
Micro Focus

ArcSight Management Center

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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:

- **Global Event ID:** Every event generated by an ArcSight component will have a unique Global Event ID. This will help in identifying the events in case the same event is seen in multiple ArcSight components like Logger, ESM, and Event Broker.
- **Generator ID Management:** Allows users to generate an ID to assign it to a non-managed product. A unique Generator ID is required by ArcSight component to generate unique Global Event IDs. ArcMC will help set unique Generator ID on ArcSight components.
- **SecureData Client:** Latest SecureData Client available to install on managed Connectors.
- **Non-root user support for instant Connector deployment.**

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, 7.5. 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, 6.10, 7.4, 7.5 <p>For appliance upgrade: Red Hat Enterprise Linux 6.9, 7.3, 7.4, 7.5.</p>
Client System	<ul style="list-style-type: none">• Windows 7, 8, 10• RHEL 6.9, 7.3, 7.4, 7.5.
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 6.10; all models C660x running RHEL 7.5.

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 or later.	v6.1 or later on models LX50X and LX60X	v2.71, v2.90
ArcMC	v2.2 or later.	v2.1 or later on models C650X and C660X.	v2.71, v2.90
Event Broker	v2.0 or later.	N/A	ArcMC Agent is not required
Collector	v7.70 or later.	N/A	ArcMC Agent is not required

Installer Files

The installation package is available for download from the ArcMC 2.90 Software Depot at <https://entitlement.mfgs.microfocus.com>. The installer files for ArcSight Management Center 2.90 are named as follows:

- **For Software ArcMC:** ArcSight-ArcMC-2.90.<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 all 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:
 - The installation of the ArcMC agent is performed when adding the nodes through Node Management (**Add Host** section). For more information refer to **Chapter 2: Software Installation / Installing the Arcsight Management Center Agent** in the ArcMC Administrator's Guide. For upgrading the agent on managed nodes check **Chapter 5: Managing Nodes / Updating (or Installing) the ArcMC Agent**.
- You can install or upgrade the ArcMC Agent remotely from a managing ArcMC on all managed appliance nodes (Logger Appliance, and ArcMC Appliance).

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

Note: 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-2.90.<build number>.0.bin`.

ArcMC Appliance OS Upgrade Files

The OS Upgrade files are available for download from the ArcMC 2.90 Software Depot at <https://entitlement.mfgs.microfocus.com>. The OS upgrade files for ArcSight Management Center 2.90 Appliance (only) are named as follows:

- **For Upgrade to RHEL 6.10: (C650x appliances)** `osupgrade-arcmc-rhel69-<timestamp>.enc`
- **For Upgrade to RHEL 7.5: (C660x appliances)** `osupgrade-arcmc-rhel74-<timestamp>.enc`

Note: 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 2.80 to software ArcSight Management Center 2.90. You should also upgrade any managed ArcMCs to version 2.90 as well.

Upgrade Prerequisites

Be sure that you meet these prerequisites before upgrading to ArcMC 2.90.

- **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 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 2.90:

1. If you have previously configured SMTP for ArcMC, you must delete all SMTP configuration files before starting the upgrade.
 - a. Open the **Configuration Management > All Subscriber Configurations** page.
 - b. For all configurations of the type SMTP, click the **Name** link to open the configuration details. Make a note of the configuration. You will use this information to restore the SMTP configuration after the upgrade.
 - c. Then select the configuration and click **Delete**.
2. Copy the required upgrade files to a secure network location.
3. Run these commands from the directory where you copied the ArcSight Management Center files:

```
chmod u+x ArcSight-ArcMC-2.90.<build number>.0.bin
./ArcSight-ArcMC-2.90.<build number>.0.bin
```

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

4. Follow the prompts to upgrade. For your installation directory, choose your original ArcSight Management Center installation directory.
5. 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**.
6. Follow the prompts to complete product initialization.
7. 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.

8. Click **Start ArcSight Management Now**, or click **Start ArcSight Management Center later**, and then click **Finish**.
9. If you deleted SMTP configurations files in "[If you have previously configured SMTP for ArcMC, you must delete all SMTP configuration files before starting the upgrade.](#)" on the [previous page](#), you can now open the **Configuration Management > All Subscriber Configurations** page and restore your SMTP configurations from your notes.

