

Release Notes ArcSight ESM™

Version 6.0c Patch 2

September 9, 2013



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Contact Information

Phone	A list of phone numbers is available on the HP ArcSight Technical Support page: http://www8.hp.com/us/en/software-solutions/software.html?compURI=1345981#.URitMaVwpWl .
Support Web Site	http://support.openview.hp.com
Protect 724 Community	https://protect724.arcsight.com

Revision History

Date	Product Version	Description
9/9/2013	ArcSight ESM Version 6.0c Patch 2	Release Notes for ArcSight ESM Version 6.0c Patch 2

Contents

ArcSight ESM Version 6.0c Patch 2	5
ESM 6.0c Patch 2	5
Purpose of this Patch	5
Usage Notes for this Patch	5
Section 508 Compliance	5
Geographical Information Update	6
Vulnerability Updates	6
Installing ESM Version 6.0c Patch 2	6
ArcSight ESM Main Component Suite	7
ArcSight Console	9
Issues Fixed in this Patch	12
Analytics	12
ArcSight Console	12
ArcSight Database	13
ArcSight Manager	13
ArcSight Web	14
Installation and Upgrade	14
Management Console	14
Open Issues in this Patch	15
ArcSight Database	15
ArcSight Manager	15
Installation and Upgrade	15
Issues Fixed in ESM 6.0c Patch 1	16
Analytics	16
ArcSight Console	16
ArcSight Manager	16
ArcSight Web	17
CORR-Engine	17
Open and Closed Issues in ESM 6.0c	18

ArcSight ESM Version 6.0c Patch 2

ESM 6.0c Patch 2

These release notes describe how to apply this patch 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 6.0c only. To set up a new ESM 6.0c installation, refer to the ArcSight ESM Installation and Configuration Guide.

The build number for the ESM suite for this patch is **1289**.

The build number for the ArcSight Console for this patch is **1412.2**.

After you have installed 6.0c, follow the instructions in [“Installing ESM Version 6.0c Patch 2” on page 6](#) of these release notes to apply Patch 2.

Purpose of this Patch

This patch:

- Addresses critical issues in ESM 6.0c. This patch includes all previous patches for this version.
- Provides updates for geographical information and vulnerability mapping.

Usage Notes for this Patch

Refer to ArcSight ESM Release Notes Version 6.0c. The usage notes for that release also apply to this patch.

Section 508 Compliance

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

Geographical Information Update

This version of ESM includes an update to the geographical information used in graphic displays. The version is GeoIP-532_20130701.

Vulnerability Updates

This release includes recent vulnerability mappings from the July 2013 Context Update.

Device	Vulnerability Updates
Snort / Sourcefire SEU-919 updated	Faultline, Bugtraq, CVE, X-Force, Nessus
Enterasys Dragon IDS updated	CVE
Cisco Secure IDS S727 updated	Bugtraq, CVE
Juniper / Netscreen IDP update 2278 updated	Faultline, Bugtraq, CVE, X-Force, Nessus
TippingPoint UnityOne DV8456 updated	Faultline, Bugtraq, CVE, X-Force, Nessus, CERT
ISS SiteProtector updated	Faultline, Bugtraq, CVE, X-Force, Nessus, MSSB, CERT
Symantec Endpoint Protection updated	Bugtraq, CVE
Radware DefensePro updated	CVE

Installing ESM Version 6.0c Patch 2

You can install this patch release using the platform-specific component executable files provided. Patch installers are available for all supported platforms. Please keep the following points in mind when installing Patch 2:



Note

- **For all components and platforms:** Make sure that you have enough space available *before* you install the patch. The installer checks for 1 GB of space and generates an error if it is not available. If you run into disk space issues during installation, create enough space, restore the component base build from the backup, then resume patch installation.
- Backup, patch install, and uninstall procedures require permissions for the relevant components. To install a patch, make sure that the user who owns the base build installation folder has full privileges on the PATH where the base build is installed.
- To uninstall the software you must be at the same user level as the original installer.
- It is a good practice to create a backup of the existing product before installation begins. 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.
- For backup, patch install, and uninstall, we recommend that you log in to the target machine with a specific account name via telnet or SSH. If you switch accounts after logging in, then specify the flag "-" for the **su** command (`su - <UserName>`).

Each component has install and uninstall steps.

ArcSight ESM Main Component Suite

This section describes how to install or uninstall the ESM 6.0c Patch 2 for all the main components except the ArcSight Console. These components include the Manager, ArcSight Web, and the CORR-Engine.

