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# Micro Focus Security ArcSight Logger

## Release Notes for ArcSight Logger 7.3.0 Patches



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- Software Version number
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- Software Release Date, which indicates the release date of this version of the software

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# Release Notes for ArcSight Logger 7.3.0 Patches

This document contains information about patches released for the 7.3.0 version of Logger.

The patches listed in this document are cumulative releases, so older patches can be skipped unless otherwise stated.

## Contact Information

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## 7.3.0 Patch 1 - July 2023

The 7.3.0 Patch 1 release includes fixes and enhancements provided in previous releases.

### Enhancements

The `search.export.file.max.age` is a new property that can be added and customized in the `logger.properties` file.

This new property allows for the modification of the file max age value (in hours) that determines when the temporary files created by a saved search will be deleted.

If the default value of 24 hours is insufficient for lengthy searches, adding the property to the `logger.properties` file will overwrite the default value for a custom one. The example below changes the value from 24 to 36 hours:

```
search.export.file.max.age=36
```

The property can have a minimum value of 1 hour and a maximum value of 696 hours (29 days), with a default value of 24 hours.

The `logger.properties` file is stored by default:

- For Logger Software form in:

```
<LOGGER_INSTALL_DIR>/userdata/logger/user/logger/logger.properties
```

- For Logger Appliance in:

```
/opt/arcsight/userdata/logger/user/logger/logger.properties
```

### Fixed Issues

The following issues are fixed in this release.

Issue	Description
OCTCR33I710016	Updating OS tzdata library was causing a time mismatch between the server time and the Logger UI time for certain timezones.
OCTCR33I687009	Archive migration tool issues when trying to migrate archives from older Logger versions (6.x)
OCTCR33I671021	Pushing specific configuration values to a Logger from its managing ArcSight Management Center fails with Error: Failed to push configuration, "722SMreceiver1" to its Subscribers.
OCTCR33I665005	Scheduled Saved Searches that take more than 24 hours to complete fail
OCTCR33I640001	Missing steps in the data migration tool guide for non-root Logger Software form installations
OCTCR33I617132	After upgrading Logger to version 7.2.2, ArcMC's dashboard doesn't display the Logger information.
OCTCR33I569015	The initial render of the search result table does not show the events correctly sorted when the <b>sort by newest</b> option is chosen.

## Supported Platforms

Version	Release Date	Appliance Models	Operating Systems	Supported Browsers	Upgrade Path
7.3.0 Patch 1 (8432)	July 2024	L7700	<b>Certified on:</b> RHEL Linux 7.9 RHEL Linux 8.6 Rocky Linux 8.6  <b>Supported on:</b> RHEL Linux 7.8 RHEL Linux 8.4	Microsoft Edge * Firefox * Chrome *	7.3.0 (8422)

An asterisk (\*) next to a browser version indicates that the browser version supported is the one current at the date of release.



Customers running on platforms not provided in the Technical Requirements or with untested configurations will be supported until the point Micro Focus determines the root cause is the untested platform or configuration. According to the standard defect-handling policies, Micro Focus will prioritize and fix issues we can reproduce on the tested platforms.

## Verifying Your Upgrade Files

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

To download your upgrade files, visit:

<https://www.microfocus.com/en-us/support/downloads/>

Form Factor	Files to download
Appliance	For local or remote appliance upgrades:  logger-8432.enc  logger-8432.enc.sig
Software	For local upgrades:  ArcSight-logger-7.3.0.8432.1.bin  ArcSight-logger-7.3.0.8432.1.bin.sig  For remote upgrades using ArcSight Management Center:  logger-sw-8432-remote.enc  logger-sw-8432-remote.enc.sig

For instructions on how to verify the signature, see:

<https://support.microfocus.com/kb/doc.php?id=7025140>

## Upgrade Instructions

### For Logger Appliance:

Follow the instructions listed below to upgrade your Logger. Ensure that you meet the [Prerequisites](#) before you begin.

- To upgrade Logger from ArcMC, see "[To upgrade Logger Appliances remotely through ArcSight Management Center:](#)" on the next page
- To upgrade Logger locally, see "[To upgrade a Logger Appliance locally:](#)" on the next page

### To upgrade Logger Appliances remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property (unit value in seconds):

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Deploy the Logger upgrade using the `logger-8432.enc` file and following the instructions in the [ArcSight Management Center Administrator's Guide](#).
3. Take a configuration backup immediately after the upgrade is complete. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).

### To upgrade a Logger Appliance locally:

1. Take a configuration backup before the upgrade. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).
2. Log into Logger and click **System Admin > System > License & Update**.
3. Upgrade your OS as appropriate. If you are upgrading an L7700 series appliance, deploy the OS upgrade by using the file:

```
osupgrade-logger-rhel79_202304170755.enc
```

4. Look for the `logger-8432.enc` file you previously downloaded and click **Upload Update**.

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## For Logger Software form:

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

- To upgrade Logger from ArcMC, see "[To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center: "](#) below
- To upgrade Logger Software form locally, see "[To upgrade Logger Software form locally:"](#) below

### To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property :

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your OS to the latest distribution as it fixes additional security vulnerabilities.
3. Deploy the downloaded upgrade file `logger-sw-8432-remote.enc`. Follow the instructions in the [ArcSight Management Center Administrator's Guide](#) .

### To upgrade Logger Software form locally:

1. Log in with the same user name as the one used to install the previous version of Logger.
2. Run the following commands from the below directories:
  - Software:  
From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8432.1.bin
```

```
./ArcSight-logger-7.3.0.8432.1.bin
```

This wizard also upgrades your Logger Software installation. Click **Next**. You can click **Cancel** to exit the installer at any point during the upgrade process.



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

- VMWare:

From the /opt/arcsight/installers directory:

```
chmod u+x ArcSight-logger-7.3.0.8432.1.bin
```

```
./ArcSight-logger-7.3.0.8432.1.bin
```

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
Logger 7.3.0
```

```
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:
```

3. The License Agreement screen is displayed. To review the agreement

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

Software: Scroll to the bottom of the license agreement and enable the “I accept the terms of the License Agreement” button.

VMWare: Press **Enter** to display each part of the license agreement.

4. To accept the terms :

Software: Select **I accept the terms of the License Agreement** and click **Next**

VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.

5. 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 upgrade, or click **Quit** to exit the installer.
6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).

To proceed with the upgrade:

Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.

VMWare: Type **1** and press **Enter**. To exit the installer and continue to upgrade the OS, type **2** and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger.

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

### Example

```
=====
```

```
Intervention Required
```

```
-----
```

```
ArcSight Logger processes are active.
```

```
All ArcSight Logger processes must be stopped to allow installation to proceed.
```

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

```
->1- Continue
```

```
2- Quit
```

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

Once all checks are complete, the installation continues.

7. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

Software:

- Type the installation path for Logger (the default installation path is /opt, but Logger can be installed at another location if needed)



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version, however, a fresh install (Logger installed in a new location) will not.

VMWare:

- Type the installation path for Logger, /opt/arcsight/logger. Do not specify a different location.
- Press **Enter**

8. To confirm the installation location:

VMWare: Type **Y** and press **Enter**. To exit the installer and configure the console, type **Quit** and press **Enter**.

Software: Click **Next**.

- If there is not enough space to install the software at the specified location, a message will be displayed. To proceed with the installation, specify a different location or make sufficient space available. Click **Previous** to specify another location or **Quit** to exit the installer.
- If Logger is already installed at the location you previously specified, a user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

Software: To continue with the operation, click **Upgrade**. Click **Back** to specify another location.

VMWare: Type **2** and press **Enter** to continue with the upgrade.

9. Review the pre-install summary and install:

Software: Click **Install**

VMWare: Press **Enter**

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

10. To initialize Logger components:

Software: Click **Next**

VMWare: Type **Enter**

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

11. Upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

Upgrading Logger may take a few minutes. Please wait. Once the upgrade is complete, the next screen displays the URL you should use to connect to Logger.

12. Make a note of the URL. To exit the installer:

Software: Click **Done**

VMWare: Press **Enter**

13. Restart Logger to save changes.

14. You can now connect to the upgraded Logger.

15. Take a configuration backup immediately after the upgrade. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).

## 7.3.0 Patch 2 - October 2023

The 7.3.0 Patch 2 release includes fixes and enhancements provided in previous releases.

### Fixed Issues

The following issues are fixed in this release.

Issue	Description
OCTCR33I550028	Field summary shows "no records available" when the search uses the sort operator.
OCTCR33I295431	Certificates not displaying after enabling FIPS due to bc_fips ks not updating.
OCTCR33I635057	For reports exported in PDF format, if the title of a chart contains Chinese characters, they won't be displayed correctly.
OCTCR33I752116	For the "Africa/Cairo" time zone, there's a one hour discrepancy between the Logger search page (UI time) and the server time.
OCTCR33I752086	Logger appliance L7700 upgrade from version 7.0.1 to 7.2.2 causes the Logger processes to stall, with the indexing out of sync and some results not being returned.

### Supported Platforms

Version	Release Date	Appliance Models	Operating Systems	Supported Browsers	Upgrade Path
7.3.0 Patch 2 (8441)	October 2024	L7700 L8000	<b>Certified on:</b>	Microsoft Edge *	7.3.0 (8422)
			RHEL Linux 7.9	Firefox *	7.3.0 Patch 1 (8432)
			RHEL Linux 8.6	Chrome *	
			Rocky Linux 8.6		
			<b>Supported on:</b>		
			RHEL Linux 7.8		
			RHEL Linux 8.4		

An asterisk (\*) next to a browser version indicates that the browser version supported is the one current at the date of release.



Customers running on platforms not provided in the Technical Requirements or with untested configurations will be supported until the point Micro Focus determines the root cause is the untested platform or configuration. According to the standard defect-handling policies, Micro Focus will prioritize and fix issues we can reproduce on the tested platforms.

## Verifying Your Upgrade Files

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

To download your upgrade files, visit:

<https://www.microfocus.com/en-us/support/downloads/>

Form Factor	Files to download
L7700 Appliance	For local or remote appliance upgrades:  logger-8441.enc  logger-8441.enc.sig
Software or L8000 appliance	For local upgrades:  ArcSight-logger-7.3.0.8441.2.bin  ArcSight-logger-7.3.0.8441.2.bin.sig  For remote upgrades using ArcSight Management Center:  logger-sw-8441-remote.enc  logger-sw-8441-remote.enc.sig

For instructions on how to verify the signature, see:

<https://support.microfocus.com/kb/doc.php?id=7025140>

## Upgrade Instructions

This section contains the following topics:

## Upgrade Instructions for Logger Appliance L7700:

Follow the instructions listed below to upgrade your Logger. Ensure that you meet the [Prerequisites](#) before you begin.

- To upgrade Logger from ArcMC, see ["To upgrade Logger L7700 Appliances remotely through ArcSight Management Center:"](#) below
- To upgrade Logger locally, see ["To upgrade a Logger Appliance L7700 locally:"](#) below

### To upgrade Logger L7700 Appliances remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:
  - Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```
  - If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
  - Add the new property (unit value in seconds):

```
node.upgrade.thread.timeout= 10800
```
  - Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```
2. Deploy the Logger upgrade using the `logger-8441.enc` file and following the instructions in the [ArcSight Management Center Administrator's Guide](#).
3. Take a configuration backup immediately after the upgrade is complete. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).

### To upgrade a Logger Appliance L7700 locally:

1. Take a configuration backup before the upgrade. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).
2. Log into Logger and click **System Admin > System > License & Update**.
3. Upgrade your OS as appropriate. For an L7700 series appliance, deploy the OS upgrade by using the file:

osupgrade-logger-rhel179\_202304170755.enc

4. Look for the logger-8441.enc file you previously downloaded and click **Upload Update**.

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger.

### To upgrade Logger Appliance L8000 locally:

1. Log in with the same user name as the one used to connect for the first time to your L8000 appliance.
2. Run the following commands from the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8441.2.bin
```

```
./ArcSight-logger-7.3.0.8441.2.bin
```

This wizard also upgrades your Logger Appliance L8000 installation. Click **ENTER** to continue or type **back** to return to the previous screen. Type **quit** to exit the installation at any point.



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

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

#### Example

```
=====
```

```
Introduction
```

```
-----
```

```
InstallAnywhere will guide you through the installation of  
ArcSightLogger7.3.0
```

```
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. The License Agreement screen is displayed. Review the agreement and enter **y** to accept it:

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

5. An **intervention required** message is displayed to let you know that the Logger services will be stopped to continue with the upgrade process:

#### Example

```
=====
```

Intervention Required

```
-----
```

ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to proceed.

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

->1- Continue

2- Quit

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

Enter **1** to stop all current Logger processes and proceed with the upgrade, or click **2** to exit the installer.

6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).
  - Required package versions verification—The installer checks to see if your device has the correct versions of the packages required for the upgrade (this will not prevent the installation process, since the upgrade file contains the correct versions).

To proceed with the upgrade, enter the number of the desired choice: 1 for **Yes**, 2 for **No**.

Once all checks are complete, the installation continues.

7. The **Choose Install Folder** screen is displayed.

### Example

```
=====
Choose Install Folder
-----

Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of
storage available.

Where would you like to install?

    Default install folder: /opt

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

    : /opt/softlogger

INSTALL FOLDER IS: /opt/softlogger

    IS THIS CORRECT? (Y/N): y
```

Even though the prompt asks "**Where would you like to install?**", the upgrade must be installed in the same path of the original Logger Appliance L8000 installation .

Press **ENTER** to accept the default folder (/opt/softlogger).



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version.

8. If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
9. A user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

### Example

```
=====
Intervention Required
-----

The selected directory contains a pre-existing installation of ArcSight
Logger.  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:



Even though the option to go **Back** and define a different folder is presented in the menu, the upgrade of the Logger Appliance L8000 must be installed in the same folder of the pre-existing installation.

Enter 2 to proceed with the Upgrade.

10. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

### Example

```
=====
Pre-install Summary
-----
Please Review the Following Before Continuing:
Product Name:
    ArcSight Logger 7.3.0
Install Folder:
    /opt/softlogger
PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

11. Installing Logger may take a few minutes. Please wait and press **ENTER** when prompted for the **Begin Initialization** process.

### Example

```
=====
Begin Initialization
-----
The installation of Logger software was successful...
Initialization will begin after pressing [Enter]. This may take several
minutes.
PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

12. The initialization Logger may take a few minutes. Please wait and press **ENTER** when prompted for the **Begin Upgrade** process.

**Example**

```
=====
Begin Upgrade
-----
The initialization of Logger software was successful...
Upgrade of Logger will begin after pressing [Enter].
The Upgrade Complete screen is displayed once upgrade is complete and
Logger has started up.
PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

13. The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished.

**Example**

```
=====
Upgrade Is Complete
-----
Logger has started. Press [Enter] to close the installer.
Use this URL to access the Logger User Interface.
https://<YOUR_IP>:9000
PRESS <ENTER> TO CONTINUE:
```

14. You can now connect to the upgraded Logger using that URL.
15. Take a configuration backup immediately after the upgrade. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).

## Upgrade Instructions for Logger Software form:

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

- To upgrade Logger from ArcMC, see ["To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center: "](#) on the next page
- To upgrade Logger Software locally, see ["To upgrade Logger Software locally:"](#) below

## To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property :

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your OS to the latest distribution as it fixes additional security vulnerabilities.
3. Deploy the downloaded upgrade file `logger-sw-8441-remote.enc`. Follow the instructions in the [ArcSight Management Center Administrator's Guide](#) .

## To upgrade Logger Software locally:

1. Log in with the same user name as the one used to install the previous version of Logger.
2. Run the following commands from the below directories:

- Software:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8441.2.bin
```

```
./ArcSight-logger-7.3.0.8441.2.bin
```

This wizard also upgrades your Logger Software installation. Click **Next**. You can click **Cancel** to exit the installer at any point during the upgrade process.



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

- VMWare:

From the `/opt/arcsight/installers` directory:

```
chmod u+x ArcSight-logger-7.3.0.8441.2.bin
```

```
./ArcSight-logger-7.3.0.8441.2.bin
```

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
Logger 7.3.0
```

```
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:
```

3. The License Agreement screen is displayed. To review the agreement

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

Software: Scroll to the bottom of the license agreement and enable the “I accept the terms of the License Agreement” button.

VMWare: Press **Enter** to display each part of the license agreement.

4. To accept the terms :

Software: Select **I accept the terms of the License Agreement** and click **Next**

VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.

5. 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 upgrade, or click **Quit** to exit the installer.
6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).

To proceed with the upgrade:

Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.

VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger.

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

### Example

```
=====
```

```
Intervention Required
```

```
-----
```

```
ArcSight Logger processes are active.
```

```
All ArcSight Logger processes must be stopped to allow installation to proceed.
```

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

```
->1- Continue
```

```
2- Quit
```

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

Once all checks are complete, the installation continues.

7. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

Software:

- Type the installation path for Logger (the default installation path is /opt, but Logger can be installed at another location if needed). Specify the same location where the Logger you are upgrading is installed.



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version, however, a fresh install (Logger installed in a new location) will not.

