

# **Release Notes ArcSight™ Express**

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Version 4.5 SP3  
Build 4.5.3.6126.0

August 24, 2010



## Release Notes ArcSight™ Express, Version 4.5 SP3

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The network information used in the examples in this document (including IP addresses and hostnames) is for illustration purposes only.

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### Revision History

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Date	Product Version	Description
08/24/10	ArcSight™ Express Version 4.5 SP3	Release Notes for AE v4.5 SP3

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# ArcSight Express, Version 4.5 SP3

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## 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 v4.5 SP3 Release Notes* for information about ArcSight ESM open technical issues.

Refer to the *ArcSight Logger v4.0 Release Notes* for information about ArcSight Storage Appliance open technical issues.

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Caution

- Upgrade to v4.5 SP3 is supported from v4.5 SP1, v4.5 SP1 Patch 2, or v4.5 SP2 Patch 2. If you are upgrading from any other version of ESM, you are required to upgrade to an interim version from which upgrade to v4.5 SP3 is supported, before upgrading to v4.5 SP3.

For example, if you are upgrading from v4.5 GA to v4.5 SP3, you will be required to first upgrade your v4.5 GA installation to v4.5 SP1 **before** upgrading to v4.5 SP3. See the *Upgrading ArcSight Express from v4.5 GA to v4.5 SP1* document for details on upgrading to v4.5 SP1. Then use this guide to upgrade to v4.5 SP3.

- If you are on v4.5 SP2, make sure that you have the v4.5 SP2 Patch 2 installed before upgrading to v4.5 SP3.
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## Purpose of this Release

The purpose of this Service Pack is to:

- provide the latest JRE update
- address customer requested and other issues
- updates for geographical information and vulnerability mapping
- provide Oracle CPU certification with currently available CPU of July 2010 Update

## Localization

To configure the First Boot Wizard for localization of Japanese, Traditional Chinese, and French, complete the following steps.



Note

The following steps are only necessary for users on  
**M7100 appliance** and  
**M7200 appliance, 4.SP1 Patch 2**

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### Japanese and Traditional Chinese

After you have completed configuration of the OS, "Finish Setup" appears on the screen.

- 1 Click **Next**.
- 2 When prompted on the "Enterprise Linux" screen, log in as user "root".
- 3 Retain this screen.
- 4 From directory `/opt/arcSight/manager/i18n/common/`, modify the following property files:  
**Japanese:** `common_strings_jp.properties`  
**Traditional Chinese:** `common_strings_zh_TW.properties`
- 5 Comment out any of the following property: `schedule.frequency.*`
- 6 Continue within the "ArcSight Express Configuration Wizard" to complete the remaining steps of configuration.

### French

After you have completed configuration of the OS, "Finish Setup" appears on the screen.

- 1 Click **Next**.
- 2 When prompted on the "Enterprise Linux" screen, log in as user "root".
- 3 From the "Welcome to ArcSight Express" screen, cancel the First Boot Wizard.
- 4 Open a shell and export the following environment variable:  
`ARCSIGHT_LOCALE=ALL`  
`export ARCSIGHT_LOCALE`
- 5 Restart the wizard by typing:  
`cd /opt/arcSight/manager/bin`  
`arcSight appliancefirstbootsetup`
- 6 Under the **Select Language/Local** drop-down menu, choose **fr\_FR.UTF-8**.
- 7 Continue within the "ArcSight Express Configuration Wizard" to complete the remaining steps of configuration.

## Installation and Configuration

For detailed installation and setup instructions for ArcSight Express, refer to *Getting Started with ArcSight Express*, included with your ArcSight Express shipment.

After you have set up ArcSight Express successfully, a wizard prompts you to configure ArcSight Express. Refer to the *ArcSight Express Configuration Guide*, which you can download from the ArcSight Customer Support download site.

## 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.



ArcSight Express does not support Legacy mode in the Forwarding Connector Installation Wizard.

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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.

## Usage Notes

Please review the following points to ensure smooth operation.

## Adobe Flash Player Limitation

Due to a limitation in Adobe Flash Player, to view dashboards within ArcSight Web on a 64-bit operating system, you are required to use a 32-bit browser with a 32-bit version of Flash player installed. Refer to the Adobe web site that discusses this issue (<http://www.adobe.com/go/6b3af6c9>).

## Using ssh Session to Upgrade

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

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

## 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.

## Geographical Information Update

This release includes an update to the geographical information used in graphical displays. The update version is GeoIP-532\_2010701.