To Install the Patch



- Before you install the patch, verify that <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 Stop the ArcSight services as user *arcsight*.

```
/sbin/service arcsight_services stop all
```

- 2 Back up the ArcSight directory, `/opt/arcsight`, 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 patch from the HP Software Support Online site (<http://support.openview.hp.com>).

```
ArcSightESMSuitePatch-XXXX.tar
```

...where XXXX represents the suite build number.

- 4 Extract the tar file and run the patch installer as user *arcsight*:

```
./ArcSightESMSuitePatch.bin
```

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

```
./ArcSightESMSuitePatch.bin -i console
```

- 5 Read through the license agreement and accept it at the end. In GUI mode, the acceptance radio button is disabled until you scroll to the bottom of the agreement. In the console mode, press **Enter** until you have paged through to the end of the license agreement.
- 6 Select a location for the uninstaller link, if you want to have a shortcut to the uninstaller in some other location. You must have write permission to the specified folder.
- 7 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.
- 8 Click **Install**.
- 9 Click **Next** on the File Delivery Complete screen to install the CORR-Engine, Manager, and ArcSight Web components.
- 10 Click **Done** on the Install Complete screen.

- 11** Restart the ArcSight services as user *arcsight*:

```
/sbin/service arcsight_services start all
```

- 12** Run the following command as user *root*:

```
cp /opt/arcsight/services/init/arcsight-services-cleanall.conf  
/etc/init
```

Answer 'y' when it asks if you want to overwrite this file.

To Uninstall the Patch

If needed, use the procedure below to roll back this patch installation and restore the system to the pre-patched state.



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 services as user *arcsight*.

```
/sbin/service arcsight_services stop all
```

- 2** Run the uninstaller program from either the directory where you created the link while installing the product or, if you had opted not to create a link, then run this from the /opt/arcsight/suitepatch/UninstallerData_6.0.0.2 directory:

```
./Uninstall_ArcSight_ESM_Suite_Patch
```

Alternatively, you can run the following command from the /home/arcsight (or wherever you installed the shortcut link) directory:

```
./Uninstall_ArcSight_ESM_Suite_Patch_6.0.0.2
```

Or, to uninstall using Console mode, run:

```
./Uninstall_ArcSight_ESM_Suite_Patch_6.0.0.2 -i console
```

Run the uninstaller in the same mode in which you ran the installer (GUI or Console mode).

- 3** Click **Done** on the Uninstall Complete screen.
- 4** Restart services by running the following command as user *root* or as user *arcsight*:

```
/sbin/service arcsight_services start all
```

- 5** Run the following command as user *root*:

```
cp /opt/arcsight/services/init/arcsight-services-cleanall.conf  
/etc/init
```

Answer 'Y' when it asks if you want to overwrite this file.

ArcSight Console

This section describes how to install or uninstall the ESM 6.0c Patch 2 for ArcSight Console on Windows, Mac, and Linux platforms.



The ArcSight ESM Console is not supported on AIX or Solaris. The following steps do not include information for installing a Console patch on those platforms.

To Install the Patch



- Before you install the patch, verify that the Console's <ARCSIGHT_HOME> directory and any of its subdirectories are not being accessed by any open shells on your system.
- If 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.



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.

Download the executable file specific to your platform from the HP Software Support Online site (<http://support.openview.hp.com>). YYYY.Y represents the Console build number.

- ◆ Patch-6.0.0.YYYY.Y-Console-Win.exe
- ◆ Patch-6.0.0.YYYY.Y-Console-Linux.bin
- ◆ Patch-6.0.0.YYYY.Y-Console-MacOSX.zip

For the Mac, see [To Install the Patch on a Mac](#), below.

- 3 Run one of the following executables specific to your platform:

◆ **On Windows:**

Double-click Patch-6.0.0.YYYY.Y-Console-Win.exe

◆ **On Linux:**

Verify that you are logged in as user *arcsight:*, and then run the following command:

```
./Patch-6.0.0.YYYY.Y-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-6.0.0.YYYY.Y-Console-Linux.bin -i console
```

The installer launches the Introduction window.

- 4 Read the instructions provided and click **Next**.

- 5 Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.
- 6 Enter the location of your existing <ARCSIGHT_HOME> directory for your 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 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 Install the Patch on a Mac

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

- 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.
- 3 Download the file Patch-6.0.0.YYYY.Y-Console-MacOSX.zip to anywhere on your system.