VMWare:

- Type the installation path for Logger, /opt/arcsight/logger. Do not specify a different location.
- Press **Enter**

8. To confirm the installation location:

VMWare: Type **Y** and press **Enter**. To exit the installer and configure the console, type **Quit** and press **Enter**.

Software: Click **Next**.

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- If Logger is already installed at the location you previously specified, a user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

Software: To continue with the operation, click **Upgrade**. Click **Back** to specify another location.

VMWare: Type **2** and press **Enter** to continue with the upgrade.

9. Review the pre-install summary and install:

Software: Click **Install**

VMWare: Press **Enter**

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

10. To initialize Logger components:

Software: Click **Next**

VMWare: Type **Enter**

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

11. Upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

Upgrading Logger may take a few minutes. Please wait. Once the upgrade is complete, the next screen displays the URL you should use to connect to Logger.

12. Make a note of the URL. To exit the installer:

Software: Click **Done**

VMWare: Press **Enter**

13. Restart Logger to save changes.
14. You can now connect to the upgraded Logger.
15. Take a configuration backup immediately after the upgrade. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).

## 7.3.0 Patch 3 - March 2024

The 7.3.0 Patch 3 release includes fixes and enhancements provided in previous releases.

### Enhancements

- The **Standalone Logger Archive Conversion Tool** is introduced with this release, to allow converting Logger archives into CEF (default), CSV and JSON formats. For more information, see [Standalone Logger Archive Conversion Tool](#).
- The **Archive Restore Tool** has been improved to:
  - Restore archives irrespective of time zone
  - Use either hostname or IP to identify the source Logger
- For L7700 Appliances, an OS upgrade to RHEL 8.8 is provided

### Fixed Issues

The following issues are fixed in this release.

Issue	Description
OCTCR33I774011	After upgrading to Logger 7.2.2 Patch 2, the total amount of events displayed on the <b>Event Summary by Receiver</b> dashboard does not match with other event summaries (such as "Event Summary by Source"). This behavior has been observed when having multiple devices on a single receiver.
OCTCR33I821019	Searching with End Time selected in the timeframe setting returns the <b>Encountered an error while executing the search from db: Communications link failure</b> error.
OCTCR33I835009	Attempting to load a saved search with a Logger in traditional Chinese, simplified Chinese and Japanese locales does not work properly.
OCTCR33I843056	Uploading a valid Lookup file to Logger 7.3.0 with the "Local" option fails with the <b>Could not rename the uploaded file to the proper file name [{filePath}]</b> message.
OCTCR33I854018	A Logger Software installation is not possible in a server that uses remote storage for the data directory. For example, a VM with an AWS EFS mount point.
OCTCR33I861031	When performing regex or string match searches, the returned IP fields (such as agentAddress, deviceAddress, destinationAddress) contain an appended "highlight" tag string ([xHixSTARTx0]).

## Known Issues

The following known issues apply to this release. Micro Focus strives to ensure that our products provide quality solutions for your enterprise software needs. If you need assistance with any issue, visit [Micro Focus Support](#), then select the appropriate product category.

Issue	Description
OCTCR33I867120	<p><b>Issue:</b> Uploading a new lookup file with the <b>On Logger File Location</b> option results in a "Please specify a path and a file" error when the name of the file is too long.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Place the new lookup file in your local machine.</li><li>2. Follow the <a href="#">Uploading Lookup Files</a> procedure using <b>Local</b> as File location option.</li></ol>
OCTCR33I896042	<p><b>Issue:</b> After a Logger appliance has been upgraded to RHEL 8.8, the root password cannot be changed.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Open the system-auth file with this command: <pre>vi /etc/pam.d/system-auth</pre></li><li>2. Update the /lib/security/\$ISA/pam_unix.so path to: <pre>/lib64/security/pam_unix.so</pre></li></ol>

## Supported Platforms

Version	Release Date	Appliance Models	Operating Systems	Supported Browsers	Upgrade Path
7.3.0 Patch 3 (8455)	March 2024	L7700 L8000	<b>Certified on:</b>	Microsoft Edge *	7.3.0 (8422)
			RHEL Linux 7.9	Firefox *	7.3.0 Patch 1 (8432)
			RHEL Linux 8.8	Chrome *	7.3.0 Patch 2 (8441)
			Rocky Linux 8.8		
			<b>Supported on:</b>		
			RHEL Linux 7.8		
			RHEL Linux 8.4		
			RHEL Linux 8.6		
			Rocky Linux 8.6		

An asterisk (\*) next to a browser version indicates that the browser version supported is the one current at the date of release.



Customers running on platforms not provided in the Technical Requirements or with untested configurations will be supported until the point Micro Focus determines the root cause is the untested platform or configuration. According to the standard defect-handling policies, Micro Focus will prioritize and fix issues we can reproduce on the tested platforms.

## Downloading Your Upgrade Files

To download your upgrade files, visit:

<https://www.microfocus.com/en-us/support/downloads/>

And look for the files corresponding to your Logger form factor, according to the following table:

Form Factor	Files to download
L7700 Appliance	For local or remote appliance upgrades: logger-8455.enc logger-8455.enc.sig
Software or L8000 appliance	For local upgrades: ArcSight-logger-7.3.0.8455.3.bin ArcSight-logger-7.3.0.8455.3.bin.sig For remote upgrades using ArcSight Management Center: logger-sw-8455-remote.enc logger-sw-8455-remote.enc.sig

## Downloading and Verifying the Installation Files

**To download and verify the signature of your downloaded files:**

1. Log in to the host where you want to begin the installation process.
2. Change to the directory where you want to download the installer files.
3. Download all the necessary product installer files from the [Micro Focus Downloads website](https://www.microfocus.com/en-us/support/downloads/) along with their associated signature files (\*.sig).



Evolving security needs imply the renewal of certificates for the signature verification procedure. To ensure a successful verification of your product signature, download the latest public keys file before proceeding with the verification process (step 1 of the Get the Public Keys procedure).

Micro Focus provides a digital public key that is used to verify that the software you downloaded from the Micro Focus software entitlement site is indeed from Micro Focus and has not been tampered with by a third party. For more information and instructions on validating the downloaded software, visit the [Micro Focus Code Signing site](#). If you discover a file does not match its corresponding signature (.sig), attempt the download again in case there was a file transfer error. If the problem persists, please contact Micro Focus Customer Support.

4. Begin the installation.

## Upgrade Instructions

This section contains the following topics:

### Upgrade Instructions for Logger Appliance L7700:



**Tip:** In an effort to keep the Logger L7700 appliances updated with the latest available operating system, this release provides a major OS upgrade from the original RHEL 7.9 to RHEL 8.8.

It is therefore encouraged to follow the procedure below to upgrade your L7700 Appliance to RHEL 8.8.

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.

### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

## Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see "[Remote Logger L7700 Upgrade through ArcSight Management Center](#)" below
- To upgrade Logger locally, see "[Upgrade a Logger Appliance L7700 locally](#)" on page 33

### Remote Logger L7700 Upgrade through ArcSight Management Center

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property (unit value in seconds):

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Deploy the Logger upgrade using the ArcMC UI.



**Tip:** If you want to stay on RHEL 7.9 and just apply its security updates, you'll need to follow the steps below twice: Once with the `osupgrade-logger-rhel79-24.1.2-1.enc` file to update the OS, and then with the `logger-8455.enc` file to update to Logger patch 3.

If you want to upgrade your OS to RHEL 8.8 (recommended) then:

- If you are already on kernel version 3.10.0-1160.95.1 or higher, follow the steps below twice: Once with the `logger-8455.enc` file to update to Logger patch 3 and then with the `osupgrade-logger-rhel79-88-24.1-11.enc` file to update the OS.
- If you are on an older kernel version, follow the steps below three times in this order:
  - a. With the `osupgrade-logger-rhel79-24.1.2-1.enc` file
  - b. With the `logger-8455.enc` file
  - c. With the `osupgrade-logger-rhel79-88-24.1-11.enc` file

Use the following command to verify your kernel version:

```
uname -r
```

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
  - j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
    - l. When the wizard is complete, click **Done**.
3. Update the remote file system status. From the Logger UI, go to System Admin -> Remote File System, select each RFS, and click the **Test** button. This will cause the status to change from **Not In Use** to **In Use**.
4. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade a Logger Appliance L7700 locally

1. Log into Logger and click **System Admin > System > License & Update**.
2. Upgrade your OS using the RHEL 7.9 file:

osupgrade-logger-rhel79-24.1.2-1.enc



**Note:** This step will install the February 2024 OS update for RHEL 7.9, and it's only mandatory if you wish to remain on RHEL 7.9.

If you plan to upgrade to RHEL 8.8, you can skip this upgrade as long as you are already on kernel version 3.10.0-1160.95.1 or higher.

Execute this command to check your kernel version:

```
uname -r
```

```
3.10.0-1160.105.1.el7.x86_64
```

3. Upgrade your Logger using the patch 3 file:

logger-8455.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.



**Do not proceed with the next step until the update process has finished successfully**

4. Upgrade your OS using the RHEL 8.8 file:  
osupgrade-logger-rhel79-88-24.1-11.enc



This step is only mandatory if you wish upgrade to RHEL 8.8, which we recommend, and can only be performed after upgrading to Logger version 7.3 patch 3.

5. Update the remote file system status. From the Logger UI, go to System Admin -> Remote File System, select each RFS, and click the **Test** button. This will cause the status to change from **Not In Use** to **In Use**.

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger.

### To upgrade Logger Appliance L8000 locally:

1. Log in with the same user name as the one used to connect for the first time to your L8000 appliance.

2. Run the following commands from the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8455.3.bin
```

```
./ArcSight-logger-7.3.0.8455.3.bin
```

This wizard also upgrades your Logger Appliance L8000 installation. Click **ENTER** to continue or type **back** to return to the previous screen. Type **quit** to exit the installation at any point.



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

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

**Example**

```
=====
```

```
Introduction
```

```
-----
```

```
InstallAnywhere will guide you through the installation of ArcSightLogger  
7.3.0
```

```
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. The License Agreement screen is displayed. Review the agreement and enter **y** to accept it:

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

5. An **intervention required** message is displayed to let you know that the Logger services will be stopped to continue with the upgrade process:

**Example**

```
=====
```

```
Intervention Required
```

```
-----
```

```
ArcSight Logger processes are active.
```

All ArcSight Logger processes must be stopped to allow installation to proceed.

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

->1- Continue

2- Quit

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

Enter **1** to stop all current Logger processes and proceed with the upgrade, or click **2** to exit the installer.

6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).
  - Required package versions verification—The installer checks to see if your device has the correct versions of the packages required for the upgrade (this will not prevent the installation process, since the upgrade file contains the correct versions).

To proceed with the upgrade, enter the number of the desired choice: 1 for **Yes**, 2 for **No**.

Once all checks are complete, the installation continues.

7. The **Choose Install Folder** screen is displayed.

#### Example

```
=====
```

Choose Install Folder

```
-----
```

Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of storage available.

Where would you like to install?

Default install folder: /opt

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

: /opt/softlogger

INSTALL FOLDER IS: /opt/softlogger

IS THIS CORRECT? (Y/N): y

Even though the prompt asks "**Where would you like to install?**", the upgrade must be installed in the same path of the original Logger Appliance L8000 installation .

Press **ENTER** to accept the default folder (/opt/softlogger).



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version.

8. If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
9. A user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

#### Example

```
=====
```

```
Intervention Required
```

```
-----
```

```
The selected directory contains a pre-existing installation of ArcSight  
Logger. 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:
```



Even though the option to go **Back** and define a different folder is presented in the menu, the upgrade of the Logger Appliance L8000 must be installed in the same folder of the pre-existing installation.

Enter 2 to proceed with the Upgrade.

10. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

**Example**

```
=====
Pre-install Summary
-----

Please Review the Following Before Continuing:

Product Name:
  ArcSight Logger 7.3.0

Install Folder:
  /opt/softlogger

PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

11. Installing Logger may take a few minutes. Please wait and press **ENTER** when prompted for the **Begin Initialization** process.

**Example**

```
=====
Begin Initialization
-----

The installation of Logger software was successful...

Initialization will begin after pressing [Enter]. This may take several
minutes.

PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

12. The initialization Logger may take a few minutes. Please wait and press **ENTER** when prompted for the **Begin Upgrade** process.

**Example**

```
=====
Begin Upgrade
-----

The initialization of Logger software was successful...
```

Upgrade of Logger will begin after pressing [Enter].

The Upgrade Complete screen is displayed once upgrade is complete and Logger has started up.

PRESS <ENTER> TO CONTINUE:

Press **ENTER** to proceed.

13. The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished.

#### Example

```
=====
```

Upgrade Is Complete

```
-----
```

Logger has started. Press [Enter] to close the installer.

Use this URL to access the Logger User Interface.

[https://<YOUR\\_IP>:9000](https://<YOUR_IP>:9000)

PRESS <ENTER> TO CONTINUE:

14. You can now connect to the upgraded Logger using that URL.
15. Take a configuration backup immediately after the upgrade. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).

## Upgrade Instructions for Logger Software form:



**Note:** Be sure to upgrade your operating system (OS) to get the latest security updates before you upgrade Logger.

In case your OS is RHEL 7.9, we recommend to perform the upgrade to RHEL 8.x, keeping ahead of the RHEL 7.9 EOL cycle (to come later this year). This OS upgrade can be performed either before or after you have upgraded to Logger 7.3 patch 3.

See "[Upgrading your OS to RHEL 8.x](#)" on page 43 for instructions.

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

- To upgrade Logger from ArcMC, see "[To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center: "](#) on the next page
- To upgrade Logger Software form locally, see "[To upgrade Logger Software locally:"](#) on the next page

## To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property :

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your OS to the latest distribution as it fixes additional security vulnerabilities.
3. Deploy the downloaded upgrade file `logger-sw-8455-remote.enc`. Follow the instructions in ["Remote Upgrade through ArcSight Management Center" on page 46](#).

## To upgrade Logger Software locally:

1. Log in with the same user name as the one used to install the previous version of Logger.
2. Run the following commands from the below directories:

- Software:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8455.3.bin
```

```
./ArcSight-logger-7.3.0.8455.3.bin
```

This wizard also upgrades your Logger Software installation. Click **Next**. You can click **Cancel** to exit the installer at any point during the upgrade process.



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

- VMWare:

From the `/opt/arcsight/installers` directory:

```
chmod u+x ArcSight-logger-7.3.0.8455.3.bin
```

```
./ArcSight-logger-7.3.0.8455.3.bin
```

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
Logger 7.3.0
```

```
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:
```

3. The License Agreement screen is displayed. To review the agreement

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

Software: Scroll to the bottom of the license agreement and enable the “I accept the terms of the License Agreement” button.

VMWare: Press **Enter** to display each part of the license agreement.

4. To accept the terms :

Software: Select **I accept the terms of the License Agreement** and click **Next**

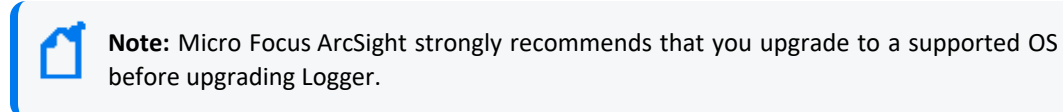
VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.

5. 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 upgrade, or click **Quit** to exit the installer.
6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).

To proceed with the upgrade:

Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.

VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

### Example

```
=====
```

```
Intervention Required
```

```
-----
```

```
ArcSight Logger processes are active.
```

```
All ArcSight Logger processes must be stopped to allow installation to proceed.
```

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

```
->1- Continue
```

```
2- Quit
```

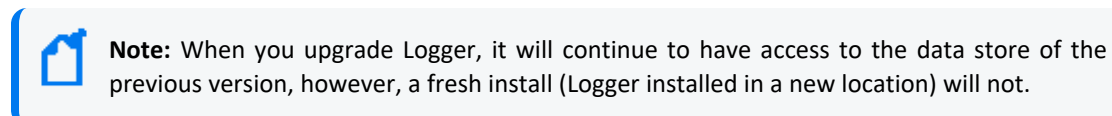
```
ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT:
```

Once all checks are complete, the installation continues.

7. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

Software:

- Type the installation path for Logger (the default installation path is /opt, but Logger can be installed at another location if needed). Specify the same location where the Logger you are upgrading is installed.



VMWare:

- Type the installation path for Logger, /opt/arcsight/logger. Do not specify a different location.

- Press **Enter**

8. To confirm the installation location:

VMWare: Type **Y** and press **Enter**. To exit the installer and configure the console, type **Quit** and press **Enter**.

Software: Click **Next**.

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- If Logger is already installed at the location you previously specified, a user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

Software: To continue with the operation, click **Upgrade**. Click **Back** to specify another location.

VMWare: Type **2** and press **Enter** to continue with the upgrade.

9. Review the pre-install summary and install:

Software: Click **Install**

VMWare: Press **Enter**

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

10. To initialize Logger components:

Software: Click **Next**

VMWare: Type **Enter**

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

11. Upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

Upgrading Logger may take a few minutes. Please wait. Once the upgrade is complete, the next screen displays the URL you should use to connect to Logger.

