

# **Patch Release Notes** **ArcSight™ ESM**

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Version 4.5 SP1, Patch 3  
4.5.1.6214.3

November 3, 2009



## Patch Release Notes ArcSight™ ESM , Version 4.5 SP1, Patch 3

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### Revision History

Date	Product Version	Description
11/03/09	ArcSight™ ESM Version 4.5 SP1, Patch 3	Patch Release Notes for ArcSight™ ESM Version 4.5 SP1, Patch 3.

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Support Web Site	<a href="https://support.arcsight.com">https://support.arcsight.com</a>
Customer Forum	<a href="https://protect724.arcsight.com">https://protect724.arcsight.com</a>

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# ArcSight ESM, Version 4.5 SP1, Patch 3

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## ESM Patch 4.5.1.6214.3

These release notes describe how to apply the v4.5 SP1, Patch 3 release of ArcSight ESM. Instructions are included for each component, as well as other information about recent changes and open and closed issues.

This patch is for ArcSight ESM v4.5 SP1 only. If you are seeking to set up a fully current ESM v4.5 SP1 installation, install v4.5 SP1 first and refer to those release notes for important additional information.

## Purpose of this Patch

This patch addresses the following:

- Fixes for a critical trend-related issue. See [Time-Based Trend Related Issue](#) section below.
- An issue associated with event ID generation in ESM.
- An issue with the Query Viewer drill down.

Refer to the section, [“Issues Fixed in this Patch” on page 21](#) for details on these issues.

## Time-Based Trend Related Issue

In ESM v4.5 SP1, there was an issue where the event timestamps that were part of time-based trend entries were not converted from the Manager local time to GMT, before the trend entry was stored into the trend table. Each entry in a time-based trend contains two timestamps - one that is associated with the event, which was incorrect because it was not converted to GMT, and a second timestamp when the entry gets added to the trend table (the table's TimeStamp column, for which the time displayed was correct).

As a result, when the time-based trend column was retrieved, the time displayed was corrected by the GMT-to-local-time offset, even though it was not stored in GMT to begin with. Hence, the time was shown incorrectly.

The trends were not affected under the following circumstances:

- If your trend had no time-based columns (For example, End Time or Manager Receipt Time), the trend was not affected.
- If you were doing an aggregation query to gather the data (For example, Top 10 Attacked Targets, Top Login Failures, Assets by Vulnerability Count), the trend was not affected.

- If you were doing an aggregation query against the results in the trend table. For example, even if you had stored End Time (which was stored incorrectly), but you were using the trend timestamp to get the Top N events of a particular type for various time ranges, it would be correct. This is because events were still being grouped correctly relative to when they occurred. But, if you drill down using a specific End Time, you will see the wrong time.

Trends will be affected when performing a query against the Time-Based columns.

After installing this patch, both new and existing trends will store the time-based columns in GMT. Trend data that was previously stored incorrectly as local time, will continue to be incorrect.

If you wish to correct the existing incorrect data, you can refresh the trend run on this data if the data is still present on the system. See the “Refreshing Trend Data” section in the *ESM User's Guide* or Online Help for details on how to refresh the trend data.



Caution

Refreshing the trend run will cause the query to be completely rerun, may take some time, and completely replace the existing data for that run.

We recommend that you do this during off hours, because multiple refreshes can have an impact on the performance of the system.

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Be sure to keep the following trend-refresh considerations in mind:

- 1 You should refresh trends only for data that has not already expired the trend retention period. If the trend retention period has expired, the refreshed data will be immediately deleted after being persisted.
- 2 You should refresh trends only for data that is available online in the main event tables. If the event data is no longer online, the refresh will produce zero results and the old data will be replaced.
- 3 If your trend data comes from a trend-on-a-trend (specifically, trend-2 on trend-1), you should refresh the initial trend data (trend-1) before refreshing the follow-up trend data (trend-2).

## Geographical Information Update

This patch includes an update to the geographical information used in graphical displays. The update version is GeoIP-532\_20090801.

## Vulnerability Updates

This patch contains updated vulnerability mapping for these devices:

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Device	Vulnerability Updates
Snort / Sourcefire SEU 253	Bugtraq, CVE, X-Force, MSSB
Enterasys Dragon IDS	Bugtraq, CVE, Nessus, CAN, MSSB
Cisco Secure IDS S424	Bugtraq, CVE
McAfee Intrushield	CVE, MSSB
TippingPoint UnityOne DV7755	Bugtraq, CVE, X-Force, CERT, MSKB, MSSB
Fortinet Fortigate	Bugtraq, CVE, X-Force, MSSB

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Device	Vulnerability Updates
ISS SiteProtector	Bugtraq, CVE, X-Force, MSKB, MSSB, CERT
Symantec Endpoint Protection	Bugtraq, CVE
Radware DefensePro	CVE
FunkWerk (VarySys Technologies) PacketAlarm	Bugtraq, CVE, X-Force, Nessus, MSSB, MSKB, CERT

## Oracle Critical Patch Update (CPU) Certification

This release of ArcSight ESM has been certified with the Oracle critical patch update (CPU) for July, 2009. Certification has been established with Oracle 10.2.0.4. Visit the ArcSight Customer Support product-download site to get the correct Oracle CPU package and OPatch for your environment.

Platform	CPU July 2009 Patch
Windows 32	<a href="#">p8559466_10204_Win32.zip</a>
Windows 64 (AMD64-EM64T)	<a href="#">p8559467_10204_MSWIN-x86-64.zip</a>
Linux 32	<a href="#">p8534387_10204_Linux-x86.zip</a>
Linux x86-64	<a href="#">p8534387_10204_Linux-x86-64.zip</a>
AIX	<a href="#">p8534387_10204_AIX5L.zip</a>
Solaris 64	<a href="#">p8534387_10204_Solaris-64.zip</a>

## OPatch

Visit the ArcSight Customer Support product-download site to get the correct Oracle CPU package and OPatch for your environment.

