
Micro Focus Security ArcSight Load Balancer

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Release Notes

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The title page of this document contains the following identifying information:

- Software Version number
- Document Release Date, which changes each time the document is updated
- Software Release Date, which indicates the release date of this version of the software

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[ArcSight Product Documentation on the Micro Focus Security Community](#)

Support

Contact Information

Phone	A list of phone numbers is available on the Technical Support Page: https://softwaresupport.softwaregrp.com/support-contact-information
Support Web Site	https://softwaresupport.softwaregrp.com/
ArcSight Product Documentation	https://community.softwaregrp.com/t5/ArcSight-Product-Documentation/ctp/productdocs

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Overview

ArcSight SmartConnector Load Balancer provides a “connector-smart” load balancing mechanism by monitoring the status and load of SmartConnectors. Currently, it supports two types of event sources and SmartConnectors. One distributes the syslog input stream to syslog connectors using TLS, TCP, or UDP protocol and the other downloads files from a remote server and distributes them to the file-based connectors. Note that the TLS protocol is supported for the SmartConnector for Syslog NG Daemon only.

Load Balancer ensures efficiency by distributing the load to a pool of SmartConnectors. Load Balancer supports high availability configuration with active and standby nodes. It distributes the events received to one or more SmartConnectors predefined in the SmartConnector pool.

Load Balancer is aware of the following information for SmartConnectors defined as the SmartConnector pool:

- **Availability (up or down)** - Load Balancer monitors SmartConnectors for availability. Events are not forwarded to a SmartConnector if it is not running (down). Instead, events are forwarded to the next available SmartConnector in the pool per the defined load-balancing algorithm rules.
- **SmartConnector Load** - CPU usage, memory usage, and queue drop rate for events.

For more information about downloading, installing and configuring the Security ArcSight SmartConnector Load Balancer application for use with event collection for ArcSight products, refer to the Load Balancer Configuration guide available on the [Micro Focus Community](#) page.

What's New in this Release

Load Balancer 8.1.0.1090.0 includes the following capabilities:

- Added support for Red Hat Enterprise Linux (RHEL) 8.2 and CentOS Linux 8.2 as the Load Balancer installation platforms.
- Added support for the IP Flow Information Export (IPFIX) and IP Flow (Netflow/J-Flow) logs to balance the load.
- Java Runtime Environment is upgraded to version 8U252.

System Requirements

For details about hardware, software or platform, and SmartConnector requirements, refer to the *Currently Supported SmartConnector Load Balancer Versions* section in the *ArcSight Security Open Data Platform (SODP) Support Matrix* guide, available on the [Micro Focus Software Community](#) page.

SmartConnector Requirements

- SmartConnector 7.12.X or later
- SmartConnector for Syslog NG Daemon and file-based SmartConnectors

Hardware Requirements

- CPU: 2 CPU X 4 Cores each (2 x Intel E5620, quad core, 2.4 Ghz or better)
- RAM: 16 GB
- Disk: 60 GB
- Number of network interfaces—1 Dedicated Gig Ethernet interface

Note: To achieve better performance, use a server with higher system specifications.

Download Files

Download the 64-bit executable "ArcSightSmartConnectorLoadBalancer-8.1.0.1090.0.bin" file and the Micro Focus SmartConnector Load Balancer Configuration Guide from the Support website - <https://softwaresupport.softwaregrp.com/>. When downloading the documentation zip file, create a folder for documentation (such as C:\ArcSight\Docs) and unzip the file in that folder.

For a successful Load Balancer installation, see the "Installing the Load Balancer" section, in the Micro Focus Security ArcSight SmartConnector Load Balancer Configuration Guide.

Closed Issues

This release resolves the following issues:

Key	Description
CONLB-338	<p>Load Balancer was crashing abruptly because it was unable to detect the following problematic state of a SmartConnector: “unable to create new native thread”.</p> <p>Fix: Added the ability to detect the “unable to create new native thread” problem in Load Balancer. Now, it detects a problematic SmartConnector and stops sending events to the same.</p>
CONLB-368	<p>TLS for encrypted Syslog with the CA- signed certificate was not working.</p> <p>Fix: Added the CA-signed certificate to SmartConnectors. For more information, refer to the Load Balancer Configuration guide available on the Micro Focus Community page.</p>
CONLB-386	<p>Load Balancer was creating multiple threads until it restarted and executed the unbind command.</p> <p>Fix: Install the second Load Balancer to distribute the load.</p>
CONLB-410	<p>Load Balancer 1.4.1 was replacing the source IP address and hostname in the event with its own IP address and hostname.</p> <p>Fix: The new <code>syslog.header.timestamp.ip</code> property is provided to detect IP addresses in the event header properly. However, you can use this property only when the <code>syslog.address.prepend.mode</code> property is set to scan.</p>
CONLB-490	<p>ArcSight SmartConnector Load Balancer service failed to start with the following error message: "LoadBalancer: java.lang.NullPointerException".</p> <p>Fix: Now, this error does not occur.</p>

Open Issues

This release contains the following open issues:

Note: This table includes legacy issue from the ArcSight Installer.

Key	Description
CONLB-417	<p>When you upgrade Load Balancer while the services are still running, after the successful upgrade, the Load Balancer <code>arc_connlb</code> service does not start and displays an error message in the <code>lb.out.wrapper.log</code> even after you start the <code>arc_connlb</code> service manually.</p> <p>Workaround: When you upgrade Load Balancer while the services are still running, the system displays a notification message to stop all the programs before continuing with the upgrade. However, it does not mention the specific services you need to stop. Perform the following steps to fix this issue:</p> <ol style="list-style-type: none">1. After you install Load Balancer as a service, before you upgrade, stop the <code>arc_connlb</code> service by using the following command: <pre># /etc/init.d/arc_connlb stop</pre> or <pre>service arc_connlb stop</pre>2. After Load Balancer is successfully upgraded, start the <code>arc_connlb</code> service by using the following command: <pre># /etc/init.d/arc_connlb start</pre> or <pre>service arc_connlb start</pre>

Upgrading to Version 8.1.0.1090.0

Perform the following steps to upgrade to Load Balancer 8.1.0.1090.0:

1. Download Load Balancer 8.1.0.1090.0 from <https://softwaresupport.softwaregrp.com/>.
2. Stop Load Balancer. If running in High Availability (HA) mode, stop Load Balancer on both hosts.

Note: Micro Focus does not support running mismatched versions of Load Balancer during the upgrade.

3. Move the existing current directory to either 1.4.2 or 8.0.0 folder.
4. Install Load Balancer 8.1.0.1090.0 in the same directory where you had the previous version installed. It will create a new directory for the current version.

5. Run the following command in the installation directory to move configuration and batch files to 8.1.0.1090.0:

For 1.4.2 users: `cp -a 1.4.2/user current`
For 8.0.0 users: `cp -a 8.0.0/user current`
6. If Load Balancer is running in HA mode, repeat the installation steps on the other host.
7. Start Load Balancer. If running in HA mode, start the primary instance first.

Verify Your Upgrade Files

A digital public key is provided for you to use to verify that the signed software you received is indeed from a safe source, and has not been manipulated in any way by a third party.

Visit the following site for information and instructions:

<https://entitlement.mfgs.microfocus.com/ecommerce/efulfillment/digitalSignIn.do>

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