FAQ: The SourceLace Runner

From the SourceLace manual: Running your AI agents inside your own network with a SourceLace Runner, on the Enterprise plan.

SourceLace version 0.1.0 · Made November 22, 2026
The latest version is at https://sourcelace.ai/docs

The SourceLace Runner

Running your AI agents inside your own network with a SourceLace Runner, on the Enterprise plan.

Can we keep our data in our own network?

SourceLace is offered only as a cloud service. On the Enterprise plan, a SourceLace Runner can run the AI agents you choose inside your own network, while people keep using SourceLace's cloud.

Details: Can we keep our data in our own network?.

Who can have a runner, and what does it cost?

Runners are offered on the Enterprise plan only, on request. A runner comes with an annual runner fee on top of your subscription, a one-time onboarding fee (installation help and a security review), Premium support (faster response times, named contacts and a scheduled upgrade plan) and a minimum contract term of one year. Prices are not published: ask your SourceLace contact. Each runner is a Production or a Test runner (a Test runner costs less), and your admins can add as many of each as your contract includes.

Details: Who can have a runner and Runners, onboarding and Premium support.

What happens to our runners if our contract changes?

If your organization is no longer on the Enterprise plan or on Premium support, or has more runners of a label in use than its contract includes, those runners get no new work until it does again. Runs in progress finish, nothing is deleted, and admins see why in the app. At the end of your contract your runner licenses end too, unless your contract renews by itself.

Details: When runners get no new work.

How do we get the runner?

In SourceLace, an admin opens **Runners** and uses **Get the runner**, behind your sign-in: the install bundle (the Docker Compose file, the settings example and the Helm chart, with checksums), and for each version its fingerprint, release date, support and what changed, with the image as a file (a link that works for 5 minutes) or a read-only registry login, valid one hour, to pull it from SourceLace's private registry (get a new one from the same page if it expires). Every download and login is written to your audit log.

Details: Get the runner.

How long is a runner version supported?

Until 6 months after the next version is released; the newest version has no end date. The Runners page shows each runner's support. A runner on an unsupported version takes no new work until it is upgraded; runs in progress finish and nothing is deleted. For a critical security fix SourceLace may end a version's support earlier, and says why.

Details: How long each version is supported.

When do our runner licenses end?

With your contract, unless it renews by itself, or on another date agreed with your SourceLace contact. Admins see the date from 30 days before. After it, runners take no new work until the contract is extended; nothing is deleted and nothing needs installing when it is.

Details: License end dates.

Before we choose a runner, what should we weigh?

A runner keeps your agents' data inside your network, with a few differences from agents on SourceLace's cloud. New versions, including security fixes and new features, reach a runner only when your IT department installs them, while SourceLace's cloud gets them as soon as they are released; your SourceLace contact tells you about new versions, and Premium support includes a scheduled upgrade plan. Calendar and event triggers are not available on runners yet. Your organization provides and looks after the machine, the database, its backups, the encryption key and the network, and runs on the runner depend on that machine's capacity and uptime. A runner also comes with an annual runner fee, a one-time onboarding fee, Premium support and a minimum term of one year.

Details: Before you choose a runner: what to weigh and Runner requirements and planning.

What does a runner need, and where can it run?

One 64-bit Linux machine with Docker and the Docker Compose plugin, or a Kubernetes cluster with Helm, in your data center or your own cloud account; about 2 GB of memory for the default two runs at a time and about 50 GB of free local disk; its own database with backups; an internal web address with a certificate for its page; and outbound HTTPS to SourceLace, your AI provider and your own systems. The requirements chapter lists sizes, versions, the skills and time it takes, and a checklist to tick off before installing.

Details: Runner requirements and planning and Installing a runner.

Which network connections and ports does a runner need?

