 15,000 endpoints for <i>Forescout Extended Module for Splunk</i>

	Existing Setup	Desired Setup
	Activated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i> 	Activated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i> 15,000 endpoints for Forescout Extended Module for Splunk
Deployment 2	Allocated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i> 	Allocated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i> 5,000 endpoints for Forescout Extended Module for Splunk
	Activated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i> 	Activated: <ul style="list-style-type: none"> 25,000 endpoints for <i>Forescout CounterACT See</i> 25,000 endpoints for <i>Forescout CounterACT Control</i> 5,000 endpoints for Forescout Extended Module for Splunk

To allocate quantity to existing deployments:

1. Purchase 20,000 endpoints for *Forescout Extended Module for Splunk*.

Product	Amount Allocated	Amount Activated
<i>See</i>	25,000	25,000
<i>Control</i>	25,000	25,000
<i>Forescout Extended Module for Splunk</i>	20,000	0

2. [View Product and License Information](#) to verify that purchases appear in the Customer Portal, and were allocated to the default deployment.
3. Edit Deployment 1 (default) and reduce the *Forescout Extended Module for Splunk* allocation from 20,000 to 15,000 endpoints.

Product	Amount Allocated	Amount Activated
<i>See</i>	25,000	25,000
<i>Control</i>	25,000	25,000
<i>Forescout Extended Module for Splunk</i>	15,000	0

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

Product	Amount Allocated	Amount Activated
See	25,000	25,000
Control	25,000	25,000
<i>Forescout Extended Module for Splunk</i>	5,000	0

- [Update the Existing License File](#) for Deployment 1.

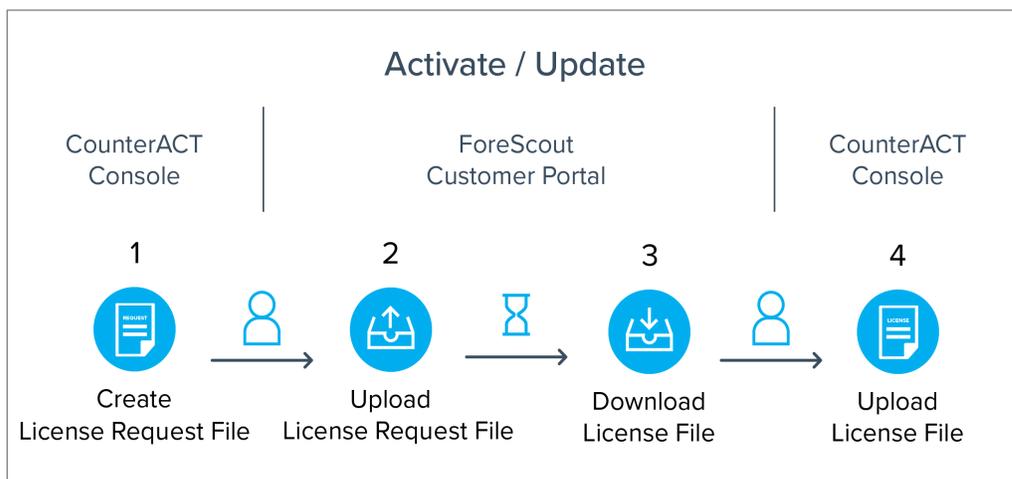
Product	Amount Allocated	Amount Activated
See	25,000	25,000
Control	25,000	25,000
<i>Forescout Extended Module for Splunk</i>	15,000	15,000

