

Patch Release Notes

ArcSight™ ESM

Version 5.0 SP2 Patch 1
Build 5.0.2.6731.1

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Patch Release Notes ArcSight™ ESM , Version 5.0 SP2 Patch 1

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Revision History

Date	Product Version	Description
10/25/11	ArcSight™ ESM Version 5.0 SP2 Patch 1	Created

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ArcSight ESM Version 5.0 SP2 Patch 1

ESM Patch 5.0.2.6731.1

These release notes describe how to apply this patch release of ArcSight ESM. Instructions are included for each component, as well as other information about recent changes and open and closed issues.

This patch is for ArcSight ESM v5.0 SP2 only. If you are seeking to set up a new ESM v5.0 SP2 installation, refer to the ArcSight ESM Installation and Configuration Guide.

For instructions on upgrading from v4.5 SP1, SP2 to v5.0 SP2, first see the upgrade guide [Upgrading ArcSight™ ESM; v4.5 SP1 or v4.5 SP2 to v5.0 GA](#). Then see [Upgrading ArcSight™ ESM; v5.0 to v5.0 SP2](#).

After you have upgraded to v5.0 SP2, follow the instructions in [“Installing ESM Version 5.0 SP2 Patch 1” on page 7](#) of these release notes to apply Patch 1.

Refer to ArcSight Oracle Patch Set Update (PSU) Release Notes for Oracle Patch Set Update (PSU) and OPatch information.

Purpose of this Patch

This patch:

- Addresses customer reported and other issues in ESM v5.0 SP2
- Provides updates for geographical information and vulnerability mapping

Usage Notes

For Usage Notes, refer to ArcSight™ ESM Release Notes Version 5.0 SP2.

Section 508 Compliance

ArcSight recognizes the importance and relevance of accessibility as a product initiative. To that end, ArcSight continues to make advances in the area of accessibility in its product lines.

Geographical Information Update

This version of ESM includes an update to the geographical information used in graphic displays. The version is GeoIP-532_20111001.

Vulnerability Updates

This release includes recent vulnerability mappings (October 2011 Context Update) for these devices:

Device	Vulnerability Updates
Cisco Secure IDS S601	Faultline, Bugtraq, CVE, Nessus
Juniper / Netscreen IDP update 2008	Faultline, Bugtraq, CVE, X-Force, Nessus, CERT
TippingPoint UnityOne DV8258	Faultline, Bugtraq, CVE, Nessus, MSSB
Fortinet Fortigate Content 3.086	Faultline, Bugtraq, CVE, Nessus, X-Force, MSKB, MSSB, CERT
ISS SiteProtector	Bugtraq, CVE, X-Force, MSSB
McAfee Host Intrusion Prevention 7.0 Content Version 3950	Faultline, CVE
Symantec Endpoint Protection Security Update 164	Bugtraq, CVE
Radware DefensePro 3.03 Content Version 0009_0114_00	Faultline, Bugtraq, CVE, X-Force, Nessus, MSSB, CERT

Installing ESM Version 5.0 SP2 Patch 1

You can install this patch release using the platform-specific and component-specific executable files provided. Patch installers are available for all supported platforms.

Please keep the following points in mind when installing Patch 1:



- On Solaris environments, upgrading the ESM Manager and installing the solution packages are unsuccessful if your Solaris system does not meet the system requirements. See the *ESM Installation and Configuration Guide* for the minimum system requirements for a Solaris system.
- **For all components and platforms:** Make sure that you have enough space (approximately three times the size of the patch installer) available *before* you begin to install the patch. If you run into disk space issues during installation, first create enough disk space, restore the component base build from the backup, then resume installation of the patch.
- Be sure to execute `arcsight agentsetup -w` on the database component after installing and uninstalling the patch. Refer to the installation and uninstallation steps for the ["ArcSight ESM Database" on page 8](#).
- Backup, patch install, and uninstall procedures require permissions for the relevant components. For example, to back up a database installation and install an Oracle critical patch update, you need database logon permissions. To back up the ArcSight Manager installation and install the Manager patch, you need Manager permissions. To install a patch, make sure that the user who owns the base build installation folder has full privileges on the PATH where the base build is installed.
- Due to issues related to configuration variability (AIX Tech Levels), a small number of users might experience issues with installation and uninstallation. It is a good practice to create a backup of the existing product before installation begins.
- To uninstall the software you must be at the same user level as the original installer.
- For backup, patch install, and uninstall, we recommend that you log in to the target machine with a specific account name via telnet or SSH. If you switch accounts after logging in, then specify the flag "-" for the **su** command (`su - <UserName>`).

