

# **Patch Release Notes**

## **ArcSight™ Express**

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Version 4.5 SP2, Patch 2  
Build 4.5.2.6100.2

May 05, 2010



## Release Notes ArcSight™ Express, Version 4.5 SP2, Patch 2

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### Revision History

Date	Product Version	Description
05/05/10	ArcSight™ Express Version 4.5 SP2, Patch 2	Updated Release Notes to include SP2, Patch 2 information.

### ArcSight Customer Support

Phone	1-866-535-3285 (North America) +44 (0)870 141 7487 (EMEA)
E-mail	<a href="mailto:support@arcsight.com">support@arcsight.com</a>
Support Web Site	<a href="https://support.arcsight.com">https://support.arcsight.com</a>
Customer Forum	<a href="https://forum.arcsight.com">https://forum.arcsight.com</a>

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# ArcSight Express, Version 4.5 SP2, Patch 2

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## Welcome to ArcSight Express

ArcSight Express is a Security Information and Event Management (SIEM) system that leverages ArcSight ESM correlation capabilities in combination with an ArcSight Logger storage appliance. ArcSight Express delivers a streamlined, enterprise-level security monitoring and response system through a set of coordinated resources, such as dashboards, rules, and reports, all of which are included as part of the ArcSight Express content.



Note

Refer to the *ArcSight ESM v4.5 SP2, Patch 2 Release Notes* for information about ArcSight ESM open technical issues.

Refer to the *ArcSight Logger v4.0 Release Notes* for information about ArcSight Storage Appliance open technical issues.

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Caution

- This patch is applicable only to ArcSight Express v4.5 SP2 and v4.5 SP2, Patch 1.
  - If you are upgrading ESM software from an older version of ArcSight Express, you are required to upgrade to all the interim versions, one at a time, before upgrading to v4.5 SP2, Patch 2.
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## Purpose of this Patch

This patch addresses:

- Customer requested and other issues
- Updates for geographical information and vulnerability mapping
- Delivery of Oracle April CPU



Note

### Section 508 Compliance

ArcSight recognizes the importance and relevance of accessibility as a product initiative. To that end, ArcSight is making and continues to make advances in the area of accessibility in its product lines.

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## Usage Notes

Note the following before installing this patch:

- Check the software build number on your ArcSight Express appliance by running the following from a command prompt.  

```
rpm -q arcsight-express-manager
```
- After installing the patch, copy any Case customizations that you may have made to the Console, Manager and Web  
<ARCSIGHT\_HOME>\i18n\common\label\_strings.properties and  
<ARCSIGHT\_HOME>\i18n\common\resource\_strings.properties files from the backup of your previous installation. When you install the patch, configuration files are not merged from your previous installation.
- Verify that you have enough space (approximately 2 GB) available before you begin to install the patch.

## Using ssh Session to Install or Run First Boot Wizard

Using an `ssh -X` session to either install ArcSight Express or run First Boot Wizard causes errors and the FBW does not complete.

**Workaround:** Instead of using `ssh -X` to run FBW, install ArcSight Express, or install a patch, use `ssh` to connect to the appliance and set your DISPLAY environment variable to point to a valid X11 display.

## Adobe Flash Player Limitation

Due to a limitation in Adobe Flash Player, to view dashboards within ArcSight Web on a 64-bit operating system, you are required to use a 32-bit browser with a 32-bit version of Flash player installed. Refer to the Adobe web site that discusses this issue (<http://www.adobe.com/go/6b3af6c9>).

## Geographical Information Update

ArcSight Express contains recent geographical information used in graphic displays. The version is **GeoIP-532\_20100301**.

## Vulnerability Updates

This release includes recent vulnerability mappings (April 2010 Context Update) for these devices:

Device	Vulnerability Updates
Snort / Sourcefire SEU 307 updated Faultline	Bugtraq, CVE, Nessus, MSSB
Enterasys Dragon IDS updated Faultline	Bugtraq, CVE, Nessus, MSSB
Cisco Secure IDS S476 updated Faultline	Bugtraq, CVE, X-Force, Nessus
McAfee Intrushield updated Faultline	CVE