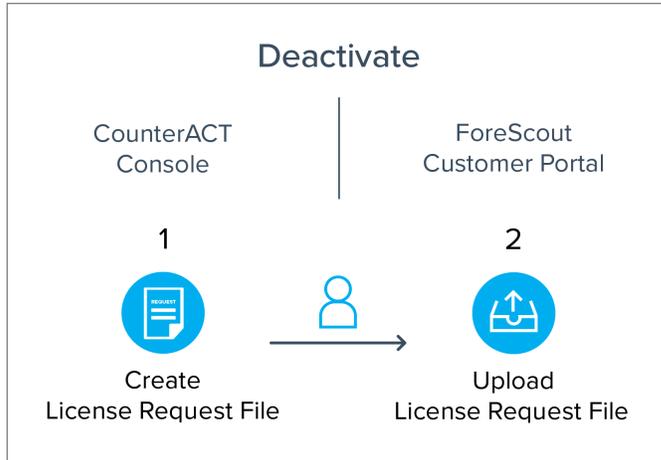
- [Update the Existing License File](#) for Deployment 2.

Product	Amount Allocated	Amount Activated
See	25,000	25,000
Control	25,000	25,000
<i>Forescout Extended Module for Splunk</i>	5,000	5,000

Upload License Requests and Download License Files

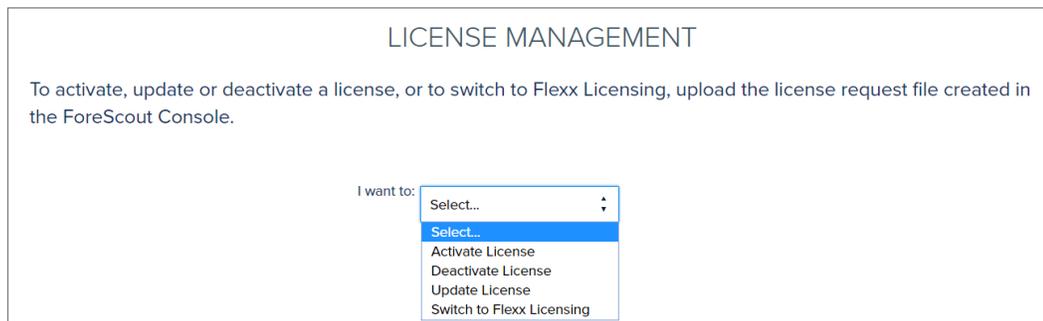
To [Activate a New License File](#), [Update the Existing License File](#) or [Deactivate the License File](#) in the Console, you will need to upload the license request file created in the Console to the Forescout Customer Portal. When activating or updating a license file, if the upload is successful, the new license file becomes available for download. To complete the license activation or update, upload the license file to the Console.





To upload requests and download license files:

1. Navigate to the [ForeScout Customer 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 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:

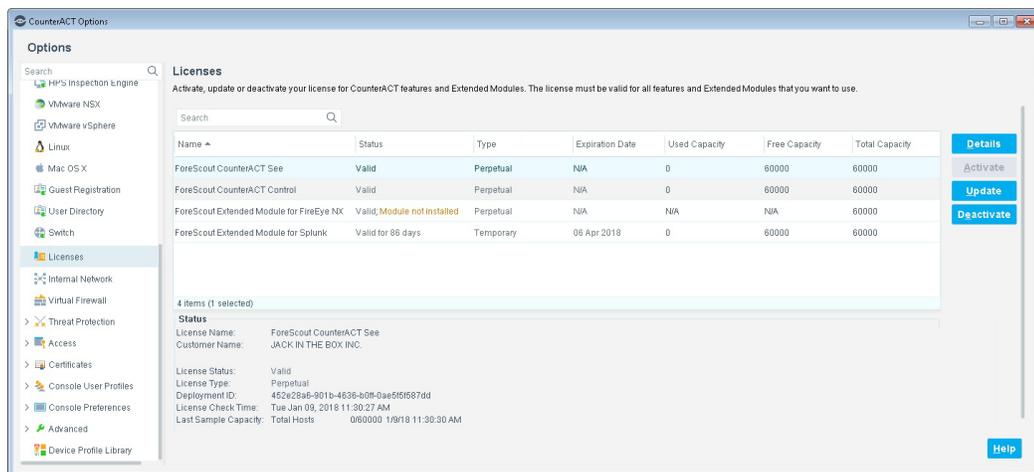
1. Open the license request file and copy its contents to an email.
2. Send the license request content to your ForeScout representative who will generate and send back a license file using the request you sent.