12. Make a note of the URL. To exit the installer:

Software: Click **Done**

VMWare: Press **Enter**

13. Restart Logger to save changes.

14. You can now connect to the upgraded Logger.

15. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrading your OS to RHEL 8.x



We provide the instructions below in an effort to keep ahead of the RHEL 7.9 EOL, which took effect this year. Since the hardware and OS where Logger Software form is installed is managed by your company, it's up to your own discretion and risk to perform the OS upgrade using the steps provided below.

1. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
2. Stop the Logger services and keep them from restarting during the multiple reboots that the OS upgrade will entail.



These commands can only be executed with a root user

- To stop the Logger services:

```
<install_dir>/current/arcsight/logger/bin/loggerd stop
```

- To check that all services have stopped:

```
<install_dir>/current/arcsight/logger/bin/loggerd status
```

- To disable the services from restarting after a reboot:

```
systemctl disable arcsight_logger
```

3. Follow the [Red hat](#) documentation instructions to perform your OS upgrade from RHEL 7.9 to RHEL 8.x.



**Note:** During the OS upgrade, you will get a chance to choose which version of RHEL you want to end up on. Make sure to check the supported platforms for your Logger and choose the correct one:

- [Supported Platforms for Logger7.3.0](#)
- [Supported Platforms for Logger7.3.0 patch 1](#)
- [Supported Platforms for Logger7.3.0 patch 2](#)
- [Supported Platforms for Logger7.3.0 patch 3](#)

4. Execute the post-upgrade verifications to make sure the RHEL 8.x system has reached the required state after the in-place upgrade.



The verification can only be performed once the upgrade has finished successfully, and you're able to log into RHEL 8.x.

- Check the current OS version:

```
# cat /etc/redhat-release
```

Example output:

```
Red Hat Enterprise Linux release 8.6 (Ootpa)
```

- Check the OS kernel version:

```
# uname -r
```

Example output:

```
4.18.0-372.32.1.el8_6.x86_64
```

5. (Optional - for root installations only) Reestablish the permissions with the following command:

```
# /opt/arcsight/logger/current/arcsight/logger/bin/scripts/logger_fix_perms_sw.sh /opt/arcsight/logger/
```

Example output:



```
Successfully tightened permissions for logger module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions.
```

6. After the OS upgrade, validate the presence of the packages in the following table. Use the command in the **Verification command** column for each package.

If all packages are installed, you already comply with this requirement.

If any of the packages are missing, proceed to install them by using the command in the **Installation command** column. Once the installation of all the packages is finished, proceed to the next step.

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>

rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>
compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install -y compat-openssl10</code> <div>  If the yum command does not work for you, download the package using your third party repository </div>
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install -y ncurses-compat-libs</code> <div>  If the yum command does not work for you, download the package using your third party repository </div>

7. Enable the `rngd.service` with the following commands:

To see the status of the `rngd.service` run:

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

8. Add the TCP OS configuration properties using the following steps:

- a. Edit the system file by executing this command:

```
vi /etc/sysctl.conf
```

Next, press `Shift + G` to reach the end of file.

- b. Add or modify the following timeout properties and their recommended values:

```
net.ipv4.tcp_fin_timeout = 30
```

```
net.ipv4.tcp_keepalive_time = 60
```

```
net.ipv4.tcp_keepalive_intvl = 2
```

```
net.ipv4.tcp_keepalive_probes = 2
```

- c. Exit and save:

```
(wq!)
```

- d. Apply the changes by running the command

```
sysctl -p
```

9. Look for the `20-nproc.conf` file, and make sure you have the right credentials to edit it:

```
# cd /etc/security/limits.d/
```

```
# ls -al
```

If the file is not listed, but you do have a `20-nproc.conf.rpmsave` file, rename it with this command:

```
mv 20-nproc.conf.rpmsave 20-nproc.conf
```

10. Reboot the machine.
11. Execute the `ulimit` command again to verify the values for `open files` and `max user processes`.

```
# ulimit -a
```

Look for the `open files` and `max user processes` values in the list. They should be `(-n) 65536` for `open files` and `(-u) 10240` for `max user processes`.

12. Delete the `libcrypt.so.1` file:

```
# cd /opt/arcsight/logger/current/local/lib/
```

```
# rm libcrypt.so.1
```

13. Re-enable `Logger` to restart the services on its own with the following commands:

- To enable the services again:

```
systemctl enable arcsight_logger
```

- To restart the services the first time:

```
<install_dir>/current/arcsight/logger/bin/loggerd start all
```

The next machine reboot would see the `Logger` services restarting on their own.



If you have already performed the upgrade to `Logger 7.3 patch 3`, you are done. If you haven't, you can proceed back to ["Upgrade Instructions for Logger Software form:" on page 38](#)

## Remote Upgrade through ArcSight Management Center

1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.
4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.
6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.



You may only select one form factor type to upgrade.

9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.



**Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## 7.3.0 Patch 4 - June 2024

The 7.3.0 Patch 4 release includes fixes and enhancements provided in previous releases.

### Fixed Issues

The following issues are fixed in this release.

Issue	Description
OCTCR33I862015	Restarting a Logger after its certificate has been changed will cause peering communication issues.
OCTCR33I745029	In SQL Reports, when using a non-indexed field in a SQL query, the deviceVersion field is getting truncated to 16 characters

### Known Issues

The following known issues apply to this release. Micro Focus strives to ensure that our products provide quality solutions for your enterprise software needs. If you need assistance with any issue, visit [Micro Focus Support](#), then select the appropriate product category.

Issue	Description
OCTCR33I867120	<p><b>Issue:</b> Uploading a new lookup file with the <b>On LoggerFile Location</b> option results in a "Please specify a path and a file" error when the name of the file is too long.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Place the new lookup file in your local machine.</li><li>2. Follow the <a href="#">Uploading Lookup Files</a> procedure using <b>Local</b> as File location option.</li></ol>
OCTCR33I896042	<p><b>Issue:</b> After a Logger appliance has been upgraded to RHEL 8.8, the root password cannot be changed.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Open the system-auth file with this command: <pre>vi /etc/pam.d/system-auth</pre></li><li>2. Update the /lib/security/\$ISA/pam_unix.so path to: <pre>/lib64/security/pam_unix.so</pre></li></ol>

## Security Fixes

The following important security fix was implemented in this release.

Description	CVE
Stored Cross-Site Scripting	CVE-2024-4190

## Supported Platforms

Version	Release Date	Appliance Models	Operating Systems	Supported Browsers	Upgrade Path
7.3.0 Patch 4 (8469)	June 2024	L7700 L8000	<b>Certified on:</b>	Microsoft Edge *	7.3.0 (8422)
			RHEL Linux 7.9	Firefox *	7.3.0 Patch 1 (8432)
			RHEL Linux 8.8	Chrome *	7.3.0 Patch 2 (8441)
			Rocky Linux 8.8		7.3.0 Patch 3 (8455)
			<b>Supported on:</b>		
			RHEL Linux 8.6		
			Rocky Linux 8.6		

An asterisk (\*) next to a browser version indicates that the browser version supported is the one current at the date of release.



Customers running on platforms not provided in the Technical Requirements or with untested configurations will be supported until the point Micro Focus determines the root cause is the untested platform or configuration. According to the standard defect-handling policies, Micro Focus will prioritize and fix issues we can reproduce on the tested platforms.

## Downloading Your Upgrade Files

To download your upgrade files, visit:

<https://www.microfocus.com/en-us/support/downloads/>

And look for the files corresponding to your Logger form factor, according to the following table:

Form Factor	Files to download
L7700 Appliance	For local or remote appliance upgrades:  logger-8469.enc  logger-8469.enc.sig
Software or L8000 appliance	For local upgrades:  ArcSight-logger-7.3.0.8469.4.bin ArcSight-logger-7.3.0.8469.4.bin.sig  For remote upgrades using ArcSight Management Center:  logger-sw-8469-remote.enc  logger-sw-8469-remote.enc.sig

## Downloading and Verifying the Installation Files

### To download and verify the signature of your downloaded files:

1. Log in to the host where you want to begin the installation process.
2. Change to the directory where you want to download the installer files.
3. Download all the necessary product installer files from the [Micro Focus Downloads website](#) along with their associated signature files (\*.sig).



Evolving security needs imply the renewal of certificates for the signature verification procedure. To ensure a successful verification of your product signature, download the latest public keys file before proceeding with the verification process (step 1 of the Get the Public Keys procedure).

Micro Focus provides a digital public key that is used to verify that the software you downloaded from the Micro Focus software entitlement site is indeed from Micro Focus and has not been tampered with by a third party. For more information and instructions on validating the downloaded software, visit the [Micro Focus Code Signing site](#). If you discover a file does not match its corresponding signature (.sig), attempt the download again in case there was a file transfer error. If the problem persists, please contact Micro Focus Customer Support.

4. Begin the installation.

## Upgrade Instructions

This section contains the following topics:

## Upgrade Instructions for Logger Appliance L7700:



In our continued effort to maintain operating system currency on ArcSight appliances, the Logger 7.3.0 patch 4 release requires customers to upgrade the operating system to RHEL 8.8.

The provided file, `osupgrade-logger-rhel79-88-24.1-11.enc`, will upgrade the operating system of your Logger L7700 appliance to RHEL 8.8.

Attempting to upgrade to Logger 7.3.0 patch 4 while being in an older OS will fail with the following message:

**The upgrade to Logger 7.3.0 P4 requires a minimum OS version of RHEL 8.8. Please upgrade your OS before attempting the upgrade to P4 again.**

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.

### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

### Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see "[Remote Logger L7700 Upgrade through ArcSight Management Center](#)" below
- To upgrade Logger locally, see "[Upgrade a Logger Appliance L7700 locally](#)" on page 53

### Remote Logger L7700 Upgrade through ArcSight Management Center

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If <install\_dir>/userdata/arcmc/logger.properties does not exist, create the file as a non-root user.
- Add the new property (unit value in seconds):

```
node.upgrade.thread.timeout= 10800
```

- Update the logger.properties file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2.



This step is only required if your Logger L7700 is still on RHEL 7.9. If you already performed the upgrade to RHEL 8.8 when you upgraded to Logger 7.3.0 patch 3, you can skip this step and proceed to step 3.

Deploy the osupgrade-logger-rhel79-88-24.1-11.enc upgrade file through the ArcMC UI, following these steps:

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
- j. Review the dialog box, and then click **Next**.
- k. Follow the prompts to complete the wizard.
- l. When the wizard is complete, click **Done**.

3. Upgrade your Logger using the patch 4 file (logger-8469.enc), following these steps from the ArcMC UI:

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
  - j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
  - l. When the wizard is complete, click **Done**.
4. Update the remote file system status. From the Logger UI, go to System Admin -> Remote File System, select each RFS, and click the **Test** button. This will cause the status to change from **Not In Use** to **In Use**.
  5. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade a Logger Appliance L7700 locally

1. Log into Logger and click **System Admin > System > License & Update**.

2.



This step is only required if your Logger L7700 is still on RHEL 7.9. If you already performed the upgrade to RHEL 8.8 when you upgraded to Logger 7.3.0 patch 3, you can skip this step and proceed to step 3.

Deploy the osupgrade-logger-rhel79-88-24.1-11.enc upgrade file.

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

3. Upgrade your Logger using the patch 4 file:  
logger-8469.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

### Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see "[Remote Upgrade through ArcSight Management Center](#)" on page 59
- To upgrade Logger locally, see "[To upgrade Logger Appliance L8000 locally:](#)" below

### To upgrade Logger Appliance L8000 locally:

1. Log in with the same user name as the one used to connect for the first time to your L8000 appliance.
2. Run the following commands from the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8469.4.bin
```

```
./ArcSight-logger-7.3.0.8469.4.bin
```

This wizard also upgrades your Logger Appliance L8000 installation. Click **ENTER** to continue or type **back** to return to the previous screen. Type **quit** to exit the installation at any point.



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

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

#### Example

```
=====
```

```
Introduction
```

```
-----
```

```
InstallAnywhere will guide you through the installation of ArcSightLogger  
7.3.0
```

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. The License Agreement screen is displayed. Review the agreement and enter **y** to accept it:

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

5. An **intervention required** message is displayed to let you know that the Logger services will be stopped to continue with the upgrade process:

#### Example

=====

Intervention Required

-----

ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to proceed.

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

->1- Continue

2- Quit

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

Enter **1** to stop all current Logger processes and proceed with the upgrade, or click **2** to exit the installer.

6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).
  - Required package versions verification—The installer checks to see if your device has the correct versions of the packages required for the upgrade (this will not prevent the installation process, since the upgrade file contains the correct versions).

To proceed with the upgrade, enter the number of the desired choice: 1 for **Yes**, 2 for **No**.

Once all checks are complete, the installation continues.

7. The **Choose Install Folder** screen is displayed.

#### Example

```
=====
Choose Install Folder
-----

Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of
storage available.

Where would you like to install?

    Default install folder: /opt

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

    : /opt/softlogger

INSTALL FOLDER IS: /opt/softlogger

    IS THIS CORRECT? (Y/N): y
```

Even though the prompt asks "**Where would you like to install?**", the upgrade must be installed in the same path of the original Logger Appliance L8000 installation .

Press **ENTER** to accept the default folder (/opt/softlogger).



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version.

8. If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
9. A user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

#### Example

```
=====
Intervention Required
-----

The selected directory contains a pre-existing installation of ArcSight
Logger. 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:



Even though the option to go **Back** and define a different folder is presented in the menu, the upgrade of the Logger Appliance L8000 must be installed in the same folder of the pre-existing installation.

Enter 2 to proceed with the Upgrade.

10. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

#### Example

```
=====
Pre-install Summary
-----

Please Review the Following Before Continuing:

Product Name:

  ArcSight Logger 7.3.0

Install Folder:

  /opt/softlogger

PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

11. Installing Logger may take a few minutes. Please wait and press **ENTER** when prompted for the **Begin Initialization** process.

#### Example

```
=====
Begin Initialization
-----

The installation of Logger software was successful...
```

```
Initialization will begin after pressing [Enter]. This may take several
minutes.
```

```
PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

- The initialization Logger may take a few minutes. Please wait and press **ENTER** when prompted for the **Begin Upgrade** process.

**Example**

```
=====
```

```
Begin Upgrade
```

```
-----
```

```
The initialization of Logger software was successful...
```

```
Upgrade of Logger will begin after pressing [Enter].
```

```
The Upgrade Complete screen is displayed once upgrade is complete and
Logger has started up.
```

```
PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

- The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished.

**Example**

```
=====
```

```
Upgrade Is Complete
```

```
-----
```

```
Logger has started. Press [Enter] to close the installer.
```

```
Use this URL to access the Logger User Interface.
```

```
https://<YOUR_IP>:9000
```

```
PRESS <ENTER> TO CONTINUE:
```

- You can now connect to the upgraded Logger using that URL.
- Take a configuration backup immediately after the upgrade. For instructions, refer to the [Logger 7.3 Administrator's Guide](#).

## Remote Upgrade through ArcSight Management Center



**Tip:** When remotely upgrading a Logger Software form or a LoggerL8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

**Upgrade failed; Failed to bring up all processes successfully**

You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8469.x

1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.
4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.
6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.



You may only select one form factor type to upgrade.

9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.



**Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade Instructions for Logger Software:



**Note:** Be sure to upgrade your operating system (OS) to get the latest security updates before you upgrade Logger.

In case your OS is RHEL 7.9, we recommend to perform the upgrade to RHEL 8.x before you attempt the upgrade to Logger 7.3.0 patch 4.

See ["Upgrading your OS to RHEL 8.x" on page 65](#) for instructions.

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

- To upgrade Logger from ArcMC, see ["To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center: " below](#)
- To upgrade Logger Software locally, see ["To upgrade Logger Software form locally:" on the next page](#)

### To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property :

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your OS to the latest distribution as it fixes additional security vulnerabilities.
3. Deploy the downloaded upgrade file `logger-sw-8469-remote.enc`. Follow the instructions in ["Remote Upgrade through ArcSight Management Center" on page 69](#).

## To upgrade Logger Software form locally:

1. Log in with the same user name as the one used to install the previous version of Logger.
2. Run the following commands from the below directories:

- Software:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8469.4.bin
```

```
./ArcSight-logger-7.3.0.8469.4.bin
```

This wizard also upgrades your Software Logger installation. Click **Next**. You can click **Cancel** to exit the installer at any point during the upgrade process.



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

- VMWare:

From the /opt/arcSight/installers directory:

```
chmod u+x ArcSight-logger-7.3.0.8469.4.bin
```

```
./ArcSight-logger-7.3.0.8469.4.bin
```

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
Logger 7.3.0
```

```
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:
```

3. The License Agreement screen is displayed. To review the agreement

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

- Software: Scroll to the bottom of the license agreement and enable the “I accept the terms of the License Agreement” button.
  - VMWare: Press **Enter** to display each part of the license agreement.
4. To accept the terms:
    - Software: Select **I accept the terms of the License Agreement** and click **Next**
    - VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.
  5. 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 upgrade, or click **Quit** to exit the installer.
  6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
    - Operating system check: the installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).
    - Your version of TZData will be checked to verify that it complies with the minimum requirements (tzdata-2024a):

```
=====
====
User Intervention Required
-----

System TZData does not match requirements. Must be tzdata-2024a or
higher.
Do you want to continue?