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Device	Vulnerability Updates
TippingPoint UnityOne DV7948 updated Faultline	Bugtraq, CVE, Nessus, MSSB
Fortinet Fortigate updated Bugtraq	MSSB
ISS SiteProtector updated Faultline	Bugtraq, CVE, X-Force, MSSB
Symantec Endpoint Protection updated Faultline	Bugtraq, CVE, Nessus, CERT
McAfee HIPS 7.0 updated Faultline	CVE, MSSB
Radware DefensePro updated Faultline	Bugtraq, CVE, Nessus, X-Force, CERT, MSSB
FunkWerk (VarySys Technologies) PacketAlarm updated Faultline	Bugtraq, CVE, X-Force, Nessus, CERT, MSSB

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## Upgrading to v4.5SP2 Patch2

You can upgrade to ESM version 4.5 SP2 Patch 2 from the following versions:

- ESM 4.5 SP2
- ESM 4.5 SP2 Patch 1

## Installing ArcSight Express v4.5 SP2, Patch 2



**Caution**

Verify that you have enough space (approximately 2 GB) available before you begin to install the patch.

To install the components on your ArcSight Express appliance:

- 1 Obtain and note the build number on your ArcSight Express Appliance and make a note of it. If you need to contact ArcSight Customer Support in future, you need to have your build number handy.

To check the software build number on your ArcSight Express appliance, run the following from a command prompt.

```
rpm -q arcsight-express-manager
```

If you see the output:

```
arcsight-express-manager-4.5.2-M6076
```

or

```
arcsight-express-manager-4.5.2-M6088
```

then you are on v4.5 SP2 or v4.5 SP2 Patch 1, respectively, and you can install this patch. Otherwise, you will need to first upgrade to v4.5 SP2 before proceeding any further.

- 
- 2 Download the self-extracting upgrade file, `aeupdate_delta-4.5.2.xxxx.2.pl` and, optionally, its checksum file, `aeupdate_delta-4.5.2.xxxx.2.pl.md5`, from the ArcSight Customer Support web site. The `xxxx` in the file name stands for the build number.

- 3 If you download the file(s) to a system other than the ArcSight Express appliance that you want to upgrade, move the file(s) over to the ArcSight Express appliance using the `scp` command. For example, from your local machine where the file(s) are located, run:

```
scp aeupdate_delta-4.5.2.xxxx.2.pl root@<hostname>:/root
```

- 4 You can perform the rest of the steps either directly on the ArcSight Express machine or remotely using `ssh`. To use `ssh`, open a shell window by running:

```
ssh root@<hostname>.<domain>
```



Using an `ssh -X` session to install ArcSight Express causes errors. Instead of using `ssh -X` to install ArcSight Express, run the install in a simple `ssh` connection to the appliance.

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- 5 Verify the integrity of the update file you downloaded to make sure that it was not truncated or corrupted during the download. Run:

```
md5sum -c aeupdate_delta-4.5.2.xxxx.2.pl.md5
```

- 6 *For customers upgrading their environment from v4.5 SP2, we recommend that you copy the following file to a secure location before installing the patch.*

```
/opt/arcsight/db.preUpgradeBackup/arcsight.dmp
```



When you upgraded to 4.5 SP2, an `arcsight.dmp` file (containing your base ESM installation) was created in the `/opt/arcsight/db.preUpgradeBackup` directory. If, for any reason, you have to roll back to your original installation after or during an upgrade, ArcSight recommends that you first copy the `arcsight.dmp` file to a secure location. This allows you to restore your original data, if needed. The `arcsight.dmp` file is overwritten with all subsequent upgrades.

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- 7 Run the self-extracting install file:

```
perl aeupdate_delta-4.5.2.xxxx.2.pl
```

- ◆ Before the upgrade process begins, the existing software components are backed up to the following locations:

- `/opt/arcsight/db.preUpgradeBackup`
- `/opt/arcsight/manager.preUpgradeBackup`
- `/opt/arcsight/web.preUpgradeBackup`





Note

If you do multiple upgrades, the [preUpgradeBackup](#) files are overwritten each time you do an upgrade. For example, if you are on v4.5 GA and upgrade to v4.5 SP2, backup files are created for the v4.5 GA installation. But if you further upgrade from v4.5 SP2 to v4.5 SP2, Patch 2, the v4.5 GA backup files are overwritten with the v4.5 SP2 backup files.

Consequently, rollback to v4.5 GA version is not possible because backup files cannot be retrieved.

