

The syslog-ng Store Box 5 LTS Installation Guide

Publication date June 27, 2018



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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<https://www.openssl.org/>). This product includes cryptographic software written by Eric Young (eay@cryptsoft.com)

This product includes open source software components. For details on the licenses and availability of these software components, see [Appendix B, Open source licenses](#) in *The syslog-ng Store Box 5 LTS Administrator Guide*.

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Preface

Welcome to the syslog-ng Store Box 5 LTS Installation Guide.

This document describes how to set up the syslog-ng Store Box (SSB) hardware and install SSB on certified hardware or as a VMware virtual appliance.

1. Summary of contents

Chapter 1, Introduction (p. 1) provides background information and describes the main purpose of the syslog-ng Store Box Installation Guide.

Chapter 2, Package contents inventory (p. 2) lists the contents of the package you receive with the syslog-ng Store Box (SSB).

Chapter 3, syslog-ng Store Box Hardware Installation Guide (p. 3) describes how to set up the SSB hardware.

Chapter 4, Hardware specifications (p. 7) describes the hardware specifications of the SSB appliance.

Chapter 5, syslog-ng Store Box Software Installation Guide (p. 8) describes how to install SSB on certified hardware.

Chapter 6, syslog-ng Store Box VMware Installation Guide (p. 10) describes how to install SSB as a VMware virtual appliance.

Appendix A, END USER LICENSE AGREEMENT FOR BALABIT PRODUCT (EULA) (p. 15) includes the text of the End User License Agreement applicable to SSB products.

2. Target audience and prerequisites

This guide is intended for system administrators, network administrators, and system integrators responsible for server administration processes within an organization.

The following skills and knowledge are necessary for a successful SSB administrator:

- At least basic system administration knowledge.
- An understanding of networks, TCP/IP protocols, and general network terminology.
- An understanding of system logging and the protocols used in remote system logging.
- Familiarity with the concepts of the syslog-ng and the syslog-ng Agent for Windows applications.
- Working knowledge of the UNIX or Linux operating system is not mandatory but highly useful.

3. Products covered in this guide

This guide describes how to set up and install the syslog-ng Store Box version 5 LTS.

**Note**

Users of the syslog-ng Store Box are entitled to use the syslog-ng Premium Edition application as a log collector agent for SSB. This guide does not cover the installation and configuration of syslog-ng Premium Edition, for details, see the [syslog-ng Documentation page](#).

4. Typographical conventions

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

The following kinds of text formatting and icons identify special information in the document.

**Tip**

Tips provide best practices and recommendations.

**Note**

Notes provide additional information on a topic, and emphasize important facts and considerations.

**Warning**

Warnings mark situations where loss of data or misconfiguration of the device is possible if the instructions are not obeyed.

Command

Commands you have to execute.

Emphasis

Reference items, additional readings.

`/path/to/file`

File names.

Parameters

Parameter and attribute names.

Label

GUI output messages or dialog labels.

Menu

A submenu or menu item in the menu bar.

Button

Buttons in dialog windows.

5. Contact and support information

This product is developed and maintained by One Identity. We develop our products in Budapest, Hungary. Our address is:

Balabit-Europe Ltd.
2 Alíz Street
H-1117
Budapest, Hungary

Sales contact

Tel: +36 1 398-6700
Fax: +36 1 208-0875
E-mail: <info@balabit.com>
Web: <https://www.balabit.com/>

5.1. Sales contact

You can directly contact us with sales-related topics at the email address <sales@balabit.com>, or [contact our Sales Team](#).

5.2. Support contact

To get access to online support, known as the Balabit Online Support System (BOSS), sign up for an account at [MyDownloads](#) and [request access to the Balabit Online Support System \(BOSS\)](#). Online support is available 24 hours a day.

BOSS is available only for registered users with a valid support package.

Support email address: <support@balabit.com>.

Support phone: +36 1 398 6700 (available from 9 AM to 5 PM CET on weekdays)

5.3. Training

One Identity holds courses on using its products for new and experienced users. For dates, details, and application forms, visit the [MyBalaBit Courses](#) page.

6. About this document

This guide is a work-in-progress document with new versions appearing periodically.

The latest version of this document can be downloaded from the [syslog-ng Documentation page](#).

7. Summary of changes

7.1. Version 4 F5 - 4 F6

Changes in product:

When deploying SSB in a virtual environment, it is sufficient to use only a single network interface.

Changes in documentation:

Changes have been made in *Procedure 6.2, Installing SSB under VMware ESXi/ESX (p. 10)* and *Procedure 7.2, Installing SSB under Hyper-V (p. 12)* to reflect the change regarding network card requirements.

8. Feedback

Any feedback is greatly appreciated, especially on what else this document should cover. General comments, errors found in the text, and any suggestions about how to improve the documentation is welcome at<documentation@balabit.com>.

Chapter 1. Introduction

The aim of this guide is to provide detailed, step-by-step instructions on how to set up and install syslog-ng Store Box on unpacking it and any subsequent occasions that might require the re-installation of the product.

Note that the contents of this document were previously included in the syslog-ng Store Box Administrator Guide. This standalone guide was created to:

- Improve how information is organized in the syslog-ng Store Box documentation set.
- Make it easier for users to find information relevant to their roles, context, and how they use the product.

Chapter 2. Package contents inventory

Carefully unpack all server components from the packing cartons. The following items should be packaged with the syslog-ng Store Box:

- A syslog-ng Store Box appliance, pre-installed with the latest syslog-ng Store Box firmware.
- syslog-ng Store Box accessory kit, including the following:
 - syslog-ng Store Box 5 LTS Packaging Checklist (this document).
 - GPL v2.0 license.
- Rack mount hardware.
- Power cable.

The default BIOS and IPMI passwords are in the documentation.

All questions, comments or inquiries should be directed to <info@balabit.com> or by post to the following address: One Identity LLC 1117 Budapest, Alíz Str. 2 Phone: +36 1 398 6700 Fax: +36 1 208 0875 Web: <https://www.balabit.com/>
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Chapter 3. syslog-ng Store Box Hardware Installation Guide

This section describes how to set up the syslog-ng Store Box (SSB) hardware. Refer to the following documents for step-by-step instructions:

- *syslog-ng Store Box T-1*: See the *SC512 Chassis Series User's Manual, Chapter 6: Rack Installation*. The manual is available online at <http://www.supermicro.com/manuals/chassis/1U/SC512.pdf>.
- *syslog-ng Store Box T-4*: See the *SC815 Chassis Series User's Manual, Chapter 6: Rack Installation*. The manual is available online at <http://www.supermicro.com/manuals/chassis/1U/SC815.pdf>.
- *syslog-ng Store Box T-10*: See the *SC219 Chassis Series User's Manual, Chapter 5: Rack Installation*. The manual is available online at <http://www.supermicro.com/manuals/chassis/2U/SC219.pdf>.

The manuals are also available online at the [syslog-ng Documentation page](#). Note that SSB hardware is built to custom specifications: CPU, memory, network card, and storage options differ from the stock chassis. You can find the hardware specifications in *Chapter 4, Hardware specifications (p. 7)*.

