

Patch Release Notes **ArcSight™ ESM**

Version 5.0, Patch 1
Build 5.0.0.6521.1

October 20, 2010



Patch Release Notes ArcSight™ ESM , Version 5.0, Patch 1

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Revision History

Date	Product Version	Description
10/20/10	ArcSight™ ESM Version 5.0, Patch 1	Patch Release Notes for ArcSight™ ESM Version 5.0, Patch 1

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ArcSight ESM, Version 5.0 Patch 1

ESM Patch 5.0.0.6521.1

These release notes describe how to apply this patch release of ArcSight ESM. Instructions are included for each component, as well as other information about recent changes and open and closed issues.

This patch is for ArcSight ESM v5.0 GA only. If you are seeking to set up a new ESM v5.0 GA installation, refer to the *ArcSight ESM Installation and Configuration Guide*.

For instructions on upgrading from a v4.5 Service Pack (SP), please see its respective upgrade guide to upgrade to v5.0 GA first. After you have upgraded to v5.0 GA, follow the instructions in ["Installing ESM Version 5.0 Patch 1" on page 5](#) to apply Patch 1.

Purpose of this Patch

This patch focuses on:

- introducing support for ESM v4.5 SP3 upgrade path
- addressing customer reported and other issues in ESM v5.0 GA
- provides support for JRE 1.6.0 update 20, which addresses known vulnerabilities in the SSL implementation
- providing updates for geographical information and vulnerability mapping
- providing Oracle CPU certification with the October 2010 CPU

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 version of ESM includes an update to the geographical information used in graphic displays. The version is GeoIP-532_20100901.

Vulnerability Updates

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

Device	Vulnerability Updates
Snort Sourcefire SEU 367	Faultline, Bugtraq, CVE, X-Force, Nessus, CERT, MSSB
Enterasys Dragon IDS	Faultline, CVE, Nessus, CERT, MSSB
Cisco Secure IDS S512	Faultline, Bugtraq, CVE, Nessus
McAfee Intrushield	Faultline, CVE, MSSB
TippingPoint UnityOne DV8090	Faultline, Bugtraq, CVE, MSSB
Fortinet Fortigate	Bugtraq, MSSB
IBM/ISS SiteProtector	Faultline, Bugtraq, CVE, X-Force, MSSB, CERT
Symantec Endpoint Protection	Faultline, Bugtraq, CVE, X-Force, Nessus, CERT
McAfee HIPS 7.0	Faultline, CVE, MSSB
FunkWerk (VarySys Technologies) PacketAlarm	Faultline, Bugtraq, CVE, X-Force, Nessus, CERT, MSSB

Oracle Critical Patch Update (CPU) Certification

This release of ArcSight ESM has been certified with the Oracle critical patch update (CPU) for October, 2010. Certification has been established with Oracle 10.2.0.4. Visit the ArcSight Customer Support product-download site to get the correct Oracle CPU package and OPatch for your environment.

Platform	CPU October 2010 Patch
Windows 32	p10084980_10204_Win32.zip
Windows 64 (AMD64-EM64T)	p10084982_10204_MSWIN-x86-64.zip
Linux 32	p9952272_10204_Linux-x86.zip
Linux x86-64	p9952272_10204_Linux-x86-64.zip
AIX	p9952272_10204_AIX5L.zip
Solaris 64	p9952272_10204_Solaris-64.zip

OPatch

Visit the ArcSight Customer Support product-download site to get the correct Oracle CPU package and OPatch for your environment.

Platform	OPatch October 2010
Linux 32	p6880880_102000_LINUX.zip

Platform	OPatch October 2010
Linux x86-64	p6880880_102000_Linux-x86-64.zip
Solaris 64	p6880880_102000_SOLARIS64.zip
Windows 64 (AMD64-EM64T)	p6880880_102000_MSWIN-x86-64.zip
Windows 32	p6880880_102000_WINNT.zip
AIX	p6880880_102000_AIX64-5L.zip

To Apply the CPU

- 1 From the Product Download section of the ArcSight Customer Support site (<https://support.arcsight.com/>), download both the Oracle CPU and OPatch:
 - ◆ Download the correct Oracle CPU package for your platform (see the tables above) and unzip it under your working directory.
 - ◆ Download the Oracle 10g OPatch file for your platform.
- 2 Install the OPatch:
 - ◆ Review the [README](#) file in the OPatch zip archive.
 - ◆ Extract the contents of the OPatch zip file under `$ORACLE_HOME`.
- 3 Stop the ArcSight Manager and Partition Archiver, and also stop the Oracle instance and TNS Listener.
- 4 Set the OPatch binary in PATH.
- 5 Read the next section in this document, "[Workarounds for Known Issues in Oracle CPU](#)" on page 4.
- 6 Install the CPU (that you downloaded in [Step 1](#)) according to the steps outlined in the [README](#) in the CPU zip package for your platform.
- 7 Replace references to "OPatch" in the commands with `$ARCSIGHT_HOME/bin/arcdbutil patch`

where `$ARCSIGHT_HOME` refers to the location where you have installed the ArcSight Database.

For example,

On Windows:

If the [README](#) says:

```
>OPatch apply
```

Then use this command instead:

```
$ARCSIGHT_HOME/bin/arcdbutil patch apply
```

On UNIX:

If the [README](#) says:

```
>opatch napply -skip_subset -skip_duplicate
```

Then use this command instead:

```
$ARCSIGHT_HOME/bin/arcdbutil patch napply -skip_subset  
-skip_duplicate
```



More information about Oracle-specific steps is provided in the README that accompanies the Oracle CPU. Be sure to review the README carefully and follow those instructions.

- 8 To complete the installation, follow the “Post Installation Instructions...” steps in the [README](#).
- 9 Restart the database and the TNS Listener.
- 10 Restart the Partition Archiver and the ArcSight Manager.

Workarounds for Known Issues in Oracle CPU

The following subsections provide workarounds for issues related to the Oracle CPU on different platforms.

Windows for Oracle 10g

In some cases, the CPU application can fail with this error:

```
OUI-67124:Copy failed from "<source>" to "<destination>"
```

```
OPatch failed with error code 115
```

This error occurs when there are other processes running that lock the file in question. The processes that cause the lock might be related to Oracle. As a workaround, reboot the machine and try the patch application steps again.

Linux - Using a Large Instance

If your ArcSight Database is running on a 32-bit Linux machine with the SMP kernel and your system is configured to use between 2 GB and 4 GB of memory (the default configuration of the Large template), perform the following steps after applying an Oracle Patch or an Oracle Patch Set (for example, a Critical Patch Update or the patch set for 10.2.0.4) to your ArcSight Database.

- 1 Log into the database machine as the Oracle software owner (by default, Oracle).
- 2 Shut down the Oracle database, the TNS Listener, and all other Oracle services (if any).
- 3 Run these commands:

```
cd $ORACLE_HOME/rdbms/lib
```

```
mv ksms.s ksms.s.org; mv ksms.o ksms.o.org
```

```
$ORACLE_HOME/bin/genksms -s 0x15000000 > ksms.s
```

```
make -f ins_rdbms.mk ksms.o
```

```
make -f ins_rdbms.mk ioracle
```

- 4 Restart the database server and the TNS Listener.

Restarting the database server enables the ArcSight Database to utilize the extended memory. Oracle cannot restart if this procedure is not followed. If the above commands display errors, call ArcSight Customer Support. If you are using your own Oracle software license, contact Oracle.

Installing ESM Version 5.0 Patch 1

You can install this patch release using the platform-specific and component-specific executable files provided. Patch installers are available for all platforms.

Please keep the following points in mind when installing Patch 1.



- You need to install the JRE update **before** applying the patch for all components. If you inadvertently skip the JRE update and install the Patch, you will receive the following error:

`Installing ArcSight Manager 5.0 GA Patch 1 requires Java version 1.6.0_20. You must apply JRE Updater for Java 1.6.0_20 before installing ArcSight Manager 5.0 GA Patch 1`

If you receive this message, stop the Patch installation, install the JRE update and then apply the Patch.

- In some Solaris environments, when upgrading the ESM Manager and also when installing the solution packages, these actions do not complete. This could happen if your Solaris system does not meet the minimum system requirements. See the *ESM Installation and Configuration Guide* for the minimum system requirements for a Solaris system.
- Make sure you execute `arcsight agentsetup -w` on the database component after installing and uninstalling the patch. Refer to the installation and uninstallation steps for the "[ArcSight ESM Database](#)" on [page 6](#).
- For all components and platforms:** Make sure that you have enough space (approximately three times the size of the patch installer) available *before* you begin to install the patch. If you run into disk space issues during installation, first create enough disk space, restore the component base build from the backup, then resume installation of the patch.
- Backup, patch install, and uninstall procedures require permissions for the relevant components. For example, to back up a database installation and install an Oracle critical patch update, you need database logon permissions. To back up the ArcSight Manager installation and install the Manager patch, you need Manager permissions. To install a patch, make sure that the user who owns the base build installation folder has full privileges on the PATH where the base build is installed.
- Due to issues related to configuration variability (AIX Tech Levels), a small number of users might experience issues with installation and uninstallation. It is a good practice to create a backup of the existing product before installation begins.
- Users who need to uninstall the software must be at the same user level as the original installer.
- For backup, patch install, and uninstall, we recommend that you log in to the target machine with a specific account name via telnet or SSH. If, instead, you switch accounts after logging in, then please be sure to specify the flag `"-"` for the `su` command, e.g., `su - <UserName>`

Platform-specific Information for Installing Patch 1

Each component has installation and rollback steps.

The patch installation instructions describe installation on all supported platforms. Platform-specific details are provided within the procedures below.

ArcSight ESM Database

This section describes how to install and uninstall ESM v5.0 GA, Patch 1 for ArcSight Database.

To Install the Patch



- Before you install the patch or JRE update, verify that the ArcSight Database [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 or JRE update, run the patch or JRE uninstaller before installing the patch or JRE update again.
- When uninstalling, make sure that you uninstall the Patch **before** you uninstall the JRE update.
- If you need to uninstall the Patch on Console and Web, please make sure to follow the instructions under:
 - For Console: [“To Roll Back the Console to its Previous Version” on page 17](#)
 - For Web: [“To Roll Back ArcSight Web to its Previous Version” on page 21](#)

1 Stop the Partition Archiver Agent.

◆ On Windows:

Open the Services Console and stop the Partition Archiver Agent service (the default is [Arcsight Oracle Partition Archiver Database](#)).

◆ On Solaris, AIX, and Linux:

Run:

```
/etc/init.d/arc_oraclepartitionarchiver_db stop
```



[arc_oraclepartitionarchiver_db](#) is the default service name.

2 Back up the ArcSight Database directory (for example, `c:\arcsight\db`) by making a copy. Be sure to back up the database as the Oracle database owner on Solaris, AIX, and Linux. Place the copy in a readily accessible location. Perform this step as a precautionary measure so that you can restore the original state, if necessary.



