

Micro Focus Security ArcSight ESM

Software Version: 7.2 Service Pack 1

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 Service Pack 1 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 7.2, you can upgrade directly to ESM 7.2 Service Pack 1.
- For ESM 7.0 Patch 1 and Patch 2, you can upgrade directly to ESM 7.2. After you have upgraded to ESM 7.2, you can upgrade to ESM 7.2 Service Pack 1.
- For ESM 7.0, first apply ESM 7.0 Patch 2, then upgrade to ESM 7.2. After you have upgraded to ESM 7.2, you can upgrade to ESM 7.2 Service Pack 1.

- For ESM 6.11, with or without patches, first upgrade to ESM 7.0 Patch 1, then upgrade to ESM 7.2. After you have upgraded to ESM 7.2, you can upgrade to ESM 7.2 Service Pack 1.

The following upgrade paths are supported for ESM with the Active Passive High Availability (APHA) module:

- If you are running version 7.2 of ESM and the APHA module, you can upgrade directly to version 7.2 Service Pack 1.
- 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. After you upgrade to version 7.2, you can upgrade to version 7.2 Service Pack 1. If you are running version 7.0 of the APHA module, you can upgrade the module directly to version 7.2. After you upgrade the module to version 7.2, you can upgrade to version 7.2 Service Pack 1.
- If you are running version 7.0 Patch 1 or Patch 2 of ESM, you can upgrade ESM directly to version 7.2. After you upgrade to version 7.2, you can upgrade to version 7.2 Service Pack 1. If you are running version 7.0 of the APHA module, you can upgrade the module directly to version 7.2. After you upgrade the module to version 7.2, you can upgrade to version 7.2 Service Pack 1.

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

GA date	April 2020
Operating systems and browsers:	
Supported operating systems for software ESM (compact mode, distributed mode, and Active Passive High Availability module) Note: In distributed mode, all cluster nodes must be on the same operating system version.	<ul style="list-style-type: none"> • Red Hat Enterprise Linux (RHEL) or Community Enterprise Operating System (CentOS) 8.1, 7.7, or 6.10, with or without FIPS enabled • SUSE Linux Enterprise Server (SLES) 15 Service Pack 1 or 12 Service Pack 4, with or without FIPS enabled
Supported operating systems for the ArcSight Console	<ul style="list-style-type: none"> • RHEL WorkStation 7.7 • CentOS 7.7 • SLES 12 Service Pack 4 • macOS 10.14 Mojave and macOS 10.15 Catalina • Windows Server 2019 and 2016 • Windows 10 Enterprise (including patches)

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Supported browsers for ArcSight Command Center	<ul style="list-style-type: none"> • Internet Explorer 11 • Microsoft Edge on Windows 10 • The latest version of Chrome and Chrome Extended Support Release on Windows • Firefox Extended Support Release (64-bit) • The latest version of Safari
Related components:	
Forwarding Connector	<p>7.15.0.8296.0</p> <p>You can install the Forwarding Connector on any operating system and version that the ESM 7.2 Service Pack 1 ArcSight Manager supports.</p>
Active Directory (Actor) Model Import Connector	<p>7.15.0.8297.0</p> <p>This connector supports the following operating systems:</p> <ul style="list-style-type: none"> • Windows Server 2019 • CentOS 8.1 • RHEL 8.1 • SLES 15
Asset Model Import Flex Connector	<p>7.15.0.8298.0</p> <p>This connector supports the following operating systems:</p> <ul style="list-style-type: none"> • Windows Server 2019 • CentOS 8.1 • RHEL 8.1 • SLES 15
ArcSight Fusion	1.0
Transformation Hub	3.1.0 and 3.2.0
ArcSight Investigate	3.1
Miscellaneous:	
Federal Information Processing Standards (FIPS)	140-2
Suite B	128-bit and 192-bit
Common access card (CAC)	Yes
Third-party products:	
Hadoop	2.8
ServiceNow®	London and Madrid versions with the latest ServiceNow API

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Feedback on ESM Support Matrix (ESM 7.2 Service Pack 1)

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