

# Micro Focus Security ArcSight ArcSight Platform

Software Version: 22.1

## ArcSight Platform Release Notes

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Support Web Site	<a href="https://softwaresupport.softwaregrp.com/">https://softwaresupport.softwaregrp.com/</a>
ArcSight Product Documentation	<a href="https://www.microfocus.com/documentation/argsight/">https://www.microfocus.com/documentation/argsight/</a>

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## Release Notes for the ArcSight Platform 22.1

### Friday, January 27, 2023

ArcSight Platform 22.1 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.

- ["What's New" on the next page](#)
- ["Technical Requirements" on page 12](#)
- ["Downloading the ArcSight Platform Installation Files" on page 13](#)
- ["Deploying or Upgrading Intelligence and Recon with the Enhanced Database" on page 16](#)
- ["Licensing Information" on page 18](#)
- ["Known Issues" on page 18](#)
- ["Resolved Issues" on page 34](#)
- ["Contacting Micro Focus" on page 34](#)

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

Component	Version
ArcSight Command Center for Enterprise Security Manager	7.6.0
ArcSight Fusion	1.5.0
ArcSight Intelligence	6.4.0
ArcSight Management Center	3.0
ArcSight Recon	1.4.0
ArcSight SOAR	3.2
ArcSight Transformation Hub	3.6.0
ArcSight Platform Installer	22.1
Layered Analytics	1.2.0

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.

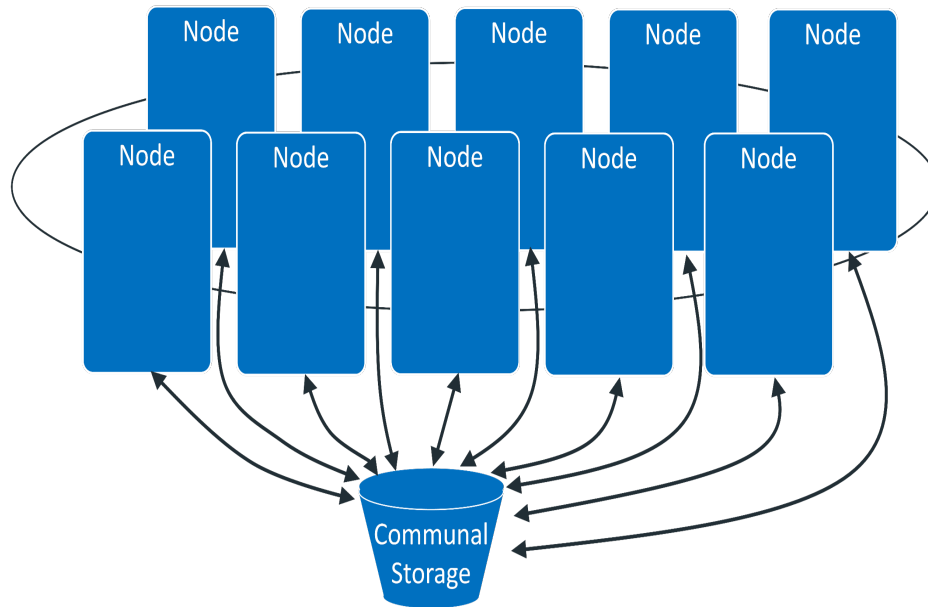
## What's New

The following sections outline the key features and functions provided in this release. For more information about these enhancements, please see the release notes for the specific product solution.

### ArcSight Database Has Now Become Smarter!

This version of the ArcSight Database separates computing from storage to provide an intelligent and cost-effective way of storing security event data for the long term. Basically, instead of storing data locally, the database will use a single communal storage location for all data and metadata. **Communal storage** is the database's centralized storage location, shared among the database nodes. Communal storage is based on an object store, such as Amazon's S3 bucket in the cloud or a storage device for an on-premises deployment. The database relies on the object store to maintain the durable copy of the data.

Why is this new solution better? When using traditional database storage, the database nodes in your cluster store all the data for the retention period. Traditionally, as the ingestion rate and retention period increases, you must increase the number of database nodes. However, with this new solution, you don't need to add more database nodes as the retention period grows. Instead, you can increase the size of the communal storage, which is significantly less expensive to expand than adding database nodes. To expand communal storage, you purchase additional storage devices without purchasing additional CPU and memory.



The database keeps the primary copy of your data in the communal storage, and the local cache serves as the secondary copy. This means that adding and removing nodes does not redistribute the primary copy. This shared storage model enables elasticity, meaning it is both time and cost effective to adapt the cluster resources to fit the usage pattern of the cluster. If a node goes down, other nodes are not impacted because of shared storage. Node restarts are fast and no recovery is needed. Thus, you do not need to keep track of and load/unload long-term retention event data explicitly. The ArcSight Database can bring them to the cache on demand automatically then move data out when not in use.