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-14409	After upgrading ArcMC to version 2.81, you can now deploy CEBs without re-adding Event Broker to your ArcMC.
ARCMC-14405	All Subscriber Configurations menu is now working in ArcMC 2.81. The SMTP configuration(s) created from earlier releases were removed before upgrading to 2.81, and then added back to ArcMC after the upgrade.
ARCMC-13812	In some cases, attempting to deploy connectors with Instant Connector Deployment to a Windows host will produce a winrm or credssp failure, and connector deployment will fail. This is no longer the case.
ARCMC-13740	When viewing a Collector container, the *Add* button is incorrectly enabled. Attempting to add a collector/connector using this button will fail and not add any collector/connector on the host. This is no longer the case.
ARCMC-13146	When performing a bulk delete of hosts, job processing no longer appears stuck.

Open Issues

This release contains the following open issues.

Issue	Description
ARCMC-14580	Issue: The Not operator cannot be used for creating rules from ArcMC to Event Broker. Workaround: None available at this time.
ARCMC-15091	Issue: The installation of the latest ArcMC build in a VM that does not have JAVA is not working. Workaround: None available at this time.
ARCMC-14380	Issue: Change the pullMetricData thread timeout as configurable property. Workaround: None available at this time.
ARCMC-14311	Issue: When a new certificate is uploaded, the previously uploaded certificate is not deleted from the truststore. Workaround: Delete the previously added certificate from the truststore from command line and restart web.
ARCMC-13812	Issue: In some cases, attempting to deploy connectors with Instant Connector Deployment to a Windows host will produce a winrm or credssp failure, and connector deployment will fail. Workaround: None available at this time.

Issue	Description
ARCMC-13790	<p>Issue:</p> <p>On the Topology and Deployment view, the incorrect Alternate location icon is shown for Collectors. On the Deployment view the Alternate location icon is not shown on the legend.</p> <p>Workaround:</p> <p>None available at this time.</p>
ARCMC-13724	<p>Issue:</p> <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>Issue:</p> <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:</p> <p>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>Issue:</p> <p>The deployment or redeployment of a CEB can fail.</p> <p>Workaround:</p> <p>Complete the following to deploy or redeploy:</p> <ol style="list-style-type: none"> 1. Login to the Installer. 2. Undeploy the Event Broker. 3. Redeploy the Event Broker. 4. Add ArcMC configurations to Event Broker. 5. The ArcMC user can now deploy or redeploy the CEB.

Issue	Description
ARCMC-13698	<p>Issue:</p> <p>The retry option does not work for the SecureData client install.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Fix the reason for the failure. 2. Open Manage Collector/Connector > Container. 3. Click Properties and run the install again.
ARCMC-13626	<p>Issue:</p> <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:</p> <ol style="list-style-type: none"> 1. Configure the necessary DNS settings or make sure that the remote VM is resolvable by ArcMC. 2. Start a new job from the Deployment view.
ARCMC-13321	<p>Issue:</p> <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:</p> <p>Manually add the host with just the Connector details (port) through "Add host".</p>
ARCMC-12926	<p>Issue:</p> <p>Remote Instant Connector/Collector Deployment from an ArcMC running RHEL/CentOS 6.9 to a remote Windows machine is not supported.</p> <p>Workaround:</p> <p>None available at this time.</p>
ARCMC-12861	<p>Issue:</p> <p>When Collector metrics are shown, the restart count is always 0.</p> <p>Workaround:</p> <p>None available at this time.</p>

Issue	Description
ARCMC-12847	<p>Issue:</p> <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> <p>Workaround:</p> <p>Do not disable SecureData FPE encryption once it has been enabled.</p>
ARCMC-12785	<p>Issue:</p> <p>A CEB name with special characters will show as {{agent name}} on the Connectors tab.</p> <p>Workaround:</p> <p>Avoid using special characters when naming CEBs.</p>
ARCMC-12599	<p>Issue:</p> <p>In Internet Explorer 11, the Add button for Connectors and Collectors is disabled.</p> <p>Workaround:</p> <p>To add a Connector or Collector, use the Topology view, or view the page in a different browser.</p>
ARCMC-12282	<p>Issue:</p> <p>In Internet Explorer 11 or Edge, the Topology drill down view can freeze the application.</p> <p>Workaround:</p> <p>Use the latest supported versions of Chrome or Firefox.</p>
ARCMC-11220	<p>Issue:</p> <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:</p> <p>If you have access only to System Admin page, restart the apps process on Process Status page. Once the apps process restarts and is running, restart the web process. You should now have access to all menus.</p>

