opentext™

OpenText
ArcSight ArcMC

Software Version: 24.2 (3.2.4)

Release Notes

Document Release Date: June 2024

Software Release Date: June 2024

Legal Notices

Open Text Corporation

275 Frank Tompa Drive, Waterloo, Ontario, Canada, N2L 0A1

Copyright Notice

Copyright 2013-2024 Open Text.

The only warranties for products and services of Open Text and its affiliates and licensors ("Open Text") are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Open Text shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

Trademark Notices

"OpenText" and other Open Text trademarks and service marks are the property of Open Text or its affiliates. All other trademarks or service marks are the property of their respective owners.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number
- Document Release Date, which changes each time the document is updated
- Software Release Date, which indicates the release date of this version of the software

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

https://www.microfocus.com/support-and-services/documentation

Support

Contact Information

Phone	A list of phone numbers is available on the Technical Support Page: https://softwaresupport.softwaregrp.com/support-contact-information
Support Web Site	https://softwaresupport.softwaregrp.com/
ArcSight Product Documentation	https://www.microfocus.com/documentation/arcsight/

Contents

About ArcSight Management Center

ArcSight Management Center (ArcMC), part of the ArcSight Platform, is a centralized management tool that simplifies security policy configuration, deployment maintenance, and monitoring in an efficient and cost-effective way.

ArcMC offers these key capabilities:

- **Management and Monitoring:** A single management interface to administer and monitor ArcSight managed nodes, such as: Transformation Hub, Loggers, Collectors, Connectors, Connector Appliances, and other ArcMC instances.
- **Connector Deployment:** Remotely deploy and manage connectors across your network.
- **SmartConnector Hosting:** For the hardware appliance, ArcMC hosts SmartConnectors.

ArcMC includes these benefits:

- Rapid implementation of new and updated security policies.
- Increased level of accuracy and reduction of errors in configuration of managed nodes.
- Improves operational capabilities and lower total cost of ownership.

What's New in this Release

This release of ArcMC is a maintenance release and includes no new features. Supported third-party components have been updated, including: JRE 8u402, Apache Tomcat 9.0.86 and Postgres DB Server 15.6.

Product version number has been renumbered to CE 24.2, to reflect its inclusion in the ArcSight Platform CE 24.2 release. The technical version number of this release is 3.2.4.

More Information

For detailed information about ArcMC features and functionality, refer to the ArcMC Administrator's Guide, and other documentation, available from the ArcSight Product Documentation Site.

Technical Requirements

For ArcSight Management Center

Server	For software form factor: • Red Hat Enterprise Linux (RHEL) 9.2, 8.8, 7.9. • Rocky Linux 9.2. 8.8 (supported) • Additionally, for RHEL7.x installation of software ArcMC: See *"Prerequisite for ArcMC Installation or Upgrade on RHEL 7.x" on page 7*. • CentOS 7.9. For appliance upgrade: Red Hat Enterprise Linux 7.9.
Client System	• Windows 7, 8, 10 • RHEL 7.8, 7.9, 8.1, 8.2, 8.3, 8.4.
CPU	1 or 2 Intel Xeon Quad Core (or equivalent)
Memory	• 16 GB RAM • 80 GB Disk Space (for software form factor)
Supported Client Browsers	• Microsoft Edge (latest version as of release date) • Firefox ESR (latest version as of release date) • Google Chrome (latest version as of release date)
Screen Resolution	Optimal screen resolution is 1920x1200
Hardware Models	For upgraded deployments, model C670X running RHEL 7.9.

For Managed ArcSight Products

Managed Node	Form Factor	Supported Product Versions	Certified Product Versions	Appliance Model
ArcMC	Software and Appliance	3.1.3 3.1.2 3.1.1 3.1.0	3.2.4 3.2.3 3.2.2 3.2.1 3.2.0	C6700
SmartConnector	Software	8.4.1 8.4.0 8.3.0	8.4.3	
Logger	Software and Appliance	7.2.2 7.2.1	7.3.0	L7700
Transformation Hub	Software	3.7.0 3.6.0	3.7.3	
ESM	Software	7.6.0 7.5.0	7.6.4	