Within communal storage, data is divided into portions called **shards**. Shards are how the database divides the data among the nodes. Nodes subscribe to particular shards, with subscriptions balanced among the nodes. When loading or querying data, each node is responsible for the data in the shards it subscribes to.



To take advantage of this capability, you must [install a new version of the database](#). You cannot upgrade from a previous version.

## Updates for ArcSight Command Center for Enterprise Security Manager

For information about ESM updates, see the [ArcSight Enterprise Security Manager \(ESM\) 7.6 Release Notes](#).



## Updates for ArcSight Intelligence

This release includes the following updates for Intelligence:

- [Non-MSSP Licensing Enhancements](#)
- [Overall Risk Page Updates](#)
- [Common ArcSight Masthead](#)

For more information on the Intelligence release updates, see the [ArcSight Intelligence 6.4 Release Notes](#).

### Non-MSSP Licensing Enhancements

Enhancements have been made to differentiate between human users and machine users. The existing Non-MSSP license is now measured against the number of human users that Intelligence runs analytics on. The license information in the Intelligence UI now includes the number of analyzed human users and the total number of analyzed users (human and machine), in addition to other license details.

### Overall Risk Page Updates

The **Overall Risk** page no longer exists in the Intelligence UI. Instead, the functionality is part of the **Entity Risk** dashboard, which is an out-of-the-box dashboard in the Fusion UI. The Fusion UI includes the new widgets that make up the **Entity Risk** dashboard.

### Common ArcSight Masthead

The masthead of the Intelligence UI has been updated to align with the ArcSight masthead.

## Updates for ArcSight Management Center

ArcSight Management Center (ArcMC) is now part of Fusion. For information on the ArcMC release updates, see [Updates for ArcSight Fusion](#).

## Updates for ArcSight Recon

For information on the Recon 1.4 release updates, see the [ArcSight Recon 1.4 Release Notes](#).

## Updates for ArcSight SOAR

SOAR is now part of Fusion. For information on the SOAR release updates, see [Updates for ArcSight Fusion](#).

## Updates for ArcSight Fusion

This release includes the following updates for Fusion:

### Widget for Database Storage Utilization

The **Database Storage Utilization** widget helps SOC managers and IT administrators ensure that disk use does not overload the database nodes, the Database Storage Utilization widget displays storage utilization data for up to five database nodes. The ArcSight Database supports use of a third party storage location technology, shared among its database nodes on premises or cloud. The widget has been updated to display the storage utilization for the ArcSight Database's new Communal Storage capability.

For more information, see "Database Storage Utilization" in the ArcSight Platform Help or in the [User's Guide for Fusion 1.5 in the ArcSight Platform](#).

### Updates Related to ArcMC

For information on the ArcMC release updates, see the [ArcSight Management Center 3.1 Release Notes](#).

### Updates Related to SOAR

For information on the SOAR release updates, see the [ArcSight SOAR 3.2 Release Notes](#).

## Updates for ArcSight Platform Installer

This release includes the following updates for the platform installer:

- Enhanced and simplified cdf-updateRE.sh script
- Installation of rng-tools as a prerequisite for FIPS mode
- Removed static cipher suites from the Suite NGINX configuration
- Log4j hotfix for CDF IDM container
- Autopass log4j fix
- Extended the list of DB properties in install config yaml.
- Fixed a bug for the hostnames containing the uppercase characters.
- NFS precheck forcing v4 to be enabled
- SELinux is automatically set to permissive mode for DB nodes
- Improved passwordless communication setup for arcsight-install
- Improved yum precheck message for arcsight-install

## Updates for ArcSight Transformation Hub

This release includes the following updates for Transformation Hub:

- Resolved several security vulnerabilities, including log4j.
- Supported third-party platforms have been updated including RHEL 8.4, JRE 8u312, Confluent Platform 6.1.3 (Apache Kafka 2.7.x).
- TLS and FIPS communications are fully supported by platform components.
- Zookeeper now supports TLS, CA, and FIPS.
- Miscellaneous resolved issues described in the [Transformation Hub 3.6.0 Closed Issues](#).

For more information on Transformation Hub release updates, see the [Transformation Hub Release Notes](#).

## Reporting EPS Usage for MSSPs

Micro Focus provides a pay-per-use program for Managed Security Service Providers (MSSPs) that offers our Partners a more affordable "pay as you go" option instead of a perpetual license that requires a substantial initial purchase. If you are an MSSP and have a valid pay-per-use contract with an ArcSight Platform entitlement, you can use ArcSight Fusion to submit monthly usage reports to ArcSight for invoicing. The Pay-per-use program charges, are based on

average EPS (events per second) ingested and referred to as usage. Micro Focus bases the usage fee on a tiered rate. The more usage you have, the less each event costs. You must configure an SMTP server for emails to work and distribute Fusion usage reports.

