

# **Release Notes ArcSight ESM**

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Version 6.8c Patch 2

October 29, 2015



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#### Contact Information

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<b>Phone</b>	A list of phone numbers for HP ArcSight Technical Support is available on the HP Enterprise Security contacts page: <a href="https://softwaresupport.hp.com/documents/10180/14684/esp-support-contact-list">https://softwaresupport.hp.com/documents/10180/14684/esp-support-contact-list</a>
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#### Revision History

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<b>Date</b>	<b>Product Version</b>	<b>Description</b>
10/29/2015	ArcSight ESM Version 6.8c Patch 2	Release Notes for ArcSight ESM Version 6.8c Patch 2.

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# ArcSight ESM Version 6.8c Patch 2

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## ESM 6.8c 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 6.8c only. To set up a new ESM 6.8c installation, refer to the ArcSight ESM Installation and Configuration Guide.

The build number for the ESM suite for this patch is 1941.

The build number for the ArcSight Console for this patch is 2108.2.

After you have installed 6.8c, follow the instructions in [“Installing ESM Version 6.8c Patch 2” on page 7](#) of these release notes to apply Patch 2.

## Purpose of this Patch

This patch:

- Addresses critical issues in ESM 6.8c; applicable to ESM 6.8c with or without ESM 6.8c patches.
- Provides updates for geographical information and vulnerability mapping.
- Provides important security updates.
- Numerous Japanese language translation improvements
- refer to the [HP ArcSight ESM Support Matrix](#) for the new and existing operating systems supported in this patch.

## Usage Notes for this Patch

Refer to ArcSight ESM Release Notes for versions 6.8c. The usage notes for those releases also apply to this patch.

## Update Case Customizations in a Localized Environment

When you install ESM 6.8c Patch 2, case customizations you made to the configuration are not preserved in the new installation. To regain your customizations, after installing ESM 6.8c Patch 2, copy the sections or lines having any case customizations in the Console and Manager

<ARCSIGHT\_HOME>\i18n\common\label\_strings\_<locale>.properties and  
<ARCSIGHT\_HOME>\i18n\common\resource\_strings\_<locale>.properties  
files from the backup of your previous installation into those corresponding files in your current installation. Restart Manager and UI to see the customizations.

## ArcSight Web Configuration for PKCS#11/CAC

These steps to configure PKCS#11/CAC for the ArcSight Web are not in the Installation Guide.

### To configure:

- 1 Import the CAC card's root CA certificate into Web's  
`<ARCSIGHT_HOME>\config\jetty\webtruststore` directory.
- 2 Set ArcSight Web's authentication to **Password Based or SSL Client Based Authentication** through `webserversetup`.

For further details, see the ESM Administrator's Guide.

## MSSP - Specific Settings

In a managed security service provider (MSSP) environment, change the setting to disable the search auto-complete feature. To do this, in the `logger.properties` file change the value of `auto-complete.fulltext.enabled` to `false` and restart services.

## 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\_20151001.

## Vulnerability Updates

This release includes recent vulnerability mappings from the October 2015 Context Update.

Device	Vulnerability Updates
Snort / Sourcefire SEU 1362 updated	Faultline, Bugtraq, CVE, X-Force, Nessus
Enterasys Dragon IDS updated	CVE
Cisco Secure IDS S888 updated	CVE
Juniper / Netscreen IDP update 2535 updated	Faultline, Bugtraq, CVE, X-Force, Nessus, MSSB, CERT
McAfee Intrushield 8.7.63.4 updated	Faultline, Bugtraq, CVE, Nessus, X-Force, MSSB, CERT
TippingPoint UnityOne DV8755 updated	Faultline, Bugtraq, CVE, Nessus
IBM Enterprise Scanner 1.137 updated	CVE, X-Force
IBM Security Host Protection for Desktops 3180 updated	Faultline, CVE, Nessus, X-Force
IBM Security Host Protection for Servers (Unix) 35.100 updated	Faultline, CVE, Nessus, X-Force

Device	Vulnerability Updates
IBM Security Host Protection for Servers (Windows) 3180 updated	Faultline, CVE, Nessus, X-Force
IBM Proventia Network IPS 35.100 updated	Faultline, Bugtraq, CVE, Nessus, X-Force, MSSB
IBM Proventia Network MFS 35.100 updated	Faultline, Bugtraq, CVE, Nessus, X-Force, MSSB
IBM Proventia Server IPS for Linux technology 35.100 updated	Faultline, CVE, Nessus, X-Force
IBM RealSecure Server Sensor XPU 35.100 updated	Faultline, CVE, Nessus, X-Force
McAfee HIPS 7.0/8.0 content version 6661 updated	CVE

## Installing ESM Version 6.8c 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.

## Verify ESM 6.8c Patch 2 Files

HP provides a digital public key to enable you to verify that the signed software you received is indeed from HP and has not been manipulated in any way by a third party.