Installer Files

> Micro Focus provides a digital public key for you to verify that the signed software you received is indeed from Micro Focus and has not been manipulated in any way by a third party. Visit the following site for information and instructions:
> https://entitlement.mfgs.microfocus.com/ecommerce/efulfillment/digitalSignIn.do

The installation package is available for download from the OpenText entitlements portal. The installer files for ArcSight Management Center 24.2 (3.2.4) are named as follows:

- **For ArcMC:** `ArcSight-ArcMC-3.2.4.Build Number.0.bin`
- **Software installer for use remotely with ArcMC Node Management:** `arcmc-sw-Build Number-remote.enc`
- **For ArcMC Appliance (Upgrade Only):** `arcmc-Build Number.enc`
- **ArcMC Agent Installer:** The ArcMC Agent installer for all appliance nodes, and all types of software nodes, is bundled with the ArcMC installer file. You can remotely

install or upgrade the ArcMC Agent on a managed node directly from ArcMC, as follows:

- You can install the ArcMC Agent when you are adding the nodes through Node Management (**Add Host** section). For more information, see to **Chapter 2: Software Installation / Installing the ArcSight Management Center Agent** in the ArcMC Administrator's Guide. For information about upgrading the Agent on managed nodes check **Chapter 5: Managing Nodes / Updating (or Installing) the ArcMC Agent.**

- You can install or upgrade the ArcMC Agent remotely from a managing ArcMC server on all managed appliance nodes (Logger Appliance and ArcMC Appliance).

- You can install or upgrade the ArcMC Agent for remotely managed software nodes which are ArcMC v2.2 and Logger v7.0 or later.

> **Note:** The ArcMC Agent cannot be upgraded or installed remotely on earlier versions of ArcMC and Logger, nor for any Connector Appliance-managed node. For these node types, you must use the manual installer named `ArcSight-ArcMCAgent-3.2.0.Build Number.0.bin`.

Prerequisite for ArcMC Installation or Upgrade on RHEL 7.x

Before installing or upgrading ArcMC on Red Hat Enterprise Linux (RHEL) 7.x, you must modify the inter-process communication (IPC) setting of the `logind.conf` file.

To modify the logind.conf file for RHEL 7.x:

1. Navigate to the `/etc/systemd` directory, and open the `logind.conf` file for editing.

2. Find the `RemoveIPC` line. `RemoveIPC` should be active and set to *no.* (Remove the # sign if it is there, and change the yes to no if necessary. The correct entry is: `RemoveIPC=no`).

3. Save the file.

4. From the `/etc/systemd` directory, enter the following command to restart the systemd-logind service and put the change into effect: `systemctl restart systemd-logind.service`

After you have modified this setting and met all installation requirements, you are ready to install ArcMC.

Upgrading ArcMC

Upgrade is supported from ArcSight Management Center all versions of 3.2.x to version 24.2 (3.2.4). You should also upgrade any managed ArcMC nodes to version 24.2 (3.2.4).

Before upgrading to ArcMC 3.2.4, ensure that you have upgraded the operating system on your appliance or host to a supported version. For more information about OS support, see "Technical Requirements" on page 5. For instructions on upgrading an appliance either remotely or locally, see Upgrading ArcMC in the ArcMC Administrator's Guide.

The following instructions are for upgrading software ArcMC using a wizard in GUI mode. You can also upgrade your ArcMC from the command line in console mode, and in silent mode. For more information, see the Installation chapter of the ArcMC Administrator's Guide.

If the target ArcMC node is managed by another ArcMC appliance, you can also perform an upgrade using the Node Management upgrade feature.

> OpenText recommends that you perform a backup of your current ArcSight Management Center configuration before upgrading to ArcMC24.2 (3.2.4): For more information, see the **Managing Backups and Restores** section in the ArcMC Administrator's Guide.

To download and verify the signature of your downloaded files:

1. Log in to the host where you want to begin the installation process.
2. Change to the directory where you want to download the installer files.
3. Download all the necessary product installer files from the OpenText Downloads website along with their associated signature files (*.sig).

> Evolving security needs imply the renewal of certificates for the signature verification procedure. To ensure a successful verification of your product signature, download the latest public keys file before proceeding with the verification process (step 1 of the Get the Public Keys procedure).