## Vulnerability Updates

This release includes recent vulnerability mappings (July 2010 Context Update) for these devices:

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Device	Vulnerability Updates
Snort / Sourcefire SEU 344	Faultline, Bugtraq, CVE, X-Force, Nessus, MSSB
Enterasys Dragon IDS	Faultline, CVE, MSSB
Cisco Secure IDS S498	Faultline, Bugtraq, CVE, Nessus
McAfee Intrushield	Faultline, CVE
TippingPoint UnityOne DV8035	Faultline, Bugtraq, CVE, MSSB
Fortinet Fortigate	Bugtraq
ISS SiteProtector	Faultline, Bugtraq, CVE, X-Force, MSSB
Symantec Endpoint Protection	Faultline, Bugtraq, CVE
Radware DefensePro	Faultline, Bugtraq, CVE, X-Force, Nessus, CERT

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## Issues Fixed in this Release

There are no issues specific to ArcSight Express that were fixed in this release.

For ESM related issues addressed in this release, refer to the *ArcSight ESM v4.5 SP3 Release Notes*.

## Issues Fixed in the v4.5 SP2 Release

### Installation and Upgrade

Number	Description
56179	<p><b>On M7100 only:</b> Any errors while configuring the host name or IP address of the machine in the First Boot Wizard will cause the localhost entry to be removed from the /etc/hosts file. Consequently, the First Boot Wizard will fail.</p> <p><b>Workaround:</b> If you want to change the host name or IP address after you have configured them using the First Boot Wizard, you have to do a system restore and make the changes in the First Boot Wizard itself.</p>
60455	<p><b>For M7200 series only:</b> After completing the First Boot Wizard successfully, if you rebooted the ArcSight Express Appliance, you would see a panel from the First Boot Wizard which told you that all components have been successfully configured. This panel no longer appears.</p>

## Open Issues in This Release

These open technical issues merit your review to avoid difficulties.

### Installation and Upgrade

Number	Description
53359	<p>Using an <code>ssh -X</code> session to either upgrade ArcSight Express or run FBW causes errors and the FBW does not complete.</p> <p><b>Workaround:</b> Instead of using <code>ssh -X</code> to run FBW or upgrade ArcSight Express, use <code>ssh</code> to connect to the appliance and set your DISPLAY environment variable to point to a valid X11 display.</p>
53977	<p>SBR: didn't received warning email when free tablespace is under 5%. See <a href="#">related information on page 7</a> against the same bug number.</p>
55289	<p>If you start the wizard to configure ArcSight Database using the <code>./arcsight database pc</code> command, please modify the Manager host name and Database user name and their passwords to match the host names and passwords that you had set up in the First Boot Wizard panel. These values do not get updated with the setting you had provided when running the First Boot Wizard.</p>
55381	<p>When upgrading the software on ArcSight Express, you will see the following error message in the Forwarding Connector log:</p> <pre>INFO   jvm 1   2009/02/09 17:03:47   com.arcsight.common.ArcSightException: ISSFAILURE:[Database Connection: Received exception while trying to check connectivity to the database: Io exception: Got minus one from a read call</pre> <p>This message is harmless and can be safely ignored.</p>

Number	Description
55476	<p>If you open 10 channels and view them then delete these 10 channels from the resource tree, you will not be able to open any more channels. You will see the following error:</p> <pre>Unable to create communication mode with server: The maximum number of open event channels (10) has been exceeded. Please close one or more individual event channels to continue.</pre> <p><b>Workaround:</b> Restart the Console.</p>
55964	<p>When running the First Boot Wizard, be sure you do not change the default values in the Hosts tab of the Network Settings panel. If you change the default values, it could lead to loss of network connectivity and you will receive this error:</p> <pre>Could not look up internet addresses for &lt;hostname&gt;.This will prevent GNOME from operating correctly.</pre>
55746	<p>If Oracle, TNS Listener, Web and Manager are down before doing an upgrade, you will see FATAL EXCEPTION errors in your <code>aeupdate</code> log, even though the upgrade will proceed smoothly and succeed.</p> <p>These errors are safe to ignore.</p>
60111	<p><b>For M7200 series only:</b> While running the First Boot Wizard, you may encounter an error:</p> <pre>"Fatal errors encountered. Could not proceed."</pre> <p>This indicates that there was an error when setting up one of the Network Configuration panels.</p> <p><b>Workaround:</b> Check the <code>/opt/arcSight/manager/logs/firstboot.log</code> file to see where the error occurred. Also, refer to "Appendix A, Troubleshooting" in the <i>ArcSight Express Configuration Guide</i> for more details on this error and how to resolve it.</p>
60767	<p>If you are using the X Windows functionality to remotely access ArcSight Express to apply the patch, you might run into this error:</p> <pre>X11 connection rejected because of wrong authentication.</pre> <p>This error is an indication that your content packages have not been updated.</p> <p><b>Workaround:</b> Run the following from a shell prompt:</p> <pre>arcSight patchcontentinst</pre> <p>to update the content packages.</p>
61714	<p>When upgrading from ESM 4.5 SP1 Patch 2 to ESM 4.5 SP3, the <code>dbcheck</code> script will give you an error.</p> <p><b>Workaround:</b> Do the following before running the <code>arcSight dbcheck</code> command:</p> <ol style="list-style-type: none"> <li>1 Open a shell window and go to the Database's <code>&lt;ARCSIGHT_HOME&gt;/bin/scripts</code> directory.</li> <li>2 Run the <code>dos2unix dbcheck.sh</code> command.</li> </ol>