- For details on how to install a single SSB unit, see *Procedure 3.1, Installing the SSB hardware (p. 3)*.
- For details on how to install two SSB units in high availability mode, see *Procedure 3.2, Installing two SSB units in HA mode (p. 6)*.

3.1. Procedure – Installing the SSB hardware

Purpose:

To install a single SSB unit, complete the following steps.

Steps:

- Step 1. Unpack SSB.
- Step 2. *Optional step*: Install SSB into a rack with the slide rails. Slide rails are available for all SSB appliances.
- Step 3. Connect the cables.

Step a. **For general networks:** Connect the Ethernet cable facing your LAN to the Ethernet connector labeled as *1*. This is the external interface of SSB. This interface is used for the initial configuration of SSB, and for communication between SSB and the clients. (For details on the roles of the different interfaces, see [Section 2.6, Network interfaces](#) in *The syslog-ng Store Box 5 LTS Administrator Guide*.)

For 10Gbit-only networks: Connect the cable facing your LAN to the SFP+ connector labeled as *A*. This is the external interface of SSB. This interface is used for the initial configuration of SSB, and for communication between SSB and the clients. (For details on the roles of the different interfaces, see [Section 2.6, Network interfaces](#) in *The syslog-ng Store Box 5 LTS Administrator Guide*.)

**Note**

For a list of compatible connectors, see *Linux* Base Driver for 10 Gigabit Intel® Ethernet Network Connection Overview*. Note that SFP transceivers encoded for non-Intel hosts may be incompatible with the Intel 82599EB host chipset found in SSB.

**Warning**

Do not leave any unused SFP/SFP+ transceiver in the 10Gbit interface. It may cause network outage.

Step b. Connect an Ethernet cable that you can use to remotely support the SSB hardware to the *IPMI* interface of SSB. For details, see the following documents:

- For SSB T1, see the *SMT IPMI User's Guide*.
- For SSB T4 and T10, see the *X9 SMT IPMI User's Guide*.

**Warning**

Connect the IPMI before plugging in the power cord. Failing to do so will result in IPMI failure.

It is not necessary for the IPMI interface to be accessible from the Internet, but the administrator of SSB must be able to access it for support and troubleshooting purposes in case vendor support is needed. The following ports are used by the IPMI interface:

- Port 623 (UDP): IPMI (cannot be changed)
- Port 5123 (UDP): floppy (cannot be changed)
- Port 5901 (TCP): video display (configurable)
- Port 5900 (TCP): HID (configurable)
- Port 5120 (TCP): CD (configurable)
- Port 80 (TCP): HTTP (configurable)

Access to information available only via the IPMI interface is not mandatory, but highly recommended to speed up the support and troubleshooting processes.

Step c. *Optional step:* Connect the Ethernet cable to be used for managing SSB after its initial configuration to the Ethernet connector labeled as 2. This is the management interface of SSB. (For details on the roles of the different interfaces, see *Section 2.6, Network interfaces* in *The syslog-ng Store Box 5 LTS Administrator Guide*.)

Step d. *Optional step:* Connect the Ethernet cable connecting SSB to another SSB node to the Ethernet connector labeled as 4. This is the high availability (HA) interface of SSB. (For details on the roles of the different interfaces, see *Section 2.6, Network interfaces* in *The syslog-ng Store Box 5 LTS Administrator Guide*.)

Step 4. Power on the hardware.

- Step 5. Change the BIOS password on the syslog-ng Store Box. The default password is ADMIN or changeme, depending on your hardware.
- Step 6. Change the IPMI password on the syslog-ng Store Box. The default password is ADMIN or changeme, depending on your hardware.



Note

Ensure that you have the latest version of IPMI firmware installed. You can download the relevant firmware from [the Balabit Knowledge base](#).

To change the IPMI password, connect to the IPMI remote console.



Note

If you encounter issues when connecting to the IPMI remote console, add the DNS name or the IP address of the IPMI interface to the exception list (whitelist) of the Java console. For details on how to do this, see the Java FAQ entry titled [How can I configure the Exception Site List?](#).

- Step 7. Following boot, SSB attempts to receive an IP address automatically via DHCP. If it fails to obtain an automatic IP address, it starts listening for HTTPS connections on the `192.168.1.1` IP address. To configure SSB to listen for connections on a custom IP address, complete the following steps:

Step a. Access SSB from the local console, and log in with username `root` and password `default`.

Step b. In the Console Menu, select **Shells > Core shell**.

Step c. Change the IP address of SSB:

```
ifconfig eth0 <IP-address> netmask 255.255.255.0
```

Replace `<IP-address>` with an IPv4 address suitable for your environment.

Step d. Set the default gateway using the following command:

```
route add default gw <IP-of-default-gateway>
```

Replace `<IP-of-default-gateway>` with the IP address of the default gateway.

Step e. Type `exit`, then select **Logout** from the Console Menu.

- Step 8. Connect to the SSB web interface from a client machine and complete the Welcome Wizard as described in [Chapter 3, The Welcome Wizard and the first login](#) in *The syslog-ng Store Box 5 LTS Administrator Guide*.



Note

The syslog-ng Store Box Administrator Guide is available on the [syslog-ng Documentation page](#).

3.2. Procedure – Installing two SSB units in HA mode

Purpose:

To install SSB with high availability support, complete the following steps.

Steps:

- Step 1. For the first SSB unit, complete *Procedure 3.1, Installing the SSB hardware (p. 3)*.
- Step 2. For the second SSB unit, complete Steps 1-3 of *Procedure 3.1, Installing the SSB hardware (p. 3)*.
- Step 3. Connect the two units with an Ethernet cable via the Ethernet connectors labeled as 4.
- Step 4. Power on the second unit.
- Step 5. Change the BIOS and IPMI passwords on the second unit. The default password is ADMIN or changeme, depending on your hardware.
- Step 6. Connect to the SSB web interface of the first unit from a client machine and enable high availability mode. Navigate to **Basic Settings > High Availability** . Click **Convert to Cluster**, then reload the page in your browser.
- Step 7. Click **Reboot Cluster**.
- Step 8. Wait until the slave unit synchronizes its disk to the master unit. Depending on the size of the hard disks, this may take several hours. You can increase the speed of the synchronization via the SSB web interface at **Basic Settings > High Availability > DRBD sync rate limit**.

Chapter 4. Hardware specifications

SSB appliances are built on high performance, energy efficient, and reliable hardware that are easily mounted into standard rack mounts.

