

Patch Release Notes

ArcSight™ ESM

Version 5.0 SP2 Patch 4
Build 5.0.2.6948.4

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Patch Release Notes ArcSight™ ESM Version 5.0 SP2 Patch 4

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ArcSight ESM Version 5.0 SP2 Patch 4

About the ESM Patch 5.0.2.6948.4

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

This patch is for ESM v5.0 SP2. If you are on an earlier version of ESM, refer to the release notes for v5.0 SP2 for information on upgrading. To set up a new ESM v5.0 SP2 installation, refer to the *ArcSight ESM Installation and Configuration Guide*.

About the Oracle Upgrade to 11.2.0.2

If you are using Windows and are on Oracle 11.2.0.1, you must upgrade to 11.2.0.2 before installing Patch 4. If you have patch 2 or 3, you can upgrade Oracle by following the instructions for the Oracle upgrade in those release notes. If you are on a patch earlier than Patch 2, or 3 install Patch 3 and follow the Oracle upgrade instructions.



Note

On Windows, if Oracle 11.2.0.1 is installed on any drive *other than the C: drive*, it can cause access denied errors when upgrading to 11.2.0.2. See ["ESM-50200" on page 24](#).

After you have upgraded to v5.0 SP2, follow the instructions in ["Installing ESM Version 5.0 SP2 Patch 4" on page 8](#) of these release notes to apply Patch 4.

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

If you use time zones in Russia or Belarus, follow the instructions provided in the ESM Hot Fix RDST20111029 to upgrade your environment with Oracle patch updates to support Russia's and Belarus' transition away from Daylight Savings Time.

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.
- Provides a JRE update in Patch 4 to support Russia's and Belarus' transition away from Daylight Savings Time.

Usage Notes for this Patch

Refer to *ArcSight™ ESM Release Notes Version 5.0 SP2* for usage notes for that service pack.

Cyrillic Characters in Reports

For Cyrillic fonts the HTML report would show the text correctly, but the PDF version did not. Here is the proper setup procedure for Cyrillic:

Part 1: Set Preferences on the Console and Console Host

- 1 Install the font Arial Unicode MS on the Console host operating system, if not already present.
- 2 Edit "console" script in `$CONSOLE_HOME/current/bin/scripts`
 - Windows: Edit `console.bat`
 - MAC: Edit `console.sh`
 - Linux already has coding set correctly

Find the section `?ARCSIGHT_JVM_OPTIONS?` and append the following jvm option:

```
-Dfile.encoding=UTF8
```

- 3 In the ArcSight Console Preferences menu, set Arial Unicode MS as the default font:
Edit > Preferences > Global Options > Font
 - Windows: select **Arial Unicode MS** from the drop-down.
 - Linux: type in **Arial Unicode MS**.

Part 2: Set Properties on the Manager to View PDF Reports

If you plan to output reports that use international characters in PDF format, set another property. If you do not plan to output reports in PDF format, this step is not required.

- 1 On the Manager host, place the font file ARIALUNI.TTF in a folder, for example:
`/usr/share/fonts/somefolder`
- 2 Modify the ESM reports properties file (on Linux):
`vi $ARCSIGHT_HOME/reports/sree.properties`
Add the following line:
`font.trueType.path=/usr/share/fonts/somefolder`
- 3 In the ArcSight Console, select the Arial Unicode MS font in all the report elements, including the report template.

Section 508 Compliance

HP recognizes the importance of accessibility as a product initiative. To that end, HP 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_20120201.

Vulnerability Updates

This release includes recent vulnerability mappings (August 2012 Context Update) for these devices:

Device	Vulnerability Updates
Snort/Sourcefire SEU 670 updated	Faultline, Bugtraq, CVE, X-Force, Nessus, MSSB
Entersys Dragon IDS Updated	CVE
Cisco Secure IDS S658 updated	Faultline, Bugtraq, CVE
Juniper / Netscreen IDP update 2163 updated	Faultline, CVE
TippingPoint UnityOne DV8355 updated	Faultline, Bugtraq, CVE, Nessus, MSSB
ISS SiteProtector updated	Faultline, Bugtraq, CVE, Nessus, X-Force, MSSB, CERT
Symantec Endpoint Protection updated	Faultline, Bugtraq, CVE, Nessus
Radware DefensePro updated	Faultline, CVE, Nessus

Installing ESM Version 5.0 SP2 Patch 4

This patch does not support upgrading Oracle, so make sure you have already upgraded to Oracle 11.2.0.2 before you install this patch. Use the instructions in the Patch 3 Release Notes.

