

# Release Notes

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## ArcSight Connector Appliance 6.4 Patch 3

December 20, 2013



## Release Notes ArcSight Connector Appliance, Version 6.4 Patch 3

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### Revision History

Date	Product Version	Description
12/20/13	6.4 Patch 3	Added RHEL 6.4 as supported OS for software form factor.
06/01/13	6.4 Patch 3	Bug fix release; includes upgrade information from 6.4 GA and 6.4 Patch 1 to 6.4 Patch 3.

Document template version: 3.0.4

### HP ArcSight Customer Support

Phone	1-866-535-3285 (North America) +44 (0)870 141 7487 (EMEA)
Support Web Site	<a href="http://support.openview.hp.com">http://support.openview.hp.com</a>
Protect 724 Community	<a href="https://protect724.arcsight.com">https://protect724.arcsight.com</a>

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# Release Notes

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These release notes provide current information about Connector Appliance 6.4 Patch 3.

This document discusses the following topics:

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## What's New in Connector Appliance 6.4 Patch 3

The Connector Appliance 6.4 Patch 3 release resolves several outstanding issues. These issues are listed below under [“Fixed Issues” on page 19](#).

The Connector Appliance 6.4 Patch 3 release is for appliance models C1300, C1400, C3200, C3400, C3500, C5200, C5400 and C5500, as well as for software Connector Appliance.

Effective June 1, 2013, add-on remote connector management support is available for appliance models C3400, C3500, C5400, and C5500. Additional connector management licenses can be purchased from HP ArcSight.



For a complete discussion of Connector Appliance 6.4 Patch 1, including a list of all fixed and open issues, please consult the *Connector Appliance 6.4 Patch 1 Release Notes*.

## Supported Platforms

You can install the software version of Connector Appliance 6.4 Patch 3 on a platform with the following specifications.

Specification	Details
<b>Certified Operating Systems</b>	<ul style="list-style-type: none"> <li>Red Hat Enterprise Linux (RHEL), versions 5.7, 6.1, and 6.2; 64-bit</li> <li>CentOS versions 5.7, 6.1, 6.2; 64-bit</li> <li>Oracle Enterprise Linux (OEL) 5.7 and 6.1; 64-bit</li> </ul>
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"> <li><i>For software form factor only:</i> Red Hat Enterprise Linux (RHEL), version 6.4; 64-bit</li> </ul>
<b>Minimum System Requirements</b>	<ul style="list-style-type: none"> <li>CPU: 1 or 2 x Intel Xeon Quad Core or equivalent</li> <li>Memory: 4 GB</li> <li>Disk Space: 4 GB</li> <li>Web browser: See <a href="#">“Supported Browsers” on page 7</a></li> </ul>
<b>Other Applications</b>	For optimal performance, ensure no other applications are running on the system on which you install the software version of Connector Appliance 6.4 Patch 3.



This table supersedes information on supported platforms found in the *Connector Appliance 6.4 Administrator's Guide*.

## VM Support

Connector Appliance supports a Virtual Machine (VM) installation of the operating systems listed in the table above. It is strongly recommended that you allocate at least 4 GB of RAM for each VM instance. Additionally, the sum of memory configurations of the active VMs on a VM server must not exceed the total physical memory on the server.

## Supported Browsers

For this release, these browser versions are supported for accessing the Connector Appliance user interface:

**Microsoft Internet Explorer:** Versions **8.0** and **9.0**.



On some pages in Connector Appliance, Internet Explorer 8 may return an error message: *"Continue running this script? A script on this page is causing your web browser to run slowly. If it continues to run, your computer might become unresponsive."*

This is due to a limitation in Internet Explorer 8 of 500,000 Javascript lines. If this message is encountered, please consult this Microsoft KB article for a resolution.

<http://support.microsoft.com/kb/175500>

**Mozilla Firefox:** Versions **16.0** and **17.0**.

Note that the Adobe Flash Player plug-in is required on all browsers for some Connector Appliance application features, such as EPS gauges, to function correctly.

## Supported SmartConnectors

The list of SmartConnectors available in the **Connector Type** pull-down menu includes all supported SmartConnectors. Some SmartConnectors are not currently supported for use on the Connector Appliance, but can be managed remotely.

For the current list of SmartConnectors that Connector Appliance can manage, including those that require additional setup, consult the knowledge base article *Supported SmartConnectors for Connector Appliance*, available under the Self-solve tab of the HP SSO site at <http://support.openview.hp.com/>.

## Syslog and SNMP SmartConnectors

You can install all syslog and SNMP SmartConnectors on the Connector Appliance.



To prevent performance degradation, HP ArcSight strongly recommends that a container include no more than one syslog connector. For more information, search for the article *Running more than one syslog connector in one container* available under the Self-solve tab of the HP SSO site at

<http://support.openview.hp.com/>.