->1- Yes

2- No

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

To proceed with the upgrade:

- Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.
- VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger. For Logger 7.3.0 patch 4, you will see the following prompt:

```
=====
=====
              User              Intervention              Required
- - - - -
We strongly recommend you upgrade your operating system to RHEL 8.x or
Rocky
8.x and your Logger version to 7.3.0 P3 (8455) prior to the Logger
7.3.0 P4
upgrade. Do you want to continue?

->1- Yes
2- No

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

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

### Example

```
=====
Intervention Required
-----
ArcSight Logger processes are active.
All ArcSight Logger processes must be stopped to allow installation to
proceed.
Type 'Quit' to exit this installer or 'Continue' to stop all ArcSight
Logger processes and continue with the installation.
->1- Continue
2- Quit

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

Once all checks are complete, the installation continues.

7. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

Software:

- Type the installation path for Logger (the default installation path is /opt, but Logger can be installed at another location if needed). Specify the same location where the Logger you are upgrading is installed.



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version, however, a fresh install (Logger installed in a new location) will not.

VMWare:

- Type the installation path for Logger, /opt/arcsight/logger. Do not specify a different location.
- Press **Enter**

8. To confirm the installation location:

VMWare: Type **Y** and press **Enter**. To exit the installer and configure the console, type **Quit** and press **Enter**.

Software: Click **Next**.

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- If Logger is already installed at the location you previously specified, a user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

Software: To continue with the operation, click **Upgrade**. Click **Back** to specify another location.

VMWare: Type **2** and press **Enter** to continue with the upgrade.

9. Review the pre-install summary and install:

Software: Click **Install**

VMWare: Press **Enter**

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

10. To initialize Logger components:

Software: Click **Next**

VMWare: Type **Enter**

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

11. Upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

Upgrading Logger may take a few minutes. Please wait. Once the upgrade is complete, the next screen displays the URL you should use to connect to Logger.

12. Make a note of the URL. To exit the installer:

Software: Click **Done**

VMWare: Press **Enter**

13. Restart Logger to save changes.
14. You can now connect to the upgraded Logger.
15. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrading your OS to RHEL 8.x



We provide the instructions below in an effort to keep ahead of the RHEL 7.9 EOL, which took effect this year. Since the hardware and OS where Logger Software form is installed is managed by your company, it's up to your own discretion and risk to perform the OS upgrade using the steps provided below.

1. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
2. Stop the Logger services and keep them from restarting during the multiple reboots that the OS upgrade will entail.



These commands can only be executed with a root user

- To stop the Logger services:

```
<install_dir>/current/arcsight/logger/bin/loggerd stop
```

- To check that all services have stopped:

```
<install_dir>/current/arcsight/logger/bin/loggerd status
```

- To disable the services from restarting after a reboot:

```
systemctl disable arcsight_logger
```

3. Follow the [Red hat](#) documentation instructions to perform your OS upgrade from RHEL 7.9 to RHEL 8.x.



**Note:** During the OS upgrade, you will get a chance to choose which version of RHEL you want to end up on. Make sure to check the supported platforms for your Logger and choose the correct one:

- [Supported Platforms for Logger 7.3.0](#)
- [Supported Platforms for Logger 7.3.0 patch 1](#)
- [Supported Platforms for Logger 7.3.0 patch 2](#)
- [Supported Platforms for Logger 7.3.0 patch 3](#)
- [Supported Platforms for Logger 7.3.0 patch 4](#)

4. Execute the post-upgrade verifications to make sure the RHEL 8.x system has reached the required state after the in-place upgrade.



The verification can only be performed once the upgrade has finished successfully, and you're able to log into RHEL 8.x.

- Check the current OS version:

```
# cat /etc/redhat-release
```

Example output:

```
Red Hat Enterprise Linux release 8.6 (Ootpa)
```

- Check the OS kernel version:

```
# uname -r
```

Example output:

```
4.18.0-372.32.1.el8_6.x86_64
```

5. (Optional - for root installations only) Reestablish the permissions with the following command:

```
# /opt/arcsight/logger/current/arcsight/logger/bin/scripts/logger_fix_perms_sw.sh /opt/arcsight/logger/
```



Example output:

```
Successfully tightened permissions for logger module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions.
```

6. After the OS upgrade, validate the presence of the packages in the following table. Use the command in the **Verification command** column for each package.

If all packages are installed, you already comply with this requirement.

If any of the packages are missing, proceed to install them by using the command in the **Installation command** column. Once the installation of all the packages is finished, proceed to the next step.

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>
rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>
compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install -y compat-openssl10</code> <div> If the yum command does not work for you, download the package using your third party repository</div>
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install -y ncurses-compat-libs</code> <div> If the yum command does not work for you, download the package using your third party repository</div>

7. Enable the `rngd.service` with the following commands:

To see the status of the `rngd.service` run:

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

8. Add the TCP OS configuration properties using the following steps:

- a. Edit the system file by executing this command:

```
vi /etc/sysctl.conf
```

Next, press `Shift + G` to reach the end of file.

- b. Add or modify the following timeout properties and their recommended values:

```
net.ipv4.tcp_fin_timeout = 30
```

```
net.ipv4.tcp_keepalive_time = 60
```

```
net.ipv4.tcp_keepalive_intvl = 2
```

```
net.ipv4.tcp_keepalive_probes = 2
```

c. Exit and save:

```
(wq!)
```

d. Apply the changes by running the command

```
sysctl -p
```

9. Look for the `20-nproc.conf` file, and make sure you have the right credentials to edit it:

```
# cd /etc/security/limits.d/
```

```
# ls -al
```

If the file is not listed, but you do have a `20-nproc.conf.rpmsave` file, rename it with this command:

```
mv 20-nproc.conf.rpmsave 20-nproc.conf
```

10. Reboot the machine.

11. Execute the `ulimit` command again to verify the values for open files and max user processes.

```
# ulimit -a
```

Look for the open files and max user processes values in the list. They should be `(-n) 65536` for open files and `(-u) 10240` for max user processes.

12. Delete the `libcrypt.so.1` file:

```
# cd /opt/arcsight/logger/current/local/lib/
```

```
# rm libcrypt.so.1
```

13. Re-enable Logger to restart the services on its own with the following commands:

- To enable the services again:

```
systemctl enable arcsight_logger
```

- To restart the services the first time:

```
<install_dir>/current/arcsight/logger/bin/loggerd start all
```

The next machine reboot would see the Logger services restarting on their own.



You can proceed back to ["Upgrade Instructions for Logger Software:"](#) on page 60

## Remote Upgrade through ArcSight Management Center



**Tip:** When remotely upgrading a Logger Software or a Logger L8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

**Upgrade failed; Failed to bring up all processes successfully**

You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8469.x

1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.
4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.
6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.



You may only select one form factor type to upgrade.

9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.



**Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## 7.3.0 Patch 5 - August 2024

The 7.3.0 Patch 5 release includes fixes and enhancements provided in previous releases.

### Fixed Issues

The following issues are fixed in this release.

Issue	Description
OCTCR33I920110	Apache HTTP Server has been updated
OCTCR33I928003	Apache Tomcat has been updated
OCTCR33I928033	Java (Azul Zulu) has been updated

### Known Issues

The following known issues apply to this release. Micro Focus strives to ensure that our products provide quality solutions for your enterprise software needs. If you need assistance with any issue, visit [Micro Focus Support](#), then select the appropriate product category.

Issue	Description
OCTCR33I867120	<p><b>Issue:</b> Uploading a new lookup file with the <b>On LoggerFile Location</b> option results in a "Please specify a path and a file" error when the name of the file is too long.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Place the new lookup file in your local machine.</li><li>2. Follow the <a href="#">Uploading Lookup Files</a> procedure using <b>Local</b> as File location option.</li></ol>
OCTCR33I896042	<p><b>Issue:</b> After a Logger appliance has been upgraded to RHEL 8.8, the root password cannot be changed.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Open the system-auth file with this command: <pre>vi /etc/pam.d/system-auth</pre></li><li>2. Update the /lib/security/\$ISA/pam_unix.so path to: <pre>/lib64/security/pam_unix.so</pre></li></ol>

Issue	Description																		
OCTCR33I921076	<p><b>Issue:</b> In a few documented cases, after a LoggerL8000 Appliance has functioned for a certain period of time, under normal EPS loads, a higher CPU usage and performance deterioration has been noticed.</p> <p><b>Workaround:</b> Open Text recommends applying this workaround to all Logger L8000 Appliances (even if not currently experiencing this issue) to optimize their performance:</p> <ol style="list-style-type: none"> <li>Execute the following commands: <pre>cd /opt/softlogger/userdata/logger/user/logger</pre> <pre>cp -p logger.properties logger.properties.&lt;date&gt;</pre> </li> <li>Make the following changes to the <code>logger.properties</code> file: <table border="1"> <thead> <tr> <th>Current property value</th><th>Optimized value:</th></tr> </thead> <tbody> <tr> <td><code>ros.chunk.deflater.thread.count=5</code></td><td><code>ros.chunk.deflater.thread.count=1</code></td></tr> <tr> <td><code>ros.post.processor.thread.count=5</code></td><td><code>ros.post.processor.thread.count=1</code></td></tr> <tr> <td><code>ros.post.processor.queue.size=25</code></td><td><code>ros.post.processor.queue.size=5</code></td></tr> <tr> <td><code>ros.column.chunk.queue.size=200</code></td><td><code>ros.column.chunk.queue.size=100</code></td></tr> <tr> <td><code>ros.event.processor.thread.count=40</code></td><td><code>ros.event.processor.thread.count=20</code></td></tr> <tr> <td><code>ros.chunk.writer.thread.count=10</code></td><td><code>ros.chunk.writer.thread.count=5</code></td></tr> <tr> <td><code>ros.event.queue.size=60</code></td><td><code>ros.event.queue.size=30</code></td></tr> <tr> <td></td><td><code>receiver.serialize.timeout=365</code></td></tr> </tbody> </table> </li> <li>Save the changes, and restart Logger.</li> </ol>	Current property value	Optimized value:	<code>ros.chunk.deflater.thread.count=5</code>	<code>ros.chunk.deflater.thread.count=1</code>	<code>ros.post.processor.thread.count=5</code>	<code>ros.post.processor.thread.count=1</code>	<code>ros.post.processor.queue.size=25</code>	<code>ros.post.processor.queue.size=5</code>	<code>ros.column.chunk.queue.size=200</code>	<code>ros.column.chunk.queue.size=100</code>	<code>ros.event.processor.thread.count=40</code>	<code>ros.event.processor.thread.count=20</code>	<code>ros.chunk.writer.thread.count=10</code>	<code>ros.chunk.writer.thread.count=5</code>	<code>ros.event.queue.size=60</code>	<code>ros.event.queue.size=30</code>		<code>receiver.serialize.timeout=365</code>
Current property value	Optimized value:																		
<code>ros.chunk.deflater.thread.count=5</code>	<code>ros.chunk.deflater.thread.count=1</code>																		
<code>ros.post.processor.thread.count=5</code>	<code>ros.post.processor.thread.count=1</code>																		
<code>ros.post.processor.queue.size=25</code>	<code>ros.post.processor.queue.size=5</code>																		
<code>ros.column.chunk.queue.size=200</code>	<code>ros.column.chunk.queue.size=100</code>																		
<code>ros.event.processor.thread.count=40</code>	<code>ros.event.processor.thread.count=20</code>																		
<code>ros.chunk.writer.thread.count=10</code>	<code>ros.chunk.writer.thread.count=5</code>																		
<code>ros.event.queue.size=60</code>	<code>ros.event.queue.size=30</code>																		
	<code>receiver.serialize.timeout=365</code>																		

Issue	Description
OCTCR33I943044	<p><b>Issue:</b> In a Logger L7700 appliance running on RHEL 8.8 (therefore applicable to versions: 7.3.0 Patch3, Patch 4 and Patch 5), even though the configuration backup files are generated correctly, the restore procedure is not able to decompress them due to a missing RHEL 8.8 required parameter. Therefore, after executing the system requested reboot, the data will not be restored.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Reach out to <a href="#">ArcSight support</a> to obtain the replacement backupcheck file and checksum.</li> <li>2. Save the new file in the /tmp directory.</li> <li>3. Navigate to the /opt/arcsight/aps/bin directory and backup the current backupcheck file with the following commands: <pre>cd /opt/arcsight/aps/bin cp -p backupcheck backupcheck.original</pre> </li> <li>4. Replace the current file with the new one saved in the /tmp directory with this command: <pre>cp /tmp/backupcheck ./backupcheck</pre> </li> <li>5. Validate permissions and ownership of the replacement file with this command: <pre>ls -lht backupcheck</pre> <p>Expected output example:</p> <pre>-rwx-----. 1 root arcsight 37K Jan 22 2024 backupcheck</pre> </li> <li>6. You can proceed working without a system restart.</li> </ol>

## Supported Platforms

Version	Release Date	Appliance Models	Operating Systems	Supported Browsers	Upgrade Path
7.3.0 Patch 5 (8475)	August 2024	L7700 L8000	<b>Certified on:</b>	Microsoft Edge *	7.3.0 Patch 3 (8455)
			RHEL Linux 8.8	Firefox *	7.3.0 Patch 4 (8469)
			Rocky Linux 8.8	Chrome *	
			<b>Supported on:</b>		
			RHEL Linux 8.6		
			Rocky Linux 8.6		

An asterisk (\*) next to a browser version indicates that the browser version supported is the one current at the date of release.



Customers running on platforms not provided in the Technical Requirements or with untested configurations will be supported until the point Micro Focus determines the root cause is the untested platform or configuration. According to the standard defect-handling policies, Micro Focus will prioritize and fix issues we can reproduce on the tested platforms.

## Downloading Your Upgrade Files

To download your upgrade files, visit:

<https://www.microfocus.com/en-us/support/downloads/>

And look for the files corresponding to your Logger form factor, according to the following table:

Form Factor	Files to download
L7700 Appliance	<b>For local or remote appliance upgrades:</b>  logger-8475.enc logger-8475.enc.sig <b>For OS update:</b> osupgrade-logger-rhel88_24.08-37.enc
Software or L8000 appliance	<b>For local upgrades:</b>  ArcSight-logger-7.3.0.8475.5.bin ArcSight-logger-7.3.0.8475.5.bin.sig <b>For remote upgrades using ArcSight Management Center:</b>  logger-sw-8475-remote.enc logger-sw-8475-remote.enc.sig <b>For OS update (applicable only to L8000 appliances):</b> osupgrade-L8000-logger-rhel88_24.08-37.enc

## Downloading and Verifying the Installation Files

**To download and verify the signature of your downloaded files:**

1. Log in to the host where you want to begin the installation process.
2. Change to the directory where you want to download the installer files.
3. Download all the necessary product installer files from the [Micro Focus Downloads website](https://www.microfocus.com/en-us/support/downloads/) along with their associated signature files (\*.sig).



Evolving security needs imply the renewal of certificates for the signature verification procedure. To ensure a successful verification of your product signature, download the latest public keys file before proceeding with the verification process (step 1 of the Get the Public Keys procedure).

Micro Focus provides a digital public key that is used to verify that the software you downloaded from the Micro Focus software entitlement site is indeed from Micro Focus and has not been tampered with by a third party. For more information and instructions on validating the downloaded software, visit the [Micro Focus Code Signing site](#). If you discover a file does not match its corresponding signature (.sig), attempt the download again in case there was a file transfer error. If the problem persists, please contact Micro Focus Customer Support.

4. Begin the installation.

## Upgrade Instructions

This section contains the following topics:

### Upgrade Instructions for Logger Appliance L7700:

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.

#### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

#### Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see "[Remote Logger L7700 Upgrade through ArcSight Management Center](#)" on the next page

- To upgrade Logger locally, see ["Upgrade a Logger Appliance L7700 locally" on the next page](#)

## Remote Logger L7700 Upgrade through ArcSight Management Center

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property (unit value in seconds):

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your Logger using the patch 5 file (`logger-8475.enc`), following these steps from the ArcMC UI:

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.

- j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
  - l. When the wizard is complete, click **Done**.
3. Upgrade your OS using the `osupgrade-logger-rhel88_24.08-37.enc` file, following these steps from the ArcMC UI:



Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

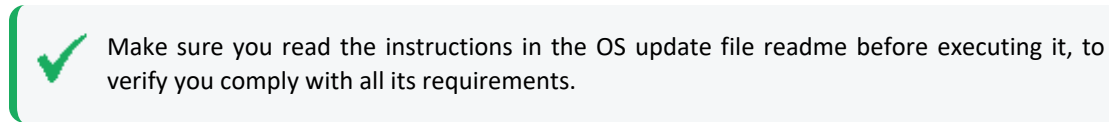
- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
  - j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
  - l. When the wizard is complete, click **Done**.
4. Update the remote file system status. From the Logger UI, go to System Admin -> Remote File System, select each RFS, and click the **Test** button. This will cause the status to change from **Not In Use** to **In Use**.
  5. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade a Logger Appliance L7700 locally

1. Log into Logger and click **System Admin > System > License & Update**.
2. Upgrade your Logger using the patch 5 file:  
`logger-8475.enc`

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

3. Upgrade your Logger using the OS update file:



osupgrade-logger-rhel88\_24.08-37.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger.

### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

### Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see ["Remote Upgrade through ArcSight Management Center" on page 84](#)
- To upgrade Logger locally, see ["To upgrade Logger Appliance L8000 locally:" below](#)

### To upgrade Logger Appliance L8000 locally:

1. Log in with the same user name as the one used to connect for the first time to your L8000 appliance.

Run the following commands from the below directories:

- L8000 appliance:  
From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8475.5.bin
```

```
./ArcSight-logger-7.3.0.8475.5.bin
```

This wizard also upgrades your Logger L8000 appliance installation. Click **ENTER** to continue. You can type quit to exit the installer at any point during the upgrade process.



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

2. The License Agreement screen is displayed. Review the agreement and enter **Y** to accept it:

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

3. 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 upgrade, or click **Quit** to exit the installer.
4. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check: the installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process). To proceed with the upgrade:
    - Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.
    - VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger. For Logger 7.3.0 patch 5, you will see the following prompt:

```
=====
=====
              User                      Intervention                      Required
- - - - -
This machine does not meet the required OS version,
please check the release notes to verify the OS version
compatibility. It is strongly recommended to upgrade the
OS version before proceeding with the Logger update.
Do you want to continue?

->1- Yes
2- No

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

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

#### Example

```
=====
=
Intervention Required
-----

ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to
proceed.

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

->1- Continue
2- Quit

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

- Your version of TZData will be checked to verify that it complies with the minimum requirements (tzdata-2024a):

### Example

```
=====
=====
User Intervention Required
-----

System TZData does not match requirements. Must be tzdata-2024a or
higher.
Do you want to continue?

->1- Yes

2- No

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

- Your version of the ncurses-compat-libs library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- ncurses-compat-libs

Please refer to the Logger Release Notes to get the following
packages:

ncurses-compat-libs

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

- Your version of the compat-openssl110 library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- compat-openssl10

Please refer to the Logger Release Notes to get the following
packages:

compat-openssl10

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

Once all checks are complete, the installation continues.

5. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

### Example

```
=====
Choose Install Folder
-----

Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of
storage available.

Where would you like to install?

Default install folder: /opt

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

: /opt/softlogger

INSTALL FOLDER IS: /opt/softlogger

IS THIS CORRECT? (Y/N): y
```

Even though the prompt asks "**Where would you like to install?**", the upgrade must be installed in the same path of the original Logger Appliance L8000 installation .

Press **ENTER** to accept the default folder (/opt/softlogger).



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version.

6. To confirm the installation location:

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- A user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

**Example**

```
=====
==
Intervention Required
-----

The selected directory contains a pre-existing installation of ArcSight
Logger.  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:
```

7. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

**Example**

```
=====
Pre-install Summary
-----

Please Review the Following Before Continuing:

Product Name:

  ArcSight Logger 7.3.0

Install Folder:
```

```
/opt/softlogger
```

```
PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

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

8. When prompted for the **Begin Initialization** process press **ENTER** to proceed:

#### Example

```
=====
```

```
Begin Initialization
```

```
-----
```

```
The installation of Logger software was successful...
```

```
Initialization will begin after pressing [Enter]. This may take several minutes.
```

```
PRESS <ENTER> TO CONTINUE:
```

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

9. To upgrade Logger press **ENTER** when prompted for the **Begin Upgrade** process:

#### Example

```
=====
```

```
Begin Upgrade
```

```
-----
```

```
The initialization of Logger software was successful...
```

```
Upgrade of Logger will begin after pressing [Enter].
```

```
The Upgrade Complete screen is displayed once upgrade is complete and Logger has started up.
```

```
PRESS <ENTER> TO CONTINUE:
```

10. The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished. Make a note of the URL, you will use it to connect to Logger.

### Example

```
=====
Upgrade Is Complete
-----
Logger has started. Press [Enter] to close the installer.
Use this URL to access the Logger User Interface.
https://<YOUR_IP>:9000
PRESS <ENTER> TO CONTINUE:
```

11. You can now connect to the upgraded Logger using that URL.
12. Log into Logger and click **System Admin > System > License & Update**.
13. Upgrade your Logger using the OS update file:



Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.

osupgrade-L8000-logger-rhel88\_24.08-37.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

14. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Remote Upgrade through ArcSight Management Center




**Tip:** When remotely upgrading a Logger Software or a Logger L8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

**Upgrade failed; Failed to bring up all processes successfully**


You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8475.x


1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.
4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.

6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.

 You may only select one form factor type to upgrade.


9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.

 **Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

 Use the **System Admin > System > License & Update** menu to locally update your OS, for instructions see ["To upgrade Logger Appliance L8000 locally:" on page 77](#)

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade Instructions for Logger Software form:

 **Note:** Be sure to upgrade your operating system (OS) to get the latest security updates before you upgrade Logger.

In case your OS is RHEL 7.9, we recommend to perform the upgrade to RHEL 8.x before you attempt the upgrade to Logger 7.3.0 patch 5.

See ["Upgrading your OS to RHEL 8.x" on page 88](#) for instructions.

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

- To upgrade Logger from ArcMC, see ["To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center: " on page 98](#)
- To upgrade Logger Software locally, see ["To upgrade Logger Software locally:" on page 92](#)

## Prerequisites

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Remote OS upgrade is not supported for Logger Software form. Instead, manually upgrade your Operating System (OS) to a supported version before upgrading Logger. The latest OS distribution fixes additional security vulnerabilities.
- If your system is running on RHEL 7.X, upgrade to the latest version of 7.9. See ["Upgrading your OS to RHEL 8.x" on page 88](#) for more instructions.
- Before upgrading to Logger 7.3.0 P5, you must connect through SSH to the Logger console to validate the presence of the packages in the following table. Use the command in the **Verification command** column for each package.

If all packages are already installed, you already comply with the requirements and can proceed with the Logger upgrade (make sure to check the rest of the prerequisites in this list).

If any of the packages are missing, proceed to install them by using the command in the **Installation command** column. Once the installation of all the packages is finished, restart the Logger processes and proceed with the upgrade (make sure to check the rest of the prerequisites in this list).

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>
rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>
compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install -y compat-openssl10</code> <div> If the yum command does not work for you, download the package using your third party repository </div>
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install -y ncurses-compat-libs</code> <div> If the yum command does not work for you, download the package using your third party repository </div>

- Before installing or upgrading Logger in Linux, you must modify four TCP properties of the OS environment as described in [Configuring TCP keepalive parameters for Linux OS](#).
- Enable the `rngd.service` with the following commands:

To see the status of the `rngd.service` run:

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

- If not already done on the system, perform the following procedures:
  - Increase the user process limit on the Logger's OS. (This is not required for a VMWare VM installation). For more information, see ["Increasing the User Process Limit" below](#).
  - If you are on RHEL 7.X , modify the login configuration file. For more information, see ["Editing the logind Configuration File for RHEL 7.X" on the next page](#).
- A non-root user account must exist on the system in which you are installing Logger. The installer will ask you to provide one, even if you install as root. The user id and its primary group id should be the same for this account. The UID for the non-root user should be 1500 and the GID should be 750. For example, to create the non-root user, run these commands as root:

```
groupadd -g 750 arcsight
```

```
useradd -m -g arcsight -u 1500 arcsight
```

These commands create a non-root user named arcsight that will work with a Logger software installation.

- For local or remote software upgrades, download the files described in [Verifying Your Upgrade Files](#), and follow the instructions to verify the signature. The files must be downloaded into a computer from which you connect to the Logger UI.

## Increasing the User Process Limit

Before installing or upgrading Logger, you must increase the default user process limit while logged in as user *root*. This ensures that the system has adequate processing capacity.



**Note:** This change is only necessary when installing Logger Software form on your own Linux system. It has already been done for Logger on VMWare VM.

### To increase the default user process limit:

1. Open the file `/etc/security/limits.d/<NN>-nproc.conf`.



Where <NN> is 20 for RHEL 7.X and 8.6, and Rocky Linux 8.6.

- If you do not already have a `/etc/security/limits.d/<NN>-nproc.conf` file, create one (and the `limits.d` directory, if necessary).
  - If the file already exists, delete all entries in the file.
2. Add the following lines:

```
* soft nproc 10240
* hard nproc 10240
* soft nofile 65536
* hard nofile 65536
```



**Caution:** Be sure to include the asterisk (\*) in the new entries. It is important that you add all of the entries exactly as specified. Any omissions can cause system run time errors.

3. Reboot the machine.
4. Run the following command to verify the new settings:

```
ulimit -a
```

5. Verify that the output shows the following values for “open files” and “max user processes”:

```
open files          65536
max user processes  10240
```

## Editing the logind Configuration File for RHEL 7.X

Before installing or upgrading Logger on Red Hat Enterprise Linux (RHEL) 7.X, you must modify the inter-process communication (IPC) setting of the `logind.conf` file.

### To modify the `logind.conf` file for RHEL 7.X:

1. Navigate to the `/etc/systemd` directory, and open the `logind.conf` file for editing.
2. Make sure the `RemoveIPC` line is active and set to **no**. Remove the `#` (if it appears).  
The correct entry is: `RemoveIPC=no`
3. Save the file.
4. From the `/etc/systemd` directory, enter the following command to restart the `systemd-logind` service and put the change into effect:

```
systemctl restart systemd-logind.service
```

## Upgrading your OS to RHEL 8.x



We provide the instructions below in an effort to keep ahead of the RHEL 7.9 EOL, which took effect this year. Since the hardware and OS where Logger Software form is installed is managed by your company, it's up to your own discretion and risk to perform the OS upgrade using the steps provided below.

1. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
2. Stop the Logger services and keep them from restarting during the multiple reboots that the OS upgrade will entail.



These commands can only be executed with a root user

- To stop the Logger services:

```
<install_dir>/current/arcsight/logger/bin/loggerd stop
```

- To check that all services have stopped:

```
<install_dir>/current/arcsight/logger/bin/loggerd status
```

- To disable the services from restarting after a reboot:

```
systemctl disable arcsight_logger
```

3. Follow the [Red hat](#) documentation instructions to perform your OS upgrade from RHEL 7.9 to RHEL 8.x.



**Note:** During the OS upgrade, you will get a chance to choose which version of RHEL you want to end up on. Make sure to check the supported platforms for your Logger and choose the correct one:

- [Supported Platforms for Logger 7.3.0 patch 4](#)
- [Supported Platforms for Logger 7.3.0 patch 5](#)

4. Execute the post-upgrade verifications to make sure the RHEL 8.x system has reached the required state after the in-place upgrade.



The verification can only be performed once the upgrade has finished successfully, and you're able to log into RHEL 8.x.

- Check the current OS version:

```
# cat /etc/redhat-release
```

Example output:

```
Red Hat Enterprise Linux release 8.6 (Ootpa)
```

- Check the OS kernel version:

```
# uname -r
```

Example output:

```
4.18.0-372.32.1.el8_6.x86_64
```

5. (Optional - for root installations only) Reestablish the permissions with the following command:

```
# /opt/arcsight/logger/current/arcsight/logger/bin/scripts/logger_fix_perms_sw.sh /opt/arcsight/logger/
```



Example output:

```
Successfully tightened permissions for logger module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions.
```

6. After the OS upgrade, validate the presence of the packages in the following table. Use the command in the **Verification command** column for each package.

If all packages are installed, you already comply with this requirement.

If any of the packages are missing, proceed to install them by using the command in the **Installation command** column. Once the installation of all the packages is finished, proceed to the next step.

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>
rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>
compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install -y compat-openssl10</code> <div> If the yum command does not work for you, download the package using your third party repository</div>
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install -y ncurses-compat-libs</code> <div> If the yum command does not work for you, download the package using your third party repository</div>

7. Enable the `rngd.service` with the following commands:

To see the status of the `rngd.service` run:

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

8. Add the TCP OS configuration properties using the following steps:

a. Edit the system file by executing this command:

```
vi /etc/sysctl.conf
```

Next, press Shift + G to reach the end of file.

b. Add or modify the following timeout properties and their recommended values:

```
net.ipv4.tcp_fin_timeout = 30
```

```
net.ipv4.tcp_keepalive_time = 60
```

```
net.ipv4.tcp_keepalive_intvl = 2
```

```
net.ipv4.tcp_keepalive_probes = 2
```

c. Exit and save:

```
(wq!)
```

d. Apply the changes by running the command

```
sysctl -p
```

9. Look for the `20-nproc.conf` file, and make sure you have the right credentials to edit it:

```
# cd /etc/security/limits.d/
```

```
# ls -al
```

If the file is not listed, but you do have a `20-nproc.conf.rpmsave` file, rename it with this command:

```
mv 20-nproc.conf.rpmsave 20-nproc.conf
```

10. Reboot the machine.

11. Execute the `ulimit` command again to verify the values for `open files` and `max user processes`.

```
# ulimit -a
```

Look for the `open files` and `max user processes` values in the list. They should be `(-n) 65536` for `open files` and `(-u) 10240` for `max user processes`.

12. Delete the `libcrypt.so.1` file:

```
# cd /opt/arcsight/logger/current/local/lib/
```

```
# rm libcrypt.so.1
```

13. Re-enable Logger to restart the services on its own with the following commands:

- To enable the services again:

```
systemctl enable arcsight_logger
```

- To restart the services the first time:

```
<install_dir>/current/arcsight/logger/bin/loggerd start all
```

The next machine reboot would see the Logger services restarting on their own.



You can proceed back to "[Upgrade Instructions for Logger Software form:](#)" on page 85

## To upgrade Logger Software locally:

1. Log in with the same user name as the one used to install the previous version of Logger. Run the following commands from the below directories:

- Software:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8475.5.bin
```

```
./ArcSight-logger-7.3.0.8475.5.bin
```

This wizard also upgrades your LoggerSoftware form installation. Click **Next**. You can click **Cancel** to exit the installer at any point during the upgrade process.



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

- VMWare:

From the /opt/arcsight/installers directory:

```
chmod u+x ArcSight-logger-7.3.0.8475.5.bin
```

```
./ArcSight-logger-7.3.0.8475.5.bin
```

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  
Logger 7.3.0

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:

2. The License Agreement screen is displayed. Review the agreement:

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

- Software: Scroll to the bottom of the license agreement and enable the “I accept the terms of the License Agreement” button.
- VMWare: Press **Enter** to display each part of the license agreement.

3. To accept the terms:

- Software: Select **I accept the terms of the License Agreement** and click **Next**
- VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.

4. 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 upgrade, or click **Quit** to exit the installer.

5. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:

- Operating system check: the installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process). To proceed with the upgrade:
  - Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.
  - VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger. For Logger 7.3.0 patch 5, you will see the following prompt:

```
=====
=====
User                      Intervention                      Required
- - - - -
This machine does not meet the required OS version,
please check the release notes to verify the OS version
compatibility. It is strongly recommended to upgrade the
OS version before proceeding with the Logger update.
Do you want to continue?

->1- Yes
2- No

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

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

#### Example

```
=====
=
Intervention Required
-----

ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to
proceed.