In the Platform, you can view daily and monthly average EPS usage and enable the feature to automatically send reports to Micro Focus. You simply enable the Managed Security Services Provider (MSSP) feature, create an MSSP profile, and add your pay-per-use contracts.

For more information, see "Managing Your Service Provider Contracts" in the ArcSight Platform Help or in the [User's Guide for Fusion in the ArcSight Platform](#). For more information about the Partner Pay Per Use Program, see the [Reporting EPS Usage Quick Start Guide](#).

## Backing Up and Restoring Configuration Data for Deployed Capabilities

Certain components deployed on the ArcSight Platform use NFS (or EFS when deployed to AWS) to store some of their data, such as Fusion credentials, dashboard widgets, and search preferences. You can configure automatic backups of NFS or EFS as a protection in the event of data corruption or loss. Backups are carried out at two levels: pod and NFS.

Each pod backs up its own data on an hourly basis, placing the data in a backup staging directory related to the pod's mount location under `/<Server mount path>/arcsight-volume`. This automated backup process ensures that the pod stores a backup of its data in a complete state. The pod retains a maximum of 24 backups in the staging directory.

You must configure an NFS level backup to store the pod-level backup in a reliable, external storage system. For the backup, you must configure a scheduled job to back up the backup staging directory updated by the pod-level backups. The schedule should be less frequent than the hourly interval for pod-level backups.

For more information, see "[Backing Up and Restoring Configuration Data for Deployed Capabilities](#)" in the *Administrator's Guide to ArcSight Platform*.

## Technical Requirements

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 this document 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 ArcSight Platform Installation Files

You can download the installation packages for the products in the ArcSight Platform from the [Micro Focus Downloads website](#). The installation packages include their respective signature files for validating that the downloaded software is authentic and has not been tampered with by a third party.

Micro Focus provides several options for deploying products in your environment. For more information about deploying a product, see the [Administrator's Guide for ArcSight Platform](#).

- ["Understanding the Files to Download" below](#)
- ["Downloading the Installation Files" on page 15](#)

## Understanding the Files to Download

Download the installation packages described below. You only need one copy of each file, regardless of the products that you intend to deploy. For example, the Transformation Hub-based files are available with the ESM, Intelligence, and Recon software downloads, but you only need to download the files once. The Transformation Hub file set includes the packages for the CDF installer, the ArcSight Platform Installer, and the ArcSight database.

	ESM Command Center	Intelligence	Recon	Transformation Hub
<b>All Deployments – Metadata</b>				
arcsight-installer-metadata-22.1.0.37.tar	✓	✓	✓	✓
<b>All Deployments – Images</b>				
esm-7.6.0.37.tar	✓			
fusion-1.5.0.37.tar	✓	✓	✓	✓
intelligence-6.4.0.37.tar		✓		
layered-analytics-1.3.0.37.tar	✓	✓		
recon-1.4.0.37.tar			✓	
transformationhub-3.6.0.37.tar		✓	✓	✓
<b>All Deployments – Dashboard Widgets</b>				
widget-sdk-3.2.14.tgz <i>(optional)</i>	✓	✓	✓	
<b>On-premises Deployments</b>				
arcsight-platform-installer-22.1.0.16.zip	✓	✓	✓	✓
<b>Cloud Deployments</b>				
arcsight-platform-cloud-installer-22.1.0.16.zip		✓	✓	✓

To understand the files that you might need for your ArcSight Platform deployment, review the descriptions in the following table:

File Type	File Name	Description
All Deployments - Metadata	arcsight-installer-metadata-22.1.0.37.tar	Contains metadata for deployment of the CDF Management Portal
All Deployments - Images	esm-7.6.0.37.tar	Contains the images for deploying ESM Command Center
	fusion-1.5.0.37.tar and arcsight-fusion-1.5.0-license.txt	Contains the images for deploying the Fusion capability
	intelligence-6.4.0.37.tar and intelligence-6.4.0.37-License.txt	Contains the images for deploying the Intelligence capability
	layered-analytics-1.3.0.37.tar	Contains the images for deploying the Layered Analytics capability
	recon-1.4.0.37.tar	Contains the images for deploying the Recon capability
	transformationhub-3.6.0.37.tar	Contains the images for deploying the Transformation Hub capability
All Deployments - Dashboard Widgets	widget-sdk-3.2.5.tgz	(Optional) Provides the Widget Software Development Kit (the Widget SDK) that enables you to build new widgets or modify existing widgets for deployed applications such as ESM and Intelligence
On-premises Deployments	arcsight-platform-installer-22.1.0.16.zip	<p>Contains files for installing the infrastructure where you want to deploy capabilities, including the following content:</p> <ul style="list-style-type: none"> <li>• CDF installer</li> <li>• ArcSight Database installer - db-installer_x.x.x.x.tar.gz</li> <li>• Configuration files for the <a href="#">ArcSight Installation Tool</a> and its example scripts</li> </ul> <p>You can find this file under Transformation Hub on the Software Downloads page</p>
Cloud Deployments	arcsight-platform-cloud-installer-22.1.0.16.zip	Contains the installation files for deploying capabilities to Amazon Web Services and Azure

## Downloading the Installation Files

To download and verify the signature of the downloaded files:

1. Log in to the computer 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). 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. For more information, see "[Using the ArcSight Platform Installer](#)" in the [Administrator's Guide for ArcSight Platform](#).

