

Release Notes **ArcSight™ Connector Appliance**

Version 6.4

November 10, 2012



Release Notes ArcSight™ Connector Appliance, Version 6.4

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Revision History

| Date | Product Version | Description |
|----------|-----------------|--|
| 11/10/12 | 6.4 | Updated the features list, added instruction for Software Connector Appliance upgrades and updated open/closed issues. |
| 04/24/12 | 6.3 GA | Added new feature list and updated open/closed issues. |
| 07/09/12 | 6.3 GA | Added note for CheckPoint SmartConnector users. |

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Release Notes

ArcSight™ Connector Appliance 6.4

Connector Appliance is a hardware and software solution that manages local and remote ArcSight SmartConnectors. SmartConnectors gather network security and other events, and sends processed events to various destinations, including ArcSight ESM and ArcSight Logger.

These release notes provide information about the ArcSight Connector Appliance 6.4 (C6661) release. **Read the entire document before installing or upgrading to this release.**

This document discusses the following topics:

- [“What’s New in Connector Appliance 6.4” on page 5](#)
- [“Supported Browsers” on page 6](#)
- [“Upgrading to 6.4” on page 6](#)
- [“Upgrade Information You Need to Know” on page 7](#)
- [“Upgrading Software Connector Appliance” on page 8](#)
- [“General Information You Need to Know” on page 16](#)
- [“Closed Issues” on page 18](#)
- [“Open Issues” on page 20](#)

What’s New in Connector Appliance 6.4

ArcSight introduces the following new features and enhancements for Connector Appliance 6.4. Unless specified, all features are available on both form factors—appliance and software—of Connector Appliance.

- **Enhanced System Health Events.** (*Appliance only*) The format and content of system health events has been enhanced to provide more meaningful information.
- **Allow Local User Passwords to never expire.** Provides the ability to assign a set of users who are exempt from password expiration.
- **FTP over SSL (FTPS).** (*Appliance only*) This protocol can now be used over a secure, SSL channel.
- **Passive Mode over FTP.** (*Appliance only*) Enhanced ability to restrict port ranges for passive mode data transfer, useful in situations when a firewall separates the FTP/FTPS client and the Connector Appliance.
- **GUI-based advanced warning for exceeding managed connectors.** A warning banner and audit events now indicate when the maximum number of allowed managed connectors is met or exceeded. An audit event also signals when the allowed number has been restored.

-
- **Enhanced Self-Signed Certificate Process.** The **SSL Settings** page now provides a simplified method for generating and viewing self-signed certificates.
 - **Easy to find OS versions.** The **License & Update** page now displays the current operating system.
 - **Latest SmartConnector Release Bundle.** (*Appliance only*) This release provides bundled versions of the most up-to-date, new and updated ArcSight SmartConnectors.

Refer to [“General Information You Need to Know” on page 16](#) for other changes in this release.

Licensing

To initiate license procurement, follow the instructions in the emailed Electronic Delivery Receipt (EDR) you received from HP after placing your order.

Supported Browsers

For this release, these browser versions are supported for accessing the Connector Appliance user interface:

Microsoft Internet Explorer: Versions **8.0** and **9.0**

Mozilla Firefox: Versions **11.0** and **12.0**



Note

- An **Adobe Flash Player** plug-in is required on these browsers for some of the features, such as EPS gauges, to work.
- Turn on Compatibility View if you use IE 9 to ensure that Connector Appliance user interface displays correctly.



Tip

When a Connector Appliance page fails to load correctly or appears blank, try clearing the browser cache.

To do so, in

- **Internet Explorer:** Navigate to **Tools > Internet Options**, then, under **Browsing history**, click the **Delete** button.
 - **Firefox:** From the **Tools** menu, choose **Options > Advanced > Network > Clear Now**.
-

Upgrading to 6.4

You can upgrade to Connector Appliance 6.4 from Connector Appliance 6.3 only. To upgrade from any other version, first upgrade to version 6.3. Additionally, the **C1000**, **C3000**, **C5000**, and **C5100** appliances cannot be upgraded to this release.



Note

To determine your current Connector Appliance version, hover the mouse over the ArcSight logo in the upper left of the screen. You can also click **Setup > System Admin > License & Update** and look for the [arcsight-appliance](#) component.