Visit the following site for information and instructions:

<https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=HPLinuxCodeSigning>

## ArcSight ESM Main Component Suite

This section describes how to install or uninstall the ESM 6.8c 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



**Note**

- 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.
- HP recommends that you continue through the installation and do not attempt to cancel the installation process or move backward through the installer windows.

- 1 Download the patch from the HP Software Support Online site (<http://softwaresupport.hp.com>).

ArcSightESMSuitePatch-XXXX.tar

...where XXXX represents the suite build number.

Be sure to verify the patch file; see “Verify ESM 6.8c Patch 2 Files” on page 7.

- 2 As user *arcsight*, extract the tar file.
- 3 From the directory where you extracted the tar file, as user *root*, run `stop_services` with this command:

```
./stop_services.sh
```

- 4 Back up the ArcSight directory, `/opt/arcsight`, by making a copy. Place the copy in a readily accessible location. This is a precautionary measure so you can restore the system to the original state, if necessary.



**Caution**

HP 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.

- 5 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
```

- 6 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.
- 7 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.



- 8 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.
- 9 Click **Install**.
- 10 Click **Next** on the File Delivery Complete screen to install the CORR-Engine, Manager, and ArcSight Web components.
- 11 Click **Done** on the Install Complete screen.
- 12 As *root*, run the `runAsRoot` script with this command:

```
sh /opt/arcsight/suite/bin/runAsRoot.sh
```

Messages will result from running this script; ignore the errors `No such file or directory`. Eventually, you will see the message: `DONE: Set up ArcSight services. Services begin initializing after runAsRoot completes, but all services may take a short time to become fully available.`

- 13 Check the ArcSight services as user *arcsight*:

```
/etc/init.d/arcsight_services status all
```

## To Uninstall the Patch

If needed, use the procedure below to uninstall 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 As user *root*, run `remove_services` with this command:

```
sh /opt/arcsight/manager/bin/remove_services.sh
```

- 2 As user *arcsight*, 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_6.8.0.2/UninstallerData_6.8.0.2` 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_6.8.0.2
```

Or, to uninstall using Console mode, run:

```
./Uninstall_ArcSight_ESM_Suite_Patch_6.8.0.2 -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 As *root*, run `setup_services` with this command:

```
sh /opt/arcsight/manager/bin/setup_services.sh
```

## ArcSight Console

This section describes how to install or uninstall the ESM 6.8c 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.
- HP recommends that you continue through the installation and do not attempt to cancel the installation process or move backward through the installer windows.

- 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.



HP 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 HP Software Support Online site (<http://softwaresupport.hp.com>). YYYY.Y represents the Console build number.

- ◆ Patch-6.8.0.YYYY.Y-Console-Win.exe
- ◆ Patch-6.8.0.YYYY.Y-Console-Linux.bin
- ◆ Patch-6.8.0.YYYY.Y-Console-MacOSX.zip

Be sure to verify the patch file; see “Verify ESM 6.8c Patch 2 Files” on page 7

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

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

- ◆ **On Windows:**

Double-click Patch-6.8.0.YYYY.Y-Console-Win.exe

- ◆ **On Linux:**

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

```
./Patch-6.8.0.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-6.8.0.YYYY.Y-Console-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 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.
- 7 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**.
- 8 Click **Next**.
- 9 Choose a Link Location (on Linux) or Shortcut location (on Windows) by clicking the appropriate radio button and 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.

## 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.



HP recommends that you continue through the installation and do not attempt to cancel the installation process or move backward through the installer windows.

- 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-6.8.0.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.

Be sure to verify the patch file; see [“Verify ESM 6.8c Patch 2 Files”](#) on page 7.

- 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 uninstall 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.