The patch installer file shows as a **ZIP** file on the download site, but downloads as ArcSightConsolePatch.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 an **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:
 - ◆ Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.
 - ◆ Choose the location where you want to install the patch. Browse to <ARCSIGHT_HOME>, where your previous Console was installed.
 - ◆ 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 the Patch

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 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 > All Programs > ArcSight ESM Console 6.0c Patch 2 > Uninstall ArcSight Console 6.0c Patch 2

- ◆ Or, run the following from the Console's <ARCSIGHT_HOME>\current\UninstallerData_6.0.0.2 directory:
`Uninstall_ArcSight_ESM_Console_Patch`

On Linux:

- ◆ From the directory where you created the link when installing the Console (your home directory or some other location), run:
`./Uninstall_ArcSight_ESM_Console_6.0.0.2`
- ◆ Or, to uninstall using Console mode, run:
`./Uninstall_ArcSight_ESM_Console_6.0.0.2 -i console`
- ◆ If you did not create a link, execute the command from the Console's <ARCSIGHT_HOME>/current/UninstallerData6.0.0.2 directory:
`./Uninstall_ArcSight_ESM_Console_Patch`

On a Mac:

- ◆ From the directory where you created the link when installing the Console, run:
`Uninstall_ArcSight_Console_6.0.0.2`
- ◆ From the Console's <ARCSIGHT_HOME>/current/UninstallerData_6.0.0.2 directory, run:
`Uninstall_ArcSight_ESM_Console_Patch`

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

Issues Fixed in this Patch

The following issues are fixed in this patch.

Analytics

Issue	Description
NGS-6359	A trend would fail to run if the trend query contained a custom conditional evaluation. This issue is now fixed.
NGS-5265	Querying on a field that was customized using NULL did not work. This is now fixed.

ArcSight Console

Issue	Description
NGS-5961	When logging in to the ArcSight Console, you could get an error related to logging in to core services. This issue is now fixed.
NGS-5733	In the ArcSight Console advanced editor, if you created a rule in which a FlexString was set in the action, and used a string containing line breaks, the line breaks would be deleted, even if you set "Multi-line Input." Line breaks are now correctly preserved.
NGS-5582	There were performance issues in the ArcSight Console when navigating through the groups. The ArcSight Console was slow when Dashboards were open in a low-bandwidth/high-latency network. This issue is now fixed.
NGS-5427	The ArcSight Console crashed if you used a string containing the "<script></script>" tag in send notification's message, when editing a rule action. This is now fixed and this string does not cause the ArcSight Console to crash.
NGS-5164	In the ArcSight Console or ArcSight Web, if you created a knowledge base article from HTML containing JavaScript, it would render the knowledge base article in HTML and the JavaScript could run. Now, knowledge base articles are printed as text.
NGS-4842	When editing a text box in a case, if the user did not click on Apply before clicking on a different tab, the last edit would be erased. This is now fixed.
NGS-4606	When you cut an action from a rule and pasted it to another rule, the action was not removed from the first rule. This is now fixed.

ArcSight Database

Issue	Description
NGS-5970	<p>There was a hanging issue with the error returns when trying to log in to mysql if the system was under stress load:</p> <p>"[ERROR] Cannot find or open table arcsight/arc_sld_res56d_base#P#ARC_SLD_RES56D_BASE_20130708" from the internal data dictionary of InnoDB though the .frm file for the table exists. ..."</p> <p>The issue is now fixed.</p>
NGS-5483	<p>Excessive temporary file space is being used when Group By (or sorting) is performed on the Event table. Solution: use the ArcSight substring function on varchar/string event fields to minimize the data manipulation during grouping. No fix is required for this change and you can use existing local/global variables to achieve this behavior and replace the existing field in the query with the variable.</p> <p>If the file space usage is still not satisfactory, you can leverage this fix to convert the character set automatically to Latin and use less space. To trigger this new code, set the event.query.charset.conversion property to 1 in the server.properties file to convert the existing charset to latin1. Alternatively, set the property to 2 for conversion to binary and then to Latin (to minimize conversion error for non-English character set). The default value of this property is zero.</p> <p>Note: Use this property carefully to avoid character conversion error of multi-byte character to one byte (latin1) truncation.</p>
NGS-5282	<p>The Instance of MySQL was getting into an inconsistent state during shutdown, which could lead to data corruption.</p> <p>Improvements have been made to the shutdown script to fix this issue.</p>

