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Enterprise

HPE Security ArcSight ESM

Software Version: 6.11.0 Patch 1

Release Notes

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Support

Contact Information

Phone	A list of phone numbers is available on the HPE Security ArcSight Technical Support Page: https://softwaresupport.hpe.com/documents/10180/14684/esp-support-contact-list
Support Web Site	https://softwaresupport.hpe.com
Protect 724 Community	https://community.saas.hpe.com/t5/ArcSight/ct-p/arc sight

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Welcome to ESM 6.11.0 Patch 1

ArcSight Enterprise Security Management (ESM) is a comprehensive software solution that combines traditional security event monitoring with network intelligence, context correlation, anomaly detection, historical analysis tools, and automated remediation. ESM is a multi-level solution that provides tools for network security analysts, system administrators, and business users.

ESM includes the Correlation Optimized Retention and Retrieval (CORR) Engine, a proprietary data storage and retrieval framework that receives and processes events at high rates, and performs high-speed searches.

Purpose of this Patch

This patch:

- Updates the JRE to 1.8.0_131-b11
- Addresses critical issues in ESM 6.11.0.
- Provides updates for geographical information and vulnerability mapping.
- Provides important security updates.

Refer to the [HPE ArcSight ESM Support Matrix](#) for the new and existing operating systems supported in this patch.

Upgrade Support

Apply this patch on ESM 6.11.0.

If you have older versions of ESM, upgrade those versions to 6.11.0 first before applying this patch.

For details on supported platforms, refer to the HPE ArcSight ESM Support Matrix available from the [Protect724 Community](#).

Vulnerability Updates

This release includes recent vulnerability mappings from the June 2017 Context Update.

Device	Vulnerability Updates
Snort / Sourcefire SEU 2990 updated	Faultline, Bugtraq, CVE, X-Force, Nessus, MSSB, CERT
Enterasys Dragon IDS updated	CVE
Cisco Secure IDS S989 updated	CVE
Juniper IDP update 2949 updated	Faultline, Bugtraq, CVE, X-Force, Nessus, MSSB, CERT
McAfee Intrushield 9.8.2.4 updated	Faultline, Bugtraq, CVE, X-Force, Nessus, CERT, MSSB

Geographical Information Update

This version of ESM includes an update to the geographical information used in graphic displays. The version is GeoLite2-City_20170701.

Usage Notes

Uninstalling the Console Patch on the Mac

When uninstalling the Console Patch on the Mac, if the actual uninstaller binary located in `<CONSOLE_HOME>/current/UninstallerData_6.11.0.1` is used to invoke the uninstall process, then the `UninstallerData_6.11.0.1` directory is left behind after the process finishes.

Workaround:

Use the symbolic link created when the Patch was installed to invoke the Console Patch Uninstaller on the Mac, instead of the binary directly. Or delete the ArcSight Console's `UninstallerData_6.11.0.1` directory. After deleting, you can re-install the ArcSight Console ESM patch.

Authentication Between IE 11 and PKCS#11 Token

When using Internet Explorer 11 with ActivClient middleware and a PKCS#11 token, an error is displayed:

This page can't be displayed

This prevents the user from logging into ArcSight Command Center.

If there are problems with the PIN dialog to log into the card in some client (Firefox, IE, Chrome, ArcSight Console), try another client. Once the card is successfully authenticated through that client, the middleware (for example ActivClient) might skip card authentication, when you repeat PKCS#11 login from the original client.

Correction to the Formula for Correlation Data Monitor

The ArcSight Console Guide has a topic, "Event Correlation Data Monitor." The formula is not correct. This usage note provides the correct formulas and explains how these formulas are used in the data monitor.

How correlation is calculated

The event correlation data monitor applies covariance and correlation calculations to describe how two variables are related.

