



**Hewlett Packard**  
Enterprise

# **HPE Security ArcSight ESM Express**

Software Version: 6.9.1c Patch 4

Upgrade to RHEL 7.3 on a G9 Appliance

## Technical Note

July 7, 2017

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<b>Phone</b>	A list of phone numbers is available on the HPE Security ArcSight Technical Support Page: <a href="https://softwaresupport.hpe.com/documents/10180/14684/esp-support-contact-list">https://softwaresupport.hpe.com/documents/10180/14684/esp-support-contact-list</a>
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# Upgrade G9 Appliance to RHEL 7.3

This document provides information on how to upgrade from RHEL 7.1 or RHEL 7.2 to RHEL 7.3 on a G9 appliance.

## Verify OS Upgrade File

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

Visit the following site for information and instructions:

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

## Procedure for a Single Appliance

Use this procedure when you *do not* have the High Availability Module (HA).

1. Log in to the system as user `root`.
2. As user `root`, transfer the upgrade file to the target system in the `/tmp` partition..  
The file is:  
`esm_osupgrade_rhel73_20170621131845.tar.gz`
3. Stop all arcsight services by running the following command:  
`/etc/init.d/arcsight_services stop all`
4. From the directory where you put the archive in step 4, extract it as follows:  
`/bin/tar zxvf esm_osupgrade_rhel73_20170621131845.tar.gz`
5. Change directory:  
`cd esm-rhel73upgrade`
6. Run the following command to make the script executable:  
`chmod 0700 osupgrade`
7. Run the following command to start the upgrade:  
`./osupgrade 2>&1 | tee osupgrade.log`
8. Make sure the system is rebooted after the script completes.
9. If any ArcSight services are not restarted automatically, restart them.
10. Check the operating system version by running the following command:  
`cat /etc/redhat-release`  
The result of this command should be:

Red Hat Enterprise Linux Server release 7.3

11. Start the ArcSight Console to make sure you can log in successfully. Check a few features to make sure they are operating as expected.

The RHEL 7.3 upgrade is now complete.

## Procedure for HA Appliances

Use this procedure when you have the High Availability Module (HA) and you are upgrading the operating system on both the primary and the secondary appliances.

**Note:** Upgrade the secondary server before the primary server.

### Prepare the Two Servers: Primary and Secondary:

1. On *both* servers:
  - a. Run the following command as **root** to disable `drbd.service`:  

```
systemctl disable drbd.service
```
  - b. Verify with this command:  

```
systemctl list-unit-files --type=service |grep drbd
```

`drbd.service` is shown as disabled. Make sure to keep this disabled setting throughout the upgrade process.
2. Put the *secondary* server on standby by running this command as **root**:  

```
crm_standby -v true
```
3. Take the *secondary* server offline by running this command as **root**:  

```
service heartbeat stop
```
4. Proceed with the upgrade of the secondary server, "[Upgrade to RHEL 7.3 on the Secondary:](#)" [below](#).

### Upgrade to RHEL 7.3 on the Secondary:

1. Log in to the system as user `root`.
2. As user `root`, transfer the following three files to the `/tmp` partition:  

```
esm_osupgrade_rhel73_20170621131845.tar.gz
```

```
HA_6.9.1_Update_For_7.3OS.tgz
```

```
esm_ha_support_rpms_rhel73_2017-06-27_2.tar.gz
```
3. From the directory where you put the archive in step 2, extract `esm_osupgrade_rhel73_20170621131845.tar.gz` as follows:  

```
tar zxvf esm_osupgrade_rhel73_20170621131845.tar.gz
```
4. Change directory:  

```
cd esm-rhel73upgrade
```

