

Release Notes ArcSight Logger

Version 5.3 SP1

May 30, 2013



Copyright © 2013 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Follow this link to see a complete statement of copyrights and acknowledgements:

<http://www.hpenterprisesecurity.com/copyright>

The network information used in the examples in this document (including IP addresses and hostnames) is for illustration purposes only.

This document is confidential.

Revision History

Date	Product Version	Description
05/30/13	Logger 5.3 SP1	Adding new appliance platforms and Logger for VMware.
03/08/13	Logger 5.3 SP1	5.3 SP1 release
09/27/12	Logger 5.3	5.3 GA.
01/2012	Logger 5.2 Patch 1	Patch 1 for 5.2.
12/11/11	Logger 5.2 GA	5.2 GA.
06/15/11	Logger 5.1 GA	Added a bug to the Open Issues section.
06/08/11	Logger 5.1 GA	Added the section "Information You Should Know".
05/31/11	Logger 5.1 GA	5.1 GA.
11/12/10	Logger 5.0 Patch 2	Patch 2 for 5.0.
10/12/10	Logger 5.0 Patch 1	Patch 1 for 5.0.
09/19/10	Logger 5.0 GA	First Logger - Downloadable Version release.
07/22/10	Logger 4.5 GA	Version 4.5 GA release. First software-only version option for Logger.

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

Contents

ArcSight Logger 5.3 SP1 5

 What's New in Logger 5.3 SP1 6

 Supported Platforms 7

 Supported Browsers 8

 Localization Information 8

 Logger Documentation 9

 Upgrade Paths to 5.3 SP1 10

 Upgrading to 5.3 SP1 (L6838) 11

 Known Issues 15

 Fixed Issues 16

 Open Issues 19

ArcSight Logger 5.3 SP1

These release notes provide information about the ArcSight Logger 5.3 SP1 (L6838) release. Read this document in its entirety before using a Logger installed with this release.

This document covers the following topics:

- [“What’s New in Logger 5.3 SP1” on page 6](#)
- [“Supported Platforms” on page 7](#)
- [“Supported Browsers” on page 8](#)
- [“Localization Information” on page 8](#)
- [“Logger Documentation” on page 9](#)
- [“Upgrade Paths to 5.3 SP1” on page 10](#)
- [“Upgrading to 5.3 SP1 \(L6838\)” on page 11](#)
- [“Known Issues” on page 15](#)
- [“Fixed Issues” on page 16](#)
- [“Open Issues” on page 19](#)

What's New in Logger 5.3 SP1

This section lists the new features and enhancements introduced in the Logger 5.3 SP1 release. For details of these features, see the ArcSight Logger 5.3 SP1 Administrator's Guide, available from the Protect 724 community at <https://protect724.arcsight.com>.

Logger 5.3 SP1 introduces the next-generation Logger appliance systems, L3500, L7500, and L7500-SAN. These appliances offer greater processing power and increased memory. Logger 5.3 SP1 includes the features of the Logger 5.3 release and enables Logger 5.3 to run on the new appliances. (For information specific to Logger 5.3, refer to the Logger 5.3 Release Notes, available from the Protect 724 community at <https://protect724.arcsight.com>.)

Logger is available in three form factors, as an appliance, as software, and as a virtualized image. A new VM image, Logger for VMware VM, provides Software Logger installation files and a preinstalled operating system to enable quick deployment on an ESXi server.

If you have an L3XXX model Logger (an integrated Logger and Connector Appliance), refer to the Connector Appliance 6.4 documentation for additional information about the Connector Appliance functionality.

This release includes the following enhancements:

- CEF TCP/UDP receivers source type enabled:
Source types and parsers have been added for CEF TCP and CEF UDP receivers.
- Content import/export enhanced:
Content import/export has been enhanced to include dashboards, source types, parsers, and saved searches.
- Built-in trial license added:
The software, Hyper-V, and VMware versions of Logger now include a built-in trial license.
- Search session enhanced with user information:
The Running Tasks tab now displays the user who launched the search.
- Logger events schema displayed:
You can now view information about the fields included in the Logger schema on the Default Fields tab.
- New API call, getDataforRowIds added:
This call returns the raw event data from specified row IDs.

In addition, this release introduces fixes for a number of bugs. Refer to the ["Fixed Issues" on page 16](#) section of the Release Notes for a complete list of fixes.

Supported Platforms

You can install software and Hyper-V Loggers on platforms with the hardware specifications and supported operating systems outlined below, according to the indicated deployment scenarios.

This information applies to both physical and virtual machines. Platform and installation requirements for Logger on VMware are available in the Logger for VMware VM Quick Start Guide.



The sum of memory configurations of the active VMs on a VM server must not exceed the total physical memory on the server.

Specification	Details
Supported Operating Systems	<ul style="list-style-type: none"> Red Hat Enterprise Linux (RHEL) versions 6.2 and 5.5, 64-bit Oracle Enterprise Linux (OEL) version 5.5, 64-bit CentOS version 6.2, 64-bit <p>For the Downloadable Version and VM Instances</p> <ul style="list-style-type: none"> CPU: 1 or 2 x Intel Xeon Quad Core or equivalent Memory: 4 - 12 GB (12 GB is recommended) Disk Space: 10 GB (minimum) <p>For the Enterprise Version</p> <ul style="list-style-type: none"> CPU: 2 x Intel Xeon Quad Core or equivalent Memory: 12 - 24 GB (24 GB is recommended) Disk Space: 65 GB (minimum)
CPU, Memory, and Disk Space	<p>For the Hyper-V Version</p> <ul style="list-style-type: none"> CPU: 1 Intel Xeon Quad Core or equivalent (4 processors) Memory: 12 GB (for trial version); 18 GB (for a production-level system; up to 12 GB physically allocated) Disk Space: 40 GB for Logger software plus at least 8 GB for data Host OS: The Logger VM should be installed on a Windows Server 2008R2 instance that has Hyper-V enabled. <p>NOTES:</p> <ul style="list-style-type: none"> The disk space needs to be on the partition where you will install the Logger software. Using NFS as primary storage for events on the software Logger is not recommended.
Other Applications	For optimal performance, make sure no other applications are running on the system on which you install Logger.

For a detailed capacity-planning guide, see the Capacity Planning for Software Version of Logger document that is available for download from the Protect 724 Community at <https://protect724.arcsight.com>.

Supported Browsers

These browsers are supported for accessing Logger 5.3 SP1:

- **Firefox:** Versions 12 and 13
- **Internet Explorer:** Versions 8 and 9



For Internet Explorer browsers, make sure that:

- You turn on Compatibility View if you use IE 9 to ensure that Logger user interface displays correctly.
- The SSLv3 or TLSv1 option is enabled to access the software Logger user interface. If none of these options is enabled, you will not be able to connect to the software Logger.

To access the SSLv3 and TLSv1 settings, in your IE browser, click Tools > Internet Options > Advanced > Scroll down to locate SSL 3.0 and TLS 1.0 under the Security section.

An Adobe Flash Player plug-in is required on these browsers for some of the features, such as Histogram and charts, to work.

Localization Information

Localization support for these languages is available for Logger:

- Japanese
- Traditional Chinese
- Simplified Chinese

You can either install Logger in one of the above languages as a fresh install or upgrade an existing English installation to one of these languages.

You can change the locale when installing Logger or before upgrading to Logger 5.3 SP1. Once set, the locale cannot be changed. If the locale is not set, a banner message on your Logger UI is displayed. If you have not yet configured the locale, you can do so from the Locale page under the System Admin tab.