Each component has install and uninstall steps.

The patch installation instructions describe installation on all supported platforms. Platform-specific details are provided within the procedures below.

ArcSight ESM Database

This section describes how to install and uninstall ESM v5.0 SP2 Patch 1 for ArcSight Database.

To Install the Patch



Note

- Before you install the patch, verify that the ArcSight Database `ARCSIGHT_HOME` and any of its subdirectories are not being accessed by any open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.

1 Stop the Partition Archiver Agent.

◆ On Windows:

Open the Services Console and stop the Partition Archiver Agent service (the default is `Arcsight Oracle Partition Archiver Database`).

◆ On Solaris, AIX, and Linux:

Run:

```
/etc/init.d/arc_oraclepartitionarchiver_db stop
```



Note

`arc_oraclepartitionarchiver_db` is the default service name.

2 Back up the ArcSight Database directory (for example, `c:\arcsight\db`) by making a copy. Be sure to back up the database as the Oracle database owner on Solaris, AIX, and Linux. Place the copy in a readily accessible location. Perform this step as a precautionary measure so that you can restore the original state, if necessary.



Note

Arcsight recommends that you do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.)

- ◆ `Patch-5.0.2.xxxx.1-DB-Win.exe`
- ◆ `Patch-5.0.2.xxxx.1-DB-Solaris.bin`
- ◆ `Patch-5.0.2.xxxx.1-DB-AIX.bin`
- ◆ `Patch-5.0.2.xxxx.1-DB-Linux.bin`

4 As the Oracle Database owner, run one of the following executables specific to your platform:

◆ On Windows:

Double-click `Patch-5.0.2.xxxx.1-DB-Win.exe`

◆ On Solaris:

Run the following command:


```
./Patch-5.0.2.xxxx.1-DB-Solaris.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window.

```
./Patch-5.0.2.xxxx.1-DB-Solaris.bin -i console
```

◆ **On AIX:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-DB-AIX.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-DB-AIX.bin -i console
```

◆ **On Linux:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-DB-Linux.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-DB-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.
- 7 Enter the location of your existing ArcSight Database `ARCSIGHT_HOME` for your v5.0 SP2 database installation in the text box provided, or navigate to the location by clicking **Choose...**
- 8 To restore the installer-provided default location, click **Restore Default Folder**.
- 9 Click **Next**.
- 10 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, and then click **Next**.
- 11 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 12 Click **Install**.
- 13 Click **Done** on the Install Complete screen.

After you have installed both the database **and** ArcSight Manager patch, update the Partition Archiver. These steps are required to update the Partition Archiver version when viewed from the Console. Verify that the Manager is running, and then:

- 1 Run the following command from the Database `bin` directory to update the Partition Archiver.

```
arcsight agentsetup -w
```
- 2 Click **Next** through the wizard screens until you reach the screen that prompts you to either review or modify the parameters.

- 3 Select **I do not want to change any settings**, and then click **Next**.
- 4 Click **Finish** in the last screen.
- 5 **On Windows Only:** Click **Cancel** in the Archiver Service Configuration screen.
- 6 Start the Partition Archiver Agent.

◆ **On Windows:**

Open the Service Console and start the Partition Archiver Agent service (the default is `Arcsight Oracle Partition Archiver Database`).

◆ **On Solaris, AIX, and Linux:**

Run the following command.

```
/etc/init.d/arc_oraclepartitionarchiver_db start
```



Note

`arc_oraclepartitionarchiver_db` is the default service name.

To Uninstall the Patch

If needed, use the procedure below to roll back this patch installation.



Note

Before you begin to uninstall, verify that the Database `ARCSIGHT_HOME` and any of its subdirectories are not being accessed by open shells on your system.

