



Micro Focus Security ArcSight Connectors

SmartConnector for Trend Micro Control Manager Multiple DB

Configuration Guide

June, 2018

Configuration Guide

SmartConnector for Trend Micro Control Manager Multiple DB

June, 2018

Copyright © 2014 – 2017; 2018 Micro Focus and its affiliates and licensors.

Warranty

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

Restricted Rights Legend

Confidential computer software. Except as specifically indicated otherwise, a valid license from Micro Focus is 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.

Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated. Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation. UNIX® is a registered trademark of The Open Group.

Revision History

Date	Description
10/17/2017	Added encryption parameters to Global Parameters.
07/15/2017	Updated JDBC download information.
11/30/2016	Updated installation procedure for setting preferred IP address mode.
08/30/2016	Updated Windows Authentication configuration information.
02/15/2016	Removed ODBC support due to Java 8 implementation. Ending support for Control Manager versions 3.5 and 5.5 as these are no longer supported by the vendor.
03/31/2015	Added support for v6.0 SP1.
03/31/2014	First edition of this guide for new multiple database connector.

SmartConnector for Trend Micro Control Manager Multiple DB

This guide provides information for installing the SmartConnector for Trend Micro Control Manager Multiple DB and configuring the device for database event collection. The following products are supported with Trend Micro Control Manager versions 6.0 and 6.0 SP1:

OfficeScan Client/Server Edition versions 10.6, 10.0, 8.0, 8.4
InterScan Messaging Security Suite version 7.0
ScanMail for Lotus Domino 5.5

Product Overview

Trend Micro Control Manager Database is a software management solution that lets other Trend Micro products report security events to a central SQL Server database. The SmartConnector for Trend Micro Control Manager DB lets you import Virus Log, Security Log, Web Security Log, and Office Scan Antivirus Log activity and alarm events (generated and stored in the SQL Server database by Trend Micro Control Manager) into the ArcSight system.

The following Trend Micro Control Manager products are supported:

OfficeScan Client/Server Edition

which protects enterprise networks from viruses, Trojans, worms, hackers, and network viruses, plus spyware and mixed threat attacks.

InterScan Messaging Security Suite

which integrates high-performance antivirus and content filtering security plus the optional Trend Micro Spam Prevention Solution with anti-spam and anti-phishing, all in a single platform at the Internet messaging gateway.

ScanMail for Lotus Domino

which offers comprehensive virus protection and content security for the Lotus/Domino environments, providing real-time scanning for viruses, adware, and spyware hidden within email attachments and databases. It prevents viruses and other malicious code from entering your Domino environment.

Configuration

Download and Install a JDBC Driver

During the installation process, you will be directed to leave the wizard and copy the JDBC driver file you download to a SmartConnector folder. For information about and to download the MS SQL Server JDBC Driver, see:

<http://msdn.microsoft.com/en-us/sqlserver/aa937724>



Different versions of the JDBC driver are required for different SQL Server database versions; be sure to use the correct driver for your database version. The name of the jar file may be different for some JDBC driver versions.

When you download the JDBC driver, the version of the jar file depends on the version of the JRE the connector uses:

- Version 7.2.1 and later use JRE 1.8 and require sqljdbc42.jar (available with Microsoft JDBC Driver 6.0 for SQL Server)
- Version 7.1.2 and later use JRE 1.7 and require sqljdbc41.jar (available with Microsoft JDBC Driver 6.0 for SQL Server)
- Prior versions, which run JRE 1.6, require sqljdbc4.jar (available with Microsoft JDBC Driver 4.0 for SQL Server)

Install the driver.

For software connectors, copy the jar file appropriate for your SQL Server version from the installation folder for the SQL Server JDBC driver to a temporary location; you will copy this file to `$ARCSIGHT_HOME/current/user/agent/lib`, (where `$ARCSIGHT_HOME` refers to the SmartConnector installation folder, such as `c:\ArcSight\SmartConnectors`) after the core SmartConnector software has been installed at step 3 of Install the SmartConnector. Copy only the jar file associated with the version of the driver to be installed to this location.

Add a JDBC Driver to the Connector Appliance/ArcSight Management Center

After downloading and extracting the JDBC driver, upload the driver into the repository and apply it to the appropriate container or containers, as described in this section.