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 4:



- 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 9.
- 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 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 4 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

HP 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 HP Software Support Online site (<http://support.openview.hp.com>). In the following file names, `xxxx` represents the build number.

- ◆ `Patch-5.0.2.xxxx.4-DB-Win.exe`
- ◆ `Patch-5.0.2.xxxx.4-DB-Solaris.bin`
- ◆ `Patch-5.0.2.xxxx.4-DB-AIX.bin`
- ◆ `Patch-5.0.2.xxxx.4-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.4-DB-Win.exe`

◆ On Solaris:

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-DB-Solaris.bin -i console
```

◆ **On AIX:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-DB-AIX.bin -i console
```

◆ **On Linux:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-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** 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>` directory and any of its subdirectories are not being accessed by open shells on your system.

- 1 Stop the Partition Archiver.
- 2 Run the uninstaller program:

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 4 > Uninstall ArcSight Database 5.0 SP2 Patch 4

- ◆ Or, run the following from the `<ARCSIGHT_HOME>\UninstallerDataSP2Patch4` directory:

```
Uninstall_ArcSight_DB_Patch.exe
```

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_SP2Patch4
```

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

```
./Uninstall_ArcSight_Database_5.0_SP2Patch4 -i console
```

- ◆ If you did not create a link, execute the following command from the Database's `<ARCSIGHT_HOME>/UninstallerDataSP2Patch4`:

```
./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 *For Windows Only*, click **Cancel** in the Archiver Service Configuration screen.
- 8 Start the Partition Archiver Agent.

◆ **Windows:**

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

◆ **Solaris, AIX, and Linux:**

Run the following command:

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



`arc_oraclepartitionarchiver_db` is the default service name.

ESM Manager

This section describes how to install or uninstall v5.0 SP2 Patch 4 for the Manager.

To Install the Patch



- 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 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.



HP 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 HP Software Support Online site (<http://support.openview.hp.com>). In the following file names, `xxxx` represents the build number

- ◆ `Patch-5.0.2.xxxx.4-Manager-Win.exe`
- ◆ `Patch-5.0.2.xxxx.4-Manager-Solaris.bin`
- ◆ `Patch-5.0.2.xxxx.4-Manager-AIX.bin`
- ◆ `Patch-5.0.2.xxxx.4-Manager-Linux.bin`

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

◆ **Windows:**

Double-click `Patch-5.0.2.xxxx.4-Manager-Win.exe`

◆ **Solaris:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-Manager-Solaris.bin -i console
```

◆ **AIX:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-Manager-AIX.bin -i console
```

◆ **Linux:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-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 Manager.
- 2 Run the uninstaller program:

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 4 > Uninstall ArcSight Manager 5.0 SP2 Patch 4
 - ◆ Or, run the following from the `<ARCSIGHT_HOME>\UninstallerDataSP2Patch4` directory:
`Uninstall_ArcSight_Manager_Patch.exe`**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_SP2Patch4`
 - ◆ Or, to uninstall using Console mode, run:
`./Uninstall_ArcSight_Manager_5.0_SP2Patch4 -i console`
 - ◆ If you did not create a link, execute the following command from the `<ARCSIGHT_HOME>\UninstallerDataSP2Patch4` 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 4 for ArcSight Console on Windows, Mac, Solaris, and Linux platforms.



The ArcSight 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>` directory and any of its subdirectories are not being accessed by any open shells on your system.
- If you need to re-install the patch, run the patch uninstaller before installing the patch again.

- 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.



HP 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 HP Software Support Online site (<http://support.openview.hp.com>). In the following file names, `xxxx` represents the build number.