Managing Licenses in the Console

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

After an entitlement is available in the Forescout Customer Portal, the Deployment administrator can manage license activity in the Console to ensure that all licenses are valid.

- [Activate a New License File](#)
- [Update the Existing License File](#)
- [Deactivate the License File](#)
- [View Endpoint Information](#)

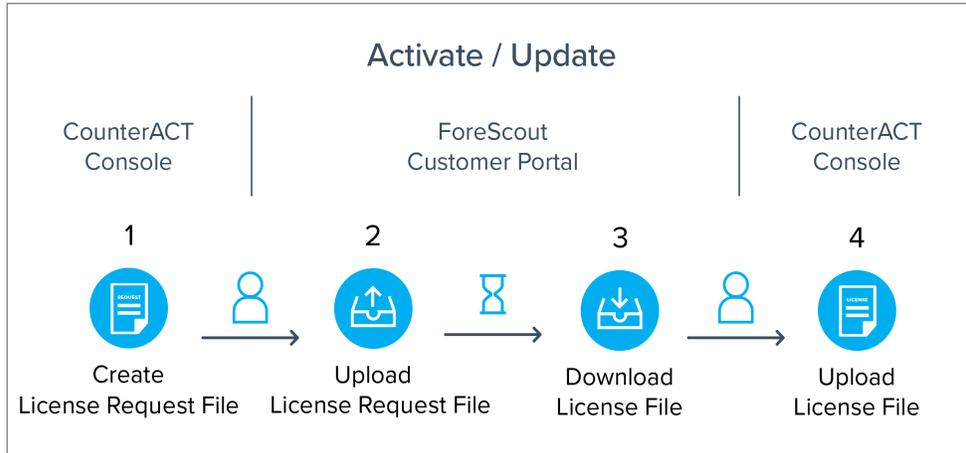


Activate a New License File

After you set up the Enterprise Manager in the Initial Setup wizard, you need to activate the license file for your CounterACT Deployment. Until you do so, CounterACT features will not function properly. For example, policies will not be evaluated and actions will not be performed.

All licenses are activated and updated via a single license file. The license file contains valid licenses for all [Licensed Features](#) you purchased for your CounterACT 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 Portal, download the license file to your machine, and then upload the license file via the Console.



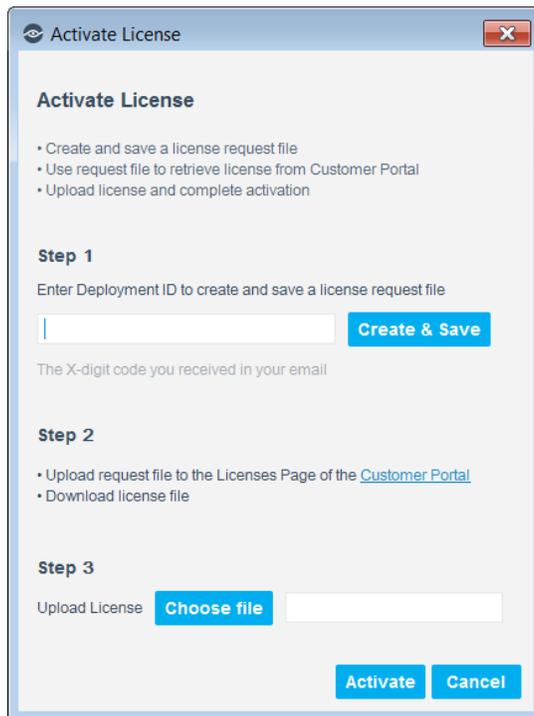
After activating a license for an Extended Module, the module name appears in the Licenses page even if the module itself hasn't been installed yet.