- 1 From the Connector Appliance/ArcSight Management Center, select **Setup -> Repositories**.
- 2 Select **JDBC Drivers** from the left pane and click the **JDBC Drivers** tab.
- 3 Click **Upload to Repository**.
- 4 From the **Repository File Creation Wizard**, select **Individual Files**, then click **Next**.
- 5 Retain the default selection and click **Next**.
- 6 Click **Upload** and locate and select the `.jar` file you downloaded in step 3 of SmartConnector Installation.
- 7 Click **Submit** to add the specified file to the repository and click **Next** to continue.
- 8 After adding all files you require, click **Next**.
- 9 In the **Name** field, enter a descriptive name for the zip file (`JDBCdriver`, for example). Click **Next**.
- 10 Click **Done** to complete the process; the newly added file is displayed in the **Name** field under **Add Connector JDBC Driver File**.
- 11 To apply the driver file, select the driver `.zip` file and click the up arrow to invoke the **Upload Container Files** wizard. Click **Next**.
- 12 Select the container or containers into which the driver is to be uploaded; click **Next**.

- 13 Click **Done** to complete the process.
- 14 Add the connector through the Connector Appliance/ArcSight Management Center interface; see the *Connector Appliance/ArcSight Management Center Online Help* for detailed information. Descriptions of parameters to be entered during connector configuration are provided in the "Install the SmartConnector" section of this guide.

Configure the JDBC Driver and Windows Authentication

This section provides guidance on how to use a JDBC driver with SmartConnectors that connect to Microsoft SQL Servers using Windows Authentication only. As previously described, download the SQL JDBC drivers from Microsoft and install the driver before beginning this procedure.



The JDBC driver does not provide function to supply Windows authentication credentials such as user name and password. In such cases, the applications must use SQL Server Authentication. When installing the connector on a non-Windows platform, configure the Microsoft SQL Server for Mixed Mode Authentication or SQL Server Authentication.

Microsoft Type 4 JDBC drivers (versions 4.0 or later) support integrated authentication. Windows Authentication works only when using one of these drivers. You also will need to add `;integratedSecurity=true` to the JDBC URL entry for the connection to your database.

- 1 Copy the `sqljdbc_auth.dll` file from the JDBC driver download to the `$ARCSIGHT_HOME\jre\bin` directory. For example, the JDBC driver download path for SQL JDBC driver version 4.0 for 32-bit environment would be `sqljdbc_4.0\enu\auth\x86\sqljdbc_auth.dll` and, for 64-bit environment, `sqljdbc_4.0\enu\auth\x64\sqljdbc_auth.dll`.



When upgrading a connector, the `$ARCSIGHT_HOME\jre\bin` directory is overwritten; therefore, you will need to copy the authentication file to this folder again after update.

- 2 Go to `$ARCSIGHT_HOME\current\bin` and double-click `runagentsetup` to continue the SmartConnector installation.
- 3 When entering the connector parameters, in the **JDBC Database URL** field, append `;integratedSecurity=true` to the end of the URL string.

The following is an example; note that the name or instance of the database configured at installation/audit time should be used.

```
jdbc:sqlserver://mysqlserver:1433;DatabaseName=mydatabase;integratedSecurity=true
```

- 4 Complete the remaining connector wizard configuration steps.
- 5 After completing the connector installation, if running on a Windows Server, change the service account to use the Windows account that should login to the database. The Connector will use the account used to start the service, regardless of the account value setting entered in the connector setup process.

Install the SmartConnector

The following sections provide instructions for installing and configuring your selected SmartConnector.

ArcSight recommends you do not install database connectors on the database server or any mission critical servers as this could cause performance issues.

Prepare to Install Connector

Before you install any SmartConnectors, make sure that the ArcSight products with which the connectors will communicate have already been installed correctly (such as ArcSight ESM or ArcSight Logger).

For complete product information, read the *Administrator's Guide* as well as the *Installation and Configuration* guide for your ArcSight product before installing a new SmartConnector. If you are adding a connector to the ArcSight Management Center, see the *ArcSight Management Center Administrator's Guide* for instructions, and start the installation procedure at "Set Global Parameters (optional)" or "Select Connector and Add Parameter Information."