- ◆ `Patch-5.0.2.xxxx.4-Console-Win.exe`
- ◆ `Patch-5.0.2.xxxx.4-Console-Solaris.bin`
- ◆ `Patch-5.0.2.xxxx.4-Console-Linux.bin`

- 4 Run one of the following executables specific to your platform:

- ◆ **On Windows:**

Double-click `Patch-5.0.2.xxxx.4-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.4-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.4-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.4-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.4-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>` directory 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.4-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.4-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 4 > Uninstall ArcSight Console 5.0 SP2 Patch 4
- ◆ Or, run the following from the Console's
[<ARCSIGHT_HOME>\current\UninstallerDataSP2Patch4](#) 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_SP2Patch4](#)
- ◆ Or, to uninstall using Console mode, run:
[./Uninstall_ArcSight_Console_5.0_SP2Patch4 -i console](#)
- ◆ If you did not create a link, execute the command from the Console's
[<ARCSIGHT_HOME>/current/UninstallerDataSP2Patch4](#) 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_SP2Patch4](#)
- ◆ From the Console's
[<ARCSIGHT_HOME>/current/UninstallerDataSP2Patch4](#) directory, run:
[Uninstall_ArcSight_Console_5.0_SP2Patch4](#)

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

ArcSight Web Server

This section describes how to install or uninstall ESM v5.0 SP2 Patch 4 for ArcSight Web.

To Install the Patch



Note

- 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.
- 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.



Caution

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 HP Software Support Online site (<http://support.openview.hp.com>). In the following file names, `xxxx` represents the build number.

- ◆ `Patch-5.0.2.xxxx.4-Web-Win.exe`
- ◆ `Patch-5.0.2.xxxx.4-Web-Solaris.bin`
- ◆ `Patch-5.0.2.xxxx.4-Web-AIX.bin`
- ◆ `Patch-5.0.2.xxxx.4-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.4-Web-Win.exe`

- ◆ **On Solaris:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-Web-Solaris.bin -i console
```

- ◆ **On AIX:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-Web-AIX.bin -i console
```

◆ **On Linux:**

Run the following command:

```
./Patch-5.0.2.xxxx.4-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.4-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>` directory for your v5.0 SP2 ArcSight Web installation in the text box provided or navigate to the location by clicking **Choose...**

To restore the installer-provided default location, click **Restore Default Folder**.
- 8 Click **Next**.
- 9 Choose a Link Location (Solaris, AIX, and Linux) or Shortcut location (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>` directory 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:

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 4 > Uninstall ArcSight Web 5.0 SP2 Patch 4
- ◆ Or, run the following from the Web's `<ARCSIGHT_HOME>\UninstallerDataSP2Patch4` directory:
`Uninstall_ArcSight_Web_Patch.exe`

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_SP2Patch4
```

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

```
./Uninstall_ArcSight_Web_5.0_SP2Patch4 -i console
```

- ◆ If you did not create a link, execute the command from the
<ARCSIGHT_HOME>/UninstallerDataSP2Patch4 directory:

```
./Uninstall_ArcSight_Web_Patch
```

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

Issues Fixed in this Patch

Analytics

Issue	Description
ESM-49916	After populating a Partially-Cached Active list, if you reduced the cache capacity to a value less than the number of entries already in the list, then entries in the Active list would be deleted from the database. Now, the number in the cache is reduced to the new limit, but the entries in the active list (in the database), is not affected.
ESM-49283	<p>For a hostname to be properly interpreted from the Request URL, the host name needs to be enclosed either within // (double slash) and / (single slash); or within // (double slash) and : (colon). For example, :8443">https://&lt;hostname>:8443.</p> <p>Such an event is retrieved correctly with the filter 'Request Url Host Is Not Null' (do not use filter 'Request Url Host != Null' as this is an invalid filter).</p>