ArcSight Manager

Issue	Description
NGS-6022	<p>An exception was observed during search index creation.</p> <p>This issue is now fixed.</p>
NGS-5454	<p>ESM was not able to start because of corruption of time zone files.</p> <p>This issue has been fixed.</p>
NGS-5329	<p>You would get an error if you used \$CurrentYear in a report parameter.</p> <p>\$CurrentYear is always the beginning of the year. In the current user interface, the \$CurrentYear value is not available from the drop-down menu. However, with this fix you can set it explicitly and generate a report, without getting a report execution error.</p>
NGS-4810	<p>If you used a password containing a double quote ("), it would cause an error message in the server.std log that exposed the password in clear text.</p> <p>Now a double quote no longer causes an error and the password is not exposed.</p>
NGS-3147	<p>The 'arcsight sendlogs -g' command could cause a fatal exception.</p> <p>Now this command works correctly with the -g option.</p>
NGS-1973	<p>The help option (-help) for the arcsight manageinventory command showed help for the arcsight monitor command.</p> <p>It now shows the correct help.</p>

ArcSight Web

Issue	Description
NGS-6970	ArcSight Web exposed a scripting vulnerability. Now, the web server version has been updated and the issue is fixed.

Installation and Upgrade

Issue	Description
NGS-6305	After 6.0c installation, the arcsight services did not start automatically on system reboot in some cases such as using "shutdown now -r". Improvements have been made to ESM in handling such scenarios.
NGS-5907	The patch installation script has been improved.
NGS-5581	On unsupported platforms, you could modify the /etc/redhat-release file to a supported platform name and the installation continued without platform verification. Now, a platform verification warning is displayed as expected on unsupported platforms even if the /etc/redhat-release file has been modified.

Management Console

Issue	Description
NGS-6462	If you had AE configured in FIPS mode, there were problems connecting to the Management Console using the Firefox Web browser. Now you can connect to the Management Console using Firefox.
NGS-5079	When using password and SSL authentication, you could log in to the Management Console using an empty or incorrect password. This is now fixed.
NGS-5078	Threshold warning emails were not correctly sent to the addresses in the notification list. This is now fixed.

Open Issues in this Patch

This release contains the following open issues. Use the workarounds, where available.

ArcSight Database

Issue	Description
NGS-4884	<p>If not done correctly, you might get no result querying the ArcSight.events table from arcdt or from mysql in ESM 6.0c.</p> <p>Execute the SQL using the command arcsight arcdt by following the steps below:</p> <ol style="list-style-type: none">1. Create a file such as 1.sql in /tmp/ containing this SQL: "select * from arcsight.events where arc_deviceHostName = 'host_name' limit 2;"2. Run arcdt tool and pass the created SQL file as param: -f /tmp/1.sql and the specified timeframe assuming you have events for this time frame: ./arcsight arcdt runsql -f /tmp/1.sql -type EndTime -ss <start time> -se <end time> <p>Use start and end times in the form YYYY-MM-DD-HH-MM-SS-MSS-TZ, such as 2013-02-04-00-00-00-000-PST. (MSS is milliseconds.)</p> <p>More information about running this tool can be obtained by running tool with help option (arcsight arcdt help), or by referring to this command in the Administrator's Guide chapter, "Administrative Commands."</p>

ArcSight Manager

Issue	Description
NGS-7272	<p>An unexpected power-off during services startup may result in unavailable postgres, logger, and manager services. Those services might not start even after rebooting the server.</p> <p>To resolve the problem, delete locked postgres file. For the location of the locked file, check the pgsqlog file in /opt/arcsight/logger/data/pgsqlog/serverlog.</p> <p>Remove the lock file that is referenced in pgsqlog file: /opt/arcsight/logger/data/pgsqlog/serverlog</p>

Installation and Upgrade

Issue	Description
NGS-7267	<p>Problem: '/sbin/services arcsight_services stop all' stops all services, but eventually they start up again.</p> <p>The solution is to reboot the ESM Manager server.</p>

Issues Fixed in ESM 6.0c Patch 1

Analytics

Issue	Description
NGS-3955	<p>The /All Active Lists/ArcSight Administration/ESM/System Health/Resources/Query Running Time was a partially-cached active list. At high EPS, it sometimes created a performance impact.</p> <p>The list has been changed from a partially-cached active list to a regular active list and the capacity is changed to 500k, so this issue no longer occurs.</p>
NGS-1999	<p>On a system with a high EPS scheduled rules may not fire. If you have a system, perhaps one with a high EPS, in which the scheduled rules are not running quickly enough, you can enable them to run in parallel (multi-threading) to speed them up. Add the following property to the server.properties file:</p> <p>rules.replay.run.parallel=true</p> <p>You can also set the number of threads to use, as follows (the default if you do not use this property is four threads):</p> <p>rules.replay.numthreads=<number of threads to use></p>

