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# Micro Focus Security ArcSight Logger

Release Notes for ArcSight Logger 7.3.0  
Patches



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# Release Notes for ArcSight Logger 7.3.0 Patches

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

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

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## 7.3.0 Patch 1 - July 2023

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

### Enhancements

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

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

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

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

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

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

- For Software Logger in:

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

- For Logger Appliance in:

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

### Fixed Issues


The following issues are fixed in this release.

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

## Supported Platforms

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

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



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

## Verifying Your Upgrade Files

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

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

For instructions on how to verify the signature, see:

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

## Upgrade Instructions

### For Logger Appliance:

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

- To upgrade Logger from ArcMC, see "[Upgrade Instructions](#)" above
- To upgrade Logger locally, see "[To upgrade a Logger Appliance locally:](#)" on the next page

### To upgrade Logger Appliances remotely through ArcMC:

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

- Run the following command:

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

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

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

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

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

```
Chmod 660 logger.properties
```

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

### To upgrade a Logger Appliance locally:

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

```
osupgrade-logger-rhel179_202304170755.enc
```
4. Look for the logger-8432.enc file you previously downloaded and click **Upload Update**.  
The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## For Software Logger:

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

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



[page](#)

- To upgrade Logger on VMWare locally, see "[Upgrade Instructions](#)" on [page 7](#)

### To upgrade Software or VMWare Loggers remotely through ArcMC:

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

- Run the following command:

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

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

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

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

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

```
Chmod 660 logger.properties
```

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

### To upgrade Software Logger locally:

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

- Software:

From the Logger's installer directory:

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

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

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



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

- VMWare:  
From the /opt/arcsight/installers directory:

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

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

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

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

Introduction
-----

InstallAnywhere will guide you through the installation of ArcSight
Logger 7.3.0

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

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

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

PRESS <ENTER> TO CONTINUE:
```

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

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

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

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

4. To accept the terms :  
Software: Select **I accept the terms of the License Agreement** and click **Next**  
VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.
5. If Logger is currently running on this machine, an intervention required message is displayed. Click **Continue** to stop all current Logger processes and proceed with the upgrade, or click **Quit** to exit the installer.
6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:

- Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).

To proceed with the upgrade:

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

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



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

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

### Example

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

ArcSight Logger processes are active.

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

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

->1- Continue

    2- Quit

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

Once all checks are complete, the installation continues.

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

Software:

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



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

VMWare:

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

8. To confirm the installation location:

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

Software: Click **Next**.

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

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

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

9. Review the pre-install summary and install:

Software: Click **Install**

VMWare: Press **Enter**

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

10. To initialize Logger components:

Software: Click **Next**

VMWare: Type **Enter**

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

11. Upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

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

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

Software: Click **Done**

VMWare: Press **Enter**

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

# 7.3.0 Patch 2 - October 2023

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

## Fixed Issues

The following issues are fixed in this release.

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

## Supported Platforms

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

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



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

## Verifying Your Upgrade Files

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

To download your upgrade files, visit:

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

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

For instructions on how to verify the signature, see:

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

## Upgrade Instructions

This section contains the following topics:

## Upgrade Instructions for Logger Appliance L7700:

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

- To upgrade Logger from ArcMC, see "[Upgrade Instructions for Logger Appliance L7700:](#)" [above](#)
- To upgrade Logger locally, see "[To upgrade a Logger Appliance L7700 locally:](#)" [below](#)

### To upgrade Logger L7700 Appliances remotely through ArcMC:

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

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

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

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

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

### To upgrade a Logger Appliance L7700 locally:

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

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



4. Look for the `logger-8441.enc` file you previously downloaded and click **Upload Update**. The **ArcSight License & System Update** page displays the update progress. Once the upgrade is complete, Logger reboots automatically.

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger.

### To upgrade Logger Appliance L8000 locally:

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

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

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

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



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

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

#### Example

```
=====
```

```
Introduction
```

```
-----
```

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

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

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

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

PRESS <ENTER> TO CONTINUE:

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

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

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

#### Example

```
=====
```

```
Intervention Required
```

```
-----
```

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

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

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

```
->1- Continue
```

```
2- Quit
```

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

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

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

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

Once all checks are complete, the installation continues.


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

### Example

```
=====
Choose Install Folder
-----
Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of
storage available.
Where would you like to install?
  Default install folder: /opt
ENTER AN ABSOLUTE PATH, OR PRESS <ENTER> TO ACCEPT THE DEFAULT
: /opt/softlogger
INSTALL FOLDER IS: /opt/softlogger
IS THIS CORRECT? (Y/N): y
```

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

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

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


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

### Example

