Release Notes

ArcSight Management Center 2.0

July 22, 2014

ArcSight
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HP ArcSight Management Center 2.0 Release Notes

Revision History

Date	Product Version	Description
7/22/14	2.0	Revised release notes.
5/19/14	2.0	Initial document release.
9/30/13	1.0	Initial document release.

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Contents

HP ArcSight Management Center 2.0 Release Notes

These release notes provide current information about HP ArcSight Management Center (ArcMC) 2.0.The following topics are discussed here:

New Features and Enhancements

HP ArcSight Management Center 2.0 includes these features and enhancements:

- **Full Connector Appliance 6.4P3 Functionality Now Included:** ArcSight Management Center now includes all Connector Appliance 6.4P3 functionality and features.
- **New Appliance Form Factor:** In addition to a software form factor, ArcSight Management Center is now available in a new hardware form factor (ArcMC Appliance).
- **Management of ArcSight Management Center 2.0:** ArcSight Management Center 2.0 can now manage other instances of ArcSight Management Center 2.0, enabling you to deploy and manage your ArcSight Management Centers hierarchically.
- **Configuration Support for BlueCoat and WUC Connectors:** Support has been added for configuration management of BlueCoat and WUC connectors.
- **Importing/Exporting Hosts:** Add multiple hosts quickly and easily by importing them from a CSV file, and export hosts to a CSV file as well.
- **System Health Monitoring:** The new monitoring dashboard displays the health of managed ArcSight products (Connectors, Loggers, Connector Appliances, and ArcMCs) and can be configured using a variety of criteria. You can create customized alerts for managed nodes.
- **Email Notifications:** You can configure email notifications for down containers.
- **Managed Node Bulk ArcMC Agent Update:** Easily and quickly update the ArcMC Agent on multiple managed nodes to the latest version.
- **Logger Appliance Remote Upgrade:** Efficiently upgrade any managed Logger Appliance running 5.3 SP1 to version 5.5 or 5.5 Patch 1.
- **SNMP V3 Support:** Support has been added for SNMP version 3.

- **FIPS Support:** FIPS is fully supported in ArcSight Management Center 2.0.
- **Upgrade to ArcSight Management Center 2.0:** Support is provided for upgrades from ArcSight Management Center 1.0 to Software ArcSight Management Center 2.0. The upgrade process is detailed in "Upgrading to ArcSight Management Center 2.0" on page 7.
- **Migration of Connector Appliance:** Current installations of Connector Appliance and Software Connector Appliance can be migrated to ArcSight Management Center 2.0. For more information on Connector Appliance versions for which migration is supported, and for migration procedures, see the ArcSight Management Center 2.0 Migration Guide.
- **Simplified SSH Access:** By default, you are not prompted for a challenge/response when remotely logging in to an ArcSight Management Center 2.0 appliance using SSH. (This represents a change from the configuration of Connector Appliance.)
  - As a result, it is imperative that you change the default password for the "root" account on an ArcSight Management Center appliance to a new, strong password.
  - For added security, it is strongly recommended that you enable SSH access only when necessary, such as for troubleshooting purposes.

Technical Requirements

For ArcSight Management Center

The following outlines the minimum system requirements for ArcSight Management Center.

- **Server:** Red Hat Enterprise Linux 6.4 and Linux 6.5 (64-bit) are certified and CentOS 6.4 and CentOS 6.5 are supported. Available from the HP download site, the filename for the ArcSight Management Center software installer is `ArcSight-ArcMC-2.0.0.1337.0.bin`.
- **Client System:** Windows 7 and 8; MacOS 10.8; Red Hat Enterprise Linux 6.4 and 6.5.
- **CPU:** 1 or 2 Intel Xeon Quad Core or equivalent.
- **Memory:** 8 GB RAM, 20 GB of disk space (for software form factor only).
- **Supported Client Browsers:** Internet Explorer 9 or 10, Mozilla Firefox ESR 24, Google Chrome (version current as of 5/15/2014).
- **Supported Hardware Models:** For new ArcMC appliance deployments, models C6502, C6504, C6508, C6515S, C6545P, C6500E, and C6500M. For migrated appliance deployments, models C6401M, C6404M, C6408M, C6504M and C6508M.