Issue	Description
ARCMC-11219	<p>Issue:</p> <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:</p> <p>Restart webservices on the Event Broker master node.</p>
ARCMC-11140	<p>Issue:</p> <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:</p> <p>Choose the "Node Management" menu option first, and after the page has loaded, choose "Export".</p>
ARCMC-10478	<p>Issue:</p> <p>After a product type ages out (Device Age-Out) there is no way for the user to get that product type back. If Device Tracking is disabled for a device product and the device ages out, then there is no way to revert to enable tracking for that device product.</p> <p>Workaround:</p> <p>None available at this time.</p>
ARCMC-7783	<p>Issue:</p> <p>On the Monitoring page, the Connector Count can take a long time to update.</p> <p>Workaround:</p> <p>None available at this time.</p>

Issue	Description
ARCMC-6497	<p>Issue:</p> <p>After adding a connector to a localhost container, listing all destinations from which to make a selection from may take some time.</p> <p>Workaround:</p> <p>None available at this time.</p>
ARCMC-4114	<p>Issue:</p> <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:</p> <p>None available at this time.</p>
ARCMC-2129	<p>Issue:</p> <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> <ol style="list-style-type: none"> 1. Manage the Connector from one ArcMC only OR have the Content AUP version uploaded on both ArcMCs. 2. Manually delete the backup files that are not required.

Documentation Errata

Document Affected: ArcMC Online Help

- On the New Features and Enhancements section, the following new features were not included, or are missing information in the online help for ArcMC 2.90.
 - Global Event ID: Every event generated by an ArcSight component will have a unique Global Event ID. This will help in identifying the events in case the same event is seen in multiple ArcSight components like Logger, ESM, and Event Broker.
 - Generator ID Management: Allows users to generate an ID to assign it to a non-managed product. A unique Generator ID is required by ArcSight component to generate unique Global Event IDs. ArcMC will help set unique Generator ID on ArcSight components.
 - SecureData Client: Latest SecureData Client available to install on managed Connectors.
 - Non-root user support for instant Connector deployment.
- In the section entitled Software Installation / Uninstalling Software ArcSight Management Center, the path <install_dir>/UninstallerData/Uninstall_ArcSight_Management_Center_2.81 must be replaced with <install_dir>/UninstallerData/Uninstall_ArcSight_Management_Center_2.90 in all of its occurrences (this includes GUI Mode, Console Mode, and Silent Mode)
- In the section entitled Software Installation / Installing the Arcsight Management Center Agent / Connectors, Collectors, and Event Broker, Collectors should not be listed.
- In the section entitled Dashboards / Configuring Email Notifications, the correct path for SMTP settings is: Administration > System Admin > System > SMTP.
- In the section entitled Dashboards / Deployment View / Instant Connector Deployment, the steps for Deployment on Linux Platform using non-root user were not included in the online help, see Chapter 4 of the Administrator's Guide for more information.
- The Section Deleting a Host has been moved under Bulk Operations
- The section Generator ID Manager is not available in the online help. For in depth information, refer to the Administrator's Guide on Chapter 7: Managing Configurations > Generator ID Manager.
- In the section entitled Managing Configurations / Bulk Operations the Hosts, Containers and Event Broker tabs have been included. See the Administrator's Guide for more information.
- In the section entitled Managing Configurations / Managing Event Broker, Under About Topics, Creating a Route, Editing a Route and Delete a Route, all Manage Event Broker instances are now called Event Broker.
- In the section entitled Managing Configurations / Bulk Operations, under Updating Collector Properties, Retrieving Collector Logs, Updating Collectors Parameters, Updating Collector Destinations, Updating Collector Credentials, Restarting Collectors, Deleting Collectors, Adding

SecureData to Multiple Containers, all Manage Collectors/Connectors instances are now Bulk Operations.

- In the section entitled Managing Configurations / Managing Logger Peers, under Viewing Peers or Peer Groups, Adding or Removing Peers, Importing a Peer Group, Edit a Peer Group, Pushing a Peer Group, and Deleting a Peer Group replace all Manage Logger Peers instances with Logger Peers.
- On Audit Logs / System Health Events / Application Events, new Signatures have been included (Marketplace, Deployment Templates and Generator ID) See the Administrator's Guide for more in depth information.
- In the section entitled Dashboard / Valid Values for Metric Type / For Collectors Only, the correct Restart Count value's description should be: Number of Restarts.
- In the section entitled Dashboard / Instant Connector Deployment, Collectors should not be included in the Note at the end of the section.
- In the section entitled Managing Arcsight Products / Configuration Suggestions for Connector/Collector Types, Collectors should only be mentioned in the Syslog Type.

Note: The up-to-date and correct information can be found in the Administrator's Guide available for download from the Microfocus Community.

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We appreciate your feedback!