Platform	OPatch July 2009
Linux 32	<a href="#">p6880880_102000_LINUX.zip</a>
Linux x86-64	<a href="#">p6880880_102000_Linux-x86-64.zip</a>
Solaris 64	<a href="#">p6880880_102000_SOLARIS64.zip</a>
Windows 64 (AMD64-EM64T)	<a href="#">p6880880_102000_MSWIN-x86-64.zip</a>
Windows 32	<a href="#">p6880880_102000_WINNT.zip</a>
AIX	<a href="#">p6880880_102000_AIX64-5L.zip</a>

## To Apply the CPU

- 1 From the Product Download section of the ArcSight Customer Support site (<https://support.arcsight.com/>), download both the Oracle CPU and OPatch:

- ◆ Download the correct Oracle CPU package for your platform (see the tables above) and unzip it under your working directory.
- ◆ Download the Oracle 10g OPatch file for your platform.
- 2** Install the OPatch:
  - ◆ Review the [README](#) file in the OPatch zip archive.
  - ◆ Extract the contents of the OPatch zip file under `$ORACLE_HOME`.
- 3** Stop the ArcSight Manager and Partition Archiver, and also stop the Oracle instance and TNS Listener.
- 4** Set the OPatch binary in PATH.
- 5** Read the next section in this document, "[Workarounds for Known Issues in Oracle CPU](#)" on page 5.
- 6** Install the CPU (that you downloaded in [Step 1](#)) according to the steps outlined in the [README](#) in the CPU zip package for your platform.
- 7** Replace references to "OPatch" in the commands with `$ARCSIGHT_HOME/bin/arcdbutil patch`

where `$ARCSIGHT_HOME` refers to the location where you have installed the ArcSight Database.

For example,

**On Windows:**

If the [README](#) says:

```
>OPatch apply
```

Then use this command instead:

```
$ARCSIGHT_HOME/bin/arcdbutil patch apply
```

**On UNIX:**

If the [README](#) says:

```
>opatch napply -skip_subset -skip_duplicate
```

Then use this command instead:

```
$ARCSIGHT_HOME/bin/arcdbutil patch napply -skip_subset  
-skip_duplicate
```



More information about Oracle-specific steps is provided in the README that accompanies the Oracle CPU. Be sure to review the README carefully and follow those instructions.

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- 8** To complete the installation, follow the "Post Installation Instructions..." steps in the [README](#).
- 9** Restart the database and the TNS Listener.
- 10** Restart the Partition Archiver and the ArcSight Manager.



## Workarounds for Known Issues in Oracle CPU

The following subsections provide workarounds for issues related to the Oracle CPU on different platforms.

### Windows for Oracle 10g

In some cases, the CPU application can fail with this error:

```
OUI-67124:Copy failed from "<source>" to "<destination>"
OPatch failed with error code 115
```

This error occurs when there are other processes running that lock the file in question. The processes that cause the lock might be related to Oracle. As a workaround, reboot the machine and try the patch application steps again.

### Linux - Using a Large Instance

If your ArcSight Database is running on a 32-bit Linux machine with the SMP kernel and your system is configured to use between 2 GB and 4 GB of memory (the default configuration of the Large template), perform the following steps after applying an Oracle Patch or an Oracle Patch Set (for example, a Critical Patch Update or the patch set for 10.2.0.4) to your ArcSight Database.

- 1 Log into the database machine as the Oracle software owner (by default, Oracle).
- 2 Shut down the Oracle database, the TNS Listener, and all other Oracle services (if any).
- 3 Run these commands:

```
cd $ORACLE_HOME/rdbms/lib
mv ksms.s ksms.s.org; mv ksms.o ksms.o.org
$ORACLE_HOME/bin/genksms -s 0x15000000 > ksms.s
make -f ins_rdbms.mk ksms.o
make -f ins_rdbms.mk ioracle
```

- 4 Restart the database server and the TNS Listener.

Restarting the database server enables the ArcSight Database to utilize the extended memory. Oracle cannot restart if this procedure is not followed. If the above commands display errors, call ArcSight Customer Support. If you are using your own Oracle software license, contact Oracle.

### Known Issues for AIX

The following error displays when you execute the `opatch` command on AIX: "UTE011: Active tracepoint array length for HPI is 1036; should be 1030."

To resolve this issue, add `jre <JRE location>` to the `opatch` command line; for example:

```
./opatch lsinventory -jre < $ORACLE_HOME/jre/*
```

## Installing ESM Version 4.5 SP1, Patch 3

You can install this patch release using the platform-specific and component-specific executable files provided. Patch installers are available for all platforms.

Note the following points when installing Patch 3.



- In some Solaris environments, when upgrading the ESM Manager and also when installing the solution packages, these actions do not complete. This problem could occur if your Solaris system does not meet the minimum system requirements. See the *ESM v4.5 SP1 Installation and Configuration Guide* for the minimum system requirements for a Solaris system.
- Be sure to execute `arcsight agentsetup -w` on the database component after installing and uninstalling the patch. Refer to the installation and uninstallation steps for the “[ArcSight ESM Database](#)” on [page 7](#).
- **For all components and platforms:** Verify that you have enough space (approximately three times the size of the patch installer) available *before* you begin to install the patch. If you run into disk space issues during installation, first create enough disk space, then restore the component base build from the backup, and then resume installation of the patch.
- Backup, patch install, and uninstall procedures require permissions for the relevant components. For example, you need database logon permissions to back up a database installation and install an Oracle critical patch update. To back up the ArcSight Manager installation and install the Manager patch, Manager permissions are required. Before installing a patch, verify that the user who owns the base build installation folder has full privileges on the PATH where the base build is installed.
- Due to issues related to configuration variability (AIX Tech Levels), a small number of users might experience issues with installation and uninstallation. It is good practice to create a backup of the existing product before installation begins.
- Users who uninstall the software need to have the same permissions as the user who originally installed the software.
- For backup, patch install, and uninstall, ArcSight recommends that you log in to the target machine with a specific account name using telnet or SSH. If, instead, you switch accounts after logging in, then be sure to specify the flag `-` for the `su` command; for example: `su - <UserName>`

## Platform-Specific Information for Installing Patch 3

Each component has installation and rollback steps.