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-5.0.0.xxxx.1-DB-Win.exe](#)

- ◆ Patch-5.0.0.xxxx.1-DB-Solaris.bin
- ◆ Patch-5.0.0.xxxx.1-DB-AIX.bin
- ◆ Patch-5.0.0.xxxx.1-DB-Linux.bin

- 4 You will need to update the JRE before you apply the patch. To do so:
- a Download the executable file, specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number):
 - JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Win.exe
 - JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Solaris.bin
 - JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Linux.bin



JRE update is not required for the AIX platform, since the JRE version on AIX has not changed since the v5.0 GA release.

- b Run the executable file for your platform while logged in as the Oracle Database owner:
 - **On Windows:**
Double-click `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Win.exe`
 - **On Solaris:**
Run the following command.

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Solaris.bin
```


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

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Solaris.bin -i console
```
 - **On Linux:**
Run the following command.

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Linux.bin
```


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

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-DB-Linux.bin -i console
```
- c Read the Introduction message and click **Next**.
- d Enter or select the folder where your v5.0 GA database is installed and click **Next**.
- e Choose a Link Location (on Solaris and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, and then click **Next**.
- f Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this update. If satisfied, click **Install**.
- g Click **Done** in the Install Complete screen.

- 5 As the Oracle Database owner, run one of the following executables specific to your platform to apply the patch.
 - ◆ **On Windows:**

Double-click `Patch-5.0.0.xxxx.1-DB-Win.exe`
 - ◆ **On Solaris:**

Run the following command.

```
./Patch-5.0.0.xxxx.1-DB-Solaris.bin
```

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

```
./Patch-5.0.0.xxxx.1-DB-Solaris.bin -i console
```
 - ◆ **On AIX:**

Run the following command.

```
./Patch-5.0.0.xxxx.1-DB-AIX.bin
```

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

```
./Patch-5.0.0.xxxx.1-DB-AIX.bin -i console
```
 - ◆ **On Linux:**

Run the following command.

```
./Patch-5.0.0.xxxx.1-DB-Linux.bin
```

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

```
./Patch-5.0.0.xxxx.1-DB-Linux.bin -i console
```

The installer launches the Introduction window.
- 6 Read the instructions provided and click **Next**.
- 7 Enter the location of your existing ArcSight Database `ARCSIGHT_HOME` for your v5.0 GA database installation in the text box provided, or navigate to the location by clicking **Choose...**
- 8 To restore the installer-provided default location, click **Restore Default Folder**.
- 9 Click **Next**.
- 10 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, and then click **Next**.
- 11 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.
- 12 Click **Install**.
- 13 Click **Done** on the Install Complete screen.

After you have installed both the database **and** ArcSight Manager JRE update and patch, update the Partition Archiver. These steps are required to upgrade the Partition Archiver version when viewed from the Console. Verify that the Manager is running, and then:

- 1 Run the following command from the Database `bin` directory to update the Partition Archiver.


```
arc_sight agentsetup -w
```
- 2 Click **Next** through the wizard screens until you reach the screen that prompts you to either review or modify the parameters.
- 3 Select **I do not want to change any settings**, and then click **Next**.
- 4 Click **Finish** in the last screen.
- 5 **On Windows Only:** Click **Cancel** in the Archiver Service Configuration screen.
- 6 Start the Partition Archiver Agent.
 - ◆ **On Windows:**
Open the Service Console and start the Partition Archiver Agent service (the default is `Arcsight Oracle Partition Archiver Database`).
 - ◆ **On Solaris, AIX, and Linux:**
Run the following command.

```
/etc/init.d/arc_oraclepartitionarchiver_db start
```



Note

`arc_oraclepartitionarchiver_db` is the default service name.

To Uninstall

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

You must uninstall **in the following order**:

- 1 Uninstall the Patch.
- 2 Uninstall the JRE update.



Caution

Make sure that you do the steps in this section while you are logged in as the Oracle Database owner.

Uninstalling the Patch



Note

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

- 1 Stop the ArcSight Partition Archiver.
- 2 Run the uninstaller program:

On Windows:

- ◆ Double-click the icon you created for the uninstaller when installing the database. For example, if you created an uninstaller icon on your desktop, double-click that icon.
- ◆ Or, if you created a link in the Start menu, click
Start->Program Files->ArcSight DB 5.0 GA Patch1-> Uninstall ArcSight Database 5.0 GA Patch 1
- ◆ Or, run the following from the `ARCSIGHT_HOME\UninstallerDataSP0Patch1` directory.

```
Uninstall_ArcSight_DB_Patch.exe
```

On Solaris, AIX, and Linux:

- ◆ From the directory where you created the links (your home folder or another location) when installing the database, run:

```
./Uninstall_ArcSight_Database_5.0_SP0Patch1
```
- ◆ Or, to uninstall in console mode, run

```
./Uninstall_ArcSight_Database_5.0_SP0Patch1 -i console
```
- ◆ If you did not create a link, execute the following command from the Database's `ARCSIGHT_HOME/UninstallerDataSP0Patch1`.

```
./Uninstall_ArcSight_DB_Patch
```

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

Uninstalling the JRE

You can uninstall the JRE in one of the following ways:

- Run the following command from the Database's `ARCSIGHT_HOME/UninstallerDatajre1.6.0_20` folder:

```
./Uninstall_ArcSight_DB_JRE_Updater
```

and follow the prompts.
- Or, to uninstall in console mode, run

```
./Uninstall_ArcSight_DB_JRE_Updater -i console
```
- If you did not create a link, execute the following command from the Database's `ARCSIGHT_HOME/UninstallerDatajre1.6.0_20`:

```
./Uninstall_ArcSight_DB_JRE_Updater
```

Updating the Partition Archiver

After uninstallation of the database patch is complete, update the Partition Archiver:

- 1 Uninstall the Patch and the JRE on the Manager in this order.
- 2 Start the Manager.
- 3 Run the following command from the Database `bin` directory to update the Partition Archiver.

```
arcsight agentsetup -w
```
- 4 Click **Next** through the wizard screens until you reach the screen that prompts you to either review or modify the parameters.

- 5 Select **I do not want to change any settings** and click **Next**.
- 6 Click **Finish** in the last screen.
- 7 **On Windows Only**, click **Cancel** in the Archiver Service Configuration screen.
- 8 Start the Partition Archiver Agent.
 - ◆ **On Windows:**
Open the Service Console and start the Partition Archiver Agent service (the default is [Arcsight Oracle Partition Archiver Database](#)).
 - ◆ **On Solaris, AIX, and Linux:**
Run the following command.

```
/etc/init.d/arc_oraclepartitionarchiver_db start
```



`arc_oraclepartitionarchiver_db` is the default service name.

ArcSight ESM Manager

This section describes how to install or uninstall v5.0 GA Patch 1 for ArcSight Manager.

To Install the Patch



Note

- Before you install the patch or JRE update, verify that [ARCSIGHT_HOME](#) and any of its subdirectories are not being accessed by open shells on your system.
- If for any reason you need to re-install the patch or JRE update, run the patch or JRE uninstaller before installing the patch or JRE update again.
- When uninstalling, make sure that you uninstall the Patch **before** you uninstall the JRE update.

- 1 Stop the ArcSight Manager.
- 2 Back up the Manager directory (for example, `c:\arcsight\manager`) 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.



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-5.0.0.xxxx.1-Manager-Win.exe`
 - ◆ `Patch-5.0.0.xxxx.1-Manager-Solaris.bin`
 - ◆ `Patch-5.0.0.xxxx.1-Manager-AIX.bin`
 - ◆ `Patch-5.0.0.xxxx.1-Manager-Linux.bin`
- 4 You will need to update the JRE before you apply the patch. To do so:

- a Download the executable file, specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.):

- `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Win.exe`
- `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Solaris.bin`
- `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Linux.bin`



Note

JRE update is not required for the AIX platform, since the JRE version on AIX has not changed since the v5.0 GA release.

- b Run the executable file while logged in as the owner `arcsight`.

- **On Windows:**

Double-click

`JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Win.exe`

- **On Solaris:**

Run the following command.

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Solaris.bin
```

To install in console mode, run the following from the shell prompt and then follow the instructions in the window.

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Solaris.bin -i console
```

- **On Linux:**

Run the following command.

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Linux.bin
```

To install in console mode, run the following from the shell prompt and then follow the instructions in the window.

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Manager-Linux.bin -i console
```

- c Read the Introduction message and click **Next**.
- d Enter or select the folder where your v5.0 GA Manager is installed and click **Next**.
- e Choose a Link Location (on Solaris and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, and then click **Next**.
- f Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this update. If satisfied, click **Install**.
- g Click **Done** in the Install Complete screen.
- 5 While logged in as the ArcSight user, run one of the following executables specific to your platform to apply the patch.
- ◆ **On Windows:**
Double-click `Patch-5.0.0.xxxx.1-Manager-Win.exe`
 - ◆ **On Solaris:**
Run the following command.

```
./Patch-5.0.0.xxxx.1-Manager-Solaris.bin
```

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

```
./Patch-5.0.0.xxxx.1-Manager-Solaris.bin -i console
```

◆ **On AIX:**

Run the following command.

```
./Patch-5.0.0.xxxx.1-Manager-AIX.bin
```

To install in console mode, run the following from the shell prompt and then follow the instructions in the window.

```
./Patch-5.0.0.xxxx.1-Manager-AIX.bin -i console
```

◆ **On Linux:**

Run the following command.

```
./Patch-5.0.0.xxxx.1-Manager-Linux.bin
```

To install in console mode, run the following from the shell prompt and then follow the instructions in the window.

```
./Patch-5.0.0.xxxx.1-Manager-Linux.bin -i console
```

The installer launches the Introduction window.

- 6 Read the instructions provided and click **Next**.
- 7 Enter the location of your existing `ARCSIGHT_HOME` for your v5.0 GA Manager 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**.
- 8 Click **Next**.
- 9 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, then click **Next**.
- 10 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.
- 11 Click **Install**.
- 12 Click **Done** on the Install Complete screen.

To Uninstall

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



Note

Before you begin to uninstall, make sure that the Manager's `ARCSIGHT_HOME` or any of its subdirectories are not being accessed by any open shells on your system.

You must uninstall in the following order:



The procedure below must be followed while you are logged in as user arcsight.

- 1 Uninstall the Patch. Refer to “Uninstalling the Patch” on page 14.
- 2 Uninstall the JRE update. Refer to “Uninstalling the JRE” on page 14.
- 3 Clean up the checkpoints for rules and Data Monitors. Refer to “Cleaning checkpoints” on page 15.
- 4 Restart the Manager. Refer to “Restart the Manager” on page 15.