For Managed ArcSight Products

The supported version requirements for ArcSight products managed by ArcSight Management Center are as follows:

- **Software Connectors:** v6.0.3 or later. Applies to software connectors running on Connector Appliance, Logger (L3XXX), or separate server.
- **Connector Appliances:** For Software Connector Appliance, product version v6.4 P3. For hardware Connector Appliance, product version v6.4 P3, on models CX200, CX400, or CX500. For both software and hardware form factors, ArcSight Management Center Agent 2.0 must be installed and running.
- **Loggers:** For Software Logger, product version v5.3 SP1, v5.5, or v5.5P1. For hardware Logger Appliance, product version v5.3 SP1, v5.5, or v5.5P1, on models LX200, LX400, or LX500. For both software and hardware form factors, ArcSight Management Center Agent 2.0 must be installed and running.

- **Other ArcSight Management Centers:** For Software ArcSight Management Center product version 2.0, for hardware ArcSight Management Center product version 2.0 on new models C6500, on migrated models C6400. For both software and hardware form factors, ArcSight Management Center Agent 2.0 must be installed and running.
- **ArcMC Agent Installer:** Available from the HP download site, the filename for the ArcSight Management Center Agent installer is `ArcSight-ArcMCAgent-2.0.0.1151.0.bin`.

Upgrading to ArcSight Management Center 2.0

Upgrade is supported from ArcSight Management Center 1.0 to Software ArcSight Management Center 2.0.

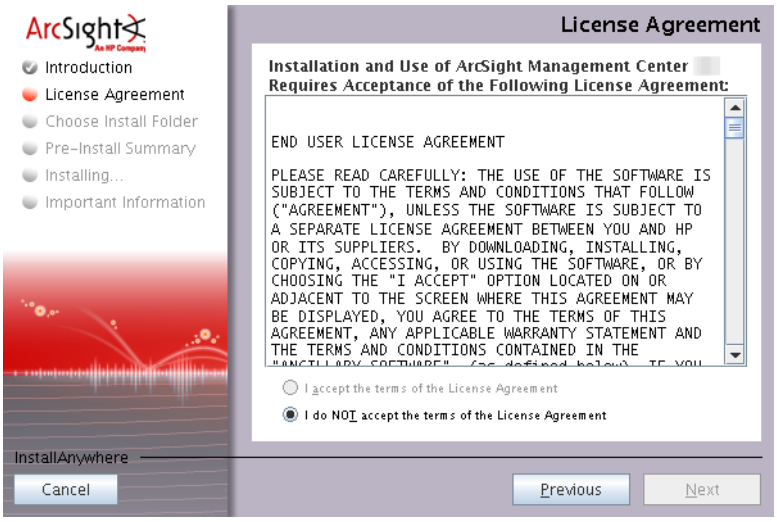
HP ArcSight highly recommends that, should you choose to upgrade, all ArcSight Management Centers running version 1.0 be upgraded to version 2.0.

To upgrade ArcSight Management Center 1.0 to 2.0:

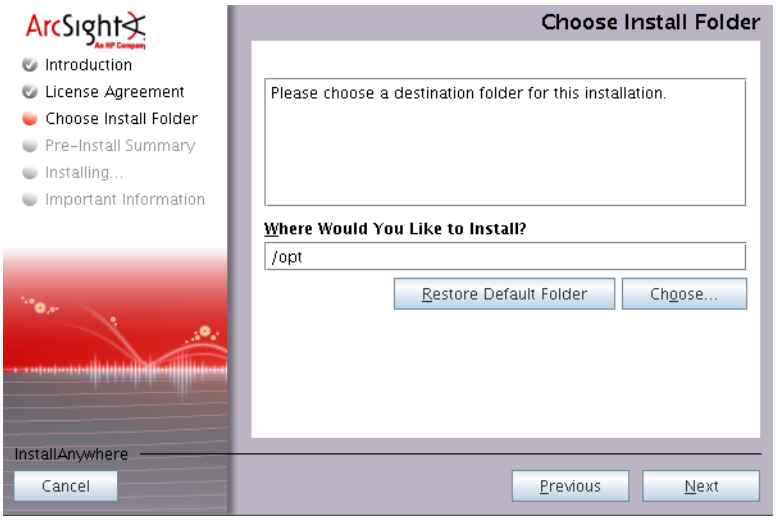
1. Run these 2 commands from the directory where you copied the ArcSight Management Center software:
   - `chmod +x ArcSight-ArcMC-2.0.0.1337.0.bin`
   - `./ArcSight-ArcMC-2.0.0.1337.0.bin`

   The installation wizard starts. Review the dialog box, and then click **Continue**.