Product	SSB T-1	SSB T-4	SSB T-10
Redundant PSU	No	Yes	Yes
Processor	Intel(R) Xeon(R) X3430 @ 2.40GHz	Intel(R) Xeon(R) E3-1275V2 @ 3.50GHz	2 x Intel(R) Xeon(R) E5-2630V2 @ 2.6GHz
Memory	2 x 4 GB	2 x 4 GB	8 x 4 GB
Capacity	2 x 1 TB	4 x 2 TB	13 x 1 TB
RAID	Software RAID	LSI MegaRAID SAS 9271-4i SGL	LSI 2208 (1GB cache)
IPMI	Yes	Yes	Yes
NIC	2x Intel® 82574L Gigabit Ethernet Controllers (Label 1, 2) Supermicro AOC-SG-i2 Dual GbE PCI-E x4 (Label 3, 4)	2x Intel® 82574L Gigabit Ethernet Controllers (Label 1, 2) Supermicro AOC-SG-i2 Dual GbE PCI-E x4 (Label 3, 4)	Intel® i350 Dual Port Gigabit Ethernet (Label 1, 2) Supermicro AOC-SG-i2 Dual GbE PCI-E x4 (Label 3, 4) Intel® 82599 Dual Port 10G SFP+ (Label A, B)

Table 4.1. Hardware specifications

The SSB T-10 appliance is equipped with a dual-port 10Gbit interface. This interface has SFP+ connectors (not RJ-45) labeled A and B, and can be found right of the Label 1 and 2 Ethernet interfaces. If you want faster communication, for example, in case of high data load, you can connect up to two 10Gbit network cards. These cards are not shipped with the original package and have to be purchased separately.

Chapter 5. syslog-ng Store Box Software Installation Guide

This section describes how to install the syslog-ng Store Box (SSB) software on a certified hardware.

Note that installing and reinstalling SSB can take a long time, especially for a HA cluster. There are no supported workarounds for reducing the necessary downtime. One Identity recommends testing SSB in a virtual environment, and using physical hardware only for verifying HA functionality and measuring performance.

5.1. Procedure – Installing the SSB software

Purpose:

To install a new SSB on a server, complete the following steps:

Steps:

- Step 1. Log in to your *MyDownloads* account and download the latest syslog-ng Store Box installation ISO file. Note that you need to have partner access to download syslog-ng Store Box ISO files. If you are a partner but do not see the ISO files, you can request partner access within *MyDownloads*.
- Step 2. Mount the ISO image, or burn it to a CD-ROM.
- Step 3. Connect your computer to the *IPMI* interface of SSB. For details, see the following documents:
 - For SSB T1, see the *SMT IPMI User's Guide*.
 - For SSB T4 and T10, see the *X9 SMT IPMI User's Guide*.
- Step 4. Power on the server.
- Step 5. Log in to the IPMI web interface, and boot the syslog-ng Store Box installation CD on the server using a virtual CD-ROM. For details, see the following documents:
 - For SSB T1, see the *SMT IPMI User's Guide*.
 - For SSB T4 and T10, see the *X9 SMT IPMI User's Guide*.
- Step 6. When the syslog-ng Store Box installer starts, select **Installer**, press **Enter**, and wait until the server finishes the boot process.
- Step 7. Select **Install a new SSB** and press **Enter** to start the installation process. Depending on the size of the disks, the installation process takes from a few minutes to an hour to complete. The progress of the installation is indicated in the **Installation Steps** window.
- Step 8. The installer displays the following question: **Warning, all data on the hard drive(s) will be erased. Are you sure?** Select **Yes** and press **Enter**.
- Step 9. The installer displays the MAC addresses of the network interfaces found in the SSB unit. Record these addresses.
- Step 10. The installer displays the product name (the SSB configuration that was installed). If the product name displayed does not match the product you wanted to install, complete the following steps:

Step a. Check that the hardware configuration of the appliance matches the specifications provided by Balabit.

Step b. If the configuration matches the specifications but the installer displays a different product name, contact the Balabit Support Team.

Step 11. During the **Finishing the Setup** step, the installer performs RAID synchronization.

- Select **Yes** to perform the RAID synchronization. RAID synchronization is a two-step process, the progress of the active step is indicated on the progress bar. Wait until both steps are completed. Note that this synchronization takes several hours (about 8 hours on average).
- Select **No** to skip the RAID synchronization. Note that the system will automatically perform the synchronization after the first boot, but in this case the process will take several days.

Step 12. After the installation is finished, press **Enter** to return to the main menu.

Step 13. Select **Reboot** and press **Enter** to restart the system. Wait until the system reboots.

Step 14. Connect your computer to the *EXT* interface of SSB. Create an alias IP address for your computer that falls into the 192.168.1.0/24 subnet (for example, 192.168.1.10). For details, see [Section 3.1, *The initial connection to SSB*](#) in *The syslog-ng Store Box 5 LTS Administrator Guide*.

Step 15. Open the `http://192.168.1.1` URL in your web browser and verify that the Welcome Wizard of the syslog-ng Store Box is available.



Note

For details on the supported web browsers and operating systems, see [Section 4.1, *Supported web browsers*](#) in *The syslog-ng Store Box 5 LTS Administrator Guide*.

Figure 5.1. The Welcome Wizard



Step 16. Power off the system.

Chapter 6. syslog-ng Store Box VMware Installation Guide

This tutorial describes the possibilities and limitations of installing syslog-ng Store Box (SSB) 5 LTS as a virtual appliance under a VMware ESXi server.

6.1. Limitations of SSB under VMware

The following limitations apply to running version 5 LTS of SSB under VMware:

- SSB can be installed under the following VMware versions:
 - VMware ESXi 4.0 or later.
 - VMware ESX 4.0 or later.
- SSB can only use fixed disk space assigned to the virtual host, it is not possible to use on-demand disk allocation scenarios. To increase the size of the virtual disk, see *Chapter 8, Increasing the virtual disk size of SSB under a virtual machine (p. 14)*.
- If High Availability (HA) operation mode is required in a virtual environment, use the HA function provided by the virtual environment.
- Hardware-related alerts and status indicators of SSB may display inaccurate information, for example, display degraded RAID status.

6.2. Procedure – Installing SSB under VMware ESXi/ESX

Purpose:

To install a new SSB under VMware ESXi or ESX, complete the following steps:

Steps:

Step 1. Create the virtual machine for SSB using the following settings:

- Guest operating system: **Linux/Ubuntu 64-bit**.
- Allocate memory for the virtual machine. SSB requires a minimum of 1 GiB of memory, in addition to the memory limit of the indexed logspaces. The recommended size for the memory depends on the exact environment, but consider the following:
 - The base system requires 256 MiB.
 - The syslog-ng server running on SSB requires between 128 MiB and 1 GiB of memory, depending on the message load and on the configuration of SSB.
 - For every logspace, SSB requires additional memory to index the incoming messages. The amount of memory allocated for the indexer can be set individually for every logspace.
- The hard disk controller must be **LSI Logic Parallel**.
- Do not use RAID for the hard disk, use the data duplication features of your virtual environment instead. That way, a single hard disk is sufficient for the system. If you need

to use the built-in RAID support of SSB for some reason, use two hard disks, and SSB will automatically use them in software RAID.



Warning

Hazard of data loss! When you install or reinstall SSB in a virtual environment, always create new hard disks. Using existing hard disks can cause unexpected behavior and operational problems.

- Configure a fixed size disk with at least 8 GiB space.
About 5 GB is required for the base system, the remaining disk space is used to store data. To increase the initial disk size, see *Chapter 8, Increasing the virtual disk size of SSB under a virtual machine* (p. 14).
- SSB requires that you use either 1 network card or 4 network cards, all of them must be **VMXNET3**.