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

->1- Continue
2- Quit

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

- Your version of TZData will be checked to verify that it complies with the minimum requirements (tzdata-2024a):

### Example

```
=====
=====

User Intervention Required

-----

System TZData does not match requirements. Must be tzdata-2024a or
higher.
Do you want to continue?

->1- Yes

2- No

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

- Your version of the ncurses-compat-libs library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====

Intervention Required

-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- ncurses-compat-libs

Please refer to the Logger Release Notes to get the following
packages:

ncurses-compat-libs

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

- Your version of the compat-openssl10 library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- compat-openssl10

Please refer to the Logger Release Notes to get the following
packages:

compat-openssl10

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

Once all checks are complete, the installation continues.

6. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

Software:

- Type the installation path for Logger (the default installation path is /opt, but Logger can be installed at another location if needed). Specify the same location where the Logger you are upgrading is installed.

VMWare:

- Type the installation path for Logger, /opt/arcsight/logger. Do not specify a different location.
- Press **Enter**



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version, however, a fresh install (Logger installed in a new location) will not.

7. To confirm the installation location:

VMWare: Type **Y** and press **Enter**. To exit the installer and configure the console, type **Quit** and press **Enter**.

Software: Click **Next**.

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- If Logger is already installed at the location you previously specified, a user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

Software: To continue with the operation, click **Upgrade**. Click **Back** to specify another location.

VMWare: Type **2** and press **Enter** to continue with the upgrade.

8. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

Software: Click **Install**

VMWare: Press **Enter**

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

9. When prompted for the **Begin Initialization** process:

Software: Click **Next**

VMWare: Type **Enter**

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

10. To upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

11. The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished. Make a note of the URL, you will use it to connect to Logger.

To exit the installer:

Software: Click **Done**

VMWare: Press **Enter**

12. Restart Logger to save changes.
13. You can now connect to the upgraded Logger using that URL.

14. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.

- Add the new property :

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your OS to the latest distribution as it fixes additional security vulnerabilities.
3. Deploy the downloaded upgrade file `logger-sw-8475-remote.enc`. Follow the instructions in "[Remote Upgrade through ArcSight Management Center](#)" below

## Remote Upgrade through ArcSight Management Center



**Tip:** When remotely upgrading a Logger Software or a Logger L8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

**Upgrade failed; Failed to bring up all processes successfully**

You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8475.x

1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.

4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.
6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.



You may only select one form factor type to upgrade.

9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.



**Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## 7.3.0 Patch 6 - September 2024

The 7.3.0 Patch 6 release includes fixes and enhancements provided in previous releases.

### Fixed Issues

The following issues are fixed in this release.

Issue	Description
OCTCR33I918047	On L7700 appliances running on RHEL 8.x, chrony commands are not returning the expected results.
OCTCR33I921076	In a few documented cases, after a Logger L8000 Appliance has functioned for a certain period of time, under normal EPS loads, a higher CPU usage and performance deterioration has been noticed.

### Known Issues

The following known issues apply to this release. Micro Focus strives to ensure that our products provide quality solutions for your enterprise software needs. If you need assistance with any issue, visit [Micro Focus Support](#), then select the appropriate product category.

Issue	Description
OCTCR33I867120	<p><b>Issue:</b> Uploading a new lookup file with the <b>On Logger File Location</b> option results in a "Please specify a path and a file" error when the name of the file is too long.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Place the new lookup file in your local machine.</li><li>2. Follow the <a href="#">Uploading Lookup Files</a> procedure using <b>Local</b> as File location option.</li></ol>
OCTCR33I896042	<p><b>Issue:</b> After a Logger appliance has been upgraded to RHEL 8.8, the root password cannot be changed.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Open the system-auth file with this command: <pre>vi /etc/pam.d/system-auth</pre></li><li>2. Update the /lib/security/\$ISA/pam_unix.so path to: <pre>/lib64/security/pam_unix.so</pre></li></ol>

Issue	Description
OCTCR33I939022	<p><b>Issue:</b> For L7700 appliances, applying the September OS update file (osupgrade-logger-rhel88_24.09-10.enc) before updating to Logger 7.3.0 P6 will cause loss of connectivity through the iLO remote console.</p> <p><b>Workaround:</b> Choose the workaround to apply based on whether you have SSH connectivity.</p> <p><b>If you have SSH access to the appliance:</b></p> <ol style="list-style-type: none"> <li>1. Establish an SSH connection.</li> <li>2. Run the next command to restore the SELinux context foragetty: <pre>chcon --type getty_exec_t /usr/sbin/agetty</pre> </li> <li>3. Reopen a console terminal through iLO and try to login again on tty2 or tty3.</li> </ol> <p><b>If you don't have SSH access to the appliance:</b></p> <ol style="list-style-type: none"> <li>1. Reboot the appliance into Single User mode.</li> <li>2. Locate and open the following file: <pre>/etc/selinux/config</pre> Edit his property in the file as follows: <pre>SELINUX=permissive</pre> </li> <li>3. Reboot the appliance again.</li> <li>4. Login and run the next command to restore the SELinux context foragetty: <pre>chcon --type getty_exec_t /usr/sbin/agetty</pre> </li> <li>5. Open the /etc/selinux/config file again, and restore the SELINUX property to its original value: <pre>SELINUX=enforcing</pre> </li> <li>6. Reboot the appliance one last time.</li> </ol>
OCTCR33I953005	<p><b>Issue:</b> You might face problems setting up a new sftp server after applying the August 2024 OS (osupgrade-logger-rhel88_24.08-37.enc) update.</p> <p><b>Workaround:</b> If you find issues setting up an sftp server after applying the August 2024 OS update, edit the /etc/ssh/sshd_config file, making the following change to the "Subsystem" directive:</p> <p>Original value:</p> <pre>/opt/local/openssh/libexec/sftp-server</pre> <p>Replacement value:</p> <pre>/usr/libexec/openssh/sftp-server</pre>

Issue	Description
OCTCR33I943044	<p><b>Issue:</b> In a Logger L7700 appliance running on RHEL 8.8 (therefore applicable to versions: 7.3.0 Patch3, Patch 4, Patch 5 and Patch 6), even though the configuration backup files are generated correctly, the restore procedure is not able to decompress them due to a missing RHEL 8.8 required parameter. Therefore, after executing the system requested reboot, the data will not be restored.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Reach out to <a href="#">ArcSight support</a> to obtain the replacement backupcheck file and checksum.</li> <li>2. Save the new file in the /tmp directory.</li> <li>3. Navigate to the /opt/arcsight/aps/bin directory and backup the current backupcheck file with the following commands: <pre>cd /opt/arcsight/aps/bin cp -p backupcheck backupcheck.original</pre> </li> <li>4. Replace the current file with the new one saved in the /tmp directory with this command: <pre>cp /tmp/backupcheck ./backupcheck</pre> </li> <li>5. Validate permissions and ownership of the replacement file with this command: <pre>ls -lht backupcheck</pre> <p>Expected output example:</p> <pre>-rwx-----. 1 root arcsight 37K Jan 22 2024 backupcheck</pre> </li> <li>6. You can proceed working without a system restart.</li> </ol>

## Supported Platforms

Version	Release Date	Appliance Models	Operating Systems	Supported Browsers	Upgrade Path
7.3.0 Patch 6 (8481)	September 2024	L7700 L8000	<b>Certified on:</b>	Microsoft Edge *	7.3.0 Patch 3 (8455)
			RHEL Linux 8.8	Firefox *	7.3.0 Patch 4 (8469)
			Rocky Linux 8.8	Chrome *	7.3.0 Patch 5 (8475)
			<b>Supported on:</b>		
			RHEL Linux 8.6		
			Rocky Linux 8.6		

An asterisk (\*) next to a browser version indicates that the browser version supported is the one current at the date of release.



Customers running on platforms not provided in the Technical Requirements or with untested configurations will be supported until the point Micro Focus determines the root cause is the untested platform or configuration. According to the standard defect-handling policies, Micro Focus will prioritize and fix issues we can reproduce on the tested platforms.

## Downloading Your Upgrade Files

To download your upgrade files, visit:

<https://www.microfocus.com/en-us/support/downloads/>

And look for the files corresponding to your Logger form factor, according to the following table:

Form Factor	Files to download
L7700 Appliance	<p><b>For local or remote appliance upgrades:</b></p> <p>logger-8481.enc</p> <p>logger-8481.enc.sig</p> <p><b>For OS update:</b></p> <p>Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.</p> <p>osupgrade-logger-rhel88_24.09-10.enc</p>
Software or L8000 appliance	<p><b>For local upgrades:</b></p> <p>ArcSight-logger-7.3.0.8481.6.bin</p> <p>ArcSight-logger-7.3.0.8481.6.bin.sig</p> <p><b>For remote upgrades using ArcSight Management Center:</b></p> <p>logger-sw-8481-remote.enc</p> <p>logger-sw-8481-remote.enc.sig</p> <p><b>For OS update (applicable only to L8000 appliances):</b></p> <p>Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.</p> <p>osupgrade-L8000-logger-rhel88_24.09-10.enc</p>

## Downloading and Verifying the Installation Files

### To download and verify the signature of your downloaded files:

1. Log in to the host where you want to begin the installation process.
2. Change to the directory where you want to download the installer files.
3. Download all the necessary product installer files from the [Micro Focus Downloads website](#) along with their associated signature files (\*.sig).



Evolving security needs imply the renewal of certificates for the signature verification procedure. To ensure a successful verification of your product signature, download the latest public keys file before proceeding with the verification process (step 1 of the Get the Public Keys procedure).

Micro Focus provides a digital public key that is used to verify that the software you downloaded from the Micro Focus software entitlement site is indeed from Micro Focus and has not been tampered with by a third party. For more information and instructions on validating the downloaded software, visit the [Micro Focus Code Signing site](#). If you discover a file does not match its corresponding signature (.sig), attempt the download again in case there was a file transfer error. If the problem persists, please contact Micro Focus Customer Support.

4. Begin the installation.

## Upgrade Instructions

This section contains the following topics:

### Upgrade Instructions for Logger Appliance L7700:

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.

### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

## Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see ["Remote Logger L7700 Upgrade through ArcSight Management Center" below](#)
- To upgrade Logger locally, see ["Upgrade a Logger Appliance L7700 locally" on page 107](#)

## Remote Logger L7700 Upgrade through ArcSight Management Center



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:
  - Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```
  - If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
  - Add the new property (unit value in seconds):

```
node.upgrade.thread.timeout= 10800
```
  - Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```
2. Upgrade your Logger using the patch 6 file (`logger-8481.enc`), following these steps from the ArcMC UI:
  - a. Click **Administration > Repositories**.
  - b. In the navigation tree, pick **Upgrade Files**.

- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
  - j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
  - l. When the wizard is complete, click **Done**.
3. Upgrade your OS using the `osupgrade-logger-rhel88_24.09-10.enc` file, following these steps from the ArcMC UI:

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
  - j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
  - l. When the wizard is complete, click **Done**.
4. Update the remote file system status. From the Logger UI, go to System Admin -> Remote File System, select each RFS, and click the **Test** button. This will cause the status to change

from **Not In Use** to **In Use**.

5. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade a Logger Appliance L7700 locally



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.

1. Log into Logger and click **System Admin > System > License & Update**.
2. Upgrade your Logger using the patch 6 file:

logger-8481.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

3. Upgrade your Logger using the OS update file:



Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.

osupgrade-logger-rhel88\_24.09-10.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger.

### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

## Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see "[Remote Upgrade through ArcSight Management Center](#)" on page 114
- To upgrade Logger locally, see "[To upgrade Logger Appliance L8000 locally:](#)" below

### To upgrade Logger Appliance L8000 locally:



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.

1. Log in with the same user name as the one used to connect for the first time to your L8000 appliance.

Run the following commands from the below directories:

- L8000 appliance:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8481.6.bin
```

```
./ArcSight-logger-7.3.0.8481.6.bin
```

This wizard also upgrades your LoggerL8000 appliance installation. Click **ENTER** to continue. You can type quit to exit the installer at any point during the upgrade process.



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

2. The License Agreement screen is displayed. Review the agreement and enter **Y** to accept it:

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

3. 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 upgrade, or click **Quit** to exit the installer.
4. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check: the installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process). To proceed with the upgrade:

- Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.
- VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger. For Logger 7.3.0 patch 6, you will see the following prompt:

```
=====
=====
              User                      Intervention                      Required
- - - - -
This machine does not meet the required OS version,
please check the release notes to verify the OS version
compatibility. It is strongly recommended to upgrade the
OS version before proceeding with the Logger update.
Do you want to continue?

->1- Yes

2- No

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

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

#### Example

```
=====
=====
Intervention Required
-----
ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to
proceed.

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

->1- Continue

2- Quit

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

- Your version of TZData will be checked to verify that it complies with the minimum requirements (tzdata-2024a):

**Example**

```
=====
=====
User Intervention Required
-----

System TZData does not match requirements. Must be tzdata-2024a or
higher.
Do you want to continue?

->1- Yes

2- No

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

- Your version of the ncurses-compat-libs library will be checked to verify that it complies with the minimum requirements:

**Example**

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- ncurses-compat-libs

Please refer to the Logger Release Notes to get the following
packages:

ncurses-compat-libs

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

- Your version of the compat-openssl10 library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- compat-openssl10

Please refer to the Logger Release Notes to get the following
packages:

compat-openssl10

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

Once all checks are complete, the installation continues.

5. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

### Example

```
=====
Choose Install Folder
-----

Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of
storage available.

Where would you like to install?

Default install folder: /opt

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

: /opt/softlogger

INSTALL FOLDER IS: /opt/softlogger

IS THIS CORRECT? (Y/N): y
```

Even though the prompt asks "**Where would you like to install?**", the upgrade must be installed in the same path of the original Logger Appliance L8000 installation .

Press **ENTER** to accept the default folder (/opt/softlogger).



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version.

6. To confirm the installation location:

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- A user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

**Example**

```
=====
==
Intervention Required
-----

The selected directory contains a pre-existing installation of ArcSight
Logger.  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:
```

7. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

**Example**

```
=====
Pre-install Summary
-----

Please Review the Following Before Continuing:

Product Name:

  ArcSight Logger 7.3.0

Install Folder:
```

```
/opt/softlogger
```

```
PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

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

- When prompted for the **Begin Initialization** process press **ENTER** to proceed:

#### Example

```
=====
```

```
Begin Initialization
```

```
-----
```

```
The installation of Logger software was successful...
```

```
Initialization will begin after pressing [Enter]. This may take several minutes.
```

```
PRESS <ENTER> TO CONTINUE:
```

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

- To upgrade Logger press **ENTER** when prompted for the **Begin Upgrade** process:

#### Example

```
=====
```

```
Begin Upgrade
```

```
-----
```

```
The initialization of Logger software was successful...
```

```
Upgrade of Logger will begin after pressing [Enter].
```

```
The Upgrade Complete screen is displayed once upgrade is complete and Logger has started up.
```

```
PRESS <ENTER> TO CONTINUE:
```

- The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished. Make a note of the URL, you will use it to connect to Logger.

### Example

```
=====
Upgrade Is Complete
-----
Logger has started. Press [Enter] to close the installer.
Use this URL to access the Logger User Interface.
https://<YOUR_IP>:9000
PRESS <ENTER> TO CONTINUE:
```

11. You can now connect to the upgraded Logger using that URL.
12. Log into Logger and click **System Admin > System > License & Update**.
13. Upgrade your Logger using the OS update file:  
osupgrade-L8000-logger-rhel88\_24.09-10.enc  
The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.
14. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Remote Upgrade through ArcSight Management Center



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.




**Tip:** When remotely upgrading a Logger Software or a Logger L8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

#### **Upgrade failed; Failed to bring up all processes successfully**


You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8481.x


1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.
4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.

6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.

 You may only select one form factor type to upgrade.


9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.

 **Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

 Use the **System Admin > System > License & Update** menu to locally update your OS, for instructions see ["To upgrade Logger Appliance L8000 locally:" on page 108](#)

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade Instructions for Logger Software form:

 **Note:** Be sure to upgrade your operating system (OS) to get the latest security updates before you upgrade Logger.

In case your OS is RHEL 7.9, we recommend to perform the upgrade to RHEL 8.x before you attempt the upgrade to Logger 7.3.0 patch 6.

See ["Upgrading your OS to RHEL 8.x" on page 88](#) for instructions.

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

- To upgrade Logger from ArcMC, see ["To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center: " on page 128](#)
- To upgrade Logger Software locally, see ["To upgrade Logger Software locally:" on page 122](#)

## Prerequisites

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Remote OS upgrade is not supported for Logger Software form. Instead, manually upgrade your Operating System (OS) to a supported version before upgrading Logger. The latest OS distribution fixes additional security vulnerabilities.
- If your system is running on RHEL 7.X, upgrade to the latest version of 7.9. See ["Upgrading your OS to RHEL 8.x" on page 88](#) for more instructions on upgrading your OS.
- Before upgrading to Logger 7.3.0 patch 6, you must connect through SSH to the Logger console to validate the presence of the packages in the following table. Use the command in the **Verification command** column for each package.

If all packages are already installed, you already comply with the requirements and can proceed with the Logger upgrade (make sure to check the rest of the prerequisites in this list).

If any of the packages are missing, proceed to install them by using the command in the **Installation command** column. Once the installation of all the packages is finished, restart the Logger processes and proceed with the upgrade (make sure to check the rest of the prerequisites in this list).

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>
rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>
compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install -y compat-openssl10</code> <div><div></div><div>If the yum command does not work for you, download the package using your third party repository</div></div>
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install -y ncurses-compat-libs</code> <div><div></div><div>If the yum command does not work for you, download the package using your third party repository</div></div>

- Before installing or upgrading Logger in Linux, you must modify four TCP properties of the OS environment as described in [Configuring TCP keepalive parameters for Linux OS](#).
- Enable the `rngd.service` with the following commands:

To see the status of the `rngd.service` run:

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

- If not already done on the system, perform the following procedures:
  - Increase the user process limit on the Logger's OS. (This is not required for a VMWare VM installation). For more information, see ["Increasing the User Process Limit" below](#).
  - If you are on RHEL 7.X , modify the login configuration file. For more information, see ["Editing the logind Configuration File for RHEL 7.X" on the next page](#).
- A non-root user account must exist on the system in which you are installing Logger. The installer will ask you to provide one, even if you install as root. The user id and its primary group id should be the same for this account. The UID for the non-root user should be 1500 and the GID should be 750. For example, to create the non-root user, run these commands as root:

```
groupadd -g 750 arcsight
```

```
useradd -m -g arcsight -u 1500 arcsight
```

These commands create a non-root user named arcsight that will work with a Logger software installation.

- For local or remote software upgrades, download the files described in [Verifying Your Upgrade Files](#), and follow the instructions to verify the signature. The files must be downloaded into a computer from which you connect to the Logger UI.

## Increasing the User Process Limit

Before installing or upgrading Logger, you must increase the default user process limit while logged in as user *root*. This ensures that the system has adequate processing capacity.



**Note:** This change is only necessary when installing Logger Software form on your own Linux system. It has already been done for Logger on VMWare VM.

### To increase the default user process limit:

1. Open the file `/etc/security/limits.d/<NN>-nproc.conf`.



Where <NN> is 20 for RHEL 7.X and 8.6, and Rocky Linux 8.6.