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- ◆ The [aeupdate\\_delta-4.5.2.xxxx.2.pl](#) file extracts itself into a subdirectory within [/opt/updates](#) directory and automatically upgrades the existing RPMs.
- ◆ The following log files for the upgrade are placed in the [/opt/updates](#) directory.
  - [\\*.res](#) - shows the result of the operation, such as success, error, or reboot
  - [\\*.log](#) - records the details of the upgrade processwhere [\\*](#) stands for the name of the self-extracting perl file.
- ◆ Make sure to copy any Case customizations that you may have made to the Manager and Web's  
[<ARCSIGHT\\_HOME>\i18n\common\label\\_strings.properties](#) and  
[<ARCSIGHT\\_HOME>\i18n\common\resource\\_strings.properties](#) files from the backup of your previous installation. When you install the patch, configuration files are not merged from your previous installation.

## Confirming a successful installation

To make sure that your upgrade completed, run:

```
rpm -qa | grep express | sort
```

You should see the following packages listed where [xxxx](#) stands for the patch build number (as shown within the title of the document).

```
arcsight-express-db-4.5.2-Mxxxx  
arcsight-express-manager-4.5.2-Mxxxx  
arcsight-express-web-4.5.2-Mxxxx
```

You have installed ArcSight Express v4.5 SP2, Patch 2.



Note

An incomplete or aborted install shows some packages with the new version number, while others have the original (pre-patch) version number, depending upon where the component patch halted.

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Caution

Make sure that you have obtained the new license file from ArcSight Customer Support and updated your appliance with it.

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Be sure to upgrade your existing Console. See [“Installing Patch 2 on ArcSight Console” on page 6](#).

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## Installing Patch 2 on ArcSight Console

This section describes how to install or uninstall v4.5 SP2, Patch 2 for ArcSight Console on Windows platforms.

### 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 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 [current](#) directory 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 Console's executable file, [Patch-4.5.2.xxxx.2-Console-Win.exe](#), from the ArcSight Software download website. The [xxxx](#) in the file name represents the build number.
- 4 Double-click [Patch-4.5.2.xxxx.2-Console-Win.exe](#).  
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 SP2 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 Shortcut location 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.

## Uninstalling the Patch

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 if it is running.
  - 2 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.
    - ◆ Or, if you created a link in the Start menu, go to  
**Start->All Programs->ArcSight Console SP2 Patch2-> Uninstall ArcSight Console 4.5 SP2 Patch 2**
    - ◆ Or run the following from the Console  
`<ARCSIGHT_HOME>\current\UninstallerDataSP2Patch2` directory.  
`Uninstall_ArcSight_Console_Patch.exe`
  - 3 Click **Done** on the Uninstall Complete screen.

## Rolling Back to the Previous Version

If you encounter a problem when installing this patch you can roll back the software to the base installation which existed on your ArcSight Express appliance before you started installing the patch. You can roll back only the Database, Manager, and Web.



### Caution

- If you run into serious issues when upgrading, ArcSight recommends that you contact ArcSight Customer Support **before** you roll back your upgrade.
  - When you upgraded to 4.5 SP2, an `arcsight.dmp` file (containing your base ESM installation) was created in the `/opt/arcsight/db.preUpgradeBackup` directory. If, for any reason, you have to roll back to your original installation after or during an upgrade, ArcSight recommends that you first copy the `arcsight.dmp` file to a secure location. This allows you to restore your original data, if needed.
  - The `arcsight.dmp` file is overwritten with all subsequent upgrades.
- 

If the patch installation fails, file an ArcSight Customer Support ticket and provide the installation logs. You have the option to repair the incomplete patch installation manually with the help of ArcSight Support, or you can roll back to the previous version.

To rollback to the previous version of the software:

- 1 Make sure you are logged in as user "root".
- 2 Stop ArcSight Manager:  
`/etc/init.d/arcsight_manager stop`
- 3 Stop ArcSight Web:  
`/etc/init.d/arcsight_web stop`
- 4 Delete the ArcSight Express components by running:  
`rpm -e --nodeps arcsight-express-web-4.5.2-Mxxxx`  
`rpm -e --nodeps arcsight-express-manager-4.5.2-Mxxxx`  
`rpm -e --nodeps arcsight-express-db-4.5.2-Mxxxx`  
Where `xxxx` represents a digit in the build number.

---

The above commands delete the ArcSight Express files. You will see warning(s) similar to this:

```
warning: /opt/arcsight/manager/jre/lib/security/cacerts saved
as /opt/arcsight/manager/jre/lib/security/cacerts.rpmsave
```

If the installation fails before it completes, an error message appears stating that one or more of the packages is not installed.

