

Release Notes ArcSight™ Express

Version 5.0 SP1 Patch 2
Build 5.0.1.6642.2

May 12, 2011



**Release Notes ArcSight™ Express,
Version 5.0 SP1 Patch 2**

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ArcSight Express, Version 5.0 SP1 Patch 2

Welcome to ArcSight Express

ArcSight Express is a Security Information and Event Management (SIEM) system that leverages ArcSight ESM correlation capabilities in combination with an ArcSight Logger storage appliance. Delivers a streamlined, enterprise-level security monitoring and response system through a set of coordinated resources, such as dashboards, rules, and reports, all of which are included as part of the ArcSight Express content.



Note

Refer to the *ArcSight ESM v5.0 SP1 Patch 2 Release Notes* for information about ArcSight ESM open technical issues, geographical information update, and vulnerability updates.

Refer to the *ArcSight Logger v5.0 Release Notes* for information about ArcSight Storage Appliance open technical issues.



Caution

Upgrade to v5.0 SP1 Patch 2 is supported from v5.0 patch 1 on M7100 and M7200, and v5.0 SP1 Patch 1 on M7400 series. If you are upgrading from any other version of ESM, first upgrade to one of those two, so you can then upgrade to v5.0 SP1 Patch 2.

Purpose of this Release

The purpose of this release is to:

- introduce an upgrade path for existing ArcSight Express customers to the latest release of ArcSight ESM.
- Provides JRE update CVE-2010-4476
- Addresses customer reported and other issues in ESM v5.0 SP1
- Provides updates for geographical information and vulnerability mapping
- Provides Oracle CPU certification with the January 2011 CPU for M7100 and M7200

Please reference the *ESM v5.0 SP1 Patch 2 Release Notes* for complete information about v5.0 SP1 Patch 2.

Section 508 Compliance

ArcSight recognizes the importance and relevance of accessibility as a product initiative. To that end, ArcSight is making and continues to make advances in the area of accessibility in its product lines.

Usage Notes

System Table Import and Export

On Linux, importing system tables in 11g (11.2.0.2) failed with errors, even though the export dump was valid. ESM v5.0 SP1 Patch 2 fixes this with no additional patches.

Use the `import_system_tables` and `export_system_tables` utilities as outlined in the following examples. For additional information see the *ESM Administrator's Guide* for ESM 5.0 SP1.

```
$ARCSIGHT_HOME/bin/arcsight export_system_tables  
<username>/<password>@<TNSName>
```

Export places `arcsight.dmp` in `<ARCSIGHT_HOME>`. Make sure it is still there before doing an import (for example, if you moved it or obtained another one).

```
$ARCSIGHT_HOME/bin/arcsight import_system_tables <export_username>  
<import_username> <import_password> <TNSname> <dump_file_name>
```

where `<dump_file_name>` is `arcsight.dmp` file.

Copy Case Customizations

After installing the patch, copy any Case customizations that you may have made to the Console, Manager and Web

```
<ARCSIGHT_HOME>\i18n\common\label_strings.properties and  
<ARCSIGHT_HOME>\i18n\common\resource_strings.properties files from the  
backup of your previous installation. When you install the patch, configuration files are not  
merged from your previous installation.
```

In this Release

ArcSight Express can consist of the ArcSight Express Appliance and the ArcSight Storage Appliance depending on the model purchased.

The ArcSight Express Appliance contains these components:

- **ArcSight Manager** provides correlation and analytics. It manages, cross-correlates, filters, and processes all security-events in your enterprise. The ArcSight Manager includes a Cross-Correlation Engine, Connector Data Manager, tracking and resolution functions, and analytics and reporting capabilities. The ArcSight Manager uses a database to store events and security monitoring content.
- **ArcSight Database** stores captured events. It also saves configuration information, such as system users, groups, and permissions and defined rules, zones, assets, and reports.
- **ArcSight Web** is the primary interface for ArcSight Express users, providing access to daily security operations.
- **ArcSight Forwarding Connector** transports events from the ArcSight Express Appliance to the ArcSight Storage Appliance.