Step 2. After creating the virtual machine, edit the settings of the machine. Set the following options:

Step a. Under **Options > VMware Tools**, enable the **Shutdown, Suspend, Reset** options, otherwise the SSB administrator will not be able to access these functions from the SSB web interface.

Step b. Under **Options > Boot options**, enable the **Force BIOS Setup** option. This is required to be able to check the system time (and modify it if needed) before installing SSB.

Step 3. Log in to your [MyBalaBit account](#) and download the latest syslog-ng Store Box installation ISO file. Note that you need to have purchased SSB as a virtual appliance or have partner access to download syslog-ng Store Box ISO files. If you are a partner but do not see the ISO files, you can request partner access within MyBalaBit.

Step 4. Mount the ISO image and boot the virtual machine. Follow the on-screen instructions to install SSB. Once installation successfully completes, the virtual machine will restart automatically.

In case installation fails, a message will be displayed instructing you to press **Ctrl+Alt+Delete** to reboot the virtual machine.

Chapter 7. syslog-ng Store Box Hyper-V Installation Guide

This tutorial describes the possibilities and limitations of installing syslog-ng Store Box (SSB) 5 LTS as a virtual appliance under a Hyper-V server.

7.1. Limitations of SSB under Hyper-V

Version 5 LTS of SSB has no special support for running under Hyper-V. While the basic functionality of SSB is not affected by running as a virtual appliance, the following limitations apply:

- If High Availability (HA) operation mode is required in a virtual environment, use the HA function provided by the virtual environment.
- Hardware-related alerts and status indicators of SSB may display inaccurate information, for example, display degraded RAID status.
- When running SSB under Microsoft Hyper-V, ensure that the network interfaces are actually connected to the network. When running under Hyper-V, SSB indicates on the **Basic Settings > Network > Ethernet links** page that there is a link, even if the network interface is configured and enabled, but not connected to the network.
- When rebooting SSB in Hyper-V, the following critical error message may appear in the event log of the Hyper-V host:

```
<Virtual machine name> was reset because an unrecoverable error occurred on a virtual processor that caused a triple fault.
```

This is normal, there is no problem with SSB. For details, see [Triple fault in event log shows reset of Linux virtual machines](#).

7.2. Procedure – Installing SSB under Hyper-V

Purpose:

To install a new SSB under Hyper-V, complete the following steps:

Steps:

Step 1. Create the virtual machine for SSB using the following settings:

- Choose **Generation 1** for the virtual machine.
- Allocate memory for the virtual machine. SSB requires a minimum of 1 GiB of memory, in addition to the memory limit of the indexed logspaces. The recommended size for the memory depends on the exact environment, but consider the following:
 - The base system requires 256 MiB.
 - The syslog-ng server running on SSB requires between 128 MiB and 1 GiB of memory, depending on the message load and on the configuration of SSB.

- For every logspace, SSB requires additional memory to index the incoming messages. The amount of memory allocated for the indexer can be set individually for every logspace.
- Configure a fixed size disk with at least 8 GiB space. About 5 GB is required for the base system, the remaining disk space is used to store data.
- Do not use RAID for the hard disk, use the data duplication features of your virtual environment instead. That way, a single hard disk is sufficient for the system. If you need to use the built-in RAID support of SSB for some reason, use two hard disks, and SSB will automatically use them in software RAID.



Warning

Hazard of data loss! When you install or reinstall SSB in a virtual environment, always create new hard disks. Using existing hard disks can cause unexpected behavior and operational problems.

- SSB requires that you use either 1 network card or 4 network cards. If you wish to use more than one network card, then after completing the steps of the **New Virtual Machine Wizard**, add the additional network cards in the **Settings** of the virtual machine.

Step 2. Log in to your [MyDownloads](#) account and download the latest syslog-ng Store Box installation ISO file. Note that you need to have purchased SSB as a virtual appliance or have partner access to download syslog-ng Store Box ISO files. If you are a partner but do not see the ISO files, you can request partner access within [MyDownloads](#).

Step 3. Mount the ISO image and boot the virtual machine. Follow the on-screen instructions to install SSB. Once installation successfully completes, the virtual machine will restart automatically.

In case installation fails, a message will be displayed instructing you to press **Ctrl+Alt+Delete** to reboot the virtual machine.

Chapter 8. Increasing the virtual disk size of SSB under a virtual machine

8.1. Procedure – Increasing the virtual disk size of SSB version 4.9 or later under a virtual machine

Purpose:

SSB can only use fixed disk space assigned to the virtual host. If you must increase the size of the virtual disk, complete the following steps.

Prerequisites:

The following prerequisites are essential for the resize procedure to work:

- The machine that SSB is running on has to be a virtual machine. This procedure will not work on a physical machine.
- The version running on the virtual machine must be a newly installed SSB version 4.9 or later. This procedure will not work in case of an SSB that was upgraded from an earlier version.
- No software RAID.

Steps:

- Step 1. To ensure that no data is lost in case of an error, create a full system backup (configuration and data backup). For detailed instructions, see [Section 4.7, Data and configuration backups](#) in *The syslog-ng Store Box 5 LTS Administrator Guide*.
- Step 2. Power down the virtual machine.
- Step 3. Increase the storage size.
- Step 4. Restart SSB.
If you have encountered any errors, contact the Support Team at <support@balabit.com>.

Appendix A. END USER LICENSE AGREEMENT FOR BALABIT PRODUCT (EULA)

SUBJECT OF THE LICENSE AGREEMENT

This License Agreement is entered into by and between Licensor (as defined below) and you as an end-user (hereinafter Licensee) and sets out the terms and conditions under which Licensee and/or Licensee's Authorized Subsidiaries may use the Balabit Product (as defined below) under this License Agreement.

DEFINITIONS

In this License Agreement, the following words shall have the following meanings:

Name	Description
Annexed Software	Any third party software that is a not a Balabit Product contained in the install package of the Balabit Product.
Balabit Group	The companies which are affiliates, a subsidiary or a parent company of the Licensor.
Balabit Product	Any software (other than the Annexed Software), hardware, virtual hardware or service licensed, sold, or provided by Licensor including any installation, education, support and warranty services, or any product covered by one or more copyrights owned by a company of the Balabit Group.
License Agreement	License Agreement The present Balabit Product License Agreement.
Licensor	As indicated on the invoice for the Balabit Product, Balabit-Europe Kft., a limited liability company, incorporated and registered with the Budapest Metropolitan Court as Court of Registration under number Cg.01-09-186546 whose registered office is at H-1117 Budapest, Aliz u. 2., or Balabit IT Security Deutschland GmbH, a limited liability company, incorporated and registered with the Amtsgericht München under number HRB 167365, whose registered office is at Stefan-George-Ring 29, D-81929 München, or Balabit Corp., a New York corporation, having offices at 40 Wall Street, New York, NY 10005.
Product Documentation	Any documentation referring to the Balabit Product or any module thereof, including the administration guide, the product description, the installation guide and user guides and manuals.
Certificate of Authenticity	The document signed by Licensor which contains a) identification data of the Licensee; b) the name of the

Name	Description
	Balabit Product and the designation of licensed modules thereof; c) an explicit warning that the validity of the certificate is subject to the acceptance by the Licensee of the terms and conditions of the EULA; and d) information with regard to on-line registration, access to upgrade and support services and Product Usage Terms.
Product Usage Terms	Sets forth the conditions (the usage environment and limitations) under which the Balabit Product may be used by the Licensee.
Warranty Period	A period of twelve (12) months from the date of delivery of the Balabit Product to Licensee.