## Database-Type SmartConnectors

Using JDBC drivers, you can run database SmartConnectors that connect to Windows-based databases (such as Microsoft SQL Audit DB) on Linux or other platforms. The *ArcSight Connector Appliance Administrator's Guide* describes how to obtain and install the required JDBC drivers, and how to use the user-defined JDBC Repository feature to install the drivers on the local Connector Appliance.



Database connectors that use Microsoft SQL Server 2005 JDBC Driver **1.2** do not run in FIPS mode. For the database connectors to run in FIPS mode, you need to install Microsoft SQL Server 2005 JDBC Driver **1.1**.

## File-Based SmartConnectors

Any event sources, including scanners running in automatic mode and Windows-based sources, can write to files on a Remote File System that the Connector Appliance can mount and access. Connector Appliances supports CIFS and NFS shares.



### Caution

All file-based SmartConnectors require CIFS or NFS storage mounts *before* configuring the SmartConnector.

From Connector Appliance, do the following to configure a **CIFS mount**:

**Setup > System Admin > Storage > Remote File System > Add > CIFS**

**OR** the following to configure a **NFS mount**:

**Setup > System Admin > Storage > Remote File System > Add > NFS**

For more information, see the *ArcSight Connector Appliance Administrator's Guide*.

## API-Type SmartConnectors

The Connector Appliance does not support Microsoft and other API-type SmartConnectors that need to be located on the host they are monitoring.

CheckPoint OPSEC SmartConnectors are supported in `sslca` mode using the `pull cert` command described in the *ArcSight Connector Appliance Administrator's Guide*.

The following API-type SmartConnectors work with the Connector Appliance, but with the limitations listed below.

API SmartConnector	Limitation
Check Point FW-1/VPN-1 OPSEC	Only clear channel and <code>sslca</code> are supported. <code>sslopsec</code> is not supported.
Check Point FW-1/VPN-1 OPSEC (Legacy)	Only clear channel and <code>sslca</code> are supported. <code>sslopsec</code> is not supported.
Sourcefire Defense Center eStreamer	Not supported in FIPS mode.
Windows Unified	Not supported in FIPS mode.

## Backup and Restore

A backup created on an existing Connector Appliance model can be restored to an equivalent new hardware model, as long as the version of Connector Appliance is the same on both models. Therefore, a backup created on C3200 or C3400 can be restored to C3500 running the same version of Connector Appliance. Similarly, a backup created on C5200 or C5400 can be restored to C5500 running the same version of Connector Appliance.

However, a backup created on a newer model cannot be restored to an older model. For example, a backup created on a C3500 could not be restored to C3400 or C3200.



## Upgrading to Connector Appliance 6.4 Patch 3

You can upgrade to Connector Appliance 6.4 Patch 3 from Connector Appliance 6.4 GA, or, for C3500 and C5500 appliances, from Connector Appliance 6.4 Patch 1. To upgrade from an earlier version of Connector Appliance, first upgrade to version 6.4 GA.



To determine your current Connector Appliance version, do one of the following:

- Click **About**.
- Click **Setup > System Admin > License & Update** and look for the *Product Version* component.
- Mouseover the ArcSight logo.

## Upgrade Files

These files are available from the HP SSO site at <http://support.openview.hp.com/>:

- `appliance-6881.enc`  
Use this file to upgrade the appliance-based local Connector Appliance (localhost) to version 6.4 Patch 3.
- `ArcSight-conapp-6.4.0.6881.3.bin`  
Use this file to upgrade the software Connector Appliance to version 6.4 Patch 3.
- `ArcSight-6.4.0.6881.3_full.aup`  
Use this file to upgrade remotely managed Connector Appliances from a central appliance. Follow the instructions for upgrading a host in the *ArcSight Connector Appliance Administrator's Guide*.

## Upgrading Connector Appliance

It is highly recommended that you back up your Connector Appliance configuration before performing any upgrade. For instructions on backing up your configuration, refer to the *ArcSight Connector Appliance Administrator's Guide*.



You need to upgrade the local appliance (localhost) with the `appliance-6881.enc` file before you can upgrade remotely managed appliances.

### Upgrading to Connector Appliance 6.4 Patch 3 on a Locally Managed Connector Appliance

- 1 From the HP SSO site (<http://support.openview.hp.com/>), download the `appliance-6881.enc` file to the computer that you use to connect to the Connector Appliance interface.
- 2 From the computer to which you downloaded the Patch 3 file, log in to the Connector Appliance browser-based interface using an account with administrator (upgrade) privileges.
- 3 Click the **Setup > System Admin** tab.
- 4 From the **System menu** in the left panel, click **License & Update**.
- 5 To locate the file you downloaded in Step 1, click **Browse**.

