# Accessing Mira Security Support Site

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# Introduction

The Mira Security support site is the place you need to go to do the following:

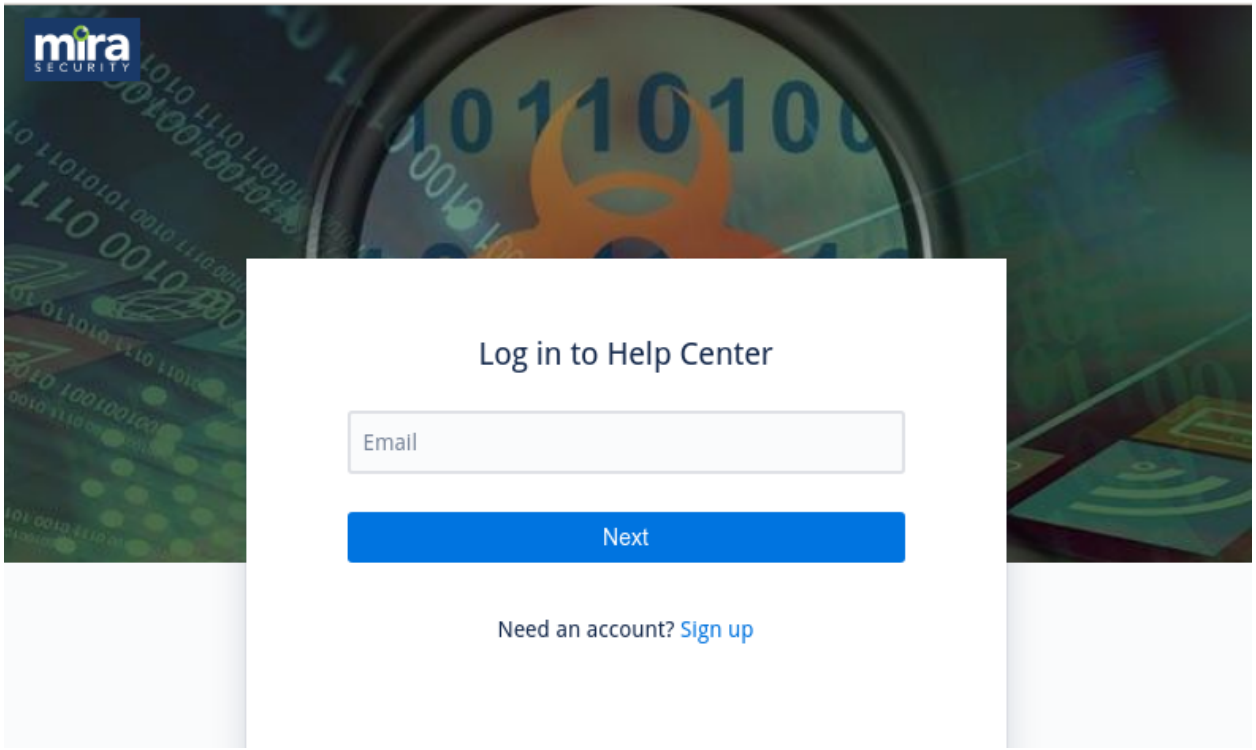
- Request or transfer licenses for Mira Security products
- Access technical support resources, report bugs and request new features
- Request a product trial or evaluation version of the Mira software
- Raise general questions and issues

In order to access the support site you must create an account and then login to that account to access support services.

# Creating a support account

Go to [support.mirasecurity.com](support.mirasecurity.com)

You will see the following screen:




Click on the “Sign up” link to create your account. If you already have an account then you just need to type the email address associated with your account and then your password in order to login.

If you are creating a new account then you will see the following screen:

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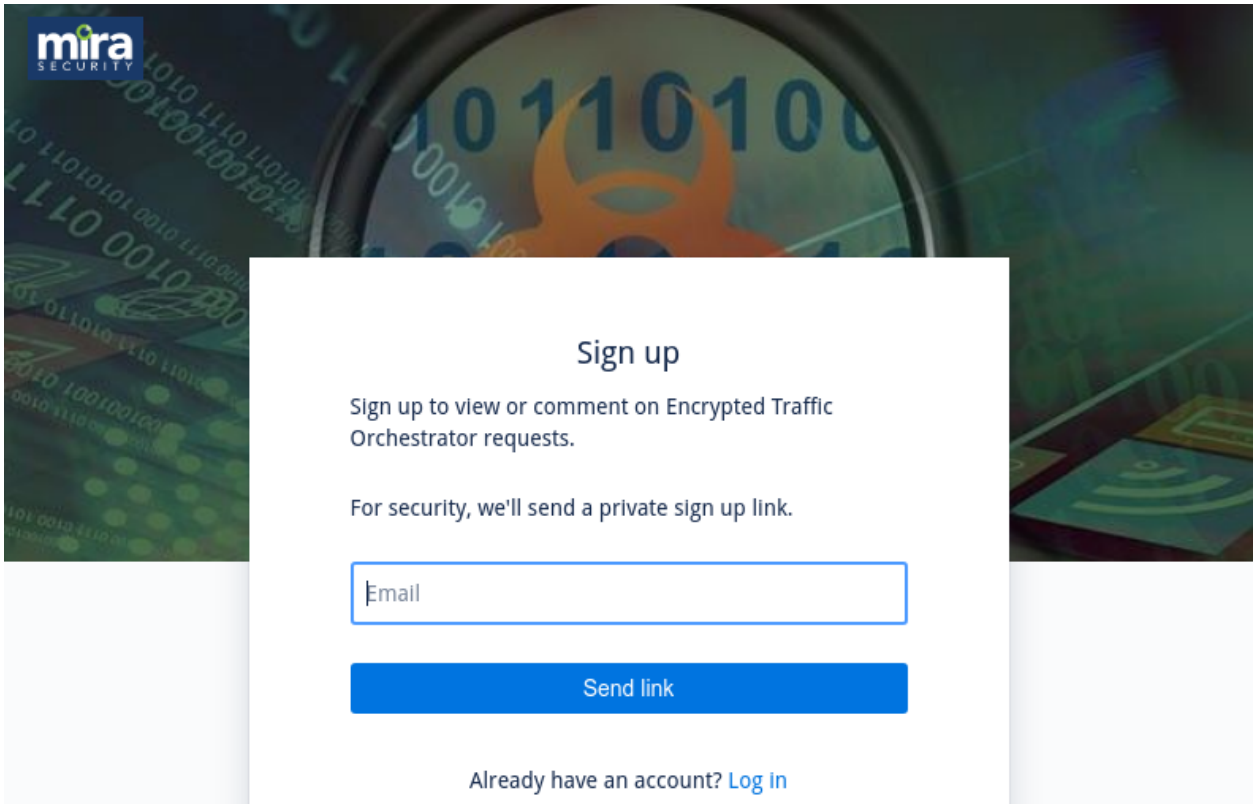
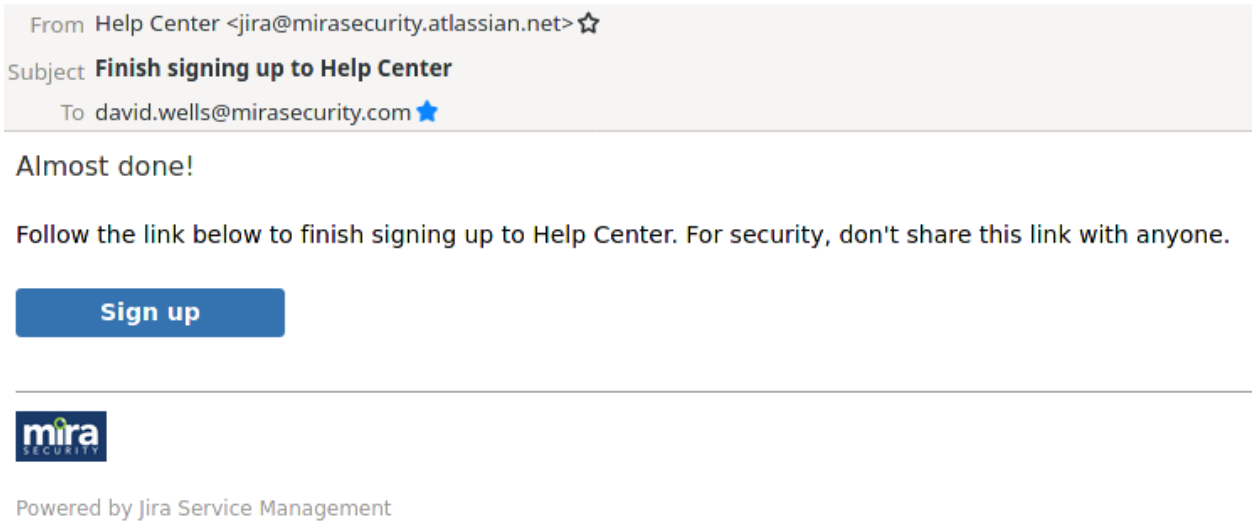



Input your email address and then click on the "Send link" button to request an account. You will receive a unique link that you need to click on in order to finish creating your account.

