

# Upgrading Hierarchical or Other Multi-Manager ArcSight™ ESM Installations to v5.0 SP2

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## Document Status

This technical note describes the method for upgrading a multi-Manager deployment from versions 5.0 GA and 5.0 SP1 to version 5.0 SP2.

## Summary

In a multi-Manager ArcSight ESM deployment, two or more ArcSight Managers are deployed in one of the following configurations:

- In a hierarchy—Data from one or more source ArcSight Managers is forwarded to a central, destination ArcSight Manager
- In a High Availability (failover) configuration—An alternate instance of an ArcSight Manager is on standby, ready to take over if the active ArcSight Manager is unavailable
- In a peer-to-peer configuration—Data from a SmartConnector is sent to more than one independent ArcSight Managers for redundancy

The process of upgrading ArcSight components—Database, Manager, Consoles, ArcSight Web, and SmartConnectors—in a multi-Manager deployment is similar to upgrading components in a single-Manager deployment. However, you upgrade the destination Managers and databases first, then the components connected to them, followed by the standby or source Managers and databases. ArcSight Forwarding Connectors must be upgraded only after their Managers have been upgraded. The ArcSight Forwarding Connectors must be the version that shipped with ESM, or the latest version.

## Upgrading a Hierarchical Deployment

To upgrade a hierarchical deployment, follow these steps starting at the destination ArcSight Manager.

- 1** Make sure you have the Upgrading ArcSight ESM v5.0GA or v5.0 SP1 to v5.0 SP2 technical notes available from the ArcSight Customer Support site.
- 2** First Upgrade any SmartConnectors that are not running a recent version. For best results use version 4.8.1 or later.
- 3** Stop your current ArcSight Manager.
- 4** Follow instructions in the Upgrading ArcSight ESM guide to upgrade your ArcSight Database software to v5.0 SP2.

- 5 Follow instructions in the Upgrading ArcSight ESM guide to upgrade your ArcSight Manager to v5.0 SP2.
- 6 Start the v5.0 SP2 Manager.
- 7 After the v5.0 SP2 Manager is running, follow instructions in the Upgrading ArcSight ESM guide to upgrade any Consoles connected to it.
- 8 Upgrade the **Forwarding Connector** connected to this manager to build `ArcSight-5.1.5.5973.0-SuperConnector-<platform>.<extension>`.

If the Forwarding connector is connected to more than one destination Manager, upgrade all such Managers before upgrading the Forwarding Connector.

Repeat this procedure until all Managers and Forwarding Connectors at each level of the hierarchy are upgraded.

## Upgrading a High Availability (Failover) Configuration

In a High Availability (HA) configuration, the active and the standby Managers can share the database and the installation directory. See the Deploying ArcSight ESM for High Availability technical note available on the ArcSight Customer Support web site for more information on deploying ESM for high availability.

In preparation for upgrading your ESM components, follow the procedure recommended by your third-party failover management software vendor to allow for software updates. Refer to their documentation for steps on how to upgrade your HA configuration.

For instructions on how to upgrade the ArcSight components, refer to the technical note that applies to your upgrade path.

## Upgrading a Peer-to-Peer Configuration

To upgrade a setup in which SmartConnectors send data to more than one Manager directly—that is, two or more Managers are peers—follow the upgrade process described in the upgrade technical note that applies to your upgrade path, for one of the Managers followed by the other Managers.

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