Network Detection and Response | ExtraHop

1. Customer obligations

(a) The Customer must:

    (1) provide access to ExtraHop staff (remote or in-person) to diagnose or resolve an error, provide the services and to observe/report to the Customer on its use of the ExtraHop Software;

    (2) maintain the operating environment in accordance with the documentation and instructions provided by ExtraHop;

    (3) designate primary and alternate contacts, who are adequately trained on the ExtraHop Services;

    (4) update the Products and Subscriptions to the most current Supported Version in a timely manner;

    (5) maintain its login credentials to the Support Portal and remove any unused accounts; and

    (6) promptly notify ExtraHop of any unauthorised access of which Customer is aware or reasonably suspects.

(b) The Customer may not

    (1) transfer rights to the ExtraHop Software;

    (2) use any of the ExtraHop Software in an application service provider or managed service provider environment;

    (3) use ExtraHop Software that is licensed for a specific product, whether physical or virtual, on another device, unless expressly authorised by ExtraHop in writing;

    (4) reverse engineer, decompile or disassemble any ExtraHop Software or data;

    (5) disclose, publish or otherwise make publicly available any benchmark, performance or comparison tests that Customer runs on the ExtraHop Software,

    (6) use the ExtraHop Software in any manner or for any purpose that violates any applicable law, rule, or regulation, or any right of any person.

2. Customer responsibilities

(a) The Customer is solely responsible for:

(1) establishing strong authentication and authorization policies, such as password requirements, and maintaining the confidentiality of all credentials;

(2) the security, accuracy, quality, and lawful use of Customer Data and the means by which the Customer acquired such data;

(3) the routine archiving and/or maintaining a backup of Customer Data, as desired by the Customer; and

(4) any and all access and use of ExtraHop Software by its users' accounts and all related activity.

3.   ExtraHop right to exclude users

ExtraHop may in its reasonable discretion, prohibit or suspend access to certain users.

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