Known Limitations

The following are the currently known limitations in the localized versions of Logger:

- A Logger running on L3XXX model does not support the integrated Connector Appliance functionality in the localized language.
- Some Logger user interface sections are not localized. For example, the following sections are available in English only:
 - ◆ Reboot
 - ◆ Network
 - ◆ License & Update
 - ◆ CIFS
 - ◆ NFS

- ◆ RAID controller
- ◆ SSL Server Certificate
- ◆ Authentication
- ◆ Summary
- ◆ Dashboards
- ◆ Field Summary, on the Search Results page
- Only ASCII characters are acceptable for full-text search and the Regex Helper tool.
- A Logger user cannot have a login name that contains native characters. That is, the Login field on the Add User page does not accept native characters.
- Reports are localized for Japanese only.
- The Report Parameter (Reports > Parameters) and the Template Style (Reports > Templates) fields do not accept native characters.
- The Certificate Alias field for ESM Destinations (Configuration > Event Input/Output > Certificates) cannot contain native characters. Use only ASCII characters in the Certificate Alias field.

Logger Documentation

The following documentation is available for this release:

Logger Administrator's Guide — Available for download from the ArcSight Product Documentation community at <https://protect724.arcsight.com>. This information is also accessible from the integrated online Help.

Logger Online Help — Integrated in the Logger product and accessible through the user interface. Click Help on any Logger user interface page to access context-sensitive Help for that page. This information is also accessible from the Logger Administrator's Guide.

Logger Web Services API Guide — Available for download from the ArcSight Product Documentation community at <https://protect724.arcsight.com>.

Logger Getting Started Guide — Applicable for new Logger appliance installations. Provides information about connecting the Logger appliance to your network for the first time and accessing it through a web browser. A printed copy of this guide is packaged with the Logger appliance. Also available for download from the ArcSight Product Documentation community at <https://protect724.arcsight.com>.

Logger Downloadable Version Quick Start Guide — Applicable for new software Logger Downloadable Version installations. Provides a high-level understanding of how Logger works and helps you install the Downloadable version. Available for download from the ArcSight Product Documentation community at <https://protect724.arcsight.com>.

Logger for Hyper-V Quick Start Guide — Applicable for installing Logger on a Hyper-V instance. Provides a high-level understanding of Logger and helps you install it on Hyper-V. Available for download from the ArcSight Product Documentation community at <https://protect724.arcsight.com>.

Logger for VMware VM Quick Start Guide — Applicable for installing Logger on VMware VM. Provides a high-level understanding of Logger and helps you install it on VMware. Available for download from the ArcSight Product Documentation community at <https://protect724.arcsight.com>.

Upgrade Paths to 5.3 SP1

The following table lists the upgrade paths available to Logger 5.3 SP1.

Upgrade Paths to 5.3 SP1	
Logger Appliance	
Most common upgrade paths	3.0 GA (L3308) -> 3.0 SP1 (L3393) -> 4.0 SP1 Patch 1 (L_2c-4265) -> 4.5 GA (L4892) -> 5.0 Patch 2 (L5355) -> 5.1 GA (L5887) -> 5.2 Patch 1 (L6307) -> 5.3 GA (L6684) -> 5.3 SP1 (L6838)
Other upgrade paths	<ul style="list-style-type: none"> 3.0 SP1 Patch 1 (L3406) -> 4.0 SP1 Patch 1 (L_2c-4265) -> Follow the upgrade path as described in the "Most common upgrade path" 4.0 GA (L4105) -> 4.0 SP1 Patch 1 (L_2c-4265) -> Follow the upgrade path as described in the "Most common upgrade path" 4.0 SP1 (L4248) -> 4.0 SP1 Patch 1 (L_2c-4265) -> Follow the upgrade path as described in the "Most common upgrade path" 5.0 Patch 1 (L5215) -> 5.0 Patch 2 (L5355) -> Follow the upgrade path as described in the "Most common upgrade path" 5.0 Patch 3 (L5414) -> 5.1 GA -> Follow the upgrade path as described in the "Most common upgrade path" 5.2 HotFix (L6295) -> 5.2 Patch 1 (L6307) -> Follow the upgrade path as described in the "Most common upgrade path" 5.2 GA (L6288) -> 5.3 GA (L6684) -> 5.3 SP1 (L6838)
Software Logger	
Most common upgrade paths	5.0 GA (L5139) -> 5.0 Patch 2 (L5355) -> 5.1 GA (L5887) -> 5.2 Patch 1 (L6307) -> 5.3 GA (L6684) -> 5.3 SP1 (L6838)
Other upgrade paths	<ul style="list-style-type: none"> 5.0 Patch 1 (L5215) -> 5.0 Patch 2 (L5355) -> Follow the upgrade path as described in the "Most common upgrade path" 5.2 HotFix (L6295) -> 5.2 Patch 1 (L6307) -> Follow the upgrade path as described in the "Most common upgrade path" 5.2 GA (L6288) -> 5.3 GA (L6684) -> 5.3 SP1 (L6838)
Notes	
<ul style="list-style-type: none"> If you need to upgrade a 3.0 GA or earlier Logger, refer to the release notes of the version you are upgrading to or contact HP Support. You cannot upgrade the 4.5 GA installation of software Logger. The following Logger appliance releases were interim versions that you should not upgrade to any longer: 3.0 Patch 1 (L3353), 4.0 SP1 (L4248), 5.0 Patch 1 (L5215). Instead, upgrade to the closest release version listed in the Most Common Upgrade Paths above. Logger 5.0 Patch 3 release is only available on some Logger appliances shipping from HP. Upgrades to Logger 5.3 SP1 for Hyper-V are not supported. 	

Upgrading to 5.3 SP1 (L6838)

This section includes upgrade information for the Logger Appliance, Software Logger, and Logger for Hyper-V.

- “Logger Appliance” on page 11
- “Software Logger” on page 12
- “Logger for Hyper-V” on page 14

Logger Appliance

Refer to the “[Upgrade Paths to 5.3 SP1](#)” on page 10 section for the supported upgrade paths for your Logger.



Note

To determine your current Logger version, hover the mouse over the ArcSight logo in the upper left of the screen. On a Logger appliance, you can also click the **System Admin** tab, then click **License & System Update** and look for the `arcsight-logger` component.

Prerequisite

Back up your configuration before and after upgrading to this release. For instructions on backing up your Logger configuration, refer to the Logger Administrator's Guide for the Logger version you are currently running.

Upgrade Instructions

To upgrade your Logger appliance:

- 1 Download the `logger-6838.enc` file from the HP Customer Support site at <http://support.openview.hp.com> to a computer from which you connect to the Logger UI.
- 2 Click **System Admin > License & Update**.
- 3 Browse to the `logger-6838.enc` file you downloaded in the previous step and click **Upload Update**. The ArcSight Appliance Update page displays the update progress.

Once the upgrade is complete, Logger reboots automatically.



Note

If you encounter a page that asks to upload a license and set the timezone at this stage, contact HP ArcSight Customer Support for assistance.

Multi-pathing considerations for SAN Logger upgrades

SAN Multipath support was enabled in Logger 5.1. This functionality is configured at the time of Logger initialization before attaching the LUN to the Logger. However, if you are an existing Logger SAN customer, upgrading from Logger 5.1 or an earlier release, and want to enable this functionality on your existing single-path LUN, follow the instructions in this section to convert the LUN. Once you have converted to a multipath LUN, you cannot revert the changes. If the multipath conversion does not succeed or another circumstance requires you to revert to single path, contact HP ArcSight Customer Support for assistance.

To convert a single path LUN to multipath:

- 1 Upgrade your Logger appliance to version 5.1 or later.
- 2 After a successful upgrade, connect to your Logger using SSH, as described in “Connecting to Logger Using SSH” in the ArcSight Logger 5.3 SP1 Administrator's Guide.
- 3 Run these commands:

```
cd /opt/arcsight/aps/mpath
./mpath_prepare.sh
```

- 4 Connect the second fiber cable to the second port on the HBA card.
- 5 Create the `multipath.conf` file for your SAN.

The contents of this file will vary depending on your SAN vendor and configuration. The Logger user interface includes a default multipath configuration for EMC Clariion SANs that can be used as a starting point to populate the `multipath.conf` file. However, consult your SAN documentation for information specific to your setup and environment.