## Deploying or Upgrading Intelligence and Recon with the Enhanced Database

Because this release significantly [changes the ArcSight Database](#), you cannot upgrade the database. It must be installed as new. However, this release does allow you to upgrade Recon and Intelligence in your environment, as well as install either capability for the first time. This section provides guidance for upgrading or deploying these capabilities:

- "[Upgrading from Intelligence 6.3 or Recon 1.2](#)" below
- "[Deploying Intelligence or Recon for the First Time in an Upgraded ArcSight Platform Environment](#)" on the next page
- [Deploying Intelligence or Recon in a New ArcSight Platform Environment](#)
- "[Deploying or Upgrading Intelligence and Recon with the Enhanced Database](#)" above

## Upgrading from Intelligence 6.3 or Recon 1.2



Micro Focus does not recommend that ArcSight Intelligence customers attempt to upgrade without consulting with Micro Focus as upgrading at this time will result in loss of baseline data. We are aware that this is inconvenient for customers, and we are currently working on addressing this limitation in an future release.

You can upgrade to this release from Intelligence 6.3 and Recon 1.2. However, you cannot upgrade the ArcSight Database because this release supports a [cost-effective long-term storage solution](#) that is not available with the previous database version.



For more information about installing this new version of the database, see the following sections in the [Administrator's Guide for ArcSight Platform](#) provided at the [ArcSight Documentation](#) site:

- For an automated installation in an on-premises environment, see [Using the ArcSight Platform Installer](#)
- For a manual installation in an on-premises environment, see [Installing the Database](#)
- For an AWS environment, see [Installing the Database in AWS](#)
- For an Azure environment, see [Installing the Database in Azure](#)



To prevent the current and new databases from ingesting duplicate data, complete the steps outlined for [Stopping Event Ingestion](#) on the current database.



To start data ingestion on the new database after upgrading the ArcSight Platform, continue to [Completing the Database and Kafka Setup](#).

## Deploying Intelligence or Recon for the First Time in an Upgraded ArcSight Platform Environment

If you currently have the previous release of ArcSight Platform, you can deploy this release of Intelligence and Recon after upgrading ArcSight Platform to 22.1.

Perform the upgrade and installation in the following order:

1. Upgrade the ArcSight Platform.
2. Install the new ArcSight Database.
3. Deploy Intelligence or Recon. For more information, see the [Release Notes for ArcSight Platform 22.1](#) and the [Administrator's Guide for ArcSight Platform](#).

## Deploying Intelligence or Recon in a New ArcSight Platform Environment

To perform a first-time installation of the ArcSight Platform environment including Intelligence 6.4 or Recon 1.4, see the [Administrator's Guide for ArcSight Platform](#).

## Licensing Information

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

## Known 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.

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 (<https://www.microfocus.com/support-and-services/>), then select the appropriate product category.

- ["Database in 22.1 Release Will Not Support FIPS" on the next page](#)
- ["ArcSight Post-installation Command Fails with Errors" on the next page](#)
- ["Deploying Fusion in AWS Environment with a Load Balancer Requires Proxy Host Configuration" on the next page](#)
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- ["Issues Related to Search" on page 28](#)

## Database in 22.1 Release Will Not Support FIPS

*Issue:* In the initial 22.1.0 release, the database does not support FIPS mode due to a defect. A fix is already being worked on and will be released soon after 22.1.0. In the meantime, FIPS mode must be disabled on the database server in order for the database to function properly. (OCTCR33I409215)

*Workaround:* There is no workaround.

## ArcSight Post-installation Command Fails with Errors

*Issue:* Pre-installation and installation processes work properly, but post-installation processes generate errors. This issue is related to ArcSight not supporting FIPS for the Platform 22.1 release. (OCTCR33I342207).

*Workaround:* There is no workaround.