Covariance is calculated by the following formula:

$$COV(x,y) = \frac{\sum_{i=1}^n (x_i - \bar{x})(y_i - \bar{y})}{n - 1}$$

where:

x is the independent variable

y is the dependent variable

\bar{x} is the mean of the independent variable x

\bar{y} is the mean of the dependent variable y

Based on the covariance, correlation is then calculated by the following formula:

$$r_{(x,y)} = \frac{COV(x,y)}{s_x s_y}$$

where:

$r_{(x,y)}$ is the correlation of variables x and y

$COV(x,y)$ is the covariance of variables x and y

s_x is the sample standard deviation of the random variable x

s_y is the sample standard deviation of the random variable y

Correlation standardizes the measure of interdependence between two variables and, consequently, tells you how closely the two variables move. The correlation measurement, called a correlation coefficient, will always take on a value between 1 and -1 :

- *If the correlation coefficient is 1*, the variables have a perfect positive correlation. This means that if one variable moves a given amount, the second moves proportionally in the same direction. A positive correlation coefficient less than one indicates a less than perfect positive correlation, with the strength of the correlation growing as the number approaches one.
- *If correlation coefficient is 0*, no relationship exists between the variables. If one variable moves, you can make no predictions about the movement of the other variable; they are uncorrelated.
- *If correlation coefficient is -1* , the variables are perfectly negatively correlated (or inversely correlated) and move in opposition to each other. If one variable increases, the other variable decreases proportionally. A negative correlation coefficient greater than -1 indicates a less than perfect negative correlation, with the strength of the correlation growing as the number approaches -1 .

The data monitor sampler takes all samples in memory and continually calculates correlation values using this formula. As an example, you could define an event correlation data monitor that displays a correlation between the number of times a network is being reconnoitered, and if that is related to the number of attacks that the network is receiving.

Variables on the ArcSight Command Center

The ArcSight Command Center does not support global and local variables. The ArcSight Command Center supports only standard event fields for viewing. Variables (global or local) are not supported. Use the ArcSight Console instead. See the following table:

Fields

User Interface	Standard Event Fields	Local Variables	Global Variables
ArcSight Command Center	Yes	No	No
ArcSight Console	Yes	Yes	Yes

Section 508 Compliance

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

Installing ESM Version 6.11.0 Patch 1

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

Note: Keep the following points in mind when installing Patch 1:

- **For all components and platforms:** Make sure that you have enough space available *before* you install the patch. The installer checks for 1 GB of space and generates an error if it is not available. If you run into disk space issues during installation, create enough space, restore the component base build from the backup, then resume patch installation.
- Backup, patch install, and uninstall procedures require permissions for the relevant components. 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.
- To uninstall the software you must be at the same user level as the original installer.
- It is a good practice to create a backup of the existing product before installation begins. 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.
- For backup, patch install, and uninstall, we recommend that you log in to the target machine with a specific account name using SSH. If you switch accounts after logging in, then specify the flag "-" for the **su** command (`su - <UserName>`).

Each component has install and uninstall steps.

Caution: Do not interrupt the patch install process (for example, do not press Ctrl-C or log off). Interrupting the process would cause issues.

Verifying the Downloaded Installation Software

HPE provides a digital public key to enable you to verify that the signed software you received is indeed from HPE and has not been manipulated in any way by a third party.

Visit the following site for information and instructions:

<https://h20392.www2.hpe.com/portal/swdepot/displayProductInfo.do?productNumber=HPLinuxCodeSigning>

If You Have the B7500 (G8) Appliance on RHEL 6.8

If you are upgrading from ESM 6.11.0 to 6.11.0 Patch 1 on a B7500 (G8) appliance with RHEL 6.8, and you do not want to upgrade the OS to RHEL 6.9, you must first install the standalone tzdata updater.

Otherwise, the ESM 6.11.0 Patch 1 installer will display an error stating that you have an out-of-date tzdata package.

Note: We recommend that you update to RHEL 6.9 before applying the patch rather than stay on 6.8, because 6.9 has security fixes.

The standalone tzdata updater is *not* required if you have one of these configurations:

- ESM, software version
- ESM Express (G9)
- ArcSight Express (G8) that has been upgraded to RHEL 6.9

To install the tzdata updater on the B7500 appliance:

1. Log in as **root**.
2. Go to the HPE Software download site (<http://softwaresupport.hpe.com>)
3. Download the package `esm_tz_standalone_2017b.tar.gz` to a directory of choice on the appliance. In this example, we will use `/opt/upgrades`.

