

# Micro Focus Security ArcSight ArcSight Platform

Software Version: 21.1.4

## ArcSight Platform Release Notes

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## Release Notes for the ArcSight Platform 21.1.4

This release provides security updates for and resolves previous issues in ArcSight Platform 21.1.3.

ArcSight Platform enables you to deploy a combination of security, user, and entity solutions into a single cluster within the Container Deployment Foundation (CDF) environment. The core services for this CDF environment, including the Dashboard and user management, are provided by a common layer called Fusion.

- [Software Fixes in this Release](#)
- [Technical Requirements](#)
- [Downloading the Files](#)
- ["Known Issues" on page 13](#)
- ["Contacting Micro Focus" on page 21](#)

This release includes the following versions of the ArcSight Platform components:

| Component   | Version  |
|---|--|
| ArcSight Command Center for Enterprise Security Manager | 7.5.0  |
| Fusion  | 1.3.4  |
| ArcSight Recon  | 1.2.3  |
| ArcSight Intelligence                                   | 6.3.3  |
| Layered Analytics                                       | 1.2.1  |
| Transformation Hub                                      | 3.5.4  |
| SOAR  | - For on-premises: 3.1.0<br>- For cloud: 3.1.2 |

The documentation for this product is available on the documentation website in HTML and PDF formats. If you have suggestions for documentation improvements, click **comment** or **support** on this topic at the bottom of any page in the HTML version of the documentation posted at the [ArcSight Platform Documentation](#) page or the documentation pages for the included products.

## Software Fixes in this Release

This release includes the following software enhancement and fixes:

| 3rd Party Component | Updated in         | Octane Ticket   |
|---------------------|--------------------|---|
| JRE                 | Transformation Hub | OCTCR33I500239 - This release includes an update to the latest version of JRE     |
|                     | Fusion ArcMC       | OCTCR33I465161 - This release includes an update to the latest version of JRE     |
| Reload4j            | Transformation Hub | OCTCR33I465124 - This release includes the replacement of Log4j with Reload4j     |
|                     | Fusion ArcMC       | OCTCR33I464171 - This release includes the replacement of Log4j with Reload4j     |
| OpenSSL             | Transformation Hub | OCTCR33I522024 - This release includes an update to the latest version of OpenSSL |
|                     | Fusion ArcMC       | OCTCR33I511142 - This release includes an update to the latest version of OpenSSL |
| Java                | Fusion ArcMC       | OCTCR33I464049 - This release includes an update to the latest version of Java    |
| Tomcat              | Fusion ArcMC       | OCTCR33I465162 - This release includes an update to the latest version of Tomcat  |

## Resolved Issues

These issues apply to common or several components in your ArcSight Platform deploy. For more information about issues related to a specific product, please see that product's release notes.

### For Transformation Hub:

- ["OCTCR33I490053 -- Timeout and retry settings are now configurable to accommodate different cluster resource availability"](#) on the next page

### For Intelligence:

- ["OCTCR33I498019 -- The Elasticsearch Data Pods Fail to Start Running After Applying the Intelligence 6.3.2 Patch"](#) on the next page

### For Fusion ArcMC:

- ["OCTCR33I429185 -- The Insights Tab Disappears from the Fusion UI After the License Expires" on the next page](#)

**For the whole ArcSight Platform:**

- ["Security Fixes in AcSight Platform 21.1.3" on the next page](#)

## **OCTCR33I490053 -- Timeout and retry settings are now configurable to accommodate different cluster resource availability**

**Issue:** Depending on its cluster resource availability (capabilities load, processing duties, etc.), communication timeouts between ArcMC and Transformation Hub could lead to ArcMC management service outages.

If present, these timeout issues would appear on both the Transformation Hub WebService pod logs and the ArcMC UI.

**Resolution:** To prevent this issue from happening when the circumstances combine against agile communication, the timeout and retry settings can be configured by following these steps:

1. The **Web Services Properties** are overridden by updating the `arcsight-env-override.properties` file according to the instructions listed in the [Admin Guide](#).
2. After the previous process is finished, delete the web-service pod and check the Transformation Hub web-service pod logs and the ArcMC UI in the Transformation Hub management pages again to make sure that no more errors are reported.