## Deploying Fusion in AWS Environment with a Load Balancer Requires Proxy Host Configuration

*Issue:* In AWS Deployments with Application Load Balancers (ALB), OSP authentication between Fusion and other ArcSight capabilities might fail. (OCTCR33I164044)

*Workaround:* Add proxyPort, proxyTls and proxyDomain information to the Fusion tenant configuration file tenantcfg.xml on the NFS server as in the snippet below, where external-access-host is the ALB's host name

arcsight-nfs/arcsight-volume/sso/default/WEB-INF/conf/current/default/tenantcfg.xml

```
<Tenant
  xmlns="uri.osp.xml.config.05.2015"
  id="default"
  displayName="Hercules Tenant"
  >
```

```

<HTTPInterface
  id="default-http-domain"
  displayName="Hercules HTTP"
  path="/osp"
  port="${HTTP_INTERFACE_PORT:443}"
  tls="${HTTP_INTERFACE_SSL:true}"
  domainName="${HTTP_INTERFACE_DOMAIN}"
  cookieDomain="${HTTP_INTERFACE_DOMAIN}"
  proxyPort="443"
  proxyTls="true"
  proxyDomain="{--external-access-host}"
/>

<HTTPInterface
  id="default-http-svc"
  displayName="Hercules HTTP"
  path="/osp"
  port="${HTTP_INTERFACE_PORT:443}"
  tls="${HTTP_INTERFACE_SSL:true}"
  ipAddress="${HTTP_INTERFACE_IP}"
  cookieDomain="${HTTP_INTERFACE_IP}"
  proxyPort="443"
  proxyTls="true"
  proxyDomain="{--external-access-host}"
/>

```

## Pods Might Not Run During Fusion Reinstall

**Issue:** After you undeploy the Fusion capability and then redeploy Fusion into the same cluster, pods might remain in CrashLoopBackOff or PodInitializing status. The root cause of the issue is that the redeploy causes the system to forget the password for the rethinkdb database. (OCTCR33I112042)

**Workaround:** Delete all of the files in the NFS folder before redeploying Fusion: arcsight-nfs/arcsight-volume/investigate/search/rethinkdb/hercules-rethinkdb-0. This will cause the rethinkdb database to be automatically recreated when Fusion is redeployed.

## Installation, Upgrade, or Adding Additional Capabilities Fails Due to Comma Character in On-Premises Docker Container Registry Admin Password

**Issue:** For on-premises deployments, if the Docker container registry-admin password includes a comma (,) character, the image upload phase fails due to a bug in the container registry. The registry-admin password is initially set to the same password as the admin user for the CDF Management Portal during installation. However, later changing the CDF Management Portal admin password does not change the registry-admin password because it is managed separately. (INST-2464)

**Workaround:** Log in to the master node console and use the `/opt/arcSight/kubernetes/scripts/updateLocalRegistryInfo.sh` script to change the registry-admin password to a new one that does not include the restricted comma character.

## CDF Management Portal Admin Password Change Fails to Update Registry Admin Password

**Issue:** For on-premises deployments, the registry-admin password is initially set to the same password as the admin user for the CDF Management Portal during installation. However, later changing the CDF Management Portal admin password does not change the registry-admin password because it is managed separately. The registry-admin password is used during upgrades and when adding capabilities to an existing cluster during the phase of image upload. (INST-2464)

**Workaround:** Log in to the master node console and use the `/opt/arcSight/kubernetes/scripts/updateLocalRegistryInfo.sh` script to change the registry-admin password.

## On Multi-master Non-root Install, itom-cdf-keepalived Pod Restarting and Suite Fails to Deploy

**Issue:** If sudo installing a multi-master cluster through the `arcSight-install` tool, you will notice all capability pods are marked as pending, and `itom-cdf-keepalived` pod is existing only in single replica and crashing. In addition, the `kubectl get nodes` command returns all of your worker nodes in a `NotReady` stats. If the sudo installation for multi-master was executed

manually via `install.sh`, you will notice only the `itom-cdf-keepalived` pod in single replica count and crashing, even before you try to deploy the capabilities.

**Workaround:** Use `kubectl edit ds/itom-cdf-keepalived -n kube-system` to edit the daemonset definition of `cdf-keepalived`. Locate the "nodeSelector" section and change its value (make sure to honor the spacing) to `master: "true"`. Save and exit as a normal vi session. Make sure command `kubectl get ds/itom-cdf-keepalived -n kube-system` returns now the current/desired replica count of 3.

## After an Upgrade from the Patch Release, Error Returned: "Failed to upgrade. Internal Server Error."

After upgrading to 22.1 from the 21.1, in some cases, the error message might be returned in the upgrade's final stages: "Failed to Upgrade. Internal Server Error." The issue can also be detected in logs if some resources are not upgraded. If encountering this, delete the old upgrade pod and then run the following command:

```
kubectl delete deployment suite-upgrade-pod-arc-sight-installer -n `kubectl get namespaces | grep arc-sight-installer | awk '{print $1}'`
```

Then run the upgrade again.

## Accessing the CDF Management Portal Reconfigure Page

**Issue:** At times, you might not be able to access the CDF Management Portal Reconfigure page. For example, this issue might occur when you are trying to perform an upgrade.