Only outbound ones. The runner connects over HTTPS (port 443) to SourceLace, to your AI provider (Anthropic or OpenAI) and, when you install or upgrade, to SourceLace's image registry on Amazon ECR and Amazon's storage for image layers; and to your own systems on their own ports. Nothing on the internet connects in, and SourceLace never connects to the runner. People inside your network open the runner's page on port 443 through your own internal TLS proxy, which passes requests to the runner on port 8000. An outbound proxy is supported. SourceLace's own IP addresses do not apply to a runner: it reaches your systems from your network.

Details: Every connection, Firewall rules in plain form and Outbound proxy.

How can our security reviewers check a runner?

The Runner security chapter answers their questions without a questionnaire: field by field what the runner sends to SourceLace and what it never sends, what SourceLace sends to it, how the runner token and sign-ins work, encryption with a key only you hold, how the image is delivered and checked, logs and the audit trail, how long data is kept, who is responsible for what, and the controls mapped to the areas of the Trust Services Criteria. SourceLace does not hold a security certification today.

Details: Runner security.

Can our agents run inside our own network?

Yes, on a SourceLace Runner, on the Enterprise plan. It uses your own AI key, keeps people's source sign-ins and every run's results on your network, and sends SourceLace only each run's status, steps and counts. SourceLace refuses any report from a runner that tries to include a summary, rows, values, drafts or files.

Details: What stays where.

Can we run some agents in the cloud and others on our own runner?

Yes, on the Enterprise plan. You choose for each agent, under **Where it runs** in the agent editor: SourceLace's cloud or one of your runners. An agent that needs a system SourceLace's cloud cannot reach, such as a database with no internet address, runs on a runner. Every agent is built and managed in the same SourceLace app, with one agent list and one run history, and an admin can require every agent to run on a runner. Sign-ins and results stay where each agent runs, chat and AI apps always use SourceLace's cloud, and some triggers are available on the cloud only.

Details: Cloud and runners together (hybrid).

Do our data protection and read rules apply on a runner?

Yes, and so does access by group. Agents on a runner hide and mask the same values, reach only the same sources and objects, and read only the same rows, as they would on SourceLace's cloud. SourceLace sends the runner your admins' rules with each run, and a runner never runs an agent without them. You change the rules in SourceLace, not on the runner.

Details: Your rules on the runner.

Does a runner need an inbound port?

No. The runner connects out to SourceLace over HTTPS and asks for work. Its own page is only for people inside your network. An admin can revoke a runner at any time: a run in progress on it stops within about a minute and writes nothing more.

Details: Network and Stopping a runner.

What happens to a run if the runner restarts or loses its connection?

Nothing is lost and nothing is done twice. The runner keeps each run's report until SourceLace has it, also across a restart. A run that was stopped halfway starts again only if it had not yet made a draft, change, post or message; otherwise it is marked as failed so a person can check what it made.

Details: If the runner restarts or loses its connection.

Can a runner keep working if one of our machines fails?

Yes. Run the runner as two or more instances on different machines or Kubernetes nodes, sharing one database. If one fails, another takes its runs over within about three minutes, and nobody has to do anything. Up to 10 instances count as one runner on your contract. Use a database service that switches to a standby by itself, since all the instances share it.

Details: Failover: more than one instance.

Who is responsible for what with a runner?

Your IT department installs the runner in your network, looks after the machine and database it runs on, and takes new versions, which follow an upgrade plan agreed with you as part of Premium support. SourceLace provides the runner software as a private, versioned image made for your organization, help with installing it, a security review and Premium support. A runner also needs a current license, which it gets from SourceLace automatically while your contract includes it; without one it takes no new work, though runs in progress finish and nothing is deleted. Everything else in SourceLace runs on SourceLace's cloud.

Details: Who is responsible for what and Setting one up.

What do we send SourceLace support about a runner?

Only what an admin chooses to download and send: the runner's support bundle, with its version, its settings with every secret left out, the types of recent errors and the connectivity check. It holds no tokens, keys, passwords, AI keys, data or run results. You can open it and check it before sending.

Details: When something is wrong and Before you contact support.