- 6 Click **Upload Update**.
- 7 Click **OK**.
- 8 Once the upgrade is complete, a message instructs you that the appliance will reboot.
- 9 After the reboot, log in to Connector Appliance.
- 10 Go to **Setup > System Admin > License & Update** and confirm that Connector Appliance is running 6.4 Patch 3 (6.4.0.6881.3).

### Upgrading to Connector Appliance 6.4 Patch 3 on a Remotely Managed Connector Appliance

- 1 Make sure that all of your remotely managed Connector Appliances are running v6.4 GA or v6.4 Patch 1.  
  
To determine the version of your remote appliances, click the **Manage** tab. Find the Host under **System** in the left side panel and click to view its main page. The main page lists all of the remotely managed hosts. The current version is listed in the **Version** column.
- 2 From Connector Appliance user interface, click **Setup > Repositories** from the top-level menu bar.
- 3 Click **Upgrade AUP** from the left panel.
- 4 Click **Upload**.
- 5 Click **Browse** to select the  
`ArcSight-6.4.0.6881.3_full.aup` file from your local computer.
- 6 Click **Submit**.
- 7 Once complete, click the **Manage** tab.
- 8 Select the **Hosts** tab in the right panel, then select the appliance to which you want to apply the patch.
- 9 Click **Upgrade**.
- 10 From the drop-down list, select  
`ArcSight-6.4.0.6881.3_full` and follow the wizard.

## Upgrading Software Connector Appliance

It is highly recommended that you back up your software Connector Appliance configuration before performing any upgrade. For instructions on backing up your configuration, refer to the *ArcSight Connector Appliance Administrator's Guide*.

You can upgrade Software Connector Appliance using the GUI mode or the Console mode. Upgrading through the Silent mode is not supported.

### Using the GUI Mode to Upgrade Software Connector Appliance

Before upgrading, ensure the latest version of Connector Appliance is installed and running.

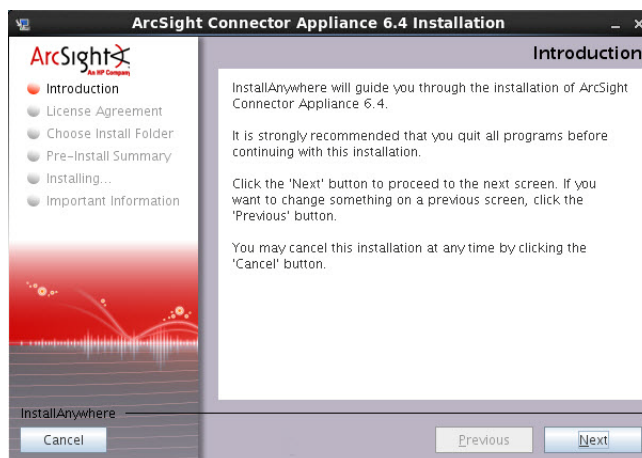
#### To upgrade the software version of Connector Appliance in GUI mode:

- 1 Ensure that you are logged in with the same user account as the one used to install the previous version of Software Connector Appliance.
- 2 Download the 6.4 Patch 3 Software Connector Appliance file.

- 3 Run these commands from the directory where you downloaded the Connector Appliance software:

```
chmod +x ArcSight-conapp-6.4.0.6881.3.bin
./ArcSight-conapp-6.4.0.6881.3.bin
```

- 4 The installation wizard launches, as shown in the following figure. This wizard upgrades your Software Connector Appliance installation. Click **Next**.



Do not use the `Ctrl+C` command to close the installer. If you use `Ctrl+C` to exit the installer and then uninstall Connector Appliance, doing so may delete your `/tmp` directory.

- 5 The License Agreement screen displays. Scroll to the bottom of the license agreement to review it.
- 6 Select **I accept the terms of the License Agreement**, and then click **Next**.
- 7 If Connector Appliance is currently running on this machine, an **Intervention Required** message displays to address this. Click **Continue** to stop all current Connector Appliance processes and proceed with the installation, or click **Quit** to exit the installer.

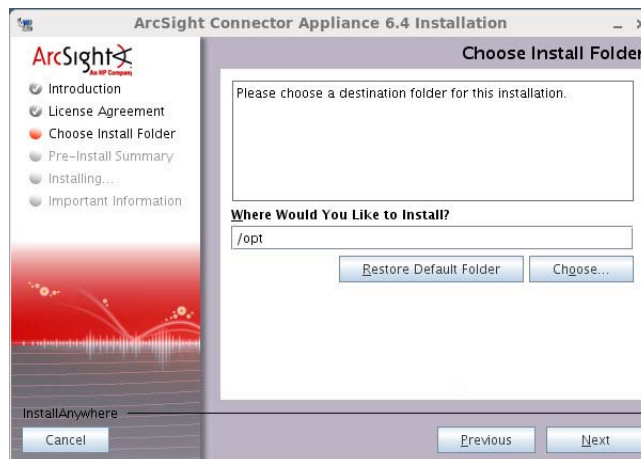


The installer stops any running Connector Appliance processes and checks for other installation prerequisites. A message displays, asking you to wait. Once all Connector Appliance processes are stopped and the checks complete, the following screen appears.