The ArcSight Storage Appliance contains ArcSight Logger, which provides long-term storage for historical search and investigation.

ArcSight Express also comes with a series of coordinated Resources (filters, rules, dashboards, reports, and so on) that address common security and ESM management tasks. ArcSight Express content is designed to give you comprehensive correlation,

monitoring, reporting, alerting, and case management out of the box with minimal configuration.

Users of the ArcSight Web interface leverage the active channels and dashboards to monitor the network, use the case tracking tools to investigate and resolve issues, and use the reports to communicate the condition of the network to key stakeholders at all levels of the enterprise.

Installing ArcSight Express v5.0 SP1, Patch 2

Series M7100 and M7200 Appliances

Upgrade to v5.0 SP1 Patch 2 is supported from v5.0 patch 1 on M7100 and M7200. To install the components on your ArcSight Express appliance:

- 1 Obtain and note the build number on your ArcSight Express Appliance and make a note of it. If you need to contact ArcSight Customer Support in future, you need to have your build number handy.

To check the software build number on your ArcSight Express appliance, run the following from a command prompt.

```
rpm -q arcsight-express-manager
```

If you see the output:

```
arcsight-express-manager-5.0-Mxxxx
```

then you are on v5.0 Patch 1, you can install this patch. Otherwise, you will need to first upgrade to v5.0 Patch 1 before proceeding any further.

- 2 Download the self-extracting upgrade file, [aeupdate-5.0.1.xxxx.2.pl](#), from the ArcSight Customer Support web site. The `xxxx` in the file name stands for the build number.
- 3 If you download the file(s) to a system other than the ArcSight Express appliance that you want to upgrade, move the file(s) over to the ArcSight Express appliance using the `scp` command. For example, from your local machine where the file(s) are located, run:

```
scp aeupdate-5.0.1.xxxx.2.pl root@<hostname>:/root
```

- 4 You can perform the rest of the steps either directly on the ArcSight Express machine or remotely using `ssh`. To use `ssh`, open a shell window by running:

```
ssh root@<hostname>.<domain>
```



Using an `ssh -X` session to install ArcSight Express causes errors.

Instead of using `ssh -X` to install ArcSight Express, run the install in a simple `ssh` connection to the appliance.

- 5 Verify the integrity of the update file you have downloaded:
 - a Open a browser and go to the ArcSight Download Center.
 - b Click 'Estimated Times and Details' link in the box from which you downloaded your executable file.
 - c In the Download Details window, verify the MD5 Signature.

- 6 We recommend that you copy the following file to a secure location before installing the patch.

```
/opt/arcsight/db.preUpgradeBackup/arcsight.dmp
```



When you upgraded to v5.0 Patch 1, an `arcsight.dmp` file (containing your base ESM installation) was created in the `/opt/arcsight/db.preUpgradeBackup` directory. If, for any reason, you have to roll back to that installation after or during an upgrade, ArcSight recommends that you first copy the `arcsight.dmp` file to a secure location. This allows you to restore that data, if needed.

The `arcsight.dmp` file is overwritten with all subsequent upgrades.

- 7 Run the self-extracting install file:

```
perl aeupdate-5.0.1.xxxx.2.pl
```

(Wherever you see `.pl`, the second character is a lower-case L, not a numeral one.) During the upgrade, the existing software components are backed up to the following locations:

- ◆ `/opt/arcsight/db.preUpgradeBackup`
- ◆ `/opt/arcsight/manager.preUpgradeBackup`
- ◆ `/opt/arcsight/web.preUpgradeBackup`



If you do multiple upgrades, the `preUpgradeBackup` files are overwritten each time. For example, if you are on v5.0 GA and upgrade to v5.0 SP1, backup files are created for the v5.0 GA installation. But if you further upgrade from v5.0 SP1 to v5.0 SP1, Patch 2, the v5.0 GA backup files are overwritten with the v5.0 SP1 backup files.

Consequently, rollback to v5.0 GA version is not possible because backup files cannot be retrieved.