OpenText provides a digital public key that is used to verify that the software you downloaded from the OpenText software entitlement site is indeed from OpenText and has not been tampered with by a third party. For instructions on how to obtain the latest public keys file and how to verify the signature, see:
https://support.microfocus.com/kb/doc.php?id=7025140

If you discover a file does not match its corresponding signature (.sig), attempt the download again in case there was a file transfer error. If the problem persists, please contact OpenText Customer Support.

4. Begin the installation.

Upgrading the ArcMC Agent

You should also upgrade the ArcMC Agent on all managed nodes that require the Agent for communication with ArcMC. For instructions on upgrading the ArcMC Agent on managed nodes, see the ArcMC Administrator's Guide.

Collectors and Connectors in Transformation Hub

As announced in the 23.1 release, the Collectors feature and the Connectors in Transformation Hub (CTH) feature have been deprecated, and from the ArcSight Platform 24.2 release on, only existing collectors and CTH deployments are supported. You can continue managing your collectors and CTHs in the platform, but you cannot create any new ones.

Known Limitations

ArcMC is known to have the following limitations.

Issue	Description
242313	The Host Status Exceptions page is not displaying the Transformation Hub rules. **Workaround:** None available at this time.
237161	If there are connectors installed in the path /opt/arcsight/connector*/ ArcMC upgrade fails.

Closed Issues

The following issues were resolved in this release.

Issue	Description

Known Issues

This release contains the following open issues. To address the issue, use the workaround, if any is indicated.

Key	Description
873115	If the upgrade to RHEL 8.8 is interrupted or not completed, then the recovery process using the script `opt/arcsight/current/arcsight/arcmc/bin/scripts/sw_restore.sh` will fail. **Workaround:** Open the script `sw_restore.sh` in a text editor and change line 100 of the script as follows. Replace `/bin/tar -xzvf $backupFile --preserve --same-owner -P >> $backupLog2>&1` with `/bin/tar -xzvf $backupFile -p -s --same-owner -P >> $backupLog2>&1` Save the script in the text editor, and then re-run it.
698065	In some circumstances on Azure, there may be intermittent login and backend errors between Fusion, ArcMC and Kafka Manager.
648050	Historically, ArcMC users could create Transformation Hub routing rules that test a string field's value against text entered by a user. For example, "agent == abc". To prevent browser problems, ArcMC was changed in a previous release to reject some non-alphanumeric characters when defining field value tests in a routing rule. Existing rules that used those characters still work, but new field value tests cannot use those characters. New field tests can only use alphanumeric characters and the five following five characters: underscore (_), hyphen (-), colon (:), space ( ), and period (.).
590160	When a new repository is created whose name ends with the suffix _config or is named config_edit, an HTTP 500 error will result. **Workaround** Do not create any repositories with the _config suffix or config_edit in the name.
425040	When in Deployment/Topology view, the IP address of a Logger or ESM destination for Transformation Hub shows as an unknown IP.
387040	In some cases, after performing a search in the online help file, the file may become frozen and necessitate a restart of the browser.
363022	For G10 Appliances with a 10G NIC, after a restore, the gateway is not correctly configured. **Workaround:** From the CLI, modify the IP address and gateway with the correct information. For reference, consult the ArcMC Admin Guide, section: "Configure a New IP Address".

Key	Description
363017	For G10 Appliances with a 10G NIC, after a restore, the IP address is not correctly configured. **Workaround:** From the CLI, modify the IP address with the correct information. For reference, consult the ArcMC Admin Guide, section: "Configure a New IP Address".
359190	On G10 appliances, ArcMC does not validate when the user enters invalid IP values when trying to modify the "IP Address" or the "Subnet Mask" field from a network interface (or also called NIC port).
243608	After a product type ages out (Device Age-Out) there is no way for the user to get that product type back. If Device Tracking is disabled for a device product and the device ages out, then there is no way to revert to enable tracking for that device product.

Publication Status

Released: January 2024

Last Updated: Tuesday, June 4, 2024

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 computer, click the link above and an email window opens with the following information in the subject line:

Feedback on Release Notes (ArcMC 24.2 (3.2.4))

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 arcsight_doc@microfocus.com.

We appreciate your feedback!