Key Request Help

Hostname Set and Pre-Payment Key Creation

Access your Tenable Support Portal account https://support.tenable.com/ and select the Activation Codes option in the Main Menu. Find the product you wish to set the hostname for and generate your pre-payment key that will be active for 30 days until payment is received. After payment is received, the permanent key will be provided. More on this can be found here:

http://www.tenable.com/getting-started

How to Obtain Product Key

Product Server Hostname

In order to provide a product key, Tenable will need the exact hostname of the product server. This could be the short version or FQDN depending on how your system was provisioned. ***Please be sure to run the hostname command to find the exact hostname for your server.*** Hostname(s) that include auto-corrects and/or inaccurate mixed characters will cause the key not to work. If the hostname(s) is submitted incorrectly, then the key will not work and it will be your responsibility to provide accurate information and may require additional paperwork to change the key.

Tenable Appliance Hostname

Log into the Appliance admin interface on port 8000 and click on the Network tab. You can view or change the hostname under the Configure Hostname section at the top of the tab.

Add Contact

To add a technical contact or purchasing agent to your account, please email licenses@tenable.com with the name, email address, and phone number for the person that you want to add to your account. We will send a confirmation and instructions on how to activate the new accounts.

The screen below lists an example of users who can and cannot manage and view the Activation Code(s).

"No View" prevents the user from seeing the Activation Code(s) in the Tenable Support Portal.

"View" allows the user to see the Activation Code and the information associated with each Activation Code (registration status, expiration date, etc.), but the contact does not have the ability to reset the Activation Code.

The "Owner" can view all information associated with the Activation Code(s) and also has the ability to reset the Activation Code(s).

Activation Codes

You are setting visibility for SecurityCenter XXXX-XXXX-1234-ABCD

Email	Name	No View	View	Owner
yourname@domainname.com	Your Name(PC)	○	●	○
domain@yourcompany.com	Registered Contact	○	●	○

The Tenable Support Portal features whitepaper describes how to add, delete, or adjust authorized contacts for the Tenable Support Portal:

http://www.tenable.com/whitepapers/tenable-network-security-support-portal

About Tenable Network Security

Tenable Network Security provides continuous network monitoring to identify vulnerabilities, reduce risk, and ensure compliance. Our family of products includes SecurityCenter Continuous View™, which provides the most comprehensive and integrated view of network health, and Nessus®, the global standard in detecting and assessing network data.

Tenable is relied upon by more than 24,000 organizations, including the entire U.S. Department of Defense and many of the world's largest companies and governments. We offer customers peace of mind thanks to the largest install base, the best expertise, and the ability to identify their biggest threats and enable them to respond quickly.

For more information, please visit tenable.com.