## **OCTCR33I498019 -- The Elasticsearch Data Pods Fail to Start Running After Applying the Intelligence 6.3.2 Patch**

**Issue:** The Elasticsearch data pods start running after applying the Intelligence 6.3.3 patch.

**Resolution:** After applying the patch, ensure that the value of the **Elasticsearch maximum pod memory (GB)** field is greater than the value of the **Elasticsearch maximum java process memory (GB)** field:

1. Open a certified web browser.
2. Specify the following URL to log in to the CDF Management Portal: `https://<cdf_masternode_hostname or virtual_ip_hostname>:5443`.
3. Select **Deployment > Deployments**.

4. Click ... (Browse) on the far right and choose **Reconfigure**. A new screen will be opened in a separate tab.
5. Click **Intelligence**.
6. Update the values of the **Elasticsearch maximum pod memory (GB)** and **Elasticsearch maximum java process memory (GB)** fields such that the value of the **Elasticsearch maximum pod memory (GB)** field is greater than the value of the **Elasticsearch maximum java process memory (GB)** field.
7. Click **Save**.

## **OCTCR33I429185 -- The Insights Tab Disappears from the Fusion UI After the License Expires**

**Issue:** After applying the Intelligence 6.3.1 patch, when the licenses for the ArcSight Intelligence and Transformation capabilities expire, the **Insights** tab in the Fusion UI disappears. Even after activating new licenses for the two capabilities, the licenses are not validated and the **Insights** tab remains unavailable in the Fusion dashboard.

**Resolution:** After applying the Intelligence 6.3.3 patch, the licenses for the two capabilities are validated and the **Insights** tab reappears in the Fusion UI.

## **Security Fixes in AcSight Platform 21.1.3**

This release includes the security fixes previously available with ArcSight Platform 21.1.3. For more information about these security fixes, see the [Release Notes for ArcSight Platform 21.1.3](#).



## Technical Requirements

Please review the [Upgrade Paths](#) available to upgrade to this version of the ArcSight Platform.

For more information about the software and hardware requirements required for a successful deployment, see the [Technical Requirements for ArcSight Platform](#). These *Technical Requirements* include guidance for the size of your environment based on expected workload. Micro Focus recommends the tested platforms listed in this document.



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 the Files

Before applying the patches in this release, ensure that you have an [appropriate version of ArcSight Platform](#) installed in your environment.

- ["Understanding the Files to Download" below](#)
- ["Downloading Files" on the next page](#)

## Understanding the Files to Download

Download the patch files for the associated components deployed in your environment. Your Micro Focus credentials will be required to access the download site.



ArcSight Platform 21.1.4 is composed of different artifacts for on-premises and cloud deployments. Please download the files that correspond to your environment.

| Product                                   | Get these files for on-premises deployments                    | Get these files for cloud deployments   | Description  |
|---|--|---|--|
| <a href="#">ArcSight Platform</a>         | arcsight-installer-metadata-21.1.4.5.tar<br>fusion-1.3.4.5.tar | arcsight-installer-metadata-21.1.4.3-cloud.tar<br>fusion-1.3.4.3-cloud.tar                                    | Contains images for updating common services                   |
| <a href="#">ArcSight Cloud Installers</a> | Not applicable for on-premises                                 | arcsight-platform-cloud-installer-22.1.0.16.zip<br>arcsight-platform-cloud-installer-OMT-2022.05-21.1.4.2.zip | Contain cloud platform infrastructure installers (CDF and OMT) |
| <a href="#">Transformation Hub</a>        | transformationhub-3.5.4.5.tar                                  | transformationhub-3.5.4.3-cloud.tar   | Contains the images for updating Transformation Hub            |

| Product   | Get these files for on-premises deployments               | Get these files for cloud deployments                                 | Description  |
|---|---|---|--|
| <a href="#">ArcSight Command Center for Enterprise Security Manager</a> | esm-7.5.0.5.tar<br>layered-analytics-1.2.1.5.tar          | Not applicable for cloud  | Contains the images for updating ESM Command Center and Layered Analytics. |
| <a href="#">Intelligence</a>  | intelligence-6.3.3.5.tar<br>layered-analytics-1.2.1.5.tar | intelligence-6.3.3.3-cloud.tar<br>layered-analytics-1.2.1.3-cloud.tar | Contains the images for updating Intelligence and Layered Analytics.       |
| <a href="#">Recon</a>   | recon-1.2.3.5.tar   | recon-1.2.3.3-cloud.tar   | Contains the images for updating the Recon capability.                     |
| <a href="#">SOAR</a>  | Not applicable for on-premises                            | soar-3.1.2.3-cloud.tar  | Contains the images for updating the SOAR capability.                      |

## Downloading Files

To download the patch files, do the following:

1. Follow the link to the product name in the table's **Product** column.
2. Log into the download site using your Micro Focus credentials.
3. Download the listed patch files to a secure network location. Ensure that you also download the signature files (.sig) associated with each patch file.