ArcSight Console

Issue	Description
ESM-50083	In the query viewer editor, you could define a drilldown before selecting a query viewer. When you then selected a query viewer it caused an exception. Now, drilldowns are not enabled until you select a query.
ESM-49815	Previously, there were inconsistent and incorrect results reported for the Time Difference in Seconds variable. This has now been fixed.
ESM-49423	The Case Editor had a typographical error on the Classification tab and the wrong descriptions for Attack OS, Attack Program, and Attack Protocol. These are now fixed.
ESM-49291	<p>Previously, a normal user in the default user group, could add a custom column and see the "Share with all" checkbox enabled. But if the user checked this box and clicked OK, it generated an error that this user is not allowed to write to custom Cells.</p> <p>Now this checkbox is disabled for non admin users.</p>
ESM-48036	<p>When logging in or logging off the ArcSight Console with banner enabled, the banner showed up twice.</p> <p>Now, Log in and log out banners only pop up one time.</p>
ESM-47939	<p>When you configured a Filter-Out condition for a specific connector from the ArcSight Console, it affected all other Filters (Severity-Filters) of that connector. The configured filter-out was effective, but the condition of all severity-filters was set to "True." This caused the agent-severity for all Events coming from that connectors to be set to "very-high."</p> <p>This is now fixed.</p>
ESM-47587	<p>Previously, if a user in the Default User group created a channel based on a field set in a different user group, it would generate an error of the user who created the channel deleted it.</p> <p>Now there is no error deleting a channel created with a field set from another group.</p>

Issue	Description
ESM-47406 ESM-47107	Previously, if you ran an integration command with one command and multiple targets in an active channel, the selection dialog would not come up asking you to select the target. The issue is now fixed.
ESM-41243 TTP#68256	The What's New dialog did not display icons for Web or Network Model. These graphics now appear correctly.
ESM-37204 TTP#60158	If you tried to delete an event from a case, even if the case was locked, the "Remove from Case" option was improperly grayed out. Now you can select the Remove from Case option.

ArcSight Database

Issue	Description
ESM-48743	Previously, there was insufficient logging code for the Partition Manager. Now additional log messages have been added.

ArcSight Manager

Issue	Description
ESM-50044	SNMP MIB files were out of sync between Connectors and ESM. MIB files have been updated to match versions.
ESM-49074	The Manager failed to start after an upgrade from v4.5.3 to v5.0.P1 when there were too many nested local variable in rules. The issue is now fixed.
ESM-48727	When testing a rule with an active channel, if the rule had conditions that required a prior correlated event to fire, the test would not show that the rule fired. This has now been fixed.
ESM-48156	The /etc/init.d/arcsight_manager stop script on Solaris 10 did not execute the awaitPid() function. Now the script executes properly. Re-register the service to make the fix work.
ESM-46934	Previously the Week function did not return the correct value if part of the dates were in the previous year. The week function now returns the correct result.

ArcSight Web

Issue	Description
ESM-49870	ArcSight Web would show the incorrect time when the GMT 0:00 time zone was selected. Now it shows the correct time.

General

Issue	Description
ESM-50121	Special characters such as umlauts in ArcSight Console knowledge base articles looked fine in the preview by switching between the subtabs HTML and Design. But after selecting "Apply", the special characters were replaced with question marks, even in the source code. This issue has now been fixed.
ESM-36986 TTP#59311	If all fields of an active list referenced in a filter were not mapped in the filter definition, the mapped fields were not displayed in the filter editor. (Note that the conditions specified in the filter worked as expected, even when the mappings were not displayed.) If all fields of the active list were mapped, the Filter editor displayed the mappings. Now, the Filter Editor displays mappings even when only the key fields are mapped.

Open Issues in this Patch

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

ArcSight Console

Issue	Description
ESM-47537	User's Contact Information Not Populated from User's Profile when configuring notifications
ESM-47483	The number of cells occupying a column in an Excel report can change in each run depending on the length of data this field has. There is no workaround.
ESM-40318 TTP#66373	The "Create Channel with filter" option is disabled for a folder in the resource tree. This option is no longer available.
ESM-36697 TTP#58511	If a column in a channel is narrow enough and the column name is long enough, the sort arrows can obscure part of the column name. Workaround: make the column wider.