The patch installation instructions describe installation on all supported platforms. Platform-specific details are provided within the procedures below.

### ArcSight ESM Database

This section describes how to install and uninstall ESM v4.5 SP1, Patch 3 for ArcSight Database.

#### To Install



- Before you install the patch, verify that the ArcSight Database's `<ARCSIGHT_HOME>` and any of its subdirectories are not being accessed by any open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.

#### 1 Stop the Partition Archiver Agent.

##### ◆ On Windows:

Open the Services Console and stop the Partition Archiver Agent service (the default is `Arcsight Oracle Partition Archiver Database`).

##### ◆ On Solaris, AIX, and Linux:

Run:

```
/etc/init.d/arc_oraclepartitionarchiver_db stop
```



`arc_oraclepartitionarchiver_db` is the default service name.

#### 2 Back up the ArcSight Database directory (for example, `c:\arcsight\db`) by making a copy. Be sure to back up the database as the Oracle database owner on Solaris, AIX, and Linux. Place the copy in a readily accessible location. Perform this step as a precautionary measure so that you can restore the original state, if necessary.



ArcSight recommends that you do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

#### 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` stands for the build number.)

- ◆ `Patch-4.5.1.xxxx.3-DB-Win.exe`
- ◆ `Patch-4.5.1.xxxx.3-DB-Solaris.bin`
- ◆ `Patch-4.5.1.xxxx.3-DB-AIX.bin`
- ◆ `Patch-4.5.1.xxxx.3-DB-Linux.bin`

- 4 As the Oracle Database owner, run one of the following executables specific to your platform.
  - ◆ **On Windows:**  
Double-click `Patch-4.5.1.xxxx.3-DB-Win.exe`
  - ◆ **On Solaris:**  
Run the following command.  
  
`./Patch-4.5.1.xxxx.3-DB-Solaris.bin`  
  
To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.  
  
`./Patch-4.5.1.xxxx.3-DB-Solaris.bin -i console`
  - ◆ **On AIX:**  
Run the following command.  
  
`./Patch-4.5.1.xxxx.3-DB-AIX.bin`  
  
To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.  
  
`./Patch-4.5.1.xxxx.3-DB-AIX.bin -i console`
  - ◆ **On Linux:**  
Run the following command.  
  
`./Patch-4.5.1.xxxx.3-DB-Linux.bin`  
  
To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.  
  
`./Patch-4.5.1.xxxx.3-DB-Linux.bin -i console`

The installer launches the Introduction window.
- 5 Read the instructions provided and click **Next**.
- 6 Enter the location of your existing ArcSight Database's `<ARCSIGHT_HOME>` for your v4.5 SP1 database installation in the text box provided, or navigate to the location by clicking **Choose...**
- 7 To restore the installer-provided default location, click **Restore Default Folder**.
- 8 Click **Next**.
- 9 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, and then click **Next**.
- 10 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 11 Click **Install**.
- 12 Click **Done** on the Install Complete screen.

After installation of the Database patch is complete **and** after you have installed the ArcSight Manager patch, update the Partition Archiver. These steps are required to upgrade the Partition Archiver version when viewed from the Console. Verify that the Manager is running, and then:

- 1 Run the following command from the Database's `bin` directory to update the Partition Archiver.  
`arcsight agentsetup -w`
- 2 Click **Next** through the wizard screens until you reach the screen that prompts you to either review or modify the parameters.
- 3 Select **I do not want to change any settings**, and then click **Next**.
- 4 Click **Finish** in the last screen.
- 5 **On Windows Only:** Click **Cancel** in the Archiver Service Configuration screen.

Start the Partition Archiver Agent.

■ **On Windows:**

Open the Service Console and start the Partition Archiver Agent service (the default is `Arcsight Oracle Partition Archiver Database`).

■ **On Solaris, AIX, and Linux:**

Run the following command.

```
/etc/init.d/arc_oraclepartitionarchiver_db start
```



`arc_oraclepartitionarchiver_db` is the default service name.

## To Uninstall

If needed, use the procedure below to roll back this patch installation.



Before you begin to uninstall, verify that the Database's `<ARCSIGHT_HOME>` and any of its subdirectories are not being accessed by any open shells on your system.

- 1 Stop the ArcSight Partition Archiver.
- 2 Run the uninstaller program:

**On Windows:**

- ◆ Double-click the icon you created for the uninstaller when installing the database. For example, if you created an uninstaller icon on your desktop, double-click that icon.
- ◆ Or, if you created a link in the Start menu, click  
**Start->ArcSight DB SP1 Patch3-> Uninstall ArcSight Database 4.5 SP1 Patch 3**
- ◆ Or, run the following from the  
`<ARCSIGHT_HOME>\UninstallerDataSP1Patch3` directory.  
`Uninstall_ArcSight_DB_Patch.exe`

**On Solaris, AIX, and Linux:**

- ◆ From the directory where you created the links (your home folder or another location) when installing the Database, run:

```
./Uninstall_ArcSight_Database_4.5_SP1Patch3
```

- ◆ Or, to uninstall in console mode, run

```
./Uninstall_ArcSight_Database_4.5_SP1Patch3 -i console
```

- ◆ If you did not create a link, execute the following command from the Database's `<ARCSIGHT_HOME>/UninstallerDataSP1Patch3`.

```
./Uninstall_ArcSight_DB_Patch
```

- 3 Click **Done** on the Uninstall Complete screen.