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- 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 6.8c Patch 2 > Uninstall ArcSight ESM Console 6.8c Patch 2**

- ◆ Or, run the following from the Console's <ARCSIGHT\_HOME>\current\UninstallerData\_6.8.0.2 directory:

`Uninstall_ArcSight_ESM_Console_Patch`

- ◆ On Windows 8, run the following from the Console's <ARCSIGHT\_HOME>\current\UninstallerData\_6.8.0.2 directory:

`Uninstall_ArcSight_ESM_Console_Patch.exe`

### 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_Patch_6.8.0.2`

- ◆ Or, to uninstall using Console mode, run:

`./Uninstall_ArcSight_ESM_Console_Patch_6.8.0.2 -i console`

- ◆ If you did not create a link, execute the command from the Console's <ARCSIGHT\_HOME>/current/UninstallerData\_6.8.0.2 directory:

`./Uninstall_ArcSight_ESM_Console_Patch`

### On a Mac:

- ◆ From the directory where you created the link when installing the Console, run:

`Uninstall_ArcSight_ESM_Console_Patch_6.8.0.2`

- ◆ From the Console's  
<ARCSIGHT\_HOME>/current/UninstallerData\_6.8.0.2 directory, run:  
Uninstall\_ArcSight\_ESM\_Console\_Patch

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



Note

If you are on a Windows system and you plan to uninstall the base build Console after uninstalling Patch 2, be advised that your system restarts without warning upon finishing the base build uninstallation.

Prepare your system accordingly.

## Issues Fixed in this Patch

The following issues are fixed in this patch.

### Analytics

Issue	Description
NGS-14566	When a Query was constructed with a GROUP condition using 'Sum', SQL generation would fail. This issue is now fixed.

### ArcSight Console

Issue	Description
NGS-14933	"Bucket size in seconds" was not translated correctly into Japanese. This issue is now fixed.
NGS-14791	Translations of "Required package For" and "Optional package For" were not correct for Japanese. This issue is now fixed.
NGS-14723	In some cases, event-based Active Channels that include an InCase filtering condition do not display events that belong to a case but have been removed from the main event table (arc_event) due to the retention period limit. Case-related events are copied to a special table so they can remain available after being archived, but the channel is unable to find and display such events correctly after the partition is archived. Workaround: Use the case event editor or Reports, which can correctly find and display these events.
NGS-14721	The "Moving Average" field in the Console Dashboard was translated incorrectly in Japanese. This issue is now fixed.
NGS-14565	When case management was moved from ArcSight Web to ACC, the URL sent in email notifications was not updated correctly and still pointed to Web. This issue is now fixed.
NGS-14525	Some archived reports that have Japanese characters in their names had garbled file names when downloaded, and the Japanese characters appeared blank. This issue is now fixed.

Issue	Description
NGS-14522	<p>The Console displayed some incorrect Japanese translations.</p> <ul style="list-style-type: none"><li>• Login Console</li><li>• Bucket size in Seconds</li><li>• Number of Buckets</li></ul> <p>Also, the following are not translated into Japanese:</p> <ul style="list-style-type: none"><li>• The filtering being performed on the data monitor.</li><li>• Bucket size in Seconds</li><li>• Number of Buckets</li><li>• Time Filed</li><li>• The field to use for values</li><li>• The file to aggregate data on</li></ul> <p>This issue is now fixed.</p>
NGS-14503	<p>When using dual monitors (multiple display), filter operators would sometimes display on the wrong monitor. This issue is now fixed.</p>
NGS-14483	<p>Added support for a Static Banner at the top of every Console user interface connecting to a given Manager.</p> <p>To do this, set the <code>server.staticbanner.backgroundColor</code>, <code>server.staticbanner.textcolor</code> and <code>server.staticbanner.text</code> properties in <code>server.properties</code> and restart the Manager. The <code>backgroundColor</code> and <code>textcolor</code> properties only support the following color strings: black, blue, cyan, gray, green, magenta, orange, pink, red, white, yellow.</p> <p>If the <code>server.staticbanner.text</code> is not set or empty then banner panel will not display. If the <code>server.staticbanner.backgroundColor</code> is invalid or is not set then default color green will be used. If the <code>server.staticbanner.textcolor</code> is invalid or is not set then the default color black will be used.</p>
NGS-12868	<p>When using ArcSight Command Center to export a report to CSV format, if the field set contained <code>agentReceiptTime</code>, the value was always blank because the export mechanism expected the database field name instead of the display name.</p> <p>This issue is now fixed.</p>

## ArcSight Manager

Issue	Description
NGS-14567	<p>The value size calculations for integer/long/double values were incorrect, which could result in errors saying "Event ... is too long for DB column size '19'." in <code>server.log</code>.</p> <p>This issue is now fixed.</p>
NGS-13222	<p>Shutting down services by using the <code>arcsight_services</code> command might result in exceptions in the log file. These exceptions are due to an issue with the order in which the components are shut down, and can be safely ignored.</p>
NGS-13146	<p>Shutting down services by using the <code>arcsight_services</code> command might result in exceptions in the log file. These exceptions are due to an issue with the order in which the components are shut down, and can be safely ignored.</p>