4. Go to `/opt/upgrades` and extract the archive with this command:

```
tar -xzf esm_tz_standalone_2017b.tar.gz
```

where `esm_tz_standalone_2017b` is a directory you designate.

5. Go to the new `<bundle_name>` directory, using our example:

```
cd /opt/upgrades/esm_tz_standalone_2017b
```

6. Run this command:

```
./tz_patch.sh
```

Wait for the message that confirms a successful update. In case of failures, the message will inform the reason, for example, unsupported platform or non-root user.

You can now proceed to the ESM 6.11.0 Patch 1 installation.

ArcSight ESM Main Component Suite

This section describes how to install or uninstall the ESM 6.11.0 Patch 1 for all the main components except the ArcSight Console. These components include the Manager and the CORR-Engine.

To Install the Patch

Note: Installation considerations:

- Before you install the patch, 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, run the patch uninstaller before installing the patch again.
- HPE recommends that you continue through the installation and do not attempt to cancel the installation process or move backward through the installer windows.

1. Download the patch from the HPE Software download site (<http://softwaresupport.hpe.com>).

ArcSightESMSuitePatch-XXXX.tar

...where XXXX represents the suite build number.

Be sure to verify the patch file; see "[Verifying the Downloaded Installation Software](#)" on page 8.

2. As user *arcsight*, extract the tar file.

3. Stop the ArcSight services as user *arcsight*:

```
service arcsight_services stop all
```

4. Back up the ArcSight directory, `/opt/arcsight`, by making a copy. Place the copy in a readily accessible location. This is a precautionary measure so you can restore the system to the original state, if necessary.

Caution: HPE 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.

5. If you have High Availability configured, run the following command on the secondary server as user *root* to put the server in standby mode:

```
crm_standby -v true
```

6. From the directory where you extracted the tar file, run the patch installer as user *arcsight*:

```
./ArcSightESMSuitePatch.bin
```

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

```
./ArcSightESMSuitePatch.bin -i console
```

7. Read through the license agreement and accept it at the end. In GUI mode, the acceptance radio button is disabled until you scroll to the bottom of the agreement. In console mode, press the **Enter** key until you have paged through to the end of the license agreement.
8. Select a location for the uninstaller link, if you want to have a shortcut to the uninstaller in some other location. You must have write permission to the specified folder.
9. Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
10. Press **Enter** to start the installation.

11. When the installation is complete press **Enter** to Exit.

Note: If you upgraded from 6.9.1c to 6.11.0, did you configure SSL Client Authentication using `keytoolgui` to generate keypairs and certificates?

If so, after completing patch installation at this step and before restarting services, regenerate the certificates.

12. Start the ArcSight services as user `arcsight`:

```
service arcsight_services start all
```

13. If you have High Availability configured, run the following command on the secondary server as user `root` to bring the server online:

```
crm_standby -D
```

After Patch Installation: RHEL and CentOS 7.2 and 7.3

After applying the patch, if the `postgresql` service becomes unavailable, check this log file:

```
/opt/arcsight/logger/userdata/logs/pgsql/serverlog
```

for the following messages:

```
FATAL: semctl(2162718, 14, SETVAL, 0) failed: Invalid argument
FATAL: sorry, too many clients already
```

If you see these FATAL messages, perform the following steps:

1. As user **root**, edit the file `/etc/systemd/logind.conf`.
2. Search for `RemoveIPC`, and ensure there is only one instance of this property.
3. Edit the property if it exists (or add the property if it does not exist) to have the value **no**:
RemoveIPC=no

4. Run this command:

```
systemctl restart systemd-logind.service
```

To Uninstall the Patch

If needed, use the procedure below to uninstall this patch installation and restore the system to the pre-patched state.

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

1. Stop the ArcSight services as user `arcsight`:

```
service arcsight_services stop all
```

2. If you have High Availability configured, run the following command on the secondary server as user *root* to put the server in standby mode:

```
crm_standby -v true
```

3. As user *arcsight*, run the uninstaller program from either the directory where you created the link while installing the product or, if you had opted not to create a link, then run this from the `/opt/arcsight/suitepatch_6.11.0.1/UninstallerData_6.11.0.1` directory:

```
./Uninstall_ArcSight_ESM_Suite_Patch
```

Alternatively, you can run the following command from the `/home/arcsight` (or wherever you installed the shortcut link) directory:

```
./Uninstall_ArcSight_ESM_Suite_Patch_6.11.0.1
```

Or, to uninstall using Console mode, run:

```
./Uninstall_ArcSight_ESM_Suite_Patch_6.11.0.1 -i console
```

Run the uninstaller in the same mode in which you ran the installer (GUI or Console mode).