After uninstallation of the Database patch is complete, update the Partition Archiver:

- 1 Uninstall the patch on the Manager.
- 2 Start the Manager.
- 3 Run the following command from the Database's `bin` directory to update the Partition Archiver.

```
arcsight agentsetup -w
```

- 4 Click **Next** through the wizard screens until you reach the screen that prompts you to either review or modify the parameters.
- 5 Select **I do not want to change any settings** and click **Next**.
- 6 Click **Finish** in the last screen.
- 7 **On Windows Only**, click **Cancel** in the Archiver Service Configuration screen.

Start the Partition Archiver Agent.

■ **On Windows:**

Open the Service Console and start the Partition Archiver Agent service (the default is `Arcsight Oracle Partition Archiver Database`).

■ **On Solaris, AIX, and Linux:**

Run the following command.

```
/etc/init.d/arc_oraclepartitionarchiver_db start
```



`arc_oraclepartitionarchiver_db` is the default service name.

---

## ArcSight ESM Manager

This section describes how to install or uninstall the v4.5 SP1 Patch 3 for ArcSight Manager.

### To Install



- Before you install the patch, verify that the Manager's `<ARCSIGHT_HOME>` and any of its subdirectories are not being accessed by any open shells on your system.
  - If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.
- 

- 1 Stop the ArcSight Manager.

- 2 Back up the Manager directory (for example, `c:\arcsight\manager`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.



ArcSight recommends that you do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` stands for the build number.)

- ◆ `Patch-4.5.1.xxxx.3-Manager-Win.exe`
- ◆ `Patch-4.5.1.xxxx.3-Manager-Solaris.bin`
- ◆ `Patch-4.5.1.xxxx.3-Manager-AIX.bin`
- ◆ `Patch-4.5.1.xxxx.3-Manager-Linux.bin`

- 4 While logged in as the ArcSight user, run one of the following executables specific to your platform.

◆ **On Windows:**

Double-click `Patch-4.5.1.xxxx.3-Manager-Win.exe`

◆ **On Solaris:**

Run the following command.

```
./Patch-4.5.1.xxxx.3-Manager-Solaris.bin
```

To install in console mode, run the following from the shell prompt and then follow the instructions in the window.

```
./Patch-4.5.1.xxxx.3-Manager-Solaris.bin -i console
```

◆ **On AIX:**

Run the following command.

```
./Patch-4.5.1.xxxx.3-Manager-AIX.bin
```

To install in console mode, run the following from the shell prompt and then follow the instructions in the window.

```
./Patch-4.5.1.xxxx.3-Manager-AIX.bin -i console
```

◆ **On Linux:**

Run the following command.

```
./Patch-4.5.1.xxxx.3-Manager-Linux.bin
```

To install in console mode, run the following from the shell prompt and then follow the instructions in the window.

```
./Patch-4.5.1.xxxx.3-Manager-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 Enter the location of your existing `<ARCSIGHT_HOME>` for your v4.5 SP1 Manager installation in the text box provided or navigate to the location by clicking **Choose...**

If you want to restore the installer-provided default location, click **Restore Default Folder**.

- 7 Click **Next**.
- 8 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, then click **Next**.
- 9 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 10 Click **Install**.
- 11 Click **Done** on the Install Complete screen.

## To Uninstall

If needed, use the procedure below to roll back this patch installation.



Before you begin to uninstall, verify that the Manager's [<ARCSIGHT\\_HOME>](#) and any of its subdirectories are not being accessed by any open shells on your system.

---

- 1 Stop the ArcSight Manager.
- 2 Run the uninstaller program:

### On Windows:

- ◆ Double-click the icon you created for the uninstaller when installing the Manager. For example, if you created an uninstaller icon on your desktop, double-click that icon.
- ◆ Or, if you created a link in the Start menu, click  
**Start->ArcSight Manager SP1 Patch3-> Uninstall ArcSight Manager 4.5 SP1 Patch 3**
- ◆ Or, run the following from the  
[<ARCSIGHT\\_HOME>\UninstallerDataSP1Patch3](#) directory.  
[Uninstall\\_ArcSight\\_Manager\\_Patch.exe](#)

### On Solaris, AIX, and Linux:

- ◆ From the directory where you created the links when installing the Manager (your home folder or some other location), run:  
[./Uninstall\\_ArcSight\\_Manager\\_4.5\\_SP1Patch3](#)
- ◆ Or, to uninstall using console mode, run:  
[./Uninstall\\_ArcSight\\_Manager\\_4.5\\_SP1Patch3 -i console](#)
- ◆ If you did not create a link, execute the following command from the  
[<ARCSIGHT\\_HOME>\UninstallerDataSP1Patch3](#) directory.  
[./Uninstall\\_ArcSight\\_Manager\\_Patch](#)

- 3 Click **Done** on the Uninstall Complete screen.



## ArcSight Console

This section describes how to install or uninstall the v4.5 SP1, Patch 3 for ArcSight Console on Windows, Solaris, and Linux platforms.



Tip

- Instructions describing how to install or uninstall the Console patch on Macintosh systems are provided in [“Installing ArcSight Console Patch on Mac” on page 17](#).
- The ArcSight ESM Console is not supported on AIX. The following steps do not include information for installing a Console patch on AIX.

## To Install



Note

- Before you install the patch, verify that the Console's `<ARCSIGHT_HOME>` and any of its subdirectories are not being accessed by any open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.

- 1 Exit the ArcSight Console.
- 2 Back up the Console directory (for example, `/home/arcsight/console/current`) by making a copy. Place the copy in a readily accessible location. This is a precautionary measure so you can restore the original state, if necessary.



Caution

ArcSight recommends that you do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` stands for the build number.)
  - ◆ `Patch-4.5.1.xxxx.3-Console-Win.exe`
  - ◆ `Patch-4.5.1.xxxx.3-Console-Solaris.bin`
  - ◆ `Patch-4.5.1.xxxx.3-Console-Linux.bin`
- 4 Run one of the following executables specific to your platform.
  - ◆ **On Windows:**  
Double-click `Patch-4.5.1.xxxx.3-Console-Win.exe`
  - ◆ **On Solaris:**  
Verify that you are logged in as the ArcSight user, and then run this command:  
  
`./Patch-4.5.1.xxxx.3-Console-Solaris.bin`  
  
 To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.  
  
`./Patch-4.5.1.xxxx.3-Console-Solaris.bin -i console`
  - ◆ **On Linux:**  
Verify that you are logged in as the ArcSight user, and then run the following command.  
  
`./Patch-4.5.1.xxxx.3-Console-Linux.bin`

To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.

