
Micro Focus

ArcSight Management Center

Software Version: 2.80

Release Notes

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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/ct-p/productdocs

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About ArcSight Management Center

ArcSight Management Center (ArcMC), one of the ArcSight Data Platform (ADP) family of products, is a centralized management tool that simplifies security policy configuration, deployment maintenance, and monitoring in an efficient and cost-effective way.

ArcMC offers these key capabilities:

- **Management and Monitoring:** Deliver the single management interface to administrate and monitor ArcSight managed nodes, such as Event Broker, Loggers, Connectors, Connector Appliances, and other ArcMCs.
- **Connector Deployment:** Remotely deploy and manage connectors across your network.
- **SmartConnector Hosting:** For the hardware appliance, as a platform to host and SmartConnectors.

ArcMC includes these benefits:

- Rapid implementation of new and updated security policies
- Increased level of accuracy and reduction of errors in configuration of managed nodes
- Reduction in operational expenses

What's New in this Release

This version of ArcMC includes the following features and enhancements:

- Bulk installation of Micro Focus SecureData client in Connectors,
- Centralized configuration of encrypted fields in CEF events enables pushing Micro Focus SecureData information to Logger,
- Monitoring and management of ArcSight Collectors,
- Monitoring and management of Connectors in Event Broker (CEB),
- Various security fixes, feature updates, and bug fixes.

For more information about this release, review the following sections:

- ["Fixed Issues" on page 10.](#)
- ["Open Issues" on page 11.](#)

For detailed information about ArcMC features and functionality, refer to the ArcMC Administrator's Guide, and other documentation, available from the [ArcSight Product Documentation Community](#).

Technical Requirements

For ArcSight Management Center

Server	<p>For software form factor:</p> <ul style="list-style-type: none">• Red Hat Enterprise Linux (RHEL) 6.9, 7.3, 7.4. Additionally, for RHEL7.x installation of software ArcMC: See "Prerequisite for ArcMC Installation or Upgrade for RHEL 7.x" on page 7.• CentOS 6.9, 7.3, 7.4 <p>For appliance upgrade: Red Hat Enterprise Linux 6.9, 7.3, 7.4</p>
Client System	<ul style="list-style-type: none">• Windows 7, 8, 10• MacOS 10.8 or later• RHEL 6.9, 7.3, 7.4
CPU	1 or 2 Intel Xeon Quad Core (or equivalent)
Memory	<ul style="list-style-type: none">• 16 GB RAM• 80 GB Disk Space (for software form factor)
Supported Client Browsers	<ul style="list-style-type: none">• Internet Explorer 11• Microsoft Edge (version current as of release date)• Firefox ESR (version current as of release date)• Google Chrome (version current as of release date)
Screen Resolution	Optimal screen resolution is 1920x1200
Hardware Models	For upgraded deployments, all models C550x and C650x running RHEL 6.9; all models C660x running RHEL 7.3 or 7.4.

For Managed ArcSight Products

Managed Product	Software Form Factor	Hardware (Appliance)	ArcMC Agent Version Required
SmartConnector	v6.0.3 or later. Applies to software connectors running on ArcMC Appliance, Connector Appliance, Logger (L3XXX), or separate server.	N/A	ArcMC Agent is not required.
Logger	v6.2, v6.2 P1, v6.3, v6.3.1, v6.4, v6.4.1, v6.50, v6.51, v6.60	v6.1, v6.1 P1, v6.2, v6.2 P1, v6.3, v6.3.1, v6.4, v6.4.1, v6.50, v6.51, v6.60, on models LX50X and LX60X	v2.71
ArcMC	v2.2, v2.2 P1, v2.5, v2.5.1, v2.6, v2.61 v2.70, v2.71, v2.80	v2.1, v2.2, v2.2 P1, v2.5, v2.5.1, v2.6, 2.61, v2.7.0, v2.71, v2.80 on models C650X and C660X.	v2.71
Connector Appliance	v6.4 P3 or v6.4 P3 (6885) Hotfix	v6.4 P3, on models CX400 or CX500	v2.71
Event Broker	v2.0, v2.0.1, v2.10, v2.20	N/A	ArcMC Agent is not required
Collector	v7.70, v7.80	N/A	ArcMC Agent is not required