Upgrade Information You Need to Know

If you notice any of the following issues when upgrading Connector Appliance containers, follow the suggested remedy to fix the issue:

- When upgrading an empty container, the upgrade fails.
- A temporary connector is created when an empty container on Connector Appliance is upgraded from v5.1.2 to any next release.

To remedy the above issues: Perform an Emergency Restore operation to install SmartConnector release 5.2.2.6221. This is a one-time operation. After upgrading to SmartConnector release 5.2.2.6221, you can directly upgrade empty containers to the newer versions without having to perform Emergency Restore.

For detailed instructions on using the Emergency Restore feature, refer to the *Connector Appliance Administrator's Guide*.

Upgrade Files

These files are available from the HP SSO site at <http://support.openview.hp.com/>:

- [appliance-6661.enc](#)
Use this file to upgrade the appliance-based local Connector Appliance (localhost) to version 6.4.
- [ArcSight-conapp-6.4.0.6661.0.bin](#)
Use this file to upgrade the software Connector Appliance to version 6.4.
- [ArcSight-6.4.0.6661.0-ConnectorAppliance.full.aup](#)
Use this file to upgrade remotely-managed Connector Appliances from a central appliance. Follow the instructions for upgrading a host in the *ArcSight Connector Appliance Administrator's Guide*.

Upgrading Connector Appliance

As a prerequisite to upgrading, we highly recommend that you back up your configuration before upgrading to this release. For instructions on backing up your configuration, refer to the *ArcSight Connector Appliance Administrator's Guide*.



You need to upgrade the local appliance (localhost) with the [appliance-6661.enc](#) file before you can upgrade remotely-managed appliances.

Upgrading to 6.4 on a Locally Managed Connector Appliance

- 1 Reboot the Connector Appliance.
- 2 From the HP SSO site (<http://support.openview.hp.com/>), download the [appliance-6661.enc](#) file to the computer that you use to connect to the Connector Appliance interface.
- 3 From the computer to which you downloaded the upgrade file, log in to the Connector Appliance browser-based interface using an account with administrator (upgrade) privileges.
- 4 Click the **Setup > System Admin** tab.
- 5 From the **System** menu in the left panel, click **License & Update**.

-
- 6 To locate the upgrade file you downloaded in [Step 2](#), click **Browse**.
 - 7 Click **Upload Update**.
 - 8 Click **OK**.
 - 9 Once the upgrade is complete, a banner message instructs you to reboot the appliance. Make sure you perform these steps before your current UI session times out:
 - a Click the **Reboot** link in the message.
 - b Click the **Start Reboot Now** button.



Note

If your UI session times out before you take the above actions, the appliance will not be accessible anymore. Contact HP ArcSight Customer Support for assistance.

- 10 Login to Connector Appliance.
- 11 Go to **Setup > System Admin > License & Update** and confirm that Connector Appliance is running 6.4 (6.4.0-C6661).

Upgrading to v6.4 on a Remotely Managed Connector Appliance

- 1 Make sure that all of your remotely managed Connector Appliances are running v6.3 GA (C6386).

To determine the version of your remote appliances, click the **Manage** tab. Find the Host under **System** in the left side panel and click to view its main page. The main page lists all of the remotely managed hosts. The current version is listed in the **Version** column.

- 2 From Connector Appliance user interface, click **Setup > Repositories** from the top-level menu bar.
- 3 Click **Upgrade AUP** from the left panel.
- 4 Click **Upload**.
- 5 Click **Browse** to select the [ArcSight-6.4.0.6661.0-ConnectorAppliance.full.aup](#) file from your local computer.
- 6 Click **Submit**.
- 7 Once complete, click the **Manage** tab.
- 8 Select the **Hosts** tab in the right panel, then select the appliance to which you want to apply the patch.
- 9 Click **Upgrade**.
- 10 From the drop-down list, select [ArcSight-6.4.0.6661.0-ConnectorAppliance.full.aup](#) and follow the wizard.

Upgrading Software Connector Appliance

As a prerequisite to upgrading, we highly recommend that you back up your configuration before upgrading to this release. For instructions on backing up your configuration, refer to the *ArcSight Connector Appliance Administrator's Guide*.

You can upgrade Software Connector Appliance using the GUI mode or the Console mode. Upgrading through the Silent mode is not supported.