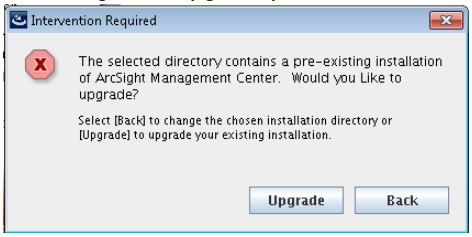
2. Review the License Agreement details, and then scroll down to the end of the License Agreement details. Select **I accept the terms of the License Agreement**. Then, click **Next.**



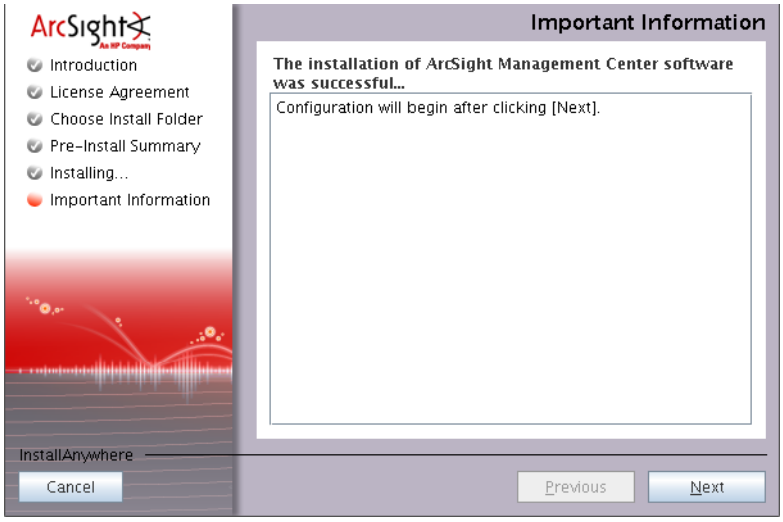
3. For your installation directory, choose your original ArcSight Management Center 1.0 installation directory.



4 Click **Upgrade** to begin the upgrade process.



5 When the process is complete, click **Next** to begin the configuration wizard.



6 If you run the ArcSight Management Center software installer as a root user, the next dialog enables you to specify an existing non-root user and to configure a port through which ArcSight Management Center users will connect through the UI.

For example, you can enter 443, the standard HTTPS port, or any other that suits your needs. If any port other than 443 is specified, users will need to enter the port number in the URL they use to access the ArcSight Management Center UI.

Enter the user name of the non-root user and the HTTPS port number, and then click **Next**. (These values may not be changed later in the process.)

7 After the software is installed, click **Next** to begin ArcSight Management Center initialization.

8 After initialization is complete, click **Done** to launch the ArcSight Management Center Configuration wizard.

The Configuration wizard should launch automatically. If it does not, use this command to launch the wizard:

```
<install_dir>/current/arcsight/arcmc/bin/arcsight arcmcsetup
```

9 If you have run the ArcSight Management Center software installer as a root user, the next dialog enables you to configure ArcSight Management Center to run as a system service or as a process.

When you configure ArcSight Management Center as a system service, a service called `arcsight_arcmc` will be configured and enabled at runlevels 3 and 5.

Additionally, a few libraries are added using `ldconfig`. For a complete list of those libraries, see `/etc/ld.so.conf.d/arcsight_arcmc.conf` and `<install_dir>/current/arcsight/install/ldconfig.out`.

10 You have upgraded ArcSight Management Center. Click **Start** ArcSight Management Center **Now**, or click **Start** ArcSight Management Center **later,** and then click **Finish**.