```
=====
Intervention Required
-----
The selected directory contains a pre-existing installation of ArcSight
Logger. Would you like to upgrade?
Type 'Back' to change the chosen installation directory or 'Upgrade' to
upgrade your existing installation.
->1- Back
```

2- Upgrade

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

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

Enter 2 to proceed with the Upgrade.

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

**Example**

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

Press **ENTER** to proceed.

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

**Example**

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

Press **ENTER** to proceed.

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

**Example**

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

Press **ENTER** to proceed.

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

**Example**

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

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

## Upgrade Instructions for Software Logger:

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

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

- To upgrade Logger on VMWare locally, see "[Upgrade Instructions for Software Logger:](#)" on the [previous page](#)

### To upgrade Software or VMWare Loggers remotely through ArcMC:

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

- Run the following command:

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

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

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

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

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

```
Chmod 660 logger.properties
```

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

### To upgrade Software Logger locally:

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

- Software:

From the Logger's installer directory:

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

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

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



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

- VMWare:  
From the /opt/arcSight/installers directory:

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

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

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

```
=====
====
Introduction
-----
InstallAnywhere will guide you through the installation of ArcSight
Logger 7.3.0
It is strongly recommended that you quit all programs before continuing
with this installation.
Respond to each prompt to proceed to the next step in the installation.
If you want to change something on a previous step, type 'back'.
You may cancel this installation at any time by typing 'quit'.
PRESS <ENTER> TO CONTINUE:
```

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

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

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

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

4. To accept the terms :  
Software: Select **I accept the terms of the License Agreement** and click **Next**  
VMWare: Type **Y** and press **Enter**. To exit the installer at any point during the installation process, type **quit** and press **Enter**.
5. If Logger is currently running on this machine, an intervention required message is displayed. Click **Continue** to stop all current Logger processes and proceed with the upgrade, or click **Quit** to exit the installer.
6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:

- Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not prevent the installation process).

To proceed with the upgrade:

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

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



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

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

### Example

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

ArcSight Logger processes are active.

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

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

->1- Continue

    2- Quit

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

Once all checks are complete, the installation continues.

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

Software:

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





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

VMWare:

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

8. To confirm the installation location:

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

Software: Click **Next**.

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

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

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

9. Review the pre-install summary and install:

Software: Click **Install**

VMWare: Press **Enter**

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

10. To initialize Logger components:

Software: Click **Next**

VMWare: Type **Enter**

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

11. Upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

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

12. Make a note of the URL. To exit the installer:  
Software: Click **Done**  
VMWare: Press **Enter**
13. Restart Logger to save changes.
14. You can now connect to the upgraded Logger.
15. Take a configuration backup immediately after the upgrade. For instructions, refer to the [ArcSight Logger 7.3 Administrator's Guide](#).

# 7.3.0 Patch 3 - March 2024

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

## Enhancements

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

## Fixed Issues

The following issues are fixed in this release.

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

## Known Issues

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

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

## Supported Platforms

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

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



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

## Downloading Your Upgrade Files

To download your upgrade files, visit:

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

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

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

## Downloading and Verifying the Installation Files

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

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



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

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

4. Begin the installation.

## Upgrade Instructions

This section contains the following topics:

### Upgrade Instructions for Logger Appliance L7700:



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

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

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

### Prerequisites

Be sure that you meet these prerequisites before upgrading Logger:

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

## Upgrade

Follow the instructions listed below to upgrade your Logger.

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

### Remote Logger L7700 Upgrade through ArcMC

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

- Run the following command:

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

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

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

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

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

```
Chmod 660 logger.properties
```

2. Deploy the Logger upgrade using the ArcMC UI.



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

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

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

Use the following command to verify your kernel version:

```
uname -r
```

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



You may only select one form factor type to upgrade.

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



## Upgrade a Logger Appliance L7700 locally

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

osupgrade-logger-rhel79-24.1.2-1.enc



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

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

Execute this command to check your kernel version:

```
uname -r
```

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

3. Upgrade your Logger using the patch 3 file:

logger-8455.enc

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



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

4. Upgrade your OS using the RHEL 8.8 file:

osupgrade-logger-rhel79-88-24.1-11.enc



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

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

## Upgrade Instructions for Logger Appliance L8000:

Follow the instructions listed below to upgrade Logger.

### To upgrade Logger Appliance L8000 locally:

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

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

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

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

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



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

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

**Example**

```
=====
```

```
Introduction
```

```
-----
```

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

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

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

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

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

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

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

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

**Example**

```
=====
```

```
Intervention Required
```

```
-----
```

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

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

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

->1- Continue

2- Quit

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

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

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

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

Once all checks are complete, the installation continues.

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


#### Example

```
=====
Choose Install Folder
-----
Provide a location for ArcSight Logger 7.3.0 that has a minimum of 10GB of
storage available.
Where would you like to install?
  Default install folder: /opt
ENTER AN ABSOLUTE PATH, OR PRESS <ENTER> TO ACCEPT THE DEFAULT
  : /opt/softlogger
INSTALL FOLDER IS: /opt/softlogger
```

IS THIS CORRECT? (Y/N): y

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


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

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

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

**Example**