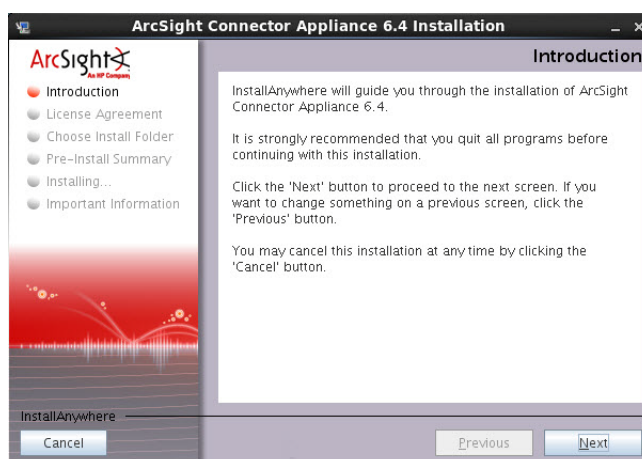
Using the GUI Mode to Upgrade Software Connector Appliance

To upgrade the software version of Connector Appliance in GUI mode:

- 1 Ensure that you are logged in with the same user account as the one used to install the previous version of Software Connector Appliance.
- 2 Download the 6.4 Software Connector Appliance upgrade file.
- 3 Run these commands from the directory where you downloaded the Connector Appliance software:

```
chmod +x ArcSight-conapp-6.4.0.6661.0.bin  
./ArcSight-conapp-6.4.0.6661.0.bin
```

- 4 The installation wizard launches, as shown in the following figure. This wizard upgrades your Software Connector Appliance installation. Click **Next**.



Do not use the **Ctrl+C** command to close the installer. If you use **Ctrl+C** to exit the installer and then uninstall Connector Appliance, doing so may delete your **/tmp** directory.

- 5 The License Agreement screen displays. Scroll to the bottom of the license agreement to review it.
- 6 Select **I accept the terms of the License Agreement** and click **Next**.
- 7 If Connector Appliance is currently running on this machine, an **Intervention Required** message displays to address this. Click **Continue** to stop all current

Connector Appliance processes and proceed with the installation, or click **Quit** to exit the installer.

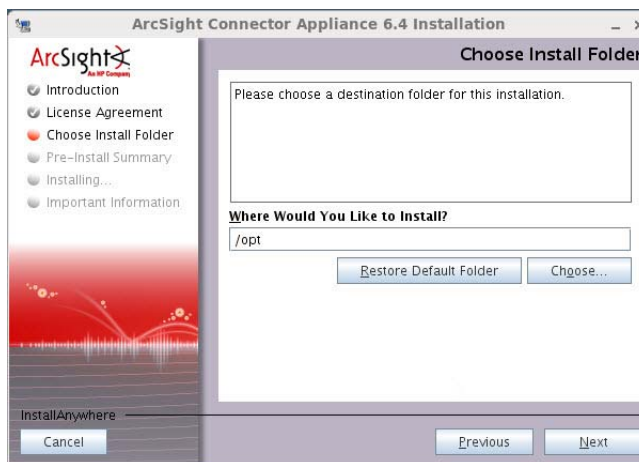


The installer stops any running Connector Appliance processes and checks for other installation prerequisites. A message displays, asking you to wait. Once all Connector Appliance processes are stopped and the checks complete, the following screen appears.

- 8 To upgrade, you must navigate to or specify the location where version 6.3 of Software Connector Appliance is installed. By default, the `/opt` directory is specified.

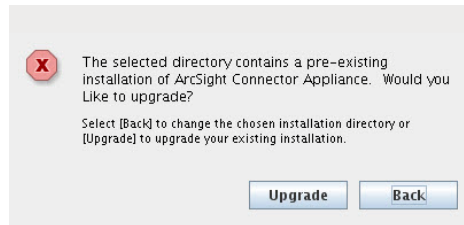
If you specify any other location, upgrade will not be successful; instead, a new installation of Connector Appliance will occur at the location you specify.

Click **Next**.



If there is not enough space to install the software at the location you specify, a message displays. To proceed with the installation, make sufficient space at the location you specified. Click **Back** to specify another location or **Quit** to exit the installer.