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. Upgrade to 21.1.4.

For more information on an on-premises upgrade, see "[Upgrading to 21.1.4](#)" in the [Administrator's Guide for ArcSight Platform](#).

For more information on a cloud upgrade, see [Upgrading an AWS Installation to 21.1.4](#).



Azure deployments cannot be upgraded to this version of the ArcSight Platform. Please contact technical support with any questions.

## Known Issues

These issues apply to common or several components in your ArcSight Platform deployment. For more information about issues related to a specific product, please see that product's release notes.

### For Intelligence:

[OCTCR33I488001 -- Analytics Does Not Detect the Custom SQL Loader Scripts After the Intelligence Upgrade](#)

[OCTCR33I555061 -- New Instances of Elasticsearch Master Pod Fail in a Cloud Deployment Because of Permission Issues](#)

[OCTCR33I567188 -- Elasticsearch Index Replica Count Field's Value Does Not Reflect in the ES Index Metadata](#)

[OCTCR33I600142 -- Changing Analytics Configuration Immediately After Upgrade Causes Analytics Failure](#)

### For Transformation Hub:

["OCTCR33I465124 -- After upgrade, old container images are not removed and hence may contain old Log4j 1.x jar files" on page 17](#)

["OCTCR33I498001 -- Routing rule with the "contains", "starts with" or "ends with" conditions does not work when applied to "dvchost" and "dvcZoneURI" " on page 19](#)

## OCTCR33I488001 -- Analytics Does Not Detect the Custom SQL Loader Scripts After the Intelligence Upgrade

**Issue:** After the Intelligence upgrade from 6.3.0 to 6.3.3, Analytics does not detect the custom SQL loader scripts of the previous version of Intelligence. Instead, it proceeds with the default SQL loader scripts present in <arcsight\_nfs\_vol\_path>/interset/analytics/vertica\_loader\_sql/0/6.3.3.25/

**Workaround:**

**Step 1: Perform the following steps before the upgrade:**

1. Launch a terminal session and as a root user, login to the node where NFS is present.
2. Navigate to the following directory:

```
cd /<arcsight_nfs_vol_path>/interaset/analytics/vertica_loader_sql/0/
```

3. Execute the following command to create the 6.3.0.269 directory:

```
mkdir 6.3.0.269
```

4. Navigate to the following directory:

```
cd <arcsight_nfs_vol_path>/interaset/analytics/vertica_loader_sql/0
```

5. Execute the following command to move the SQL loader scripts from <arcsight\_nfs\_vol\_path>/interaset/analytics/vertica\_loader\_sql/0 to <arcsight\_nfs\_vol\_path>/interaset/analytics/vertica\_loader\_sql/0/6.3.0.269:

```
mv *.md5 *.sql 6.3.0.269
```

6. Execute the following command to grant permissions to the 6.3.0.269 directory:

```
chown -R 1999:1999 6.3.0.269
```

**Step 2: Upgrade the Intelligence capability.**

For more information, see [Upgrading Your Environment](#)

**Step 3: Perform the following steps after the upgrade:**

1. (Conditional) If you have been using custom SQL loader scripts in any of the previous versions of Intelligence, then, after the upgrade, the analytics pod enters into a CrashLoopBackOff state. To recover from this state and enable the analytics pod to run properly, do the following:

- a. Execute the following command to check the logs of the analytics pod:

```
export NS=$(kubectl get namespaces |grep arcsight|cut -d ' ' -f1)
pn=$(kubectl get pods -n $NS | grep -e 'interaset-analytics' | awk '{print $1}')
kubectl logs -f $pn -n $NS -c validate-loader-sql
```

- b. Review and add the necessary modifications to the new SQL loader scripts present in the following directory:

```
cd <arcsight_nfs_vol_path>/interset/analytics/vertica_loader_
sql/0/6.3.3.25
```

- c. Update the md5 files with the md5 sums corresponding to the modified SQL loader scripts in the following directory:

```
cd <arcsight_nfs_vol_path>/interset/analytics/vertica_loader_
sql/0/6.3.0.269
```

- d. Execute the following commands to restart the analytics pod:

```
export NS=$(kubectl get namespaces |grep arcsight|cut -d ' ' -f1)
kubectl -n $NS scale deployment interset-analytics --replicas=0
kubectl -n $NS scale deployment interset-analytics --replicas=1
```

## OCTCR33I555061 -- New Instances of Elasticsearch Master Pod Fail in a Cloud Deployment Because of Permission Issues

**Issue:** In the **CDF Management Portal > Reconfigure page > Intelligence**, when you specify a value greater than 1 for the **Elasticsearch Master Instances** field, all the newly created instances of the Elasticsearch master pod enter into the CrashLoopBackOff state.