4. When the uninstallation is complete press **Enter** to Exit.
5. Start the ArcSight services as user *arcsight*:

```
service arcsight_services start all
```

6. If you have High Availability configured, run the following command on the secondary server as user *root* to bring the server online:

```
crm_standby -D
```

ArcSight Console

This section describes how to install or uninstall the ESM 6.11.0 Patch 1 for ArcSight Console on Windows, Mac, and Linux platforms.

Tip: The ArcSight ESM Console is not supported on AIX or Solaris. The following steps do not include information for installing a Console patch on those platforms.

To Install the Patch

Note: Installation considerations:

- Before you install the patch, verify that the Console's `<ARCSIGHT_HOME>` directory and any of its subdirectories are not being accessed by any open shells on your system.
- If you need to re-install the patch, run the patch uninstaller before installing the patch again.
- HPE recommends that you continue through the installation and do not attempt to cancel the installation process or move backward through the installer windows.

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

Caution: HPE 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 HPE Software Support Online site (<http://softwaresupport.hpe.com>). YYYY.Y represents the Console build number.

- Patch-6.11.0.YYYY.Y-Console-Win.exe
- Patch-6.11.0.YYYY.Y-Console-Linux.bin
- Patch-6.11.0.YYYY.Y-Console-MacOSX.zip

Be sure to verify the patch file; see "[Verifying the Downloaded Installation Software](#)" on page 8. For the Mac, see "[To Install the Patch on a Mac](#)" on the next page.

4. Run one of the following executables specific to your platform:

- **On Windows:**
Double-click Patch-6.11.0.YYYY.Y-Console-Win.exe

- **On Linux:**

Verify that you are logged in as user *arcsight*, and then run the following command:

```
./Patch-6.11.0.YYYY.Y-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-6.11.0.YYYY.Y-Console-Linux.bin -i console
```

The installer launches the Introduction window.

5. Read the instructions provided and Press **Enter**.
6. Accept the terms of the license agreement and press **Enter**. In GUI mode the acceptance radio button is disabled until you scroll to the bottom of the agreement. In Console mode, press **Enter** until you have read every page, and then Press **Enter** to accept the agreement.
7. Select the location of your existing <ARCSIGHT_HOME> directory for your Console installation by typing the appropriate choice and pressing **Enter**
If you want to restore the installer-provided default location, select **Restore Default Folder**.
8. Press **Enter** to continue.
9. Select a Link Location (on Linux) or Shortcut location (on Windows) by clicking the appropriate radio button and Press **Enter** or 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. Press **Enter** to start the installation.
12. When the installation is complete, press **Enter** to exit.

Note: If you upgraded from 6.9.1c to 6.11.0, did you configure SSL Client Authentication using `keytoolgui` to generate keypairs and certificates?

If so, after completing patch installation at this step and before restarting services, regenerate the certificates.

To Install the Patch on a Mac

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

Note: HPE recommends that you continue through the installation and do not attempt to cancel the installation process or move backward through the installer windows.

1. Exit the ArcSight Console.
2. Back up the Console directory (for example, `/home/arcsight/console/current`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.
3. Download the file `Patch-6.11.0.YYYY.Y-Console-MacOSX.zip` to anywhere on your system.

Tip: The patch installer file shows as a **ZIP** file on the download site, but downloads as `ArcSightConsolePatch.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.

Be sure to verify the patch file; see ["Verifying the Downloaded Installation Software" on page 8](#).

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:
 - Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.
 - Choose the location where you want to install the patch. Browse to `<ARCSIGHT_HOME>`, where your previous Console was installed.
 - 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**.

Note: If you upgraded from 6.9.1c to 6.11.0, did you configure SSL Client Authentication using `keytoolgui` to generate keypairs and certificates?

If so, after completing patch installation at this step and before restarting services, regenerate the certificates.