When the following message displays, click **Upgrade** to continue or **Back** to specify another location.



If the above message is not displayed, check the location you specified in this step to ensure that the existing Connector Appliance installation is upgraded.

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

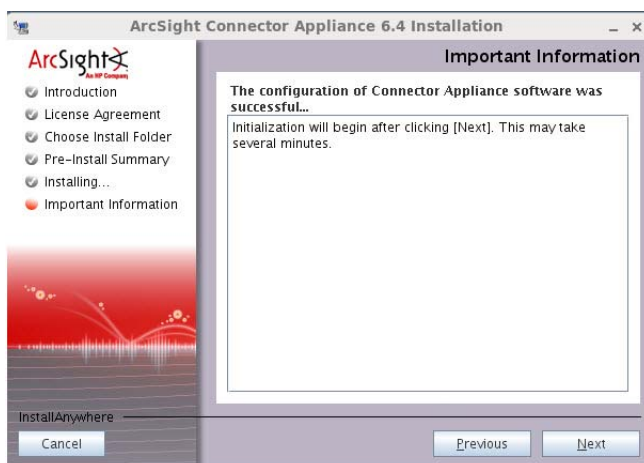


Installation may take a few minutes. Please wait.

- 10 Once this panel appears, click **Next**.



- 11 Click **Next** to initialize Connector Appliance components.



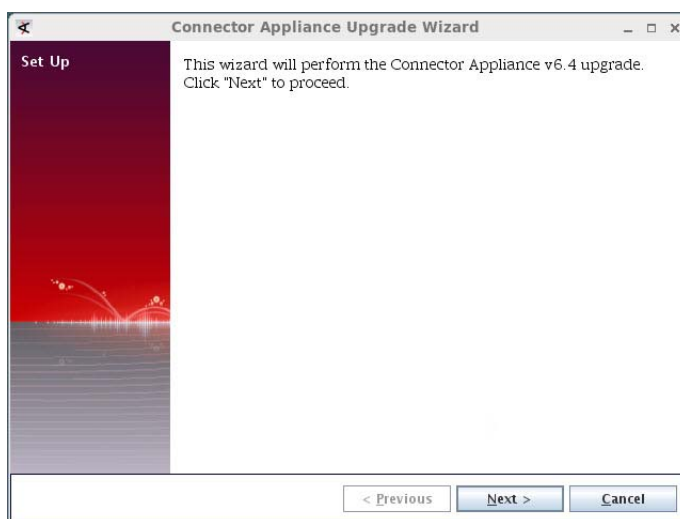
After this point, clicking the **Cancel** button puts the upgrade into an unstable state. This means that your previous version cannot be recovered.

Initialization may take a few minutes. Please wait.

- 12 When a confirmation panel indicating that the initialization of Connector Appliance was successful appears, click **Done**. An upgrade wizard starts.

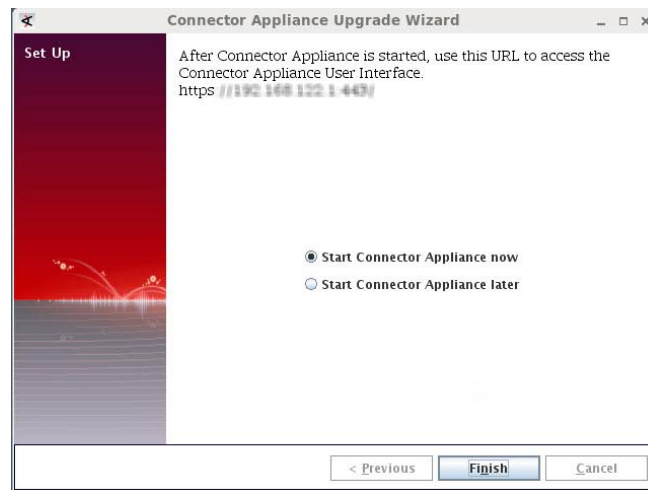
If the wizard does not start, use the following command to start it manually:

```
<install_dir>/current/arcsight/conapp/bin/arcsight conappsetup  
-u C6386
```



- 13 Click **Next** to upgrade Connector Appliance. The upgrade may take a few minutes. Please wait.

Once the upgrade is complete, the next screen displays.