Installer Files

Available from the HPE download site, the installer files for ArcSight Management Center 2.80 are named as follows:

- **For Software ArcMC:** ArcSight-ArcMC-2.8.0.<build number>.0.bin
- **Software installer for use remotely with the ArcMC Node Management as well as local upgrade:** arcmc-sw-<build number>-remote.enc
- **For ArcMC Appliance (Upgrade Only):** arcmc-<build number>.enc
- **ArcMC Agent Installer:** The ArcMC Agent installer for all appliance nodes, and for some types of software nodes, is bundled with the ArcMC installer file. You may remotely install or upgrade the ArcMC Agent on a managed node directly from ArcMC, as follows:
- You can install or upgrade the ArcMC Agent remotely from a managing ArcMC on all managed appliance nodes (Logger Appliance, ArcMC Appliance, and Connector Appliance hardware form factor).

- You can install or upgrade the ArcMC agent for remotely managed software nodes which are ArcMC v2.1 and Logger v6.0 or later.

The ArcMC Agent cannot be upgraded or installed remotely on earlier versions of ArcMC and Logger, nor for any software Connector Appliance managed node. For these node types, the manual installer is required and named `ArcSight-ArcMCAgent-2.8.0.<build number>.0.bin`.

ArcMC Appliance OS Upgrade Files

Available from the HPE download site, the OS upgrade files for ArcSight Management Center 2.80 Appliance (only) are named as follows:

- **For Upgrade to RHEL 6.9: (C650x appliances)** `osupgrade-arcmc-rhel69-<timestamp>.enc`
- **For Upgrade to RHEL 7.3: (C660x appliances)** `osupgrade-arcmc-rhel73-<timestamp>.enc`
- **For Upgrade to RHEL 7.4: (C660x appliances)** `osupgrade-arcmc-rhel74-<timestamp>.enc`

For OS upgrade files for a software ArcMC host, contact your host vendor.

Prerequisite for ArcMC Installation or Upgrade for RHEL 7.x

Before installing or upgrading software ArcMC on Red Hat Enterprise Linux (RHEL) 7.X, you must modify the inter-process communication (IPC) setting of the `logind.conf` file.

To modify the `logind.conf` file for RHEL 7.X:

1. Navigate to the `/etc/systemd` directory, and open the `logind.conf` file for editing.
2. Find the `RemoveIPC` line. `RemoveIPC` should be active and set to `no`. ((Remove the `#` sign if it is there, and change the `yes` to `no` if appropriate. The correct entry is: `RemoveIPC=no`).
3. Save the file.
4. From the `/etc/systemd` directory, enter the following command to restart the `systemd-logind` service and put the change into effect: `systemctl restart systemd-logind.service`

After you have modified this setting and met any other prerequisites, you are ready to install software ArcMC.

Upgrading ArcMC

Upgrade is supported from software ArcSight Management Center version 2.71 to software ArcSight Management Center 2.80. You should also upgrade any managed ArcMCs to version 2.80 as well. Upgrade from 2.70 to 2.80 is also supported.

Upgrade Prerequisites

Be sure that you meet these prerequisites before upgrading to ArcMC 2.80.

- **OS Upgrade:** Upgrade the operating system on your appliance or host to a supported OS version *before* upgrading the ArcMC version. OS support and required OS upgrade file names are listed under [Technical Requirements](#).

Note: Because the latest OS includes important security updates, be sure to apply the OS upgrade even if you already upgraded the OS version to 6.9, 7.3, or 7.4.

For instructions on how to apply an appliance OS upgrade (either remotely or locally), see the section on Upgrading ArcMC in the ArcMC Administrator's Guide.

Note: For OS upgrade files for a software ArcMC host, contact your host's vendor.

These instructions are for upgrading software ArcMC using a wizard in GUI mode. You can also upgrade your ArcMC from the command line in console mode, and in silent mode. For those instructions, refer to the Installation chapter of the ArcMC Administrator's Guide.