Before installing the SmartConnector, be sure the following are available:

- Local access to the machine where the SmartConnector is to be installed
- Administrator passwords

Install Core Software

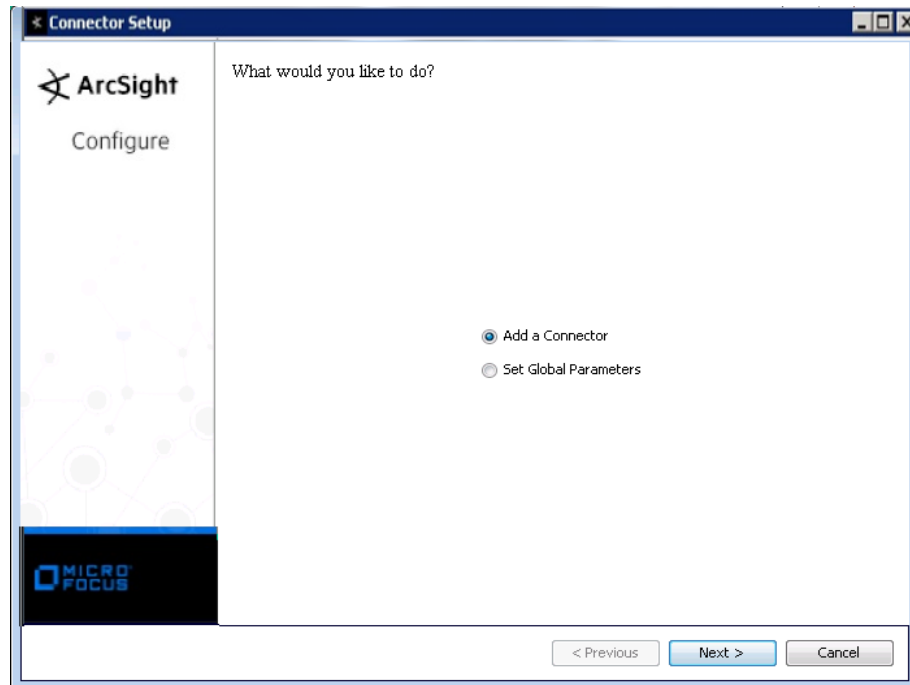
Unless specified otherwise at the beginning of this guide, this SmartConnector can be installed on all ArcSight supported platforms; for the complete list, see the *SmartConnector Product and Platform Support* document, available from the Micro Focus SSO and Protect 724 sites.

- 1 Download the SmartConnector executable for your operating system from the Micro Focus SSO site.
- 2 Start the SmartConnector installation and configuration wizard by running the executable.

Follow the wizard through the following folder selection tasks and installation of the core connector software:

Introduction
Choose Install Folder
Choose Shortcut Folder
Pre-Installation Summary
Installing...

- 3 When the installation of SmartConnector core component software is finished, the following window is displayed:



Download SQL Server JDBC Driver

To download a Microsoft SQL Server JDBC driver, click **Cancel** to leave the configuration wizard at this point and copy the jar file you downloaded earlier (see "Download and Install a JDBC Driver") to [\\$ARCSIGHT_HOME/current/user/agent/lib](#).

From [\\$ARCSIGHT_HOME/current/bin](#), double-click `runagentsetup` to return to the SmartConnector Configuration Wizard.

Set Global Parameters (optional)

If you choose to perform any of the operations shown in the following table, do so before adding your connector. You can set the following parameters:

Parameter	Setting
FIPS mode	Select 'Enabled' to enable FIPS compliant mode. To enable FIPS Suite B Mode, see the SmartConnector User Guide under "Modifying Connector Parameters" for instructions. Initially, this value is set to 'Disabled'.
Remote Management	Select 'Enabled' to enable remote management from ArcSight Management Center. When queried by the remote management device, the values you specify here for enabling remote management and the port number will be used. Initially, this value is set to 'Disabled'.
Remote Management Listener Port	The remote management device will listen to the port specified in this field. The default port number is 9001.
Preferred IP Version	When both IPv4 and IPv6 IP addresses are available for the local host (the machine on which the connector is installed), you can choose which version is preferred. Otherwise, you will see only one selection. The initial setting is IPv4.