- 14** Choose **Start Connector Appliance now** to start Connector Appliance now or **Start Connector Appliance later** to start it later. If you choose to start Connector Appliance now, once all processes are up, the Login screen is displayed.



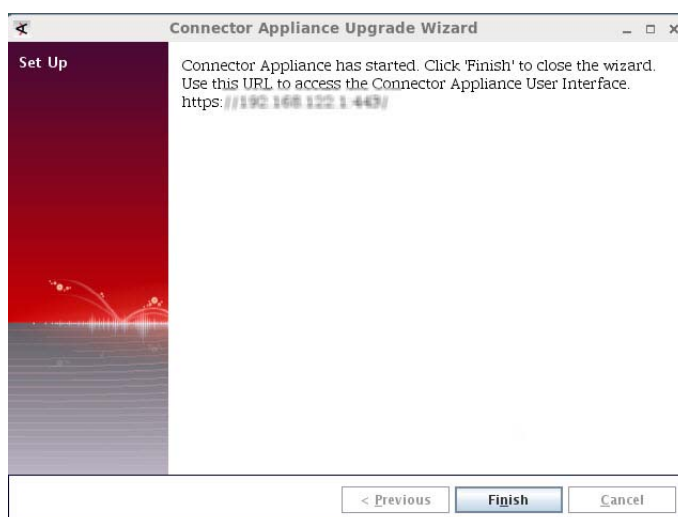
Note

If you choose to manually start Connector Appliance later, refer to the section titled “Starting and Stopping the Software Connector Appliance” in the *ArcSight Connector Appliance Administrator's Guide*.

You can configure Connector Appliance to start as a service. To do so, refer to the *ArcSight Connector Appliance Administrator's Guide* for instructions.

- 15** Choose an option and click **Finish**.

-
- 16** Click **Finish** to exit the installer. You can now connect to the upgraded Connector Appliance using the provided URL.



During the upgrade process, Connector Appliance creates a backup directory **C6386** within the software installation directory. This directory is no longer useful after a successful upgrade—ArcSight recommends deleting it.

Using the Console Mode to Upgrade Software Connector Appliance

To upgrade the software version of Connector Appliance using the console mode:

- 1** Ensure that you are logged in with the same user account as the one used to install the previous version of Software Connector Appliance.
- 2** Download the v6.4 Software Connector Appliance upgrade file.
- 3** Run these commands from the directory where you downloaded the Connector Appliance software:

```
chmod +x ArcSight-conapp-6.4.0.6661.0.bin
./ArcSight-conapp-6.4.0.6661.0.bin -i console
```

The installation wizard launches in command-line mode, as shown below. Press **Enter** to continue.

```
Introduction
-----
```

```
InstallAnywhere will guide you through the installation of
ArcSight Connector Appliance 6.4.
```

```
It is strongly recommended that you quit all programs before
continuing with this installation.
```

```
Respond to each prompt to proceed to the next step in the
installation. If you want to change something on a previous
step, type 'back'.
```

You may cancel this installation at any time by typing 'quit'.

PRESS <ENTER> TO CONTINUE:

- 4 Once the license information displays, press **Enter** until you see the following information. Choose **Y** to continue.

Select "I accept the terms of the License Agreement" below if you recognize that you have read the terms of this Agreement and attachments and agree to be bound by each of these terms.

DO YOU ACCEPT THE TERMS OF THIS LICENSE AGREEMENT? (Y/N):Y

- 5 If Connector Appliance is currently running on this machine, active processes must be stopped and the following appears. Press **Enter** to accept the default (1) or to quit (2).

Intervention Required

ArcSight Connector Appliance processes are active.

All ArcSight Connector Appliance processes must be stopped to allow installation to proceed.

Type 'Quit' to exit this installer or 'Continue' to stop all ArcSight Connector Appliance processes and continue with the installation.

->1- Continue

2- Quit

ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT:

- 6 To upgrade, you must specify the location where version 6.3 of Software Connector Appliance is installed.

If you specify any other location, upgrade will not be successful; instead, a new installation of Connector Appliance will occur at the location you specify.

Choose Install Folder

Where would you like to install?

