



Hewlett Packard
Enterprise

HPE Security

ArcSight Management Center

Software Version: 2.71

Release Notes

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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 is a maintenance release, addressing and resolving issues found in ArcMC 2.70. For a list of fixed issues in this release, see [Fixed Issues](#).

In addition, support has been added for RHEL/CentOS 7.4.

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](#).

CEB and Collectors: For Testing and Evaluation Only

Connectors in Event Broker (CEB) and all related functionality, including Collectors, are provided as **non-production public alpha features**. These features are provided for your testing and evaluation only and should not be considered fully functional, nor are they supported by HPE Support, nor are they guaranteed to be available in the product in the future.

Consult the ArcMC Admin Guide, and directions from the ArcMC product team, for best practices and guidance on how to use these features.

CEB and Collectors must not in any circumstances be used in a production environment.

We welcome questions, comments, and feedback on these features. Please direct any questions or comments to our ArcMC product team at adp-ceb-alpha@hpe.com.

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 9.• 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	v6.1, v6.1 P1, v6.2, v6.2 P1, v6.3, v6.3.1, v6.4, v 6.4.1, v6.50, on models LX50X and LX60X	v2.71
ArcMC	v2.2, v2.2 P1, v2.5, v2.5.1, v2.6, v2.61 v2.70	v2.1, v2.2, v2.2 P1, v2.5, v2.5.1, v2.6, 2.61, v2.7.0 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, v2.01, v 2.10	N/A	ArcMC Agent is not required
Collector	v7.70	N/A	ArcMC Agent is not required

Installer Files

Available from the HPE download site, the installer files for ArcSight Management Center 2.71 are named as follows:

- **For Software ArcMC:** ArcSight-ArcMC-2.7.1.<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-2.7.0.<build number>.0.bin`.

ArcMC Appliance OS Upgrade Files

Available from the HPE download site, the OS upgrade files for ArcSight Management Center 2.71 Appliance (only) are named as follows:

- **For Upgrade to RHEL 6.9: (C650x appliances)** `osupgrade-arcmc-rhel169-<timestamp>.enc`
- **For Upgrade to RHEL 7.3: (C660x appliances)** `osupgrade-arcmc-rhel173-<timestamp>.enc`
- **For Upgrade to RHEL 7.4: (C660x appliances)** `osupgrade-arcmc-rhel174-<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 2.70 to software ArcSight Management Center 2.71. You should also upgrade any managed ArcMCs to version 2.71 as well.

Upgrade Prerequisites

Be sure that you meet these prerequisites before upgrading to ArcMC 2.71.

- **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 filenames 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 2.71:

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-2.7.1.<build number>.0.bin  
./ArcSight-ArcMC-2.7.1.<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

This release of ArcMC includes the following fixed issues.

Key	Description
ARCMC-13114	In the hardware status of ArcMC (localhost) in Dashboard>Monitoring Summary, the timestamp has changed to Epoch time rather the human readable time as in ArcMC 2.6.1.
ARCMC-13024	In some circumstances, after successfully deploying a connector with the SecureData add-on, the connector will not be shown as a managed host in ArcMC. Make sure the connector is up and running and then you can try to add it as managed node manually.
ARCMC-12994	In some cases, when adding an additional, supplementary file to a repository for use in deployment templates, the file is not available to the user when editing the template or during the actual deployment.
ARCMC-12968	When deployment fails with the memory issue 'OSError: [Errno 12] Cannot allocate memory' all the following deployment will fail with the same reason. Workaround: kill the ansible process when the process does not exit properly. 1) SSH to ArcMC system. 2) Enter the command 'ps-ef grep <job_name>' . Job_name is the name of the deployment job. 3) Get the process ID of the Ansible job which you got. 4) Kill that particular job Id using the command 'kill -9 PID'
ARCMC-12787	If a user is logged into the ArcSight Installer UI and another user deploys a CEB from ArcMC, the user logged into the ArcSight Installer UI will be logged off. The user can just re-login to the Installer UI again.
ARCMC-12069	Storage group usage is now displayed in GB and percentage use instead of an exponent.

Open Issues

This release of ArcMC contains the following open issues.