To view the default multipath configuration for EMC Clariion SAN, connect to the Logger UI, go to System Admin > Multipath, copy the configuration from the UI, and then paste the copied configuration in the `/opt/arcsight/aps/mpath/multipath.conf` file.

- 6 Run this command:

```
./mpath_test.sh <path_to_your_multipath.conf>
```

Review the output of the test command to ensure that multipath devices that will be created are listed at the bottom of the output.

- 7 If test output is not correct, repeat steps 5 and 6 until the multipath devices are correctly listed.
 - 8 Run this command:
- ```
./mpath_enable.sh <path_to_your_multipath.conf>
```
- 9 Reboot your appliance.

## Software Logger

Refer to the “[Upgrade Paths to 5.3 SP1](#)” on page 10 section for the supported upgrade paths for your Logger.



To determine your current Logger version, hover the mouse over the ArcSight logo in the upper left of the screen. On a Logger appliance, you can also click the **System Admin** tab, then click **License & System Update** and look for the `arcsight-logger` component.

---

## Prerequisite

Back up your configuration before and after upgrading to this release. For instructions on backing up your Logger configuration, refer to the Logger Administrator's Guide for the Logger version you are currently running.

## Upgrade Instructions

### To upgrade your software Logger:

- 1 Ensure that you are logged in with the same user name as the one used to install the previous version of software Logger.

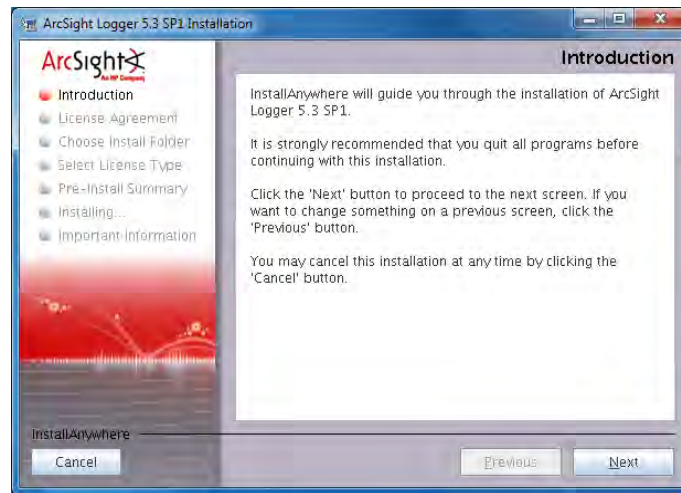
- 2 Download the 5.3 SP1 software Logger upgrade file.

- 3 Run these commands from the directory where you copied the Logger software:

```
chmod +x ArcSight-logger-5.3.1.6838.0.bin
```

```
./ArcSight-logger-5.3.1.6838.0.bin
```

- 4 The installation wizard launches, as shown in the following figure. This wizard also upgrades your software Logger installation. Click **Next**.



- 5 You can click **Cancel** to exit the installer at any point during the upgrade process.



Do not use the Ctrl+C to close the installer. If you use Ctrl+C to exit the installer and then uninstall Logger, uninstallation may delete your /tmp directory.

- 6 The License Agreement screen is displayed. Scroll to the bottom of the license agreement to review the agreement and enable the "I accept the terms of the License Agreement" button.

- 7 Select **I accept the terms of the License Agreement** and click **Next**.

- 8 If Logger is currently running on this machine, an Intervention Required message is displayed. Click **Continue** to stop all current Logger processes and proceed with the installation, or click **Quit** to exit the installer.

The installer stops the running Logger processes and checks for other installation prerequisites. A message is displayed asking you to wait. Once all Logger processes are stopped and the checks complete, the next screen is displayed.

- 9 Navigate to or specify the location where you want to install Logger. By default, the /opt directory is specified.
- 10 If there is not enough space to install the software at the location you specify, a message is displayed. To proceed with the installation, specify a different location or

make sufficient space at the location you specified. Click **Back** to specify another location or **Quit** to exit the installer.

- 11** If Logger is already installed at the location you specify, a message is displayed. Click **Upgrade** to continue or **Back** to specify another location.



**Note**

When you upgrade an existing installation, the upgraded Logger has access to the data store of the previous version. However, if you install Logger in a new location, it is the equivalent of installing a fresh instance of Logger, which will not have access to the data store of the previous version.

---

- 12** Review the pre-install summary and click **Install**.

Installation may take a few minutes. Please wait. Once installation is complete, the next screen is displayed.

- 13** Click **Next** to initialize Logger components.

Initialization may take a few minutes. Please wait. Once initialization is complete, the next screen is displayed.

- 14** Click **Next** to upgrade Logger.

The upgrade may take a few minutes. Please wait. Once the upgrade is complete, Logger starts up and the next screen is displayed.

- 15** Click **Done** to exit the installer.

- 16** You can now connect to the upgraded Logger.

## Logger for Hyper-V

To run Logger for Hyper-V 5.3 SP1, you must make a fresh install. Upgrades are not supported. Refer to the Logger 5.3 SP1 Quick Start Guide for Hyper-V and the Logger 5.3 SP1 Administrator's Guide for instructions and information.

## Known Issues

### Global Summary Persistence

There is a known issue with the new Global Summary Persistence functionality in Logger 5.3. This feature is designed to persist the statistics reported in the global summary section of Logger through a reboot. In some environments, disk space or server memory may be affected due to this feature.

This release turns off the Global Summary Persistence functionality. As soon as possible, after upgrading to Logger 5.3 SP1, enter system maintenance mode and defragment the Global Summary table. Refer to the Logger 5.3 SP1 Administrator's Guide for instructions.

### Upgrading Containers on Integrated Connector Appliance

On models with an integrated Connector Appliance (L3X00), you should be aware of the following issues:

- Upgrading containers to SmartConnector build 6.0.1.6574 is not supported. Do not upgrade to SmartConnector build 6.0.1.6574. Instead, upgrade to SmartConnector build 6.0.2.6627 or later.
- The Model and Version columns on the Hosts page display the value "Unknown". This issue exists on the local host as well as when the integrated Connector Appliance is remotely managed from another appliance, and will prevent remote appliance upgrade. To resolve these issues, upgrade Container 1 to SmartConnector build 6.0.2.6627 or later.

For instructions on how to upgrade a container, refer to the ArcSight Connector Appliance Administrator's Guide.

### Kernel Warning Message During Boot

The following message is displayed during the initial startup screen of Red Hat Linux on Logger L3500, L7500, and L7500-SAN:

```
[Firmware Bug]: the BIOS has corrupted hw-PMU resources
```

A message similar is posted to the dmesg file. These messages do not affect the functionality or performance of the operating system or the server and can be safely ignored. For more information, refer to the HP Customer Advisory document at: <http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c03265132&lang=en&cc=us&taskId=101&prodSeriesId=4268690&prodTypeId=3709945>

## Fixed Issues

Logger 5.3 SP1 includes the fixes listed in the following tables.