Uninstalling the Patch

- 1 Stop the ArcSight Manager.
- 2 Run the uninstaller program:

On Windows:

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

Start->Program Files->ArcSight Manager 5.0 GA Patch1-> Uninstall ArcSight Manager 5.0 GA Patch 1

- ◆ Or, run the following from the `ARCSIGHT_HOME\UninstallerDataSP0Patch1` directory.

```
Uninstall_ArcSight_Manager_Patch.exe
```

On Solaris, AIX, and Linux:

- ◆ From the directory where you created the links (your home folder or another location) when installing the Manager, run:

```
./Uninstall_ArcSight_Manager_5.0_SP0Patch1
```

- ◆ Or, to uninstall in console mode, run

```
./Uninstall_ArcSight_Manager_5.0_SP0Patch1 -i console
```

- ◆ If you did not create a link, execute the following command from the Manager's `ARCSIGHT_HOME/UninstallerDataSP0Patch1`.

```
./Uninstall_ArcSight_Manager_Patch
```

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

Uninstalling the JRE

You can uninstall the JRE in one of the following ways:

- Run the following command from the Manager's `ARCSIGHT_HOME/UninstallerDatajre1.6.0_20` folder:

```
./Uninstall_ArcSight_Manager_JRE_Updater
```

and follow the prompts.

- Or, to uninstall in console mode, run


```
./Uninstall_ArcSight_Manager_JRE_Updater -i console
```
- If you did not create a link, execute the following command from the Manager's `ARCSIGHT_HOME/UninstallerData` `jre1.6.0_20`:


```
./Uninstall_ArcSight_Manager_JRE_Updater
```

Cleaning checkpoints

Delete everything under the following directories:

- `$ARCSIGHT_HOME/rules/classes`
- `$ARCSIGHT_HOME/rules/checkpoint`
- `$ARCSIGHT_HOME/user/manager/datamonitors/checkpoints`
- `$ARCSIGHT_HOME/tmp/tuple/local/classes`

where `$ARCSIGHT_HOME` is the directory in which the Manager is installed.

Restart the Manager

From the Manager's `bin` directory run:

```
./arcsight manager
```

See the *ArcSight ESM Installation and Configuration Guide* for more details.

ArcSight Console

This section describes how to install or uninstall the v5.0 GA, Patch 1 for ArcSight Console on Windows, Solaris, and Linux platforms.



- Instructions describing how to install or uninstall the Console patch on Macintosh systems are provided in "[Installing ArcSight Console Patch on a Mac](#)" on page 18.
- The ArcSight ESM Console is not supported on AIX. The following steps do not include information for installing a Console patch on AIX.

To Install the Patch



Before you install the patch or JRE update, 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 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.



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, `xxxxx` represents the build number.)

- ◆ Patch-5.0.0.xxxx.1-Console-Win.exe
- ◆ Patch-5.0.0.xxxx.1-Console-Solaris.bin
- ◆ Patch-5.0.0.xxxx.1-Console-Linux.bin

4 You will need to update the JRE before you apply the patch. To do so:

a Download the executable file, specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.):

- `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Win.exe`
- `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Solaris.bin`
- `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Linux.bin`

b Run the executable file while logged in as the owner arcsight.

- **On Windows:**

Double-click

`JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Win.exe`

- **On Solaris:**

Verify that you are logged in as the ArcSight user, and then run this command:

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Solaris.bin
```

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

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Solaris.bin -i console
```

- **On Linux:**

Verify that you are logged in as the ArcSight user, and then run the following command.

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Linux.bin
```

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