ArcSight Database

Issue	Description
ESM-50256	<p>Under some circumstances the Oracle DB statistics process and certain other processes may generate the following errors in the ArcSight Console system messages (and server.log file):</p> <pre>java.sql.SQLException: ORA-20001: Invalid input values for pname ORA-06512: at "SYS.DBMS_STATS", line 23485 ORA-06512: at "SYS.DBMS_STATS", line 23536 ORA-06512: at line 1</pre> <p>Run the following fix to solve the issue:</p> <p>In Arcsight DB host:</p> <pre>%ARCSIGHT_HOME%\bin\arcdbutil sql / as sysdba SQL> @?\rdbms\admin\catproc SQL> QUIT</pre> <p>Then restart the database. The issue should be fixed.</p>
ESM-48934	<p>The message "Can not find sree properties in /usr/local/arcsight/db_50sp2/reports/sree.properties" doesn't affect the function, and can be ignored.</p>

General

Issue	Description
ESM-50200	<p>On Windows, when upgrading from Oracle 11.2.0.2 to 11.2.0.2, if Oracle 11.2.0.1 is installed on any drive other than the C: drive, it can cause access denied errors. Use the following procedure before you start the installation:</p> <ul style="list-style-type: none"> - Backup the \$ORACLE_HOME/dbs, database, and NETWORK directories. (Put all the files in these three directories someplace SAFE.) Do not name it *.backup. - Shutdown the Oracle Services. (This is a specific exception to the warning against doing this in Upgrade section.) - Set the environment variable ORACLE_HOME to the current path to the your Oracle installation, if it isn't already. (This causes the installer to create a .backup directory.
ESM-49587	<p>After upgrading Oracle to 11.2.0.2 on Win 2008, you may get the below exception when starting the Partition Archiver.</p> <pre>java.sql.SQLException: ORA-01005: null password given; logon denied</pre> <p>Solution :</p> <p>Go to <ARCSIGHT_DB_HOME>\bin and execute "arcsight database pc" and restart the Partition Archiver.</p>
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>Workaround:</p> <p>Delete this link manually after uninstall is complete.</p>

Issue	Description
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\rollbacksp2p4.bat</p> <p>On Unix: <ARCSIGHT_HOME>/bin/rollbacksp2p4.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>

Issues Fixed in Patch 3

Analytics

Issue	Description
ESM-49716	<p>There are significant changes from 4.5 to 5.x regarding event fields that made them a resource. In particular, isReviewed, Closed, Hidden, Correlated, inCase, hasAction, and Forwarded have become derived fields of the EventAnnotationFlag. Therefore isReviewed can no longer be saved in a field set.</p> <p>Work around: Since isReviewed is derived from EventAnnotationFlag field, you can use EventAnnotationFlag in place of isReviewed.</p>
ESM-49108 ESM-49040	<p>When a rule that creates cases had to create too many, case processing could not keep up with the rate at which cases were being created, and case processing would slow down and almost stop.</p> <p>Now, case processing is better able to keep up and these case-processing slow-downs no longer occur.</p>

ArcSight Console

Issue	Description
ESM-49914	<p>If multiple users have a case open and one has it locked, the update made on the locked case won't appear for the users that have it open but unlocked.</p> <p>Now with the fix, when a user updates a Locked case the update will appear on cases that are opened by other users.</p>