11 If you selected **Start** ArcSight Management Center **Now**, click **Finish** to exit the wizard. Alternatively, wait for the next dialog which provides the URL to access the ArcSight Management Center interface.

ArcSight Management Center continues to start services and processes in the background.

Upgrading the ArcMC Agent

ArcSight Management Center 2.0 can only manage nodes that are running the ArcSight Management Center Agent 2.0. Consequently, after upgrading to ArcSight Management Center 2.0, you may also need to upgrade the ArcSight Management Center Agent on some or all previously managed hosts in order to continue management.

An Agent upgrade is required for any of the following host types running ArcSight Management Center 1.0, that you wish to continue managing:

- **Hardware Appliances:** Hardware Connector Appliances or Logger Appliances
- **Software Form Factors:** Software Connector Appliances or Software Loggers

Hardware Appliances

ArcSight Management Center 2.0 can remotely upgrade the ArcMC Agent on one or multiple Connector Appliance or Logger Appliance that it currently manages and is running ArcMC Agent 1.0.

For instructions on how to upgrade the ArcMC Agent from version 1.0 to 2.0 on a currently managed appliance host, see the ArcSight Management Center 2.0 Administrator's Guide.

If the appliance was *not* previously managed by the upgraded ArcSight Management Center 2.0, and is still running ArcMC Agent 1.0, you can neither add the host directly to ArcSight Management Center 2.0, nor upgrade the Agent. Instead, do the following:

1 Stop the ArcMC Agent process on the appliance (**System Admin > Process Status > Stop ArcMC Agent**).

2 Add the appliance host to your newly upgraded ArcSight Management Center. (See the Administrator's Guide for instructions on adding a host.) ArcSight Management Center will automatically install ArcMC Agent 2.0 and will then manage the appliance.

Software Form Factors

To upgrade the ArcMC Agent on a software form factor host (Software Connector Appliance or Software Logger), do the following:

1. Uninstall the ArcMC Agent 1.0.
2. Manually install the ArcMC Agent 2.0.

For instructions on each of these procedures, see the ArcSight Management Center 2.0 Administrator's Guide.

Available Documentation

In addition to these release notes, ArcSight Management Center documentation comprises the following, available from the HP ArcSight community, Protect724.

- The ArcSight Management Center 2.0 Administrator's Guide, explaining features and functionality for ArcMC 2.0.
- The ArcSight Management Center 2.0 Migration Guide, explaining procedures for migrating Connector Appliance 6.4P3 to ArcSight Management Center.
- Getting Started with ArcSight Management Center, explaining basic configuration steps for ArcMC appliances.

In addition, ArcSight Management Center includes Online Help, integrated into the product and available from the Help link in the upper-right of the browser window.

Online Help Errata

The following statements in the ArcSight Management Center 2.0 Online Help require correction. Corrections are reflected in the latest ArcSight Management Center Administrator's Guide.

- In the topic **Software Installation > Installing ArcSight Management Center > Prerequisites for Installation**:
  - Replace the first bulleted paragraph about ulimits with the following:

    File Descriptors 10240 or More: The host must support at least 10240 file descriptors. Perform `ulimit -n` on the host to determine the current level. If it does not equal at least 10240, open `limits.conf` and set these two parameters:

    ```
    * hard nolimit 10240
    ```

```
* soft nolimit 10240
```

Save the file and restart your session.

- Add the following bulleted item:

  Unzip Package: An RPM capable of unzipping files needs to be installed on the CentOS or RedHat Linux system, and the unzip command path need to be set before installing Software ArcSight Management Center.

- In the topic **Managing ArcSight Products > Loggers > Upgrading a Logger Appliance:** The sentence *"You can remotely upgrade a managed Logger Appliance running Logger 5.3 SP1 to Logger 5.5."* should include *"..or Logger 5.5 Patch 1."*
- In the topic **System Admin > SSH Access to the Appliance,** this statement was omitted: "*By default, you are not prompted for a challenge/response when remotely logging in using SSH. (This represents a change from the configuration of Connector Appliance.)*
  - *As a result, it is imperative that you change the default password for the "root" account on the ArcSight Management Center appliance to a new, strong password.*
  - *For added security, it is strongly recommended that you enable SSH access only when necessary, such as for troubleshooting purposes."*
- In the topic **System Admin > Users/Groups> User Management > Users,** in the parameters table under Step 4:
  - In the System Admin row, replace the **Description** field with this text:

    "Select a rights level from the drop-down list:

    - *Default System Admin Group* gives the user rights to change the settings in the **System Admin** menu. Choosing this option displays all the tabs and menus.
    - *Read Only System Admin Group* allows the user read-only access.
    - *Unassigned* prevents user access to the System Admin menu."
  - In the ArcMC Rights row, replace the **Description** field with this text:

    "Select a rights level from the drop-down list:

    - *Default ArcMC Rights Group* gives the user rights to the **Home, Node Management,** and **Configuration Management** menus, as well as the **Backup/Restore** and **Repositories** menus. Choosing this option displays all the tabs and menus.
    - *Read Only ArcMC Group* allows the user read-only access.
    - *Unassigned* prevents user access to any ArcMC components."
- In the topic **Audit Logs > Audit Event** types, replace the first sentence with the following: *"You can forward ArcSight Management Center application audit events, which are in Common Event Format (CEF), to a destination of your choice.*"
- In the topic **Monitoring > Creating Rules**, the name of the rules file is incorrectly shown as `exportrules.csv`. In actuality, the file is called `monitor_breach_rules.properties`.
- In all topics under **Special Connector Configurations,** replace all mentions of *"ArcSight Express"* with *"ArcSight Management Center."*

Fixed Issues

The following issues have been resolved in this release.

Issue	Description
ARCMC-1777	When a configuration is pushed, a progress spinner will now be displayed to show that the push is in progress.
ARCMC-987	Under Node Management > Edit/Update Configuration: if the user selects the storage group configuration type to be updated, the Add Row link has been removed because the user should not be able to create new storage groups.

Open Issues

This release contains the following open issues. Use the workarounds, where available.

Issue	Description
ARCMC-2130	When a host is relocated from the default location, after rebooting, the host model and version will be reported as Unknown. Workaround: Avoid reboots and do not move hosts to new locations, if possible. However, if a host is relocated, and this occurs, delete the host and then re-add it. You will also need to add the host as subscriber to all the configurations it was added before.
ARCMC-2122	If a configuration is edited, the user is prompted to push the edited configuration to all subscribers. However, this automatic push never occurs. Workaround: Click Push button to manually push the changed configuration to all its subscribers.
ARCMC-2052	On the monitoring page, no warning is shown if the user imports and uploads a file without a .properties extension. Only CSV files are valid for the upload. Workaround: Upload a file in CSV format with the extension .properties.
ARCMC-2051	Under Node Management > Edit/Update Configuration: if the user selects the storage group configuration type to be updated, the Add Row link is visible. This should not be the case. The link is to add new entries to storage groups, which is not supported in ArcSight Management Center. If the user proceeds with the operation, it will fail and no storage group configuration push will occur.
ARCMC-2050	When Setting a Configuration on a managed Logger, and invalid data is entered into a field, the Logger will be shown in ArcMC with a incorrect status of Down. Workaround: Restart the web service on the managing ArcMC.
ARCMC-2039	Any change to a DNS entry requires a restart of the web process for all features and functions to work as expected.
ARCMC-2033	In some cases, when adding an FTP subdirectory with a special character (such as: ~ ! @ # $ % ^ & *) , an error message is returned that says "null." Workaround: Do not use special characters in an FTP subdirectory name.

