



# Micro Focus Security ArcSight Connectors

Software Version: 8.0.3.8356.0

## Micro Focus SmartConnector Release Notes

Document Release Date: October 16, 2020

Software Release Date: October 16, 2020

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- 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

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

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

## Support

### Contact Information

<b>Phone</b>	A list of phone numbers is available on the Technical Support Page: <a href="https://softwaresupport.softwaregrp.com/support-contact-information">https://softwaresupport.softwaregrp.com/support-contact-information</a>
<b>Support Web Site</b>	<a href="https://softwaresupport.softwaregrp.com/">https://softwaresupport.softwaregrp.com/</a>
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# Overview

These notes list SmartConnectors for which parser changes have been made and describe how to apply this latest ArcSight SmartConnector parser release as well as providing other information about recent changes and open and closed issues (generated by various vendor devices) to the ArcSight ESM Manager, Logger, or other destinations.

## Supported SmartConnector Version

This parser update has been certified with SmartConnector Framework release 8.0.0.8322.0 Use of this update with earlier framework releases is not supported.

## Obtain Parser Release AUP File

### ArcSight Marketplace

The monthly ArcSight SmartConnector parser update releases are posted to the ArcSight Marketplace. ArcSight Marketplace is an app store that enables rapid provisioning of your ArcSight SIEM deployment with content updates and trusted security content packages.

An ArcSight Marketplace administrative account is required to download and install the monthly connector parser updates. Browse to the Marketplace at <https://marketplace.microfocus.com/arcsight> to set up your administrative account.

### MICRO FOCUS SECURITY COMMUNITY

The monthly ArcSight SmartConnector parser update releases are also posted on the [Micro Focus Security Community](#).

# What's New in this Release

SmartConnector 8.0.3.8356.0 includes the following capabilities:

**Note:** From August 2020 and on, parser releases will contain an unobfuscated file. This file includes the latest parser updates of the SmartConnectors currently supported.

The reference file name is **ArcSight-ConnectorUnobfuscatedParsers-8.0.3.8356.0.zip**. To obtain more information, go to [softwaresupport.softwaregrp.com](https://softwaresupport.softwaregrp.com).

## New SmartConnector

None at this time.

## New Device, Component, or OS Version Support

SmartConnector for	Number	New Device, Component, or OS Version
Windows Event Log Native (Microsoft Active Directory)	CON-24404	Added support for Microsoft Active Directory 2019 events on the Windows Event Log Native SmartConnector (WINC).

# SmartConnector Enhancements

In each SmartConnector release, various security fixes, feature updates, and bug fixes are made to the field mappings for individual SmartConnectors. If you use any of the SmartConnectors listed in the "Closed Issues" section of these release notes, be aware that installing the updated SmartConnector can impact your created content.

None at this time.

## Closed Issues

SmartConnector for	Number	Description
Cisco ISE Syslog	CON-24303	Some Pulse Secure events were not being parsed correctly.
Citrix NetScaler Syslog	CON-24592 CON-24604	Some NetScaler 12.x events were not being parsed correctly.
Microsoft Windows Event Log Native	CON-24209	Updated mappings for event Id 4769.
Symantec Endpoint Protection Syslog	CON-23242	Added support to some Symantec End Point Protection 14.2 events by using the Syslog Daemon SmartConnector.



# System Requirements

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

## 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.

# Known Limitations

## ArcMC Managed SmartConnectors

One-Click installation is failing on RHEL 8.1 and CentOS 8.1 through ArcMC 2.9.4.