The email will look like this:




Clicking on the link in the email will take you to a screen like this: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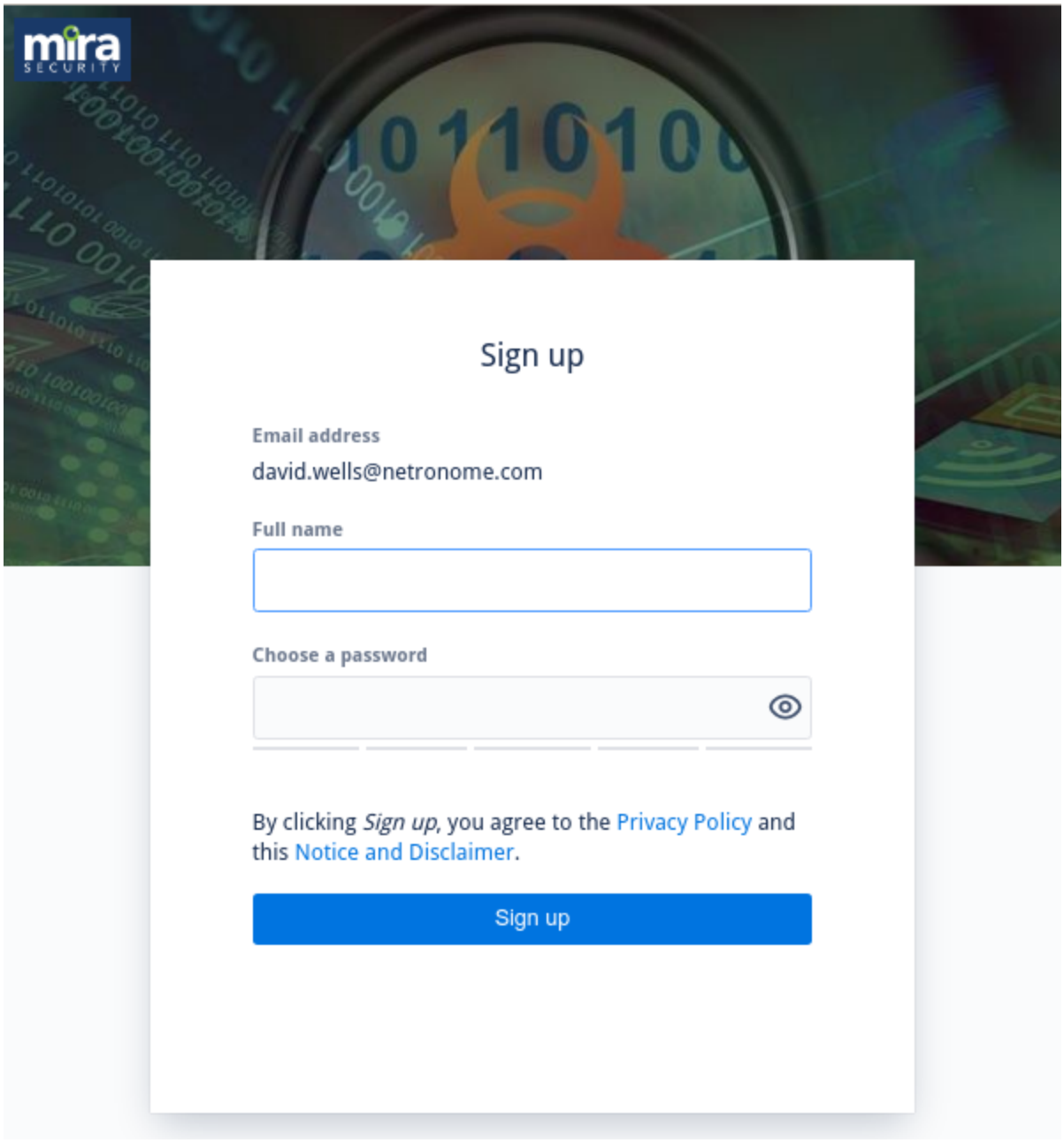


Once you have provided your details and chosen a password simply click on the “Sign up” button to complete the account creation process and to login.