- 1 Stop the ArcSight Partition Archiver.
- 2 Run the uninstaller program:
 - ◆ **On Windows:**
 - ◆ Double-click the icon you created for the uninstaller when installing the database. For example, if you created an uninstaller icon on your desktop, double-click that icon.
 - ◆ Or, if you created a link in the Start menu, click
Start > All Programs > ArcSight DB 5.0 SP2 Patch 1 > Uninstall ArcSight Database 5.0 SP2 Patch 1
 - ◆ Or, run the following from the `ARCSIGHT_HOME\UninstallerDataSP2Patch1` directory:

```
Uninstall_ArcSight_DB_Patch.exe
```

◆ **On Solaris, AIX, and Linux:**

- ◆ From the directory where you created the links (your home folder or another location) when installing the database, run:

```
./Uninstall_ArcSight_Database_5.0_SP2Patch1
```

- ◆ Or, to uninstall in Console mode, run:

```
./Uninstall_ArcSight_Database_5.0_SP2Patch1 -i console
```

- ◆ If you did not create a link, execute the following command from the Database's `ARCSIGHT_HOME/UninstallerDataSP2Patch1`:

```
./Uninstall_ArcSight_DB_Patch
```

- 3 Click **Done** on the Uninstall Complete screen.

After uninstallation of the database patch is complete, update the Partition Archiver:

- 1 Uninstall the patch on the Manager.
- 2 Start the Manager.
- 3 Run the following command from the Database `bin` directory to update the Partition Archiver:

```
arcsight agentsetup -w
```

- 4 Click **Next** through the wizard screens until you reach the screen that prompts you to either review or modify the parameters.
- 5 Select **I do not want to change any settings** and click **Next**.
- 6 Click **Finish** in the last screen.
- 7 On Windows Only, click **Cancel** in the Archiver Service Configuration screen.
- 8 Start the Partition Archiver Agent.

◆ **On Windows:**

Open the Service Console and start the Partition Archiver Agent service (the default is `Arcsight Oracle Partition Archiver Database`).

◆ **On Solaris, AIX, and Linux:**

Run the following command:

```
/etc/init.d/arc_oraclepartitionarchiver_db start
```



`arc_oraclepartitionarchiver_db` is the default service name.

Note

ArcSight ESM Manager

This section describes how to install or uninstall v5.0 SP2 Patch 1 for ArcSight Manager.

To Install the Patch



Note

- Before you install the patch, verify that `ARCSIGHT_HOME` and any of its subdirectories are not being accessed by open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.

- 1 Stop the ArcSight Manager.

- 2 Back up the Manager directory (for example, `c:\arcsight\manager`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.



Arcsight recommends that you do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.)

- ◆ `Patch-5.0.2.xxxx.1-Manager-Win.exe`
- ◆ `Patch-5.0.2.xxxx.1-Manager-Solaris.bin`
- ◆ `Patch-5.0.2.xxxx.1-Manager-AIX.bin`
- ◆ `Patch-5.0.2.xxxx.1-Manager-Linux.bin`

- 4 While logged in as the ArcSight user, run one of the following executables specific to your platform.

- ◆ **On Windows:**

Double-click `Patch-5.0.2.xxxx.1-Manager-Win.exe`

- ◆ **On Solaris:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-Manager-Solaris.bin
```

To install in Console mode, run the following from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-Manager-Solaris.bin -i console
```

- ◆ **On AIX:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-Manager-AIX.bin
```

To install in Console mode, run the following from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-Manager-AIX.bin -i console
```

