Upgrading Hierarchical or Other Multi-Manager ArcSight™ ESM Installations to v5.0 GA

Document Status

This technical note describes the method for upgrading a multi-Manager deployment from versions 4.0 SP3, 4.5 SP1 and 4.5 SP2 to version 5.0 GA.

Summary

In a multi-Manager ArcSight ESM deployment, two or more ArcSight Managers are deployed in one of the following configurations:

- In a hierarchy—Data from one or more lower-level ArcSight Managers is forwarded to a central, top-level ArcSight Manager

- In a High Availability (failover) configuration—An alternate instance of an ArcSight Manager is on standby, ready to take over if the active ArcSight Manager is unavailable

- In a peer-to-peer configuration—Data from a SmartConnector is sent to more than one independent ArcSight Managers for redundancy

Overview

The process of upgrading ArcSight components—ArcSight Database, ArcSight Manager, ArcSight Web, and ArcSight SmartConnectors—in a multi-Manager ArcSight ESM deployment is similar to upgrading components in a deployment with a single ArcSight Manager. However, ArcSight recommends that you follow a **top-down** sequence (for example, if two managers are connected, you upgrade the destination side first.) when upgrading Managers in a multi-Manager deployment. That is, upgrade the top-level Manager and database first, followed by the lower-level or standby Managers and databases. ArcSight Forwarding Connectors must be upgraded only after their lower-level Managers have been upgraded. The ArcSight Forwarding Connectors must be of the same version as the source ESM.

Upgrading a Hierarchical Deployment

To upgrade a hierarchical deployment, follow these steps starting at the top-level ArcSight Manager.

1 Make sure you have the *Upgrading ArcSight ESM v4.0 SP3 to v5.0 GA*, *Upgrading ArcSight ESM v4.5 SP1 to v5.0 GA* and *Upgrading ArcSight ESM v4.5 SP2 to v5.0 GA* technical notes available from the ArcSight Customer Support site.

2 If any of your SmartConnectors are not running the minimum required version 4021, follow instructions in the upgrade technical note to upgrade them first.

3 Stop your current ArcSight Manager.

4 Follow instructions in the upgrade technical note to upgrade your ArcSight Database software to v5.0 GA.

5 Follow instructions in the upgrade technical note to upgrade your ArcSight Manager to v5.0 GA.

6 Start the v5.0 GA Manager.

7 After the v5.0 GA Manager is running, upgrade the ArcSight Console.

8 For all ArcSight Managers at the next-level down in the hierarchy, follow these steps to upgrade each Manager:

    a Repeat Step 3 on page 2 through Step 6 on page 2.

    b Upgrade the **Forwarding Connector** to build `ArcSight-5.0.0.xxxx.0-SuperConnector-<platform>.<extension>` for the Manager. Make sure to use the SmartConnector that is released with the version of the Manager that you are upgrading to.

> **Note** After upgrading the Manager to FIPS mode, if you have a non-FIPS Forwarding connector that is connected to the Manager, it will continue to work because the session is already active and does not require to establish a handshake. But, if you stop the Connector and restart, you will receive a handshake failure. This is expected behavior. The Connector and the FIPS mode Manager use TLS to communicate, so if you lose the existing connection and need to establish a new one, you will need to configure the Connector to use TLS by default.

    c Repeat Step 6 and Step 7.

9   Repeat Step 8 on page 2 until all Managers and Forwarding Connectors at each level of the hierarchy have been upgraded.

Upgrading a High Availability (failover) configuration

In a High Availability (HA) configuration, the active and the standby Managers share the database and the installation directory. See the *Deploying ArcSight ESM for High Availability* technical note available on the ArcSight Customer Support website for more information on deploying ESM for high availability.

In preparation of upgrading your ESM components, please follow the procedure recommended by your third-party failover management software vendor to allow for software updates. Refer to their documentation for steps on how to upgrade your HA configuration.

For instructions on how to upgrade the Arcsight components, refer to the technical note that applies to your upgrade path.

Upgrading a peer-to-peer configuration

To upgrade a setup in which SmartConnectors send data to more than one Manager directly—that is, two or more Managers are peers—follow the upgrade process described in the upgrade technical note that applies to your upgrade path, for one of the Managers followed by the other Managers.

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