Issue	Description
ARCMC-2021	On ArcMC appliances, the FTP configuration page (part of the System Admin UI) erroneously doesn't let the user enter a port range (e.g. 11001-11020). It does allow to enter a single port (e.g. 11001). It is possible to configure a port range via the following steps: 1) In the ftp page of the sysadmin UI, configure a single port instead of the desired port range, save the configuration 2) SSH to the appliance, login as root 3) Edit the file /opt/arcsight/ftpserver/res/conf/arcsight-ftpd.xml, modify the line that defines the passive ports to specify the desired port range, for example: <passive ports="11001-11020"/> 4) save the file 5) restart the ftp server to pick up the new port range: /etc/init.d/arcsight_ftpd stop /etc/init.d/arcsight_ftpd start
ARCMC-2011	If creating a WUC external configuration with all the parameters given on ArcMC, please make sure all the parameters are also given on the connector side (while creating the connector). Otherwise the push or compliance check may fail.
ARCMC-1979	If a node is being restarted after having it added onto ArcMC, the status that will be displayed is "initialized" even though the node has not come up yet.
ARCMC-1894	In the System Admin UI License & update page, if an error occurs when uploading a new license or update, the UI will report that an error occurred but it may not always display the actual error message. Workaround: Refresh the browser, go back to the License & Update page and click on the "Last Update Status" link.
ARCMC-1613	[CONAPP-4161] Changes will not take effect if the year portion of the date is updated manually, using the ArcMC GUI. Instead, change the entire date, and not just the year.
ARCMC-1373	In some cases, on a migrated ArcMC, when setting a value for a Network Configuration, ArcMC will report success when in actuality the value does not change.
ARCMC-1284	If an attempt is made to add a "CEF encrypted syslog" destination using "choose from existing destination" option, then there is no way to enter the shared key value. Because of this, the destination is not registered correctly, resulting in caching of the events. Workaound: If user wants to add a "CEF encrypted syslog" destination, then please only user "create a new destination" option
ARCMC-1220	In some cases, during the import hosts process, the last host in the uploaded CSVfile is not imported. Workaround: End the CSV file with a single, new blank line (a hard carriage return).
ARCMC-1108	The Destinations button on the Connectors tab does not function when adding a destination. Workaround: Restart the web process and try the button again.

Issue	Description
ARCMC-1075	[CONAPP-4076] In some cases, clicking the Previous button during the software upgrade may return this error message: "upgrade installation failed:Failure occurred at the following phase:init" Workaround: If this occurs, click Quit on the error dialog to cancel the installation. Then, restart the installation from the beginning.
ARCMC-1057	[CONAPP-4573] An upgrade may fail if issued from the ArcMC GUI to a connector processing a heavy load of events. Workaround: If the upgrade fails from the ArcMC GUI by timing out, do one of the following: -Stop the event feed to the connector and let it process all the cached events. Then perform an upgrade from the Connector Appliance GUI, OR, -Back up the container, perform an emergency restore on it to the required build, and then restore the backed up files to the same container.
ARCMC-1055	[CONAPP-4577] Connectors on local containers may not be restored after applying the backup. Workaround: To restore a connector from the backup configuration, restart it. To restart a connector: 1. Click Setup > System Admin > Process Status. 2. From the list of connectors, select the connector to restart and then click the Restart button.
ARCMC-1026	Turning interface homing on may result in a loss of connectivity to the appliance. If interface homing was already turned on and is known to be working, it can be left on. Workaround: If interface homing was turned on and connectivity was lost, it can be restored as follows: 1. In mouse/keyboard or iLO, log in to the console, and set the IP address of eth0 to its original address. This will cause the network service to be restarted and should restore network connectivity. 2. Once network connectivity has been restored, open the appliance's web UI, log in, and go to Setup > System Admin > Network > NICs. 3. Turn Interface homing off, and then restart the network service.
ARCMC-653	It is a common practice to use an internal certificate authority to sign all certificates used within an organization. However, ArcSight Management Center does not currently support importing the internal certificate authority's root certificate into its trust store. Therefore, certificates signed by internal certificate authorities will be treated as untrusted. Workaround: Import each individual host certificate when prompted during the 'Add host' workflow.
ARCMC-652	A software connector added as a managed node will be displayed on the Hosts tab as "Software" instead of "Software Connector".

Issue	Description
ARCMC-552	The Filter button does not operate in Internet Explorer 8. To use the Filter button, press F12, and then change the document mode to Internet Explorer 8.
ARCMC-346	When adding a host with multiple containers, the credentials of all containers on the host must all be identical, or the add host operation will fail. The workaround is to change all container credentials to match one another.
ARCMC-304	In some circumstances, the navigation tree on the left is replaced with the content of the management panel on the right. The workaround is to log out and then log back in.
ARCMC-52	If pages are loaded in a small browser window, then maximizing the browser does not resize wizard pages correctly. Maximize the window and refresh the view to view a wizard page properly.