

Upgrading Hierarchical or Other Multi-Manager ArcSight™ ESM Installations to v4.5 SP1

Document Status

The information in this note applies to ArcSight ESM v4.5 SP1.

Summary

In a multi-Manager ArcSight ESM deployment, two or more ArcSight Managers are deployed in one of the following configurations:

- In a hierarchy—Data from one or more lower-level ArcSight Managers is forwarded to a central, top-level ArcSight Manager
- In a High Availability (failover) configuration—An alternate instance of an ArcSight Manager is on standby, ready to take over if the active ArcSight Manager is unavailable
- In a peer-to-peer configuration—Data from a SmartConnector is sent to more than one independent ArcSight Managers for redundancy

This technical note describes the method for upgrading a multi-Manager deployment from version 4.0 SP3 to version 4.5 SP1.

Upgrading from v4.0 SP3 is supported in default mode only.

Overview

The process of upgrading ArcSight components—ArcSight Database, ArcSight Manager, ArcSight Web, and SmartConnectors—in a multi-Manager ArcSight ESM deployment is similar to upgrading components in a deployment with a single ArcSight Manager. However, ArcSight recommends that you follow a **top-down** sequence when upgrading Managers in a multi-Manager deployment. That is, upgrade the top-level Manager and database first, followed by the lower-level or standby Managers and databases. ArcSight Forwarding Connectors must be upgraded only after their lower-level Managers have been upgraded.

Upgrading a Hierarchical Deployment

To upgrade a hierarchical deployment, follow these steps starting at the top-level ArcSight Manager.

- 1** Make sure you have the *Upgrading ArcSight ESM v4.0 SP3 to v4.5 SP1* technical note available from the ArcSight Customer Support site.
- 2** If any of your SmartConnectors are not running the minimum required version 4021, follow instructions in the upgrade technical note to upgrade them first.
- 3** Stop your current ArcSight Manager.
- 4** Follow instructions in the upgrade technical note to upgrade your ArcSight Database software to v4.5 SP1.
- 5** Follow instructions in the upgrade technical note to upgrade your ArcSight Manager to v4.5 SP1.
- 6** Start the v4.5 SP1 Manager.
- 7** After the v4.5 SP1 Manager is running, upgrade the ArcSight Console.
- 8** For all ArcSight Managers at the next-level down in the hierarchy, follow these steps to upgrade each Manager:
 - a** Repeat [Step 3 on page 2](#) through [Step 6 on page 2](#).
 - b** Upgrade the **Forwarding Connector** to build `ArcSight-4.7.1.xxxx.0-SuperConnector-<platform>.<extension>` for the Manager. Make sure to use the SmartConnector that is released with the version of the Manager that you are upgrading to.



Upgrading the Forwarding Connector in FIPS mode is not supported. You will need to uninstall the older version first and then install the new version of the Forwarding Connector and install it in FIPS mode.

If you require FIPS compliance, please install or retain Forwarding Connector build 4.0.8.5012.0, the FIPS compliant version of the Forwarding Connector.



After upgrading the Manager to FIPS mode, if you have a non-FIPS Forwarding connector that is connected to the Manager, it will continue to work because the session is already active and does not require to establish a handshake. But, if you stop the Connector and restart, you will receive a handshake failure. This is expected behavior. The Connector and the FIPS mode Manager use TLS to communicate, so if you lose the existing connection and need to establish a new one, you will need to configure the Connector to use TLS by default.

- c Repeat Step 6 and Step 7.
- 9 Repeat [Step 8 on page 2](#) until all Managers and Forwarding Connectors at each level of the hierarchy have been upgraded.

Upgrading a High Availability (failover) configuration

In a High Availability (HA) configuration, the active and the standby Managers share the database and the installation directory. See the *Deploying ArcSight ESM for High Availability* technical note available on the ArcSight Customer Support website for more information on deploying ESM for high availability.

In preparation of upgrading your ESM components, please follow the procedure recommended by your third-party failover management software vendor to allow for software updates. Refer to their documentation for steps on how to upgrade your HA configuration.

For instructions on how to upgrade the Arcsight components, refer to the technical note that applies to your upgrade path.

Upgrading a peer-to-peer configuration

To upgrade a setup in which SmartConnectors send data to more than one Manager directly—that is, two or more Managers are peers—follow the upgrade process described in the upgrade technical note that applies to your upgrade path, for one of the Managers followed by the other Managers.

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