**Workaround:** Perform the following steps after the new instances of the Elasticsearch pod enter into the CrashLoopBackOff state:

1. Log in to the bastion host.
2. Navigate to the following directory and set the permissions to 1999:1999 again:

```
cd /mnt/efs/<parent_folder_name>/arcsight-volume/interset
chown -R 1999:1999 elasticsearch
```

3. Wait for the Elasticsearch pods to come up.
4. If the pods enter into a Running state and then into a CrashLoopBackOff state, keep repeating steps 2 and 3 till the pods are stable, that is, they do not move from the Running state to the CrashLoopBackOff state.

# OCTCR33I567188 -- Elasticsearch Index Replica Count Field's Value Does Not Reflect in the ES Index Metadata

**Issue:** In the **CDF Management Portal > Reconfigure page > Intelligence**, the value specified in the **Elasticsearch Index Replica Count** field is not updated in the ES Index Metadata for any of the indices. For example, the replica count of the **rawdata\_cef** index in the metadata is not updated from the default value of 0 to the value set in the **Elasticsearch Index Replica Count** field (1, by default).

**Workaround:** Perform the following steps:

1. Open a certified web browser.
2. Specify the following URL to log in to the CDF Management Portal: `https://<cdf_masternode_hostname or virtual_ip_hostname>:5443`.
3. Select **Deployment > Deployments**.
4. Click ... (Browse) on the far right and choose **Reconfigure**. A new screen will be opened in a separate tab.
5. Click **Intelligence**.
6. (Conditional) When the value of the **Elasticsearch Index Replica Count** field is 1 (default value) and the value needs to reflect in the metadata, do the following:
  - a. Set the value of the **Elasticsearch Index Replica Count** field to 2.
  - b. Wait for the `searchmanager-api-xxxxxxxx-xxxxx` and `searchmanager-engine-xxxxxxxx-xxxxx` pods to come up.
  - c. Update the value of the **Elasticsearch Index Replica Count** field to 1.
  - d. Wait for the `searchmanager-api-xxxxxxxx-xxxxx` and `searchmanager-engine-xxxxxxxx-xxxxx` pods to come up.
  - e. Restart the `searchmanager-engine-xxxxxxxx-xxxxx` pod.
7. (Conditional) To set the value of the **Elasticsearch Index Replica Count** field greater than 1 and for the value to reflect in the metadata, do the following:
  - a. Set the value of the **Elasticsearch Index Replica Count** field greater than 1.
  - b. Wait for the `searchmanager-api-xxxxxxxx-xxxxx` and `searchmanager-engine-xxxxxxxx-xxxxx` pods to come up.
  - c. Restart the `searchmanager-engine-xxxxxxxx-xxxxx` pod.



## OCTCR33I600142 -- Changing Analytics Configuration Immediately After Upgrade Causes Analytics Failure

**Issue:** Immediately after the upgrade, if you modify analytics configuration in the **CDF Management Portal > Reconfigure page > Intelligence > Analytics Configuration** section and trigger analytics, the following warning message is displayed in the analytics result:

```
"WARN[Timer-0] scheduler.TaskSchedulerImpl(69): Initial job has not accepted any resources; check your cluster UI to ensure that workers are registered and have sufficient resources"
```

**Workaround:** Perform the following steps:

1. Log in to a worker node.
2. Navigate to the following directory:

```
cd /opt/arcsight/k8s-hostpath-volume/interset/
```

3. (Conditional) Create the analytics directory if it is missing:

```
mkdir analytics
```

4. Set the permissions of the analytics directory to 1999:1999:

```
chown -R 1999:1999 analytics
```

5. Repeat steps 1 to 4 for all worker nodes.

## OCTCR33I465124 -- After upgrade, old container images are not removed and hence may contain old Log4j 1.x jar files

**Issue:** Suite update does not remove old container images.

Previous versions of the product could still have containers storing old Log4j 1.X jar files, the removal of which is recommended.