ArcSight Console

Issue	Description
NGS-4550	<p>Previously, when running a scheduled trend, the Console log sometimes showed the message "java.lang.ClassCastException: java.lang.Long cannot be cast to java.lang.Integer." This message should not have occurred.</p> <p>This is now fixed.</p>
NGS-4387	<p>Previously the HTML text in a payload viewer used non-HTML line breaks.</p> <p>These are now replaced with HTML line breaks:
.</p>
NGS-4056	<p>Previously, the payload value in ArcSight Web would be HTML encoded. without the fix, the payload value with html was rendered and an XSS vulnerability was encountered. This issue is now fixed.</p>

ArcSight Manager

Issue	Description
NGS-4335	<p>Memory leak in CORR-E caused Manager to become unresponsive.</p> <p>This is now fixed.</p>
NGS-4202	<p>Channel would attempt to refresh event information when an initial query for event data timed out, rather than leaving row as "loading event."</p> <p>This issue is now fixed.</p>

Issue	Description
NGS-3775	<p>When a user is enabled or disabled for login, an event with name "User updated" is generated. This event did not indicate whether login was enabled or disabled for this user.</p> <p>This is now fixed. The enabled/disabled information is now kept in "Device Custom String6". To use this information, you can, for example, add the column "Device Custom String6" to "System Events Last Hour" channel. This column will either say "enabled" or "disabled."</p>
NGS-3771 TTP#52583	<p>There is a new feature that automatically deactivates any user account that has been inactive for more than 90 days. After installing this patch run the "arcsight managersetup" command to implement this feature. Then restart the Manager.</p> <p>To change the inactive period add the property auth.user.account.age=<days> to the Manager's server.properties file, change <days> to the number of days you want, and restart the Manager.</p>

ArcSight Web

Issue	Description
NGS-5004	<p>Display of exception stack in page source is fixed now.</p> <p>Add the following property in webserver.properties "web.display.exception.stack=false" to NOT display exception stack in page source. Also, please clear browser cache.</p>
NGS-4219	<p>A report would fail to run if a web user logged in to the ArcSight Web Console and selected a user's email address for 'Email to' option. The problem occurred when the web user was configured with an Active Directory external id.</p> <p>This issue is now fixed.</p>
NGS-4124	<p>Previously, the payload value in ArcSight Web would be HTML encoded. without the fix, the payload value with html was rendered and an XSS vulnerability was encountered. This issue is now fixed.</p>
NGS-3989	<p>The ArcSight Web Login banner displayed newline characters as \n instead of adding a new line.</p> <p>Now this banner displays correctly.</p>

CORR-Engine

Issue	Description
NGS-4893	<p>In a disaster-recovery scenario where event archives were restored onto a brand new, plain vanilla system, you could not restore annotations for event archives that were in the online state. This fix resolves that problem. The offline archives were unaffected.</p>
NGS-4229	<p>Archive stopped working after Daylight Saving Time ended in Brazil at midnight on 10/22 when the clock was turned back one hour. The following error that appeared in the Logger log file: "An archive with duplicate date already exists in the database". This issue is now fixed.</p>

Issue	Description
NGS-4082	<p>If the buffer pool is too small, it can cause slow channel performance or prevent logging in to the Console. If you get an error message like this:</p> <pre>[ERROR][default.com.arcsight.common.persist.mysql.MysqlNotificationBroker][p urgeOldNotifications]</pre> <p>java.sql.SQLException: The total number of locks exceeds the lock table size</p> <p>...you can solve the problem by editing the file /opt/arcsight/logger/data/mysql/my.cnf to set innodb_buffer_pool_size = 512M (the default was 128).</p> <p>Then restart all services.</p>
NGS-3948	<p>When restoring archives from an old ESM 6.0c system to another ESM 6.0c system, if the archives contained forwarded events, the restore of that archive would fail due to a highly restrictive eventID check.</p> <p>Now the restore properly accounts for forwarded events.</p>
NGS-3921	<p>Previously, the command "arcsight_services restart mysql" did not properly restart the mysql process.</p> <p>This command now works correctly.</p>

Open and Closed Issues in ESM 6.0c

For information about open and closed issues for ESM 6.0c see the release notes for that version.