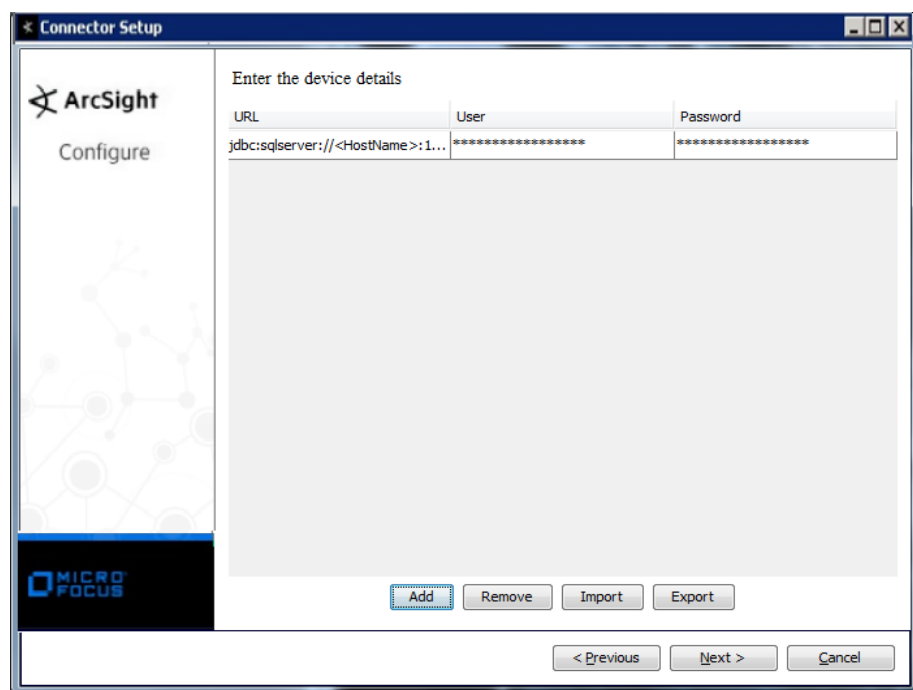
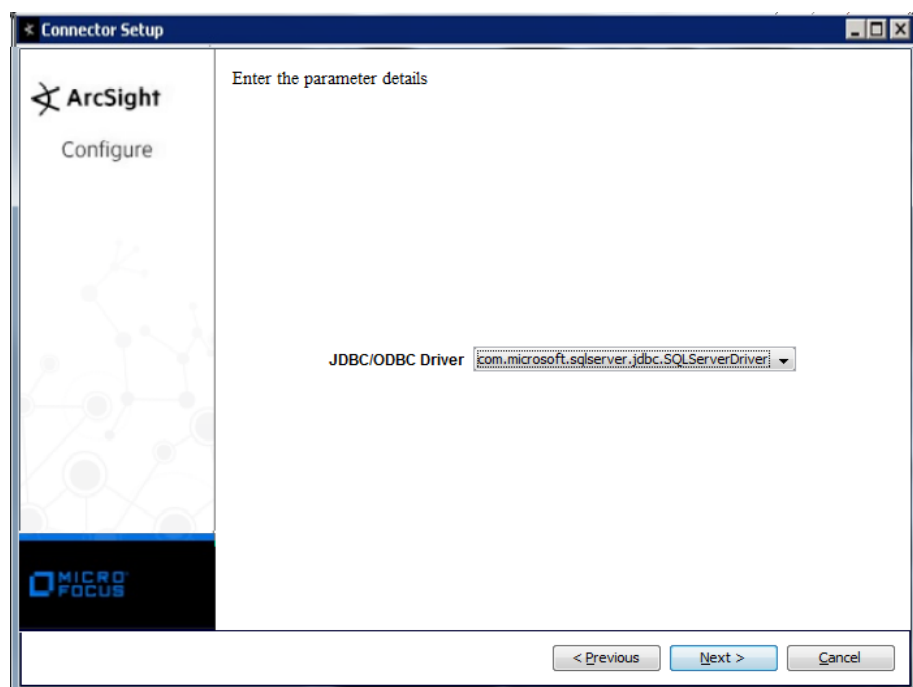
The following parameters should be configured only if you are using Micro Focus SecureData solutions to provide encryption. See the *Micro Focus SecureData Architecture Guide* for more information.

Parameter	Setting
Format Preserving Encryption	Data leaving the connector machine to a specified destination can be encrypted by selecting 'Enabled' to encrypt the fields identified in 'Event Fields to Encrypt' before forwarding events. If encryption is enabled, it cannot be disabled. Changing any of the encryption parameters again will require a fresh installation of the connector.
Format Preserving Policy URL	Enter the URL where the Micro Focus SecureData Server is installed.
Proxy Server (https)	Enter the proxy host for https connection if any proxy is enabled for this machine.
Proxy Port	Enter the proxy port for https connection if any proxy is enabled for this machine.
Format Preserving Identity	The Micro Focus SecureData client software allows client applications to protect and access data based on key names. This key name is referred to as the identity. Enter the user identity configured for Micro Focus SecureData.
Format Preserving Secret	Enter the secret configured for Micro Focus SecureData to use for encryption.
Event Fields to Encrypt	Recommended fields for encryption are listed; delete any fields you do not want encrypted and add any string or numeric fields you want encrypted. Encrypting more fields can affect performance, with 20 fields being the maximum recommended. Also, because encryption changes the value, rules or categorization could also be affected. Once encryption is enabled, the list of event fields cannot be edited.

