

HIAB Offline Enrolment and Update

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About This Document

This document describes the encrypted communication when doing an enrollment or an update in offline mode. It lists what information is included in the different steps, what information is sent in the string when enrollment is sent to Outpost24, and what is included with the returned package.

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1 Introduction

If the HIAB is placed in a closed network and lack contact with the OUTSCAN front end, an offline enrollment and update can still be done.

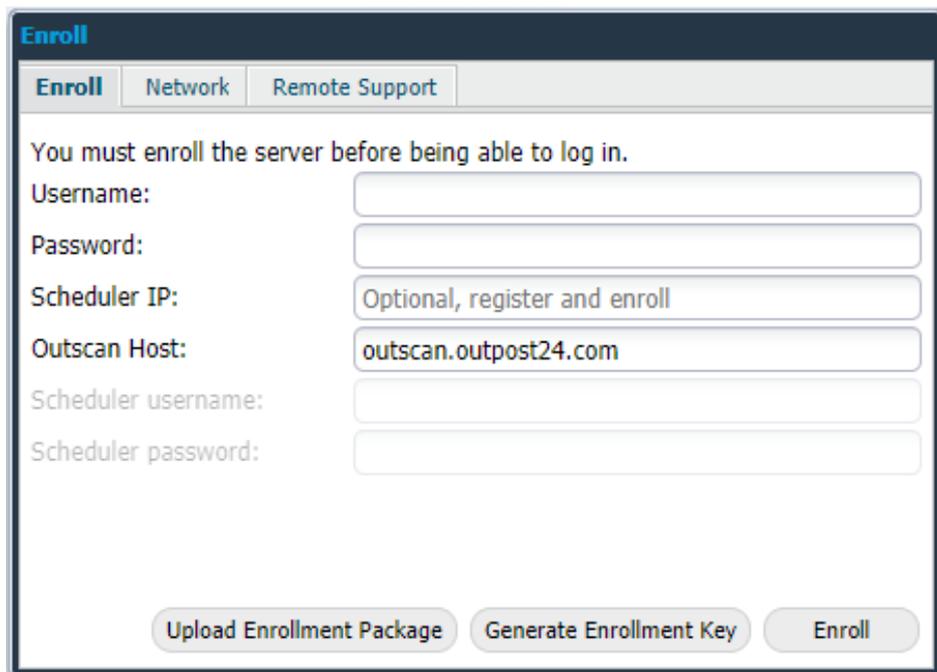
2 Offline Enrollment

Note: This function is only available from version 4.1.149 and onward.

Follow these steps to enroll the HIAB without external network access.

Note: No customer related information is extracted from the HIAB and sent to Outpost24.

1. Go to the HIAB UI by entering https://<HIAB-IP> in a browser.
2. The enrollment window is displayed.

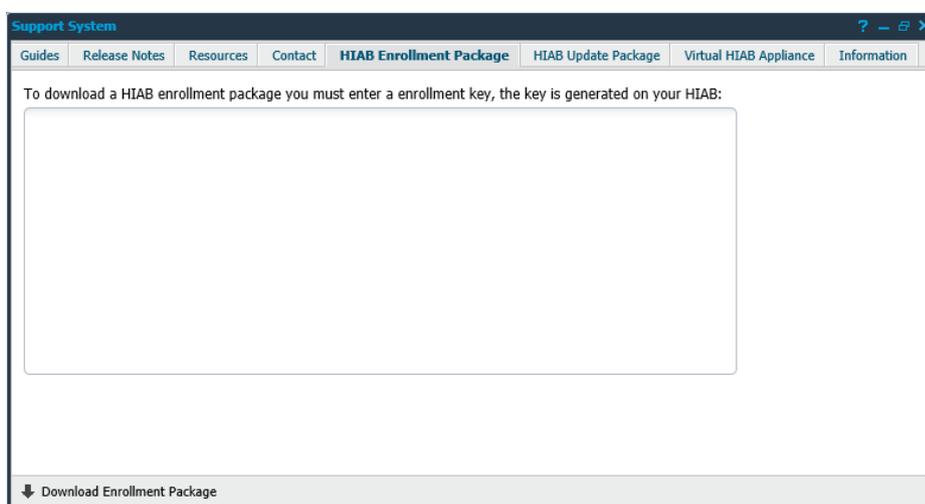


The screenshot shows a web browser window titled "Enroll". At the top, there are three tabs: "Enroll" (selected), "Network", and "Remote Support". Below the tabs, a message reads: "You must enroll the server before being able to log in." The form contains several input fields: "Username:" (empty), "Password:" (empty), "Scheduler IP:" (with the text "Optional, register and enroll" inside), "Outscan Host:" (with the value "outscan.outpost24.com"), "Scheduler username:" (empty), and "Scheduler password:" (empty). At the bottom of the form, there are three buttons: "Upload Enrollment Package", "Generate Enrollment Key", and "Enroll".

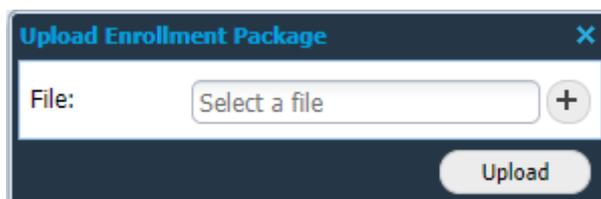
3. Click the Generate Enrollment Key button.



4. Copy the key.
5. Log in to the OUTSCAN <https://outscan.outpost24.com>.
6. Go to **Main Menu > Support** and click **HIAB Enrollment Package** tab.