**Workaround:** Follow these steps:

1. Verify the status of the `nginx-ingress-controller` DaemonSet :

```
NS=$(kubectl get namespaces | awk '/arc-sight/{print $1}');kubectl get daemonset nginx-ingress-controller -n $NS
```

2. Create a new `nginx-ingress-controller.yaml` file:

```
cd ${K8S_HOME};kubectl get daemonset nginx-ingress-controller -n `kubectl get namespaces | grep arc-sight-installer | awk '{print $1}'` -o yaml > \
nginx-ingress-controller.yaml
```

3. Ensure that the saved `nginx-ingress-controller.yaml` file exist in the `${K8S_HOME}`home directory (`/opt/arc-sight/kubernetes`) and contains definitions in yaml format.
4. Delete the current `nginx-ingress-controller` configuration:

```
kubectl delete -f ./nginx-ingress-controller.yaml
```

5. Apply the new nginx-ingress-controller configuration:

```
kubectl apply -f ./nginx-ingress-controller.yaml
```

6. Wait until the nginx-ingress-controller pods are up and running:

```
kubectl get pods -n $NS --watch | grep nginx-ingress-controller
```

7. Verify the nginx-ingress-controller controller daemonset status:

```
kubectl get daemonset nginx-ingress-controller -n $NS
```

8. To continue to upgrade deployed capabilities, see "[Accepting the Certificate](#)" in the [Administrator's Guide for ArcSight Platform](#).

## Contract & Usage Page Throws an Ingress Router Error and Does Not Load

**Issue:** When the user tries to navigate from **My Profile** to **Contract & Usage**, the page throws an ingress router error message as follows and does not load:

```
The Route You Reach Does not Exist
Please check your router configuration and the path in your address bar
```

(OCTCR33I372067)

**Workaround:** Refresh the page to load the **Contract & Usage** page.

## Displays an Erroneous Warning about a Recon License

**Issue:** In an ArcSight Platform deployment that has Intelligence with an MSSP license, you will receive the usual notifications that the licenses are about to expire. However, if the MSSP license expires, the Platform erroneously displays a warning that the Recon license has expired even though Recon is not deployed. This issue does not occur when Recon is deployed, with or without the MSSP license. (OCTCR33I378083)

**Workaround:** There is no workaround for this issue.

## Backup Failures in S3 While Deleting Obsolete Files

*Issue:* Part of the backup operation is clearing obsolete backup files that are older than the backup retention configuration setting. Due to this issue, the cleanup of obsolete files might not be completed successfully and some obsolete files might remain, resulting in higher than necessary backup storage utilization. (OCTCR33I408155)

*Workaround:* A patch will be released to fix this issue so that the cleanup operation reliably completes. However, if you need to resolve this issue sooner than the patch release, contact Technical Support to obtain a modified `/opt/vertica/bin/vbr.py` file that contains a fix that can be applied immediately. Also, edit the `config/backup_restore_cloud_storage_base.ini` file by uncommenting and setting `cloud_storage_concurrency_delete = 1`.

## Event Integrity Query for Large Time Range Indicates Insufficient Disk Space (AWS/Azure)

*Issue:* If a large time range is selected (e.g., 1/31-2/22), there is an intermittent error of "Other" when running an Event Integrity query in an Amazon Web Service (AWS) or Azure environment. There is a [related issue](#) for insufficient disk space behavior. (OCTCR33I414022)

*Workaround:* We recommend to select one day for event integrity check.

## Event Integrity Query Indicates Insufficient Disk Space (AWS/Azure)

*Issue:* There is an intermittent error of "insufficient disk space" when running an Event Integrity query in an Amazon Web Service (AWS) or Azure environment. There is a [related issue](#) for insufficient disk space. (OCTCR33I411123)

*Workaround:* See [View Event Integrity Check Results](#) to help troubleshoot this issue.

## Issues Related to Storage Groups

- ["Fails to Change Storage Groups" on the next page](#)



## Fails to Change Storage Groups

*Issue:* Sometimes when data ingestion is in progress, the system fails to make your changes to storage groups because the system cannot lock the affected events table.

(OCTCR33I180085)

*Workaround:* Stop data ingestion (the scheduler) before applying your changes to storage groups. Then start data ingestion again.

## Issues Related to the Data Quality Dashboard

- ["Data Quality Chart Fails to Update after You Change Time to a Dynamic Value" below](#)
- ["Data Timeseries Chart Fails to Update after Changing Categories" below](#)
- ["Specified Sizes for Dashboard Table Cells do not Work in a SaaS Environment" on the next page](#)

## Data Quality Chart Fails to Update after You Change Time to a Dynamic Value

*Issue:* When you change a time setting for charts in the Data Quality dashboard, the charts automatically update as soon as you pick the new value. However, if you change the **Start Time** or **End Time** to a dynamic value, the charts fail to update automatically. (HERC-9913)

*Workaround:* To refresh the charts, click outside the time selection that you just changed. For example, if you changed the **End Time** to a dynamic value, click either on a chart or on the **Start Time**.