### Configuration

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11572 | <p>The Logger Administrator's guide did not account for Hyper-V installations in its description of backup and restore.</p> <p>FIX: Updated the Backup and Restore section of the Logger Administrator's Guide to account for Hyper-V installations.</p>                                                                                                                                                                                                                             |
| LOG-11466 | <p>The Logger server was having out of memory issues due to the Global Summary persistence feature.</p> <p>Understanding: There is a known issue with the new Global Summary Persistence functionality in Logger 5.3 GA. Refer to the Known Issue section for more information.</p> <p>FIX: Logger 5.3 SP1 turns off the Global Summary Persistence functionality. Therefore, after installing or upgrading to this release, the Logger server will no longer run out of memory.</p> |
| LOG-11459 | <p>Exporting a Configuration Backup to a system that issues a SCP password prompt that does not contain a space after the colon caused the Expect script to fail.</p> <p>FIX: The expect script now recognizes the SCP password prompt whether or not a space exists after the colon.</p>                                                                                                                                                                                            |
| LOG-11451 | <p>Logger product documentation did not explicitly state disaster recovery options.</p> <p>FIX: The Logger Administrator's Guide now tells users that Configuration Backups (for configuration settings) and remote Event Archives (for data) are essential for data recovery and must be run regularly.</p>                                                                                                                                                                         |
| LOG-11283 | <p>Prior to Logger 5.3 SP1, there was no way for the user to determine the length of Logger's default schema fields.</p> <p>FIX: Logger now includes a new Defaults Fields page, under the Configuration &gt; Search menu, that provides the default schema's field information, including the length.</p>                                                                                                                                                                           |
| LOG-9672  | <p>The Logger Administrator's Guide stated that the Database Defragmentation Manual Deletion option does not apply to "L7100" series models. However, this option is not available in the entire L7XXX series.</p> <p>FIX: Updated the documentation to indicate that the option does not apply to the entire L7XXX series.</p>                                                                                                                                                      |
| LOG-4761  | No audit event was recorded when new devices were added to Logger.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| TTP#60646 | FIX: Logger now records audit events when new devices are added.                                                                                                                                                                                                                                                                                                                                                                                                                     |

### Dashboards

| Issue     | Description                                                                                                                                                                                                                                              |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11697 | <p>The Logger Administrator's guide had incorrect information about the privileges necessary to edit and delete private dashboards.</p> <p>FIX: Corrected the information about the privileges for managing Dashboards in the Administrator's Guide.</p> |



| Issue     | Description                                                                                             |
|-----------|---------------------------------------------------------------------------------------------------------|
| LOG-5589  | The Monitor page did not display subtotals for receivers and forwarders.                                |
| TTP#65378 | FIX: Logger now includes aggregated totals in the receivers and forwarders panels on the Monitors page. |

## General

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11388 | <p>On Logger SAN appliances, the internal events disk:101 (Root Disk Space Remaining) and disk:104 (Disk Space Remaining) would sometimes be generated three times every 10 minutes for the root (/) partition.</p> <p>FIX: Logger has been updated to correct this behavior. The disk:101 event is now (correctly) generated only once every 10 minutes for the root partition.</p> |
| LOG-11359 | <p>The Logger Administrator's Guide did not include the Account Locked event.</p> <p>FIX: Updated the list of Platform Events in the Logger Administrator's Guide and added the Account Locked event.</p>                                                                                                                                                                            |

## System Admin

| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11262             | <p>Prior to Logger 5.3 SP1, it was not possible to configure users with an email address in a non-standard domain, such as loggeruser@smtp.mycompany.</p> <p>FIX: Logger has been updated to allow all syntactically valid email addresses.</p>                                                                                                                                                           |
| LOG-10394             | <p>Prior to Logger 5.3 SP1, it was not possible to configure SMTP servers with a non-standard domain name, such as smtp.mycompany.</p> <p>FIX: Logger has been updated to allow all syntactically valid SMTP server addresses.</p>                                                                                                                                                                        |
| LOG-7904              | <p>Creating a new user would sometimes fail with the message "Failed to Create User". This message does not explain why the user creation failed.</p> <p>FIX: Logger now provides error messages that give some information regarding why the user could not be created.</p>                                                                                                                              |
| LOG-7436              | <p>Prior to Logger 5.3 SP1, if a user account was locked because the user had entered their password incorrectly too many times, the user's account remained locked until the end of the specified lockout period, even after an administrator reset the user's password manually.</p> <p>FIX: When a user's password is changed manually, Logger now unlocks the associated user account right away.</p> |
| LOG-5253<br>TTP#63608 | <p>Prior to Logger 5.3 SP1, if Logger was configured to require users to change their passwords every X number of days, that setting applied to all Logger users.</p> <p>FIX: Logger now includes the ability to exempt specified user accounts from password expiration, while still requiring other users to change their password every X number of days.</p>                                          |

## Upgrade

| Issue     | Description                                                                                                                                                                                                                                              |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11471 | Upon accessing Logger after upgrading to Logger 5.3, users were presented with a screen prompting them to perform initial Logger configuration.<br><br>FIX: The product has been updated to ensure that this screen is not shown on upgraded Loggers.    |
| LOG-11470 | After upgrading Logger, the System Admin tab was sometimes unavailable.<br><br>FIX: The product has been updated to correct this issue.                                                                                                                  |
| LOG-11456 | After upgrading to Logger 5.3, using Internet Explorer to access a Logger configured to use Client-Certificate authentication was noticeably slower than it was with Logger 5.2.<br><br>FIX: Corrected the configuration error that caused the slowness. |
| LOG-11368 | Upgrading from Logger 5.2 to 5.3 reset Report Configuration.<br><br>FIX: The Report Configuration is now properly maintained across upgrades.                                                                                                            |

## Open Issues

Logger 5.3 SP1 includes the open issues listed in the following tables. Use the noted workaround where one is available.

### Analyze/Search

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11299 | <p>If you uncheck the Rerun query option when exporting search results of a search performed on peer Loggers, the export operation might fail.</p> <p>Workaround: The Rerun query option is checked by default. Do not uncheck it when exporting results of a search performed on peer Loggers.</p>                                                                                                                                                                                                                                                                                                                                                                                           |
| LOG-11294 | <p>When a user defined rex field name contains a space, an error message shows up and the field summary is not displayed.</p> <p>Understanding: The rex operator does not support spaces in user defined field names.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                               |
| LOG-11225 | <p>When using the Auto Complete feature on the Search page, if the query has a double quote followed by bracket (i.e. "[), then the query inserted by the Auto Complete cannot be executed because of incorrectly escaped quotes and backslashes.</p> <p>Workaround: Remove the backslash followed by a double quote on both sides of the string. For example, if the query inserted by the Auto Complete is "[opt/mnt/soft/logger_server.log.6] successfully.\"", then after removing them, the query becomes "[opt/mnt/soft/logger_server.log.6] successfully."</p> <p>This workaround can be also used for the double quote followed by any special character such as "\ " / "[ " ] ",</p> |
| LOG-10130 | <p>The Fields command leaves the field name even though all the values from that field are removed. Therefore, an empty column appears in the search results with the &lt;fieldname&gt; as the title.</p> <p>Workaround: Make sure you use the CEF operator to define the field before using the FIELDS operator. Doing so ensures that the field and its associated values are removed.</p>                                                                                                                                                                                                                                                                                                  |
| LOG-10126 | <p>When using the replace operator, if the "from" string is included in the replacement string, the "from" string will be replaced twice. For example, the following command, when run against the data "john smith" will result in "johnnyny smith":</p> <p>  replace "*john*" with "*johnny"</p> <p>Workaround: None available at this time.</p>                                                                                                                                                                                                                                                                                                                                            |
| LOG-9420  | <p>When using the search term "transaction" on data that was received out of order, the duration may appear to be negative.</p> <p>Workaround: Include the term "sort _eventTime" before the transaction term.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| LOG-8760  | <p>Currently, only one search operation per browser can be run on Logger at any time.</p> <p>Workaround: For Firefox, use the add-on called Multifox, available at <a href="http://br.mozdev.org/multifox/">http://br.mozdev.org/multifox/</a>. For Internet Explorer, create multiple DNS entries in the hosts file for the same IP address so that you can run different sessions at the same time.</p>                                                                                                                                                                                                                                                                                     |