If your deployment includes a Recovery Enterprise Manager or High Availability device, verify that it is connected to and has the same CounterACT version as the Enterprise Manager before you activate the license file on your deployment. Otherwise, the activation will fail.

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 activate a license via the Console:

1. Navigate to **Options > Licenses** and select **Activate**.



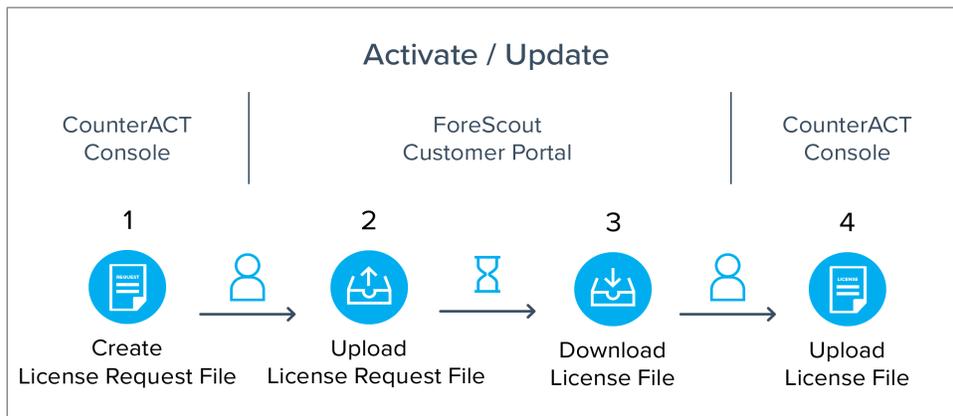
2. In *Step 1* of the Activate License dialog box, enter the Deployment ID and select **Create & Save** to create and save an activation request file. The Deployment ID is listed in the *Proof of Entitlement* email that you received from Forescout notifying you that your purchases are available in the Customer Portal.
3. Upload the request file saved in the previous step to the Forescout Customer Portal and then download the license file. See [Upload License Requests and Download License Files](#).
4. If you closed the Activate License dialog box in the Console, return to it by navigating to **Options > Licenses** and selecting **Activate**.
5. In *Step 3*, upload the license file and select **Activate**.

Update the Existing License File

After a license file has been activated, you can update the license file to add [Licensed Features](#) and/or change endpoint capacity for existing licensed features. For example, you can update the license file to add a *Control* license with a capacity of 5,000 endpoints and also expand your *See* license from 2,500 to 5,000 endpoints.

To request a license update, contact your Forescout sales 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 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 seven 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. Navigate to **Options > Licenses** and select **Update**.

3. In the Update License dialog box, select **Deactivate & Create Request** and then select **OK**.

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

4. Select a file name and location to save the update request and select **Save**.
5. Upload the request file saved in the previous step to the [ForeScout Customer Portal](#) and then download the license file. See [Upload License Requests and Download License Files](#).
6. If you closed the Update License dialog box in the Console, return to it by navigating to **Options > Licenses** and selecting **Update**.
7. In the Upload License field, select **Choose file** to find the new license file and then select **Update**.

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

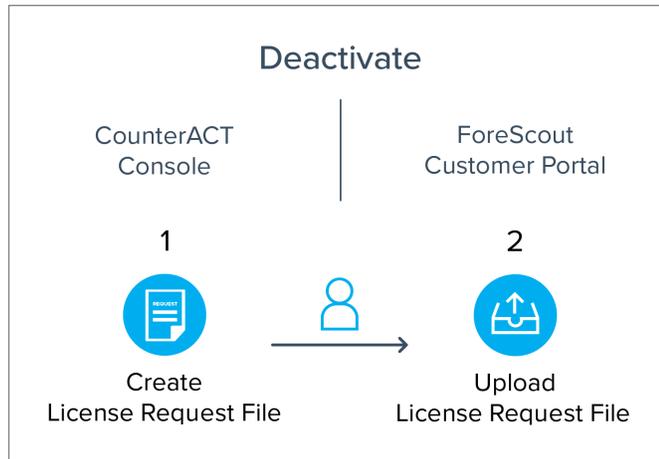
8. Select **Close**.