- 8 To upgrade, you must navigate to or specify the location where version 6.4 of Software Connector Appliance is installed. By default, the `/opt` directory is specified.

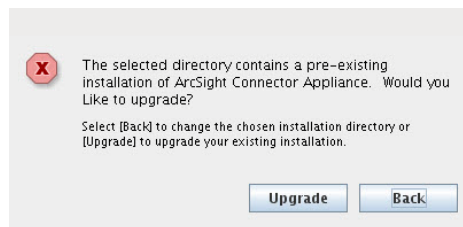
If you specify any other location, upgrade will not be successful; instead, a new installation of Connector Appliance will occur at the location you specify.

Click **Next**.



If there is not enough space to install the software at the location you specify, a message displays. To proceed with the installation, make sufficient space at the location you specified. Click **Back** to specify another location or **Quit** to exit the installer.

When the following message displays, click **Upgrade** to continue or **Back** to specify another location.



Note

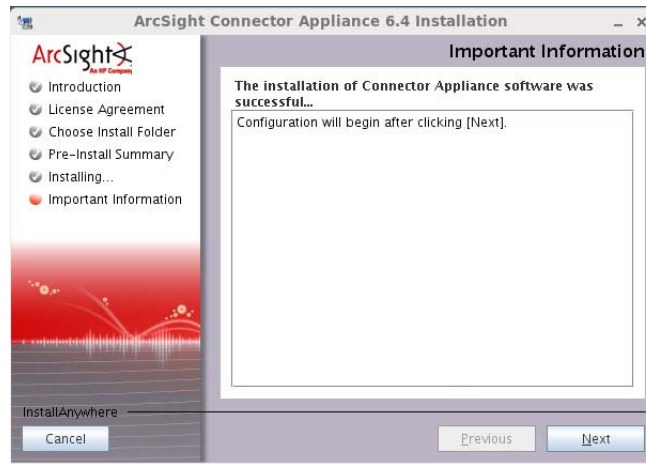
If the above message is not displayed, check the location you specified in this step to ensure that the existing Connector Appliance installation is upgraded.

## 9 Review the pre-install summary and click **Install**.

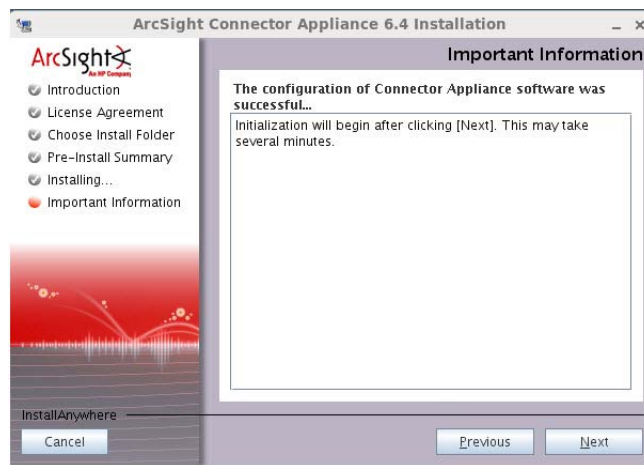


Installation may take a few minutes. Please wait.

- 10** Once this panel appears, click **Next**.



- 11** Click **Next** to initialize Connector Appliance components.



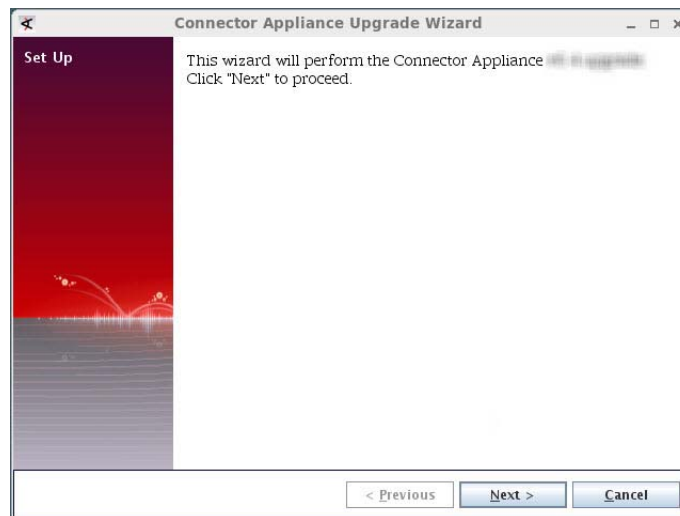
After this point, clicking the **Cancel** button puts the upgrade into an unstable state. This means that your previous version cannot be recovered.