After making your selections, click **Next**. A summary screen is displayed. Review the summary of your selections and click **Next**. Click **Continue** to return to proceed with "Add a Connector" window. Continue the installation procedure with "Select Connector and Add Parameter Information."

Select Connector and Add Parameter Information

- 1 Select **Add a Connector** and click **Next**. If applicable, you can enable FIPS mode and enable remote management later in the wizard after SmartConnector configuration.
- 2 Select **Trend Micro Control Manager Multiple DB** and click **Next**.
- 3 Enter the required SmartConnector parameters to configure the SmartConnector, then click **Next**.



Parameter	Description
JDBC/ODBC Driver	Select the 'com.microsoft.sqlserver.jdbc.SQLServerDriver' driver.

Parameter	Description
URL	Enter: 'jdbc:sqlserver://<MS SQL Server Host Name or IP Address>:1433;DatabaseName=<MS SQL Server Database Name>', substituting actual values for <MS SQL Server Host Name or IP Address> and <MS SQL Server Database Name>. The default Trend Micro database name is 'db_ControlManager'.
User	Enter the login name of the database user with database privilege.
Password	Enter the password for the authorized database user.

Select a Destination

- 1 The next window asks for the destination type; select a destination and click **Next**. For information about the destinations listed, see the *ArcSight SmartConnector User Guide*.
- 2 Enter values for the destination. For the ArcSight Manager destination, the values you enter for **User** and **Password** should be the same ArcSight user name and password you created during the ArcSight Manager installation. Click **Next**.
- 3 Enter a name for the SmartConnector and provide other information identifying the connector's use in your environment. Click **Next**. The connector starts the registration process.
- 4 If you have selected ArcSight Manager as the destination, the certificate import window for the ArcSight Manager is displayed. Select **Import the certificate to the connector from destination** and click **Next**. (If you select **Do not import the certificate to connector from destination**, the connector installation will end.) The certificate is imported and the **Add connector Summary** window is displayed.

Complete Installation and Configuration

- 1 Review the **Add Connector Summary** and click **Next**. If the summary is incorrect, click **Previous** to make changes.
- 2 The wizard now prompts you to choose whether you want to run the SmartConnector as a stand-alone process or as a service. If you choose to run the connector as a stand-alone process, select **Leave as a standalone application**, click **Next**, and continue with step 5.
- 3 If you chose to run the connector as a service, with **Install as a service** selected, click **Next**. The wizard prompts you to define service parameters. Enter values for **Service Internal Name** and **Service Display Name** and select **Yes** or **No** for **Start the service automatically**. The **Install Service Summary** window is displayed when you click **Next**.
- 4 Click **Next** on the summary window.
- 5 To complete the installation, choose **Exit** and Click **Next**.

For instructions about upgrading the connector or modifying parameters, see the *SmartConnector User Guide*.



When using Windows authentication, after completing the connector installation, if running on a Windows Server, change the service account to use the Windows account that should log in to the database. The connector will use the account used to start the service, regardless of the account value setting entered in the connector setup process.

Run the SmartConnector

SmartConnectors can be installed and run in stand-alone mode, on Windows platforms as a Windows service, or on UNIX platforms as a UNIX daemon, depending upon the platform supported. On Windows platforms, SmartConnectors also can be run using shortcuts and optional Start menu entries.

If the connector is installed in stand-alone mode, it must be started manually and is not automatically active when a host is restarted. If installed as a service or daemon, the connector runs automatically when the host is restarted. For information about connectors running as services or daemons, see the *ArcSight SmartConnector User Guide*.

To run all SmartConnectors installed in stand-alone mode on a particular host, open a command window, go to `$ARCSIGHT_HOME\current\bin` and run: `arcsight connectors`

To view the SmartConnector log, read the file `$ARCSIGHT_HOME\current\logs\agent.log`; to stop all SmartConnectors, enter `Ctrl+C` in the command window.

Device Event Mapping to ArcSight Fields

The following section lists the mappings of ArcSight data fields to the device's specific event definitions. See the *ArcSight Console User's Guide* for more information about the ArcSight data fields.