Remote upgrade is another method if the target ArcMC is managed by another ArcMC using the Node Management upgrade feature.

To upgrade to ArcSight Management Center 2.80:

1. Copy the required upgrade files to a secure network location.
2. Run these commands from the directory where you copied the ArcSight Management Center files:

```
chmod u+x ArcSight-ArcMC-2.8.0.<build number>.0.bin  
./ArcSight-ArcMC-2.8.0.<build number>.0.bin
```

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

3. Follow the prompts to upgrade. For your installation directory, choose your original ArcSight Management Center installation directory.
4. If you run the ArcSight Management Center software installer as a root user, then you need to specify an existing non-root user and a port through which ArcSight Management Center

users will connect. If any port other than 443 (the default HTTPS port) is specified, then users will need to enter the port number in the URL they use to access ArcSight Management Center. When prompted, enter the user name of the non-root user and the HTTPS port number, and then click **Next**.

5. Follow the prompts to complete product initialization.
6. If you run the installer as a root user, specify whether to run ArcSight Management Center as a system service or as a process.

Note: 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`.

The upgrade is completed.

7. Click **Start ArcSight Management Now**, or click **Start ArcSight Management Center later**, and then click **Finish**.

Upgrading the ArcMC Agent

You should also upgrade the ArcMC Agent on all managed nodes that require the Agent for communication with ArcMC. For instructions on upgrading the ArcMC Agent on managed nodes, see the ArcMC Administrator's Guide.

Fixed Issues

The following issues are fixed in this release.

Issue	Description
ARCMC-13333	An issue has been fixed where in some circumstances, containers or connectors could not be selected from the navigation tree.
ARCMC-13011	An issue has been fixed where attempting to add a connector as a managed node sometimes failed with the following error message, "Failed to add connector/s as managed node: Could not download SSL Certificate from the connector container with URL ... Container may be down or not running on that port."
ARCMC-12884	<p>If a managed connector is installed manually and not through Instant Connector Deployment, the following two properties must be added through the Add Properties feature of Containers.</p> <p>Steps:</p> <ol style="list-style-type: none">1. Open Configuration Management > Manage Collectors/Connectors.2. Click the Containers tab and Select the Containers.3. Click the Properties button and add the following properties: <p>https.proxy.host : <value></p> <p>https.proxy.port : <value></p>
ARCMC-12876	The following graphs under the Monitoring Detail Summary view now apply to CEBs: Queue Rate, Queue Drop Count, Command Responses Processed.
ARCMC-12809	An issue has been fixed where associations could not be pushed to a managed Logger if Password Strength was enabled on the Logger.
ARCMC-12212	An issue has been fixed where the hardware status of the appliance power supply was not being reported correctly in the "Hardware Status" dashboard. The hardware status of power supplies is correctly displayed.
ARCMC-12070	An issue has been fixed where an ArcMC upgrade would sometimes appear to fail but the logs would show upgrade completion.
ARCMC-11212	With the new design, the copyright information is being displayed in the 'About us' page. It is no longer displayed on the Login screen.

Open Issues

This release contains the following open issues.