- ◆ The `aeupdate-5.0.1.xxxx.2.pl` file extracts itself into a subdirectory within `/opt/updates` directory and automatically upgrades the existing RPMs.
- ◆ The following log files for the upgrade are placed in the `/opt/updates` directory.
 - `*.res` - shows the result of the operation, such as success, error, or reboot
 - `*.log` - records the details of the upgrade process
 where `*` stands for the name of the self-extracting perl file.
- ◆ Before the components get upgraded, a check is performed on the database of your previous installation to make sure that it is ready for the upgrade. The logs for this check are placed in the `/opt/arcsight/db/logs/dbcheck` directory.
- ◆ The system tables are exported as `arcsight.dmp` and placed in the `/opt/arcsight/db.preUpgradeBackup` directory.
- ◆ The logs for the dbcheck are put in the `/opt/arcsight/db/logs/dbcheck` directory. The `ResourceCountV4.0.htm` file contains the names of all resources. However, the names of new resources do not appear in the file.
- ◆ Make sure to copy any Case customizations that you may have made to the Manager and Web's


```
<ARCSIGHT_HOME>\i18n\common\label_strings.properties
```

 and


```
<ARCSIGHT_HOME>\i18n\common\resource_strings.properties
```

 files

from the backup of your previous installation. When you install the patch, configuration files are not merged from your previous installation.

Confirming a Successful Installation

To make sure that your upgrade completed, run:

```
rpm -qa | grep express | sort
```

You should see the following packages listed where `xxxx` stands for the patch build number (as shown within the title of the document).

```
arcsight-express-db-5.0.1-Mxxxx
arcsight-express-manager-5.0.1-Mxxxx
arcsight-express-web-5.0.1-Mxxxx
```

You have installed ArcSight Express v5.0 SP1, Patch 2.



Note

An incomplete or aborted install might show some packages with the new version number, while others have the original (pre-patch) version number, depending upon where the component patch halted.



Caution

Make sure that you have obtained the new license file from ArcSight Customer Support and updated your appliance with it.

Be sure to upgrade your existing Console, as described in the following section.

Series M7400 Appliances

Upgrade to v5.0 SP1 Patch 2 is supported from v5.0 SP1 Patch 1 on M7400 series. To install the components on your ArcSight Express appliance:

- 1 Obtain and note the build number on your ArcSight Express Appliance and make a note of it. If you need to contact ArcSight Customer Support in future, you need to have your build number handy.

To check the software build number on your ArcSight Express appliance, run the following from a command prompt.

```
rpm -q arcsight-express-manager
```

If you see the output:

```
arcsight-express-manager-5.0-Mxxxx
```

then you are on v5.0 SP1 Patch 1, you can install this patch. Otherwise, you will need to first upgrade to v5.0 SP1 Patch 1 before proceeding any further.

- 2 Download the self-extracting upgrade file, `aeupdate-5.0.1.xxxx.2.pl`, from the ArcSight Customer Support web site. The `xxxx` in the file name stands for the build number.
- 3 If you download the file(s) to a system other than the ArcSight Express appliance you are upgrading, move the file(s) over to the ArcSight Express appliance using the `scp` command. For example, from your local machine where the file(s) are located, run:

```
scp aeupdate-5.0.1.xxxx.2.pl root@<hostname>:/root
```

- 4 You can perform the rest of the steps either directly on the ArcSight Express machine or remotely using `ssh`. To use `ssh`, open a shell window by running:

```
ssh root@<hostname>.<domain>
```



Caution

Using an `ssh -X` session to install ArcSight Express causes errors.

Instead of using `ssh -X` to install ArcSight Express, run the install in a simple `ssh` connection to the appliance.

- 5 Verify the integrity of the update file you have downloaded:
- Open a browser and go to the ArcSight Download Center.
 - Click 'Estimated Times and Details' link in the box from which you downloaded your executable file.
 - In the Download Details window, verify the MD5 Signature.

