



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:

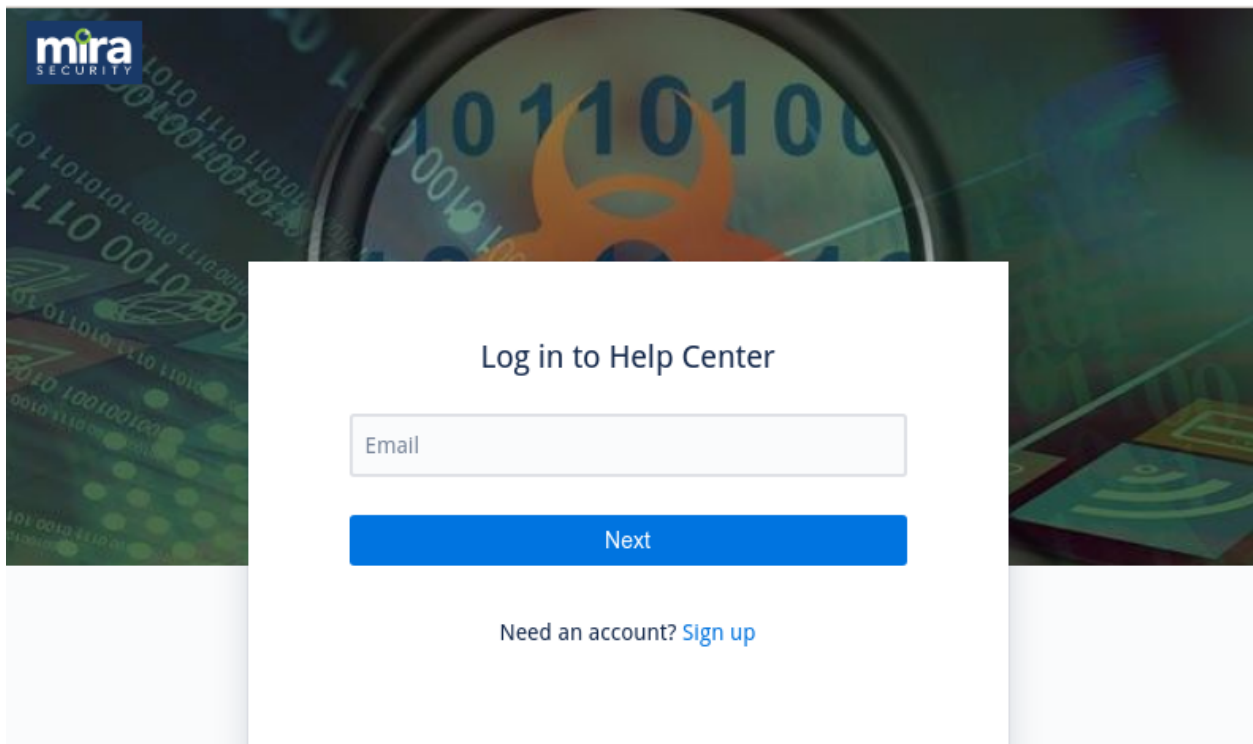
- Request or transfer licenses for Mira Security products
- Access technical support resources, report bugs and request new features
- Request a product trial or evaluation version of the Mira software
- Raise general questions and issues