7. Paste the Enrollment Key that you generated on the HIAB.
8. By pressing the **Download Enrollment Package**, the package for the HIAB is created and downloaded.
9. Go back to the HIAB and upload the enrollment package by clicking the **Upload the Enrollment Package** and select the Enrollment package file created in step #8



10. Click **Upload**. The upload process may take a couple of minutes.
11. Once the file has been uploaded, click **Enroll**.

Note: *The Enrollment Package is bound to the generated key, in other words, it can only be uploaded on the specific HIAB on which the key was generated. Similarly, the key is bound to the HIAB on which it was generated.*

The Enrollment Package contains:

- ◆ *An SQL file with license information.*
- ◆ *A key file containing a unique key. The key file does not contain any information about MAC or IP.*
- ◆ *Rules update.*
- ◆ *Exploits update.*
- ◆ *Updated RPM packages.*
- ◆ *A certificate used for enrolling.*

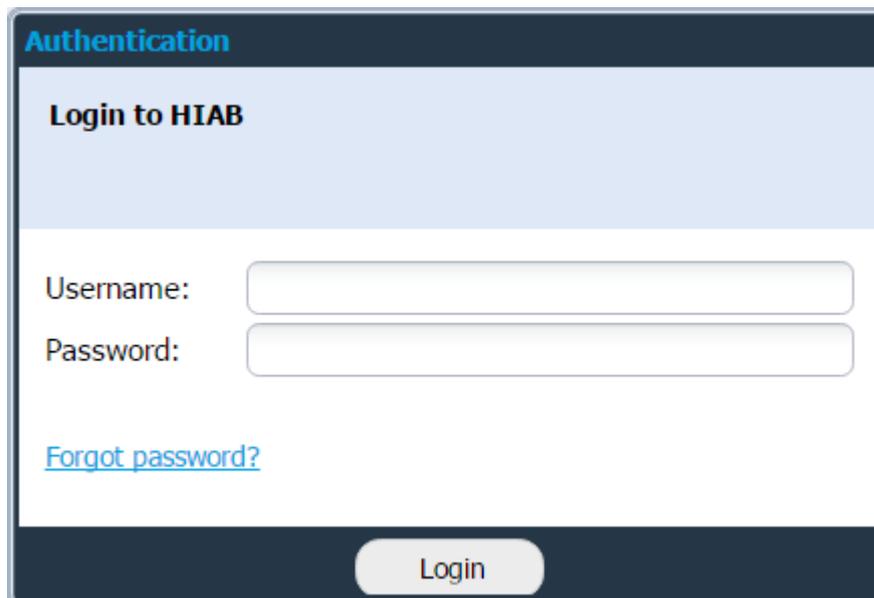
3 Offline Update

The offline update process is done in a similarly fashion.
Follow these steps to update the HIAB without external network access.

Note: No customer related information is extracted from the HIAB and sent to Outpost24.

1. Launch the HIAB and open a web browser and connect to the HIAB by using its assigned network address.

Note: Use HTTPS protocol.



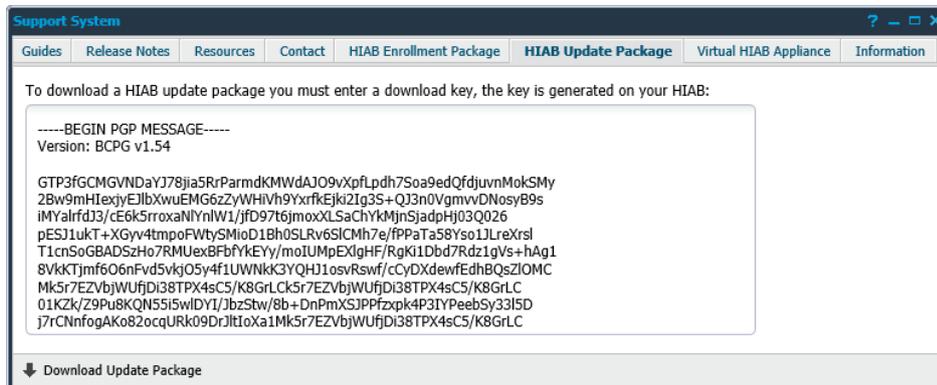
Log in using your credentials.

2. Go to **Main Menu > Settings > Maintenance**.
3. At the bottom of the windows, click the **Generate Download Key** button.

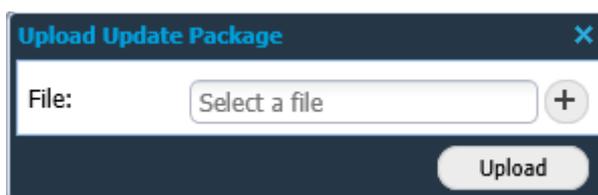


4. Copy the key.
5. Open a web browser and go to OUTSCAN, <https://outscan.outpost24.com/>
6. Go to **Main Menu > Support**.

7. Select the **HIAB Update Package** tab and paste the key.



8. Click **Download Update Package** on the bottom left of the page to start download the file.
9. Go back to your HIAB.
10. Click on **Upload Update Package**.



11. Select the file you downloaded in **#8**.
12. Click on **Upload**. This step could take a couple of minutes.

Note: The Update Package is bound to the generated key, in other words, it can only be uploaded on the specific HIAB on which the key was generated. Similarly, the key is bound to the HIAB on which it was generated.

The Update Package contains:

- ◆ An SQL file with license information.
- ◆ A key file containing a unique key for the HIAB. The key file does not contain any information about MAC or IP.
- ◆ Rules update.
- ◆ Exploits update.
- ◆ Updated RPM packages.