Workaround:

Pre-requisites for instant connector/ collector deployment for 8.1 O:

- Python2
- Libselinux-python

Unlike Linux 6.x and 7.x, the prerequisites above are not integrated by default in Linux 8.x. If you are installing/ have installed ArcMC in a RHEL/CentOS 8.1 machine, perform the following steps. Also, apply these changes to the target Linux host (the VM where the connector/ collector will be deployed):

1. Install python2:

```
sudo yum install -y python2
```

2. Create a symlink:

```
sudo ln -s /usr/bin/python2 /usr/bin/python
```

3. Install the libselinux-python package:

```
sudo yum install -y libselinux-python
```

**Note:** Note: If the yum command fails when installing libselinux-python, the rpm can be downloaded from: [http://mirror.centos.org/centos/8/AppStream/x86\\_64/os/Packages/libselinux-python-2.8-6.module\\_el8.0.0+111+16bc5e61.x86\\_64.rpm](http://mirror.centos.org/centos/8/AppStream/x86_64/os/Packages/libselinux-python-2.8-6.module_el8.0.0+111+16bc5e61.x86_64.rpm)

[CON-23909]

## IBM Big Fix REST API

While installing the IBM Big Fix API connector through ArcMC, it populates the following incorrect path on the client properties file:

"E:\depot\candidate\connector\GA\main\system\agent\config\bigfix\_api\relevancequeryfile.properties". When the client properties file is auto populated incorrectly, the connector installation fails.

Workaround.

Manually set the correct path, which is: \$ARCSIGHT\_HOME/current/system/agent/config/bigfix\_api/relevancequeryfile.properties

[CON-23907]

## Malware Information Sharing Platform Model Import Connector

When running the MISP connector in FIPS mode, the following error is displayed on the console:

```
java.security.KeyManagementException: FIPS mode: only SunJSSE TrustManagers  
may be used  
  
at sun.security.ssl.SSLContextImpl.chooseTrustManager  
(SSLContextImpl.java:120)  
at sun.security.ssl.SSLContextImpl.engineInit(SSLContextImpl.java:83)  
at javax.net.ssl.SSLContext.init(SSLContext.java:282)  
at org.apache.http.conn.ssl.SSLContextBuilder.build  
(SSLContextBuilder.java:164)  
at org.apache.http.conn.ssl.SSLSocketFactory.<init>  
(SSLSocketFactory.java:303)  
at com.arcsight.agent.dm.f.b.q(b.java:581)  
at com.arcsight.agent.dm.f.b.r(b.java:555)  
at com.arcsight.agent.dm.f.b.d(b.java:173)  
at com.arcsight.agent.Agent.a(Agent.java:674)  
at com.arcsight.agent.Agent.a(Agent.java:1171)  
at com.arcsight.agent.Agent.e(Agent.java:948)  
at com.arcsight.agent.Agent.main(Agent.java:1960)
```

Workaround:

This message can be ignored. It does not affect the functionality.

[CON-23875]

## Microsoft Windows Event Log (WiSC)

WiSC is a special SmartConnector that can be deployed on supported Linux operating systems. We have experienced the following issues:

- Issue #1: High CPU utilization on the monitored Windows host (log endpoint)

High CPU utilization has been detected on the monitored Windows hosts (log endpoints) as a result of the WinRM process taking up to 50% to 70% (on average).

- Issue #2: WinRM inherent EPS limitations

Given the circumstances with WinRM, the event rate has a limit of around 140 EPS (sustained). Therefore, we do not recommend the use of the WiSC SmartConnector to collect logs from Windows endpoints as they generate higher EPS rates.

Workaround: To mitigate these issues, we recommend using the Windows Native Connector (WiNC) SmartConnector.

[CON-21601]

For more information, see the [Technical Note on WinRM-related Issues](#).

### **Microsoft Azure Monitor Event Hub**

The Azure Event Hub Debug Mode for function apps should not be enabled during normal operation, only for support purposes. Enabling it, may cause parsing and mapping errors.

Workaround:

To change this setting:

1. Go to the Azure portal < Function app < Configuration.
2. Set the “DebugMode” application value to False.
3. Restart the Function App.

[CON-22784]

After deploying the connector, events are duplicated or out of order

[CON-22809]

### **All Windows Event Log Connectors, both Native and Unified**

If the connector cannot process events fast enough and the internal queue fills up, it might stop processing.

Workaround:

None at this time. You can re-configure the MQ parameters in agent.properties to prevent the queue from filling up.