Issue	Description
ESM-49624	<p>With the latest version of the JVM, the v5.0 SP2 ESM console could not be launched on a MAC.</p> <p>That issue is fixed.</p>
ESM-49293	<p>It you deleted cases using the navigator, it asks you if you would like to remove it from this group only or delete the case itself. But similar functionality is not available from the Case channel. Case channel viewer deleted linked cases and the original case without warning.</p> <p>That issue is fixed.</p>
ESM-49107	<p>A change in zone based filtering configuration performed via connector\bin\runagentsetup.sh is not updated when viewed in the ArcSight Console.</p> <p>With the fix, an update to zone-based filtering performed using agent setup at connector installation will appear in the ArcSight Console.</p>
ESM-48275	<p>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.</p> <p>That issue is fixed.</p>
ESM-48026	<p>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.</p>
ESM-48017	<p>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.</p>
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-47528	<p>When creating a filter or adding filter conditions to a rule using CCE, there was an option in the comparison drop down called Correlated By. This option should not be displayed and has been removed.</p>
ESM-47340	<p>When a non-admin user tries to run a channel report from a channel, it could fail, even if they have access to the events. This is a configuration issue.</p> <p>To ensure that it works correctly:</p> <ol style="list-style-type: none"> 1. Log in as Admin and go to Users. 2. Right-click on a non-admin user group and select "Edit Access Control." 3. In the Edit window, select the "Resource" Tab. 4. Add the resource "All Report Templates/ArcSight System" and click OK.
ESM-47056	<p>The Data Monitor Editor allowed you to select both the Manager Receipt Time and End time for a data monitor despite these being mutually exclusive options.</p> <p>Now the data monitor only allows one Time Field; either End Time or Manager Receipt Time.</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>

Issue	Description
ESM-38983 TTP#63604	When attempting to copy text from a query viewer cell using Ctrl-c, the entire row is copied to the clipboard rather than the individual cell value. Now a copy menu has been added to the right click pop up of the table viewer. You can copy the selected cell (this is only for table viewer). Ctrl+c still copies the entire row.
ESM-30538 TTP#43347	Previously, the Acknowledge button would be enabled, even if the notification was undeliverable. Now it is not enabled unless the notification is deliverable. That issue is fixed.

ArcSight Database

Issue	Description
ESM-48351	Previously, the database super user "SYS" password appeared in clear text within one of the Oracle installation logs. This log file is now automatically deleted after installation.

ArcSight Manager

Issue	Description
ESM-49853	In ESM 5.0 SP2, when the case is linked with the events, and a user tries to get the case by ID or name, a nullpointer exception could be thrown. That issue is fixed.
ESM-49643	During setup, when the ESM manager was set to use 'Traditional Chinese/Taiwan' as the language, ESM 5.0 SP2 (fresh install or upgrade) would not start. This is now fixed.
ESM-49242	Reports and Active Channels blanked the data in Device CustomString when it began with the "#" character. This is now fixed.
ESM-49166	Out of Memory could occur when processing a very large number of annotated events. This memory leak is now fixed.
ESM-48883	When you ran a package uninstall in standalone mode, if the package contained a Pattern Discovery resource, the package uninstall failed. That issue is fixed.
ESM-48509	There was a Memory Leak that affected earlier versions of ESM v5.0 SP1. That issue is fixed.
ESM-48498	The Manager stopped processing events because of a race condition while evaluating a threat level formula. That issue is fixed.
ESM-48034	When an account with less than Admin privileges opened an active channel, the user could get the error "Invalid Combination of sortable fields. Please edit your channel to set new sortable fields." That issue is fixed.

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-48972	Resolved the error handling for over-sized event columns to handle the following error: java.io.IOException: String length '-32761'
ESM-48726	There was a Memory Leak that affected ESM v5.0 SP1. This is now fixed.
ESM-48419	If an Active List was created with the "Allow Multi-Mappings" option enabled, and an entry expired, the activelist:104 event would be repeated every minute until manually clearing entries on the Active List. The activelist:104 event is no longer repeated.
ESM-48327	The ArcSight ESM server, which runs on TCP port 8443 and is based upon the Jetty application server, was vulnerable to a JSP source code disclosure vulnerability. The application server revealed the source code of JSP scripts by adding an encoded NULL-byte character (%00) at the end of the request. This is now fixed.
ESM-46953	An internal error was causing the Forwarding Connector connection to Logger to fail repeatedly with a loss of data. Now this error has been corrected and the connection is stable.
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-49903	When a Source Manager was set up to forward correlated events to a Destination ESM Manager with a correct filter configuration setting, even though correlation events could be seen from the destination Manager, it was unable to retrieve the correlated base events associated with them in the ArcSight Web UI. Users would see "Event ID either does not exist or you don't have permission to view it" in the Rule Chain Users can perform this operation from the ArcSight Console That issue is fixed.
ESM-49882	When you opened /All Active channels/Arcsight System/All Events/Last hour in ArcSight Web and ran the channel without modification, if you added an inline filter condition and applied it, it would not accept the filter condition. That issue is fixed.
ESM-49869	When adding networks to a connector from the connector editor, if there were too many, adding another would give an "Unable to update connector" error. That issue is fixed.