- If you do not already have a `/etc/security/limits.d/<NN>-nproc.conf` file, create one (and the `limits.d` directory, if necessary).
  - If the file already exists, delete all entries in the file.
2. Add the following lines:

```
* soft nproc 10240
* hard nproc 10240
* soft nofile 65536
* hard nofile 65536
```



**Caution:** Be sure to include the asterisk (\*) in the new entries. It is important that you add all of the entries exactly as specified. Any omissions can cause system run time errors.

3. Reboot the machine.
4. Run the following command to verify the new settings:

```
ulimit -a
```

5. Verify that the output shows the following values for “open files” and “max user processes”:

```
open files          65536
max user processes  10240
```

## Editing the logind Configuration File for RHEL 7.X

Before installing or upgrading Logger on Red Hat Enterprise Linux (RHEL) 7.X, you must modify the inter-process communication (IPC) setting of the `logind.conf` file.

### To modify the `logind.conf` file for RHEL 7.X:

1. Navigate to the `/etc/systemd` directory, and open the `logind.conf` file for editing.
2. Make sure the `RemoveIPC` line is active and set to **no**. Remove the `#` (if it appears).  
The correct entry is: `RemoveIPC=no`
3. Save the file.
4. From the `/etc/systemd` directory, enter the following command to restart the `systemd-logind` service and put the change into effect:

```
systemctl restart systemd-logind.service
```

## Upgrading your OS to RHEL 8.x



We provide the instructions below in an effort to keep ahead of the RHEL 7.9 EOL, which took effect this year. Since the hardware and OS where Logger Software form is installed is managed by your company, it's up to your own discretion and risk to perform the OS upgrade using the steps provided below.

1. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
2. Stop the Logger services and keep them from restarting during the multiple reboots that the OS upgrade will entail.



These commands can only be executed with a root user

- To stop the Logger services:

```
<install_dir>/current/arcsight/logger/bin/loggerd stop
```

- To check that all services have stopped:

```
<install_dir>/current/arcsight/logger/bin/loggerd status
```

- To disable the services from restarting after a reboot:

```
systemctl disable arcsight_logger
```

3. Follow the [Red hat](#) documentation instructions to perform your OS upgrade from RHEL 7.9 to RHEL 8.x.



**Note:** During the OS upgrade, you will get a chance to choose which version of RHEL you want to end up on. Make sure to check the supported platforms for your Logger and choose the correct one:

- [Supported Platforms for Logger 7.3.0 patch 4](#)
- [Supported Platforms for Logger 7.3.0 patch 5](#)
- [Supported Platforms for Logger 7.3.0 patch 6](#)

4. Execute the post-upgrade verifications to make sure the RHEL 8.x system has reached the required state after the in-place upgrade.



The verification can only be performed once the upgrade has finished successfully, and you're able to log into RHEL 8.x.

- Check the current OS version:

```
# cat /etc/redhat-release
```

Example output:

```
Red Hat Enterprise Linux release 8.6 (Ootpa)
```

- Check the OS kernel version:

```
# uname -r
```

Example output:

```
4.18.0-372.32.1.el8_6.x86_64
```

5. (Optional - for root installations only) Reestablish the permissions with the following command:

```
# /opt/arcsight/logger/current/arcsight/logger/bin/scripts/logger_fix_perms_sw.sh /opt/arcsight/logger/
```



Example output:

```
Successfully tightened permissions for logger module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions for conapp module.  
Successfully tightened permissions.
```

6. After the OS upgrade, validate the presence of the packages in the following table. Use the command in the **Verification command** column for each package.

If all packages are installed, you already comply with this requirement.

If any of the packages are missing, proceed to install them by using the command in the **Installation command** column. Once the installation of all the packages is finished, proceed to the next step.

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>
rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>
compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install -y compat-openssl10</code> <div> If the yum command does not work for you, download the package using your third party repository</div>
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install -y ncurses-compat-libs</code> <div> If the yum command does not work for you, download the package using your third party repository</div>

7. Enable the `rngd.service` with the following commands:

To see the status of the `rngd.service` run:

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

8. Add the TCP OS configuration properties using the following steps:

a. Edit the system file by executing this command:

```
vi /etc/sysctl.conf
```

Next, press Shift + G to reach the end of file.

b. Add or modify the following timeout properties and their recommended values:

```
net.ipv4.tcp_fin_timeout = 30
```

```
net.ipv4.tcp_keepalive_time = 60
```

```
net.ipv4.tcp_keepalive_intvl = 2
```

```
net.ipv4.tcp_keepalive_probes = 2
```

c. Exit and save:

```
(wq!)
```

d. Apply the changes by running the command

```
sysctl -p
```

9. Look for the 20-nproc.conf file, and make sure you have the right credentials to edit it:

```
# cd /etc/security/limits.d/
```

```
# ls -al
```

If the file is not listed, but you do have a 20-nproc.conf.rpmsave file, rename it with this command:

```
mv 20-nproc.conf.rpmsave 20-nproc.conf
```

10. Reboot the machine.

11. Execute the ulimit command again to verify the values for open files and max user processes.

```
# ulimit -a
```

Look for the open files and max user processes values in the list. They should be (-n) 65536 for open files and (-u) 10240 for max user processes.

12. Delete the libcrypt.so.1 file:

```
# cd /opt/arcsight/logger/current/local/lib/
```

```
# rm libcrypt.so.1
```

13. Re-enable Logger to restart the services on its own with the following commands:


- To enable the services again:

```
systemctl enable arcsight_logger
```

- To restart the services the first time:

```
<install_dir>/current/arcsight/logger/bin/loggerd start all
```

The next machine reboot would see the Logger services restarting on their own.

 You can proceed back to ["To upgrade Logger Software locally:" below](#)

## To upgrade Logger Software locally:

1. Log in with the same user name as the one used to install the previous version of Logger. Run the following commands from the below directories:

- Software:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8481.6.bin
```

```
./ArcSight-logger-7.3.0.8481.6.bin
```

This wizard also upgrades your LoggerSoftware form installation. Click **Next**. You can click **Cancel** to exit the installer at any point during the upgrade process.



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

- VMWare:

From the /opt/arcsight/installers directory:

```
chmod u+x ArcSight-logger-7.3.0.8481.6.bin
```

```
./ArcSight-logger-7.3.0.8481.6.bin
```

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  
Logger 7.3.0

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:

2. The License Agreement screen is displayed. Review the agreement:

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

- Software: Scroll to the bottom of the license agreement and enable the “I accept the terms of the License Agreement” button.
- VMWare: Press **Enter** to display each part of the license agreement.

3. To accept the terms:

- Software: Select **I accept the terms of the License Agreement** and click **Next**
- VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.

4. 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 upgrade, or click **Quit** to exit the installer.

5. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:

- Operating system check: the installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process). To proceed with the upgrade:
  - Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.
  - VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger. For Logger 7.3.0 patch 6, you will see the following prompt:

```
=====
=====
User                      Intervention                      Required
- - - - -
This machine does not meet the required OS version,
please check the release notes to verify the OS version
compatibility. It is strongly recommended to upgrade the
OS version before proceeding with the Logger update.
Do you want to continue?

->1- Yes
2- No

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

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

#### Example

```
=====
=
Intervention Required
-----

ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to
proceed.

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

->1- Continue
2- Quit

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

- Your version of TZData will be checked to verify that it complies with the minimum requirements (tzdata-2024a):

### Example

```
=====
=====
User Intervention Required
-----

System TZData does not match requirements. Must be tzdata-2024a or
higher.
Do you want to continue?

->1- Yes

2- No

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

- Your version of the ncurses-compat-libs library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- ncurses-compat-libs

Please refer to the Logger Release Notes to get the following
packages:

ncurses-compat-libs

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

- Your version of the compat-openssl110 library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- compat-openssl10

Please refer to the Logger Release Notes to get the following
packages:

compat-openssl10

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

Once all checks are complete, the installation continues.

6. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

Software:

- Type the installation path for Logger (the default installation path is /opt, but Logger can be installed at another location if needed). Specify the same location where the Logger you are upgrading is installed.

VMWare:

- Type the installation path for Logger, /opt/arcsight/logger. Do not specify a different location.
- Press **Enter**



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version, however, a fresh install (Logger installed in a new location) will not.

7. To confirm the installation location:

VMWare: Type **Y** and press **Enter**. To exit the installer and configure the console, type **Quit** and press **Enter**.

Software: Click **Next**.

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- If Logger is already installed at the location you previously specified, a user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

Software: To continue with the operation, click **Upgrade**. Click **Back** to specify another location.

VMWare: Type **2** and press **Enter** to continue with the upgrade.

8. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

Software: Click **Install**

VMWare: Press **Enter**

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

9. When prompted for the **Begin Initialization** process:

Software: Click **Next**

VMWare: Type **Enter**

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

10. To upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

11. The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished. Make a note of the URL, you will use it to connect to Logger.

To exit the installer:

Software: Click **Done**

VMWare: Press **Enter**

12. Restart Logger to save changes.
13. You can now connect to the upgraded Logger using that URL.

14. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property :

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your OS to the latest distribution as it fixes additional security vulnerabilities.
3. Deploy the downloaded upgrade file `logger-sw-8481-remote.enc`. Follow the instructions in "[Remote Upgrade through ArcSight Management Center](#)" below

## Remote Upgrade through ArcSight Management Center



**Tip:** When remotely upgrading a Logger Software or a Logger L8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

**Upgrade failed; Failed to bring up all processes successfully**

You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8481.x

1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.

4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.
6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.



You may only select one form factor type to upgrade.

9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.



**Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## 7.3.0 Patch 7 - December 2024

The 7.3.0 Patch 7 release includes fixes and enhancements provided in previous releases.

### Enhancements

- A new version of the data migration tool is included with this release. This new tool (DM244-D1149) renders improved performance and speed, and the added capability of migrating data from L7700 Appliance and Software Loggers to L8000 Appliance Loggers.
- A new platform event (**Platform:313**) has been created to monitor the `apache_ipm` instance. While **Platform:312** event will continue monitoring the first Apache instance (used for both UI access and to receive events from connectors), **Platform:313** will monitor the second Apache instance (exclusively used to receive events from connectors). The different platform events provide clarity regarding which Apache configuration file has been modified.

### Fixed Issues

The following issues are fixed in this release.

Issue	Description
OCTCR33I953005	<b>Issue:</b> You might face problems setting up a new sftp server after applying the August 2024 OS (osupgrade-logger-rhel88_24.08-37.enc) update.
OCTCR33I943044	In a Logger L7700 appliance running on RHEL 8.8 (therefore applicable to versions: 7.3.0 Patch3, Patch 4, Patch 5 and Patch 6), even though the configuration backup files are generated correctly, the restore procedure is not able to decompress them due to a missing RHEL 8.8 required parameter. Therefore, after executing the system requested reboot, the data will not be restored.
OCTCR33I939022	<b>Issue:</b> For L7700 appliances, applying the September OS update file (osupgrade-logger-rhel88_24.09-10.enc) before updating to Logger7.3.0 P6 will cause loss of connectivity through the iLO remote console.
OCTCR33I524009	<b>Issue:</b> No events are shown when exporting from the Search page if the Rerun query option is checked.

## Known Issues

The following known issues apply to this release. Micro Focus strives to ensure that our products provide quality solutions for your enterprise software needs. If you need assistance with any issue, visit [Micro Focus Support](#), then select the appropriate product category.

Issue	Description
OCTCR33 I867120	<p><b>Issue:</b> Uploading a new lookup file with the <b>On Logger File Location</b> option results in a "Please specify a path and a file" error when the name of the file is too long.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Place the new lookup file in your local machine.</li><li>2. Follow the <a href="#">Uploading Lookup Files</a> procedure using <b>Local</b> as File location option.</li></ol>
OCTCR33 I896042	<p><b>Issue:</b> After a Logger appliance has been upgraded to RHEL 8.8, the root password cannot be changed.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Open the system-auth file with this command: <pre>vi /etc/pam.d/system-auth</pre></li><li>2. Update the /lib/security/\$ISA/pam_unix.so path to: <pre>/lib64/security/pam_unix.so</pre></li></ol>
OCTCR33 I979229	<p><b>Issue:</b> On Software and L7700 Appliance Loggers running on RHEL or Rocky Linux versions 8.x and 9.x, the system fails to create its configuration backup file. There is no notification of the issue, which only shows in the logger_server.log file.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. From the command line, navigate to the path that corresponds to your Logger form factor:<ul style="list-style-type: none"><li>• For Software Logger: <pre>&lt;install-path&gt;/current/arcsight/logger/bin/scripts/</pre></li><li>• For L7700 Logger Appliance: <pre>/opt/arcsight/logger/bin/scripts/</pre></li></ul></li><li>2. Open the configbackup.sh file with the text editor of your preference and comment out or remove the following line: <pre>tar cvf \$TAR_DIR/configs.tar -P \${ARCSIGHT_LOGGER_USER} --exclude logger/data - --exclude logger/folderreader --exclude logger/_* --exclude "*.hprof"</pre></li><li>3. Copy the following line as a replacement, and paste it in the same position in the configbackup.sh file: <pre>tar cvf \$TAR_DIR/configs.tar -P --exclude logger/data --exclude logger/folderreader --exclude logger/_* --exclude "*.hprof" \${ARCSIGHT_LOGGER_ USER}</pre></li><li>4. Save the configbackup.sh file with the changes.</li></ol>

## Supported Platforms

Version	Release Date	Appliance Models	Standard Installations of the Following Operating Systems	Supported Browsers	Upgrade Path
7.3.0 Patch 7 (8493)	December 2024	L7700 L8000	<b>Certified on:</b> <ul style="list-style-type: none"><li>• RHEL Linux 9.2</li><li>• Rocky Linux 9.2</li><li>• RHEL 9.4</li><li>• Rocky Linux 9.4</li></ul> <b>Supported on:</b> <ul style="list-style-type: none"><li>• RHEL 8.10</li><li>• Rocky Linux 8.10</li><li>• RHEL 8.8</li><li>• Rocky Linux 8.8</li></ul>	Microsoft Edge * Firefox * Chrome *	7.3.0 Patch 5 (8475) 7.3.0 Patch 6 (8481)

An asterisk (\*) next to a browser version indicates that the browser version supported is the one current at the date of release.



Customers running on platforms not provided in the Technical Requirements or with untested configurations will be supported until the point Micro Focus determines the root cause is the untested platform or configuration. According to the standard defect-handling policies, Micro Focus will prioritize and fix issues we can reproduce on the tested platforms.

## Downloading Your Upgrade Files

To download your upgrade files, visit:

<https://www.microfocus.com/en-us/support/downloads/>

And look for the files corresponding to your Logger form factor, according to the following table:

Form Factor	Files to download
L7700 Appliance	<p><b>For local or remote appliance upgrades:</b></p> <p>logger-8493.enc</p> <p>logger-8493.enc.sig</p> <p><b>For OS update:</b></p> <p>Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.</p> <p>osupgrade-logger-rhel88_24.10-1.enc</p>
Software or L8000 appliance	<p><b>For local upgrades:</b></p> <p>ArcSight-logger-7.3.0.8493.7.bin</p> <p>ArcSight-logger-7.3.0.8493.7.bin.sig</p> <p><b>For remote upgrades using ArcSight Management Center:</b></p> <p>logger-sw-8493-remote.enc</p> <p>logger-sw-8493-remote.enc.sig</p> <p><b>For OS update (applicable only to L8000 appliances):</b></p> <p>Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.</p> <p>osupgrade-L8000-logger-rhel88_24.10-1.enc</p>

## Downloading and Verifying the Installation Files

### To download and verify the signature of your downloaded files:

1. Log in to the host where you want to begin the installation process.
2. Change to the directory where you want to download the installer files.
3. Download all the necessary product installer files from the [Micro Focus Downloads website](#) along with their associated signature files (\*.sig).



Evolving security needs imply the renewal of certificates for the signature verification procedure. To ensure a successful verification of your product signature, download the latest public keys file before proceeding with the verification process (step 1 of the Get the Public Keys procedure).

Micro Focus provides a digital public key that is used to verify that the software you downloaded from the Micro Focus software entitlement site is indeed from Micro Focus and has not been tampered with by a third party. For more information and instructions on validating the downloaded software, visit the [Micro Focus Code Signing site](#). If you discover a file does not match its corresponding signature (.sig), attempt the download

again in case there was a file transfer error. If the problem persists, please contact Micro Focus Customer Support.

4. Begin the installation.

## Upgrade Instructions

This section contains the following topics:

### Upgrade Instructions for Logger Appliance L7700:

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.

#### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

#### Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see "[Remote Logger L7700 Upgrade through ArcSight Management Center](#)" below
- To upgrade Logger locally, see "[Upgrade a Logger Appliance L7700 locally](#)" on page 136

### Remote Logger L7700 Upgrade through ArcSight Management Center



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If <install\_dir>/userdata/arcmc/logger.properties does not exist, create the file as a non-root user.
- Add the new property (unit value in seconds):

```
node.upgrade.thread.timeout= 10800
```

- Update the logger.properties file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. (Conditional - In case you haven't applied it already) Upgrade your OS using the osupgrade-logger-rhel88\_24.10-1.enc file, following these steps from the ArcMC UI:

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
  - j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
  - l. When the wizard is complete, click **Done**.
3. Upgrade your Logger using the patch 7 file (logger-8493.enc), following these steps from the ArcMC UI:

- a. Click **Administration > Repositories**.
- b. In the navigation tree, pick **Upgrade Files**.
- c. In the management panel, click **Upload**.
- d. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
- e. Click **Node Management**.
- f. In the navigation tree, click **System**.
- g. In the management panel, click **Loggers**.
- h. In the list of Loggers, select one or more L7700 Logger Appliances.



You may only select one form factor type to upgrade.

- i. Click **Upgrade Logger**. The Upgrade wizard is launched.
  - j. Review the dialog box, and then click **Next**.
  - k. Follow the prompts to complete the wizard.
  - l. When the wizard is complete, click **Done**.
4. Update the remote file system status. From the Logger UI, go to System Admin -> Remote File System, select each RFS, and click the **Test** button. This will cause the status to change from **Not In Use** to **In Use**.
  5. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade a Logger Appliance L7700 locally



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.

1. Log into Logger and click **System Admin > System > License & Update**.
2. (Conditional - In case you haven't applied it already) Upgrade your Logger using the OS update file:



Make sure you read the instructions in the OS update file readme before executing it, to verify you comply with all its requirements.

osupgrade-logger-rhel88\_24.10-1.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

3. Upgrade your Logger using the patch 7 file:

logger-8493.enc

The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger.

### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Logger requires a root password. If your Logger does not have a root password already, set one **before** performing the upgrade.
- Once you have performed the [upgrade files](#) signature verification, move them to a computer from which you connect to the Logger UI.

### Upgrade

Follow the instructions listed below to upgrade your Logger.

- To upgrade Logger from ArcMC, see "[Remote Upgrade through ArcSight Management Center](#)" on page 144
- To upgrade Logger locally, see "[To upgrade Logger Appliance L8000 locally:](#)" below

### To upgrade Logger Appliance L8000 locally:



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.

1. Log in with the same user name as the one used to connect for the first time to your L8000 appliance. Run the following commands from the below directories:

- L8000 appliance:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8493.7.bin
```

```
./ArcSight-logger-7.3.0.8493.7.bin
```

This wizard also upgrades your Logger L8000 appliance installation. Click **ENTER** to continue. You can type quit to exit the installer at any point during the upgrade process.



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

2. The License Agreement screen is displayed. Review the agreement and enter **Y** to accept it:

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

3. 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 upgrade, or click **Quit** to exit the installer.
4. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check: the installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process). To proceed with the upgrade:
    - Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.
    - VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger. For Logger 7.3.0 patch 6, you will see the following prompt:

```
=====
=====
              User                      Intervention                      Required
- - - - -
This machine does not meet the required OS version,
please check the release notes to verify the OS version
compatibility. It is strongly recommended to upgrade the
OS version before proceeding with the Logger update.
Do you want to continue?

->1- Yes

2- No

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

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

**Example**

```
=====
=
Intervention Required
-----

ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to
proceed.

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

->1- Continue

2- Quit

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

- Your version of TZData will be checked to verify that it complies with the minimum requirements (tzdata-2024a):

**Example**

```
=====
=====
User Intervention Required
-----

System TZData does not match requirements. Must be tzdata-2024a or
higher.
Do you want to continue?

->1- Yes

2- No

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

- Your version of the ncurses-compat-libs library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- ncurses-compat-libs

Please refer to the Logger Release Notes to get the following
packages:

ncurses-compat-libs

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

- Your version of the compat-openssl10 library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- compat-openssl10

Please refer to the Logger Release Notes to get the following
packages:

compat-openssl10

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

Once all checks are complete, the installation continues.

5. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

#### Example

```
=====
Choose Install Folder
-----
Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of
storage available.
Where would you like to install?
    Default install folder: /opt
ENTER AN ABSOLUTE PATH, OR PRESS <ENTER> TO ACCEPT THE DEFAULT
    : /opt/softlogger
INSTALL FOLDER IS: /opt/softlogger
    IS THIS CORRECT? (Y/N): y
```

Even though the prompt asks "**Where would you like to install?**", the upgrade must be installed in the same path of the original Logger Appliance L8000 installation .

Press **ENTER** to accept the default folder (/opt/softlogger).



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version.

6. To confirm the installation location:
  - If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
  - A user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

### Example

```
=====
==

Intervention Required

-----

The selected directory contains a pre-existing installation of ArcSight
Logger.  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:
```

7. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

### Example

```
=====

Pre-install Summary

-----

Please Review the Following Before Continuing:

Product Name:

    ArcSight Logger 7.3.0

Install Folder:

    /opt/softlogger

PRESS <ENTER> TO CONTINUE:
```

Press **ENTER** to proceed.

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

8. When prompted for the **Begin Initialization** process press **ENTER** to proceed:

### Example

```
=====
Begin Initialization
-----
The installation of Logger software was successful...
Initialization will begin after pressing [Enter]. This may take several
minutes.
PRESS <ENTER> TO CONTINUE:
```

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

9. To upgrade Logger press **ENTER** when prompted for the **Begin Upgrade** process:

### Example

```
=====
Begin Upgrade
-----
The initialization of Logger software was successful...
Upgrade of Logger will begin after pressing [Enter].
The Upgrade Complete screen is displayed once upgrade is complete and
Logger has started up.
PRESS <ENTER> TO CONTINUE:
```

10. The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished. Make a note of the URL, you will use it to connect to Logger.

### Example

```
=====
Upgrade Is Complete
-----
Logger has started. Press [Enter] to close the installer.
Use this URL to access the Logger User Interface.
https://<YOUR_IP>:9000
PRESS <ENTER> TO CONTINUE:
```

11. You can now connect to the upgraded Logger using that URL.
12. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Remote Upgrade through ArcSight Management Center



We strongly advise you follow the update order recommended in these instructions. Inverting the update order might affect your system negatively.



**Tip:** When remotely upgrading a Logger Software or a Logger L8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

**Upgrade failed; Failed to bring up all processes successfully**

You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8481.x

1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.
4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.
6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.



You may only select one form factor type to upgrade.

9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.



**Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## Upgrade Instructions for Logger Software form:



**Note:** Upgrade your Operating System (OS) to a supported version before upgrading Logger. The latest OS distribution fixes additional security vulnerabilities. See ["Version " on page 132](#) for the currently supported operating systems.

Follow the instructions listed below to upgrade Logger. Ensure that the [Prerequisites](#) are met before you begin.

- To upgrade Logger from ArcMC, see ["To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center: " on page 153](#)
- To upgrade Logger Software locally, see ["To upgrade Logger Software locally:" on page 147](#)

### Prerequisites

When upgrading to Logger 7.3 version, the event flow will be automatically stopped.



Be sure that you meet these prerequisites before upgrading Logger:

- Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.
- Upgrade your Operating System (OS) to a supported version before upgrading Logger. The latest OS distribution fixes additional security vulnerabilities. See ["Version " on page 132](#) for the currently supported operating systems.
- Before upgrading to Logger 7.3.0 patch 7, you must connect through SSH to the Logger console to validate the presence of the packages in the following table. Use the command in the **Verification command** column for each package.

If all packages are already installed, you already comply with the requirements and can proceed with the Logger upgrade (make sure to check the rest of the prerequisites in this list).

If any of the packages are missing, proceed to install them by using the command in the **Installation command** column. Once the installation of all the packages is finished, restart the Logger processes and proceed with the upgrade (make sure to check the rest of the prerequisites in this list).

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>
rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>

compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install -y compat-openssl10</code>  If the yum command does not work for you, download the package using your third party repository
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install -y ncurses-compat-libs</code>  If the yum command does not work for you, download the package using your third party repository
lsof	<code>rpm -qa   grep lsof</code>	<code>yum install -y lsof</code>
perl	<code>rpm -qa   grep perl</code>	<code>yum install -y perl</code>
zip	<code>rpm -qa   grep zip</code>	<code>yum install -y zip</code>

- Before installing or upgrading Logger in Linux, you must modify four TCP properties of the OS environment as described in [Configuring TCP keepalive parameters for Linux OS](#).

- Enable the `rngd.service` with the following commands:

To see the status of the `rngd.service` run:

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

- If not already done on the system, increase the user process limit on the Logger's OS. (This is not required for a VMWare VM installation). For more information, see ["Increasing the User Process Limit" on the next page](#).
- A non-root user account must exist on the system in which you are installing Logger. The installer will ask you to provide one, even if you install as root. The user id and its primary group id should be the same for this account. The UID for the non-root user should be 1500 and the GID should be 750. For example, to create the non-root user, run these commands as root:

```
groupadd -g 750 arcsight
```

```
useradd -m -g arcsight -u 1500 arcsight
```

These commands create a non-root user named `arcsight` that will work with a Logger software installation.

- For local or remote software upgrades, download the files described in [Verifying Your Upgrade Files](#), and follow the instructions to verify the signature. The files must be downloaded into a computer from which you connect to the Logger UI.

## Increasing the User Process Limit

Before installing or upgrading Logger, you must increase the default user process limit while logged in as user *root*. This ensures that the system has adequate processing capacity.



**Note:** This change is only necessary when installing Logger Software form on your own Linux system. It has already been done for Logger on VMWare VM.

### To increase the default user process limit:

1. Open the file `/etc/security/limits.d/<NN>-nproc.conf`.



Where `<NN>` is 20 for all the RHEL and Rocky Linux certified versions.

- If you do not already have a `/etc/security/limits.d/<NN>-nproc.conf` file, create one (and the `limits.d` directory, if necessary).
- If the file already exists, delete all entries in the file.

2. Add the following lines:

```
* soft nproc 10240
* hard nproc 10240
* soft nofile 65536
* hard nofile 65536
```



**Caution:** Be sure to include the asterisk (\*) in the new entries. It is important that you add all of the entries exactly as specified. Any omissions can cause system run time errors.

3. Reboot the machine.
4. Run the following command to verify the new settings:

```
ulimit -a
```

5. Verify that the output shows the following values for “open files” and “max user processes”:

```
open files          65536
max user processes  10240
```

### To upgrade Logger Software locally:

1. Log in with the same user name as the one used to install the previous version of Logger.  
Run the following commands from the below directories:

- Software:

From the Logger's installer directory:

```
chmod u+x ArcSight-logger-7.3.0.8493.7.bin
```

```
./ArcSight-logger-7.3.0.8493.7.bin
```

This wizard also upgrades your Logger Software form installation. Click **Next**. You can click **Cancel** to exit the installer at any point during the upgrade process.



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

- VMWare:

From the /opt/arcsight/installers directory:

```
chmod u+x ArcSight-logger-7.3.0.8493.7.bin
```

```
./ArcSight-logger-7.3.0.8493.7.bin
```

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
Logger 7.3.0
```

```
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:
```

2. The License Agreement screen is displayed. Review the agreement:

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

- Software: Scroll to the bottom of the license agreement and enable the "I accept the terms of the License Agreement" button.
- VMWare: Press **Enter** to display each part of the license agreement.

3. To accept the terms:
  - Software: Select **I accept the terms of the License Agreement** and click **Next**
  - VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.
4. 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 upgrade, or click **Quit** to exit the installer.
5. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check: the installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process). To proceed with the upgrade:
    - Software: Click **Continue**. To exit the installer, click **Quit** and upgrade your OS.
    - VMWare: Type 1 and press **Enter**. To exit the installer and continue to upgrade the OS, type 2 and press **Enter**.



**Note:** Micro Focus ArcSight strongly recommends that you upgrade to a supported OS before upgrading Logger. For Logger 7.3.0 patch 6, you will see the following prompt:

```
=====
=====
              User                      Intervention                      Required
- - - - -
This machine does not meet the required OS version,
please check the release notes to verify the OS version
compatibility. It is strongly recommended to upgrade the
OS version before proceeding with the Logger update.
Do you want to continue?

->1- Yes

2- No

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

- Installation prerequisite check—If the check fails, Logger will display a warning. Make sure to address the issue before proceeding.

#### Example

```
=====
=
```

#### Intervention Required

```
-----
```

ArcSight Logger processes are active.

All ArcSight Logger processes must be stopped to allow installation to proceed.

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

->1- Continue

2- Quit

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

- Your version of TZData will be checked to verify that it complies with the minimum requirements (tzdata-2024a):

#### Example

```
=====
=====
```

#### User Intervention Required

```
-----
```

System TZData **does not match** requirements. Must be tzdata-2024a or higher.

Do you want to continue?

->1- **Yes**

2- **No**

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

- Your version of the ncurses-compat-libs library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- ncurses-compat-libs

Please refer to the Logger Release Notes to get the following
packages:

ncurses-compat-libs

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

- Your version of the compat-openssl10 library will be checked to verify that it complies with the minimum requirements:

### Example

```
=====
=====
Intervention Required
-----

Installation Requirements Not Met.

Pre-Install check failed: Confirm the following libraries are
installed.

- compat-openssl10

Please refer to the Logger Release Notes to get the following
packages:

compat-openssl10

Then attempt the installation again.

Type [Quit] to exit this installer.

PRESS <ENTER> TO ACCEPT THE FOLLOWING (Quit):
```

Once all checks are complete, the installation continues.

6. The **Choose Install Folder** screen is displayed. Navigate to or specify the location where you want to install Logger.

Software:

- Type the installation path for Logger (the default installation path is /opt, but Logger can be installed at another location if needed). Specify the same location where the Logger you are upgrading is installed.

VMWare:

- Type the installation path for Logger, /opt/arcsight/logger. Do not specify a different location.
- Press **Enter**



**Note:** When you upgrade Logger, it will continue to have access to the data store of the previous version, however, a fresh install (Logger installed in a new location) will not.

7. To confirm the installation location:

VMWare: Type **Y** and press **Enter**. To exit the installer and configure the console, type **Quit** and press **Enter**.

Software: Click **Next**.

- If there is not enough space to install the upgrade at the specified location, a message will be displayed. To proceed with the installation, free up sufficient space to allow the upgrade. If this is not possible, click **Quit** to exit the installer.
- If Logger is already installed at the location you previously specified, a user intervention message will be displayed warning about the selected directory already containing an installation of Logger, and asking if you want to upgrade.

Software: To continue with the operation, click **Upgrade**. Click **Back** to specify another location.

VMWare: Type **2** and press **Enter** to continue with the upgrade.

8. The prompt will request you to wait while the available disk space is verified. Then, the **Pre-install Summary** will be presented for review:

Software: Click **Install**

VMWare: Press **Enter**

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

9. When prompted for the **Begin Initialization** process:

Software: Click **Next**

VMWare: Type **Enter**

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

10. To upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

11. The Logger upgrade may take a few minutes, and the **Upgrade Complete** screen will inform you of when the process has finished. Make a note of the URL, you will use it to connect to Logger.

To exit the installer:

Software: Click **Done**

VMWare: Press **Enter**

12. Restart Logger to save changes.
13. You can now connect to the upgraded Logger using that URL.
14. Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.

## To upgrade Loggers Software or VMWare form remotely through ArcSight Management Center:

1. Modify the timeout value in the `logger.properties` file in the ArcMC following the steps below:

- Run the following command:

```
cd /$ARCMC_HOME/userdata/arcmc
```

- If `<install_dir>/userdata/arcmc/logger.properties` does not exist, create the file as a non-root user.
- Add the new property :

```
node.upgrade.thread.timeout= 10800
```

- Update the `logger.properties` file using the following commands:

```
Chown <non -root user>:<non-root user> logger.properties
```

```
Chmod 660 logger.properties
```

2. Upgrade your OS to the latest distribution as it fixes additional security vulnerabilities.

3. Deploy the downloaded upgrade file logger-sw-8493-remote.enc. Follow the instructions in ["Remote Upgrade through ArcSight Management Center"](#) below

## Remote Upgrade through ArcSight Management Center



**Tip:** When remotely upgrading a Logger Software or a Logger L8000 Appliance through ArcMC, the upgrade is executed but the following error might display:

**Upgrade failed; Failed to bring up all processes successfully**

You may disregard the message, since the upgrade was performed correctly, which can be verified by going to Node Management > Loggers in the ArcMC UI, and checking that the build number in the Version column is v 7.3.0.8493.x

1. Click **Administration > Repositories**.
2. In the navigation tree, pick **Upgrade Files**.
3. In the management panel, click **Upload**.
4. Click **Choose File** and browse to your upgrade file, then click **Submit**. The file is uploaded.
5. Click **Node Management**.
6. In the navigation tree, click **System**.
7. In the management panel, click **Loggers**.
8. In the list of Loggers, select one or more Logger.



You may only select one form factor type to upgrade.

9. Click **Upgrade Logger**. The Upgrade wizard is launched.
10. Review the dialog box, and then click **Next**.
11. Follow the prompts to complete the wizard.
12. When the wizard is complete, click **Done**.



**Note:** In some cases, after the upgrade of a localhost with an .enc file completes, an empty page is displayed. You may navigate away from this page as normal.

Create a Logger configuration backup, refer to the [Logger 7.3 Administrator's Guide](#) for instructions.