

Micro Focus ArcSight SmartConnectors Known Limitations

All SmartConnectors

You may not be able to install your connector due to some missing packages.

Workaround:

Make sure the following packages are installed:

1) yum install -y unzip 2) yum install -y fontconfig \ dejavu-sans-fonts

[CON-22085]

All SmartConnectors installed on Solaris

When upgrading SmartConnectors on Solaris, a timeout error is displayed. Follow the workaround:

For Solaris Connectors installed as a Standalone:

1. If Solaris connector is already installed as a standalone, locally upgrade to 7.11.0.8139.0

Solaris Connectors installed as a Service:

1. Stop the service.
2. Go to HOME/current/bin and execute. /runagentsetup.
3. Uninstall the service in Global Parameters and exit the wizard.
4. Perform a local upgrade to 7.11.0.8139.0.
5. Install the Connector as a service and exit the wizard.
6. Start the service.

[CON-22080]

All SmartConnectors

Connector logs show Fatal Exception error: Unable to find requested property

'transport.cefkafka.extra.prod.props'. This message does not impact the performance or the functionalities of the Connector.

If you are using a map file with an expression setter in the <connector_install_location> \current\user\agent\map location, and the connector runs out of memory, then you can add the following property to agent.properties to work-around the problem:

```
parser.operation.result.cache.enabled=false
```

If this problem happens with Windows Event Log Native, and if the above work-around does not completely solve the problem, then reduce the value of the Native connector parameter 'eventprocessorthreadcount'. You can try to reduce it successively, down to a minimum value of 1, to see which value works best for your environment. Example:

```
agents[0].eventprocessorthreadcount=5 or agents[0].eventprocessorthreadcount=1, etc.
```

where 0 is the index of the WINC connector in the container.

[CON-19234, CON-18977]

Microsoft Office 365

When configuring the Office 365 connector, if you get the following error: "HTTP/1.1 400 Bad Request" with the message: "{"error":{"code":"AF20024","message":" The subscription is already enabled. No property change."}}", you can ignore the error, continue configuration, and then run the connector to collect events.

The error is caused by an undocumented change in the Office 365 API response behavior. Before this change, when connector requested to start an already started subscription, the API would return a 200 OK response, and

it would work fine. Office 365 API has changed the behavior to respond with HTTP error 400, instead of 200. Neither the change in API behavior, nor the new Error# AF20024, have been documented by Microsoft at: <https://msdn.microsoft.com/en-us/office-365/office-365-management-activity-api-reference>

[CON-18936]

EPS rates

The smart connector should be considered for collecting data from multiple Windows endpoints, each of the endpoints generating around 200 EPS. As normal, EPS rates will vary with the size of the events processed. For reaching higher EPS rates, you could configure more endpoints or consider using the native connector.

File reader connectors may use the highest processing power available to make fast readings, reaching the highest achievable EPS rate. Other factors such as additional destinations, may reduce EPS for these particular connector types. Also, running other third-party processes may compete with the connector running at the same or lower the priority. The result might be less CPU cycles which lead to reduced EPS.