
Micro Focus Security ArcSight SOAR

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ArcSight SOAR Release Notes

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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

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ArcSight SOAR 3.2 Release Notes

This release introduces ArcSight SOAR 3.2.

We designed this product in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs. We want to hear your comments and suggestions about the documentation available with this product. If you have suggestions for documentation improvements, click comment on this topic at the bottom of any page in the HTML version of the documentation posted at the SOAR Documentation page.

- [About ArcSight SOAR](#)
- [What's New?](#)
- [Known Issues](#)
- [Technical Requirements](#)
- [Installing](#)
- ["Upgrading From SOAR 3.0" on page 17](#)
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About ArcSight SOAR

The ArcSight SOAR is a Security Orchestration, Automation and Response (SOAR) platform. SOAR provides a single unified pane of glass for automation of recurrent security events.

SOAR ensures end-to-end mapping of all cyber security incidents of the organization, thereby increasing the agility and responsiveness of the teams in addressing these issues. The ArcSight SOAR also provides the flexibility to modify existing or add customized security tools as per the requirement and provide a robust security shield for your organization.

SOAR deploys within the **ArcSight Platform**. For more information about the other products available within the suite, see the [ArcSight Platform Technical Requirements Guide](#).

Closed Issues

This release resolves the following issues:

| Key | Description |
|--------|--|
| 191780 | Column name is not displayed if ESM Active list has only one column. |
| 191811 | The ArcSight Intelligence integration has issues related with supporting root tenants within SOAR. |
| 241819 | SOAR uses its own UI Sesion Time Out configuration instead of ArcSight Platform timeout value. |
| 320003 | Custom case field is not set if case is created by automation. |
| 325044 | Lock User capability in Active Directory integration must be Disable User. |
| 326079 | FortiManager integration does not work with FortiManager version 6.2.3 and later. |
| 335018 | UI corrections in Top Playbooks Executed, Case Timeline and Case Breakdown dashboard widgets. |
| 350068 | Listing tags in McAfee EPO integration gives error. |
| 354018 | Enrichment cache mechanism is not working |
| 364152 | Advanced Mail Send capability configuration throws exception in workflow editor. |
| 371022 | SOAR actions fail if there's Unassigned active lists on ESM. |

What's New?

The following sections outline the key features and functions provided in this release. For more information about these enhancements, see the specific product documentation.

- [Cloud Native Deployment](#)
- [New Integration Plug-ins](#)
- [Out-of-the-Box Plug-ins](#)
- [Updated Integration Plug-ins](#)
- [Migrated Reports](#)
- [STIX Support](#)
- [Allowed IP Address Field](#)
- [Default Email Notification Template](#)
- [Added New Default Case Status](#)
- [Trigger Workflow Decision Element](#)

Cloud Native Deployment

You can now deploy and configure SOAR in the following cloud environments:

- **Azure** - Leverages the capabilities of the Microsoft Azure cloud platform.
- **Amazon Web Services (AWS)** - Leverages its cloud-native services and capabilities.

For more information, see "[Setting Up Your Azure Deployment Architecture](#)" and "[Setting Up Your Deployment Architecture \(Amazon Web Services\)](#)" in the *Administrator's Guide for ArcSight Platform*.

New Integration Plug-ins

The following new integration plug-ins are added to ArcSight SOAR 3.2:

| Integration Plug-in | Description |
|--------------------------------|--|
| Fortinet Forti Manager v2 | New Forti Manager integration plugin supports Forti Manager JSON-RPC API (version 6.x and 7.x) for managing firewall addresses and address groups. |
| Micro Focus IT Service Manager | Integration plugin for creating and managing incident records on Service Manager. |

| Integration Plug-in | Description |
|----------------------------------|---|
| Micro Focus UCMDB | Integration plugin for enriching CI information from UCMDB. |
| Microsoft Azure Active Directory | Enrichment and action capabilities to leverage Microsoft's cloud-based IAM solution. |
| Microsoft Graph Security | Integration plugin for querying and updating alerts through Microsoft Graph Security API. |
| MxToolbox | Integration plugin for checking domain MX and blacklist status on MxToolbox service. |
| Trend Micro Vision One | Integration plugin for querying and responding attacks on Trend Micro Vision One threat defense platform. |
| Udger | Enrichment plugin for querying User-Agent data. |

Out-of-the-Box Plug-ins

The following integration plug-ins published previously on the ArcSight Marketplace are now out-of-the-box plug-ins:

| Integration Plug-in | Description |
|-----------------------------------|--|
| AbuseIPDB | IP enrichment capabilities with AbuseIPDB API. |
| APIVoid | Integration plugin for APIVoid API service for threat analysis and threat detection and prevention with IP, Domain, URL and Email enrichment capabilities. |
| Amazon S3 | Integration plugin for Amazon S3 object storage service for bucket operations. |
| Cisco Firepower Management Center | Cisco Firepower Management Center Integration plugin for blocking IP addresses and URLs. |
| CyThreat Threat Intelligence | Integration plugin for enriching IP addresses, domains, and file hashes from CyThreat Threat Intelligence service. |
| EmailRep.io | Integration plugin for enriching email addresses on EmailRep.io web service. |
| Have I Been Pwned? | Enrichment capabilities for checking accounts and domains through data breach databases. |
| Ipinfo | IP Query enrichment capability using Ipinfo web service. |
| Jira | Bi-directional integration with Jira for case/ticket operations. |
| Okta | Integration plugin for enrichments and actions on Okta IAM solution. |
| ServiceNow | Bi-directional integration with ServiceNow for case/ticket operations. |
| URLScan.io | Integration plugin for enriching URLs from URLScan.io web service. |

Updated Integration Plug-ins

The following integration plug-ins are updated for this release:

| Integration Plug-in | Description |
|---------------------|---|
| Amazon IAM | New enrichment and action capabilities have been added for user & group enrichment and taking response actions for users. |
| MISP | More descriptive messages are shown when queried IP or event not found on MISP. |
| Virus Total | URL Scan capability has been improved to handle result returned by Virus Total for previously-unknown URLs. |

Migrated Reports

This release provides migration of following reports to platform reporting:

- Open Cases
- Closed Cases
- Integration History
- Integration Summary

STIX Support

This release supports exporting and importing of the case scope items in STIX sharable format.