Once you are logged in you will see the following:

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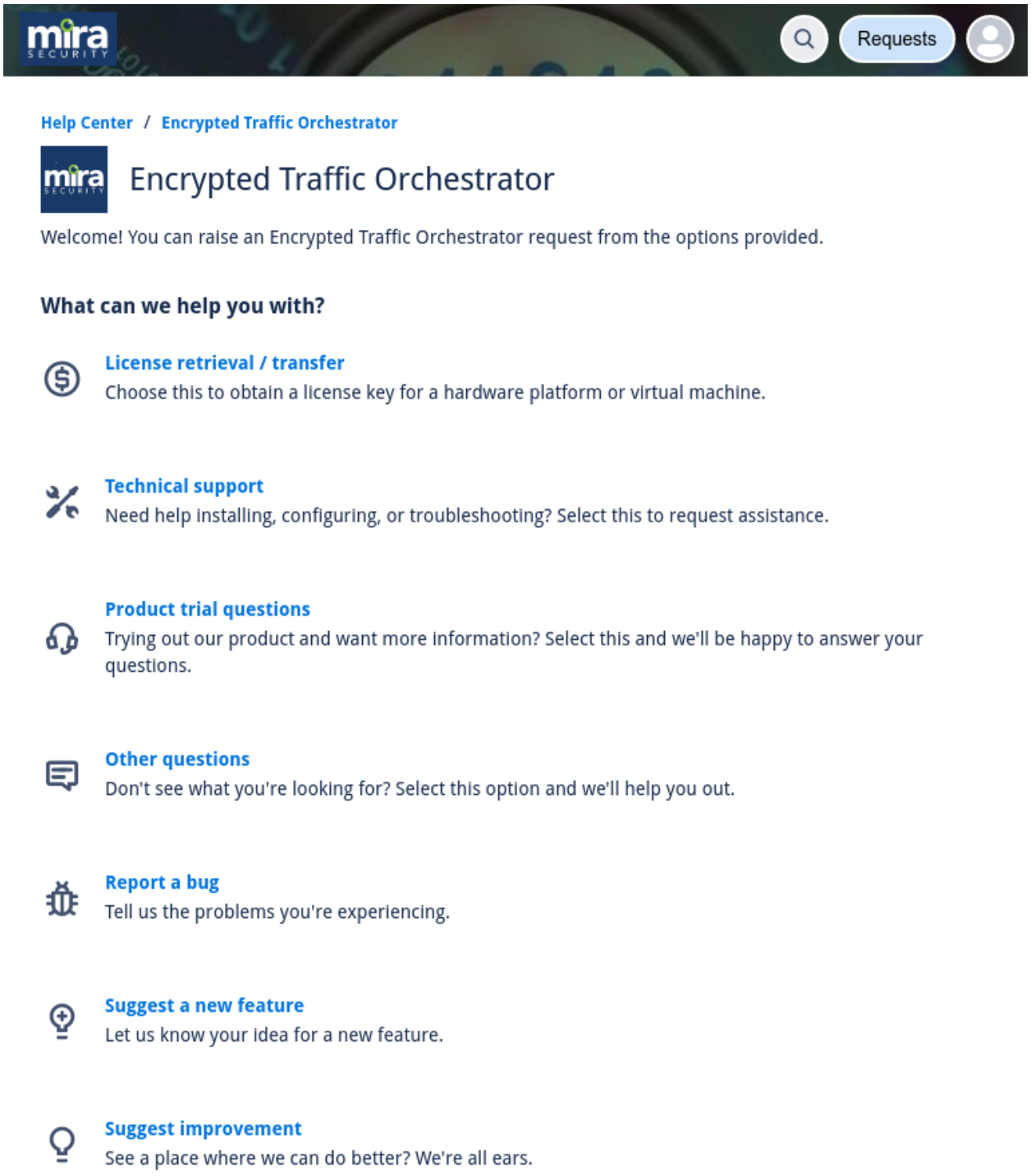


This shows the range of services available from the support site. You can adjust your profile settings and change your password by clicking on the button at the top right of the screen. The "Request" button will let you see any previous requests you have submitted to the support site.


