

Micro Focus Security ArcSight ESM

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ESM Support Matrix

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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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ArcSight Enterprise Security Manager (ESM) Support Matrix

This document describes current platform support for ArcSight Enterprise Security Manager (ESM) and its components. The components include:

- ArcSight Manager
- ArcSight Console
- Correlation Optimized Retrieval and Retention Engine (CORRE)
- ArcSight Command Center
- High Availability module

Note: The term **supported** indicates that the product has been sanity-tested on the indicated platform. Micro Focus will accept support calls and address issues with the product and the platform on which it runs.

End of Product Support Notices

For updated end-of-life schedules for all ArcSight products, including ESM, see the [ArcSight product life cycle information](#) page.

ESM 7.2 Supported Platforms and Products

The following upgrade paths are supported for software ESM (in both compact mode and distributed correlation mode) and ESM on an appliance:

Note: These upgrade paths do not apply for ESM with the High Availability module. Supported upgrade paths for ESM with the High Availability module are listed below these upgrade paths.

- For ESM 7.0 Patch 1 and Patch 2, you can upgrade directly to ESM 7.2.
- For ESM 7.0, first upgrade to ESM 7.0 Patch 2, then upgrade to ESM 7.2.
- For ESM 6.11, with or without patches, first upgrade to ESM 7.0 Patch 1, then upgrade to ESM 7.2.

The following upgrade paths are supported for ESM with the High Availability module:

- If you are running version 7.0 of ESM, you must upgrade ESM to version 7.0 Patch 2 before you can upgrade to version 7.2. If you are running version 7.0 of the HA module, you can upgrade the module directly to version 7.2.
- If you are running version 7.0 Patch 1 or Patch 2 of ESM, you can upgrade ESM directly to version 7.2. If you are running version 7.0 Patch 1 of the HA module, you can upgrade the module directly to version 7.2.

Note: Micro Focus recommends upgrading to the latest patch for your current version of ESM before you upgrade to the next version.

GA date	December 4, 2019
Operating systems and browsers:	
<p>Supported operating systems for software ESM (compact mode, distributed mode, and High Availability module)</p> <p>Note: In distributed mode, all cluster nodes must be on the same operating system version.</p>	<ul style="list-style-type: none"> • Red Hat Enterprise Linux (RHEL) 8.0, 7.7, 7.6, and 6.10 <p>Note: RHEL 8.0 is not supported for ESM in FIPS mode or for ESM with the High Availability module.</p> <ul style="list-style-type: none"> • Community Enterprise Operating System (CentOS) 7.6 and 6.10 • SUSE Linux Enterprise Server (SLES) 12 Service Pack 4 <p>The following operating system upgrades are supported:</p> <ul style="list-style-type: none"> • If you are running RHEL 7.4, you can upgrade directly to 7.7. • If you are running RHEL or CentOS 7.4, you can upgrade directly to 7.6. • If you are running RHEL or CentOS 7.3, first upgrade to 7.4 and then upgrade to 7.6. • If you are running RHEL or CentOS 6.9, you can upgrade directly to 6.10. • If you are running SLES 12 Service Pack 3, you can upgrade directly to Service Pack 4.
<p>Supported operating systems for appliances (including appliances with the High Availability module)</p>	<ul style="list-style-type: none"> • RHEL 7.7 (B7600 (G9) and B7700 (G10) appliances only) • RHEL 6.10 (B7500 (G8) appliances only) <p>The following operating system upgrades are supported:</p> <ul style="list-style-type: none"> • If you are running ESM 6.11 on a G8 appliance that is running RHEL 6.8, first upgrade to ESM 7.0 Patch 1 and RHEL 6.9, and then upgrade to RHEL 6.10. • If you are running ESM 6.11 on a G9 appliance that is running RHEL 7.3, after you upgrade the appliance to ESM 7.0 Patch 1 and RHEL 7.4, first upgrade the operating system to RHEL 7.5 and then upgrade to RHEL 7.7.

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Supported operating systems for the ArcSight Console	<ul style="list-style-type: none"> • RHEL WorkStation 7.7 and 7.6 • CentOS 7.6 • SLES 12 Service Pack 4 • macOS 10.14 Mojave and 10.13 High Sierra • Windows Server 2019 and 2016 • Windows 10 Enterprise (including patches)
Supported browsers for ArcSight Command Center	<ul style="list-style-type: none"> • Firefox 68.1.0 Extended Support Release (ESR) • Google Chrome (latest version) • Internet Explorer 11 • Safari (latest version) • Microsoft Edge (latest version)
Related components:	
Forwarding Connector	<ul style="list-style-type: none"> • 7.14.0.8246.0 • 7.13.0.8234.1 <p>You can install the Forwarding Connector on any operating system and version that the ESM 7.2 ArcSight Manager supports.</p>
Active Directory (Actor) Model Import Connector	<ul style="list-style-type: none"> • 7.14.0.8244.0 • 7.13.0.8235.1 <p>This connector supports the following operating systems:</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2016 Standard edition (64-bit) • Microsoft Windows Server 2012 R2 (64-bit) • RHEL 7.6 or 6.10 (64-bit)
Asset Model Import Flex Connector	<ul style="list-style-type: none"> • 7.14.0.8245.0 • 7.13.0.8237.1 <p>This connector supports the following operating systems:</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2016 Standard edition (64-bit) • Microsoft Windows Server 2012 R2 (64-bit) • RHEL 7.6 or 6.10 (64-bit)
Transformation Hub (formerly Event Broker)	<p>3.0 and 3.1.0</p> <p>Note: ESM 7.2 does not support Event Broker. It only supports Transformation Hub. You cannot continue to use Event Broker with ESM. You must install Transformation Hub.</p>
ArcSight Investigate	2.40
Miscellaneous:	
Federal Information Processing Standards (FIPS)	140-2
Suite B	128-bit and 192-bit
Common access card (CAC)	Yes

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Third-party products:	
Hadoop	2.8
ServiceNow®	London version with the latest ServiceNow API

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Feedback on ESM Support Matrix (ESM 7.2)

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If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to arcsight_doc@microfocus.com.

We appreciate your feedback!