```
./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Console-Linux.bin -i console
```

- c Read the Introduction message and click **Next**.
- d Enter or select the folder where your v5.0 GA Console is installed and click **Next**.
- e Choose a Link Location (on Solaris and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, and then click **Next**.
- f Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this update. If satisfied, click **Install**.
- g Click **Done** in the Install Complete screen.

- 5 Run one of the following executables specific to your platform to apply the patch.
 - ◆ **On Windows:**
Double-click `Patch-5.0.0.xxxx.1-Console-Win.exe`
 - ◆ **On Solaris:**
Verify that you are logged in as the ArcSight user, and then run this command:
`./Patch-5.0.0.xxxx.1-Console-Solaris.bin`

To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.
`./Patch-5.0.0.xxxx.1-Console-Solaris.bin -i console`
 - ◆ **On Linux:**
Verify that you are logged in as the ArcSight user, and then run the following command.
`./Patch-5.0.0.xxxx.1-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-5.0.0.xxxx.1-Console-Linux.bin -i console`

The installer launches the Introduction window.
- 6 Read the instructions provided and click **Next**.
- 7 Enter the location of your existing `ARCSIGHT_HOME` for your v5.0 GA 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**.
- 8 Click **Next**.
- 9 Choose a Link Location (on Solaris and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button and click **Next**.
- 10 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.
- 11 Click **Install**.
- 12 Click **Done** on the Install Complete screen.

To Roll Back the Console to its Previous Version

If needed, you can roll back the Console to your previously installed version of it. To do so restore your backed up version of the Console. In case the backed up version is not available, reinstall the Console, apply the JRE update and patch again.

To restore your backed up version:

- 1 Delete your current console directory from under the `arcsight` directory.
- 2 Copy the backed up console directory from the location where you had backed it up (see [Step 2 on page 15](#)) over to the `arcsight` directory.

Installing ArcSight Console Patch on a Mac

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

To Install the Patch

- 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.



Caution

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 file `Patch-5.0.0.xxxx.1-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.



Tip

The patch installer file (that shows as a **ZIP** file on the download site) downloads as `Patch-5.0.0.xxxx.1-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.

- 4 Launch the patch installer by double-clicking the `ArcSightConsolePatch` file.
- 5 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 GA 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.
- 6 Click **Next**.
- 7 Verify your settings and click **Install**.

ArcSight Web Server

This section describes how to install or uninstall ESM v5.0 GA, Patch 1 for ArcSight Web.

To Install the Patch



Note

Before you install the patch or the JRE update, verify that the Web's `ARCSIGHT_HOME` and any of its subdirectories are not being accessed by any open shells on your system.

- 1 Stop the Web Server.

- 2 Backup the server directory (for example, `c:\arcsight\web`) 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.



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-5.0.0.xxxx.1-Web-Win.exe`
 - ◆ `Patch-5.0.0.xxxx.1-Web-Solaris.bin`
 - ◆ `Patch-5.0.0.xxxx.1-Web-AIX.bin`
 - ◆ `Patch-5.0.0.xxxx.1-Web-Linux.bin`
- 4 You will need to update the JRE before you apply the patch. To do so:
 - a Download the executable file, specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.):
 - `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Win.exe`
 - `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Solaris.bin`
 - `JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Linux.bin`



JRE update is not required for the AIX platform, since the JRE version on AIX has not changed since the v5.0 GA release.

- b Run the executable file while logged in as the owner `arcsight`.
 - **On Windows:**
Double-click
`JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Win.exe`
 - **On Solaris:**
Run the following command.
`./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Solaris.bin`

To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.
`./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Solaris.bin -i console`
 - **On Linux:**
Run the following command.
`./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Linux.bin`

To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.
`./JREUpdater_1.6.0_20-ESM_5.0.0.0-xxxx-Web-Linux.bin -i console`
- c Read the Introduction message and click **Next**.

- d** Enter or select the folder where your v5.0 GA Web is installed and click **Next**.
 - e** Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, and then click **Next**.
 - f** Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this update. If satisfied, click **Install**.
 - g** Click **Done** in the Install Complete screen.
- 5** While logged in as the ArcSight user, run one of the following executables specific to your platform to apply the patch.
- ◆ **On Windows:**
Double-click `Patch-5.0.0.xxxx.1-Web-Win.exe`
 - ◆ **On Solaris:**
Run the following command.

`./Patch-5.0.0.xxxx.1-Web-Solaris.bin`

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

`./Patch-5.0.0.xxxx.1-Web-Solaris.bin -i console`
 - ◆ **On AIX:**
Run the following command.

`./Patch-5.0.0.xxxx.1-Web-AIX.bin`

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

`./Patch-5.0.0.xxxx.1-Web-AIX.bin -i console`
 - ◆ **On Linux:**
Run the following command.

`./Patch-5.0.0.xxxx.1-Web-Linux.bin`

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

`./Patch-5.0.0.xxxx.1-Web-Linux.bin -i console`
- The installer launches the Introduction window.
- 6** Read the instructions provided and click **Next**.
- 7** Enter the location of your existing `ARCSIGHT_HOME` for your v5.0 GA ArcSight Web 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**.
- 8** Click **Next**.
- 9** Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, then click **Next**.

- 10 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.
- 11 Click **Install**.
- 12 Click **Done** on the Install Complete screen.

To Roll Back ArcSight Web to its Previous Version

If needed, use the procedure to roll back this patch installation to your previously installed version of ArcSight Web. To do so restore your backed up version of the Web. In case the backed up version is not available, reinstall the Web, JRE, and the patch.

To restore your backed up version:

- 1 Delete your current web directory from under the `arcsight` directory.
- 2 Copy the backed up web directory from the location where you had backed it up (see [Step 2 on page 19](#)) over to the `arcsight` directory.

Issues Fixed in this Patch

The following issues were addressed in this release.

Installation and Upgrade

Number	Description
ESM-37857 TTP#61628	<p>Occasionally, on an upgraded system, the export of some dashboards would fail with the following error.</p> <pre>Invalid archive:Element type "X_COLUMN_NAME" must be declared.</pre> <p>It usually impacted the dashboards that displayed the query viewer data.</p> <p>This issue has been fixed in this release.</p>
ESM-45935	<p>When upgrading from v4.5 SP3 to v5.0 if you do not apply v5.0 Patch 1 and continue with the upgrade, the upgrade will fail with the following error:</p> <pre>##### Installing core content packages.</pre> <pre>Found more than 1 original entry for cardinality conflict (inNetwork for [Group ID='0yclC2AABABCDilpYAT3UdQ==', URI='/All Zones/ArcSight System/Private Address Space Zones/RFC1700 Zones/', Version ID='AAAAAI1NYMltyJ3M',])</pre> <p>Workaround: Cancel out of the wizard, then apply v5.0 Patch 1, and restart the upgrade from the v5.0 Patch 1 Manager's <ARCSIGHT_HOME>\bin directory:</p> <pre>arcsight upgrade manager</pre>

ArcSight Manager

Number	Description
ESM-39902 TTP#65545	<p>When the actual data size of a session list exceeds the in-memory limit, not all session information can be stored in memory, and going to the database can severely impact the performance of the Manager. Therefore, it is imperative for high performance to ensure that the in-memory limit is consistent with (greater than) the actual size.</p> <p>By default, database lookups will not happen in synchronous contexts such as Data Monitors, but they happen in asynchronous contexts such as Rules. These defaults can be overridden by the server boolean properties <code>session.cache.allowSyncDBLookup</code> and <code>session.cache.session.cache.avoidDBLookup</code>.</p>
ESM-41189 TTP#68133	<p>In the past releases, when scheduling jobs that don't run every day but run every two or more days with their start date set to a future date, the next run time was not calculated correctly. Occasionally, they didn't actually start on the specified date. This has been fixed so that the next run time is the specified start date.</p>

Number	Description
ESM-45588	An upgrade of the reporting engine caused several issues with chart behavior. The ArcSight Administration, ArcSight System and ArcSight Foundation report templates have been updated to correct this behavior change. Additionally, reports using z-axis fields may not display properly if the z-axis field is numeric. The ArcSight Administration, ArcSight System and ArcSight Foundation reports that were affected have been updated. User-generated reports displaying this change in behavior can be corrected by removing the numeric field from the z-axis and adding to the y-axis.
ESM-45624	Tomcat allows an external connection to be established via port 9090, which exposed some vulnerabilities that concerned customers. This issue has been fixed in this release.

ArcSight Console

Number	Description
ESM-41074	On Macintosh platform only:
TTP#67951	For existing ESM users, if your JRE was updated, you will see the following error when you try to log into the Console: <code>IOException: Keystore was tampered with or password was incorrect.</code> This happens because the Mac OS update changed the password for the cacerts file in the system's JRE. Workaround: Before you start the Console, change the default password for the <code>cacerts</code> file by setting it to the following in the <code>client.properties</code> file (create the file if it does not exist) in the Console's <code>\current\config</code> folder by adding: <code>ssl.truststore.password=changeme</code>
ESM-41643	If your password contains the "#" character, you will receive an "Authorization Required" error when logging into Logger using the integration command.
TTP#69572	

ArcSight Web

Number	Description
ESM-41386	If you view an Event Channel in ArcSight Web while the Manager is actively receiving events, you may see a NullPointerException in your log file, <code>webserver.log</code> . The exception doesn't affect the display or usage of the channel and can be safely ignored.
TTP#68585	

Analytics

Number	Description
ESM-31758	Queries on Assets were failing while using substring variable on device zone name.
TTP#47180	

Number	Description
ESM-40877 TTP#67531	<p>Category model is a beta feature of ArcSight ESM v5.0. Following are the requirements and limitations:</p> <ul style="list-style-type: none"> Each category model requires 300 MB on ESM Manager. Viewing one category model at a time on ESM Console requires 1 GB heap. It is recommended that you view only one category model at a time on the Console. A category model in the system slows down actor imports; therefore, import actors prior to creating category model. Deletion of all actors is not recommended if category model is in the system.
ESM-41228 TTP#68215	<p>While editing a rule, if you activated any de-activated trigger, the Apply and OK buttons were not enabled.</p> <p>This issue has been fixed in this release.</p>
ESM-45672	<p>If a rule accessed a variable in the rule actions using velocity notation, and the variable name included white spaces, the value of the variable could not be retrieved correctly. This affected the rules upgraded to ESM v5.0 release from prior versions of ESM.</p>

Open Issues in This Release

These open technical issues merit your review to avoid difficulties.

Install and Uninstall

Number	Description
ESM-31392 TTP#46153	<p>On Solaris: When performing a fresh ESM Manager installation or upgrading ESM, the installation or upgrade does not always complete when solutions packages are installed.</p> <p>Workaround: Check the system requirements for your Solaris system in the “Supported Platforms” section of the “Installing ArcSight Manager” chapter in the <i>ESM Installation and Configuration Guide</i> to ensure that your system meets the minimum requirements.</p>
ESM-31433 TTP#46276	<p>On Windows only: If you install the Manager as a service, you may see the following error when the Manager starts:</p> <pre>ERROR: java.lang.NullPointerException at org.apache.lucene.index.IndexReader.open</pre> <p>Workaround: This error automatically gets resolved within one week of the Manager startup, during which time the Manager rebuilds the resource search index (done weekly). Optionally, you can manually do a rebuild at any time by running this command from the database <code>bin</code> directory:</p> <pre>arcsight searchindex -a create -m <manager-hostname> -u <admin-user-name> -p <password></pre>
ESM-31728 TTP#47129	<p>Windows only: When installing or upgrading, the Partition Archiver wizard gives you information in the last screen of the wizard to install it as a service, even if you chose to not install it as a service.</p> <p>Ignore this information and continue with the installation or upgrade.</p>

Number	Description
ESM-31766 TTP#47206	<p>During upgrade to ESM v5.0 GA, the <i>SSL Client Only</i> authentication option is selected by default. If you had set up your previous installation Manager to use <i>Password Based and SSL Client Based Authentication</i> method, the authentication method selected in the upgrade wizard panel will still default to <i>SSL Client Only</i>.</p> <p>Workaround: Make sure to change the authentication method back to Password Based and SSL Client Based Authentication during the upgrade.</p>
ESM-33766 ESM-34066 ESM-34069 ESM-34891 TTP#51954, 52680, 52690, 54003	<p>This release does not support spaces in install paths for the ArcSight Database, Manager or ArcSight Web server. If there are spaces in the install paths, ArcSight Database, Manager, and ArcSight Web setup wizards might not work, and ESM Manager startup will generate exceptions. This is an issue on all platforms.</p> <p>Workaround: Please do not use spaces in ESM installation paths. The default install paths (e.g., C:/arcsight/Manager) do not include spaces. If you modify the install paths, just make sure there are no spaces in the directory names. Dashes (-) or underscores (_) can be used instead of spaces.</p>