Control Manager 6.0, and 6.0 SP1 OfficeScan Log Mappings

ArcSight ESM Field	Device-Specific Field
Base Event Count	AggregatedCount
Connector Severity	Very High = Critical; Medium = Error or Warning; Low = Unknown or Information
Destination Host Name	TrendMicroHostName (VLF_InfectionDestination)
Destination User Name	TrendMicroUser (One of (VLF_InfectionDestination, FVL_LoginUser))
Device Action	VLF_FirstAction (0 = Unknown, 1 = NA, 2 = Clean, 3 = Delete, 4 = Move, 5 = Rename, 6 = Pass, 7 = Strip, 8 = Drop, 9 = Quarantine, 10 = Replace, 11 = Archive, 12 = Stamp)
Device Custom Date 1	CLF_LogGenerationTime
Device Custom Number 1	VLF_PatternNumber
Device Custom Number 2	VLF_SecondAction
Device Custom String 1	VLF_Virus Name
Device Custom String 2	VLF_EngineVersion
Device Custom String 3	CLF_ProductVersion
Device Custom String 4	CLF_ReasonCode
Device Custom String 5	VLF_FirstActionResult
Device Custom String 6	VLF_SecondActionResult
Device Event Category	CLF_MsgLogType
Device Event Class ID	Both ("AV", VLF_FirstAction)
Device Host Name	CLF_ComputerName
Device Product	One of ("ScanMail for Lotus Domino", "Control Manager")
Device Receipt Time	CLF_LogReceivedTime
Device Severity	CLF_Severity Code (0 = Unknown, 1 = Information, 2 = Warning, 3 = Error, 4 = Critical)
Device Vendor	'Trend Micro'

ArcSight ESM Field	Device-Specific Field
Device Version	One of (Product_Version,"5.0/5.5/6.0 SP1")
External ID	ID
File Name	VLF_FileName
File Path	VLF_FilePath
Message	VLF_FileNameInCompressedFile
Name	VLF_VirusName
Source Host Name	TrendMicroHostName (VLF_InfectionSource)
Source User Name	TrendMicroUser (VLF_InfectionSource)

Control Manager 6.0, and 6.0 SP1 Spyware Event Mappings

ArcSight ESM Field	Device-Specific Field
Base Event Count	AggregatedCount
Connector Severity	Very High = Critical; Medium = Error, Warning; Low = Unknown, Information
Destination Host Name	InfectionDestination
Device Custom Date 1	LogGenLocalDatetime
Device Custom Number 1	PatternType
Device Custom String 1	VirusName
Device Custom String 2	EngineVersion
Device Custom String 5	ActionResult
Device Custom String 6	PatternVersion
Device Event Category	MsgLogType
Device Event Class ID	'Spyware Detected'
Device Host Name	ComputerName
Device Product	'Control Manager'
Device Receipt Time	LogReceived Time
Device Vendor	'Trend Micro'
Device Version	'5.0'
External ID	ID
File Name	FileName
File Path	FileName
Name	'Spyware Detected'

Control Manager 6.0, and 6.0 SP1 Web Security Event Mappings

ArcSight ESM Field	Device-Specific Field
Application Protocol	SLF_Protocol
Base Event Count	AggregatedCount
Connector Severity	Very High = Critical; Medium = Error or Warning; Low = Unknown or Information
Destination Address	SLF_ServerIP
Destination Port	SLF_ServerPort
Device Action	SLF_Action (0=Unknown, 1=Pass, 2=Block)

ArcSight ESM Field	Device-Specific Field
Device Custom Date 1	CLF_LogGenerationTime
Device Custom IPv6 Address 2	Source IPv6 Address
Device Custom IPv6 Address 3	Destination IPv6 Address
Device Custom String 1	SLF_PolicyName
Device Custom String 4	CLF_ReasonCode
Device Custom String 5	CLF_ReasonCodeSource
Device Direction	SLF_Direction
Device Event Category	SLF_BlockingType
Device Event Class ID	Both("WB", SLF_BlockingType)
Device Host Name	CLF_ComputerName
Device Product	'Control Manager'
Device Receipt Time	CLF_LogReceivedTime
Device Severity	CLF_SeverityCode (0=Unknown, 1=Information, 2=Warning, 3=Error, 4=Critical)
Device Vendor	'Trend Micro'
Device Version	'5.0'
External ID	ID
File Name	SLF_FileName
Name	One of (SLF_BlockingRule, SLF_BlockingType)
Request URL	SLF_ObjectNameURL
Source Address	SLF_ClientIP