**Workaround:** Obtain the current image tags for the Kafka, Zookeeper and Schema Registry pods, and then remove older images by following these steps:

1. Obtain the organization name as a temporary environment variable:

```
export ORG_NAME=$(kubectl get cm base-configmap -n core -o jsonpath='{.data.REGISTRY_ORGNAME}')
```

This variable will be used in steps 3, 5 and 7 of this procedure, replacing the **\$ORG\_NAME** tag in each command.

- Obtain the current tag of the Kafka pods using this command:

```
kubectl get pods --all-namespaces -o jsonpath="{.items[*].spec.containers[*].image}" |tr -s '[:space:]' '\n' |sort |uniq -c | grep "atlas_kafka:"
```

In this output example, the bold section at the end is the current tag, which you must copy to use in the removal command (next step):

```
3 localhost:5000/<ORG-NAME>/atlas_kafka:<current-kafka-image-tag>
```

- The old Kafka images are removed by running the command below. This command must be executed in all master nodes, and then in all worker nodes (in that order).

```
docker rmi $( docker images -f "before=localhost:5000/$ORG_NAME/atlas_kafka:<current-kafka-image-tag>" -q localhost:5000/$ORG_NAME/atlas_kafka )
```

- Obtain the current tag of the Zookeeper pods using this command:

```
kubectl get pods --all-namespaces -o jsonpath="{.items[*].spec.containers[*].image}" |tr -s '[:space:]' '\n' |sort |uniq -c | grep "atlas_zookeeper:"
```

In this output example, the bold section at the end is the current tag, which you must copy to use in the removal command (next step):

```
3 localhost:5000/<ORG-NAME>/atlas_zookeeper:<current-zookeeper-image-tag>
```

- The old Zookeeper images are removed by running the command below. This command must be executed in all master nodes, and then in all worker nodes (in that order).

```
docker rmi $( docker images -f "before=localhost:5000/$ORG_NAME/atlas_zookeeper:<current-zookeeper-image-tag>" -q localhost:5000/$ORG_NAME/atlas_zookeeper )
```

- Obtain the current tag of the Schema Registry pods using this command:

```
kubectl get pods --all-namespaces -o jsonpath="{.items[*].spec.containers[*].image}" |tr -s '[:space:]' '\n' |sort |uniq -c | grep "atlas_schema-registry:"
```

In this output example, the bold section at the end is the current tag, which you must copy to use in the removal command (next step):

```
3 localhost:5000/<ORG-NAME>/atlas_schema-registry:<current-schema-registry-image-tag>
```

- The old Schema Registry images are removed by running the command below. This command must be executed in all master nodes, and then in all worker nodes (in that order).

```
docker rmi $( docker images -f "before=localhost:5000/$ORG_NAME/atlas_schema-registry:<current-schema-registry-image-tag>" -q localhost:5000/$ORG_NAME/atlas_schema-registry )
```



ArcSight is aware that some Transformation Hub Docker images f/s layers on the host file system still contain confluent-log4j 1.X jars even after the removal of old images. After due research, no further action is needed regarding those.

## **OCTCR33I498001 -- Routing rule with the "contains", "starts with" or "ends with" conditions does not work when applied to "dvchost" and "dvcZoneURI"**

**Issue:** Routing rules with the above conditions do not work when used with 'dvchost' and 'dvcZoneURI'

**Workaround:** None available at this time.

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](#) and then select the appropriate product category.

## Licensing Information

For information about activating a new license, see [Installing Your License Key](#) in the [Administrator's Guide for ArcSight Platform](#).

## Contacting Micro Focus

For specific product issues, contact [Micro Focus Support](#).

Additional technical information or advice is available from several sources:

- [Product documentation, Knowledge Base articles, and videos](#)
- [The Micro Focus Community pages](#)

## Additional Documentation

The ArcSight Platform documentation library includes the following resources.

- [Administrator's Guide for ArcSight Platform](#), which contains installation, user, and deployment guidance for the ArcSight software products and components that you deploy in the containerized platform.
- [Technical Requirements for ArcSight Platform](#), which provides information about the hardware and software requirements and tuning guidelines for the ArcSight Platform and the deployed capabilities.
- [Product Support Lifecycle Policy](#), which provides information on product support policies.

## **Publication Status**

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