- 6 Run the self-extracting install file:

```
perl aeupdate-5.0.1.xxxx.2.pl
```

- ◆ During the upgrade, the existing software components are backed up to the following locations:
 - `/opt/arcsight/db.preUpgradeBackup`
 - `/opt/arcsight/manager.preUpgradeBackup`
 - `/opt/arcsight/web.preUpgradeBackup`
- ◆ The `aeupdate-5.0.1.xxxx.2.pl` file extracts itself into a subdirectory within `/opt/updates` directory and automatically upgrades the existing RPMs.
- ◆ The following log files for the upgrade are placed in the `/opt/updates` directory.
 - `*.res` - shows the result of the operation, such as success, error, or reboot
 - `*.log` - records the details of the upgrade process
 where `*` stands for the name of the self-extracting perl file.
- ◆ Make sure to copy any Case customizations that you may have made to the Manager and Web's `<ARCSIGHT_HOME>\i18n\common\label_strings.properties` and `<ARCSIGHT_HOME>\i18n\common\resource_strings.properties` files from the backup of your previous installation. When you install the patch, configuration files are not merged from your previous installation.

Confirming a Successful Installation

To make sure that your upgrade completed, run:

```
rpm -qa | grep express | sort
```

You should see the following packages listed where `xxxx` stands for the patch build number (as shown within the title of the document).

```
arcsight-express-db-5.0.1-Mxxxx
arcsight-express-manager-5.0.1-Mxxxx
arcsight-express-web-5.0.1-Mxxxx
```

You have installed ArcSight Express v5.0 SP1, Patch 2.



Note

An incomplete or aborted install might show some packages with the new version number, while others have the original (pre-patch) version number, depending upon where the component patch halted.



Caution

Make sure that you have obtained the new license file from ArcSight Customer Support and updated your appliance with it.

Be sure to upgrade your existing Console, as described in the following section.

Installing Patch 2 on ArcSight Console

This section describes how to install or uninstall the v5.0 SP1 Patch 2 for ArcSight Console for M7100, M7200, and M7400 appliances.

To Install the Patch



Note

- Before you install the patch, verify that the Console's [ARCSIGHT_HOME](#) and any of its subdirectories are not being accessed by any open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.
- If you have an M7100 or M7200 appliance running ESM v5.0 Patch 1 for Windows environments, you must first upgrade to ESM v5.0 SP1, then apply ESM v5.0 SP1 Patch 2. For instructions about how to upgrade to ESM v5.0 SP1, see the document *Upgrading ArcSight ESM v5.0 to v5.0 SP1* ([ESM_Upgrading50GAor50Patch1To50SP1.pdf](#)) available from the ArcSight Customer Support download site.

- 1 Exit the ArcSight Console.
- 2 Back up the Console directory (for example, `/home/arcsight/console/current`) by making a copy. Place the copy in a readily accessible location. This is a precautionary measure so you can restore the original state, if necessary.



Caution

Arcsight recommends that you do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.)
 - ◆ [Patch-5.0.1.xxxx.2-Console-Win.exe](#)
 - ◆ [Patch-5.0.1.xxxx.2-Console-Linux.bin](#)

- 4 Run one of the following executables specific to your platform:
 - ◆ **On Windows:**
Double-click `Patch-5.0.1.xxxx.2-Console-Win.exe`
 - ◆ **On Linux:**
Verify that you are logged in as the ArcSight user, and then run the following command:

```
./Patch-5.0.1.xxxx.2-Console-Linux.bin
```