Table A.1. Words and expressions

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A. Subject to payment of the License Fee and the terms and conditions of this License Agreement, the applicable Certificate of Authenticity and the Product Usage Terms, Licensor hereby grants to Licensee, a limited, personal, non-exclusive and non-transferable license to use Balabit Product (“License”) for its own internal business purposes. This License does not convey any license or right, express or implied, to manufacture, duplicate or otherwise copy or reproduce the Balabit Product or any part thereof. This License is transferable only with the prior written approval of Licensor, which may be withheld in Licensor's sole discretion.

B. Licensee shall use the Balabit Product in accordance with the conditions set by the Product Usage Terms and the Certificate of Authenticity, especially in the configuration and subject to the quantities specified in these documents.

C. All modules of the Balabit software will be delivered to Licensee. However, Licensee shall not be entitled to use any module which is not specified in the applicable Certificate of Authenticity. Access rights to modules and IP connections are controlled by an “electronic key” accompanying the Balabit Product.

D. Licensee shall be entitled to make one back-up copy of the Balabit software that is licensed to it.

E. Licensee shall make the Balabit Product available solely to its own employees and those of the Authorized Subsidiaries that are listed in the applicable Certificate of Authenticity or in the related agreement between the Licensor and the Licensee (e.g. Master Purchase Agreement) and shall take special care to protect the Balabit Product from any unauthorized access.

F. Licensee shall, in five (5) working days properly answer any queries of Licensor regarding the actual usage conditions of the Balabit Product that may differ or allegedly differ from the License conditions set forth in the Product Usage Terms.

G. Licensee shall install the code permitting the usage of the Balabit Product strictly in accordance and to the provisions defined for it by Licensor. Licensee shall not modify or cancel the Balabit Product functions thereof that inspect the usage of the software. Configuration settings of the Balabit Product in accordance with the possibilities offered by the system shall not be construed as modification of the software.

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(v) Notwithstanding the foregoing, Licensee shall be entitled to analyze the structure of the Balabit Product (decompilation or reverse- engineering) only if necessary to coordinate operation of the Balabit Product with software developed by a third party, and only if Licensor does not provide such information within 60 (sixty) days from the receipt of such a request. Such analysis of the structure of the Balabit Product is strictly limited to those parts of the Balabit Product which are necessary for concurrent operation with the third party software and is subject to either a) Licensor's prior written consent, or b) the failure of Licensor to provide the aforesaid information within the aforesaid 60 (sixty) day period.

Any information obtained by Licensee as a result of applying subsection (v) (a) cannot be used for any purposes other than concurrent operation of the third party software with the Balabit Product, (b) shall not be disclosed to third parties unless it is necessary to disclose it to the owner of the third party software for concurrent operation with the Balabit Product; (c) shall not be used for the development, production or distribution of software which is the same as or similar to the Balabit Product in features or in functionality, or (d) for any other act or purpose that violates Licensor's copyrights in the Balabit Product.

(vi) Notwithstanding the foregoing, Licensee shall be entitled to analyze the structure of those components of the Balabit Product (decompilation or reverse-engineering) that fall under GNU Lesser General Public License 3.0 (<https://www.gnu.org/licenses/lgpl-3.0.en.html>) according to the Product Documentation. Any activity under this sub-clause shall be made in full compliance with the license terms referred to herein.

J. Licensee shall comply with all terms and conditions made applicable to all Annexed Software contained in the same install package with the Balabit Product by the owner of the Annexed Software. Licensor does not grant any license rights to any Annexed Software by including it with a Balabit Product in the same install package. Such rights must be acquired by Licensee directly from the owner of the Annexed Software.

K. Any usage of the Balabit Product exceeding the limits and restrictions defined in the Certificate of Authenticity shall be a material breach of the License Agreement and Licensee shall be fully liable to Licensor for such breach, including for monetary damages and/or termination of this License Agreement and the Master Purchase Agreement and any Order made thereunder.

L. Licensee shall have the right to obtain and use content updates of the Balabit Product only if Licensee concludes a support contract that includes such content updates (maintenance of the software), or if Licensee has otherwise separately acquired the right to obtain and use such content updates. This License Agreement does not otherwise permit Licensee to obtain and use content updates.

M. Licensor expressly reserves all rights not expressly granted herein.

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A. “Confidential Information” means any business, marketing, technical, scientific or other information disclosed by the Balabit Group which, at the time of disclosure is designated as confidential (or like designation), is disclosed in circumstances of confidence, or would be understood by the parties (or their Affiliates), exercising reasonable business judgment, to be confidential.

B. License acknowledges that the Balabit Product, the Product Documentation and related materials are the trade secrets and Confidential Information of the Balabit Group. Licensee agrees to keep confidential all confidential information of the Balabit Group including but not limited to the Balabit Product, the Product Documentation and related materials. Licensee agrees to use all confidential information of the Balabit Group including but not limited to the Balabit Product, the Product Documentation and related materials only as expressly permitted by this Agreement.

C. Licensee shall retain the Confidential Information of the Balabit Group in confidence and shall use and disclose it solely for the purpose of, and in accordance with, this License Agreement. Licensee shall only disclose Confidential Information of the Balabit Group to those of its employees with a need to know such Confidential Information. Licensee shall use the same degree of care as it uses to protect its own confidential information of a similar nature, but no less than reasonable care, to prevent the unauthorized use or disclosure of the Balabit Group's Confidential Information.

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C. Licensor may terminate this License Agreement with immediate effect by written notice to Licensee, if Licensee is in material or persistent breach of the License Agreement and either that breach is incapable of remedy or Licensee shall have failed to remedy that breach within 30 (thirty) days after receiving written notice requiring it to remedy that breach. In such a case, Licensee must immediately destroy all copies of the Balabit Product licensed under this License Agreement, the Product Documentation and all other materials containing the Confidential Information of Licensor and certify to Licensor that it has done so.

D. The provisions of this Agreement relating to confidentiality, applicable law and jurisdiction, notices, indemnification, disclaimers and limits of liability shall survive the expiration or termination of this Agreement for any reason.

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WAIVER

The failure of a party to exercise or enforce any right under this License Agreement shall not be deemed to be a waiver of that right nor operate to bar the exercise or enforcement of such right or any other right at any time or times thereafter.

SEVERABILITY

If any part of this License Agreement becomes invalid, illegal or unenforceable, the parties shall in such an event negotiate in good faith in order to agree on the terms of a mutually satisfactory provision to be substituted

NOTICES

for the invalid, illegal or unenforceable provision which as nearly as possible validly gives effect to their intentions as expressed in this License Agreement.