ESM-33949 TTP#52394	<p>File resources are not handled properly during ESM upgrade. This results in unassigned file resources after the upgrade. For example, the <code>.art</code> files are created as new file resources in ESM v5.0 GA and get new version IDs during the upgrade. The original files are stored in the Files resource under the Unassigned folder.</p> <p>Workaround: You can remove the unassigned <code>.art</code> files after an upgrade, since they are duplicates. The <code>.art</code> files can be safely deleted.</p>
ESM-35620 TTP#55853	<p>The ArcSight Database installer does not include error checking or validation per Oracle supported schema user naming conventions. If the user names specified contain anything other than alphanumeric characters, the ArcSight Database installer will prevent create/recreate of the schema and display the following error code:</p> <pre>error ORA-00921: unexpected end of sql command</pre> <p>For ArcSight Database installation and schema setup, please keep in mind that Oracle supports only alphanumeric characters for database user names, and will not accept a dash (-) or underscore (_) in these names.</p>
ESM-40975 TTP#67777	<p>After uninstalling then re-installing the ArcSight Administration package, you will get invalid resources.</p>
ESM-40984 TTP67797	<p>Before uninstalling any ArcSight package, certain tasks must be performed in sequence. Generally, you would remove relationships first before deleting. For example, if the data monitor group is deleted before the data monitor resource, you will encounter a permission error because permissions are tied to groups.</p>
ESM-41201 TTP#68161	<p>ESM Database installations on SUSE platforms:</p> <ul style="list-style-type: none"> SUSE 11 is a supported platform for ESM 5.0 Database installations. However, you will see a prompt at installation saying that it is not supported. Proceed with the installation by clicking OK. SUSE 10sp2 support in ESM 5.0 Database installations will End-of-Life on March 1, 2011. The installer program will not warn you of this fact if you install after that date.

Number	Description
ESM-41215 TTP#68187	On SUSE 11, ESM Manager does not start automatically at system startup even if this option was selected during installation. Workaround: Start Manager manually.
ESM-46050	Certain important files are incorrectly backed up during the application of v5.0 Patch 1, resulting in anomalous behavior when the patch is uninstalled. Workaround: Restore previous installation from backup created before application of the patch.
ESM-46051	The Patch Uninstaller for ArcSight Manager and Web does not remove the link on Unix and the shortcut on Windows. Workaround: Delete this link manually after uninstall is complete.
ESM-46068	During the uninstallation of v5.0 Patch 1, a file which is required by the JRE updater to function is deleted. Workaround: Copy the contents of the config/console.properties file to config/console.defaults.properties file.

Upgrade

Number	Description
ESM-34011 TTP#52556	You will not be able to do two consecutive upgrades on the same day. For example, upgrading from v4.5 SP2 to v4.5 SP3, then upgrading to v5.0 Patch 1 cannot be done on the same day. Workaround: After doing one upgrade, wait until the execution of the next scheduled Partition Manager job before doing the next upgrade. This allows Partition Manager to create a new partition which allows the system to be recognized as upgraded to an intermediate version. Execution of the Partition Manager scheduled job can be ensured by letting the Manager from the first upgrade run for a day (24 hours). Do the next upgrade after a day.
ESM-35599 TTP#55810	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 Console's <code><ARCSIGHT_HOME\current></code> directory of your previous Console installation. If you do not point to the current directory, you will get an error that the cacerts file 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.

Number	Description
ESM-35653 TTP#55935	<p>ESM Console upgrades to ESM v5.0 GA do not properly read the security and login property settings. If you run the upgrade and Console setup to completion via the install wizard, you will still have to re-run Console setup.</p> <p>Workaround: Cancel the installation after the Console is installed, and run the ArcSight Console Configuration Wizard to configure property settings.</p> <p>In <ARCSIGHT_HOME>/<Console_Build>/current/bin, run:</p> <pre>arcsight consolesetup</pre> <p>at the command line. This way, SSL certificates get transferred correctly and the Console can configure correctly.</p>
ESM-40866 TTP#67496	<p>System zones were modified in the v5.0 GA release. So, after importing packages or archives containing assets in zones that were modified those assets will become invalid.</p> <p>Workaround: You need to manually fix the zone for these assets.</p>
ESM-40880 TTP#67547	<p>After upgrading the Manager, you may see the following error in the <code>server.log</code> file after running the Manager for a few days:</p> <pre>Cannot allocate memory, not enough swap space.</pre> <p>This happens when externally spawned processes have exceeded their allotted memory. In this case, search the logs for processes that are still running. These logs will include the recommendation to <code>Please kill it manually</code>.</p>
ESM-41148 TTP#68075	<p>During an upgrade to ESM 5.0 GA, autozoning will fail if the number of assets in a zone/group exceeds 1000.</p> <p>Workaround: If this happens, manually run autozoning in batches of 1000 assets or fewer after completing your upgrade. You can do this from the Asset Channel or Asset Resource Tree in the Console.</p>
ESM-41297 TTP#68352	<p>While upgrading to ESM v5.0 GA, the logs may show a database exception about CAT_DEVICE_TYPE invalid identifier. This field is not required by the upgrade. The upgrade will complete successfully and ESM Manager will initialize with no problems. You should ignore this exception.</p>

ArcSight Database

Number	Description
ESM-35884 TTP#56521	<p>On AIX only:</p> <p>If you start the Partition Archiver as a service, the PATH does not get set correctly for the Oracle user if you use <code>/usr/bin/bash</code>.</p> <p>Workaround:</p> <ul style="list-style-type: none"> While logged in as the oracle user, run the Partition Archiver as a standalone application with "arcsight agents" command; or Switch to <code>/bin/sh</code> which is the default Oracle shell in <code>/etc/passwd</code>.

ArcSight Manager

Number	Description
ESM-28756 TTP#37959	<p>In hierarchical ESM deployments, when you add lower level Managers to the setup, make sure that you do not use the system tables that were exported from an existing lower level Manager. One of the system tables contains a unique Manager ID. This Manager ID is used by the upper level Manager to make certain decisions when reaching back for base events for forwarded correlation events. If you use the exported system tables for the new Manager, the Manager ID of the existing Manager from which you exported the tables gets copied to the newly added Manager thus having two Managers in the setup with the same Manager ID. When two lower level Managers have the same Manager ID, the higher level Manager will pick a random lower level Manager, hence the results of the reach back may be unpredictable.</p>
ESM-30008 TTP#41582	<p>Occasionally, when installing an exported package from a bundle file, you might receive the following error:</p> <pre>Install Failed: Resource in broker is newer than modified resource.</pre> <p>This error does not occur every time you attempt to install an exported package from a bundle.</p> <p>Workaround: Re-import the package.</p>
ESM-30314 TTP#42730	<p>You cannot move an asset using Auto Zone if the asset is locked.</p>
ESM-30670 TTP#43678	<p>If the search index file becomes corrupted, the Search index will be out-of-date and the following message appears in the Manager log:</p> <pre>[ERROR][default.com.arcsight.server.search.index.IndexResources][_init] java.io.IOException: read past EOF</pre> <p>Workaround: Regenerate the index by issuing the following command from the Manager <code><ARCSIGHT_HOME>/bin</code> directory:</p> <pre>arcsight searchindex -a create</pre>
ESM-35048 TTP#54452	<p>A <code>java.lang.InterruptedExcep</code>tion might be logged in the ESM Manager <code>server.std.out.logs</code> when a scheduled Pattern Discovery job is run. The exception is caused by an incorrect database pooling time-out mechanism in the Manager.</p> <p>This does not have any adverse effect on database connections or the functionality of the Pattern Discovery job, and the exception can be safely ignored.</p>
ESM-35668 TTP#55969	<p>On Linux only: The ESM Manager CPU utilization is higher than expected and impacts performance.</p> <p>The Manager's CPU utilization may become high especially in the kernel CPU utilization area. This issue may be specific to your system/hardware.</p> <p>Workaround: It may be possible to fix this issue by updating drivers or reinstalling the Linux operating system.</p>
ESM-35732 TTP#56123	<p>The Archive tool can sometimes fail to import entries into an active list if the active list cannot be accessed. In such situations, you will not see any errors, but the list does not get populated.</p> <p>Workaround: Import the same package a second time.</p>

Number	Description
ESM-36328 TTP#57661	If the Manager receives a scan for a host that already exists in ESM and belong to a dynamic zone, but giving your new asset a unique domain name, this asset gets created. You therefore end up having two assets with the same hostname and dynamic address but different domain names.
ESM-36755 TTP#58617	If you export an Active List into a comma-separated values file and re-import from the same CSV file, the data is corrupted.
ESM-37471 TTP#60772	When running the <code>arcsight managerup</code> command on a FIPS ESM installation, it returns the following improper status even if the Manager is running: <code>No XML RPC response received.</code> <code>Heartbeat received.</code> Workaround: Check the status of the <code>arcsight managerup</code> command by verifying that it is listening on the network port (default 8443).
ESM-37488 TTP#60808	When you export a large Active List with 10 million entries or more or export Rules that use such Active Lists, you will see an exception in the <code>server.std.log</code> and the Manager, having run out of memory, automatically restarts itself. Workaround: You may use the export format instead of the default format while exporting the Rule or Active List definition using an archive or a package. This will not export the Active List data.
ESM-37633 TTP#61154	After installing the Manager, you will see an error in the <code>server.log</code> file: <code>[ERROR][default.com.arcsight.config.util.WebProperties][getPassword]</code> <code>com.arcsight.common.ArcSightException: Cannot handle the data which was obfuscated by old scheme</code> This message is harmless and can be safely ignored.
ESM-37810 TTP#61524	For scheduled reports, when the "Run as" User's read and write privileges are taken away, the scheduled report is generated by the User who created the schedule (and not by the "Run as" User). If the "Run as" User has "read" privilege only, then the report is not generated.
ESM-38079 TTP#62044	If you rename a resource which has dependent resources, don't re-use the deleted name when creating another resource of the same type because the dependent resources may refer to the new resource with the old name.
ESM-38124 TTP#62109	Query viewers and channels display results from variable calculations differently. Query viewers and channels display results from variable calculations differently. For example, a value may be displayed as <code>-0.1</code> in a query viewer, and <code>-0.099999999999...</code> in a channel. This is due to the difference between how values with the data type double (floating point) are expressed in Java and Oracle. Not all fractions can be expressed precisely using the double (floating point) data type in Java. This results in a difference between data returned by SQL queries vs. in-memory operations.

Number	Description
ESM-38274 TTP#62342	<p>On Windows only:</p> <p>In order to run the NSS utilities on Windows, you are required to have the VC++ 2005 runtime libraries. If you plan to install ESM in FIPS or Suite B mode make sure that you have the .NET or vcredist_x86.exe installed on your machine before you install ESM:</p> <ol style="list-style-type: none"> 1 Download vcredist_x86.exe from http://www.microsoft.com/downloads/details.aspx?familyid=32bc1bee-a3f9-4c13-9c99-220b62a191ee&displaylang=en 2 Install vcredist_x86.exe according to the instructions on http://www.microsoft.com/downloads/details.aspx?familyid=32bc1bee-a3f9-4c13-9c99-220b62a191ee&displaylang=en
ESM-38702 TTP#63091	<p>When a group is added to a package, all its contents are automatically included. For top-level groups, as in the case of All Actors, this can include everything under this group. You can implicitly exclude an added group through the <i>Only If Referenced</i> option. This behavior applies to resources in general.</p> <p>If you create a package with a top-level group like All Actors, removing this package also removes all the resources of this top-level group's type.</p> <p>To prevent accidental removal of a top-level Group, as in the case of All Actors, create a group under it and add a number of Actors to this group. Then add this group to a package. If you remove this package, you are only removing the associated groups and resources in that package.</p>
ESM-39218 TTP#64052	<p>In some contexts, entering literal string values containing commas results in the string being interpreted as a list, notably when they are arguments to list operators such as "intersectsList". This may arise in particular when trying to enter Distinguished Names (DNs) in the context of Actors, for instance:</p> <pre>accountID intersectsList CN=USER3119,OU=OU_ESMQA_10K,DC=MOM2007,DC=SV,DC=ARCSIGHT,DC=COM</pre>
ESM-39321 TTP#64232	<p>A non admin user cannot view Actors in an Actor channel even if he has Read and Write permissions to the Actors resource and Actor base Field Set. Doing so will result in an exception on stdout and the Actor channel does not get launched.</p>
ESM-39322 TTP#64233	<p>A non admin user cannot view a Category Model even if he has Read and Write permission to the Actor Base Field Set and the Actor group and all category models in the system. Doing so generates a Null Pointer Exception in the stdout.</p>