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

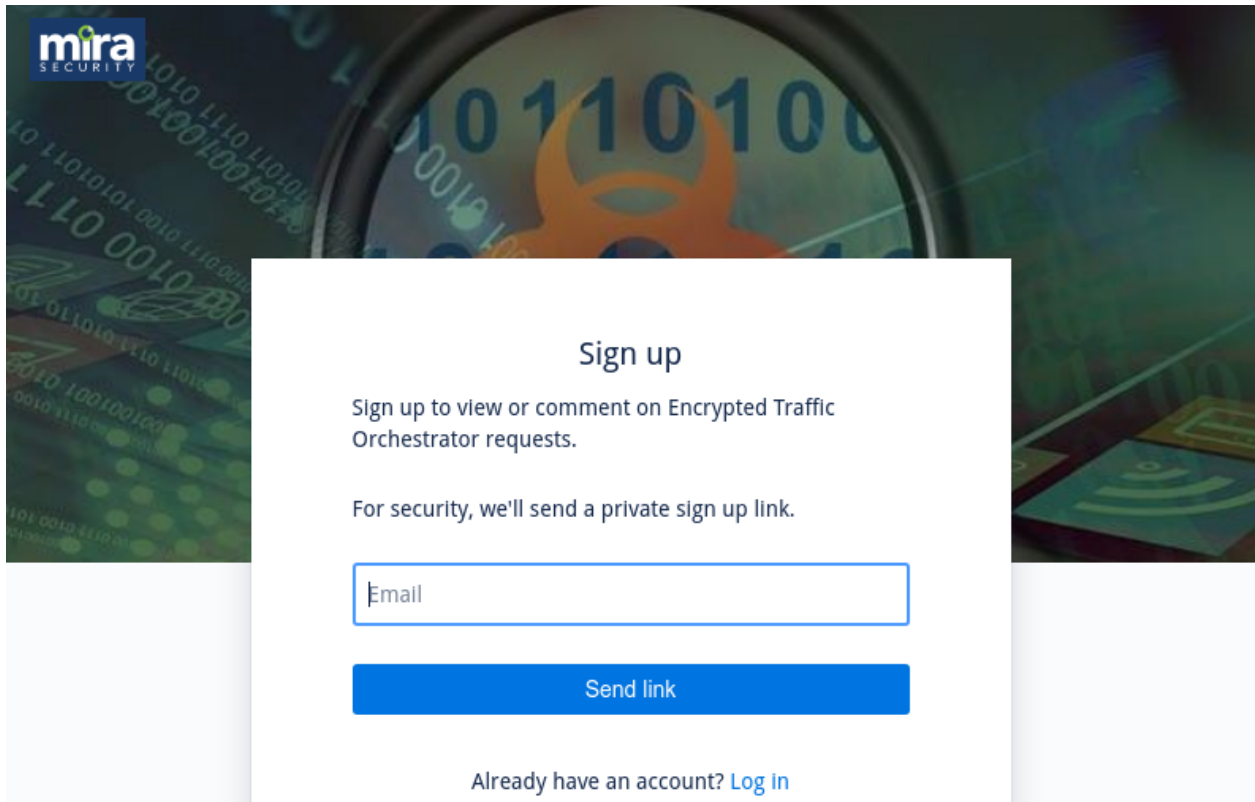
Go to support.mirasecurity.com

You will see the following screen:



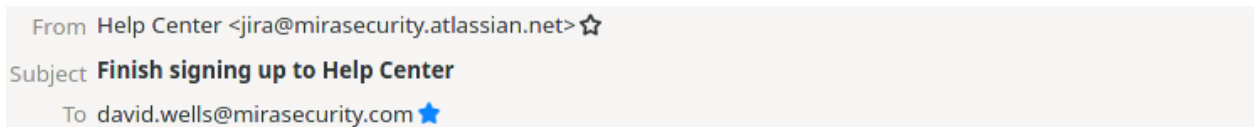
Click on the “Sign up” link to create your account. If you already have an account then you just need to type the email address associated with your account and then your password in order to login.

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



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:



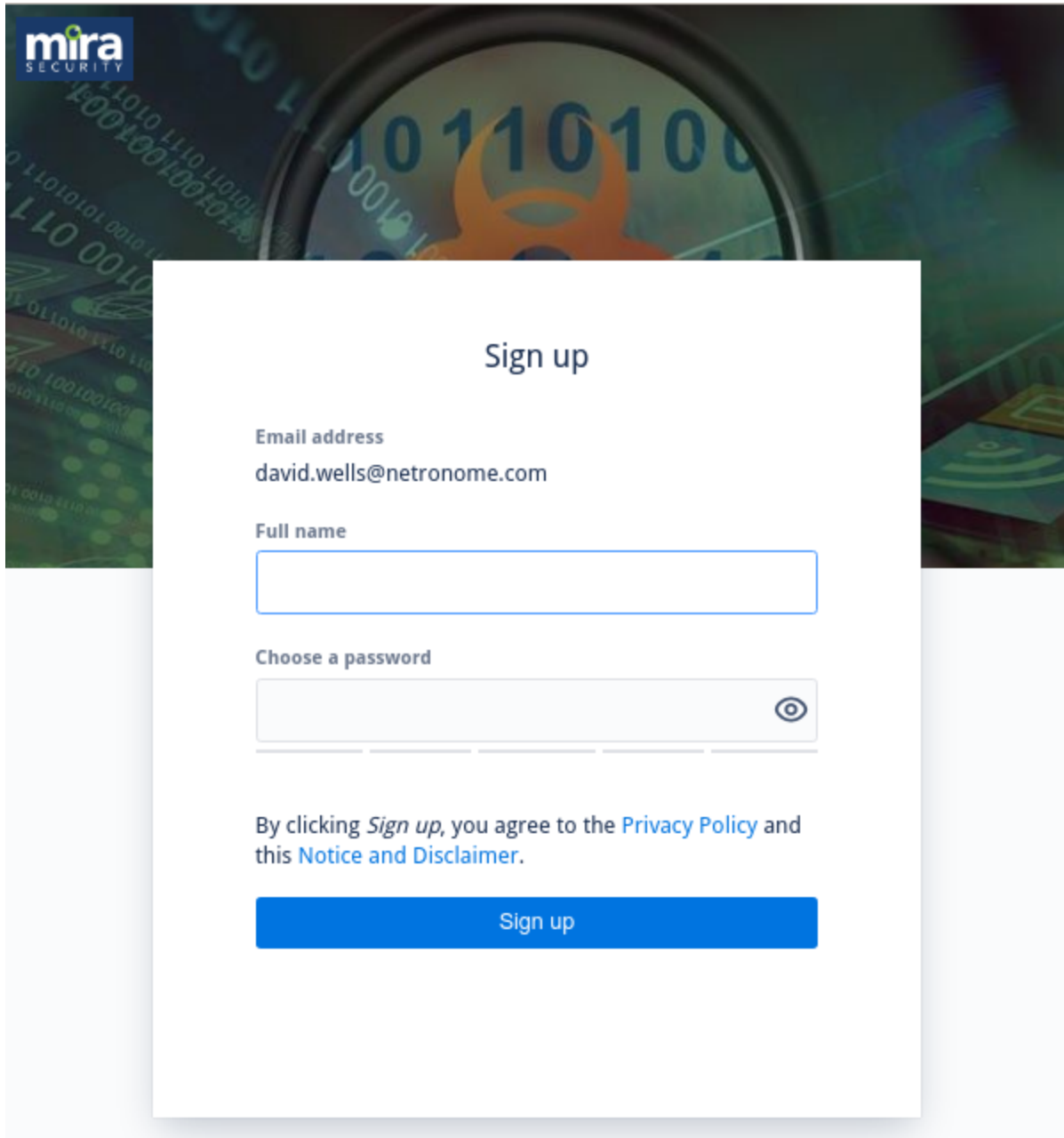
Almost done!

Follow the link below to finish signing up to Help Center. For security, don't share this link with anyone.



Powered by Jira Service Management

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

A screenshot of a web browser showing a sign-up form for Mira Security. The background features a dark, abstract design with binary code (0s and 1s) and a magnifying glass over a stylized orange figure. The form is a white rectangular box with a blue border. It contains the following elements: a title "Sign up", an "Email address" field with the text "david.wells@netronome.com", a "Full name" field which is empty, a "Choose a password" field which is empty and includes a toggle icon for visibility, a line of text stating "By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer.", and a blue "Sign up" button at the bottom.

Sign up

Email address
david.wells@netronome.com

Full name

Choose a password

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

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:



[Help Center](#) / [Encrypted Traffic Orchestrator](#)



Encrypted Traffic Orchestrator

Welcome! You can raise an Encrypted Traffic Orchestrator request from the options provided.

What can we help you with?



License retrieval / transfer

Choose this to obtain a license key for a hardware platform or virtual machine.



Technical support

Need help installing, configuring, or troubleshooting? Select this to request assistance.



Product trial questions

Trying out our product and want more information? Select this and we'll be happy to answer your questions.



Other questions

Don't see what you're looking for? Select this option and we'll help you out.



Report a bug

Tell us the problems you're experiencing.



Suggest a new feature

Let us know your idea for a new feature.