Initialization may take a few minutes. Please wait.

- 12** When a confirmation panel indicating that the initialization of Connector Appliance was successful appears, click **Done**. An upgrade wizard starts.

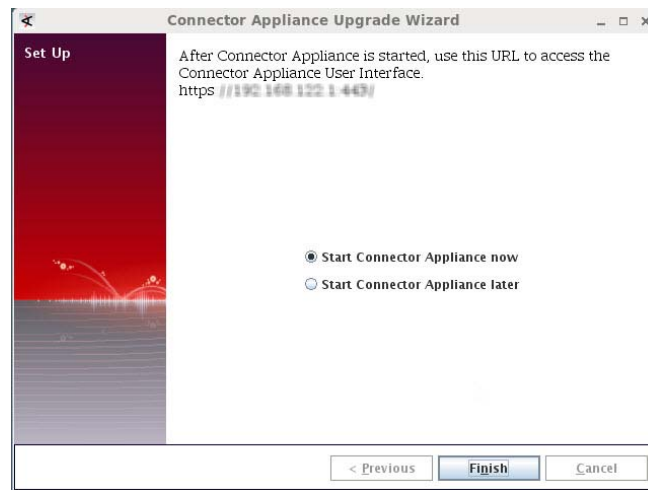
If the wizard does not start, use the following command to start it manually:

```
<install_dir>/current/arcsight/conapp/bin/arcsight conappsetup
-u C6661.
```



- 13** Click **Next** to upgrade Connector Appliance. The upgrade may take a few minutes. Please wait.

Once the upgrade is complete, the next screen displays with the Connector Appliance URL, which is comprised of the IP address of the Connector Appliance host, and the port number specified during installation.



- 14** Choose **Start Connector Appliance now** to start Connector Appliance now or **Start Connector Appliance later** to start it later. If you choose to start Connector Appliance now, once all processes are up, the Login screen is displayed.

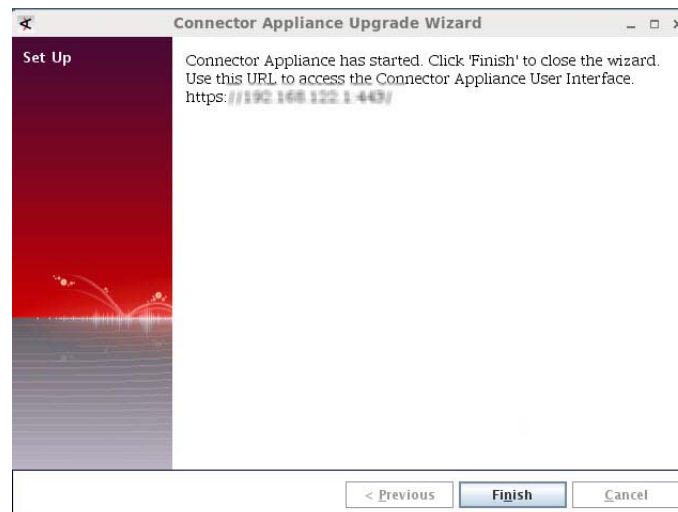


**Note**

If you choose to manually start Connector Appliance later, refer to the section “Starting and Stopping the Software Connector Appliance” in the *ArcSight Connector Appliance Administrator’s Guide*.

You can configure Connector Appliance to start as a service. For instructions, refer to the *ArcSight Connector Appliance Administrator’s Guide*.

- 15** Choose an option and click **Finish**.
- 16** Click **Finish** to exit the installer. You can now connect to the upgraded Connector Appliance using the provided URL.



**Tip**

During the upgrade process, Connector Appliance creates a backup directory c6661 within the software installation directory. This directory is no longer useful after a successful upgrade and should be deleted.

## Using the Console Mode to Upgrade Software Connector Appliance

### To upgrade the software version of Connector Appliance using the console mode:

- 1 Ensure that you are logged in with the same user account as the one used to install the previous version of Software Connector Appliance.
- 2 Download the v6.4 Patch 3 Software Connector Appliance file.
- 3 Run these commands from the directory where you downloaded the Connector Appliance software:

```
chmod +x ArcSight-conapp-6.4.0.6881.3.bin  
./ArcSight-conapp-6.4.0.6881.3.bin -i console
```

The installation wizard launches in command-line mode, as shown below. Press **Enter** to continue.

```
Introduction  
-----
```

```
InstallAnywhere will guide you through the installation of  
ArcSight Connector Appliance 6.4.0.6881.3
```

```
It is strongly recommended that you quit all programs before  
continuing with this installation.
```

```
Respond to each prompt to proceed to the next step in the  
installation. If you want to change something on a previous  
step, type 'back'.
```

```
You may cancel this installation at any time by typing 'quit'.
```

```
PRESS <ENTER> TO CONTINUE:
```