Default Install Folder: /opt/test

ENTER AN ABSOLUTE PATH, OR PRESS <ENTER> TO ACCEPT THE DEFAULT

The system intervenes to verify that you wish to upgrade:

Intervention Required

The selected directory contains a pre-existing installation of ArcSight Connector Appliance. Would you Like to upgrade?

Type 'Back' to change the chosen installation directory or 'Upgrade' to upgrade your existing installation.

->1- Back
2- Upgrade

ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO
ACCEPT THE DEFAULT:

The prompts that follow next are similar to the ones described for the GUI mode install in [Step 9 on page 11](#) of [Using the GUI Mode to Upgrade Software Connector Appliance](#). Follow the instructions provided for the GUI mode install to complete the installation.

General Information You Need to Know

This section highlights important Connector Appliance information.

Configuring Connector Appliance for the First Time

From this release onward, the command-line interface (CLI) is the recommended approach for configuring the initial network settings on **freshly installed** Connector Appliance. This procedure is described in the *Getting Started with HP ArcSight™ Connector Appliance document*, which is enclosed in printed form with the appliance. Additionally, the initial configuration process has been updated to reduce initial setup time and make the process more intuitive.

Impact of Enhanced System Health Events on Existing ESM Content

Due to the enhancements in the format and content of system health events to provide more meaningful information, the previously applied content for system health events in ESM is impacted. **Starting in this release, you will need to update the content in ESM for these events.**

Port Change for HTTP Requests

Connector Appliance now redirects HTTP requests for port 80 to port 443 so that you can access the Connector Appliance login page by typing just the appliance hostname or IP address into the browser address field.



Note

This does not apply to the software version of Connector Appliance.

If you are using port 80 on your SmartConnectors, reconfigure the connectors to use a different port before upgrading Connector Appliance.

Upgrading to the Latest SmartConnector Version



Note

All instruction for upgrading SmartConnectors pertains to the hardware-based version of Connector Appliance.

To upgrade the connectors you manage on the Connector Appliance to the latest SmartConnector version, you need to apply the latest build to the container that contains

those connectors. For information about upgrading a container to a specific connector version, refer to the *ArcSight Connector Appliance Administrator's Guide*.

Supported SmartConnectors

The list of SmartConnectors available in the **Connector Type** pull-down menu includes all supported SmartConnectors. Some SmartConnectors are not currently supported for use on the Connector Appliance, but can be managed remotely. For the current list of SmartConnectors supported for installation on Connector Appliance, including those that require additional setup, refer to the article *Supported SmartConnectors for Connector Appliance* from the ArcSight Knowledge Base. To access the Knowledge Base, search the HP SSO site at <http://support.openview.hp.com/>.

Syslog and SNMP SmartConnectors

You can install all syslog and SNMP SmartConnectors on the Connector Appliance.



Caution

To prevent performance degradation, ArcSight strongly recommends that you do not have more than one syslog connector in a container. For more information, refer to the article *Running more than one syslog connector in one container* from the ArcSight Knowledge Base.

To access the Knowledge Base, search the HP SSO site at <http://support.openview.hp.com/>.

Database Type SmartConnectors

You can run database SmartConnectors that connect to Windows-based databases (such as Microsoft SQL Audit DB) on Linux or other platforms using JDBC drivers. The *ArcSight Connector Appliance Administrator's Guide* describes how to obtain and install the required JDBC drivers, and how to use the user-defined JDBC Repository feature to install the drivers on the local Connector Appliance.



Note

Database connectors that use Microsoft SQL Server 2005 JDBC Driver **1.2** do not run in FIPS mode. For the database connectors to run in FIPS mode, you need to install Microsoft SQL Server 2005 JDBC Driver **1.1**.

File-Based SmartConnectors

Any event sources, including scanners running in automatic mode and Windows-based sources, can write to files on a Remote File System that the Connector Appliance can mount and access. Connector Appliances supports CIFS and NFS shares.



Caution

All file-based SmartConnectors require CIFS or NFS storage mounts *before* configuring the SmartConnector.

From Connector Appliance, do the following to configure a **CIFS mount**:

Setup > System Admin > Storage > Remote File System > Add > CIFS

OR the following to configure a **NFS mount**:

Setup > System Admin > Storage > Remote File System > Add > NFS

For more information, see the *ArcSight Connector Appliance Administrator's Guide*.