ESM-39593 TTP#64837	<p>There is a performance issue when running channels or queries with conditions on actor global variables.</p> <p>Workaround: If you are experiencing this problem, then generate session list statistics as follows:</p> <p>Run the following three commands in <code>ARCSIGHT_HOME\bin</code> on your database machine:</p> <pre>./arcdbutil sql username/password @../utilities/database/oracle/common/sql/runSessionListStats.sql exec runSessionStats</pre> <p>The <code>runSessionStats</code> command gathers statistics on all session list tables and gathers both global- and partition-level statistics. You should see an improvement in performance. Note that the scripts may run for a long time if the session lists have a lot of data.</p>

Number	Description
ESM-40474 TTP#66672	If Actor import transaction fails due to some reason, you may see some extra audit events for base attributes and some missing audit events for multi-value attributes depending on the stage of the import where the transaction failed.
ESM-40635 TTP#66978	<p>It is possible that during the actor import process from the Actor Model Import connector, one or more actor import files containing data for multiple actors may not have imported successfully into the Manager. This can happen because of network connection problems, an out-of-memory error, or some other problem that caused the import of that file to fail.</p> <p>In such cases, ESM creates an archive file in \$ARCSIGHT_HOME/archive/webservices for each actor import file that failed to import successfully. Each such archive file is created with the file extension <code>.bad</code>.</p> <p>If an actor file did not import into ESM as expected, or as a matter of routine maintenance, you can check the \$ARCSIGHT_HOME/archive/webservices directory for actor files that failed to import.</p> <p>The <code>.bad</code> archive file contains all the missing actor information, and you can use the ArcSight Archive utility to import that file individually from a command line on the Manager system. For instructions about how to run the ArcSight Archive utility to import an archive file, see the topic "The Archive Command Tool" in the ArcSight ESM Administrator's Guide.</p> <p>Notes:</p> <ul style="list-style-type: none"> To see a list of commands available with the ArcSight Archive utility, include <code>-h</code> (for 'help') in the archive utility command script. If the archive file name starts with a dash (-), rename the file before running the ArcSight Archive utility to ensure that the command works. If the import process still produces errors that you are unsure about how to address, contact ArcSight Customer Support.
ESM-40807 TTP#67328	Domain fields are set only in the context of a domain. Therefore, you must aggregate on the domain resource field while aggregating on domain fields to have the domain fields populated in the correlation event.
ESM-40978 ESM-40980 TTP#67790 TTP#67792	<p>There is inconsistency in how variables are evaluated across resource channels:</p> <ol style="list-style-type: none"> In actor channels, variables are evaluated accordingly. In case channels, a message states that variables are not supported and won't be evaluated. However, the channel displays a Variable column which is empty. In asset channels, a message states that variables are not supported and won't be evaluated. However, the channel displays a Variable column which has values.
ESM-41168 TTP#68098	Uninstalling and then re-installing the Global Variables package causes an exception. Since ArcSight Administration depends on this package, do not uninstall the Global Variables package.

Number	Description
ESM-41208 TTP#68173	When starting ESM Manager as a service on a Windows 2003 32-bit machine, the service cannot be started error message may be displayed, even though the ESM manager is being started normally in the background. Confirm successful manager startup by searching the Manager's <code><ARCSIGHT_HOME>/logs/default/server.std.log</code> file for the word "Ready." log message.
ESM-41220 TTP#68193	When upgrading packages, the upgrade summary report that provides a list of installed packages may show packages that were not installed after all. You should ignore this. The summary report is in error in this case. Most likely, you did not have those packages prior to the upgrade.
ESM-41272 TTP#68310	Asset Aging tasks will not proceed if you have disabled assets in the system. Workaround: Use one of two options: <ul style="list-style-type: none"> • Fix the invalid assets, or • Ignore the invalid assets by adding the following to <code>server.properties</code>: <code>asset.aging.excluded.groups.uris=/All Assets/System Disabled/Disabled Assets</code>
ESM-41331 TTP#68451	After the resource validation process is run, assets that are actually invalid appear to be valid. Workaround: Manually mark assets that are known to be invalid as invalid.
ESM-41407 TTP#68655	If you have a large amount of resources and additionally have 50 K or more actors in the system, and you are running a search, you may run into this error that includes: <code>... Search index utility completed: com.arcsight.tools.process.ProcessTimeoutException: Command did not finish in time.</code> Your searches may not return the expected results. Workaround: Regenerate the index by issuing the following command from the Manager's <code><ARCSIGHT_HOME>/bin</code> directory: <code>arcsight searchindex -a create</code> If you have a large number of resources, you may run out of memory when running the above command, so make sure to set your memory equal to the heap size that you have set on the Manager. To do so, <ol style="list-style-type: none"> 1 Set the ARCSIGHT_JVM_OPTIONS to the heap size of the Manager. For example: <code>export ARCSIGHT_JVM_OPTIONS="-Xms32m -Xmx3072m"</code> where 3072 is the max heap size set on the Manager. 2 In the same command prompt window, run the searchindex command from the Manager's <code><ARCSIGHT_HOME>/bin</code> directory: <code>arcsight searchindex -a create</code>
ESM-41565 TTP#69272	The upgrade installer does not check available disk space and fails if there is insufficient space. Workaround: Make sure you have at least 2GB disk space free before continuing with the patch install.

Number	Description
ESM-41682 TTP#69710	Users in Active Directory groups cannot log in to ESM when the group name had a space in it. Workaround: Avoid using spaces in group names until this issue is fixed.
ESM-45617	You may see messages similar to the following message related to licenses in your log files: <code>INFO: License client supports keys: [ENTERPRISE, QA]</code> You can ignore these messages as they are harmless.
ESM-45673	Do not use the internal SMTP server to send out notifications from the Manager. The internal SMTP server has been deprecated and if used will result in Notifications from the Manager not being sent out.
ESM-45943	When applying the patch on the Manager, the <code>server.xml</code> file gets overwritten. So, on AIX, if you had changed the port for the service layer in the <code>server.xml</code> file, you will need to redo that change in <code>server.xml</code> file after applying the patch.
ESM-45993	When editing more than one scheduled job at a time, you may experience issues while trying to save them.
ESM-46001	ESM Manager will run out of memory while opening multiple Active Channels.
ESM-46045	Occasionally, after restarting the Manager, you will see an inconsistent behavior with the domain field population in the Active Channel and Event Inspector. Domain Fields do not get populated even though the correct Domain gets picked.
ESM-46075	After restarting the Manager, any Rule that contains a Domain Field in the condition does not trigger. Workaround: Saving the Rule will allow the Rule to trigger.

ArcSight Console

Number	Description
ESM-20555 TTP#24715	In Pattern Discovery, if a profile has event fields with the same name as an event annotation stage name, the snapshot will show a null in the resulting event fields. The snapshot will not be forwarded to the event graph.
ESM-26488 TTP33835	If you import the content of an older package into an existing newer package, the contents from the two packages get merged. The resulting package will consist of contents from both packages. The relationships will be merged, but the attributes will be picked up from the old package. Workaround: Export the new package to a bundle file so that you can recover it if need be. Then delete the new package before you import the old one.
ESM-27414 TTP#35166	If you are running the sendlogs wizard and you click Previous or Next , an error message says <code>Error (Null)</code> Workaround: Cancel the wizard and start again.

Number	Description
ESM-28890 TTP#38270	While installing a package, if you cancel the installation before it is completed, the Import button is disabled. Workaround: Refresh the Console or log in to the Console again to enable this button.
ESM-29348 TTP#39407	The Scheduled Time column in the Scheduled Runs view covers both time ranges for runs that have already occurred and for runs that are pending. As a result, you will see some discrepancy in the time ranges shown in the column. For example, against the runs that have already occurred, you will see the lower end of the time range (For trends set to run hourly, if the time range is between 1:00 pm – 2:00 pm you will see 1:00 pm). The pending runs show the upper range (if the time range is between 1:00 pm – 2:00 pm you will see 2:00 pm). Trends that have already occurred will have a time difference that reflects the trend query schedule (e.g., one hour for hourly queries), while the pending runs will have a time difference that reflects the overall task schedule (e.g., 24 hours if run once a day).
ESM-30791 TTP#44028	On Macintosh: If you click the Help menu and select About and then click the ArcSight Copyrights... link in the “About” page, you will get a Java Exception. This exception is generated by an issue in the Grand-Rapid browser.
ESM-31127 TTP#68291 TTP#45403	Embedded browser in Console is not supported on Linux 64-bit platform. Workaround: Use an external browser instead. You can set up the Console to use the external browser during installation.
ESM-32489 TTP#49024	Using hotkeys with View Pattern and View Pattern with Filter is not supported in this release.
ESM-32705 TTP#49608	In a Hierarchy Map Data Monitor, once a color range is specified, you cannot change the color mappings on the range. Workaround: Delete the existing color mapping and create a new one with the color mapping of your choice.
ESM-33360 TTP#50968	If you delete an escalation-level notification resource, you receive the error “Group does not exist” in the <code>console.log</code> file. This error is incorrect and can be ignored.
ESM-33440 TTP#51072	If you right-click on a block in a Hierarchy Map data monitor and select Show Events , no events are returned if variables are present in the Source Node Identifier.
ESM-33453 TTP#51094	On Unix systems: The drag-and-drop feature does not work in the Console. Workaround: Use the cut-and-paste feature instead.
ESM-33462 TTP#51112	Stages resources are editable from the ESM Console, although these should not be moved or customized. (See ESM Console Navigator >Stages resource tree.) Keep stages provided as standard content in the given folders and do not move them into another folder. Standard content stages are Closed, Final, Flagged as Similar, Follow-up, Initial, Monitoring, Queued, and Rule Created. (For more information, See the “Standard Content” topic in the Console Help.)

Number	Description
ESM-34531 TTP#53435	<p>When you set the Schedule Frequency for a report, the Next Run Time field displays incorrectly in the Editor.</p> <p>Even though the time displays incorrectly, the report runs at the time specified in the editor.</p>
ESM-34742 TTP#53756	<p>When setting up a data monitor bar or pie chart to monitor incoming events, the charts does not draw correctly if the incoming event rate was higher than 400 events per second.</p>
ESM-34830 TTP#53912	<p>On the ESM Console, the Connector configuration settings do not support decimals for the "Limit event processing rate" option (Only integer settings are supported for this release), even though decimals are supported for this option on the Connector.</p> <p>Note: Select a Connector in the Navigator, right-click and choose Configure to bring up the configuration for that connector in the Inspector panel. Select the Default tab and then Content sub-tab. The "Limit event processing rate" option is under "Processing". Only integer settings are supported for this option via the Console.</p>
ESM-34872 TTP#53975	<p>If you are not able to set up sending pager notifications through the pager service provider, please follow the workaround provided.</p> <p>Workaround: 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>
ESM-35070 TTP#54507	<p>In Rules, the context menu option, Verify Rule(s) with Events (replay with rules), does not work for these types of active lists:</p> <ul style="list-style-type: none"> • an event-based active list with values • a field-based active list with values, where all fields are mapped to event fields <p>Verify Rule(s) with Events does work for other types of active lists. Also, valid active lists work properly with real-time rules when they are deployed, including the two types of active lists described above.</p>
ESM-35465 TTP#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> <p><code>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.</code></p> <p>Workaround: Restart the Console.</p>
ESM-35998 TTP#56865	<p>On Linux only: If you right-click on the port field in a channel and select Integration Commands->Portinfo, you will get an error.</p> <p>Workaround: Use the version in legacy tools.</p>
ESM-36055 TTP#57050	<p>In the Query Editor, if you have read permission to a query but not to the global variables that are being used in the query, the resulting display will be incomplete. None of the global variable-related fields will be displayed. Also, you will not get an error saying that you are not able to view some resources in the query due to lack of sufficient permissions.</p>
ESM-36563 TTP#58176	<p>Occasionally, the address lookup and the Geo Location do not match. For example, an address lookup shows Reston, VA, but the Geo Location incorrectly shows it as being in Canada.</p>

Number	Description
ESM-36977 TTP#59253	Attacker Zone Resource and Target Zone Resource fields appear in the CCE for a query on trend, if the trend has those fields. CCE does not support that type of field, so using them generates an error.
ESM-37061 TTP#59543	In some cases, text substitution for the \$selectedItem place holder does not work correctly in the integration command.
ESM-37577 TTP#60992	<p>There is an issue with the ASIM connector payload using Wireshark as the external viewer. When the payload is retrieved in the Console, it is not correctly displayed in Wireshark. It is displayed correctly if the payload is first saved to an external file and then the file is viewed in Wireshark.</p> <p>Workaround: To view the payload, click the Save Payload button then save the payload to a local pcap file. Then open the file in Wireshark.</p>