```
=====
Intervention Required
-----
The selected directory contains a pre-existing installation of ArcSight
Logger. Would you like to upgrade?
Type 'Back' to change the chosen installation directory or 'Upgrade' to
upgrade your existing installation.
->1- Back
    2- Upgrade
ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE
DEFAULT:
```

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

Enter 2 to proceed with the Upgrade.

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

**Example**

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

Press **ENTER** to proceed.

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

**Example**

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

Press **ENTER** to proceed.

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

**Example**

```
=====
Begin Upgrade
-----
The initialization of Logger software was successful...
```

Upgrade of Logger will begin after pressing [Enter].

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

PRESS <ENTER> TO CONTINUE:

Press **ENTER** to proceed.

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

#### Example

```
=====
```

Upgrade Is Complete

```
-----
```

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

Use this URL to access the Logger User Interface.

https://<YOUR\_IP>:9000

PRESS <ENTER> TO CONTINUE:

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

## Upgrade Instructions for Software Logger:



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

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

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

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

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

- To upgrade Logger on VMWare locally, see "[Upgrade Instructions for Software Logger:](#)" on the [previous page](#)

### To upgrade Software or VMWare Loggers remotely through ArcMC:

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

- Run the following command:

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

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

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

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

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

```
Chmod 660 logger.properties
```

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

### To upgrade Software Logger locally:

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

- Software:

From the Logger's installer directory:

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

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

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



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

- VMWare:  
From the /opt/arcSight/installers directory:

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

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

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

```
=====
====
Introduction
-----
InstallAnywhere will guide you through the installation of ArcSight
Logger 7.3.0
It is strongly recommended that you quit all programs before continuing
with this installation.
Respond to each prompt to proceed to the next step in the installation.
If you want to change something on a previous step, type 'back'.
You may cancel this installation at any time by typing 'quit'.
PRESS <ENTER> TO CONTINUE:
```

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

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

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

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

4. To accept the terms :

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

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

5. If Logger is currently running on this machine, an intervention required message is displayed. Click **Continue** to stop all current Logger processes and proceed with the upgrade, or click **Quit** to exit the installer.
6. Once all Logger processes are stopped, the installer checks that the installation prerequisites are met:
  - Operating system check—The installer checks to see if your device is running a supported operating system, otherwise, a warning will be displayed (this will not




prevent the installation process).

To proceed with the upgrade:

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

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

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

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

### Example


```
=====  
Intervention Required  
-----  
ArcSight Logger processes are active.  
All ArcSight Logger processes must be stopped to allow installation to  
proceed.  
Type 'Quit' to exit this installer or 'Continue' to stop all ArcSight  
Logger processes and continue with the installation.  
->1- Continue  
2- Quit  
ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE  
DEFAULT:
```

Once all checks are complete, the installation continues.

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

Software:

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

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

VMWare:

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

8. To confirm the installation location:

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

Software: Click **Next**.

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

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

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

9. Review the pre-install summary and install:

Software: Click **Install**

VMWare: Press **Enter**

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

10. To initialize Logger components:

Software: Click **Next**

VMWare: Type **Enter**

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

11. Upgrade Logger:

Software: Click **Next**

VMWare: Type **Enter**

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

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

Software: Click **Done**

VMWare: Press **Enter**

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

## Upgrading your OS to RHEL 8.x



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

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



These commands can only be executed with a root user

- To stop the Logger services:

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

- To check that all services have stopped:

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

- To disable the services from restarting after a reboot:

```
systemctl disable arcsight_logger
```


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



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

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

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

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

- Check the current OS version:

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

Example output:

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

- Check the OS kernel version:

```
# uname -r
```

Example output:

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

- Reestablish the permissions with the following command:

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

Example output:

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

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

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

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

Package	Verification command	Installation command
libnsl	<code>rpm -qa   grep libnsl</code>	<code>yum install libnsl</code>
compat-openssl10	<code>rpm -qa   grep compat-openssl10</code>	<code>yum install compat-openssl10</code>
ncurses-compat-libs	<code>rpm -qa   grep ncurses-compat-libs</code>	<code>yum install ncurses-compat-libs</code>
rng-tools	<code>rpm -qa   grep rng-tools</code>	<code>yum install -y rng-tools</code>

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

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

```
systemctl status rngd
```

Run the commands to start or enable the service:

```
systemctl start rngd.service
```

```
systemctl enable rngd.service
```

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

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

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

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

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

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

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

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

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

- c. Exit and save:

```
(wq!)
```

- d. Apply the changes by running the command

```
sysctl -p
```

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

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

```
# ls -al
```

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

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

10. Reboot the machine.

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

```
# ulimit -a
```

Look for the `open_files` and `max_user_processes` values in the list. They should be (-n) 65536 for `open_files` and (-u) 10240 for `max_user_processes`.

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

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

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

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

- To enable the services again:

```
systemctl enable arcsight_logger
```

- To restart the services the first time:

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

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



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

## Remote Upgrade through ArcMC

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



You may only select one form factor type to upgrade.

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



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

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