API Type SmartConnectors

On the Connector Appliance, you cannot use Microsoft and other API-type SmartConnectors that need to be located on the host they are monitoring.

CheckPoint OPSEC SmartConnectors are supported in `sslca` mode using the `pull cert` command described in the *ArcSight Connector Appliance Administrator's Guide*.

The following API-type SmartConnectors work with the Connector Appliance, but with the limitations listed below.

| API SmartConnector | Limitation |
|---------------------------------------|--|
| Check Point FW-1/VPN-1 OPSEC | Only clear channel and <code>sslca</code> are supported. <code>sslopsec</code> is not supported. |
| Check Point FW-1/VPN-1 OPSEC (Legacy) | Only clear channel and <code>sslca</code> are supported. <code>sslopsec</code> is not supported. |
| Sourcefire Defense Center eStreamer | Not supported in FIPS mode. |
| Windows Unified | Not supported in FIPS mode. |

Closed Issues

The following issues have been resolved in this release.

| Issue | Description |
|-------------|---|
| CONAPP-4105 | <p>If the Emergency Restore operation was performed on a container configured with a non-default password, the container password was not set back to the default password.</p> <p>FIX: After a successful Emergency Restore operation, the password on the container is set to the default password.</p> |
| CONAPP-3844 | <p>A user account for which the password never expires could not be configured on the Connector Appliance.</p> <p>FIX: This feature request has been fulfilled in Connector Appliance version 6.4. A new option "Users Exempted From Password Expiration Policy" has been added to Authentication setting. See the Connector Appliance 6.4 Administrator's Guide for details.</p> |
| CONAPP-3802 | <p>A connector for Cisco IPS SDEE could not be configured on the Connector Appliance.</p> <p>FIX: The product has been updated to fix this issue.</p> |
| CONAPP-3788 | <p>In certain situations, the Login banner would not display correctly if the banner included HTML formatting characters.</p> <p>FIX: The product has been updated to correct this issue.</p> |
| CONAPP-3748 | <p>If an attempt to mount a CIFS share failed, the mount name could not be reused for up to two minutes after the attempt failed.</p> <p>FIX: The product has been updated to correct this issue.</p> |

| Issue | Description |
|-------------|---|
| CONAPP-3732 | <p>The Appliance Backup operation would fail if the user's password contained special characters.</p> <p>FIX: The product has been updated to allow special characters in the password for the Appliance Backup operation.</p> |
| CONAPP-3721 | <p>After a restore on a Connector Appliance, CAC authentication would be disabled (as designed). However, the Authentication settings (on the GUI) indicated that CAC authentication was enabled leading to an impression that it could be used to authenticate users.</p> <p>FIX: The product has been updated to correctly show the authentication method available after a restore is performed.</p> |
| CONAPP-3719 | <p>The CLI login did not support LDAPS. If LDAPS was configured, a user with a DN configured would fall back to local password for the CLI login. For users that did not have a DN configured, the login failed.</p> <p>FIX: CLI login now allows LDAPS authentication.</p> |
| CONAPP-3254 | <p>Connector Appliance generated system health events were in a different format than other ArcSight products such as Logger, thus presenting differently in the ArcSight ESM active channels.</p> <p>FIX: The format and content of system health events has been enhanced in this release. The events are in the same format as Logger.</p> |
| CONAPP-3217 | <p>Connector Appliance did not have the ability to generate a new self-signed certificate with customer-specified parameters, such as hostname.</p> <p>FIX: The product has been enhanced in v6.4 and now offers the ability to generate a new self-signed certificate. See the Connector Appliance 6.4 Administrator's Guide for details.</p> |
| CONAPP-3144 | <p>The Connector Appliance logs would fill up with the following message: "Invalid data format, cannot retrieve Unit from IPMI Sensor".</p> <p>FIX: The product has been updated to fix this issue.</p> |
| CONAPP-3094 | <p>When a Connector Appliance was backed up, FTP settings were not included.</p> <p>FIX: FTP settings are backed up, therefore, they are restored when an appliance is restored from a backup. (See also CONAPP-4162)</p> |
| CONAPP-3086 | <p>Remotely managed Connectors could be upgraded while Connector Appliance upgrade was in progress, which resulted in Connector Appliance becoming inaccessible.</p> <p>FIX: The product has been enhanced to disallow multiple upgrades at the same time. An error message is generated indicating that an upgrade is in progress and another one cannot be started yet.</p> |