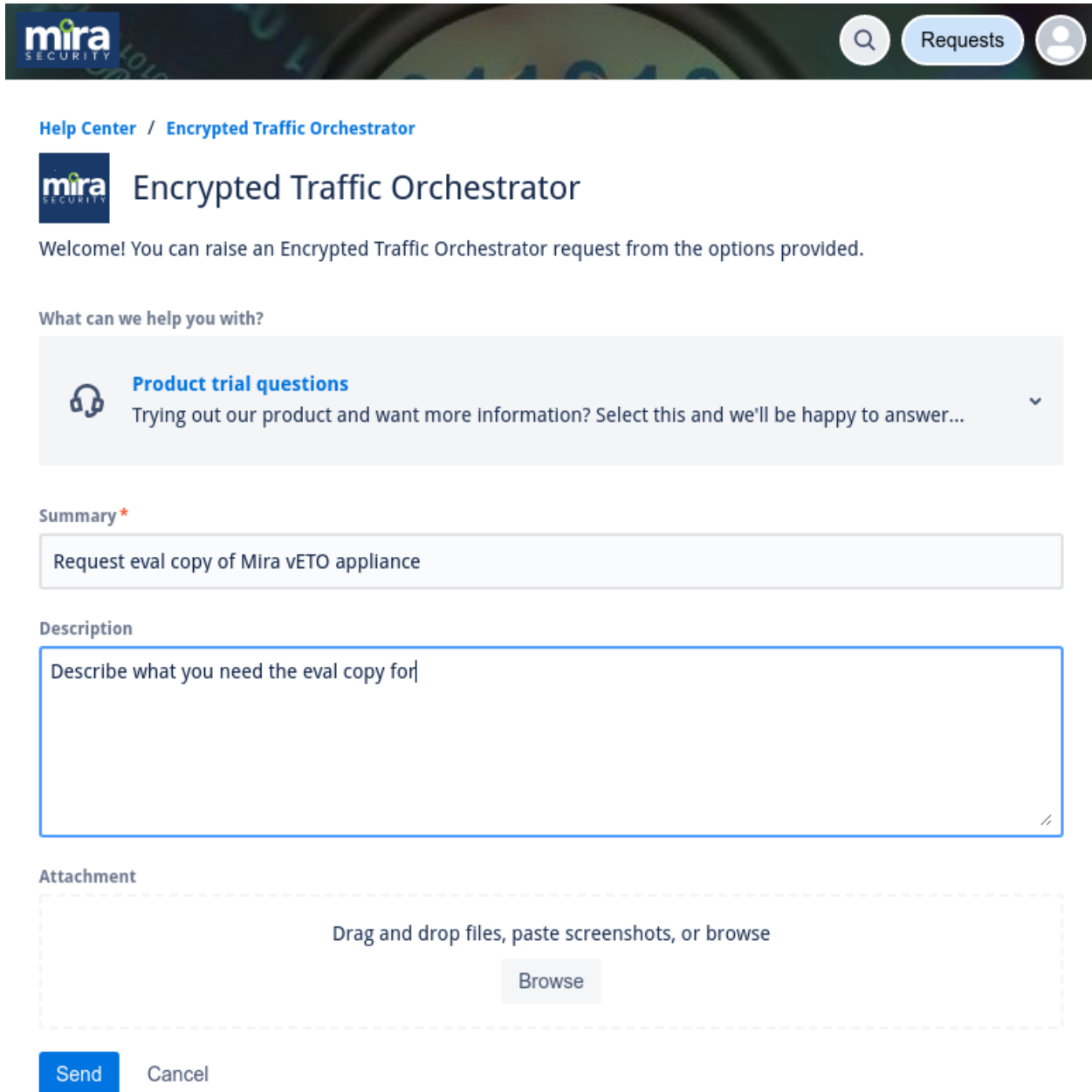
Suggest improvement

See a place where we can do better? We're all ears.

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.

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:



The screenshot shows the Mira Security support site interface. At the top, there is a navigation bar with the Mira Security logo, a search icon, a 'Requests' button, and a user profile icon. Below the navigation bar, the breadcrumb path is 'Help Center / Encrypted Traffic Orchestrator'. The main heading is 'Encrypted Traffic Orchestrator' with the Mira Security logo to its left. A welcome message reads: 'Welcome! You can raise an Encrypted Traffic Orchestrator request from the options provided.' Below this, a section titled 'What can we help you with?' contains a dropdown menu with the option 'Product trial questions' selected. The description for this option is 'Trying out our product and want more information? Select this and we'll be happy to answer...'. Below the dropdown is a 'Summary*' field containing the text 'Request eval copy of Mira vETO appliance'. Underneath is a 'Description' field with the placeholder text 'Describe what you need the eval copy for'. Below the description field is an 'Attachment' section with a dashed border and the text 'Drag and drop files, paste screenshots, or browse'. A 'Browse' button is located within this section. At the bottom of the form are two buttons: 'Send' and 'Cancel'.

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.