Key	Description
ARCMC-13206	A spurious error message "Internet connection not available." will be shown even if the host does not require an Internet connection. The message can be ignored.
ARCMC-13036	Importing hosts will not function for collectors.
ARCMC-13024	In some circumstances, after successfully deploying a connector with the SecureData add-on, the connector will not be shown as a managed host in ArcMC. Workaround: Try adding the connector as a managed node manually.
ARCMC-13019	In some cases, when deploying multiple connectors, and the job fails, all connectors should be marked as failed but only a few are so marked, and the job hangs.
ARCMC-13011	In case of this 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 Manually add that connector as a managed node to ArcMC.(It happens when the remote mgmt cert is not actually downloaded to the ArcMC trust store, but still the method/API returns true for cert download; and then it tries to add it as managed node..)
ARCMC-12994	In some cases, when adding an additional, supplementary file to a repository for use in deployment templates, the file is not available to the user when editing the template or during the actual deployment. Workaround: Create a new deployment template with the new repository file.
ARCMC-12968	When deployment fails with the memory issue 'OSError: [Errno 12] Cannot allocate memory' all the following deployment will fail with the same reason.So, the workaround is to kill the ansible process when the ansible does not exit properly. Workaround:1) SSH to ArcMC system.2) Enter the command 'ps-ef grep <job_name>'. Job_name is the name of the deployment job.3) Get the process ID of the Ansible job which you got.4) Kill that particular job Id using the command 'kill -9 PID'
ARCMC-12950	In some cases, CEBs will not be recognized as Connectors when creating monitoring rules.
ARCMC-12926	Remote Instant Connector/Collector Deployment from an ArcMC running RHEL/CentOS 6.9 to a remote Windows machine is not supported.
ARCMC-12876	The following graphs under the Monitoring Detail Summary view do not apply to CEBs: Queue Rate, Queue Drop Count, Command Responses Processed.

Key	Description
ARCMC-12861	When Collector metrics are shown, the restart count is always 0.
ARCMC-12834	Please use the name (hostname or IP), whatever is present in the remote host's CN, when deploying a connector or Collector. If it fails to add as a managed node, please try to add again manually with the correct host and port details.
ARCMC-12785	A CEB name with special characters will show as agent name on the Connectors tab. Avoid using special characters when naming CEBs.
ARCMC-12599	In Internet Explorer 11, the Add button for connectors and collectors is disabled.
ARCMC-12282	In Internet Explorer, the Topology drill down view can freeze the application.
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-11212	When using local authentication to log in, and the user checks the Forgot Password checklist, the copyright statement is cut off. This issue only occurs in Chrome and Firefox.
ARCMC-11140	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. To avoid this, choose the "Node Management" menu option first, and after the page has loaded, choose "Export".
ARCMC-10828	On the Hosts tab, selecting multiple hosts to delete will fail and only delete the first one selected.

Key	Description
ARCMC-10478	<p>After a product type ages out, the product type is permanently removed from ArcMC. To bring back the device type, update the DB entry as follows.</p> <p>Updating the DB directly to the existing entry:</p> <p>Run the following:</p> <p>On a Software arcmc:</p> <pre>{install directory}/current/arcsight/bin/psql rwdb web</pre> <p>On an Appliance arcmc:{install directory}</p> <pre>/local/pgsql/bin/psql rwdb web</pre> <p>Then run the sql:</p> <pre>UPDATE arcmc_monitor_device_timeout SET device_timeout='20', device_tracking='t', device_ageout_days='13' WHERE device_product='<device product>';</pre> <p>Note: the device_timeout and device age_out parameters should be set to the desired values</p> <p>type \q to quit</p> <p>Restart the web service after update.</p>
ARCMC-9225	<p>Enabling the demo CA certificate fails when editing the destination from the Connector Summary ESM destination in Node Management. Workaround: Perform the demo CA enablement operation by using the Certificates button for selected connectors.</p>
ARCMC-7783	<p>On the Monitoring page, Connector Count can take a long time to update. 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. 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>
ARCMC-2783	<p>Under Administration > Network > System DNS, the primary and secondary DNS should be set to 0.0.0.0 instead of letting them be empty fields. Setting the fields to an empty string causes issues with the DNS provider.</p>
ARCMC-2129	<p>In some circumstances, 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.</p>

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Feedback on Release Notes (ArcSight Management Center 2.71)

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We appreciate your feedback!