Control Manager 6.0, and 6.0 SP1 Security Log Mappings

ArcSight ESM Field	Device-Specific Field
Base Event Count	AggregatedCount
Connector Severity	Very High = Critical; Medium = Error or Warning; Low = Information
Destination Host Name	TrendMicroHostName (SL_Recipient)
Destination User Name	One of (Extracted from SL_Recipient , TrendMicroUser (SL_Recipient))
Device Action	SL_FilterAction (0=Unknown, 1-NA, 2=Deliver, 3=Delete, 4=Quarantine, 5=Postpone, 6=Forward, 7=Replace, 8=Archive, 100=Strip, 101=Pass)
Device Custom Date 1	CLF_LogGenerationTime
Device Custom String 1	SL_PolicyContent
Device Custom String 2	CLF_ProductVersion
Device Custom String 3	SL_FilterType (0=Unknown, 1=ContentFilter, 2=AttachmentFilter, 3=StandardFilter, 4=SizeFilter, 5=DisclaimerMgr, 6=SpamFilter, 7=OPP, 8=ImportFilter, 9=PhishingFilter, 10=UrlReputationFilter)
Device Custom String 4	CLF_ReasonCode
Device Custom String 5	CLF_ReasonCodeSource
Device Custom String 6	SL_MessageAction (0=Unknown, 1-NA, 2=Deliver, 3=Delete, 4=Quarantine, 5=Postpone, 6=Forward, 7=Replace, 8=Archive, 100=Strip, 101=Pass)
Device Event Category	CLF_MsgLogType
Device Event Class ID	Both("MS", SL_FilterAction)
Device Host Name	CLF_ComputerName
Device Product	'Control Manager'
Device Receipt Time	CLF_LogReceivedTime

ArcSight ESM Field	Device-Specific Field
Device Severity	CLF_ServerityCode (0=Unknown, 1=Information, 2=Warning, 3=Error, 4=Critical)
Device Vendor	'Trend Micro'
Device Version	'5.0'
External ID	ID
File Name	SL_FileName
Message	One of (SL_ViolationDescription, SL_Subject)
Name	SL_PolicyName
Source Host Name	TrendMicroHostName (SL_Sender)
Source User Name	One of (Extracted from SL_Sender , TrendMicroUser (SL_Sender))

Web Security Log Blocking Types

0	Unknown	1	Filename	2	WebMailSite
3	WebServer	4	UrlPattern	5	JavaVbScript
6	TrueFiletype	7	UserDefine	8	ServerDefine
9	WebPolicy	11	PhishPhish	12	PhishSpyware
13	PhishVirusAccomplice	14	PhishForgedSignature	15	PhishDiseaseVector
16	PhishMalApplet	17	PhishRepetition	20	PolicyIpTranslate
21	PolicyJavaScan	22	PolicyMmc	31	Pharming
32	UrlBlocking	33	UrlFiltering	34	ClientIpBlocking
35	DestinationPortBlocking	36	WebReputation	41	UnsupportedFileType
42	ExceedFileCountLimit	43	ExceedFileSizeLimit	44	ExceedDecompressLayerLimit
45	ExceedDecompressTimeLimit	46	ExceedCompressionRatioLimit	47	PasswordProtectedFile
48	RestrictedSpywareType	60	StringPattern	-1	VirusMalware
-2	SpywareGrayware	-3	NetworkVirus	-4	Intellitrap
-5	SuspiciousVirusMalware	-6	SuspiciousSpywareGrayware	-7	Fraud
-8	SuspiciousBehavior				

Web Security Log Protocols

0	UNKNOWN	1	SMTP	2	POP3
3	IRC	4	DNS	5	HTTP
6	FTP	7	TFTP	8	SMB
9	MSN	10	AIM	11	YMSG
12	GMAIL	13	YAHOO_MAIL	14	HOTMAIL
15	RDP	16	DHCP	17	TELNET
18	LDAP	19	FILE_TRANSFER	20	SSH
21	DAMWARE	22	VNC	23	CISCO_TELNET
24	KERBEROS	25	DCE_RPC	26	SQL
27	PCANYWHERE	28	ICMP	29	SNMP
30	VIRUS_PATTERN_TCP	31	VIRUS_PATTERN_UDP	32	HTTPS
256	BITTORRENT	257	KAZAA	258	LIMEWARE

259	BEARSHARE	260	BLUBSTER	261	EDONKEY_EMULE
262	EDONKEY2000	263	FILEZILLA	264	GNUCLEUS
265	GNUTELLA	266	WINNYLLA	268	MORPHEUS
269	NAPTER	270	SHAREAZA	271	WINMX
272	MLDONKEY	273	DIRECT_CONNECT	274	SOULSEEK
275	OPENNAP	276	KURO	277	IMESH
278	SKYPE	279	GOOGLE_TALK	10001	IP
10002	ARP	10003	TCP	10004	UDP
10005	IGMP				