Issue	Description
ESM-49773	<p>In ESM 5.0.0, FIPS mode did not require the write permissions on cert8 and key3 files on the ESM console.</p> <p>Starting in ESM 5.0 SP1, if you put Read only permissions on those files you would receive this error when logon to the ArcSight Console:</p> <p>"The authentication failed. Please verify your credentials and try again."</p> <p>Customers use case is that the workstations are hardened so that all Console files are read-only. This behavior worked in 5.0 GA but does not work from ESM 5.0 SP1 and higher.</p> <p>That issue is fixed.</p>
ESM-49645	<p>Rules in ESM are generating problematic correlation events. If the action of the rule is to generate correlation events conditioned "on first event," then the generated correlation events always have a start time of epoch GMT (they show up as 31 Dec 1969 18:00:00 CST).</p> <p>That issue is fixed.</p>
ESM-49626	<p>Connection time-out to e-mail acknowledgement host is now configurable.</p>
ESM-49620	<p>You could not add more than 512 zones to one network.</p> <p>Now you can increase the maximum by adding two properties, both set to a value large enough to accommodate the number of zones you need in a network:</p> <p>In server.properties, add persist.resource.relationship.default.pagesize=<value>.</p> <p>In console.properties, add console.ui.maxResourcesIDS=<valie>.</p>
ESM-49588	<p>Copy feature in the Event Inspector fails to copy to a clipboard.</p> <p>That issue is fixed.</p>
ESM-47533	<p>When a Source Manager was set up to forward correlated events to a Destination Manager with a correct filter configuration setting, even though correlation events could be seen from the destination Manager, it was unable to retrieve the correlated base events associated with them in the ArcSight Web UI. Users would see "Event ID either does not exist or you don't have permission to view it" in the Inspect/Edit panel. User can perform this operation from the ArcSight Console</p> <p>That issue is fixed.</p>
ESM-48158	<p>ArcSight Web Installation fails in FIPS suite B mode.</p> <p>That issue is fixed.</p>
ESM-48130	<p>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.</p>
ESM-48060	<p>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.</p>
ESM-47906 ESM-48142	<p>When ESM is upgraded to 5.0, the column size of the event table is increased for several fields. However, other tables, such as the trends table, are not updated. This issue causes ORA-12899 errors when running the Manager.</p> <p>To fix the issue:</p> <p>On the ArcSight Manager host run the following command:</p> <p><ARCSIGHT_HOME>/bin/arcsight checktrendcolumnsize</p>

Localization

Issue	Description
ESM-48542	Japanese characters of report names were garbled on ArcSight Web. This is now fixed.
ESM-47542	There was a problem with encoding Cyrillic characters in actor names. These characters now display correctly through Console Actors and Actor Audit Events.
ESM-46796	Package import was failing in on Chinese operating systems. This is now fixed.

Issue	Description
ESM-48362 ESM-47147 ESM-38285 ESM-37144 TTP#59971	<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 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/TrueType 3. 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 characters 6. 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.

ArcSight Web

Issue	Description
ESM-48907	<p>In the ArcSight Web UI there was an error when browsing through "Active Channels" or "Dashboards" from the Home tab.</p> <p>This has now been fixed.</p>
ESM-47460	<p>When viewing a live channel, if you selected a correlation event or a base event and clicked Additional Details, there was an error.</p> <p>Additional Details now works properly.</p>
ESM-46752	<p>There is a limit of 500 cases that can be displayed in the ArcSight Web console. If more than 500 cases are created from the ArcSight Console, when you try to load the cases in ArcSight Web, there is warning message that appears on the top of the page.</p> <p>This is working as designed. If you have more than 500 cases, use the ArcSight Console and not the Web Console.</p>
ESM-46538	<p>The ArcSight Web login banner will now show quotes as quotes instead of backslash characters.</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.