## ArcSight Database

Number	Description
53484	<p>Certain reports run for several hours and then time out or fail with the error message:</p> <pre>com.arcsight.common.persist.PersistenceException: Unable to execute query: ORA-01555: snapshot too old</pre> <p>This occurs because Oracle is using a sub-optimal query execution plan. In some cases, this can happen because of insufficient space in the ARC_TEMP table as well.</p> <p><b>Workaround:</b> Set the report to query with a full scan database hint. For more information, refer to "Reports that query over a large time range with complex joins take a long time to run" in Appendix B of the <i>ArcSight ESM Administrator's Guide</i>.</p>
53977	<p>When available database free space in tablespace reduces to 5% or less, a warning email should be sent to the notification email address list. Frequently, this message is not activated. This can be monitored from the console using the dashboards.</p> <p>Monitor the Arc_Event_Data table to verify that the "% Free" column is over 5% at all times.</p>
62989	<p><b>SBR for M7100/M7200:</b> When the following error occurs in partitionstatsupdater.log:</p> <pre>error Cause: ORA-01013: user requested cancel of current operation</pre> <p>set the value of the parameter <code>partition.manager.updatestats.query.timeout</code> to a larger value (e.g., 14400).</p>

## ArcSight Manager

Number	Description
17714	<p>When a non-admin user runs a report, the report shows assets and cases even though a non-admin user does not have the rights to view assets or cases.</p>
42730	<p>You cannot move an asset using Auto Zone if the asset is locked.</p>
43678	<p>If the search index file becomes corrupted, the Search index will be out-of-date and you will see this message in the Manager log:</p> <pre>[ERROR][default.com.arcsight.server.search.index.IndexResources][_init] java.io.IOException: read past EOF</pre> <p><b>Workaround:</b> Regenerate the index by issuing this command from the Manager &lt;ARCSIGHT_HOME&gt;/bin directory:</p> <pre>arcsight searchindex -a create</pre>
53975	<p>If you are not able to setup sending pager notifications through the pager service provider, please follow the workaround provided.</p> <p><b>Workaround:</b> If your pager supports receiving e-mails, create notification destinations in ArcSight Console by providing the e-mail address of the pager in the e-mail destination.</p>

Number	Description
58665	<p>If, after running ESM for several weeks, the Manager appears to hang and you receive the following error message</p> <pre>unable to extend temp segment by 32 in tablespace TEMP</pre> <p>this may be due to unbounded growth of a TEMP file (/home/oracle/OraHome10g/oradata/Arcsight/temp01.dbf) which currently has no set size limitation.</p> <p>The following workaround sets this limitation and limits the TEMP file growth to a maximum of 8 GB.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1 Stop all ESM components (ArcSight Web, ArcSight Manager, and the database).</li> <li>2 Connect to sqlplus while logged in as a system user and execute the following command. <pre>alter database tempfile '/home/oracle/OraHome10g/oradata/arcsight/temp01.dbf' autoextend on MAXSIZE 8000M;</pre> </li> <li>3 Exit from sqlplus and restart all the ESM components.</li> </ol>

## ArcSight Console

Number	Description
50968	<p>When you delete an escalation-level notification resource, you receive the error <code>Group does not exist</code> in the <code>console.log</code> file.</p> <p>This error is incorrect and can be ignored.</p>
53435	<p>When you set the <b>Schedule Frequency</b> for a report, the <b>Next Run Time</b> field displays incorrectly in the Editor.</p> <p>Even though the time displays incorrectly, the report runs at the correct time.</p>
55810	<p>When upgrading the ArcSight Console, you will be prompted to enter the path to the previous Console installation. Be sure to provide the path to the <code>current</code> directory of your previous Console installation. If you do not point to the <code>current</code> directory, you will get an error that the cacerts folder could not be found in this location. Selecting OK will allow you to continue with the upgrade. But, this will cause the certificates to not get transferred and make the upgrade error prone.</p>
53822	<p>If you try to open an archived report in the Console, it fails to open. This happens only the first time when you try this after an upgrade or a fresh installation.</p> <p><b>Workaround:</b> Restart the Console.</p>
65294	<p>The ArcSight Express "What's New" window fails to display the ArcSight Web and Network Model Wizard icons.</p>