| Issue    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-8751 | <p>When search results are exported, the "Fields" field may be empty.</p> <p>Workaround: Although this situation does not occur consistently, if it does occur, ensure that All Fields is selected in the "Fields" field set on the Search Results page. Then, click Export Results.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| LOG-8484 | <p>The stdev function in the chart operator does not work when operating on data that has more than 10 digits. The result of this computation will display a blank field.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| LOG-8076 | <p>The Regex Helper tool does not support native characters, such as Traditional Chinese characters.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| LOG-8003 | <p>When a search operation is run using the Web Services API and the search results contain binary data, the search operation generate the following exception: "Unexpected EOF; was expecting a close tag for element &lt;ns1:data&gt;".</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| LOG-7864 | <p>The time in several fields is not in human readable format when exported. These fields include deviceReceiptTime, startTime, endTime, and agentReceiptTime.</p> <p>Understanding: Logger records time field values in UNIX epoch format (long values).</p> <p>Workaround: Use an epoch formula in Excel to convert the time value from epoch time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| LOG-7758 | <p>When the eval operator is used after the chart operator, the chart results do not match the results in the table (i.e. No bar will be shown for the column added by the eval).</p> <p>Workaround: Since the eval used after the chart operator creates this issue, use the eval before the chart operator if possible.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| LOG-7651 | <p>On the Internet Explorer browser, data is truncated in the Advanced Search calendar popup window. This issue affects users' ability to select a date using the date picker (icon) when setting CCE rules in the Advanced Search feature. When a user clicks the date picker, the calendar widget that comes up is not wide enough to display the full calendar content, truncating columns with the latter days of the week. This issue does not happen on Firefox. When a user navigates along the top menu: Analyze &gt; Search, the hyperlink labeled "Advanced Search" brings up the CCE. Entering a rule based on a field that represents a date presents the date picker in the Condition field.</p> <p>Workaround: Use the Tab key to scan along the part of the calendar that is initially hidden, then use Shift+Tab to scan back in the other direction.</p> |

| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-7099              | <p>When values for user fields such as sourceUserId, sourceUserName, destinationUserId, and cs1 contain "\n" character, the search results are not displayed correctly.</p> <p>Understanding: The current software interprets a value that contains "\n" as a newline character. For example, user name "nancy" in example domain, "example\nancy", is interpreted as "example[newline]ancy".</p> <p>Workaround: Disable the multi-line feature by adding the following properties to /user/logger/logger.properties. The following examples use the default values.</p> <ul style="list-style-type: none"> <li>- To on/off the multiline support<br/>search.multiline.fields.supported=true</li> <li>- To on/off the \n and \t support<br/>search.double.backslash.newlines.supported=false</li> <li>- To on/off the DOS/Windows path support for CEF and/or syslog<br/>search.keep.windows.path.cef=true<br/>search.keep.windows.path.syslog=true</li> </ul>                                                                                                                                                                                        |
| LOG-7046              | <p>On a software Logger, the time displayed on the histogram might not match the event time. This behavior is observed when the /etc/localtime file is not symbolically linked to the correct timezone.</p> <p>Workaround: Make sure that the /etc/localtime file is symbolically linked to the correct timezone in the /usr/share/zoneinfo file as shown in the following example. Then, restart the system on which software Logger is installed.</p> <pre>sudo ln -s /usr/share/zoneinfo/&lt;timezone&gt; /etc/localtime</pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| LOG-6965              | <p>When the time change due to Daylight Savings Time (DST) takes place, the following issues are observed on Logger:</p> <ul style="list-style-type: none"> <li>- The 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram.</li> <li>- The histogram displays no events from 1 a.m. to 2 a.m. DST even though the Logger received events during that time period.</li> <li>- The events received during 1 a.m. to 2 a.m. DST are displayed under the 1 a.m. to 2 a.m. standard time bucket, thus doubling the number of events in the histogram bucket that follows an empty bucket.</li> <li>- Because the 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram, the bucket labels might seem out of order. That is, 1:59:00 a.m. in DST may be followed by 1:00:00 in standard time on the histogram.</li> <li>- If the end time for a search falls between 1 a.m. and 2 a.m., all of the stored events might not be returned in the search results.</li> </ul> <p>Workaround: To ensure that all events are returned, specify an end time of 2:00:01 or later.</p> |
| LOG-6273<br>TTP#69023 | <p>When search results are exported, the time elapsed to export the events is not displayed.</p> <p>Workaround: For the search elapsed time, please refer to the elapsed time shown in the stats on the search page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-6199<br>TTP#68780 | <p>When the time change due to Daylight Savings Time (DST) takes place, the following issues are observed on Logger:</p> <ul style="list-style-type: none"><li>- The 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram.</li><li>- The histogram displays no events from 1 a.m. to 2 a.m. DST even though the Logger received events during that time period.</li><li>- The events received during 1 a.m. to 2 a.m. DST are displayed under the 1 a.m. to 2 a.m. standard time bucket, thus doubling the number of events in the histogram bucket that follows an empty bucket.</li><li>- Because the 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram, the bucket labels might seem out of order. That is, 1:59:00 a.m. in DST may be followed by 1:00:00 in standard time on the histogram.</li><li>- If the end time for a search falls between 1 a.m. and 2 a.m., all of the stored events might not be returned in the search results.</li></ul> <p>Workaround: To ensure that all events are returned, specify an end time of 2:00:01 or later.</p> |
| LOG-5958<br>TTP#67643 | <p>When a field is removed from the Selected Fields list in the Customize FieldSet Editor, the field might not be displayed in the available fields list.</p> <p>Workaround: This only happens if you use the &lt; - arrow to remove the field. If you double click on it, it will go back to the correct list.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| LOG-5181<br>TTP#63055 | <p>Search results are not highlighted for values that match the IN operator in a query.</p> <p>Workaround: None at this time. Highlighting works if there's only 1 item in the square brackets. As soon as there's more than 1, no highlighting occurs.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| LOG-4888<br>TTP#61139 | <p>When the Color Block View in the Search Builder tool (accessed using the Advanced Search link on the main Search page) is used to build a query with only one condition, the following warning is displayed: "Failed to construct a legal query, please check your query elements and try again!" Additionally, once this warning is displayed, you cannot switch to Tree View to build a single condition query.</p> <p>Workaround: Right-click and delete the starting "AND" condition that Logger enters. Then, enter the condition into the grid. Alternatively, you can also right-click on the "undefined" node that remains after you delete "AND", then select the option to add a new condition.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| LOG-4775<br>TTP#60716 | <p>The user interface for the Advanced Search link (on the Search page) to create a query is not intuitive about how to enter a keyword (full-text) term.</p> <p>Understanding: To specify a keyword (full-text search), use the full-text field under the Name column. This field is displayed at the bottom of the pane.</p> <p>Workaround: If you do not see the full-text search field, scroll down.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-4329<br>TTP#59612 | <p>The full-text (keyword) search cannot find events that contain an IP or a MAC address that is prefixed with an equal to (=) character in the actual event. For example, these full-text queries will not locate the following event.</p> <p>Query 1: "ff:ff:ff:ff:ff:ff:00:02:2d:0c:6f:d4:08:00"</p> <p>Query 2: "192.168.10.153"</p> <p>Query 3: "192.168.10.255"</p> <p>&lt;166&gt;Sep 9 14:48:22 beach kernel: Killed bad<br/>incoming packet: IN=eth1 OUT=<br/>MAC=ff:ff:ff:ff:ff:ff:00:02:2d:0c:6f:d4:08:00<br/>SRC=192.168.10.153 DST=192.168.10.255 LEN=229</p> <p>Workaround: This problem only occurs for a very small number of devices, which use this particular format. The workaround is to search for the term/word that precedes the equal to (=) character in the event followed by the IP address or MAC address. For example: search for "SRC=192.168.10.153" when looking for 192.168.10.153 and "DST=192.168.10.255" when looking for 192.168.10.255. Alternatively, you could run these data through a SmartConnector to convert to CEF format. Then run either a full text or field based search.</p> |
| LOG-2325<br>TTP#48498 | <p>The hits count on the Alerts page (Analyze &gt; Alerts) is not accurate.</p> <p>Workaround: None at this time. Currently, there is no way to know the correct hits count on the Alert page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| LOG-1384<br>TTP#42662 | <p>The Save to Logger operation overwrites an existing file of the same name.</p> <p>Workaround: Use unique file names when using the Save to Logger operation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