```
./Patch-4.5.1.xxxx.3-Console-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 Enter the location of your existing `<ARCSIGHT_HOME>` for your v4.5 SP1 Console installation in the text box provided or navigate to the location by clicking **Choose...**  
  
If you want to restore the installer-provided default location, click **Restore Default Folder**.
- 7 Click **Next**.
- 8 Choose a Link Location (on Solaris and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button and click **Next**.
- 9 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 10 Click **Install**.
- 11 Click **Done** on the Install Complete screen.

## To Uninstall

If needed, use the procedure below to roll back this patch installation.



Note

Before you begin to uninstall, verify that the Console's `<ARCSIGHT_HOME>` and any of its subdirectories are not being accessed by any open shells on your system.

---

- 1 Exit the ArcSight Console.
- 2 Run the uninstaller program:  
  
**On Windows:**
  - ◆ Double-click the icon you created for the uninstaller when installing the Console. For example, if you created an uninstaller icon on your desktop, double-click that icon.
  - ◆ If you created a link in the Start menu, click  
**Start->ArcSight Console SP1 Patch3-> Uninstall ArcSight Console 4.5 SP1 Patch 3**
  - ◆ Or, run the following from the Console's `<ARCSIGHT_HOME>\current\UninstallerDataSP1Patch3` directory.  
`Uninstall_ArcSight_Console_Patch.exe`**On Solaris and Linux:**
  - ◆ From the directory where you created the links when installing the Console (your home directory or some other location), run:  
`./Uninstall_ArcSight_Console_4.5_SP1Patch3`
  - ◆ Or, to uninstall using console mode, run:  
`./Uninstall_ArcSight_Console_4.5_SP1Patch3 -i console`

- ◆ If you did not create a link, execute the command from the Console's `<ARCSIGHT_HOME>/current/UninstallerDataSP1Patch3` directory:  
`./Uninstall_ArcSight_Console_Patch`

- 3 Click **Done** on the Uninstall Complete screen.

## ArcSight Web Server

This section describes how to install or uninstall ESM v4.5 SP1, Patch 3 for ArcSight Web.

### To Install



Note

- Before you install the patch, verify that the Web's `<ARCSIGHT_HOME>` and any of its subdirectories are not being accessed by any open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.

- 1 Stop the Web Server.
- 2 Backup the server directory (for example, `c:\arcsight\web`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.



Caution

Do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` stands for the build number.)
  - ◆ `Patch-4.5.1.xxxx.3-Web-Win.exe`
  - ◆ `Patch-4.5.1.xxxx.3-Web-Solaris.bin`
  - ◆ `Patch-4.5.1.xxxx.3-Web-AIX.bin`
  - ◆ `Patch-4.5.1.xxxx.3-Web-Linux.bin`
- 4 While logged in as the ArcSight user, run one of the following executables specific to your platform.

- ◆ **On Windows:**

Double-click `Patch-4.5.1.xxxx.3-Web-Win.exe`

- ◆ **On Solaris:**

Run the following command.

```
./Patch-4.5.1.xxxx.3-Web-Solaris.bin
```

To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.

```
./Patch-4.5.1.xxxx.3-Web-Solaris.bin -i console
```

- ◆ **On AIX:**

Run the following command.

```
./Patch-4.5.1.xxxx.3-Web-AIX.bin
```

To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.

```
./Patch-4.5.1.xxxx.3-Web-AIX.bin -i console
```