Issue	Description
NGS-12225	Importing a CSV file into an active list with entries with the characters \n, \b, \t, \r (for example, C:\users\requests) causes the characters to appear erroneously in the ESM active list entry (e.g. C:\users\requests shows up as C:\usersequests). Also, when this data is exported into a csv file, the data displays erroneously (\n causes a newline space in the csv data).  This issue is now fixed.
NGS-10678	Under certain circumstances, an exception occurred during event processing which led to an EPS drop.  This issue is now fixed.

## CORR-Engine

Issue	Description
NGS-14248	Filters using Target and Attacker User Name fields were not working as expected in active channels or reports when used with ignore case.  This issue is now fixed.

## Command Center

Issue	Description
NGS-14722	Some archive reports with PDF format that have been ran and saved through ArcSight Command Center couldn't be opened, and this error displays:  Cannot Run Report. Possible reason it might be invalid or No access to Report Template or Query.  This issue is now fixed.
NGS-14525	Some archived reports that have Japanese characters in their names have garbled file names when downloaded, and the Japanese characters are shown as blank.  This issue is now fixed.

## Open Issues in this Patch

The following issues are open in this patch.

### ArcSight Console

Issue	Description
NGS-14853	On Windows, when uninstalling the base build after P2 has already been uninstalled, after you run the uninstaller program and click Done, the system restarts automatically. There is no prompt to let you choose whether to restart the system.

### Installation and Upgrade

Issue	Description
NGS-12870	On the Windows platform, after uninstalling ArcSight ESM Console patch 6.8.0.2, the UninstallerData_6.8.0.2 directory remains in the <Console/current> directory. This folder prevents ArcSight Console ESM patch 2 from installing again.  Workaround: Delete ArcSight Console's UninstallerData_6.8.0.2 directory. You can now re-install ArcSight Console ESM patch.

## Issues Fixed in ESM 6.8c Patch 1

The following issues are fixed in this patch.

### Analytics

Issue	Description
NGS-11107	Mapping certain Session List Global Variables (composed of multiple fields of different types) to a field with SetEventField action failed with errors.
NGS-10996	"Export to External System" action on a rule did not work properly.
NGS-9757	When a report included the "End Time" field, the time shown in that column was in the manager time zone instead of adjusted to the report query timezone.
NGS-9505	If a rule contains an action to AddToActiveList, and the action (or the enclosing trigger) is disabled, exporting the rule to the package will not include the referenced ActiveList, because the dependency relationship is not stored correctly. Consequently, importing the package on another system (either manually or automatically via Content Sync) may result in the rule being marked invalid.

### ArcSight Console

Issue	Description
NGS-12752	When hotkeys were created for Profile Resources they did not work as expected.



Issue	Description
NGS-11515	Data Monitors did not remember column field positions after being saved.

## ArcSight Manager

Issue	Description
NGS-11274	When using two consoles, in some conditions if the case information was edited in Console A, it was not replicated to Console B.
NGS-11273	When using two consoles, in some conditions if the case information was edited in Console A, it was replicated to Console B immediately, but it was not replicated to Console A when the case was edited in Console B.
NGS-11257	Prior to this fix, the password was not updated if it does not match the policy enforced (minimum length, previous password, etc.). The script would also silently fail meaning no error messages were displayed so the user would not know that the password was not updated.

## CORR-Engine

Issue	Description
NGS-13403	Case sensitive and insensitive queries sometimes returned wrong results when stored procedures or functions that return strings were used. Hence Active channels, Query Viewers and Reports gave wrong output when filtering events with and with out the Ignore Case option.  Note that there is a limitation to this fix in Russian locale as the version of MySQL used in the product has limitations with Cyrillic characters.
NGS-11262	Under certain circumstances, a Signal 11 crash could occur within mysqld.

## Command Center

Issue	Description
NGS-13631	When a query involving "OR" was used on the ArcSight Command Center in a multi-tenant environment, customer-specific filtering failed.

## Installation and Upgrade

Issue	Description
NGS-11761	Issuing a 'arcsight_services stop' command when all services are down resulted in a failure 10 minutes later.
NGS-9142	Under certain circumstances, arcsight_services would report inconsistent status alternating between "available" and "unavailable".

## Open and Closed Issues in ESM 6.8c

For information about open and closed issues for ESM 6.8c, see the release notes for that version.