Allowed IP Address Field

The **Allowed IP address** field is now removed from the ArcSight ESM alert source configuration.

Default Email Notification Templates

This release enhances the **Default Email Notification Template**, in the **Configuration < Customization Library** tab of SOAR application, to cover a wide range of use cases.

Added New Default Case Status

SOAR now provides following new default case statuses for case configuration:

- Duplicate
- False Positive
- Resolved

Trigger Workflow Decision Element

The **Trigger Workflow Decision Element** now supports **Previous Severity** and **New Severity** conditions.

Known Issues

The following issues are currently being researched for ArcSight SOAR 3.2.

Micro Focus strives to ensure that our products provide quality solutions for your enterprise software needs. If you need assistance with any issue, visit [Micro Focus Support](#), then select the appropriate product category.

- [Analysts Get Assigned to Super User Role During Initial Login](#)
- [Action History Page Filters Have Multiple Entry With Same Name](#)
- [SSL-Certificate Related Error During Bluecoat Proxy SG Integration](#)
- [No Entries Displayed for Failed Enrichment Activities on Incident Timeline](#)
- [ESM Does Not Forward the Correlated Events to SOAR in AWS Environment](#)
- [SOAR Case Links in INetSoft Report are Not Working as Expected](#)

Analysts Get Assigned to Super User Role During Initial Login

Issue: The analyst logging in to the ArcSight SOAR platform for the first time, gets assigned to the role of **Super User**.

Workaround: User roles and permissions are not synchronized with the ArcSight platform's role and permissions. You must update the analyst permissions from **Configuration - Roles** and **Configuration - Users**.

Action History Page Filters Have Multiple Entry With Same Name

Issue: Integration capabilities with the same name are listed multiple-times in **Action History** page filters.

Workaround: There is no workaround at this time.

SSL-Certificate Related Error During Bluecoat Proxy SG Integration

Issue: Bluecoat Proxy SG integration displays SSL-certificate related error while updating URL database.

Workaround: In order to retrieve the blocked URL database, the Bluecoat Proxy SG connects to SOAR through HTTPS. If the SSL certificate used on CDF environment is not trusted by Bluecoat Proxy SG, then such error occurs. Use a valid SSL certificate or disable Verify Peer option for default device profile on Bluecoat Proxy SG device.

No Entries Displayed for Failed Enrichment Activities on Incident Timeline

Issue: Incident timeline does not show entries for failed enrichment activities.

Workaround: There is no workaround at this time.

ESM Does Not Forward the Correlated Events to SOAR in AWS Environment

Issue: The Application Load Balancer (ALB) does not forward the correlated events from ESM to SOAR on AWS environment.

Workaround: If the ArcSight Platform is installed on AWS and ESM on a different VPC, use a Network Load Balancer (NLB) instead of an Application Load Balancer (ALB) on AWS as the ALB does not support TCP communication channel required for sending correlated events from ESM to SOAR.

SOAR Case Links in INetSoft Reports are Not Working

Issue: SOAR Case links in INetSoft Report are not working as expected in the current release will be fixed in the next release.

Workaround: . we can manually copy a case id in report and search it in SOAR case page.

Technical Requirements

For more information about the software and hardware requirements for your deployment and a tuned performance, see the [ArcSight Platform Technical Requirements Guide](#).

Upgrading From SOAR 3.0

You must complete following steps before upgrading from SOAR 3.0 to any higher release:

1. **Clear the SOAR messages queue:** Navigate to **Configuration > Parameters** on ArcSight SOAR and set *ArcSightListnerEnabled* to **False**. This debar SOAR from receiving any new alert. Thus SOAR does not generate any new message, but consumes all the queued ones.
2. **Monitor SOAR messages:** You can monitor the status of SOAR messages at # TYPE jms_queue_size gauge of [https://\\${fusionhost}/soar/api/manage/prometheus](https://${fusionhost}/soar/api/manage/prometheus) (to access this URL, you must have enabled SOAR in ESM). After SOAR consumes all the message, you can proceed with the upgrade procedure.



Note: The above procedure must be followed to upgrade from SOAR 3.0 only.

Undeploying SOAR for Installing and Upgrading to SOAR 3.2

SOAR is now moved under Fusion capability. Thus the resource definitions and patch command of SOAR related resources must be changed.

So, for the customers who already have SOAR pre-installed in their environments, they must undeploy SOAR first and then start the upgrade to create SOAR resources.

To undeploy SOAR:

1. Click **DEPLOYMENT**, and select **Deployments**.
2. Click the **Three Dots**  (Browse) on the far right and select **Change**. A new screen is displayed in a separate tab.
3. Uncheck the boxes of Arcsight SOAR and click **NEXT** until you return to the **Deployment** page again.

Licensing Information

ArcSight SOAR capabilities are license locked and require either the ESM , Intelligence or Recon license key to be present in the CDF cluster autopass license server. For information about activating a new license, see the [ArcSight Platform Administrator's Guide](#).

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Feedback on ArcSight SOAR Release Notes (SOAR 3.2)

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