## ArcSight Console

| Issue    | Description                                                                                                                                                                                                                                                                                             |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-9025 | <p>When running Logger from an ESM console, a Logger quick search using One-Time Password (OTP) in the embedded browser fails after a Logger session has been inactive for 'Logger Session Inactivity Timeout', (default is 15 minutes.)</p> <p>Workaround: Use an external browser to see results.</p> |

## Configuration

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                               |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11691 | <p>On L7500 appliances, after you finish the initial configuration and click Save, the Logger may fail to reboot automatically. It will continue to display "Configuring".</p> <p>Workaround: If the display does not change from "Configuring" to "Rebooting" and then show the Login dialog box within 20 minutes, then refresh the page. This will cause a reboot.</p> |
| LOG-11263 | <p>When new custom fields are added in the maintenance mode, no maintenance results for them will be added.</p> <p>Workaround: There is no workaround for this issue.</p>                                                                                                                                                                                                 |
| LOG-11261 | <p>When new custom fields are added in the maintenance mode, no audit event will be recorded.</p> <p>Workaround: There is no workaround for this issue.</p>                                                                                                                                                                                                               |

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11176 | <p>When you enable a receiver, Logger does not validate the RFS mount it referenced.</p> <p>Workaround: Make sure the RFS mount is valid by clicking edit button for this receiver. Alternatively, check the Admin page.</p>                                                                                                                                                                                                                                                                                                                                         |
| LOG-10605 | <p>The Source Types tab (Configuration &gt; Event Input &gt; Source Types) is not visible for non-admin users.</p> <p>Workaround: Add 'Read Only Default Admin Group' privileges to the user.</p>                                                                                                                                                                                                                                                                                                                                                                    |
| LOG-10581 | <p>When a parser associated with a Source Type and Folder Follower Receiver is deleted, no warning message is displayed indicating the dependency.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                         |
| LOG-10353 | <p>High incoming event rates can have an effect on the indexing rate of the Logger.</p> <p>Workaround: If you notice that indexing is falling behind, decrease the incoming event rates.</p>                                                                                                                                                                                                                                                                                                                                                                         |
| LOG-10058 | <p>Sending events targeted to an IPv6 address on Logger is not supported. The system state is unknown once it happens.</p> <p>Workaround: Restart the "receiver" process.</p>                                                                                                                                                                                                                                                                                                                                                                                        |
| LOG-10056 | <p>You may get a duplicate device name if a receiver was removed and a new one was created with the same name as old one. When you search on this device, Logger uses the old device and you will not be able to search on the new device.</p> <p>Workaround: To avoid this problem, do not create receivers with same names as any deleted receivers.</p>                                                                                                                                                                                                           |
| LOG-9658  | <p>If you have already increased your storage volume to the maximum limit allowed by your license, and you attempt to increase the volume further, the error message displayed is incorrect. Instead of notifying you that you have reached the limit of your license the message says: "Sufficient free space is not available to increase the storage volume size. To restore normal Logger operation, click Restart".</p> <p>Workaround: Click Restart. No further action is required. However, if you need to increase the storage limit, please contact HP.</p> |
| LOG-9498  | <p>Logger only parses syslog headers that are in the format specified by RFC3164 (traditional syslog headers). Newer syslog header formats specified by RFC3339 (syslog-ng headers) are not supported.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                     |
| LOG-9305  | <p>Connectors send values of date/time-type fields in the following format:<br/>07/09/0169 09:57:35.000 PST</p> <p>Understanding: This is a format that Logger does not understand. It expects time field values to be in epoch format (long values).</p> <p>Workaround: Convert the time value into epoch time for Logger to be able to process them correctly.</p>                                                                                                                                                                                                 |
| LOG-8801  | <p>Sometimes after changing the Event Archive mount locations, manually created archives may show an "Invalid Mount" message.</p> <p>Workaround: Refresh the page to clear this message.</p>                                                                                                                                                                                                                                                                                                                                                                         |
| LOG-8790  | <p>When the community string contains non-ASCII characters, the SNMP trap sent out has "??" in the community field.</p> <p>Understanding: This is a UI issue and does not affect SNMP authentication on Logger.</p> <p>Workaround: Avoid using non-ASCII characters in the community string.</p>                                                                                                                                                                                                                                                                     |



| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-8194              | <p>After restoring logger from backup configuration, the CIFS share failed to mount because the user name and password fields were empty.</p> <p>Workaround: Edit the setting of the CIFS share and re-enter the username and password.</p>                                                                                                                                                                                                                                                                                                                                                                            |
| LOG-7445              | <p>If the Archive Settings are changed from one mount point to another, the archives created after the mount point was changed may not display. In that case, the following error message is displayed: "Could not find an archive."</p> <p>Workaround: Use Ctrl-F5 to perform a hard refresh of your browser window.</p>                                                                                                                                                                                                                                                                                              |
| LOG-6786              | <p>Events may be missed when a receiver on Logger is disabled.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| LOG-6209<br>TTP#68824 | <p>If the Finished Tasks page (Configuration &gt; Scheduled Tasks &gt; Finished Tasks) contains a very large number of entries, the page sometimes takes a while to load or stops loading.</p> <p>Workaround: If the pages stops loading, refresh the browser window to continue loading.</p>                                                                                                                                                                                                                                                                                                                          |
| LOG-5024<br>TTP#61517 | <p>If the system that Logger backs up its configuration to is reinstalled or its SSL key is changed, the configuration backup fails because the SSL key cannot be refreshed from the Logger UI.</p> <p>Workaround: Log in to the Command Line Interface and delete the entry in the /home/arcsight/.ssh/known_hosts file. Then refresh the config backup configuration.</p>                                                                                                                                                                                                                                            |
| LOG-4986<br>TTP#61369 | <p>If there is an improper tear-down of the peering relationship, Loggers in the relationship might not detect it. Consequently, when you try to reestablish the relationship, it might not succeed.</p> <p>Examples of improper tear-down: One of the Loggers is replaced with a new appliance or the peering relationship is deleted on one Logger while the other is unavailable (power down).</p> <p>Workaround: If there is an improper tear-down of a peering relationship and you need to reestablish it, delete the existing peer information from the peer Loggers before re-initiating the relationship.</p> |
| LOG-4885<br>TTP#61134 | <p>After a certificate is deleted from these pages, the deleted certificate is still displayed in the list, leading to an impression that the certificate is still loaded on the system:</p> <p>Configuration &gt; Event Input/Output &gt; Certificates</p> <p>Configuration &gt; Alerts &gt; Certificates</p> <p>Workaround: Refresh the page to update the list. The deleted certificate is no longer displayed in the list.</p>                                                                                                                                                                                     |
| LOG-4595<br>TTP#60152 | <p>Even if pre-allocation of storage fails before the minimum requirement has been met, Logger allows you to skip preallocation and proceed to storage configuration.</p> <p>Workaround: If pre-allocation fails, try to resume it. Skipping pre-allocation before it has successfully completed may result in sub-optimal performance on Logger.</p>                                                                                                                                                                                                                                                                  |
| LOG-3944<br>TTP#57778 | <p>A configuration backup is not successful if the Remote Directory name contains a space.</p> <p>Workaround: Ensure that the Remote Directory name does not contain a space.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-3156<br>TTP#52201 | <p>If content is imported on a Logger that does not have the same configuration setup (devices, device groups, storage groups) as the exporting Logger, content that relies on that configuration cannot be used.</p> <p>Workaround: None at this time. The feature assumes that importing Logger has the same configuration setup as the exporting Logger.</p>                                                                                                                                                                                                                                                                                             |
| LOG-2941<br>TTP#51630 | <p>The type associated with imported filters cannot be changed from shared to saved search.</p> <p>Workaround: Imported filter types cannot be changed. However, you can copy the filter definition and create a new filter out of it.</p>                                                                                                                                                                                                                                                                                                                                                                                                                  |
| LOG-2387<br>TTP#48816 | <p>The EPS Out gauge reports a non-zero value even when no Forwarders are enabled.</p> <p>Understanding: This gauge reports traffic from real-time alerts as well as from Forwarders. Therefore, if you have Alerts configured on your Logger, EPS Out can be greater than zero.</p>                                                                                                                                                                                                                                                                                                                                                                        |
| LOG-2244<br>TTP#47758 | <p>A forwarder configured with a filter might not forward events that match the specified end time.</p> <p>Workaround: Extend the end time by 1 second to ensure that all events are forwarded appropriately.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| LOG-370<br>TTP#36373  | <p>The Configuration Backup (Configuration &gt; Configuration Backup &gt; Name_of_Backup) and File Transfer Receivers (Configuration &gt; Event Input/Output &gt; Receivers) fail silently. The most likely cause is a problem with configuration parameters such as Remote Directory, User, or Password. If an error occurs, the command appears to succeed but it does not.</p> <p>Workaround: The error is written to the log in this case, so use Retrieve Logs page (Configuration &gt; Retrieve Logs) if you suspect a problem with the backup. When Configuration Backup is scheduled, error status is shown in the Finished Tasks status field.</p> |