5. Run the following command to make the script executable:  
`chmod 0700 osupgrade`
6. Run the following command to start the upgrade:  
`./osupgrade 2>&1 | tee osupgrade.log`
7. Make sure the system is rebooted after the script completes.
8. Check the operating system version by running the following command:  
`cat /etc/redhat-release`  
The result of this command should be:  
`Red Hat Enterprise Linux Server release 7.3`
9. From the directory where you put the archive in step 2, extract and install the HA Support RPMs using the following commands:  
`tar -zxvf esm_ha_support_rpms_rhel73_2017-06-27_2.tar.gz`  
`cd esm_ha_support_rpms_rhel73`  
`./install_ha_support_pkgs.sh`
10. From the directory where you put the archive in step 2, extract and install the HA update using the following commands:  
`tar -xvf HA_6.9.1_Update_For_7.3OS.tgz`  
`cd HA_6.9.1_Update_For_7.3OS`  
`./HAupdate.sh`  
**Note:** Allow 25 minutes or so for this step to complete.
11. Run the following command as user *root* on the secondary server to bring it online:  
`service heartbeat start`
12. Proceed to the upgrade on the primary server, "[Upgrade to RHEL 7.3 on the Primary:](#)" below.

### Upgrade to RHEL 7.3 on the Primary:

1. Log in to the system as user *root*.
2. As user *root*, transfer the following three files to /tmp partition:  
`esm_osupgrade_rhel73_20170621131845.tar.gz`  
`HA_6.9.1_Update_For_7.3OS.tgz`  
`esm_ha_support_rpms_rhel73_2017-06-27_2.tar.gz`
3. Stop all arcsight services by running the following command:  
`service arcsight_services stop all`  
**Note:** ArcSight ESM will not be available for about 25 minutes.
4. Run the following command as user *root* on the primary server to take it offline:  
`service heartbeat stop`
5. From the directory where you put the archive in step 2, extract `esm_osupgrade_rhel73_20170621131845.tar.gz` as follows:  
`/bin/tar zxvf esm_osupgrade_rhel73_20170621131845.tar.gz`
6. Change directory:  
`cd rhel73-upgrade`

7. Run the following command to make the script executable:  
`chmod 0700 osupgrade`
8. Run the following command to start the upgrade:  
`./osupgrade 2>&1 | tee osupgrade.log`
9. Make sure the system is rebooted after the script completes.
10. Check the operating system version by running the following command:  
`cat /etc/redhat-release`  
The result of this command should be:  
`Red Hat Enterprise Linux Server release 7.3`
11. From the directory where you put the archive in step 2, extract and install the HA Support RPMs using the following commands:  
`tar -zxvf esm_ha_support_rpms_rhel73_2017-06-27_2.tar.gz`  
`cd esm_ha_support_rpms_rhel73`  
`./install_ha_support_pkgs.sh`
12. Update the HA rpms to support HA on the 7.3 operating system. From the directory where you put the archive in step 2, extract and install the HA update using the following commands:  
`tar -zxvf HA_6.9.1_Update_For_7.3OS.tgz`  
`cd HA_6.9.1_Update_For_7.3OS`  
`./HAUpdate.sh`  
**Note:** Allow 25 minutes or so for this step to complete.
13. Enter this command as a fix for a Linbit bug in the 7.3 operating system for HA that causes a large delay in the transfer of services when one system in the cluster goes offline:  
`crm configure property cluster-recheck-interval=1M`  
The following messages are displayed:  
`WARNING: unrecognized CIB element <built-in function Comment>`  
`ERROR: cib-bootstrap-options: attribute expected-quorum-votes does not exist`  
Enter **y** at the prompt:  
`Do you still want to commit (y/n)? y`
14. Run the following command as user *root* on the primary server to bring it online:  
`service heartbeat start`
15. Return to the secondary server.
16. Run the following command as user *root* on the secondary server to bring it online:  
`crm_standby -D`
17. Run the following command as user *root*, (on either server) to make sure the HA status is OK:  
`/usr/lib/arc sight/highavail/bin/arc sight_cluster status`
18. If any ArcSight services are not restarted automatically restart them on the primary server (where the `/opt/arc sight` resides and you can run the command).
19. Start the ArcSight Console to make sure you can log in successfully. Check a few features to make sure they are operating as expected.

**Note:** If, after the upgrade, the disks do not connect, run `arcsight_cluster diagnose` to clear the problem.

The RHEL 7.3 upgrade is now completed on the HA environment.



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If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [arc-doc@hpe.com](mailto:arc-doc@hpe.com).

We appreciate your feedback!