- 4 Once the license information displays, press **Enter** until you see the following information. Choose **Y** to continue.

```
Select "I accept the terms of the License Agreement" below if  
you recognize that you have read the terms of this Agreement and  
attachments and agree to be bound by each of these terms.
```

```
DO YOU ACCEPT THE TERMS OF THIS LICENSE AGREEMENT? (Y/N):Y
```

- 5 If Connector Appliance is currently running on this machine, active processes must be stopped and the following appears. Press **Enter** to accept the default (1) or to quit (2).

```
Intervention Required  
-----
```

```
ArcSight Connector Appliance processes are active.
```

```
All ArcSight Connector Appliance processes must be stopped to  
allow installation to proceed.
```

```
Type 'Quit' to exit this installer or 'Continue' to stop all  
ArcSight Connector Appliance processes and continue with the  
installation.
```



```
->1- Continue
2- Quit
```

ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT:

- 6** To upgrade, you must specify the location where version 6.4 of Software Connector Appliance is installed.

If you specify any other location, upgrade will not be successful; instead, a new installation of Connector Appliance will occur at the location you specify.

Choose Install Folder

-----

Where would you like to install?

Default Install Folder: /opt

ENTER AN ABSOLUTE PATH, OR PRESS <ENTER> TO ACCEPT THE DEFAULT

The system intervenes to verify that you wish to upgrade:

Intervention Required

-----

The selected directory contains a pre-existing installation of ArcSight Connector Appliance. Would you Like to upgrade?

Type 'Back' to change the chosen installation directory or 'Upgrade' to upgrade your existing installation.

```
->1- Back
2- Upgrade
```

ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT:

The prompts that follow next are similar to the ones described for the GUI mode installation in [Using the GUI Mode to Upgrade Software Connector Appliance](#). Follow the instructions provided for the GUI mode installation to complete the installation process.

## Documentation Errata

Note the following errors in the *Connector Appliance 6.4 GA Administrator's Guide*. These errors will be corrected during the next update of the guide.

- There are instances within the *Connector Appliance 6.4 GA Administrator's Guide* where the directory path `/opt/arcsight/container_name/...` or `/opt/arcsight/connector_x/...` appear. In such instances, replace `/opt/arcsight` with `/opt/arcsight/connectors`. The rest of the path should remain as is.
- The following statement in the *Connector Appliance 6.4 GA Administrator's Guide* is incorrect:

"Connector Appliance cannot remotely manage connectors running on AIX."

The correct statement should be:

“Connector Appliance **can** remotely manage connectors running on AIX.”

- The following audit events are missing from the list of Platform events in the *Connector Appliance 6.4 GA Administrator's Guide*.

Signature	Severity	Definition	Category
platform: 242	5	Removed all members from group	/Platform/Authorization/Groups/Membership/Update/Clear
platform: 249	7	Account Locked	/Platform/Authentication/AccountLocked
platform: 409	3	Configure login warning banner	/Platform/Configuration/LoginBanner

- ◆ These Platform audit events are obsolete: 231, 232, 233, 236, 237, 238, 269, 271, and 272.
- ◆ The platform:270 audit event should have a definition of *'Active user disabled'*.
- The list of container status types is incomplete. The complete list of container status types, and the meaning of each, is as follows:
  - ◆ *Improper configuration* : Initial default state.
  - ◆ *Initializing connection*: The connector has a URL, but Connector Appliance has never logged in.
  - ◆ *Down*: There was an exception trying execute the login command.
  - ◆ *Unauthorized*: The login command was executed but failed.
  - ◆ *Connecting*: Login in progress.
  - ◆ *Connected*: Login completed successfully.
  - ◆ *Empty*: Login completed successfully but the container doesn't have connectors.
  - ◆ *Initialized*: Login completed successfully and container has connectors.
- Only syslog connectors will appear in the **Available Destinations** list on the **Audit Forwarding** dialog.
- When creating a CIFS mount on Windows 2008 R2 servers, the *sec=ntlmv2i* mount option causes a *mount error 22 = Invalid argument error* in */var/log/messages*. To resolve this, when creating a CIFS mount on a Windows 2008 R2 server configured to enforce NTLMv2 authentication and packet signing, use the option *sec=ntlmssp* instead of *sec=ntlmv2i* in the CIFS mount command, or install Microsoft hotfix KB957441 on the Windows server.

## Known Limitations

The following limitations are known for Connector Appliance 6.4 Patch 3:

### Upgrade to SmartConnector 6.0.1.6574 Not Supported

Upgrading containers residing on Connector Appliance hardware platforms C3500 and C5500 to SmartConnector build 6.0.1.6574 is not supported. Therefore, do not upgrade to SmartConnector build 6.0.1.6574. Instead, upgrade to the latest available SmartConnector build subsequent to 6.0.1.6574.