ESM-37868 TTP#61659	<p>When a user tries to modify a case while a case channel is open and an inline filter is applied, no data appears.</p> <p>Workaround: To successfully display available data, refresh the case channel.</p>
ESM-37960 TTP#61827	<p>If you build a query on actors and you select a user-created data list variable such as <code>GetActiveListValue</code> or <code>GetSessionData</code>, the variable will not be displayed with the dot notation as seen in other resources. Data list variables (whether local or global) have fields; for example, if you have an active list called Watched Accounts with two columns, username and host, and you define a <code>GetActiveListValue</code> variable called <code>GetWatchedAccount</code>, you will have two fields to choose: <code>GetWatchedAccount.username</code> and <code>GetWatchedAccount.host</code>. This is what happens for other resources. For actors, you will only see username and host without the prefix.</p>
ESM-38014 TTP#61931	<p>When a filter is moved from one group to another and the data monitor that depends on that filter is packaged, exported, and re-imported on a different ESM installation, the data monitors may have missing filter attribute values.</p> <p>Workaround: Manually set the filter for these data monitors that are identified by the broken resource icon.</p>
ESM-38502 TTP#62717	<p>The "Is Null" and "Is Not Null" conditions did not work when querying on Request URL File Name field in Active Channels.</p> <p>This issue occurs for the URLs where the protocol name in the URL is not followed by '//'. E.g. <code>http://a.html</code></p> <p>Workaround: If possible, configure the source or connector to send the URL using '//' after protocol name instead of '/'. For example, <code>http://a.html</code></p>
ESM-38839 TTP#63318	<p>In the Console, Audit event channel:002 has its device event class id and device event category switched. It reads:</p> <pre>device event class id=/Active Channel/Empty device event category=channel:002</pre>
ESM-38902 TTP#63460	<p>Importing or exporting domain fields show these fields to be Unknown Fields in the rule editor.</p> <p>Workaround: To prevent this from happening, in the export and import, make sure to include the domain field set to which the domain field belongs.</p>

Number	Description
ESM-38961 TTP#63568	In the Image Viewer, you can upload the background file for the dashboard. This file will be stored in your personal folder by default. You can not upload the background file to public folder. Workaround: You can move the file to a public folder after it has been uploaded.
ESM-39101 TTP#63834	When ESM is configured in Suite B 128-bit mode, you will not be able to launch the Image Dashboard from the internal browser. Workaround: Use an external browser.
ESM-39206 ESM-39554 TTP#64037 TTP#64742	When querying events with conditions on actor fields, SQL queries may run slow especially in the following cases: <ul style="list-style-type: none"> List conditions are used. Conditions on event fields are missing. In some cases, queries may even time out and not produce results.
ESM-39331 TTP#64251	After you create an actor channel, if you need to add any new fields you should add them to the field set and not directly to the channel.
ESM-39371 TTP#64333	Query viewers and channels display list results differently. Query viewers display lists the way reports do: one line per list entry while channels display lists the way data monitors do: [entry1, entry2, entry3].
ESM-39372 TTP#64334	Velocity-style expressions in local and global variables created or used on an actor schema are not supported.
ESM-39632 TTP#64943	Copying and pasting are not supported only for conditions with variables. For example, if you create a filter for an active channel and used the Common Conditions Editor to add condition statements, copying and pasting into another editor (for example, a Rule editor) may result in an error. Workaround: Manually re-enter the conditions.
ESM-39829 TTP#65421	Bulk deletion and import of actors are slow if category models are defined. Workaround: Create category models in the system after actors have been successfully imported into the system.
ESM-39963 TTP#65671	If an active channel uses a filter that applies conditions to a list data type field, then multiple rows will be seen in the active channel for the same event or resource. Workaround: There is no workaround. This is a display issue. You may ignore the duplicate rows.
ESM-39980 TTP#65708	The Console can become unresponsive if you are trying to access other resources while building category models with a large number of actors.
ESM-40187 TTP#66086	In a category model, using buttons to expand or collapse one level works the first time. Using the buttons again will cause the category model view to zoom out. The buttons are designed for collapsing or expanding the graph and may not work as expected as you drill down.
ESM-40192 TTP#66099	If you export a manual category model, the actors or groups in that category model are not included. There is no workaround.

Number	Description
ESM-40206 TTP#66115	The category model graph can be inconsistent if a user-created actor field set is used in the category model and the field set has a local variable defined on either the parent field or the child field of the category model. For example, the category model is defined on Manager (parent field), and DN (child field) fields and the user-created field set has a local variable on the DN field.
ESM-40302 TTP#6637	On ESM running in FIPS mode if you try to launch custom layout of an image dashboard you will receive a blank screen and exceptions in the <code>console.log</code> file.
ESM-40369 TTP#66475	When running the Network Maps TRM command using the internal browser, an error message about one or more ActiveX controls is displayed. Workaround: Allow the browser to enable ActiveX controls.
ESM-40449 TTP#66622	If you want to export events from the Case Details channel which includes archived events, the archived events will not be included in the export.
ESM-40468 ESM-40782 TTP#66665 TTP#67265	The Console's embedded browser is not supported on Red Hat Linux 5. Workaround: Use the external browser instead.
ESM-40506 TTP#66753	On the Macintosh platform, setting Safari as the preferred external browser using the Console's Preference menu (Edit>Preferences>Program) will result in the wrong URL. Workaround: Change the setting from the Console's Preference menu (Edit>Preferences>Program>Preferred Web Browser>External Browser) to open. Next, make sure Safari is the default browser in your Mac OS (Safari>Preference>General>Default) web browser.
ESM-40514 TTP#66766	On a 64-bit Macintosh, displaying online help in the embedded browser is not supported. Workaround: Use an external browser instead.
ESM-40563 TTP#66863	Requested URL File Name do not display correctly in reports. This issue occurs for the URLs where the protocol name in the URL is not followed by '//'. For example, <code>http://a.html</code> Workaround: Configure the source or connector to send the URL using '//' after protocol name instead of '/'. For example, <code>http://a.html</code>
ESM-40587 TTP#66906	Correlation events may occur before the base event that triggered the correlation event in channels sorted by time. This happens if the event end time for the correlation event is the same as that for the base event. Workaround: Add a sort column in the channel to sort events, first by end time, and second by type of event. Base event type is 0 and correlation event type is 1.
ESM-40599 TTP#66925	Global variable fields will have no values if added directly to a channel. If added as part of a field set, the values are displayed.

Number	Description
ESM-40696 TTP#67115	<p>If you create a query on a field-based active list whose field names begin with domain (for example, domain1, domainfieldstring1, domainstr1), clicking Add Select columns in the Field tab from Query Editor will not display the field names that begin with domain. This means your queries will not be able to search on these field names.</p> <p>Workaround: You should not create fields with names that begin with <i>domain</i>.</p>
ESM-40739 TTP#67195	<p>After accepting the certificate from ESM Manager during the login process, that is, first time this installation of the Console is connecting to the Manager, restart the Console for custom view dashboards to work properly.</p>
ESM-40795 TTP#67303	<p>Custom cell names created in ArcSight ESM v4.x are not validated for name conflicts with global and local variable names in v5.0. If you experience issues due to name conflicts, change your custom cell names.</p>
ESM-40815 TTP#67348	<p>If a domain field with an associated filter is deleted, and you re-create the field with the same name, it appears that you can successfully validate the filter. However, this domain field is seen on the Filter tab as an Unknown Field. This issue is seen in Rules as well.</p> <p>Workaround: To prevent this, re-create the domain field, associate it with the same domain field set, then validate the filter.</p>
ESM-40917 TTP#67652	<p>If you are deleting a large number of actors through the Console, the Console may be temporarily unusable. ESM Manager continues processing in the background and updates the database with your changes. The Console becomes available again but deletion from the database may take longer. In some cases, for instance if the server is terminated or encounters an error, not all deletions may be completed, leaving the actors data in an inconsistent state. Contact ArcSight Customer Support for assistance in detecting and cleaning up this condition if you suspect it has occurred.</p>
ESM-40935 TTP#67689	<p>On a Windows Vista 64-bit system, charts cannot be viewed in custom view dashboards when using IE as external browser.</p> <p>Workaround: Use the 32-bit browser, such as 32-bit version of IE or Mozilla Firefox, and also download Adobe Flash Player.</p>
ESM-40943 TTP#67697	<p>On the normal layout, Status text labels next to the icons are visible. On the custom layout, Status text labels may sometimes not be displayed. This is an intermittent problem that may be seen on the embedded browser and will go away once the data monitor is refreshed.</p> <p>Workaround: Wait for data to refresh or reload the custom view dashboard.</p>
ESM-40985 TTP#67798	<p>On Solaris only:</p> <p>From the Console, support for web browser functionalities is limited to only viewing the online help in the external browser.</p>
ESM-40999 TTP#67820	<p>There is a performance issue when loading active channels. The channel starts to load but displays <i>Loading Event ID</i> for a few minutes before completely loading.</p>

Number	Description
ESM-41011 TTP#67842	<p>Charts are not visible but the tables are, when using the custom view dashboards in the embedded browser. The embedded browser does not have required Adobe Flash plugin.</p> <p>Workaround: Install Mozilla Firefox 2 or 3 and download Adobe Flash Player. Restart the Console if necessary. JxBrowser in the embedded browser then copies the Adobe Flash Player. No other changes to preference settings are required. If this workaround solves the problem, you may continue to use IE. You may also uninstall Firefox.</p>
ESM-41018 TTP#67855	<p>The image dashboard feature does not work if your ESM installation is configured with Password and SSL Authentication. If you launch an image dashboard, you will receive an error stating that there is an error opening the custom layout because of an invalid authentication token.</p>
ESM-41019 TTP#67856	<p>If the Manager is configured with the "Password Based and SSL Client Based Authentication" and you have client-side authentication set up, you will get an error when accessing the ESM documentation using both the embedded browser in the Console as well as the external browser.</p> <p>Workaround: Generate key pair for browsers and import the certificate into the Manager's truststore, or copy the Console's key into the browser's keystore. See <i>ArcSight ESM Administrator's Guide</i> for details on how to do this.</p>
ESM-41031 TTP#67876 TTP#68132	<p>In the previous releases, color charts would display values with different colors even if the values belonged to the same series.</p> <p>In this release, the charts will use the same color for all values in a series. For example, if you are plotting successful and failed logins in a chart, successful logins as a series will have one color. Failed logins as another series will have a different color.</p>
ESM-41043 TTP#67895	<p>After importing the ArcSight JumpStart for Perimeter Monitoring 1.0 package and configuring the Perimeter Monitoring use case, the data monitor and dashboard resources become invalid.</p>
ESM-41116 TTP#68018	<p>After creating a statistics data monitor, adding it to the dashboard, and switching to custom view mode, the dashboard is not launched. This was seen using the external IE browser on a 64-bit Windows platform. This is because Adobe Flash Player is required but not supported on IE in 64-bit systems.</p> <p>Workaround: Use IE 32-bit version as your Console's external browser from the Console's Preference menu (Edit>Preferences>Program>Preferred Web Browser>External Browser). Then install Adobe Flash Player.</p>
ESM-41139 TTP#68054	<p>While you can create a trend on data of type resource ID (for example, Domain ID) and gather data on those fields, you will be unable to see them in the trend grid or construct a query on them.</p> <p>Workaround: If you want to have the resource ID information, you should use the resource reference field (for example, Domain). Other fields like resource ID, URI, NAME, and so forth, can be derived from this field.</p>

Number	Description
ESM-41188 TTP#68132	<p>If you set "LoggerPassword" as Password type and run Logger commands in the external browser, you will see an "Authorization Request" message in your browser.</p> <p>Workaround: Set LoggerPassword to Text type if you want to use the external browser for Logger commands. One issue with this workaround is that the password would appear as cleartext in your browser URL parameters.</p>
ESM-41207 TTP#68170	<p>When used inside a filter, the <code>inActiveList</code> condition with a list parameter ignores the All values must match setting. Even if that box is checked, the condition will match if any of the items in the list match.</p> <p>Workaround: The condition works correctly if used directly in a rule (instead of in a filter).</p>
ESM-41344 TTP#68478	<p>When viewing image dashboards in an external browser and you keep the dashboard running, you will get an error saying that a script on the page is causing the browser to run slowly and if it continues to run, your computer may become unresponsive. This error appears after every few hours while the image dashboard is running.</p> <p>This is a known issue. Click No to dismiss the message. You may also refresh the page.</p>