## Connector Appliance

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11732 | <p>After backup/restore on L3200 and L3400 appliances, the connector shows as empty.</p> <p>Workaround: Restart the connector. You can do this from the Manage Connectors tab or from the System Admin Process Status page.</p> <p>To restart the connector from the Manage Connectors tab:</p> <ol style="list-style-type: none"> <li>1. On the Manage Connectors tab, click on the container in the left side tree.</li> <li>2. Click the "Send Container Command" icon</li> <li>3. Select "Restart" command from the list of commands</li> </ol> <p>When the container restarts, you should see the connector up and running.</p> <p>To restart the connector from the process status pane:</p> <ol style="list-style-type: none"> <li>1. Open the System Admin &gt; Process Status.</li> <li>2. Click connector_1 and restart it.</li> </ol> <p>You should now see the connector up and running.</p> |

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11731 | <p>Emergency Restore places the local connector in the wrong location. Therefore, the old local connector never gets overwritten with the new connector information and emergency restore operation fails. The connector still points to old connector version.</p> <p>Workaround: Please contact support for the steps to emergency restore the local connector.</p>                                                                                                      |
| LOG-10029 | <p>On Logger appliances that have integrated Connector Appliances, users cannot access the Connector Appliance module after upgrading to Logger 5.2.</p> <p>Understanding: A new "Connector Appliance Rights Group" was introduced in this release. A user who needs to access the Connector Appliance module must be assigned to this group.</p> <p>Workaround: Assign users who need to access the Connector Appliance module to "Connector Appliance Rights Group".</p> |

## Dashboards

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11730 | <p>When there are two or more same name dashboards, after you select one of them from the dashboard dropdown, there is no way to show the other dashboards with the same name from the dropdown. This is because when selecting one of same name dashboards, the dropdown internally thinks the first entry of those dashboards is selected always.</p> <p>Workaround: Rename the same name dashboards to different names.</p>                                                                                                                                                                                                               |
| LOG-11223 | <p>If the index is slightly behind, drilling down on the receiver may return no results.</p> <p>Workaround: Change the end time of the query to be slightly earlier (usually only a couple minutes) to obtain the results.</p>                                                                                                                                                                                                                                                                                                                                                                                                               |
| LOG-9332  | <p>When the monitor graph panel is not wide enough to show the entire graph in the monitor or custom dashboards, the graph will be cut off and no scroll bar is shown in the panel, in the Firefox browser. For the Internet Explorer 9 browser, the panel is blank.</p> <p>Workaround: For the custom dashboards, make the browser window wider or change the layout of the panels so that each graph panel will have enough width to show the graph (i.e.: If the row including a monitor graph panel has 3 panels, move at least one of the other panels to the other row). For the monitor dashboard, make the browser window wider.</p> |

## General

| Issue     | Description                                                                                                                                                                                                                                                                      |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11659 | <p>In software Loggers, the installation of multiple Solution Packages may fail if the SOX v4.0 solution package is installed in the wrong order by the root user.</p> <p>Workaround: If you are installing the SOX v4.0 solution package as the root user, install it last.</p> |
| LOG-11473 | <p>Initial appliance configuration, such as uploading the license, setting the locale, date/time and configuring SAN, could fail if some requirements were not met.</p> <p>Workaround: If needed, configure the Logger's date/time before uploading the license.</p>             |

| Issue                 | Description                                                                                                                                                                                                                                                |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-2433<br>TTP#49017 | <p>If you click on another tab or page before a UI page is fully loaded, the UI attempts to load the latter page, but eventually displays the former page.</p> <p>Workaround: Wait for the current page to finish loading before clicking another one.</p> |

## Reports

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11279 | <p>Restoring configuration backup does not preserve the report templates original file ownership and causes report execution without proper templates.</p> <p>Workaround: Follow these steps to fix the permissions.</p> <ol style="list-style-type: none"> <li>1. SSH to Logger. (Appliance users should contact customer support for help with this.)</li> <li>2. Navigate to the following directory, <code>&lt;\$ARCSIGHT_HOME&gt;/logger/Intellicus/reportengine/templates/adhoc</code>, where <code>&lt;\$ARCSIGHT_HOME&gt;</code> is the directory in which Logger is installed.</li> <li>3. Change the owner of the report templates [files with extension .irl and .sty] files from "root" to the same non-root user that was used during Logger installation.</li> </ol> |
| LOG-11137 | <p>If a user has privileges to View a Published Report Only, then the report will not be visible in the Report Explorer.</p> <p>Workaround: You can find and view published reports from the Category Explorer instead. To find a published report, open the Category Explorer and navigate to the Saved Reports folder under the report's Category. (The terms "saved report" and "published report" are used interchangeably.)</p>                                                                                                                                                                                                                                                                                                                                               |
| LOG-11071 | <p>If the underlying Query of a Report changes, then viewing published reports will result in an error.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| LOG-10098 | <p>Null values in reports will show up as '-' and if it is a drilldown column, then the drilldown will usually open a report with misleading results. Since '-' does not match.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| LOG-9860  | <p>When you click "Copy Report" or "Copy Report as Link" icon, the UI does not give you any feedback that it is copied.</p> <p>Workaround: None. Clicking Copy or Copy as Link will not give you a visual indication that anything has been copied, but you will be able to Paste, as needed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| LOG-9798  | <p>When the Logger Compliance Insight Package (CIP) reports such as Logger ITGov 4.0 for ISO 27002 are exported in PDF format, the saved PDF shows that Chart component with the following error: "Error: No plotters/series have been defined"</p> <p>Workaround: None available at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| LOG-9620  | <p>If a distributed report fails to run in the background against fields that do not exist on the peer Logger, the error message does not clearly indicate the reason.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| LOG-9584  | <p>After upgrading to Logger 5.2, you may see browser caching issues Reports pages. There may be errors in red in the dashboard viewer, you may not be able create widgets, and the explorers may not work.</p> <p>Workaround: Restart your browser. If that does not work, manually clear the browser cache and delete temporary files.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-9216              | <p>Even when report categories are marked Hidden, they might be visible in Explorers and other report-related locations.</p> <p>Understanding: This is by design. The hidden categories are visible to admin users and users with appropriate access rights only. They remain hidden in the Report List page. In case of query explorer, they are displayed because this is where queries must be listed in order to be edited.</p> |
| LOG-8780              | <p>Reports generated using the Web Services API do not contain report titles.</p> <p>Workaround: When generating reports through the Web Services API, ensure that you have entered the Report Title in the Report Editor (otherwise you will only see the Report ID) in the generated report.</p>                                                                                                                                  |
| LOG-7165              | <p>The privileges for pre-built reports on Logger are missing from the Add Group page if the Logger is a fresh install and you have not yet loaded the Reports page after installing this Logger.</p> <p>Workaround: Go to the Reports page. (This triggers the population of group privileges in the Add Group.) Go back to Add Group. The privileges for pre-built reports are displayed now.</p>                                 |
| LOG-6652              | <p>In the Firefox browser, the Report Template editor (Reports &gt; Design - Template Styles &gt; Select a template &gt; Edit Layout) is not usable because the pull-out menus cannot be resized, the drop-down menus do not display the full list of options, and some windows open behind the editor.</p> <p>Workaround: Use the Internet Explorer browser.</p>                                                                   |
| LOG-3244<br>TTP#52452 | <p>In the Firefox browser, the vertical scroll bar is missing from the PCI 2.1 Executive Report.</p> <p>Workaround: Use the Internet Explorer browser instead.</p>                                                                                                                                                                                                                                                                  |
| LOG-3187<br>TTP#52330 | <p>The time taken to run a scheduled report is not reported correctly in the Logger user interface.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                       |
| LOG-2355<br>TTP#48618 | <p>The time range and constraints information is not applied when accessing information from reports through the drill-down links of a scheduled published report.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                        |
| LOG-2350<br>TTP#48613 | <p>The default report generated by clicking the hand icon is missing the report name and date.</p> <p>Workaround: Add the Report title to the Report Header section to render the title on the first page of the Report.</p>                                                                                                                                                                                                        |
| LOG-2012<br>TTP#45548 | <p>Adding a scheduled report can reset the scan limit field of other reports.</p> <p>Workaround: Check that the scan limit is set as desired before running any report.</p>                                                                                                                                                                                                                                                         |
| LOG-1956<br>TTP#45163 | <p>The time range and constraints information is not applied when accessing information from reports through the drill-down links of a scheduled published report.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                        |
| LOG-1936<br>TTP#45091 | <p>Users who are granted only edit and save report styles privileges do not see the Template Styles link on the Reports tab.</p> <p>Workaround: Grant users that need to access Template Styles admin privileges.</p>                                                                                                                                                                                                               |
| LOG-1703<br>TTP#44508 | <p>When a report query of an existing scheduled report is edited to add a mandatory filter, the report does not return any output when it runs and an error is generated.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                 |