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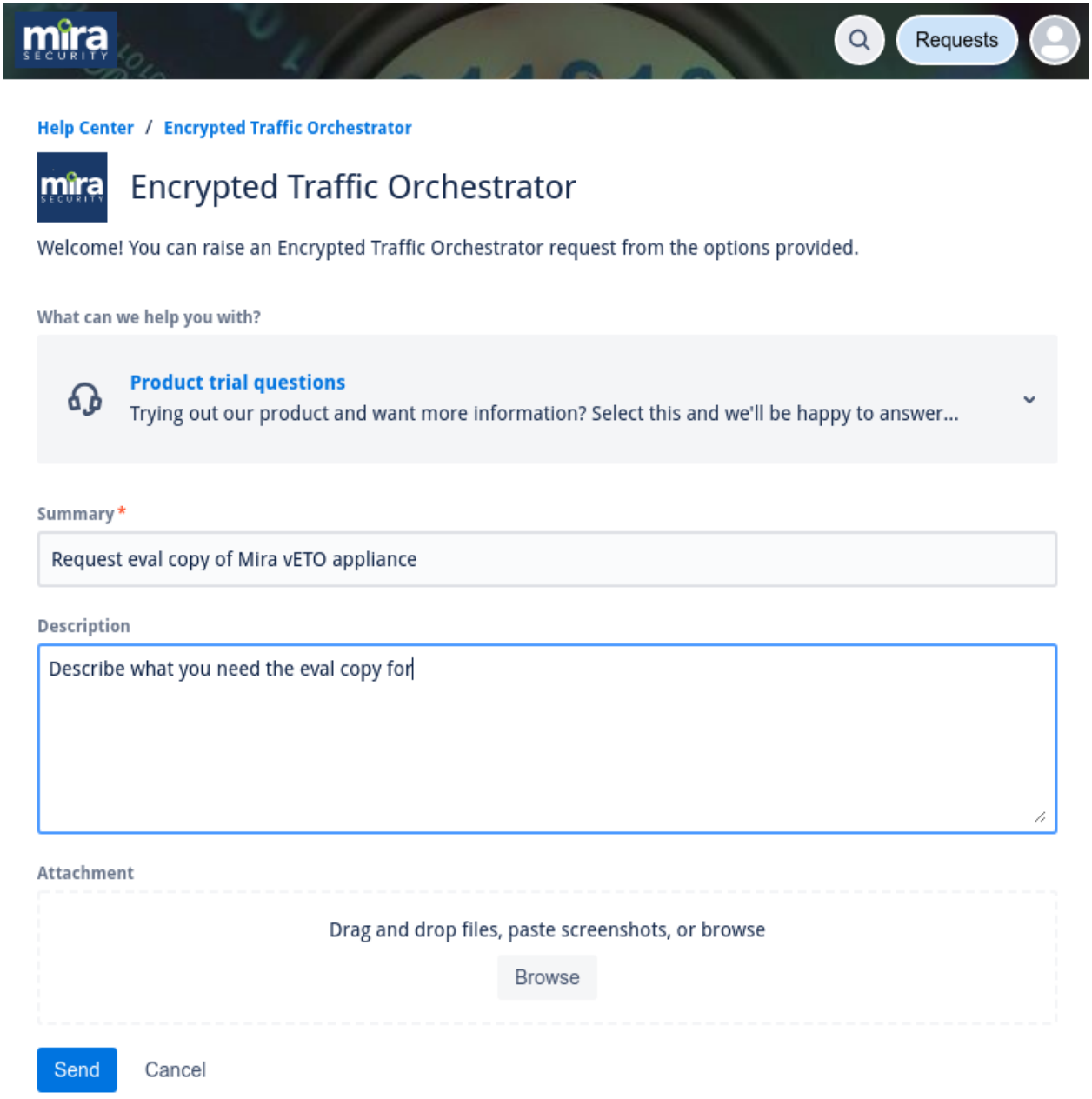
## Requisition an evaluation

Use the “Product trial questions” link to request to evaluate the product either as a physical appliance or as a virtual appliance. The request form looks like this:




Once you hit send the request will be sent and once processed by Mira Securities you will receive an email response. In the case of a request for an eval version of the Mira vETO appliance the email will include a link allowing you to download the software.

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## Requesting a License

The Mira ETO software requires a license to operate. The license is tied to the UUID of the device it is being installed on (this can be a physical or virtual appliance). The license will determine the decrypt capacity of the appliance and will include any additional subscription services that the license has an entitlement to such as the Host Category database.