To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.1.xxxx.2-Console-Linux.bin -i console
```


The installer launches the Introduction window.
- 5 Read the instructions provided and click **Next**.
- 6 Enter the location of your existing `ARCSIGHT_HOME` for your v5.0 SP1 Patch 1 Console installation in the text box provided or navigate to the location by clicking **Choose...**

If you want to restore the installer-provided default location, click **Restore Default Folder**.
- 7 Click **Next**.
- 8 Choose a Link Location (on Solaris and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button and click **Next**.
- 9 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 10 Click **Install**.
- 11 Click **Done** on the Install Complete screen.

To Install the Patch on a Mac

The patch installer download and run procedure is slightly different on the Mac than on the other supported platforms.

- 1 Exit the ArcSight Console.
- 2 Back up the Console directory (for example, `/home/arcsight/console/current`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.
- 3 Delete the existing Console directory after you have made a copy elsewhere. (Essentially, this uninstalls the Console.)



Do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 4 Download the file `Patch-5.0.1.xxxx.2-Console-MacOSX.zip` (where `xxxx` represents the build number) into the directory in which the Console is installed (for

example, `/home/arcsight/console/current`). Use the number that matches the specific patch number at the top of this document.



The patch installer file (that shows as a **ZIP** file on the download site) downloads as `Patch-5.0.1.xxxx.2-Console-MacOSX.app` on the Mac. A single or double-click on this **APP** file launches the patch installer, depending on how you have set these options. There is no need to “extract” or “unzip” the file; it downloads as an **APP** file.

- 5 Launch the patch installer by double-clicking the `ArcSightConsolePatch` file.
- 6 Follow the steps on the patch install wizard, providing the information as prompted:
 - ◆ Choose the location where you want to install the patch. Browse to the same the location of your existing `ARCSIGHT_HOME` for your v5.0 SP1 Patch 1 Console installation.
 - ◆ Choose an alias location for the Console application (or opt to not use aliases). This is the same as a link location on UNIX systems or shortcut location on Windows systems.
- 7 Click **Next**.
- 8 Verify your settings and click **Install**.

To Uninstall the Patch

If needed, use the procedure below to roll back this patch installation.



Before you begin to uninstall, verify that the Console's `ARCSIGHT_HOME` and any of its subdirectories are not being accessed by any open shells on your system.

- 1 Exit the ArcSight Console.
- 2 Run the uninstaller program:

On Windows:

 - ◆ Double-click the icon you created for the uninstaller when installing the Console. For example, if you created an uninstaller icon on your desktop, double-click that icon.
 - ◆ If you created a link in the Start menu, click:

Start->ArcSight Console SP1Patch2-> Uninstall ArcSight Console 5.0 SP1Patch2
 - ◆ Or, run the following from the Console's `ARCSIGHT_HOME\current\UninstallerDataSP1Patch2` directory:


```
Uninstall_ArcSight_Console_Patch.exe
```

On Linux:

 - ◆ From the directory where you created the links when installing the Console (your home directory or some other location), run:


```
./Uninstall_ArcSight_Console_5.0_SP1Patch2
```
 - ◆ Or, to uninstall using Console mode, run:


```
./Uninstall_ArcSight_Console_5.0_SP1Patch2 -i console
```

- ◆ If you did not create a link, execute the command from the Console's `ARCSIGHT_HOME/current/UninstallerDataSP1Patch2` directory:
`./Uninstall_ArcSight_Console_Patch`

- 3 Click **Done** on the Uninstall Complete screen.

Rolling Back to the Previous Version

If you encounter a problem when installing this patch you can roll back the software to the base installation which existed on your ArcSight Express appliance before you started installing the patch. You can roll back only the Database, Manager, and Web.

**Caution**

- If you run into serious issues when upgrading, ArcSight recommends that you contact ArcSight Customer Support **before** you roll back your upgrade.
 - When you upgraded to v5.0 SP1 Patch 2, an `arcsight.dmp` file (containing your base ESM installation) was created in the `/opt/arcsight/db.preUpgradeBackup` directory. If, for any reason, you have to roll back to your original installation after or during an upgrade, ArcSight recommends that you first copy the `arcsight.dmp` file to a secure location. This allows you to restore your original data, if needed.
 - The `arcsight.dmp` file is overwritten with all subsequent upgrades.
-

If the patch installation fails, file an ArcSight Customer Support ticket and provide the installation logs. You have the option to repair the incomplete patch installation manually with the help of ArcSight Support, or you can roll back to the previous version.

To rollback to the previous version of the software:

- 1 Make sure you are logged in as user "root".

- 2 Stop ArcSight Manager:

```
/etc/init.d/arcsight_manager stop
```

- 3 Stop ArcSight Web:

```
/etc/init.d/arcsight_web stop
```

- 4 Delete the ArcSight Express components by running:

```
rpm -e --nodeps arcsight-express-web-5.0.1-Mxxxx
```

```
rpm -e --nodeps arcsight-express-manager-5.0.1-Mxxxx
```

```
rpm -e --nodeps arcsight-express-db-5.0.1-Mxxxx
```

Where `xxxx` represents a digit in the build number.

The above commands delete the ArcSight Express files. You will see warning(s) similar to this:

```
warning: /opt/arcsight/manager/jre/lib/security/cacerts saved  
as /opt/arcsight/manager/jre/lib/security/cacerts.rpmsave
```

If the earlier upgrade failed to complete, an error message may appear stating that one or more of the packages is not installed.

- 5 Delete the remaining files under `/opt/arcsight/db`, `/opt/arcsight/manager`, `/opt/arcsight/web` (for example, the log files, `.config` file(s), and other dynamically created files):

```
cd /opt/arcsight/

rm -rf web manager db
```

- 6 Restore the backup versions of each component (Database, Manager, and Web):



If `web.preUpgradeBackup.01`, `db.preUpgradeBackup.01` or `manager.preUpgradeBackup.01` already exists, delete the folders before proceeding any further.

```
cd /opt/arcsight/

mv web.preUpgradeBackup web.preUpgradeBackup.01

mv manager.preUpgradeBackup manager.preUpgradeBackup.01

mv db.preUpgradeBackup db.preUpgradeBackup.01

cp -prd web.preUpgradeBackup.01 web

cp -prd manager.preUpgradeBackup.01 manager

cp -prd db.preUpgradeBackup.01 db
```

- 7 Check whether you need to download and extract your previous update bundle. "XXXX" represents the previous installation build number (such as 6521 or 6600; if two exist, use the larger number).

```
cd /opt/updates/aeupdate-5.0.1.xxxx.1/RPMS, for M7400 or
cd /opt/updates/aeupdate-5.0.0.xxxx.1/RPMS, for M7100 and M7200
```

If the directory exists, you do not need to do the download and extraction. Go to [Step 10](#).

- 8 Download the update bundle of your previous installation from ArcSight Support download web site.

```
aeupdate-5.0.1.xxxx.1.pl, for M7400 or
aeupdate-5.0.0.xxxx.1.pl, for M7100 and M7200
```

- 9 Extract the contents of this file by running the following command (be sure to include the `-n` option at the end:

```
perl aeupdate-5.0.1.xxxx.1.pl -n, for M7400 or
perl aeupdate-5.0.0.xxxx.1.pl -n, for M7100 and M7200
```

This creates the `/opt/updates/aeupdate-5.0.1.xxxx.1/RPMS`, for M7400 or `/opt/updates/aeupdate-5.0.0.xxxx.1/RPMS`, for M7100 and M7200

- 10 Go to the RPMS directory:

```
cd /opt/updates/aeupdate-5.0.1.xxxx.1/RPMS, for M7400 or
cd /opt/updates/aeupdate-5.0.0.xxxx.1/RPMS, for M7100 and M7200

mkdir /root/rpms.xxx

cp arcsight-express-*.rpm /root/rpms.xxx

cd /root/rpms.xxx
```

- 11** Synchronize the RPM database with the file set that is currently on your local disk from the directory where you downloaded it. (In the example above, it would be `cd /root/rpms.xxx/`). If all your components are in the same directory, run:

```
rpm -i --justdb --nodeps --noscripts --notriggers arcsight-express-*.rpm
```

- 12** Start the Manager:

```
/etc/init.d/arcsight_manager start
```

- 13** Start the Web:

```
/etc/init.d/arcsight_web start
```

Issues Fixed in this Release

For ESM related issues addressed in this release, refer to the *ArcSight ESM v5.0 SP1 Patch 2 Release Notes*.

For information about open and closed issues for AE v5.0 SP1 Patch 1, see the release notes for that version.