



ArcSight `[[[Undefined variable _MFC_Basic_Variables._MF_`

Software Version: `[[[Undefined variable _MFC_Basic_Variables._MF_`

Quick Start Guide for ArcSight Classic MSSP Usage Reports

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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/

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Chapter 1: Welcome to the Quick Start Guide for ArcSight Classic MSSP Usage Reports

Open Text provides a pay-per-use program for Managed Security Service Providers (MSSPs). This program offers our Partners a more affordable "pay as you go" option instead of maintaining a perpetual license that requires a large initial investment.

To help you calculate daily and monthly average EPS (events per second) usage, we provide reports that you can add to the following products:

- [ArcSight ESM](#)
- [ArcSight Logger](#)

This quick start guide provides instructions on how to add and run the report in your products, as well as guidance for submitting your monthly reports to Open Text.

Chapter 2: ArcSight ESM

The **ArcSight Classic MSSP Usage Reports** display daily average EPS metrics about events that have been received from ArcSight SmartConnectors during a specified date range.

The MSSP Reports package contains the following resources:

- **/All Rules/ArcSight Solutions/MSSP Usage Report/Event Counts Detected**
Writes event counts to an active list when triggered by agent :050 events.
- **/All Active Lists/ArcSight Solutions/MSSP Usage Report/Events Count**
Stores event counts for each Partner per day.
- **/All Active Lists/ArcSight Solutions/MSSP Usage Report/Total Event Count**
Displays the total event count per day.
- **/All Reports/ArcSight Solutions/MSSP Usage Report/Daily EPS Usage for All Customers**
Displays the daily average EPS history for all Partners for the specified time period.
- **/All Reports/ArcSight Solutions/MSSP Usage Report/ArcSight Classic MSSP Program Usage Report**
Displays the aggregated daily average of EPS. The aggregated value represents the combined average of all days within the specified time period.

You can export this report for submission to Open Text. In accordance with your MSSP contract with Open Text, email the report to msspcyberres@microfocus.com. If you need assistance, [contact Support](#).

ESM generates the EPS usage reports from event counts in the active list, which uses real-time rules. As a result, the report will not include data older than the date that you installed the package.

Supported Platforms

You can run the reports on the following versions of ArcSight ESM:

- 7.8
- 7.7
- 7.6
- 7.5
- 7.4
- 7.3
- 7.2

- 7.0
- 6.11

Installing the ArcSight Classic MSSP Program Usage Reports for ESM

The installer file is available from the [Open Text Marketplace](#).

1. Download the ArcSight_Classic_MSSP_Program_Usage_Reports_1.2.zip file from the Marketplace to a secure network location.
2. Extract the ArcSight_Classic_MSSP_Program_Usage_Reports_1.2.arb installer file.
3. Log in to the ArcSight Console as an administrator.
4. On the Packages tab of the Navigator, click Import to import and install the ArcSight_Classic_MSSP_Program_Usage_Reports_1.2.arb package.
5. On the Packages tab of the Navigator, go to **All Packages > ArcSight Solutions > ArcSight Classic MSSP Program Usage Reports**.
6. Open the ArcSight Classic MSSP Program Usage Reports package.

Running the ArcSight Classic MSSP Program Usage Reports for ESM

For your convenience, you can configure ESM to run the **ArcSight Classic MSSP Program Usage Report** each month, then automatically email the results to Open Text at msspcyberres@microfocus.com. If you need assistance, [contact Support](#).

1. Log in to the ArcSight Console.
2. Click Reports > Navigator > ArcSight Solutions > MSSP Usage Report.
3. (Conditional) To run the monthly, aggregated usage report, select ArcSight Classic MSSP Program Usage Report.
4. (Conditional) To check daily EPS usage, select Daily EPS Usage for All Customers.
5. Configure the report's settings.
6. Run the report.

ESM generates the report from event counts in the active list, which uses real-time rules. As a result, the report will not include data older than the date that you installed the package.

7. Export the report as a PDF file.
8. Submit the report to Open Text.

For more information, see the following guides:

- ["Running and Viewing Reports"](#) in the *ArcSight Command Center User's Guide for ESM*
- ["Running a Report"](#) in the *ArcSight Console User's Guide for ESM*

Chapter 3: ArcSight Logger

MSSP usage reporting for Logger is built into the product.

The Classic MSSP Pay-Per-Use License requires Partners to provide ArcSight Data Platform (ADP) License Usage reports.

For information about standalone Logger ADP license usage, see [Logger Standalone GB per day License](#).

For information about ADP license usage for a Logger that is managed by ArcMC, see [GB Managed by ArcMC License Usage](#) and [ADP License Usage for the Last 30 Days](#).



Note: Both reports provide a limited look at usage, making timely report submission a priority.

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