## Data Timeseries Chart Fails to Update after Changing Categories

*Issue:* When viewing the Data Timeseries Chart in the Data Quality dashboard, the stacked area chart should automatically update as soon as you select an event category, such as Future Events, Past Events, or Active Events. However, when you select an event category, the stacked area chart fails to update automatically. (OCTCR33I276138)

*Workaround:* To refresh the Data Timeseries Chart, clear all the event categories and select them again in this order: Future Events, Past Events, and Active Events.

## Specified Sizes for Dashboard Table Cells do not Work in a SaaS Environment

*Issue:* On your dashboard, when you manually change a table cell size, the emerging window does not show the values you entered in the fields, and the table cells cannot be resized. (This issue only affects SaaS environments.) (OCTCR33I339016)

*Workaround:* Even though the values are not visible, you can still modify them inside the fields and use them as intended. One way to do this is to use the shortcut **Ctrl + A** to select values in the field and then copy or replace them, as needed.

## Issues Related to Reports Portal

- ["Reporting Shows an Error When Single Sign On Secrets are Changed \(Azure\)" below](#)
- ["Cannot Save Items in the Custom Content Folder" on the next page](#)
- ["Edit Wizard Preview is Unavailable" on the next page](#)
- ["My Reports Folder Cannot Be Used for Exporting" on the next page](#)
- ["After Hours Access Activity on GDPR Systems Summary Report Fails to Run" on the next page](#)
- ["An Exported Report Might Have Format Issues" on the next page](#)
- ["Some Exported Tables Show Squeezed Columns" on page 28](#)
- ["Cannot Remove X/Y Fields from a Graph" on page 28](#)
- ["Dashboard Wizard Fails to Load all Data" on page 28](#)
- ["Cannot View Text in a Chart" on page 28](#)
- ["Reports and Dashboards Use UTC Time Zone" on page 28](#)

## Reporting Shows an Error When Single Sign On Secrets are Changed (Azure)

*Issue:* Reporting runs into an Open id or HTTP 500 error when single sign on secrets are changed. The reporting app can take a few minutes to fully start, so this error does not happen right after applying the change. (OCTCR33I409268)

## Cannot Save Items in the Custom Content Folder

*Issue:* After creating an asset, report or dashboard, an error displays when you try to save it to the Custom Content folder. (OCTCR33I188143)

*Workaround:* Contact Support for help with this issue.

## Edit Wizard Preview is Unavailable

*Issue:* When you edit an asset using the Edit Wizard option, you cannot preview the report or dashboard.(OCTCR33I134098)

*Workaround:* To preview your changes, select the metadata option from the Edit Wizard.

## My Reports Folder Cannot Be Used for Exporting

*Issue:* You cannot export content from the **My Reports** folder. (OCTCR33I186200)

*Workaround:* Contact Support for help with this issue.

## After Hours Access Activity on GDPR Systems Summary Report Fails to Run

*Issue:* When you specify a long time range for the *After Hours Access Activity on GDPR Systems Summary* report, the report fails to run. (OCTCR33I186011)

*Workaround:* You must remove the Day of the Week variable. Complete the following steps:

1. Right-click the report.
2. Select **Edit Table**.
3. Right-click the `dayOfWeek` variable.
4. Select **Remove**.

## An Exported Report Might Have Format Issues

*Issue:* When using the Export Asset feature, the formatting for the reports might have issues such as dark backgrounds, dark fonts, and dark table cells. (OCTCR33I186007)

*Workaround:* You can change the formatting manually for the exported report.

## Some Exported Tables Show Squeezed Columns

*Issue:* Some dashboard table columns display squeezed columns when they are exported using specific formats like HTML. (OCTCR33I349068)

*Workaround:* There is no workaround.

## Cannot Remove X/Y Fields from a Graph

*Issue:* In the chart editor, when you remove an X or Y field, the Reports Portal display an error message. This issue occurs intermittently. (OCTCR33I162021)

*Workaround:* When this issue occurs, try again or avoid removing fields from the Axis.

## Dashboard Wizard Fails to Load all Data

*Issue:* If you create a dashboard using the Dashboard Wizard, when the chart is not loading, there is data that cannot be selected at the same time. This issue occurs intermittently. (OCTCR33I161014)

*Workaround:* When this issue occurs, try again or avoid removing fields from the Axis.

## Cannot View Text in a Chart

*Issue:* If you select the **Multiple Styles** checkbox, the whole area of chart selection displays white with text in the middle that cannot be read. (OCTCR33I141023)

*Workaround:* To read the text, highlight the text inside the white space.