- ◆ **On Linux:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-Manager-Linux.bin
```

To install in Console mode, run the following from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-Manager-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.

- 7 Enter the location of your existing `ARCSIGHT_HOME` for your v5.0 SP2 Manager installation in the text box provided or navigate to the location by clicking **Choose...**

If you want to restore the installer-provided default location, click **Restore Default Folder**.
- 8 Click **Next**.
- 9 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, then click **Next**.
- 10 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 11 Click **Install**.
- 12 Click **Done** on the Install Complete screen.

To Uninstall the Patch

If needed, use the procedure below to roll back this patch installation.



Before you begin to uninstall, verify that the Manager's `ARCSIGHT_HOME` and any of its subdirectories are not being accessed by any open shells on your system.

- 1 Stop the ArcSight Manager.
- 2 Run the uninstaller program:

On Windows:

 - ◆ Double-click the icon you created for the uninstaller when installing the Manager. For example, if you created an uninstaller icon on your desktop, double-click that icon.
 - ◆ Or, if you created a link in the Start menu, click
Start > All Programs > ArcSight Manager 5.0 SP2 Patch 1 > Uninstall ArcSight Manager 5.0 SP2 Patch 1
 - ◆ Or, run the following from the `ARCSIGHT_HOME\UninstallerDataSP2Patch1` directory:
`Uninstall_ArcSight_Manager_Patch.exe`

On Solaris, AIX, and Linux:

 - ◆ From the directory where you created the links when installing the Manager (your home folder or some other location), run:
`./Uninstall_ArcSight_Manager_5.0_SP2Patch1`
 - ◆ Or, to uninstall using Console mode, run:
`./Uninstall_ArcSight_Manager_5.0_SP2Patch1 -i console`
 - ◆ If you did not create a link, execute the following command from the `ARCSIGHT_HOME\UninstallerDataSP2Patch1` directory:
`./Uninstall_ArcSight_Manager_Patch`
- 3 Click **Done** on the Uninstall Complete screen.

ArcSight Console

This section describes how to install or uninstall the v5.0 SP2 Patch 1 for ArcSight Console on Windows, Mac, Solaris, and Linux platforms.



The ArcSight ESM Console is not supported on AIX. The following steps do not include information for installing a Console patch on AIX.

To Install the Patch



- Before you install the patch, verify that the Console's [ARCSIGHT_HOME](#) and any of its subdirectories are not being accessed by any open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.



Arcsight recommends that you do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 1 Exit the ArcSight Console.
- 2 Back up the Console directory (for example, `/home/arcsight/console/current`) by making a copy. Place the copy in a readily accessible location. This is a precautionary measure so you can restore the original state, if necessary.
- 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.)
 - ◆ `Patch-5.0.2.xxxx.1-Console-Win.exe`
 - ◆ `Patch-5.0.2.xxxx.1-Console-Solaris.bin`
 - ◆ `Patch-5.0.2.xxxx.1-Console-Linux.bin`
- 4 Run one of the following executables specific to your platform:
 - ◆ **On Windows:**
Double-click `Patch-5.0.2.xxxx.1-Console-Win.exe`
 - ◆ **On Solaris:**
Verify that you are logged in as the ArcSight user, and then run this command:


```
./Patch-5.0.2.xxxx.1-Console-Solaris.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-Console-Solaris.bin -i console
```
 - ◆ **On Linux:**
Verify that you are logged in as the ArcSight user, and then run the following command:


```
./Patch-5.0.2.xxxx.1-Console-Linux.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-Console-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.
- 7 Enter the location of your existing [ARCSIGHT_HOME](#) for your v5.0 SP2 Console installation in the text box provided or navigate to the location by clicking **Choose...**

If you want to restore the installer-provided default location, click **Restore Default Folder**.
- 8 Click **Next**.
- 9 Choose a Link Location (on Solaris and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button and click **Next**.
- 10 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 11 Click **Install**.
- 12 Click **Done** on the Install Complete screen.

To Install the Patch on a Mac

The patch installer download and run procedure is slightly different on the Mac than on the other supported platforms.

- 1 Exit the ArcSight Console.
- 2 Back up the Console directory (for example, `/home/arcsight/console/current`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.
- 3 Download the file [Patch-5.0.2.xxxx.1-Console-MacOSX.zip](#) to anywhere on your system. (xxxx represents the build number, as shown on the cover.)



The patch installer file (that shows as a **ZIP** file on the download site) downloads as [Patch-5.0.2.xxxx.1-Console-MacOSX.app](#) on the Mac. A single or double-click on this **APP** file launches the patch installer, depending on how you have set these options. There is no need to "extract" or "unzip" the file; it downloads as an **APP** file.

- 4 Launch the patch installer by double-clicking the [ArcSightConsolePatch](#) file.
- 5 Follow the steps on the patch install wizard, providing the information as prompted:
 - ◆ Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.
 - ◆ Choose the location where you want to install the patch. Browse to [ARCSIGHT_HOME](#), where your previous Console was installed.
 - ◆ Choose an alias location for the Console application (or opt to not use aliases). This is the same as a link location on UNIX systems or shortcut location on Windows systems.
- 6 Click **Next**.

- 7 Verify your settings and click **Install**.

To Uninstall the Patch

If needed, use the procedure below to roll back this patch installation.