NOTICES

Any notice required to be given pursuant to this License Agreement shall be in writing and shall be given by delivering the notice by hand, or by sending the same by prepaid first class post (airmail if to an address outside the country of posting) or by recognized courier service such as Federal Express to the address of the relevant party. Any notice given according to the above procedure shall be deemed to have been given at the time of delivery (if delivered by hand) and when received (if sent by post or courier service).

APPLICABLE LAW AND JURISDICTION

This Agreement shall be construed, interpreted and the rights of the parties determined

a) in case of US customers in accordance with the laws of the State of New York without giving effect to any conflict of law provision thereof which would result in the law of any other jurisdiction applying to the construction or interpretation of this Agreement. Any dispute, controversy or claim arising out of, connected with, related to or incidental to this Agreement, whether arising in contract, tort, equity or otherwise, shall be brought in and resolved by a state or federal court located in New York County, New York and each party hereby consents and submits to the jurisdiction of any such state or federal court and hereby waives any objections based on forum non conveniens or any other objections to the jurisdiction and venue of any such state or federal court.

b) in case of other than US customers, in accordance with the laws of the Luxembourg without giving effect to any conflict of law provision thereof which would result in the law of any other jurisdiction applying to the construction or interpretation of this Agreement. Any dispute arising from this Agreement, or the breach, termination, validity or interpretation thereof or in relation thereto shall come under the exclusive jurisdiction of the courts of Luxembourg-city. Each party hereby consents and submits to this jurisdiction and hereby waives any objections based on forum non conveniens or any other objections to Luxembourg jurisdiction and venue.

INDEMNIFICATION

In addition to the indemnifications by Licensee set forth in the Master Purchase Agreement between the Licensor and Licensee, Licensee shall indemnify, defend and hold Balabit Group harmless from and against all losses (including reasonable attorneys' fees and expenses) arising out of any third party suit or claim alleging that (i) Licensee's unauthorized use of the Balabit Product hereunder has harmed such third party claimant, or (ii) Licensee's use of the Balabit Product not as intended or indicated by applicable Product Documentation is in violation of any law, rule or regulation applicable to such use, or violates the intellectual property rights of any third party.

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A third party auditor selected by Licensor may upon reasonable notice to Licensee and during normal business hours, but not more often than once each year, inspect Licensee's relevant records in order to confirm that usage of the Balabit Product complies with the terms and conditions of this License Agreement. Licensor shall bear the costs of such audit. All audits shall be subject to the reasonable safety and security policies and procedures of Licensee. The auditor shall be entitled to examine, inspect, copy and audit the usage of the Balabit Product by Licensee. If the inspection or audit reveals that the usage does not comply with the conditions of the License Agreement the Licensee shall immediately:

HEADINGS

(a) pay to Licensor the amount of any underpayment, together with interest on that amount calculated at the rate of two per cent (2%) over the Barclay Bank base rate in New York City from time to time; and

(b) pay the costs of the audit and/or inspection where that audit or inspection reveals an underpayment in excess of five per cent (5%).

In the event Licensee does not permit the auditor selected by Licensor to inspect, or examine the usage of Balabit Product, Licensor shall have the right to terminate the License Agreement with immediate effect upon notice to Licensee. Upon such termination, Licensee shall return the Balabit Product to Licensor at its own cost and expense and shall remain liable for any unlawful usage and the early termination of this Agreement.

HEADINGS

Headings are for convenience only and shall be ignored in interpreting this License Agreement.

ENTIRE AGREEMENT

This License Agreement together with the Product Documentation, the Product Usage Terms, the Certificate of Authenticity and the documents referred to therein constitutes the entire agreement between the parties with regard to the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements, both written and oral, with respect thereto.

Licensee hereby accepts the terms and conditions of the above End User License Agreement:

SUBSCRIPTION BASED END USER License Agreement for Balabit Product

("SB EULA" or "SB License Agreement")

SUBJECT OF THE SB LICENSE AGREEMENT

This SB License Agreement is entered into by and between Licensor (as defined below) and you as an end-user (hereinafter Licensee) and sets out the terms and conditions under which Licensee and/or Licensee's Authorized Subsidiaries may use the Balabit Product (as defined below) under this SB License Agreement.

1. DEFINITIONS

In this SB EULA, the following words shall have the following meanings:

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Balabit Group	The companies which are affiliates, a subsidiary or a parent company of the Licensor.
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Name	Description
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Licensor	As indicated on the invoice for the Balabit Product, Balabit-Europe Kft., a limited liability company, incorporated and registered with the Budapest Metropolitan Court as Court of Registration under number Cg.01-09-186546 whose registered office is at H-1117 Budapest, Aliz u. 2., or Balabit IT Security Deutschland GmbH, a limited liability company, incorporated and registered with the Amtsgericht München under number HRB 167365, whose registered office is at Stefan-George-Ring 29, D-81929 München, or Balabit Corp., a New York corporation, having offices at 40 Wall Street, New York, NY 10005.
Product Documentation	Any documentation referring to the Balabit Product or any module thereof, including the administration guide, the product description, the installation guide and user guides and manuals.
Certificate of Authenticity	The document signed by Licensor which contains a) identification data of the Licensee; b) the name of the Balabit Product and the designation of licensed modules thereof; c) the Subscription Fees and payment terms) d) an explicit warning that the validity of the certificate is subject to the acceptance by the Licensee of the terms and conditions of this SB EULA; and e) information with regards to the extension of subscription etc.
Product Usage Terms	Sets forth the conditions (the usage environment and limitations) under which the Balabit Product may be used by the Licensee.
Subscription Period	A period of twelve (12) or thirty six (36) months in terms of which Subscription Fees are duly paid by the Licensee.
Warranty Period	The whole Subscription Period.

Table A.2. Words and expressions

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I. Licensee shall not (i) modify, translate, decompile or reverse engineer the Balabit Product, (ii) attempt to create the source code from the executable or object code of the Balabit Product by reverse engineering or disassembling or otherwise adopt, manipulate the executable or object code of the Balabit Product, (iii) create a derivative work based upon the Balabit Product or the Product Documentation or permit a third party to do the same, or (iv) modify, tamper with, reverse engineer, reverse compile or disassemble the electronic key for the Balabit Product.

(v) Notwithstanding the foregoing, Licensee shall be entitled to analyze the structure of the Balabit Product (decompilation or reverse-engineering) only if necessary to coordinate operation of the Balabit Product with software developed by a third party, and only if Licensor does not provide such information within 60 (sixty) days from the receipt of such a request. Such analysis of the structure of the Balabit Product is strictly limited to those parts of the Balabit Product which are necessary for concurrent operation with the third party software and is subject to either a) Licensor's prior written consent, or b) the failure of Licensor to provide the aforesaid information within the aforesaid 60 (sixty) day period.