Open Issues

This release contains the following open issues. Use the workarounds, where available.

| Issue | Description |
|-------------|---|
| CONAPP-4220 | If a container is in FIPS mode, it cannot be upgraded from SmartConnector release 5.2.5 to 5.2.6. |
| CONAPP-4206 | At times, the Setup menu option (in the top menu bar) does not display when a valid license is applied after a previous license expires. Workaround: Refresh the browser page after installing a license. |
| CONAPP-4162 | Subdirectories are not backed up during the backup process. Therefore, when a configuration is restored from a backup, the FTP subdirectories are not restored. Workaround: Manually add the FTP sub-directories after restoring a configuration. |
| CONAPP-4161 | If you update the year portion of the date manually, using the Connector Appliance GUI, the changes do not take effect. Workaround: Change the entire date, and not just the year. |
| CONAPP-4143 | If a Connector Appliance runs low on memory (for example when a large number of containers are being managed), the EPS counters (gauges) at the top and the Monitor Summary page may not update or may not show accurate values. |
| CONAPP-4132 | On the IE browser, the Hosts file (System > Network > Hosts) loses formatting when it is imported using the Import from Local File button. Workaround: When using the IE browser, copy and paste the Hosts file from a text editor such as Notepad to preserve formatting instead of using the Import from Local File button. |
| CONAPP-4100 | ArcExchange displayed the following authentication error: "The code can't reach Protect724.arcsight.com" Understanding: This issue occurs if there is a proxy used to get to Protect724 ArcSight Community. |
| CONAPP-4080 | After an upgrade from 6.3 to 6.4 on an appliance-based Connector Appliance, the following error message is displayed when you try to log in: com.google.gwt.user.client.rpc.IncompatibleRemoteServiceException: The response could not be deserialized Workaround: Refresh the browser window at the Login screen before entering username and password. This workaround is required once, immediately following the upgrade, even if a new browser window is used. |

| Issue | Description |
|-------------|---|
| CONAPP-4076 | <p>If you need to go back to a previous screen during the software upgrade, the upgrade might fail with the following message if the Previous button is clicked in a specific sequence during the upgrade:</p> <p>"upgrade installation failed: Failure occurred at the following phase: init"</p> <p>Workaround: Click Quit on the error message and cancel the installation. Restart the installation from the beginning.</p> |
| CONAPP-4069 | <p>On an L3200 (Integrated Logger-Connector Appliance platform), enabling or disabling FIPS might fail.</p> <p>Understanding: This issue is specific to older generation of appliances and is not observed on the HP Proliant-based models.</p> |
| CONAPP-4059 | <p>Events from a connector in FIPS mode (being managed on Connector Appliance) do not get sent to ArcSight ESM 5.2 in FIPS suiteB mode.</p> <p>Workaround: This issue is limited to ESM version 5.2. Therefore, use ESM 5.0 SP2 instead of ESM 5.2 to send events.</p> |
| CONAPP-4057 | <p>When a connector is upgraded to version 5.2.6.6434.0, the default SNMP PDU fields are not available on the connector when an SNMP destination is configured using this connector.</p> <p>Workaround: Use the Emergency Restore process to restore the container to 5.2.6.6436.0 version; SNMP PDU fields are available in this version.</p> |
| CONAPP-3747 | <p>The configuration backup fails when either the connector or repository data grows too large.</p> <p>Workaround: Retrieve the configuration by excluding the connector and/or repository data.</p> |
| CONAPP-3343 | <p>If an upgrade fails, the UI might show the container as running the new version, but after a reboot it appears to run the previous one.</p> <p>Understanding: The container is not running the new version. However, its process status is not updated until the next reboot, therefore, it shows the incorrect version.</p> |
| CONAPP-2691 | <p>If there are two SmartConnectors sharing the same container and the same destination, the framework combines the two EPS OUT stats values. As a result, the UI displays 0 for the first connector and the combined EPS values for the second. There is no data loss when this occurs.</p> |
| CONAPP-742 | <p>All of the Monitor pages show incorrect dates.</p> |
| TTP#50651 | <p>Workaround: Restart the web process to fix the issue.</p> |