Requesting a License

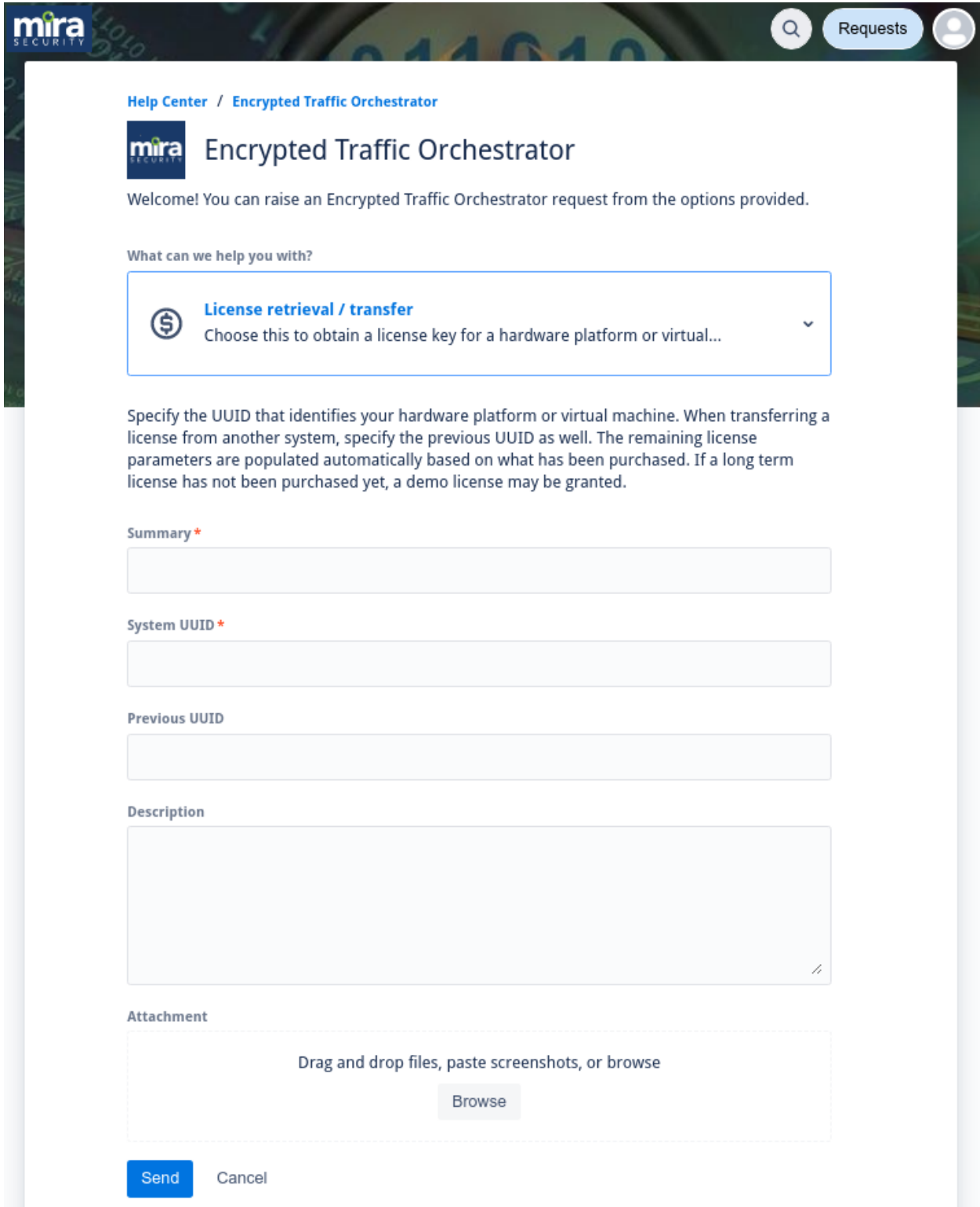
The Mira ETO software requires a license to operate. The license is tied to the UUID of the device it is being installed on (this can be a physical or virtual appliance). The license will determine the decrypt capacity of the appliance and will include any additional subscription services that the license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



The screenshot shows a web interface for creating a request. At the top left is the Mira Security logo. At the top right are a search icon, a 'Requests' button, and a user profile icon. Below the header, the breadcrumb 'Help Center / Encrypted Traffic Orchestrator' is visible. The main heading is 'Encrypted Traffic Orchestrator' with the Mira Security logo to its left. A welcome message states: 'Welcome! You can raise an Encrypted Traffic Orchestrator request from the options provided.' Below this is a section titled 'What can we help you with?' containing a dropdown menu with the selected option 'License retrieval / transfer' and a subtext: 'Choose this to obtain a license key for a hardware platform or virtual...'. A detailed instruction follows: 'Specify the UUID that identifies your hardware platform or virtual machine. When transferring a license from another system, specify the previous UUID as well. The remaining license parameters are populated automatically based on what has been purchased. If a long term license has not been purchased yet, a demo license may be granted.' The form includes several input fields: 'Summary *', 'System UUID *', and 'Previous UUID'. Below these is a large 'Description' text area. An 'Attachment' section contains a dashed box with the text 'Drag and drop files, paste screenshots, or browse' and a 'Browse' button. At the bottom are 'Send' and 'Cancel' buttons.