3. CONFIDENTIALITY

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(vi) Notwithstanding the foregoing, Licensee shall be entitled to analyze the structure of those components of the BalaBit Product (decompilation or reverse-engineering) that fall under GNU Lesser General Public License 3.0 (<https://www.gnu.org/licenses/lgpl-3.0.en.html>) according to the Product Documentation. Any activity under this sub-clause shall be made in full compliance with the license terms referred to herein.

J. Licensee shall comply with all terms and conditions made applicable to all Annexed Software contained in the same install package with the Balabit Product by the owner of the Annexed Software. Licensor does not grant any license rights to any Annexed Software by including it with a Balabit Product in the same install package. Such rights must be acquired by Licensee directly from the owner of the Annexed Software.

K. Any usage of the Balabit Product exceeding the limits and restrictions defined in the Certificate of Authenticity shall be a material breach of the SB License Agreement and Licensee shall be fully liable to Licensor for such breach, including for monetary damages and/or termination of this SB License Agreement and the Master Purchase Agreement and any Order made thereunder.

L. During the Subscription Period Licensee shall have the right to obtain and use content updates of the Balabit Product (maintenance of the software) and shall be provided with support services in accordance with Balabit's then current Support General Terms and Conditions (hereinafter Support GTC).

M. Licensor expressly reserves all rights not expressly granted herein.

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A. "Confidential Information" means any business, marketing, technical, scientific or other information disclosed by the Balabit Group which, at the time of disclosure is designated as confidential (or like designation), is disclosed in circumstances of confidence, or would be understood by the parties (or their Affiliates), exercising reasonable business judgment, to be confidential.

B. License acknowledges that the Balabit Product, the Product Documentation and related materials are the trade secrets and Confidential Information of the Balabit Group. Licensee agrees to keep confidential all confidential information of the Balabit Group including but not limited to the Balabit Product, the Product Documentation and related materials. Licensee agrees to use all confidential information of the Balabit Group including but not limited to the Balabit Product, the Product Documentation and related materials only as expressly permitted by this Agreement.

C. Licensee shall retain the Confidential Information of the Balabit Group in confidence and shall use and disclose it solely for the purpose of, and in accordance with, this SB License Agreement. Licensee shall only disclose Confidential Information of the Balabit Group to those of its employees with a need to know such Confidential Information. Licensee shall use the same degree of care as it uses to protect its own confidential information of a similar nature, but no less than reasonable care, to prevent the unauthorized use or disclosure of the Balabit Group's Confidential Information.

4. INTELLECTUAL PROPERTY RIGHTS

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A. All right, title, and interest in and to the Balabit Product, including all patents, trademarks, trade names, inventions, know-how, trade secrets and all other intellectual property rights relating to the design, manufacture, operation or service of the Balabit Product are owned by one or more of the companies of the Balabit Group. No right or interest in any of such intellectual property rights is transferred to Licensee by this License other than the right and license to use the Balabit Product modules licensed hereunder in accordance with this SB License Agreement and the Product Usage Terms.

B. Licensee will advise its Authorized Subsidiaries, if any, of and assure compliance with the restrictions contained in the SB License Agreement, including those relating to the Confidential Information and proprietary property of the Balabit Group. Licensee shall implement adequate security measures to protect such trade secrets and confidential information.

C. The use by Licensee of any of the intellectual property rights in the Balabit Product is authorized only for the purposes set forth herein, and upon termination of this SB License Agreement, such authorization shall cease and Licensee shall immediately cease the use of the Balabit Product.

5. WARRANTIES

A. Licensor warrants that during the Subscription Period, the Balabit provided hardware upon which the Balabit Product is installed provided to Licensee by Licensor (“Appliance”) will be free of defects of material or workmanship under normal use. Licensor will replace any defective Appliance returned to it, accompanied by a dated proof of purchase that is within the Subscription Period, at no charge to Licensee. Upon receipt of the allegedly defective Appliance, Licensor will at its option, deliver a replacement Appliance or Licensor’s current equivalent Appliance to Licensee at no additional cost. Licensor will bear all delivery charges to Licensee for the replacement Appliance.

B. In the event Licensee uses the Balabit Product in conjunction with any third party software, Licensor shall not be liable for any errors in the operation of the Balabit Product that is due to the third party software.

C. Licensor warrants that during the Subscription Period, the Balabit Product software without unauthorized modification shall perform in substantial compliance with the Product Documentation accompanying the Balabit Product, when it is used in normal use (i) on that hardware or virtual appliance for which it was installed and (ii) in compliance with the provisions of the Product Documentation and the Product Usage Terms. If the Balabit Product fails to so operate, Licensee shall promptly notify Licensor (the date of the notification sent to Licensor shall be deemed to be the date of the failure) and Licensee shall do its best to mitigate the consequences of that failure until Licensor can address the failure to operate in accordance with the aforesaid documentation. If the failure is reported by Licensee to Licensor, Licensor’s sole obligation and liability for breach of this warranty is, at Licensor’s sole option, either: (i) to correct such failure, or (ii) to replace the defective Balabit Product.

D. Where the Balabit Product has not been acquired directly from Licensor, Licensee must contact the entity that has sold the license to the Balabit Product to Licensee in order to exercise its rights under this warranty. Licensor will not provide to Licensee any after-sale warranty if Licensor has not sold the license to the Balabit Product directly to Licensee.

E. EXCEPT AS SET FORTH IN THIS SB LICENSE AGREEMENT, LICENSOR MAKES NO WARRANTIES OF ANY KIND WITH RESPECT TO THE BALABIT PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, LICENSOR DISCLAIMS ANY OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF SATISFACTORY QUALITY,

6. SUBSCRIPTION FEE

MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.

6. SUBSCRIPTION FEE

A. The Certificate of Authenticity and the Product Usage Term contain the details of the purchased License and usage limitations. This information serves as the calculation base of the Subscription Fee. Licensee acknowledges that payment of the Subscription Fee is a condition of lawful usage.

B. Subscription Fees do not include any installation or post sale charges, taxes, duties, etc., all of which are for the account of Licensee. Applicable taxes shall be added to all invoices to Licensee for Subscription Fees.

C. The license rights to the Balabit Product are transferred to the Licensee only when Licensee pays the Subscription Fees to Licensor. In case of non-payment Licensor has right to terminate, or rescind the SB License Agreement with immediate effect and Licensee shall promptly cease all use of the Balabit Product and return it to Licensor at its own cost and expense and shall be liable for its unlawful usage and the early termination.

7. LIMITATION OF LIABILITY

SOME STATES AND COUNTRIES, INCLUDING MEMBER COUNTRIES OF THE EUROPEAN UNION, DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND, THEREFORE, THE FOLLOWING LIMITATION OR EXCLUSION MAY NOT APPLY TO THIS SB LICENSE AGREEMENT IN THOSE STATES AND COUNTRIES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND REGARDLESS OF WHETHER ANY REMEDY SET OUT IN THIS SB LICENSE AGREEMENT FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT SHALL LICENSOR BE LIABLE TO LICENSEE FOR ANY SPECIAL, EXEMPLARY, CONSEQUENTIAL, INDIRECT, PUNITIVE, OR SIMILAR DAMAGES OR LOST PROFITS OR LOST DATA ARISING OUT OF THE USE OR INABILITY TO USE THE BALABIT PRODUCT EVEN IF LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO CASE SHALL LICENSOR'S TOTAL LIABILITY UNDER THIS SB LICENSE AGREEMENT EXCEED THE FEES RECEIVED BY LICENSOR FOR THE BALABIT PRODUCT LICENSED UNDER THIS SB LICENSE AGREEMENT.