Deactivate the License File

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

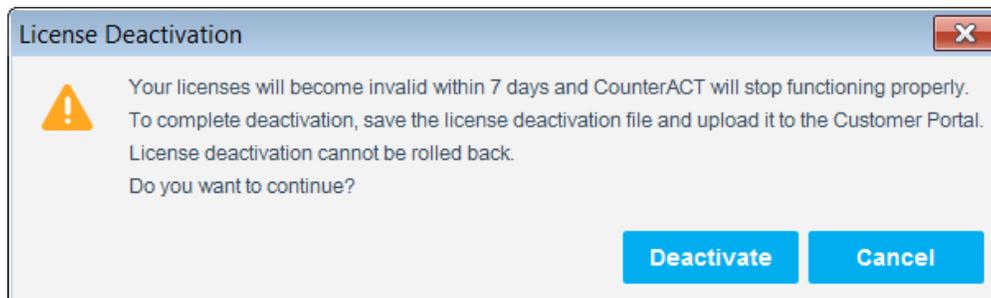
- if you are replacing an Enterprise Manager machine
- if your organization has multiple deployments, each managed by a separate Enterprise Manager, and you want to reallocate license capacity to a different deployment.

When you deactivate the license file, your licenses become invalid in seven days from the time of deactivation. If you do not upload a new license file within this time period, CounterACT features will cease to function properly. License deactivation cannot be rolled back.



To deactivate the license file:

1. Log in to the Enterprise Manager via the Console.
2. Navigate to **Options > Licenses** and select **Deactivate**. The License Deactivation dialog box opens.



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

3. Select **Deactivate**.
4. Select **Save** to save the revocation request file to your machine.
5. Upload the request file saved in the previous step to the Forescout Customer 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 features. 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**.

Tracking License Activity

Information about license activity is automatically shown in the CounterACT 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 Centralized 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

CounterACT 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
 - 📧 *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 CounterACT Administration Guide for details.*
- Pop-up reminders at the Console
- An icon and tooltip on the Console status bar. The triangle is green if you are waiting for license approval and is red if there is a license violation.

Additional CounterACT Documentation

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

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

Documentation Downloads

Documentation downloads can be accessed from 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 Portal](#)

 *Software downloads are also available from these portals.*

Product Updates Portal

The Product Updates Portal provides links to CounterACT version releases, Base and Content Modules, and Extended Modules, as well as related documentation. The portal also provides a variety of additional documentation.

To access the Product Updates Portal:

1. Go to <https://updates.forescout.com/support/index.php?url=counteract>.
2. Select the CounterACT version you want to discover.

Customer Portal

The Downloads page on the Forescout Customer Portal provides links to purchased CounterACT version releases, Base and Content Modules, and Extended Modules, 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. The Documentation page on the portal provides a variety of additional documentation.

To access documentation on the Forescout Customer Portal:

1. Go to <https://forescout.force.com/support/>.
2. Select **Downloads** or **Documentation**.

Documentation Portal

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

 *If your deployment is using Flexx Licensing Mode, you may not have credentials to access this portal.*

To access the Documentation Portal:

1. Go to https://updates.forescout.com/support/files/counteract/docs_portal/.
2. Use your customer support credentials to log in.
3. Select the CounterACT version you want to discover.

CounterACT Help Tools

Access information directly from the CounterACT Console.

Console Help Buttons

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

CounterACT Administration Guide

Select **CounterACT Help** from the **Help** menu.

Plugin Help Files

1. After the plugin is installed, select **Options** from the **Tools** menu and then select **Modules**.
2. Select the plugin and then select **Help**.

Documentation Portal

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