Issue	Description
ARCMC-13866	<p>In the Node Management section, clicking the Location hyperlink when the left side navigation tree is collapsed, does nothing.</p> <p>Workaround: Expand the left side navigation and then perform the Node Management operations.</p>
ARCMC-13865	<p>On the Connector Summary page, refresh fails when the left side navigation tree is in collapsed state.</p> <p>Workaround:</p> <ol style="list-style-type: none">1) Remove the tag '#nodemgmt:undefined' from the URL and refresh the page.2) Keep the navigation tree and navigate to the Connector Summary page.
ARCMC-13847	<p>After deleting the WISC connector from the local container, you cannot re-configure it.</p> <p>Workaround:</p> <ol style="list-style-type: none">1) In repositories, please create a new repository and give the relative path as 'wisc'. Select delete before push option. Upload a zip file to this repository, the zip file should have one folder 'wisc' but an empty folder and no content.2) In repositories, please create a new repository and give the relative path as 'agentdata\wisc', select delete before push option. Upload a zip file to this repository, the zip file should have one folder 'agentdata\wisc' but an empty folder and no content.3) Push the repository file to the container from which the connector is removed.4) Download the container certificate to ArcMC.5) Then configure the WISC.
ARCMC-13812	<p>In some cases, attempting to deploy connectors with Instant Connector Deployment to a Windows host will product a winrm or credssp failure, and connector deployment will fail.</p> <p>Workaround: None available at this time.</p>
ARCMC-13792	<p>Enable SFTP as follows to use the Bulk SecureData client feature on ArcMC appliance.</p> <ol style="list-style-type: none">1. Edit "/opt/local/openssh/config/ssh_config" and below the commented out line for SFTP, add a line that reads: <pre># override default of no subsystems #Subsystem sftp /usr/libexec/sftp-server Subsystem sftp /opt/local/openssh/libexec/sftp-server <==Add this line.</pre>2. Restart the SSHD server: <pre>/etc/init.d/arcsight_sshd restart</pre>

Issue	Description
ARCMC-13790	<p>In the Event Broker drill down view, we do not see Collectors in different location displayed on this page as the event source for the CEBs on the Event Broker.</p> <p>Workaround: None available at this time.</p>
ARCMC-13740	<p>When viewing a Collector container, the 'Add' button is incorrectly enabled. Attempting to add a collector using this button with this button will fail and not add any collector on the host.</p> <p>Workaround: Use the Instant Deployment feature to deploy a collector on the host.</p>
ARCMC-13739	<p>In some scenarios when the deployment fails, the ArcMC still tries to add it as managed node. To see more details on the reason for deployment failure, expand view the job step details.</p>
ARCMC-13724	<p>In some cases, a collector will not be added as a managed node if deployed on an already existing host by using an IP address.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Delete host added with its IP Address. 2. Add the same host as Collector with its FQDN. 3. Scan the host for Connectors.
ARCMC-13720	<p>When Event Broker goes to OutOfMemory state, ArcMC loses connection with the Event Broker and its status is displayed as 'Down' in ArcMC.</p> <p>Workaround: Redeploy Event Broker. Once Event Broker is up and running, add the ArcMC details and certificate back in the Installer UI. Then ArcMC can manage the Event Broker successfully.</p>
ARCMC-13719	<p>When the deployment or redeployment of a CEB fails, follow this process to deploy or redeploy.</p> <ol style="list-style-type: none"> 1) Login to the installer. 2) Undeploy the EB 3) Redeploy the EB 4) Add ArcMC configurations to EB. 5) The ArcMC user can now deploy or redeploy the CEB.
ARCMC-13698	<p>Retry option is not working for SecureData client install.</p> <p>Workaround: Fix the reason for failure. Then go to Manage Collector/Connector page > Container tab. Click Properties and run the install again.</p>
ARCMC-13626	<p>If a connector or collector deployment job is submitted without DNS configuration, the job will fail and Job Manager will not enable a retry.</p> <p>Workaround: Configure the necessary DNS settings or make sure that the remote VM is resolvable by ArcMC. Then, start a new job from 'Deployment view' .</p>
ARCMC-13510	<p>If you provide a passphrase of more than eight characters when configuring SNMP settings, audit events in the form of SNMP traps will not be sent.</p> <p>Workaround: Enter a SNMP passphrase of up to eight characters.</p>

