

# Getting Started with ArcSight<sup>™</sup> ESM Appliance

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Use this document to install your ArcSight ESM Appliance and connect to it for the first time.

In addition to this document, you will need the following documents to assist you in using your appliance:

- The documentation containing rack installation instructions that is included in the appliance package
- *ArcSight ESM Appliance Configuration Guide*
- *ArcSight ESM Installation and Configuration Guide*
- *ArcSight ESM Administrator's Guide*
- *ArcSight ESM User's Guide*

Documents not included with the appliance are available as downloads from ArcSight Customer Support:

<http://www.arcsight.com/supportportal>

## Installation Instructions

- 1 Follow the instructions in the documentation included in the package for unpacking ESM Appliance and its accompanying accessories.



Read through the instructions, cautions, and warnings in the documentation carefully. Failing to do so can result in bodily injury or system malfunction.

- 2 Securely mount the appliance in a rack, and make the rear panel connections.
- 3 Attach a monitor, keyboard, and mouse to the system.
- 4 Power on the appliance and wait for the system to boot.

## Where to Go From Here

ArcSight ESM Appliance has the Red Hat Enterprise Linux (RHEL) 5.5 operating system installed. When you boot the system for the very first time, you are required to set up the preferences for RHEL 5.5. When setting preferences in the First Boot Wizard for the RHEL 5.5, note that the License agreement you accept is for RHEL 5.5 only.

- Refer to the *ArcSight ESM Appliance Configuration Guide* to configure the operating system. The guide will take you through the proper sequence of OS configuration and ArcSight ESM installation.

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- After completing the installation, refer to the *ArcSight ESM Administrator's Guide* for procedures to obtain and apply your license, and how to manage and maintain your ArcSight ESM installation in general.
  - Refer to the *ArcSight ESM User's Guide* for information on using ArcSight ESM features.

## Customer Support

As an option, you can configure the appliance for out-of-band remote access so that ArcSight Customer Support can access and troubleshoot the appliance if it becomes unresponsive. All appliance models are equipped with HP Integrated Lights-Out (iLO) Advanced. Visit <http://www.hp.com/go/iLO> for detailed information and documentation.

To answer any questions, contact ArcSight Customer Support:

Phone: 1-866-535-3285 (North America)  
+44 (0)870 141 7487 (EMEA)

Email: [support@arcsight.com](mailto:support@arcsight.com)

Web: <https://support.arcsight.com/supportportal/>

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