## Importing Hosts Files in Internet Explorer

In Internet Explorer, using the **Import from Local File** button to import system nodes for the hosts file will cause the file to lose all formatting. To retain formatting, copy and paste the contents of the file from Internet Explorer into a suitable text editor.

## Configuration Backup Fails for Large Data Files

A very large connector or repository data file can cause a configuration backup to fail. Instead, retrieve the configuration by excluding the large connector or repository data file.

## CIFS Mount Unavailable After Backup/Restore

After backing up and restoring the Connector Appliance, the CIFS mount will be unavailable. To resolve this, edit the CIFS mount (**Setup > System Admin > Remote File Systems > Check the CIFS mount > Edit**). Then, re-enter the username and password.

## ArcExchange Not Available Through Proxy Server

ArcExchange will not be able to reach the HP Arcsight Protect724 Community if access is attempted through a proxy server.

## Container Upgrade from 5.x to Connector Version 6.0.1 or 6.0.2

If you try to upgrade a container from 5.x to connector version 6.0.1 or 6.0.2 and if the upgrade fails, then the connector service script will fail to rollback to previous version and the container will not start at all. This does not affect containers upgraded from 6.0.1 forward. As a workaround, use emergency restore to revert the upgrade. Alternatively, please contact HP ArcSight support, so they can manually revert the upgrade.

## Fixed Issues

The following issues have been resolved in this release.

Issue	Description
CONAPP-4526	The setting of eventpollcount was not retained for each host after deleting some window hosts from the agent setup wizard. The issue has been resolved.
CONAPP-4512	Previously, if a Connector Appliance ran low on memory (for example, when a large number of containers were being managed), the EPS gauges at the top of the Monitor Summary page would not update or show accurate values. EPS gauges will now show correct values.
CONAPP-4506	Under some circumstances, the upgrade from Connector Appliance 6.3 to 6.4 could fail to add an entry in a database table. If the entry was not added, the user would erroneously be redirected to the license and update page after logging in. The upgrade to this release automatically adds this entry if missing.
CONAPP-4496	Previously, user-entered data for Filter Out field was encoded twice, but decoded once before being sent to connector for configuration. User data is now correctly encoded and decoded before being sent to the connector for the configuration.
CONAPP-4424	On the Hosts page, the Model and Version columns for the C3500 and C5500 appliances display the value "Unknown". This issue exists on the localhost as well as when a new appliance is remotely managed from another new or old (Cx200, Cx300, Cx400 series, or L3x00) appliance.
	Workaround: Upgrade Container 1 of hosts that exhibit this issue to the latest available SmartConnector build.

Issue	Description
CONAPP-4328	An issue has been resolved where in some cases, the ConApp 6.3 to 6.4 upgrade could fail to upgrade some application components, preventing further access to the appliance through the Web UI.
CONAPP-4173	<p>The gateway value in the file /etc/sysconfig/network was superseded by the one in the file /etc/sysconfig/network-scripts/ifcfg-eth0.</p> <p>In this release, the file /etc/sysconfig/network-scripts/ifcfg-eth0 no longer contains an entry for the gateway.</p>
CONAPP-4143	Previously, if a Connector Appliance ran low on memory (for example, when a large number of containers were being managed), the EPS gauges at the top of the Monitor Summary page would not update or show accurate values. EPS gauges will now show correct values.
CONAPP-4057	When a connector is upgraded to latest version, the default SNMP PDU fields are now changed to have the correct values for System Health Events sent via SNMP traps.
CONAPP-3568	<p>In prior releases, an entry for the hostname was implicitly added in the /etc/hosts file. This behavior was to ensure that the hostname was always resolvable but could interfere in cases where the hostname was resolvable via DNS.</p> <p>In this release, an entry in the /etc/hosts file is only implicitly added if the hostname is changed and the new hostname is not resolvable. This entry is now viewable in the UI and should be removed if the hostname is also resolvable via DNS.</p> <p>Also, the UI will now display error messages under the following conditions:</p> <ul style="list-style-type: none"><li>- hostname is resolved via DNS, DNS settings are changed, and the new settings would prevent the hostname from being resolvable,</li><li>- hostname is resolved via Hosts file, Hosts file settings are changed, and the new settings would prevent the hostname from being resolvable</li></ul> <p>Finally, be aware that the UI will not refresh the content of the Hosts file, so if you made changes to the Hosts file or hostname and those changes are not reflected in the Hosts file, please refresh the web page.</p>
CONAPP-2691	An issue has been resolved when two destinations in the same container are the same (that is, the same destination type with the same parameters), the destination statistics would be incorrect.

## Open Issues

This release contains the following open issues. Use the workarounds, where available.