NOTWITHSTANDING ANYTHING SET FORTH IN THIS AGREEMENT TO THE CONTRARY, IN NO EVENT SHALL LICENSOR BE LIABLE FOR ANY DAMAGES CAUSED BY THE USAGE OF THE BALABIT PRODUCT WHICH IS NOT IN ACCORDANCE WITH THE PRODUCT DOCUMENTATION AND THE PRODUCT USAGE TERMS.

8. TERM AND TERMINATION

A. This SB License Agreement shall come into effect on the day when the Licensee declares acceptance of its terms and conditions, provided that the Subscription Fee has been fully paid. Either the signing a copy of the SB License Agreement by the Licensee's duly authorized representative, or Licensee "clicking" on the "Confirmation" button ("I have read and agree ...") with regard to this SB License Agreement at the beginning of the installation process of the Balabit Product shall be deemed to be acceptance by the Licensee to the terms and conditions of the SB License Agreement. The Buyer represents and warrants that the members of its IT staff working on the installation of the Products (either with or without the Supplier's installation personnel) are authorized to bind the Buyer to this SB License Agreement by signing a copy of the SB License Agreement or "clicking" on the Confirmation button.

9. AMENDMENTS

B. Licensee may terminate the SB License Agreement at any time by written notice sent to Licensor and by simultaneously destroying all copies of the Balabit Product licensed under this SB License Agreement and certifying to Licensor that it has done so.

C. Licensor may terminate this SB License Agreement with immediate effect by written notice to Licensee, if Licensee is in material or persistent breach of the SB License Agreement and either that breach is incapable of remedy or Licensee shall have failed to remedy that breach within 30 (thirty) days after receiving written notice requiring it to remedy that breach. In such a case, Licensee must immediately destroy all copies of the Balabit Product licensed under this SB License Agreement, the Product Documentation and all other materials containing the Confidential Information of Licensor and certify to Licensor that it has done so.

D. The provisions of this Agreement relating to confidentiality, applicable law and jurisdiction, notices, indemnification, disclaimers and limits of liability shall survive the expiration or termination of this Agreement for any reason.

9. AMENDMENTS

Except as expressly provided in this SB License Agreement, no amendment or variation of this SB License Agreement shall be effective unless in writing and signed by a duly authorized representative of both parties hereto.

10. WAIVER

The failure of a party to exercise or enforce any right under this SB License Agreement shall not be deemed to be a waiver of that right nor operate to bar the exercise or enforcement of such right or any other right at any time or times thereafter.

11. SEVERABILITY

If any part of this SB License Agreement becomes invalid, illegal or unenforceable, the parties shall in such an event negotiate in good faith in order to agree on the terms of a mutually satisfactory provision to be substituted for the invalid, illegal or unenforceable provision which as nearly as possible validly gives effect to their intentions as expressed in this SB License Agreement.

12. NOTICES

Any notice required to be given pursuant to this SB License Agreement shall be in writing and shall be given by delivering the notice by hand, or by sending the same by prepaid first class post (airmail if to an address outside the country of posting) or by recognized courier service such as Federal Express to the address of the relevant party. Any notice given according to the above procedure shall be deemed to have been given at the time of delivery (if delivered by hand) and when received (if sent by post or courier service).

13. APPLICABLE LAW AND JURISDICTION

This Agreement shall be construed, interpreted and the rights of the parties determined

a) in case of US Licensees (customers) in accordance with the laws of the State of New York without giving effect to any conflict of law provision thereof which would result in the law of any other jurisdiction applying to the construction or interpretation of this Agreement. Any dispute, controversy or claim arising out of, connected with, related to or incidental to this Agreement, whether arising in contract, tort, equity or otherwise, shall be brought in and resolved by a state or federal court located in New York County, New York and each party hereby consents and submits to the jurisdiction of any such state or federal court and hereby waives any

14. INDEMNIFICATION

objections based on forum non conveniens or any other objections to the jurisdiction and venue of any such state or federal court.

b) in case of other than US Licensees (customers), in accordance with the laws of the Luxembourg without giving effect to any conflict of law provision thereof which would result in the law of any other jurisdiction applying to the construction or interpretation of this Agreement. Any dispute arising from this Agreement, or the breach, termination, validity or interpretation thereof or in relation thereto shall come under the exclusive jurisdiction of the courts of Luxembourg-city. Each party hereby consents and submits to this jurisdiction and hereby waives any objections based on forum non conveniens or any other objections to Luxembourg jurisdiction and venue.

14. INDEMNIFICATION

In addition to the indemnifications by Licensee set forth in the Master Purchase Agreement between the Licensor and Licensee, Licensee shall indemnify, defend and hold Balabit Group harmless from and against all losses (including reasonable attorneys' fees and expenses) arising out of any third party suit or claim alleging that (i) Licensee's unauthorized use of the Balabit Product hereunder has harmed such third party claimant, or (ii) Licensee's use of the Balabit Product not as intended or indicated by applicable Product Documentation is in violation of any law, rule or regulation applicable to such use, or violates the intellectual property rights of any third party.

15. AUDIT

A third party auditor selected by Licensor may upon reasonable notice to Licensee and during normal business hours, but not more often than once each year, inspect Licensee's relevant records in order to confirm that usage of the Balabit Product complies with the terms and conditions of this SB License Agreement. Licensor shall bear the costs of such audit. All audits shall be subject to the reasonable safety and security policies and procedures of Licensee. The auditor shall be entitled to examine, inspect, copy and audit the usage of the Balabit Product by Licensee. If the inspection or audit reveals that the usage does not comply with the conditions of the SB License Agreement the Licensee shall immediately:

(a) pay to Licensor the amount of any underpayment, together with interest on that amount calculated at the rate of two per cent (2%) over the Barclay Bank base rate in New York City from time to time; and

(b) pay the costs of the audit and/or inspection where that audit or inspection reveals an underpayment in excess of five per cent (5%).

In the event Licensee does not permit the auditor selected by Licensor to inspect, or examine the usage of Balabit Product, Licensor shall have the right to terminate the SB License Agreement with immediate effect upon notice to Licensee. Upon such termination, Licensee shall return the Balabit Product to Licensor at its own cost and expense and shall remain liable for any unlawful usage and the early termination of this Agreement.

16. HEADINGS

Headings are for convenience only and shall be ignored in interpreting this SB License Agreement.

17. ENTIRE AGREEMENT

This SB License Agreement together with the Product Documentation, the Product Usage Terms, the Certificate of Authenticity and the documents referred to therein constitutes the entire agreement between the parties with

17. ENTIRE AGREEMENT

regard to the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements, both written and oral, with respect thereto.

Licensee hereby accepts the terms and conditions of the above SB License Agreement.