[CON-19425]

### **All SmartConnectors**

You might not be able to install your connector because of some missing packages.

Workaround:

Ensure that the following packages are installed:

1. yum install -y unzip
2. yum install -y fontconfig \ dejavu-sans-fonts

[CON-22085]

### **All SmartConnectors installed on Solaris**

When upgrading SmartConnectors on Solaris, a timeout error is displayed. Follow the applicable workaround:

If the Solaris connector is already installed as a standalone, locally upgrade to 8.0.0.8322.

If the Solaris Connector is installed as a service:

1. Stop the service.
2. Go to HOME/current/bin and execute. /runagentsetup.
3. Uninstall the service in Global Parameters and exit the wizard.
4. Perform a local upgrade to 8.0.0.8322.
5. Install the Connector as a service and exit the wizard.
6. Start the service.

[CON-22080]

### All SmartConnectors

Connector logs show Fatal Exception error: Unable to find requested property 'transport.cefkafka.extra.prod.props'. This message does not impact the performance or the functionalities of the Connector.

If you are using a map file with an expression set in the <connector\_install\_location>

\current\user\agent\map location, and the connector runs out of memory, add the following property to agent.properties as a workaround:

```
parser.operation.result.cache.enabled=false
```

If this problem happens with Windows Event Log Native, and if the above work-around does not completely solve the problem, reduce the value of the Native connector parameter 'eventprocessorthreadcount'. You can try to reduce it successively, down to a minimum value of 1, to see which value works best for your environment. Example:

```
agents[0].eventprocessorthreadcount=5 or agents  
[0].eventprocessorthreadcount=1, etc..
```

where 0 is the index of the WINC connector in the container. [CON-19234, CON-18977]

# Upgrading to 8.0.3.8356.0

Micro Focus provides a digital public key for you to verify that the signed software you received is indeed from Micro Focus 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>

**Note:** If a Parser Override was provided, determine whether the Bug or Feature Request number is included in the Fixed or Enhancements section. If the number is not listed, do not upgrade the Connector. You can test the upgrade in a STAGE (staging) environment to ensure it works as expected before you upgrade your environment PROD (production)

## To Apply this Release

Download the appropriate executable for your platform and the "SmartConnector Configuration Guides .Zip" file from the [Support Web Site](#).

When downloading the documentation zip file, create a folder for documentation (such as C:\ArcSight\Docs) and unzip in that folder. Then double-click `index.html` in the `agentdocinstall` directory to access the individual configuration guides.

The 64-bit executable is available for download for Windows and Linux platforms. Only the 64-bit executable is available for Solaris platforms. Users should move to the Solaris 64-bit platform. There is no upgrade path from the Solaris 32-bit image to the Solaris 64-bit image.

All SmartConnectors are currently supported on 64-bit platforms other than those listed as exceptions in the "SmartConnectors with 64-Bit Support" document. This document is available on the [Micro Focus Security Community](#) as well as in the SmartConnector Configuration Guide zip file available for download from the Support Web Site.

For a successful SmartConnector installation, follow the installation procedures documented in the individual SmartConnector configuration guides.

# Connector End-of-Life Notices

## SmartConnector Support Ending Soon

None at this time.

## SmartConnector Support Recently Ended

### Support Ended 01/14/2020

Windows Server 2008 R2 - end of support by vendor.

[CON-17404]

### Support Ended 11/22/2019

Solsoft Policy Server - Support ended due to lack of customer demand.

[CON-22478]

### Support Ended 8/21/2019

Support ended for Oracle Audit DB v9 - end of support by vendor.

[CON-22834]

### Support Ended 4/28/2018

Support ending for all 32-bit SmartConnectors - Use 64-bit SmartConnectors.

### Support Ended 02/21/2018

Symantec Endpoint Protection DB - SEP version 11 support ended by vendor.

### Support Ended 01/31/2018

Solaris 10 Premier support - end of support by vendor. [CON-17404]



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**Feedback on Micro Focus SmartConnector Release Notes (Connectors 8.0.3.8356.0)**

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We appreciate your feedback!