◆ **On Linux:**

Run the following command.

```
./Patch-4.5.1.xxxx.3-Web-Linux.bin
```

To install in console mode, run the following command from the shell prompt and then follow the instructions in the window.

```
./Patch-4.5.1.xxxx.3-Web-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 Enter the location of your existing [<ARCSIGHT\\_HOME>](#) for your v4.5 SP1 ArcSight Web installation in the text box provided or navigate to the location by clicking **Choose...**  
  
If you want to restore the installer provided default location, click **Restore Default Folder**.
- 7 Click **Next**.
- 8 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, then click **Next**.
- 9 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 10 Click **Install**.
- 11 Click **Done** on the Install Complete screen.

## To Uninstall

If needed, use the procedure to roll back this patch installation.



Before you begin to uninstall, verify that the Web's [<ARCSIGHT\\_HOME>](#) and any of its subdirectories are not being accessed by any open shells on your system.

---

- 1 Stop the ArcSight Web server.
- 2 Run the uninstaller program:

**On Windows:**

- ◆ Double-click the icon you created for the uninstaller when installing the ArcSight Web. For example, if you created an uninstaller icon on your desktop, double-click that icon.
- ◆ Or, if you created a link in the Start menu, click

**Start->ArcSight Web SP1 Patch3-> Uninstall ArcSight Web 4.5 SP1 Patch 3**

- ◆ Or, run the following from the Web's  
`<ARCSIGHT_HOME>\UninstallerDataSP1Patch3` directory.  
`Uninstall_ArcSight_Web_Patch.exe`

#### On Solaris, AIX, and Linux:

- ◆ From the directory where you created the links when installing the ArcSight Web (in your home directory or another location), run:  
`./Uninstall_ArcSight_Web_Component_4.5_SP1Patch3`
- ◆ Or, to uninstall using console mode, run:  
`./Uninstall_ArcSight_Web_Component_4.5_SP1Patch3 -i console`
- ◆ If you did not create a link, execute the command from the  
`<ARCSIGHT_HOME>/UninstallerDataSP1Patch3` directory:  
`./Uninstall_ArcSight_Web_Patch`

- 3 Click **Done** on the Uninstall Complete screen.

## Installing ArcSight Console Patch on Mac

The patch installer download and run procedure is slightly different on the Mac than on the other supported platforms.

### To Install



If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.

- 1 Exit the ArcSight Console.
- 2 Back up the Console directory (for example, `/home/arcsight/console/current`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.



Do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 3 Download the file `Patch-4.5.1.xxxx.3-Console-MacOSX.zip` (where `xxxx` stands for the build number) into the directory in which the Console is installed (for example, `/home/arcsight/console/current`). Use the number that matches the specific patch number at the top of this document.



The patch installer file (that shows as a **.zip** on the download site) downloads as `Patch-4.5.1.xxxx.3-Console-MacOSX.app` on the Mac. A single or double-click on this **.app** file launches the patch installer, depending on how you have set these options. There is no need to "extract" or "unzip" the file; it downloads as a **.app** file.

- 4 Launch the patch installer by double-clicking the `ArcSightConsolePatch` file.
- 5 Follow the steps on the patch install wizard, providing the information as prompted:

- ◆ Choose the location where you want to install the patch. Browse to the same location of your existing `<ARCSIGHT_HOME>` for your v4.5 SP1 Console installation.
- ◆ Choose an alias location for the Console application (or opt to not use aliases). This is the same as a link location on UNIX systems or shortcut location on Windows systems.

6 Click **Next**.

7 Verify your settings and click **Install**.

## To Uninstall

If needed, use the procedure below to roll back this patch installation.



Before you begin to uninstall, verify that the Console's `<ARCSIGHT_HOME>` and any of its subdirectories are not being accessed by any open shells on your system.

---

- 1 Exit the ArcSight Console.
- 2 Run the uninstall by clicking the file `Uninstall_ArcSight_Console_4.5_SP1Patch3` created during the patch install (see [Step 5](#) above).

## Logger Integration Commands

Starting in ESM v4.5 SP1, Patch 2, new integration commands will allow ESM users to run Logger searches within the ESM Console. These commands will be supported with ArcSight Logger v4.0, and will be more fully described in the *ArcSight Logger v4.0 GA Administrator's Guide*.

An integration command has three components:

- The command, which defines the search command the user wants to run on the Logger Appliance.
- The target, which specifies the Logger Appliance to be searched.
- The configuration, which can combine multiple commands in the integration command menu.

Two types of integration commands were introduced in ESM v4.5 SP1, Patch 2: *Logger Search* and *Logger Quick Search*. These commands will be supported with ArcSight Logger v4.0.

Logger Search allows the user to right-click an event in an active channel and then run a search based on one of the fields presented in a list. If there is more than one Logger Appliance accessible from ESM, the user can select which Logger to search.

In summary, Logger Search:

- Displays a pop-up dialog with search options.
- Allows users to search by:
  - ◆ Event Name
  - ◆ Destination
  - ◆ Source
  - ◆ Destination and Source

- ◆ User
- ◆ Service Vendor and Product
- Allows users to select the Logger Appliance on which to run the search.

In contrast, Logger Quick Search allows users to right-click a field in an active channel to perform a quick search based on the field and value selected. If there is more than one Logger appliance set up, a pop-up dialog box allows users to choose which appliance to search.

In summary, Logger Quick Search:

- Allows quick search without a pop-up dialog
- Creates a search with the type and value of the field that has been selected

## Enabling Integrated Searches

This section describes the configuration steps required to enable integrated searches on Logger.

- 1 Log in to the ESM Console.
- 2 Set up integration targets:
  - a In the Navigator, click the **Resources** tab, and then navigate to **Integration Commands > Targets**.
  - b Create an integration target for your Logger Appliance, or edit one of the existing entries.
  - c On the **Integration Parameters** tab, add the following parameter:
 

Parameter: LoggerHost

Type: Text

Value: [IP address or hostname of the Logger Appliance]
  - d If you have more than one Logger Appliance, create an additional integration target for each appliance to be made searchable.
- 3 Set up integration configurations:
  - a In the Navigator, click the **Resources** tab, and then navigate to **Integration Commands > Configurations**.
  - b Edit the **Logger Search** integration configuration:
    - i Click the **Targets** tab, and then add the integration target(s) you created in [Step 2](#).
  - c Edit the **Logger Quick Search** integration configuration:
    - i Click the **Targets** tab and then add one integration target from the list of targets you just created.
- 4 Set up ESM users:
  - a In the Navigator, click the **Resources** tab, and then navigate to **Users**.
  - b Edit the ESM users that will have access to the Logger Appliance. In most cases, these users should have administrator privileges.

- c** Click the **Integration Parameters** tab, and then create an integration parameter for the Logger user:

Parameter: LoggerUser

Type: Text

Value: [Logger username]

Targets: select targets for that Logger user

- d** Create an integration parameter for the Logger password:

Parameter: LoggerPassword

Type: Password

Value: [Logger password]

Targets: select targets for that Logger user (same as for Logger User).



## Issues Fixed in this Patch

Number	Description
60578	When viewing the Trend data using the Data Viewer, there was a time difference between when an event happened (the End time) and the time stamp that was recorded in a Trend. The difference in time was equivalent to the offset between your local time and the GMT. However when you viewed the same event in an Active Channel or created a report using the Trend data, both the Active Channel and the Report showed the correct End time. This issue has been fixed in this patch.
59059	<p>Fixed an issue with the Trend Refresh feature where if you selected multiple runs of a trend to refresh, only the last selected run would get refreshed. To refresh the remaining runs, you had to execute the trend refresh command for each run individually.</p> <p>For example, for a trend that ran every day, if you wanted to refresh the results of that trend for the last 7 days, you had to run the refresh 7 times, once for each run.</p> <p>Now, if you select multiple runs of a trend to refresh all the selected runs get refreshed and the Trend Refresh feature works as expected.</p>
60832	<p>The Manager uses a database sequence to generate IDs for events. Due to an issue in the way this sequence was defined, cached, and used, the Manager would lose a large number of event IDs.</p> <p>In certain rare scenarios, especially in ESM setups that have been running for several years and consistently generating events at a high volume, the installation may have crossed over the 48 bits used to store local event IDs. If this happened, although the event data was not lost, you were not able to drill down from a correlation event to its base event(s).</p> <p>This patch can detect and alert you if your setup is actively being impacted by this bug. If you get such an alert, call ArcSight Customer Support to reset the event ID sequence to a range that is available in your setup.</p> <p>This issue has been fixed in this patch such that there will be no ID leaks going forward.</p>
61521	When using a Query Viewer, if you drilled down on a row using the Investigate context menu option, if two or more columns in the row had identical values, the drill-down would result in either showing incorrect information or an exception would be thrown. This issue has been fixed in this patch and the drill-down now works as expected.

## Known Issues in this Patch

These open issues in this patch merit your review to avoid difficulties. Also, refer to the Open Issues listed in the *ESM v4.5 SP1 Release Notes*.

## Patch Installation

Number	Description
46995	In Console mode, the installer sometimes does not validate the Uninstall Links folder. The system successfully validates the Base folder, but without user write permissions it does not create an uninstall link.
47996	<p>If you start the patch installation wizard, then navigate back and forward using the Previous and Next buttons (for example, to reset configuration options on previous screens), but then exit from the wizard without actually installing, the base component fails to launch. The same launch failure occurs if you cancel the installation at any point.</p> <p>This is because the preparatory step of backing up the files has already occurred.</p> <p><b>Workaround:</b> If you encounter this situation, you can restore functionality of the base Console by running the following commands to restore the backup files.</p> <p>On <b>Windows</b>: <code>&lt;ARCSIGHT_HOME&gt;\bin\rollbacksp1p3.bat</code></p> <p>On <b>Unix</b>: <code>&lt;ARCSIGHT_HOME&gt;/bin/rollbacksp1p3.sh</code></p>
53754	The Patch Uninstaller for Manager and Web does not remove the link on Unix and the shortcut on Windows. Delete this link manually after uninstall completes.

## Database

Number	Description
57116	<p><b>On the Solaris platform:</b> Occasionally, the following error displays when you try to create a database instance.</p> <p><code>Database test connection failed. ORA-07445: exception encountered: core dump [kgskhightreshold()+72] [SIGSEGV]</code></p> <p>This is due to an issue described in Oracle ticket number <a href="#">Doc ID 805206.1</a>. If you encounter this error, contact ArcSight Customer Support for assistance.</p>

## Analytics

Number	Description
59649	<b>Linux and Mac OS:</b> Logger integration commands are not available from the context menu on the Channels tab of the ArcSight Console. To run Logger integration command for these operating systems, use an external browser.
60243	During execution of an integration command, quotes are automatically added to values that contain spaces, but not for values that contain a   character (for example, values from the <code>deviceEventClass</code> field). This issue can cause problems for ESM Logger integration, in which values with   but not quoted are treated as regular expressions. <b>Workaround:</b> Add the quotes manually in the integration command, around the variables.
60305	Integration command does not pick up value using an event-based field name if the context is an active list or a session list.
61576	When using a Query Viewer, if you drill down on a resource reference field, the drill-down menu may not show up. You may also see an exception.

## Issues Fixed in Previous Patch

The following issues were addressed in Patch 2.

## Install and Uninstall

Number	Description
56750	<b>Solaris 64-bit platform:</b> Fresh install of ESM v4.5 SP1 in FIPS mode, or upgrade from v4.0 SP3 Patch 3 in FIPS mode to v4.5 SP 1 FIPS mode failed. Users were not able to start the Manager after installation.  Now, the issue has been resolved. After installation, users can start the Manager as expected.
57485	When an existing license key was used during ESM v4.5 SP1 installation, the license keys displayed an error such as <code>Internal license, used for development and QA</code> , followed by the customer name.  Now, this issue is fixed.

## Database

Number	Description
53530	<p>Running the Partition Archiver in standalone mode (using <code>arcsight database pa -i standalone -cn archive</code>) resulted in an error message such as:</p> <pre>Error: Cannot initialize the configuration! com.arcsight.common.persist.NoSuchBrokerFactoryException: Broker factory generic is not yet registered</pre> <p>Now, the Archive Partition command completes successfully when run in standalone mode.</p>

## ArcSight Manager

Number	Description
59167	<p>Reducing the IP range of a zone resulted in an error message, and the workaround was to delete the zone and recreate it.</p> <p>Now, when no assets fall outside the range of the zone, the range can be reduced without generating errors.</p>