## ArcSight Web

Number	Description
24404	In ArcSight Web, channels with conditions that refer to an Event field that ends in Resource will fail. ArcSight Web does not support the use of these fields as a filter condition.
43254	Occasionally, when you drill down into the event details in a live channel, the details display for the event, but if you select another event and try to drill down to see its details, you will not be able to do so. <b>Workaround:</b> Restart ArcSight Web.
43327	ArcSight Web channels do not support sorting by a time field other than the one chosen as the channel time stamp. For example, a channel in ArcSight Web cannot use Manager Receipt Time as the timestamp and End Time as the sorting timestamp. Attempting to use such a channel in ArcSight Web will produce an error. <b>Workaround:</b> Use ArcSight Console to modify the channel sort column and then use it in ArcSight Web.
46969	When you use ArcSight Web with the Firefox web browser, you might encounter an error if you refresh an Active Channel. This is a known issue.
56005	If your session has expired and you click a node in the Navigator tree to expand it, you will see a Java exception and ArcSight Web does not redirect you to the login page.
56821	Mozilla Firefox 1.5 and later versions of the browser are not supported on ArcSight Express. Please do not use this browser to access ArcSight Web.

## Analytics

ESM-45627	<p>The link in the ESM Console to the ArcSight Web User's Guide PDF does not work.</p> <p><b>Workaround:</b> The ArcSight Web User's Guide is available in both HTML online Help format and PDF format from the ArcSight Web interface on a browser. The PDF is also available on the ESM Console, but requires that you browse to it manually.</p> <ol style="list-style-type: none"> <li>1 In the ESM Console, go to <b>Help &gt; Browse ArcSight Documentation</b>. Click through the prompts to accept the security certificate until the browser displays the Index to ArcSight ESM Documentation v4.5 SP3.</li> <li>2 In the Index page, click the <b>ArcSight Web User's Guide</b> link. Cancel any prompts to authenticate with the server.</li> <li>3 In the browser address field, change the address from:  <code>https://&lt;server name:port&gt;/arcsight/web/doc/user/ArcsightDocs/ArcSightWeb_UserGuide_v45SP3.pdf</code>            to  <code>https://&lt;server name:port&gt;/arcsight/web/doc/user/ArcsightDocs/ESM_ArcSightWeb_UserGuide_v45SP3.pdf</code></li> </ol> <p>The ArcSight Web User's Guide PDF is also available from the Customer Support download site.</p>
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50646	<p>The column names of a generated report have a maximum width. If your column name exceeds that limit, the name is truncated and the truncated portion is replaced with a random alphanumeric character. For example, if you create a report that collects two minutes of data for two fields: <b>Original Agent Translated Zone External ID</b> and <b>Original Agent Translated Zone Resource</b>, the report displays the column names as <b>Original Agent translated Z</b> and <b>Original Agent Translated Z-0</b>.</p> <p><b>Workaround:</b> Create a short alias for such columns in the report editor.</p>
54713	<p>If you had scheduled a report to run every two hours before the start of Daylight Saving Time (DST) and scheduled the first run to occur at an even numbered hour (for example 2:00 pm), once DST begins, the scheduled run for this report will occur on odd numbered hours (for example 1:00 am, 3:00 am, etc.). The interval will continue to be every 2 hours.</p>
54749 55835	<p>Depending on your time zone, you may see your scheduled tasks running off by 15 minutes to an hour. For example, scheduled tasks will run 15 minutes early in America/Guyana, whereas in Asia/Bahrain or Europe/London it will run one hour early, etc.</p>
55230	<p>When viewing reports you might encounter timestamps that are off by an hour.</p> <p>To convert the time in the database to your local time, the current time zone setting (including any DST offset) will be used. If the times you are querying are in a different DST setting, the local time reported will be off by one hour. For example, if you are in the Pacific timezone and in DST, and the time range you are querying is not in DST, the time will be off by one hour. For example, if it is June (in DST) and you query times in January (not in DST), your times will be corrected by the current timezone setting (in DST), even though the January times should not have DST applied to them.</p>
56258	<p>When you create a Case, if you set the Estimated Restore Time, it does not get set.</p>
56345	<p>If your query uses the getSessionData variable to join a session list with an active list you will get an error when you try to run the report or view the channel.</p>

## Localization

55823	<p><b>In Traditional Chinese and Japanese environments:</b> After assigning a hotkey to a resource the Console does not restart.</p> <p><b>Workaround:</b> Edit the <code>keymap.xml</code> file in the Console's <code>&lt;ARCSIGHT_HOME&gt;/config/console</code> directory and remove the <code>&lt;action&gt;</code> tag which contains the non-English characters. Be sure to delete all the lines starting with <code>&lt;action&gt;</code> tag and ending with <code>&lt;/action&gt;</code> including the tag line itself.</p>
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