- 5 Delete the remaining files under `/opt/arcsight/db`, `/opt/arcsight/manager`, `/opt/arcsight/web` (for example, the log files, `.config` file(s), and other dynamically created files):

```
cd /opt/arcsight/

rm -rf web manager db
```

- 6 Restore the backup versions of each component (Database, Manager, and Web):



If `web.preUpgradeBackup.01`, `db.preUpgradeBackup.01` or `manager.preUpgradeBackup.01` already exists, delete the folders before proceeding any further.

---

```
cd /opt/arcsight/

mv web.preUpgradeBackup web.preUpgradeBackup.02

mv manager.preUpgradeBackup manager.preUpgradeBackup.02

mv db.preUpgradeBackup db.preUpgradeBackup.02

cp -prd web.preUpgradeBackup.02 web

cp -prd manager.preUpgradeBackup.02 manager

cp -prd db.preUpgradeBackup.02 db
```

- 7 Check whether you need to download and extract your previous update bundle. "XXXX" represents the previous installation build number (e.g., 6076 or 6088. If both exist, use the larger number.)

```
cd /opt/updates/aeupdate-4.5.2.xxxx.x/RPMS
```

If the directory exists, you do not need to do the download and extraction. Go to [Step 10](#).

- 8 Download the update bundle of your previous installation, `aeupdate-4.5.2.xxxx.x.pl`, from ArcSight Support download website.
- 9 Extract the contents of this file by running the following command (be sure to include the `-n` option at the end:),

```
perl aeupdate-4.5.2.xxxx.x.pl -n
```

This creates the `/opt/updates/aeupdate-4.5.2.xxxx.x/RPMS` directory.

- 10 Go to the RPMS directory:

```
cd /opt/updates/aeupdate-4.5.2.xxxx.x/RPMS

mkdir /root/rpms.xxx
```

---

```
cp arcsight-express-*.rpm /root/rpms.xxx  
cd /root/rpms.xxx
```

- 11** Synchronize the RPM database with the fileset that is currently on your local disk from the directory where you downloaded it. (In the example above, it would be `cd /root/rpms.xxx/`). If all your components are in the same directory, run:

```
rpm -i --justdb --nodeps --noscripts --notriggers *.rpm
```

If you copied your RPM files to multiple locations, run the command for each component individually from their respective locations as follows:

Database:

```
rpm -i --justdb --nodeps --noscripts --notriggers arcsight-  
express-db-4.5.2-Mxxxx.x86_64.rpm
```

Manager:

```
rpm -i --justdb --nodeps --noscripts --notriggers arcsight-  
express-manager-4.5.2-Mxxxx.x86_64.rpm
```

Web:

```
rpm -i --justdb --nodeps --noscripts --notriggers arcsight-  
express-web-4.5.2-Mxxxx.x86_64.rpm
```

- 12** Start the Manager:

```
/etc/init.d/arcsight_manager start
```

- 13** Start the Web:

```
/etc/init.d/arcsight_web start
```

## Issues Fixed in this Patch

For ESM related issues addressed in Patch 2, refer to the *ArcSight ESM v4.5 SP2, Patch 2 Release Notes*.

For ArcSight Express issues addressed in v4.5 SP2, refer to the *ArcSight Express v4.5 SP2 Release Notes*.



These release notes document issues specific to ArcSight Express v4.5 SP2, Patch 2.

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## Open Issues in This Patch

There following issues merit your attention.

Number	Description
58665	<p>If, after running ESM for several weeks, the Manager appears to hang and you receive the following error message</p> <pre>unable to extend temp segment by 32 in tablespace TEMP</pre> <p>this may be due to unbounded growth of a TEMP file (<code>/home/oracle/OraHome10g/oradata/Arcsight/temp01.dbf</code>) which currently has no set size limitation.</p> <p>The following workaround sets this limitation and limits the TEMP file growth to a maximum of 8 GB.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1 Stop all ESM components (ArcSight Web, ArcSight Manager, and the database).</li><li>2 Connect to sqlplus while logged in as a system user and execute the following command. <pre>alter database tempfile   '/home/oracle/OraHome10g/oradata/arcsight/temp01.dbf' autoextend on MAXSIZE 8000M;</pre></li><li>3 Exit from sqlplus and restart all the ESM components.</li></ol>
65294	<p>The ArcSight Express "What's New" window fails to display the ArcSight Web and Network Model Wizard icons.</p>