Note

Before you begin to uninstall, verify that the Console's [ARCSIGHT_HOME](#) and any of its subdirectories are not being accessed by any open shells on your system.

- 1 Exit the ArcSight Console.
- 2 Run the uninstaller program:

On Windows:

- ◆ Double-click the icon you created for the uninstaller when installing the Console. For example, if you created an uninstaller icon on your desktop, double-click that icon.

- ◆ If you created a link in the Start menu, click:

Start > All Programs > ArcSight Console 5.0 SP2 Patch 1 > Uninstall ArcSight Console 5.0 SP2 Patch 1

- ◆ Or, run the following from the Console's [ARCSIGHT_HOME\current\UninstallerDataSP2Patch1](#) directory:
`Uninstall_ArcSight_Console_Patch.exe`

On Solaris and Linux:

- ◆ From the directory where you created the links when installing the Console (your home directory or some other location), run:

```
./Uninstall_ArcSight_Console_5.0_SP2Patch1
```

- ◆ Or, to uninstall using Console mode, run:

```
./Uninstall_ArcSight_Console_5.0_SP2Patch1 -i console
```

- ◆ If you did not create a link, execute the command from the Console's [ARCSIGHT_HOME/current/UninstallerDataSP2Patch1](#) directory:

```
./Uninstall_ArcSight_Console_Patch
```

On a Mac:

- ◆ From the directory where you created the links when installing the Console, run:

```
Uninstall_ArcSight_Console_5.0_SP2Patch1
```

- ◆ From the Console's [ARCSIGHT_HOME/current/UninstallerDataSP2Patch1](#) directory, run:

```
Uninstall_ArcSight_Console_5.0_SP2Patch1
```

- 3 Click **Done** on the Uninstall Complete screen.

ArcSight Web Server

This section describes how to install or uninstall ESM v5.0 SP2 Patch 1 for ArcSight Web.

To Install the Patch



- Before you install the patch, verify that the Web's `ARCSIGHT_HOME` and any of its subdirectories are not being accessed by any open shells on your system.
- If for any reason you need to re-install the patch, run the patch uninstaller before installing the patch again.

- 1 Stop the Web Server.
- 2 Backup the server directory (for example, `c:\arcsight\web`) by making a copy. Place the copy in a readily accessible location. This is just a precautionary measure so you can restore the original state, if necessary.



Do not simply rename files and leave them in the same directory. Java reads all the files present, regardless of renaming, and can pick up old code inadvertently, causing undesirable results.

- 3 Download the executable file specific to your platform from the ArcSight Software Download Site. (In the following file names, `xxxx` represents the build number.)
 - ◆ `Patch-5.0.2.xxxx.1-Web-Win.exe`
 - ◆ `Patch-5.0.2.xxxx.1-Web-Solaris.bin`
 - ◆ `Patch-5.0.2.xxxx.1-Web-AIX.bin`
 - ◆ `Patch-5.0.2.xxxx.1-Web-Linux.bin`
- 4 While logged in as the ArcSight user, run one of the following executables specific to your platform:

- ◆ **On Windows:**

Double-click `Patch-5.0.2.xxxx.1-Web-Win.exe`

- ◆ **On Solaris:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-Web-Solaris.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window.

```
./Patch-5.0.2.xxxx.1-Web-Solaris.bin -i console
```

- ◆ **On AIX:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-Web-AIX.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-Web-AIX.bin -i console
```

◆ **On Linux:**

Run the following command:

```
./Patch-5.0.2.xxxx.1-Web-Linux.bin
```

To install in Console mode, run the following command from the shell prompt and then follow the instructions in the window:

```
./Patch-5.0.2.xxxx.1-Web-Linux.bin -i console
```

The installer launches the Introduction window.

- 5 Read the instructions provided and click **Next**.
- 6 Accept the terms of the license agreement and click **Next**. The acceptance radio button is disabled until you scroll to the bottom of the agreement.
- 7 Enter the location of your existing [ARCSIGHT_HOME](#) for your v5.0 SP2 ArcSight Web installation in the text box provided or navigate to the location by clicking **Choose...**

If you want to restore the installer-provided default location, click **Restore Default Folder**.
- 8 Click **Next**.
- 9 Choose a Link Location (on Solaris, AIX, and Linux) or Shortcut location (on Windows) by clicking the appropriate radio button, then click **Next**.
- 10 Check the pre-installation summary to verify that all the locations listed are correct and that you have enough disk space to install this patch.
- 11 Click **Install**.
- 12 Click **Done** on the Install Complete screen.

To Uninstall the Patch

If needed, use the procedure to roll back this patch installation.



Note

Before you begin to uninstall, verify that the Web's [ARCSIGHT_HOME](#) and any of its subdirectories are not being accessed by any open shells on your system.

- 1 Stop the ArcSight Web server.
- 2 Run the uninstaller program:

On Windows:

- ◆ Double-click the icon you created for the uninstaller when installing the ArcSight Web. For example, if you created an uninstaller icon on your desktop, double-click that icon.
- ◆ Or, if you created a link in the Start menu, click:
Start > All Programs > ArcSight Web 5.0 SP2 Patch 1 > Uninstall ArcSight Web 5.0 SP2 Patch 1
- ◆ Or, run the following from the Web's [ARCSIGHT_HOME\UninstallerDataSP2Patch1](#) directory:
[Uninstall_ArcSight_Web_Patch.exe](#)

On Solaris, AIX, and Linux:

- ◆ From the directory where you created the links when installing the ArcSight Web (in your home directory or another location), run:

```
./Uninstall_ArcSight_Web_5.0_SP2Patch1
```

- ◆ Or, to uninstall using Console mode, run:

```
./Uninstall_ArcSight_Web_5.0_SP2Patch1 -i console
```

- ◆ If you did not create a link, execute the command from the ARCSIGHT_HOME/UninstallerDataSP2Patch1 directory:

```
./Uninstall_ArcSight_Web_Patch
```

- 3 Click **Done** on the Uninstall Complete screen.

Issues Fixed in this Patch

ArcSight Console

Issue	Description
ESM-48275	On the Console after viewing an ancillary file in the web viewer, if you click on an external URL then you cannot close the web viewer.
ESM-48026	Actor names and user IDs consisting entirely of numerals were displayed as numbers instead of strings and incorrectly had commas or periods added. Now such names and IDs are correctly displayed as strings with no additional characters.

ArcSight Manager

Issue	Description
ESM-47198	Previously, importing a CSV file through the Network Model tool would populate the name of assets with what was specified in the CSV, in 5.0 SP1 the name defaults to <hostname - ip>, regardless of what was specified. This is now fixed.
ESM-46694	If you created an event-based Active List, the field size in the list was not as large as the size of the same field in the event, which created errors. The field size in the active list is now the same size.
ESM-46307	ESM v5.0, patch 1 installation took a long time. Now performance has been optimized..
ESM-46306	ESM v5.0, patch 1 installation did not create logs. This patch creates logs for the manager component in \$ARCSIGHT_HOME/logs/patch/....

General

Issue	Description
ESM-48509	There was a Memory Leak that affected earlier versions of ESM v5.0 SP1. This is now fixed.
ESM-48498	The Manager stopped processing events because of a race condition while evaluating a threat level formula. This issue is resolved.
ESM-48158	ArcSight Web Installation fails in FIPS suite B mode. This is fixed in 50SP2P1.
ESM-48130	The server.multizoneengineentrynode.trace property is obsolete and is no longer used, as of v5.0 SP2 P1. You can now go to FilterOptimizedXCPUDMPC MBean link and enable this tracing dynamically by invoking the toggleEnableTrace function.
ESM-48060	You could not sort a column in a channel if you did not have write permission to the Field Set. Sorting now works, even without write permission.
ESM-48017	On the ArcSight Web console, If you were in an opened active channel, clicking on the Field Set drop-down menu and choosing Customize, did not work. Now it works correctly.

Issue	Description
ESM-47797	<p>If not configured correctly, the Console is unable to display Chinese, Japanese, or Korean characters.</p> <p>On the ArcSight Console, go to Edit > Preferences > Global Options > Font and set the font to Arial Unicode MS. If that option does not appear, type it in manually.</p>
ESM-47789	<p>If you highlighted an event in an open channel and tried to generate a channel report, you would get a Java null-pointer exception when you tried to save it. This error no longer occurs.</p>
ESM-46156	<p>In Console Mode (non-Windows platforms), a browser window would be opened unnecessarily at the end of the Manager upgrade process. This no longer occurs.</p>
ESM-30538 TTP#43347	<p>Previously, the Acknowledge button would be enabled, even if the notification was undeliverable. Now it is not enabled unless the notification is deliverable.</p>

Localization

Issue	Description
ESM-48362 ESM-47147	<p>There was an issue displaying Chinese, Japanese, Korean (CJK), or Romanian characters in RTF and PDF reports.</p> <p>To generate PDF reports that properly display such characters, use the following procedure:</p> <ol style="list-style-type: none">1. Configure the operating system and the ArcSight Manager to support the Language you are using.2. Make sure you have the Adobe Acrobat Reader 9 to view the PDF report. <p>If the Manager is running on Linux, do the following:</p> <ol style="list-style-type: none">1. Download ARIALUNI.TTF font from the Linux support site.2. Go to the /usr/share/fonts/ directory and create a subdirectory called /aria.3. Copy ARIALUNI.TTF to /usr/share/fonts/aria.4. Make a backup of the \$ARCSIGHT_HOME/reports/sree.properties file.5. Add this property to sree.properties: font.truetype.path=/usr/share/fonts/aria <p>For any Console running on Unix, perform steps 1-3.</p> <p>For Solaris:</p> <ol style="list-style-type: none">1. Download ARIALUNI.TTF font from the Solaris support site.2. Copy ARIALUNI.TTF to /usr/X11/lib/X11/fonts/TrueType3. Modify fonts.dir and fonts.scale under the above directory with this line: ARIALUNI.TTF -monotype-arial-regular-r-normal--0-0-0-0-p-0-iso8859-1 and increase the count number in the first line by one.4. Make a backup of the \$ARCSIGHT_HOME/reports/sree.properties file.5. Add this property to sree.properties: font.truetype.path=/usr/X11/lib/X11/fonts/TrueType/ <p>To generate a report in PDF format to display Chinese, Japanese, Korean (CJK), or Romanian characters:</p> <ol style="list-style-type: none">1. Log in to the ArcSight Console and open the report.2. Find the template used by the report.3. Edit the template and select Open in Designer.4. Edit the fields that need to display these characters.5. Set the fonts to Arial Unicode for the fields that display these characters6. Save the template and click Apply.7. Run the report with PDF format.8. Open the generated report (using Adobe Acrobat Reader 9 for PDF) to see the Unicode characters. <p>To generate a report in RTF format to display Chinese, Japanese, Korean (CJK), or Romanian characters:</p> <ol style="list-style-type: none">1. Log in to the ArcSight Console.2. Select Edit > Preferences > Global Options.3. Set the font to Arial Unicode MS.

Open Issues in This Patch

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

Issue	Description
ESM-48034	<p>When an account with less than Admin privileges opens an active channel, the user may get the error "Invalid Combination of sortable fields. Please edit your channel to set new sortable fields."</p> <p>Use the following workaround:</p> <ol style="list-style-type: none"> 1. Go to the user group for the less-privileged user account. 2. Edit the access control to add the read permission of /All Fields/Arcsight System/ to the group. 3. Reopen the active channel to see if the issue is fixed.
ESM-34741 TTP#53754	<p>The Patch Uninstaller for Manager and Web does not remove the link on Unix and the shortcut on Windows.</p> <p>The workaround is to delete this link manually after uninstall is complete.</p>
ESM-32088 TTP#47996	<p>If you start the patch installation wizard, then navigate back and forward using the Previous and Next buttons (for example, to reset configuration options on previous screens), but then exit from the wizard without actually installing, the base component fails to launch. The same launch failure occurs if you cancel the installation at any point.</p> <p>This is because the preparatory step of backing up the files has already occurred.</p> <p>Workaround: If you encounter this situation, you can restore functionality of the base Console by running the following commands to restore the backup files.</p> <p>On Windows: <ARCSIGHT_HOME>\bin\rollbacksp2p1.bat</p> <p>On Unix: <ARCSIGHT_HOME>/bin/rollbacksp2p1.sh</p>
ESM-31705 TTP#46995	<p>In Console mode, the installer sometimes does not validate the Uninstall Links folder. The system successfully validates the Base folder, but without user write permissions it does not create an uninstall link.</p>

Open and Closed Issues in ESM v5.0 SP2

For information about open and closed issues for ESM v5.0 SP2, see the release notes for that version.