Note that while a physical appliance will operate without a license installed for a limited number of days (the grace period) the Mira virtual ETO appliance will not pass any traffic until a valid license is installed. There is no “grace period” for the virtual appliance.

The UUID for the device you wish to license can be obtained by looking at the WebUI for the product and you will need to provide this on the license request form.

Once the license request has been processed you will receive an email with the license file attached. You need to install the license on the appliance using the WebUI.

To request a license use the “License retrieval / transfer” option which will produce the following screen:


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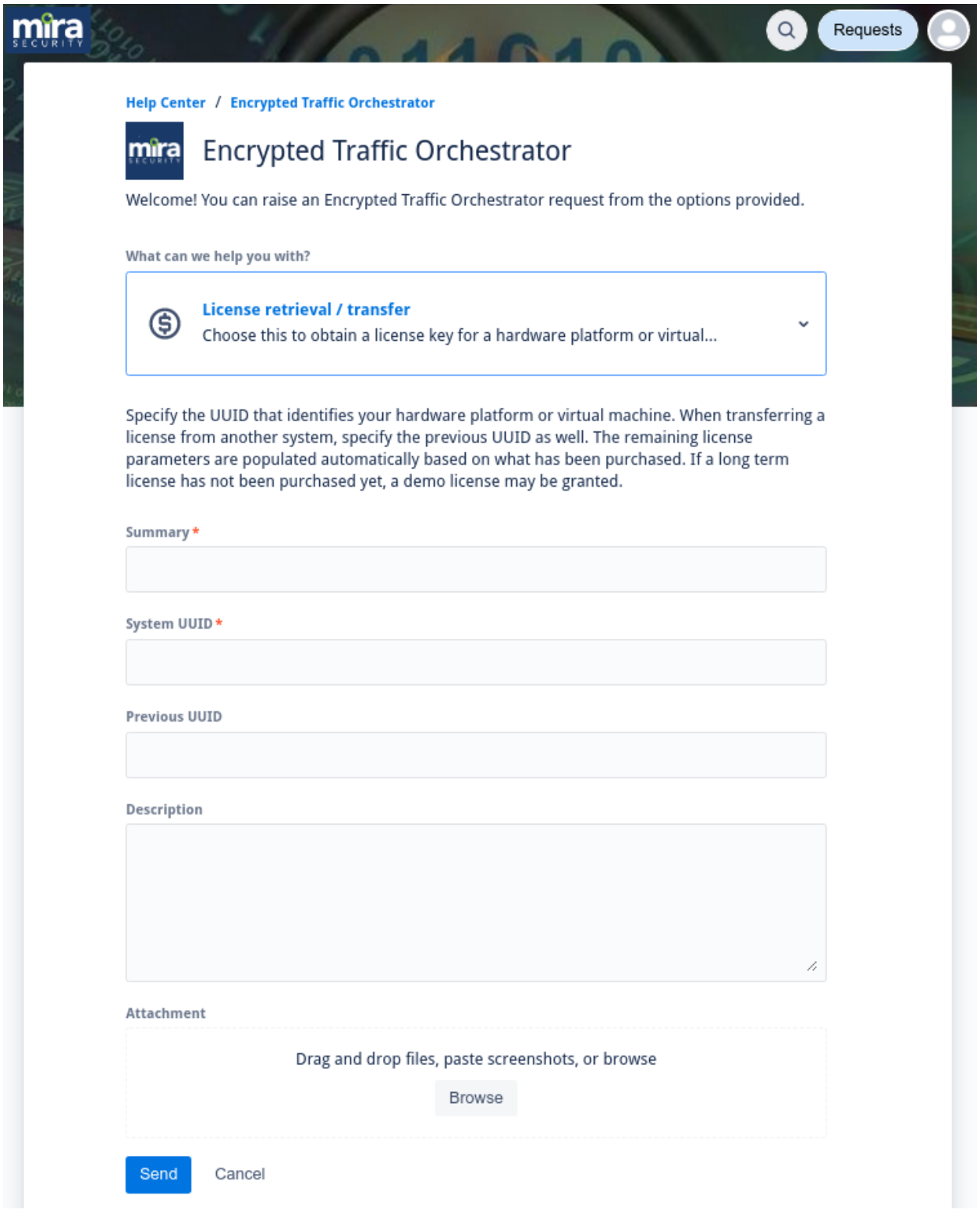


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