To Uninstall the Patch

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

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

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

On Windows:

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

Start > All Programs > ArcSight ESM Console 6.11.0 Patch 1 > Uninstall ArcSight ESM Console 6.11.0 Patch 1

- Or, run the following from the Console's `<ARCSIGHT_HOME>\current\UninstallerData_6.11.0.1` directory:

```
Uninstall_ArcSight_ESM_Console_Patch.exe
```

- On Windows 8.1, run the following from the Console's `<ARCSIGHT_HOME>\current\UninstallerData_6.11.0.1` directory:

```
Uninstall_ArcSight_ESM_Console_Patch.exe
```

On Linux:

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

```
./Uninstall_ArcSight_ESM_Console_Patch_6.11.0.1
```

- Or, to uninstall using Console mode, run:

```
./Uninstall_ArcSight_ESM_Console_Patch_6.11.0.1 -i console
```

- If you did not create a link, execute the command from the Console's `<ARCSIGHT_HOME>/current/UninstallerData_6.11.0.1` directory:

```
./Uninstall_ArcSight_ESM_Console_Patch
```

- Or, to uninstall using Console mode, run:

```
./Uninstall_ArcSight_ESM_Console_Patch -i console
```

On a Mac:

- From the directory where you created the link when installing the Console, run:

```
Uninstall_ArcSight_ESM_Console_Patch_6.11.0.1
```

- From the Console's <ARCSIGHT_HOME>/current/UninstallerData_6.11.0.1 directory, run:

```
Uninstall_ArcSight_ESM_Console_Patch
```

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

Note: If you are on a Windows system and you plan to uninstall the base build Console after uninstalling Patch 1, be advised that your system restarts without warning upon finishing the base build uninstallation. Prepare your system accordingly.

Fixed Issues

Analytics

Issue	Description
NGS-24731	In some cases, duplicate event IDs can occur. After applying this patch, this issue will not occur.

ArcSight Manager

Issue	Description
NGS-23321	<p>In some cases, after restarting ESM Manager, the <code>arc_event_annotation</code> table is getting corrupted: [ERROR] Failed to open table arcsight/arc_event_annotation#P#ARC_EVENT_ANNOTATION_XXXXXXX after 10 attempts.</p> <p>The restart of services has been improved.</p>
NGS-24408	<p>The behavior of email notifications for empty reports is clarified. The default behavior is for email report notifications to be sent whether or not the report had data.</p> <p>The property setting to customize this behavior is with the property setting: <code>report.scheduler.notify_empty_reports</code></p> <p>If set to false, email notifications are not sent for empty reports.</p> <p>This property is described in the topic, "Setting Default and Custom Report Parameters" in the ArcSight Console User's Guide. See the description of the "Email To" report parameter.</p>

Command Center

Issue	Description
NGS-10943	<p>Added a login banner dialog in the ArcSight Command Center to display the text from the file specified in the "auth.login.banner" property in <code>server.properties</code>. This same login banner setting also applies to ArcSight Console.</p> <p>The server property is described in the ESM Administrator's Guide. See the topic "Setting up a Custom Login Banner."</p>

Installation and Upgrade

Issue	Description
NGS-22158	<p>The Remote Authentication Dial-In User Service (RADIUS) protocol RFC 2865 is now supported.</p>

Open Issues

Analytics

Issue	Description
NGS-23554	<p>If, in ESM 6.11.0, you launch the Arcsight Investigate integration command from a blank field (a field with an empty value) in either the ArcSight Console or ArcSight Command Center, Arcsight Investigate 1.01 and ArcSight Investigate 1.10 display no data results.</p> <p>Workaround: Change the search condition value for the blank field in the ArcSight Investigate search window.</p> <p>For ArcSight Investigate 1.01: ",NONE for string value; 0,NONE for Integer value</p> <p>For ArcSight Investigate 1.10: ",NULL for string value; 0,NULL for Integer value</p>

Open and Closed Issues in ESM 6.11.0

For information about open and closed issues for ESM 6.11.0, see the release notes for that release.

Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Release Notes (ESM 6.11.0 Patch 1)

Just add your feedback to the email and click send.

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

We appreciate your feedback!