ESM-41457 TTP#68831	<p>While importing a large number of entries, the Console runs out of memory, the entries do not get imported, and no error message appears.</p> <p>Also while importing entries, if one of the entries has more than 512 characters, the entry does not get imported and you will see an exception.</p>
ESM-41611 TTP#69402	<p>When editing two or more reports, the following error occurs when applying changes to the jobs of one of the reports:</p> <p><code>Frequency not set for task <Report Name> and will be removed.</code></p>
ESM-45738	<p>Launching the browser from within the Console does not work on the 32-bit Linux version 5.4 machine.</p> <p>Workaround: You can do either one of the following:</p> <ul style="list-style-type: none"> Edit file <code>/usr/lib/[FIREFOX_FOLDER]/application.ini</code> to change <code>MinVersion=1.9.0.12</code> to <code>MinVersion=1.9.0.11</code>. Update the Firefox browser to the latest version.
ESM-46065	<p>You will not be able to launch the online help from the embedded browser in the Console on Solaris. Use an external browser to view the online help</p> <p>Workaround: Set the Console to use an external browser:</p> <ol style="list-style-type: none"> In the Console go to Edit->Preferences. Uncheck the Use the browser embedded in ArcSight Console checkbox. Navigate to the external browser on your machine in the using the Browse... button next to the External Browser text box. Click OK.

Number	Description
ESM-9342 TTP#12065	<p>When configuring your Manager, if you did not configure the email settings for notification, sending email through notifications will not work even if you enter an email in the Console. In such situations, you will not receive any error message informing you that your email notification did not go through.</p> <p>Workaround: Set the <code>notifications.enabled</code> property in the <code>server.properties</code> file to true and restart the server to get emails thru notifications.</p>

ArcSight Web

Number	Description
ESM-20888 TTP#25121	<p>If you used a custom logo for ArcSight Web, the logo may not show up correctly when you upgrade ArcSight Web.</p> <p>Workaround: Update the logo manually after you upgrade ArcSight Web. See the <i>ArcSight Web User's Guide</i> for details on how to do this.</p>
ESM-30675 TTP#43702	<p>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.</p>
ESM-31690 TTP#46969	<p>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.</p>
ESM-33305 TTP#50878	<p>If you use the Internet Explorer browser, you will get an error when connecting to the Manager running in FIPS mode.</p> <p>Workaround: Make sure that you set Internet Explorer to use the TLS secure connection instead of SSL.</p>
ESM-33922 TTP#52336	<p>On ArcSight Web, there is no row limit imposed on Query Viewer chart displays (unlike on the ESM Console). Query viewer charts with more than 100 rows are not displayed properly and are virtually unreadable.</p> <p>On the ESM Console, the chart renders only the first 100 rows and displays an error message indicating that only 100 rows can be properly displayed. No such restriction is available for Query Viewer charts on ArcSight Web dashboards, so some will not display properly on the Web.</p> <p>Workaround: ESM Administrators can set row limits on Query Viewers to control chart displays on both the Console and ArcSight Web. Determine which Query Viewers you want to display as charts. From the ESM Console, edit those Query Viewers to set the Row Limit to 100 (or less). To do this:</p> <ol style="list-style-type: none"> 1 Log in to the ESM Console, choose Query Viewers in the Navigator, and right-click the Query Viewer you want to edit. 2 On the Query Viewer Editor, click to disable (uncheck) Use Default (if it is enabled), then enter a row limit of 100 or less. 3 Click Apply or OK to save the changes.

Number	Description
ESM-35693 TTP#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.
ESM-35801 TTP#56258	When you create a case and you set the Estimated Restore Time, it is not updated with your changes. Workaround: Define this setting on the Console. See the Console online Help for steps to do this.
ESM-35918 TTP#56639	If using Mozilla Firefox 3.08 to connect to ArcSight Web running in FIPS mode, you will get an error. This is a known limitation if ESM Manager and ArcSight Web are configured in FIPS mode. Using Internet Explorer 6 configured to use SSL 3.0 and TLS 1.0 encryption does not produce the error. See the chapter "Installing ESM in FIPS Mode" in the <i>ArcSight ESM Installation and Configuration Guide</i> for details on configuring Internet Explorer.
ESM-38415 TTP#62565	In ArcSight Web, when a Field Set contains a Global Variable, the Global Variable fields show up with underscores instead of their full names, as a result you get an error beginning with "Unable to resolve expression..." This issue does not exist when using the Console.
ESM-38676 TTP#63013	In ArcSight Web, there is no ability to define inline filtering on variables used in active channels.
ESM-39307 TTP#64207	When adding correlated events to a case using ArcSight Web, your only option on the Edit panel is either to add to an existing case or create a new case. You have no option to include a base event. Workaround: Use the Console for this task.

Analytics

ESM-27970 TTP#36148	To search for Resource IDs that begin with non-alphanumeric characters, (such as the Resource IDs for Trends and Queries) add double quotes around the ID. For example, to search for <code>^VVsoXg4BABCAIEuBhILMyg==</code> , enter <code>"^VVsoXg4BABCAIEuBhILMyg=="</code> in the Query text field.
ESM-29633 TTP#40230	After editing the description for a trend, if another trend is dependent on it, the dependent trend becomes invalid. Workaround: Disable the dependent trend in the trend editor, then re-enable it.

ESM-33525 TTP#51280	<p>Variables in some conditional statements in query definitions are improperly translated. Variables in GROUP BY and SELECT expressions are translated as CASE statements, and this causes problems in the GROUP BY part of the query definition. (The GROUP BY should be using the alias given to CASE statements in the SELECT statement, but this is not working properly.)</p> <p>Running a report or launching a Query Viewer with such a query generates an exception similar to this one:</p> <pre>The query run failed because of the following reason: com.arcsight.common.ArcSightException: com.arcsight.common.introspection.queryable.QueryableFetchException: Encountered persistence problem while fetching data: Unable to execute query: ORA-00979: not a GROUP BY expressionConditional variables in a SELECT statement with an aggregated field causes an Oracle exception (not a GROUP BY expression)</pre> <p>Workaround:</p> <ol style="list-style-type: none"> 1 Remove the ORDER BY fields in the Query resource. 2 Use the sort options provided by the Query Viewer or the Report.
ESM-34568 TTP#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>Workaround: 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>
ESM-35381 TTP#55314	<p>Variable names that contain dashes or hyphens (-) in the name do not work properly when included on the right side of a comparison in a condition statement.</p> <p>For example, consider a Rule with a condition that compares the JME argument <code>sqrt(4)</code> to a variable named <code>abc-cde</code>, where the value of <code>abc-cde</code> is: <code>add (2.0,3.0)</code>.</p> <p>This rule will not trigger successfully, and the logs will show an exception indicating ESM is "unable to evaluate rule".</p> <p>Workaround: As a best practice, do not use dashes or hyphens (-) in variable names. Underscores (_) are acceptable in variable names, but upper and lower case letters only are best.</p>
ESM-35830 TTP#56367	<p>ESM v5.0 is compatible with TRM v4.6. However, certain commands that were introduced in a later version of TRM are available when you use the integration tool from TRM v4.7 to connect to TRM v4.6. If you try to execute such commands, you will receive a <code>java.lang.NullPointerException</code> exception.</p> <p>One such command introduced in TRM v4.7 is Generate N/W detail as CEF.</p> <p>Workaround: ArcSight recommends that you upgrade to TRM v4.7 or higher. If you upgrade to TRM v5.0, you will be able to use the integration commands feature.</p>

ESM-35853 TTP#56430	The Aggregation tab is not working for the Report table template. Workaround: For the Aggregation tab to become active, a user must not only apply a function to a column but also select a grouping column.
ESM-36376 TTP#57757	Some dashboards show an epoch time in certain columns.
ESM-37079 TTP#59649	Linux and Mac OS: Logger integration commands are not available from the context menu on the Channels tab of the ArcSight Console. Workaround: To run Logger integration command for these operating systems, use an external browser.
ESM-38915 TTP#63477	Scheduled rules using domain fields in their condition are not fired. Workaround: If you need scheduled rules to use domain fields in its conditions, set the property <code>turbo.enabled=false</code> in the Manager's <code>config/server.properties</code> file. By default, this property is set to <code>turbo.enabled=true</code> . Be aware that this will enable persistence of additional data fields if those fields are not being mapped into domain fields. This might have performance and storage impact in that scenario.
ESM-39044 TTP#63709	IP addresses are not imported correctly into ArcSight Interactive Discovery (AID) from a CSV file. This is because the IP addresses are getting imported as floating point numbers and are therefore truncated. Importing from an Excel spreadsheet does not have this issue; however, the size limit of an XLS file prevents importing large data sets. Workaround: <ol style="list-style-type: none"> 1 Create the CSV with the desired columns, for example: Name, Source Address, Destination Address. 2 Create a <code>schema.ini</code> file that has the following definitions for the CSV file: <pre>[yourfile.csv] ColNameHeader=True Format=CSVDelimited Col1="Name" Char Width 255 Col2="Source Address" Char Width 255 Col3="Destination Address" Char Width 255</pre> This format instructs the driver that the IP addresses are to be imported as strings and not as numbers. The general format is as follows: <pre>[yourfile.csv] ColNameHeader=True Format=CSVDelimited Col1=A DateTime Col2=B Text Width 100 Col3=C Text Width 100 Col4=D Long Col5=E Double</pre> For more information about the <code>schema.ini</code> file, perform an Internet search.
ESM-39056 TTP#63732	If your zone names have commas (for example, abc, inc.) and the connector tries to populate the zone-related fields on the connector, an error is generated in <code>agent.log</code> . The error includes the following string: <pre>... Expected 4 tokens and got 5: ...</pre> Workaround: Avoid using commas in zone names.

ESM-39856 TTP#65477	<p>On Windows, if you use the embedded browser to view a report, the report may not appear until you resize the panel.</p> <p>Workaround: If this keeps happening, resize the panel before running a report. You may want to try several resizings to get the desired results.</p>
ESM-40212, 40213 TTP#66128, 66129	<p>The newly introduced category model function HasRelationship used to build local or global variables returns a Boolean value (0 or 1). This is not supported in query viewers and including such a variable in the query for the query viewer will result in an error.</p> <p>If your query uses a global or local variable with function HasRelationship, the report shows 0 for false and 1 for true. If you create a query viewer on the query, the query viewer will not load. For this release, the function HasRelationship is useful for the evaluation of conditions rather than as a selection column for queries.</p>
ESM-40529 TTP#66801	<p>After installing IdentityView 1.1, some previously valid ESM resources show as invalid resources.</p> <p>Workaround: Edit the filter called <i>Built In Identities on IDM System</i> and remove the setAction local variable.</p>
ESM-40748 TTP#67210	<p>After initially importing 50k Actors, you may experience sluggish performance in queries and channels. Performance improves after subsequent statistics collection.</p>
ESM-40889 TTP#67567	<p>The "group:101" audit event may fail to be sent in some cases where there are many role memberships being added or changed for an actor. There will be an error in the server log related to this which includes the IDs of the affected objects.</p>
ESM-41190 TTP#68141	<p>If you set "LoggerPassword" as Password type and run Logger commands in the external browser, you will see an "Authorization Request" message in your browser.</p> <p>Workaround: Set LoggerPassword to Text type if you want to use the external browser for Logger commands. One issue with this workaround is that the password would appear as clear text in your browser URL parameters.</p>
ESM-41247 TTP#68262	<p>If you set "NSPAuth" as Password type and run TRM commands in the external browser, you will be redirected to the Login page.</p> <p>Workaround: Set NSPAuth to Text type if you want to use the external browser for TRM commands. One issue with this workaround is that the authentication token would appear as cleartext in your browser URL parameters.</p>
ESM-41510 TTP#69067	<p>When editing the Zone Resource included with Arcsight Standard Content with the following Name: /All Zones/ArcSight System/Dark Address Space Zones/175.0.0.0-185.255.255.255 (IANA), the end address shows 185.55.255.255.</p>
ESM-45531 ESM-46030	<p>When importing using the Network Model Wizard, be advised that the ArcSight framework does not support asset and zone names containing the ampersand (&) character. Imports containing this character fail.</p>

Connectors

Number	Description
ESM-41419	There is a limitation if a connector needs to send events to multiple ESM Manager destinations with different versions (v4.5 and v5.0, for example). The serialization framework uses the lowest common denominator version (v4.5 in this case) to serialize events prior to sending to them to the ESM Managers. This means only 4.5 events will be sent to both ESM Managers.
ESM-45636	ESM can't forward events from ESM v5.0 source Manager to ESM v4.5 destination Manager. During hierarchical upgrades the destination Manager is upgraded first because a newer Manager can receive the older events but older Managers cannot handle events coming with a newer schema. The source Managers forwarding events through the Forwarding Connector must be of the same version as the destination Manager.

Open and Closed Issues in ESM v5.0 GA

For information about open and closed issues for ESM v5.0 GA, see the release notes for that version.