Issue	Description
ARCMC-13321	<p>If a collector certificate fails to download, a host with connectors will also fail to be added as a host in ArcMC.</p> <p>Workaround: Manually add the host with just the Connector details (port) through 'Add host' .</p>
ARCMC-13146	<p>When performing a bulk delete of hosts, job processing may appear stuck but the job itself is completed.</p> <p>Even though you see the spinner going, the job has finished in the background. You can confirm this on the Node management page.</p>
ARCMC-12926	<p>Remote Instant Connector/Collector Deployment from an ArcMC running RHEL/CentOS 6.9 to a remote Windows machine is not supported.</p>
ARCMC-12861	<p>When Collector metrics are shown, the restart count is always 0.</p> <p>Workaround: None available at this time.</p>
ARCMC-12847	<p>After SecureData FPE encryption is enabled, it should not be disabled. However, ArcMC permits the user to disable it. Doing so will leave the event output in an inconsistent state.</p> <div data-bbox="347 842 1370 898" style="background-color: #f0f0f0; padding: 5px;"> <p>Caution: Do not disable SecureData FPE encryption once it has been enabled.</p> </div>
ARCMC-12785	<p>A CEB name with special characters will show as agent name on the Connectors tab.</p> <p>Workaround: Avoid using special characters when naming CEBs.</p>
ARCMC-12599	<p>In Internet Explorer 11, the Add button for Connectors and Collectors is disabled.</p> <p>Workaround: To add a Connector or Collector, use the Topology view, or view the page in a different browser.</p>
ARCMC-12282	<p>In Internet Explorer 11 or Edge, the Topology drill down view can freeze the application.</p> <p>Workaround: Use latest supported versions of Chrome or Firefox.</p>
ARCMC-11220	<p>On a freshly imaged ARI for ArcMC 2.60 or 2.70, when you restart the web process for the first time, you will have access to only System Admin page and no access to navigational menus.</p> <p>Workaround: If you have only access to System Admin page, restart the aps process on Process Status page. Once aps process restarts and is running, restart the web process. You should now have access to all menus.</p>
ARCMC-11219	<p>In some cases, a Kafka timeout causes an intermittent topic bootstrap failure. Because of this, route creation in ArcMC may fail.</p> <p>Workaround: Restart webservices on the Event Broker master node.</p>
ARCMC-11140	<p>When choosing "Export" from the Node Management menu while viewing a feature other than Node Management, the page may be remain blank or show a spinner indefinitely, although the export will succeed.</p> <p>Workaround: To avoid this, choose the "Node Management" menu option first, and after the page has loaded, choose "Export".</p>

Issue	Description
ARCMC-10478	<p>After a product type ages out, the product type is permanently removed from ArcMC.</p> <p>Workaround: To bring back the device type, update the DB entry as follows.</p> <p>1) Update the DB directly to the existing entry:</p> <p>On a Software ArcMC: <pre>{install directory}/current/arcsight/bin/psql rwdb web</pre></p> <p>On an Appliance ArcMC: <pre>{install directory}/local/pgsql/bin/psql rwdb web</pre></p> <p>2) Then run the sql: <pre>UPDATE arcmc_monitor_device_timeout SET device_timeout='20', device_tracking='t', device_ageout_days='13' WHERE device_product='<device product>';</pre></p> <p>Note: The device_timeout and device age_out parameters should be set to the desired values.</p> <p>3) Type \q to quit.</p> <p>4) Restart the web service after update.</p>
ARCMC-7783	<p>On the Monitoring page, Connector Count can take a long time to update.</p> <p>Workaround: None available at this time. Please be patient while the count is updated.</p>
ARCMC-6497	<p>After adding a connector to a localhost container, listing all destinations to select from may take some time.</p> <p>Workaround: None available at this time. Please be patient while the list of destinations is built.</p>
ARCMC-4114	<p>If the location of Logger nodes is updated, the new location will not be reflected in the path of the Logger initial configuration source nodes.</p> <p>Workaround: None available at this time.</p>
ARCMC-2129	<p>When a Connector is managed by two ArcMCs and the two ArcMCs have different Content AUP's uploaded, multiple copies of the same Content AUP file are created in the user/agent/aup directory. This may cause large Appliance Backup files to accumulate, occupying disk space.</p> <p>Workaround:</p> <ul style="list-style-type: none"> - Manage the Connector from one ArcMC only OR have the Content AUP version uploaded on both ArcMCs. - Manually delete the backup files that are not required.

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Feedback on Release Notes (ArcSight Management Center 2.80)

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We appreciate your feedback!