Issue	Description
CONAPP-4661	<p>If a backup file containing a NIC alias is taken from an appliance and is restored onto any supported appliances, then the Monitor &gt; Network page may display an incorrect graph showing "No data available".</p> <p>Workaround:</p> <p>Please wait for some time for the graphs to reflect the data accurately. For an immediate solution, perform the following steps;</p> <ul style="list-style-type: none"> <li>-Restart the Web from System Admin &gt; Process Status</li> <li>-Select System Admin &gt; Network &gt; Restart Network Services</li> <li>-Log in again to the Connector Appliance GUI.</li> </ul>
CONAPP-4659	A connector upgrade may fail due to JVM license issue.
CONAPP-4649	<p>Turning interface homing on may result in a loss of connectivity to the appliance. If interface homing was already turned on and is known to be working, it can be left on.</p> <p>Workaround: If interface homing was turned on and connectivity was lost, it can be restored as follows:</p> <ol style="list-style-type: none"> <li>1. In mouse/keyboard or iLO, log in to the console, and set the IP address of eth0 to its original address. This will cause the network service to be restarted and should restore network connectivity.</li> <li>2. Once network connectivity has been restored, point your browser to the appliance's web UI, log in, and go to Setup &gt; System Admin &gt; Network &gt; NICs. Turn Interface homing off, and then restart the network service.</li> </ol>
CONAPP-4611	The Destinations button on the Connectors tab does not function when adding a destination. Workaround: Restart the web process and try the button again.
CONAPP-4589	<p>If a TrendMicro connector is installed in a container and any other type of connector is installed in the same container, then the other connector will not function.</p> <p>Workaround: If a TrendMicro connector is in a container, then it should be the single connector in that container. Install any additional connectors in other containers.</p>
CONAPP-4577	<p>Connectors on local containers may not be restored after applying the backup.</p> <p>Workaround: To restore a connector from the backup configuration, restart it. To restart a connector:</p> <ol style="list-style-type: none"> <li>1. Click Setup &gt; System Admin &gt; Process Status.</li> <li>2. From the list of connectors, select the connector to restart and then click the Restart button.</li> </ol>

Issue	Description
CONAPP-4573	<p>An upgrade may fail if issued from the Connector Appliance GUI to a connector processing a heavy load of events.</p> <p>Workaround: If the upgrade fails from the Connector Appliance GUI by timing out, do one of the following:</p> <ul style="list-style-type: none"> <li>-Stop the event feed to the connector and let it process all the cached events. Then perform an upgrade from the Connector Appliance GUI, OR,</li> <li>-Back up the container, perform an emergency restore on it to the required build, and then restore the backed up files to the same container.</li> </ul>
CONAPP-4161	<p>Changes will not take effect if the year portion of the date is updated manually, using the Connector Appliance GUI. Instead, change the entire date, and not just the year.</p>
CONAPP-4080	<p>After an upgrade from 6.3 to 6.4 GA on an appliance-based Connector Appliance, this error message is displayed upon login: com.google.gwt.user.client.rpc.IncompatibleRemoteServiceException: The response could not be deserialized</p> <p>Workaround: Refresh the browser window at the login screen before entering username and password. This workaround is required once, immediately following the upgrade, even if a new browser window is used.</p>
CONAPP-4076	<p>In some cases, clicking the Previous button during the software upgrade may return this error message: "upgrade installation failed:Failure occurred at the following phase:init"</p> <p>Workaround: If this occurs, click Quit on the error dialog to cancel the installation. Then, restart the installation from the beginning.</p>
CONAPP-4059	<p>Events from a connector in FIPS mode (being managed on Connector Appliance) are not sent to ArcSight ESM 5.2 in FIPS suiteB mode.</p> <p>Workaround: This issue is limited to ESM version 5.2. Therefore, use ESM 5.0 SP2 instead of ESM 5.2 to send events.</p>
CONAPP-3959	<p>If a user attempts to add a host to be remotely managed by a Connector Appliance using the hostname without it being added to the hosts file (even if hostname is resolvable through DNS), the attempt will fail.</p> <p>Workaround: Add the hostname in the hosts file, through System Admin &gt; Network &gt; Hosts, on the managing Connector Appliance, and then the host can be added in the Connector Appliance GUI.</p>
CONAPP-3343	<p>If an upgrade fails, the UI might show the container as running the new version, but after a reboot it appears to run the previous one. In actuality, the container is not running the new version. However, its process status is not updated until the next reboot and will show the incorrect version until the reboot is performed.</p>
CONAPP-3249	<p>Multiple copies of the same Content AUP file are created in the user/agent/aup directory. This causes large Appliance Backup files to accumulate.</p>
CONAPP-1628	<p>Due to an unknown JVM issue, containers constantly restart and their status shows unknown or down.</p> <p>Workaround: Reboot the Connector Appliance.</p>
CONAPP-742	<p>All of the monitor pages show incorrect dates.</p> <p>Workaround: Restart the web process to resolve the issue.</p>