58856	<p>If events sent by the ESM FlexConnector had a value set for event annotation, but the audit trail was set to null, then the Manager would drop the event and display a <code>java.lang.NullPointerException</code> error.</p> <p>Now, the issue has been resolved and the error no longer appears.</p>
58643	<p>When users created a query based on an Active List, they were unable to see the <code>get_active_list_value</code> variable function. However, when a query was based on an Event, rather than an Active List, users could see and use the function as expected. This problem prevented users from generating certain critical reports.</p> <p>Now, the problem is solved and users can create queries based on <code>get_active_list_value</code>.</p>
57701	<p>When multiple identical sessions were created with the same start time, some sessions did not expire.</p> <p>Now, this issue has been fixed and entries expire correctly.</p>
59080	<p>In ESM v4.5 SP1, Data Monitors and Dashboards using filters involving IP addresses with <code>IN</code> condition did not populate data correctly.</p> <p>Now, the issue has been resolved and data population occurs as expected.</p>
57702	<p>The <b>Delete</b> and <b>Terminate Session Entry</b> functions did not work properly for huge session lists containing, for example, a million entries. If a new session with a short list was created, the functions behaved as expected.</p> <p>The issue is now fixed, but be aware that the fix is only applicable when the number of live sessions is fewer than the declared maximum size of the session list. When the number of live sessions overflows the cache, termination still might not work in some cases.</p>

## ArcSight Console

Number	Description
58715	<p>The Inline filter drop-down list for an active channel showed very few attribute values.</p> <p>Now, the drop-down list shows more distinct attribute values based on the events cached, which depends on pages loaded on the active channel.</p>
58804	<p>Viewing problems occurred when users tried to import a CSV file into an Active List. If more than ~60 items were imported, the Import Viewer pane became too long to be viewed, and users did not have access to the <b>OK</b> button.</p> <p>Now, this issue has been fixed and users can interact with the Import Viewer pane as expected.</p>
58752	<p>After upgrading to ESM v4.5 SP1, Active Lists were forced to fit into the Viewer Panel. The scroll-bars that existed in earlier versions no longer appeared, making it difficult to examine lists with multiple columns.</p> <p>Now, the problem has been resolved and Active Lists display as expected.</p>
57446	<p>When <b>Display Time as GMT</b> was selected, creating an event graph based on a selection of events in an Active Channel would result in no graph, that is, in a value of zero for all sources, destinations, and so on. Upon failure, the Manager logs displayed an error message.</p> <p>The problem was due to a mismatch between the channel ID and timezone stored in the Channel Registry (GMT), and the time in which the Console was started, for example, PST.</p> <p>Now, the mismatch no longer occurs, and event graphs can be created as expected.</p>
58641	<p>When using certain tools, such as <b>nslookup</b> and <b>whois</b>, <code>\$selectedCell</code> or <code>\$selectedItem</code> didn't work correctly on a bucketized data monitor.</p> <p>For example, consider an Active Channel and an Event Graph Data monitor that both show the same IP address. When <b>nslookup</b> was used on the IP address in the Active Channel, the IP address was resolved. However, if the same action was performed on the IP address in the Event Graph Dashboard, the IP address did not always resolve.</p> <p>Now, the issue is fixed.</p>
58546	<p>When users opened multiple Console windows and used different sets of data monitors and dashboards in a multi-monitor environment, display became an issue, especially for users trying to run multiple Dashboard slideshows. For example, multiple dashboards always displayed data in the default monitor. Even when one of the Console windows was dragged to the second monitor, it returned to default monitor. There was no issue when using a single Console window in a multi-Monitor environment.</p> <p>Now, the issue has been resolved and multi-monitor environments behave as expected.</p>

Number	Description
58322	<p>After upgrading to ArcSight Console 4.5.1.5926, the column size reset to the default on all Dashboards. The column size reset every time the Dashboard refreshed. The problem occurred in table view only.</p> <p>Now, the issue has been fixed and the column size is no longer reset upon refresh.</p>
58291 58456	<p>When the Console was used in full-screen mode for slideshows in a multi-monitor environment, pressing F11 and clicking any place on the screen resulted in the Console window being minimized. This issue made opening multiple windows impossible, causing problems for users trying to run multiple Dashboard slideshows across multiple monitors.</p> <p>Now, the Console does not minimize when focus is changed to different screen, allowing slideshows to be displayed in full-screen mode on any monitor.</p>
58362	<p>Users could not select multiple rows for any Action under the following circumstances:</p> <ol style="list-style-type: none"> <li>1 Navigate to All Data Monitors/ArcSight Administration/ESM/Configuration Changes/Resource Change Log/Resource Change Log</li> <li>2 Right-click a Data monitor in the <b>Navigator &gt; Add to Dashboard &gt; Table</b>.</li> </ol> <p>When the Shift button was depressed and used in conjunction with the down-arrow keys in the Viewer, multiple selections were not possible. The user could select only one row at a time.</p> <p>Now, using the Shift button and down-arrow keys to select multiple rows works as expected.</p>
58435	<p>Due to an issue in ESM v4.5 SP1, users attempting to use non-time fields, such as <b>Priority</b>, as the first sort field on system tables received an error.</p> <p>Users could work around the issue by specifying a time field (MRT or ET) as the first sort field, and then applying a non-time field, such as <b>Priority</b>, as the second sort field.</p> <p>Now, the issue has been resolved and <b>Priority</b> can be specified as the primary sort.</p>
59347	<p>When attempting to access a key for a session list event (and the event's timestamp was older than the in-memory session list cache), the rule engine continued to retry while it waited for an asynchronous notification of lookup completion. This state looped indefinitely, and included an extraneous database lookup with each cycle.</p> <p>Now, the issue has been fixed.</p>
59350	<p>Infinite cycles occurred when processing events for pruned entries in a session list when the session list was not full.</p> <p>Now, extra logging has been added to better analyze this situation if it occurs. Also, a new configuration property was added that prevents unnecessary database access, to protect performance. The property is:</p> <p><code>session.cache.avoidDBLookup</code></p> <p>To enable this property, set it to <code>true</code> in the <code>server.properties</code> file.</p>