## Summary

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11698 | <p>On Logger's Summary page and custom Logger dashboards, the user's session will not time out. This is because any panel that updates the contents automatically extends the user's session. However, since the Search Results panels do not refresh automatically after completing the search, if a custom dashboard has only the Search Results panels, then the user's session will be able to time out after completing all the searches in the dashboard.</p> <p>Workaround: Since the Summary and Dashboards pages auto-update the contents automatically, to take advantage of the auto-timeout feature, the user needs to move to a page, such as the Search page, that does not auto-refresh.</p>                                                                                                                                                                                                                                                                                                                           |
| LOG-10084 | <p>The Count value displayed on the Summary page may be slightly different from the Hit value on the Search page for the same field.</p> <p>Understanding: The difference occurs due to multiple reasons such as the delay between when the Count was displayed on the Summary page and when the search query was run on the Search page. Additionally, indexing may lag behind when there are large number of incoming events, thus causing a discrepancy between the Count on the Summary page and Hit value on the Search page.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| LOG-9955  | <p>On the Summary page or in any of the Summary panels included in a custom dashboard, if the number of events in the Count column is very large (in the range of 1 million or higher) and you drill down to view those events, your system may experience performance issues.</p> <p>Workaround: If you need to drill down to view a large set of events (in the range of 1 million or higher), HP highly recommends that you follow these steps to prevent the performance impact very large search results sets can have your system:</p> <ol style="list-style-type: none"><li>1. Cancel the search that automatically starts once you click on a resource (receiver, device, agent severity, or agent type).</li><li>2. Change the Start and End time values for the search query such that they span a smaller time range. By default, these values are set to the last time your Logger was rebooted/restarted and the current time, respectively.</li><li>3. Run the search with the new Start and End time values.</li></ol> |
| LOG-9829  | <p>When you drill-down from the Summary page, the time range that the search query runs with is not exactly the same as the one shown on the page from where you drill down.</p> <p>Understanding: The granularity of time used for the Summary page is different from the Search page; therefore, the numbers are different.</p> <p>Workaround: None at this time. Currently, there is no way to specify the search time range in milliseconds.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| LOG-9772  | <p>The number of events indexed as shown on the Summary page may not match the number of events found when you run a search with the same time range as shown on the Summary page.</p> <p>Understanding: The granularity of time used for the Summary page is different from the Search page. Therefore, the numbers are different.</p> <p>Workaround: None at this time. Currently, there is no way to specify the search time range in milliseconds.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## System Admin

| Issue                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11712             | <p>If the Certificate Alias has spaces in it (i.e. test certificate), the certificate will not be removed from the list even after deleting the certificate.</p> <p>Workaround: Instead of spaces, use underscores in the Certificate Alias so that the certificate can be removed properly.</p>                                                                                                                                                                                                                                                                      |
| LOG-11700             | <p>Users may be unable to log in after they have been removed from a group.</p> <p>Understanding: Removing all group assignments from a user effectively disables that user account. User accounts not assigned to any group will be unable to log in.</p> <p>Workaround: To avoid disabling a user account when removing the user from a group, check that the user is assigned to the correct groups.</p>                                                                                                                                                           |
| LOG-11205             | <p>Some System Administration pages do not render correctly when using Microsoft Internet Explorer-9.</p> <p>Workaround: To use this version of the browser, ensure that Compatibility Mode is set On. This can be found under Tools &gt; F12 Developer Tools &gt; Browser Mode.</p>                                                                                                                                                                                                                                                                                  |
| LOG-11066             | <p>If the system time zone is set to /US/Pacific-New, then the software Logger will have the following issues:</p> <ol style="list-style-type: none"> <li>1. On the Search page, the Events grid in the search results will be empty for any search,</li> <li>2. The timestamps with timezone will be shown using GMT,</li> <li>3. In the Global Summary on the Summary page, the Indexing is reported one hour behind the current time stamp.</li> </ol> <p>Workaround: Change the system time zone to something to more specific, such as /America/Los_Angeles.</p> |
| LOG-9288              | <p>The System Admin - FIPS 140-2 page can take several seconds to load.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| LOG-7664              | <p>If a single-path SAN logger appliance is rebooted and the previously attached LUN is not available, the Logger will fail to start. In case of a multipath SAN Logger appliance, the Logger fails to start only if the path that was in-use when the Logger was rebooted is unavailable.</p> <p>Workaround: None at this time.</p>                                                                                                                                                                                                                                  |
| LOG-1050<br>TTP#40872 | <p>Under certain circumstances, users with restricted privileges might still see Device Group and Storage Group names. If these users are also subject to a Search Group Filter (enforced filter), they will not be able to see events in those Device Groups or Storage Groups.</p> <p>Workaround: Provide Device Group and Storage Group names that do not reveal internal information.</p>                                                                                                                                                                         |

## Upgrade

| Issue     | Description                                                                                                                                                                                                                          |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-11136 | <p>After upgrading the Logger appliance version 5.3, rebooting, and logging in, you may encounter a page that asks to upload a license and set the timezone.</p> <p>Workaround: Please contact support for help with this issue.</p> |

| Issue    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOG-8638 | <p>During an upgrade, you are asked to reboot the appliance followed by Locale Selection. Once the locale is saved, you see following message: "Locale is saved. System Reboot required to apply settings". The System Reboot should be a link that loads the Reboot page. However, the displayed message does not show it as a link but if you click the System Reboot text, it does take you to the Reboot page.</p> <p>Workaround: This bug affects Internet Explorer 7 and older versions of Internet Explorer 8. Clear the browser cache (on IE: Tools -&gt; Internet Options -&gt; Delete...) before going to System Locale page (and after rebooting the appliance).</p> |