Security Event Reason Codes

-1	EMPTY	0	UNKNOWN
1	VSAPI_SCAN_ENGINE	2	VSAPI_SCAN_ENGINE_SECOND
3	VSAPI_SCAN_PATTERN	4	VSAPI_SCAN_PATTERN_SECOND
5	MTA	6	SMTP_SERVER
7	HTTP_SERVER	8	FTP_SERVER
9	SCAN_MODULE	10	TVCS_AGENT
11	FIREWALL_MODULE	12	FIREWALL_PATTERN
13	ANTISPAM_FILTER	14	CONTENT_FILTER
15	ATTACHMENT_FILTER	16	DISCLAIMER_FILTER
17	ACTIVEUPDATE	18	HOOK_MODULE
19	NOTIFICATION_MODULE	20	LOG_MODULE
21	POLICY_MODULE	22	VSAPI2_SCAN_ENGINE
23	VSAPI2_SCAN_ENGINE_SECOND	24	VSAPI2_SCAN_PATTERN
25	VSAPI2_SCAN_PATTERN_SECOND	26	CAV_LITE_SCAN_PATTERN
27	CAV_LITE_SCAN_PATTERN_SECOND	28	TSC_SCAN_ENGINE
29	TSC_SCAN_PATTERN	30	PRODUCT_REGISTRY_MODULE
31	DAMAGE_CLEANUP_ENGINE	32	DAMAGE_CLEANUP_TEMPLATE
33	VA_PATTERN	34	VA_ENGINE
35	ASPY_PATTERN	36	ASPY_ENGINE
37	SSAPI_ENGINE	38	SSAPI_PATTERN
39	UFE_ENGINE	40	UFEF_PATTERN
41	UFEP_PATTERN	42	FPGA_ENGINE
43	NCIT_ENGINE	44	VSAPI_PLUS_ENGINE

Troubleshooting

"What do I do when the connector can't reconnect to the MS SQL Server database?"

In some cases, connectors using MS SQL Server databases are unable to reconnect to the database after losing and reacquiring network connection. Restarting the connector will resolve this problem.

"How do I deploy SQL Server Native Client?"

When deploying an application that is dependent on SQL Server Native Client, you will need to redistribute SQL Server Native Client with your application. Unlike Microsoft Data Access Components (MDAC), which is now a component of the operating system, SQL Server Native Client is a component of SQL Server. Therefore, it is important to install SQL Server Native Client in your development environment and redistribute SQL Server Native Client with your application.

The SQL Server Native Client redistributable installation program, named sqlncli.msi, is available on the SQL Server installation media and is available as one of the SQL Server Feature Pack components on the Microsoft Download site. For more information about deploying SQL Server Native Client with your application, see "Deploying Applications with SQL Server Native Client" available from Microsoft.

"Why does my connection to SQL Server fail/hang?"

Oracle has released Java 6 update 30 (6u30) that behaves differently from JRE 6u29, causing possible database connection problems for SQL Server database connectors using JDBC connection. These connection problems can occur with JRE 1.6.0_29 (6u29) and later versions.

Microsoft recommends using JRE 6u30 (and above) instead of JRE 6u29. Apply the "SQL Server 2008 R2 Service Pack 1 Cumulative Update 6" patch to the SQL server if you are experiencing connection failures or hangs.

"Why am I receiving the message 'Login failed for user 'sqluser'. The user is not associated with a trusted SQL Server connection.'"

Only Microsoft JDBC driver v4 or later support integrated authentication. The driver also does not provide function to supply Windows authentication credentials such as user name and password. In such cases, the applications must use SQL Server Authentication. When installing the connector on a non-Windows platform, configure the Microsoft SQL Server for Mixed Mode Authentication or SQL Server Authentication.

"How can I keep the connector from becoming clogged with events after being shut down for awhile?"

If the connector is shut down for some time on an active database, a lot of events can accumulate that can clog the connector on restart. The `preservestate` parameter can be used to avoid this situation. This parameter is enabled (true) by default. Setting `preservestate` to disabled (false) in the `agent.properties` file allows the connector to skip the old events and start from real time. The `agent.properties` file is located in the `$ARCSIGHT_HOME\current\user\agent` folder. Restart the connector for your change to take effect.

"What do I do when I receive "Connector parameters did not pass the verification with error ..." message?"

You may not have the correct version of jar file. When you download the JDBC driver, the version of the jar file depends on the version of JRE the connector uses. Versions 7.2.1 and later use JRE 1.8 and require `sqljdbc42.jar`. Versions 7.1.2 and later use JRE 1.7 and require `sqljdbc41.jar`. Prior versions of the connector that run JRE 1.6 require `sqljdbc4.jar`.