

ArcSight ESM

Software Version: 7.6.4

ESM Technical Requirements

Document Release Date: March 2023

Software Release Date: March 2023

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Support

Contact Information

Phone	A list of phone numbers is available on the Technical Support Page: https://softwaresupport.softwaregrp.com/support-contact-information
Support Web Site	https://softwaresupport.softwaregrp.com/
ArcSight Product Documentation	https://www.microfocus.com/documentation/arcSight/

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ArcSight Enterprise Security Manager (ESM) Technical Requirements

This document describes current platform support for ArcSight Enterprise Security Manager (ESM) and its components. The components include:

- ArcSight Manager
- ArcSight Console
- Correlation Optimized Retrieval and Retention Engine (CORRE)
- ArcSight Command Center
- Active Passive High Availability module



Note: The term **supported** indicates that the product has been sanity-tested on the indicated platform. Micro Focus will accept support calls and address issues with the product and the platform on which it runs.

End of Product Support Notices

For updated end-of-life schedules for all ArcSight products, including ESM, see the [Product Support Lifecycle](#) page.

ESM 7.6.4 Supported Upgrade Paths, Platforms, and Products

Supported upgrade paths, platforms, and products are described below.

Supported Upgrade Paths



Note: These upgrade paths do not apply to ESM with the Active Passive High Availability (APHA) Module. Supported upgrade paths for the APHA module are described in [Upgrade Paths for ESM with the Active Passive High Availability \(APHA\) Module](#).

Upgrade Paths for ESM

For ESM 7.5 and 7.6, and release patches you can upgrade directly to ESM 7.6.4.

Upgrade paths for earlier versions are as follows:

- 7.4:
 - a. Upgrade to ESM 7.5.
 - b. Upgrade to ESM 7.6.
 - c. Upgrade to ESM 7.6.4.
- 7.3:
 - a. Upgrade to ESM 7.5.
 - b. Upgrade to ESM 7.6.
 - c. Upgrade to ESM 7.6.4.
- 7.2 Service Pack 1:
 - a. Upgrade to ESM 7.3.
 - b. Upgrade to ESM 7.5.
 - c. Upgrade to ESM 7.6.
 - d. Upgrade to ESM 7.6.4.
- 7.0 Patch 1 and Patch 2:
 - a. Upgrade to ESM 7.2.
 - b. Upgrade to ESM 7.4.
 - c. Upgrade to ESM 7.5.
 - d. Upgrade to ESM 7.6.
 - e. Upgrade to ESM 7.6.4.
- ESM 7.0:
 - a. Apply ESM 7.0 Patch 2.
 - b. Upgrade to ESM 7.2.
 - c. Upgrade to ESM 7.4.
 - d. Upgrade to ESM 7.5.
 - e. Upgrade to ESM 7.6.
 - f. Upgrade to ESM 7.6.4.

- ESM 6.11, with or without patches:
 - a. Upgrade to ESM 7.0 Patch 1.
 - b. Upgrade to ESM 7.2.
 - c. Upgrade to ESM 7.4.
 - d. Upgrade to ESM 7.5.
 - e. Upgrade to ESM 7.6.
 - f. Upgrade to ESM 7.6.4.

Upgrade Paths for ESM with the Active Passive High Availability (APHA) Module

For ESM 7.5 and 7.6 and release patches you can upgrade directly to ESM 7.6.4.

Upgrade paths for earlier versions are as follows:

- Version 7.4 of ESM and the APHA module:
 - a. Upgrade ESM and the APHA module to version 7.5.
 - b. Upgrade ESM and the APHA module to version 7.6.
 - c. Upgrade ESM and the APHA module to version 7.6.4.
- Version 7.3 of ESM and the APHA module:
 - a. Upgrade ESM and the APHA module to version 7.5.
 - b. Upgrade ESM and the APHA module to version 7.6.
 - c. Upgrade ESM and the APHA module to version 7.6.4.
- Version 7.2 Service Pack 1 of ESM and the APHA module:
 - a. Upgrade ESM and the APHA module to version 7.3.
 - b. Upgrade ESM and the APHA module to version 7.5.
 - c. Upgrade ESM and the APHA module to version 7.6.
 - d. Upgrade ESM and the APHA module to version 7.6.4.
- Version 7.0 of ESM and the APHA module:
 - a. Upgrade ESM and the APHA module to version 7.0 Patch 2.
 - b. Upgrade ESM and the APHA module to version 7.2.
 - c. Upgrade ESM and the APHA module to version 7.4.
 - d. Upgrade ESM and the APHA module to version 7.5.
 - e. Upgrade ESM and the APHA module to version 7.6.
 - f. Upgrade ESM and the APHA module to version 7.6.4.

- Version 7.0 of the APHA module:
 - a. Upgrade the APHA module to version 7.2.
 - b. Upgrade the APHA module to version 7.4.
 - c. Upgrade ESM and the APHA module to version 7.5.
 - d. Upgrade ESM and the APHA module to version 7.6.
 - e. Upgrade ESM and the APHA module to version 7.6.4.



Note: Ensure you perform the upgrade from a local workstation or server, not over a VPN. If you perform the upgrade over a VPN, and the VPN is disconnected during the upgrade, the upgrade will fail. If you must use a VPN during the upgrade process, consider using a desktop sharing utility like the screen command on Linux to prevent terminating the upgrade session if the network disconnects.

For information about supported platforms, see the Technical Requirements on the [ESM documentation page](#).

Supported Platforms and Products

GA date	March 2023
Operating systems and browsers:	
Supported operating systems for software ESM (compact mode, distributed mode, and Active Passive High Availability module) Note: In distributed mode, all cluster nodes must be on the same operating system version.	<ul style="list-style-type: none"> • Red Hat Enterprise Linux (RHEL) 7.9, 8.4, and 8.6 with or without FIPS enabled • Community Enterprise Operating System (CentOS) 7.9 with or without FIPS enabled • SUSE Linux Enterprise Server (SLES) 15 Service Pack 3, with or without FIPS enabled • Rocky Linux 8.6 with or without FIPS enabled Note: The APHA module does not support Rocky Linux.
Supported operating systems for the ArcSight Console	<ul style="list-style-type: none"> • RHEL 7.9, 8.4, 8.6 • RHEL Workstation 7.9 • CentOS 7.9 • SUSE Linux Enterprise Desktop 15 Service Pack 3 • Rocky Linux 8.6 Note: The APHA module does not support Rocky Linux. <ul style="list-style-type: none"> • macOS Big Sur, Monterey, Ventura • Windows Server 2019 • Windows 10 Enterprise (including patches)

Supported browsers for ArcSight Command Center	The latest version of Chrome, Firefox Extended Support Release, or Microsoft Edge (chromium-based only)
Related components:	
Forwarding Connector	8.4.0.8962.0 You can install the Forwarding Connector on any operating system and version that the ESM 7.7 ArcSight Manager supports.
Active Directory (Actor) Model Import Connector	8.4.0.8954.0 This connector supports the following operating systems: <ul style="list-style-type: none"> • Windows Server 2019 • RHEL 8.4, 8.6 • CentOS 7.9 • SLES 15 Service Pack 3
Asset Model Import Flex Connector	8.4.0.8956.0 This connector supports the following operating systems: <ul style="list-style-type: none"> • Windows Server 2019 • RHEL 8.4, 8.6 • CentOS 7.9 • SLES 15 Service Pack 3
ArcSight Platform	2023.1 Note: To use Command Center from the ArcSight Platform, ESM and the ArcSight Platform must run the same version of Command Center.
Transformation Hub	3.7.0
Recon	1.5.1
Miscellaneous:	
Federal Information Processing Standards (FIPS)	140-2
Suite B	128-bit and 192-bit
Common access card (CAC)	Yes
Third-party products:	
ServiceNow®	Quebec version ServiceNow API

Publication Status

Released: March 23, 2023

Updated: Wednesday, December 6, 2023

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