## Reports and Dashboards Use UTC Time Zone

*Issue:* The start and end times for your reports and dashboards use UTC time instead of your local time zone. (OCTCR33I331194)

*Workaround:* There is no workaround for this issue.

## Issues Related to Search

- ["Fieldsets Default to Base Event Fields After an Upgrade" on the next page](#)
- ["Fieldsets Display Database Names" on the next page](#)

- ["Scheduled Tasks Do Not Allow Default Printer Selection" on the next page](#)
- ["Scheduled Tasks Can be Saved Even if the User Closes the Dialog Box" on the next page](#)
- ["Load Modal Does Not Load Search Criteria When the Fieldset is Deleted" on the next page](#)
- ["Saved Query or Criteria Can Overwrite the Query in a Saved Results that Has the Same Name" on the next page](#)
- ["Time Range Loads Incorrectly When Selecting the Default Option "DD/MM/YY hh:mm:ss.ms"" on page 31](#)
- ["Search Fails to Load All Saved Search Criteria Settings" on page 31](#)
- ["Scheduled Searches Sometimes Fail to Export to CSV" on page 31](#)
- ["CSV File Export Fails after You Change the Date and Time Format" on page 32](#)
- ["Fieldset Fails to Revert to its Original Setting" on page 32](#)
- ["Cannot Change the Time Range if Your Preferred Time Range is a Static Value" on page 32](#)
- ["Scheduled Search Appends Erroneous Values to the Run Interval" on page 32](#)
- ["Search Join Fails when Lookup List has 'User' as a Value" on page 33](#)
- ["Cannot Change the Start or End Date While a Notification Banner is Present" on page 33](#)
- ["Cannot Use Search Operators in the Name of a Saved Query or Criteria" on page 33](#)
- ["Search Query Might Return Incorrect Results if the Query is not Explicitly Stated" on page 34](#)
- ["Fieldsets Default to Base Event Fields After an Upgrade" below](#)
- ["Fieldsets Display Database Names" below](#)

## Fieldsets Default to Base Event Fields After an Upgrade

*Issue:* After upgrading to this release, the **Public Default Fieldset** defaults to *Base Event Fields*. (OCTCR33I178795)

*Workaround:* In User Preferences, specify the fieldset that you want and set it as default again.

## Fieldsets Display Database Names

*Issue:* When you create a fieldset, Search displays the coding-style name for the fields instead of the human-readable names that you see when creating a search query. For example, in a query you can enter or select Agent Address. However, in the fieldsets selection, this same field appears as agent AddressBin.

This issue also occurs when you're adding queries to a report. (OCTCR33I181059)

*Workaround:* To identify the coding-style names, see “Mapping Database Names to their Appropriate Search Fields” in the Help or the [User Guide for ArcSight Recon](#).

## Scheduled Tasks Do Not Allow Default Printer Selection

*Issue:* The default printer field is a textbox that allows any value instead of being a list of valid entries. (OCTCR33I71158)

*Workaround:* There is no workaround

## Scheduled Tasks Can be Saved Even if the User Closes the Dialog Box

*Issue:* When you click the **Close** button during the scheduler task creation process, the modal dialog box closes, but the task is still being saved. (OCTCR33I167004)

*Workaround:* If you do not intend to save the task in the scheduler table, select the task and manually delete it.

## Load Modal Does Not Load Search Criteria When the Fieldset is Deleted

*Issue:* Search criteria does not load under the circumstances described below. (OCTCR33I369029)

1. The customer creates his or her own fieldset.
2. The customer creates a search criteria and assigns his or her custom fieldset to it.
3. The customer deletes the fieldset that was just created.
4. The search criteria fieldset returns to the one set in the user preferences.
5. The customer tries to load the Search Criteria from the Feature Table, but it will not load and displays a red "Failed to load search list" error message.

*Workaround:* Load the search criteria from the **Load** modal dialog box in the main search page.

## Saved Query or Criteria Can Overwrite the Query in a Saved Results that Has the Same Name

*Issue:* If you save a Query or Criteria and use the same name as a previously saved search Results, the system overwrites the query in that saved search results rather than saving a new

Query or Criteria with the specified name. For example, you execute a search and save the results as `Checking Log4J Vulnerabilities`. If you create and save a new search Query or Criteria with that same name, you have changed the query in the saved Results. The next time that you run `Checking Log4J Vulnerabilities`, Search will use the newly saved query instead of your original query. (OCTCR33I369158)

*Workaround:* Before saving a new Query or Criteria, review the existing saved Results to ensure that you do not use the same name.

## Time Range Loads Incorrectly When Selecting the Default Option “DD/MM/YY hh:mm:ss:ms”

*Issue:* When the User sets `DD/MM/YY hh:mm:ss:ms` in user preferences and loads a search criteria, the time range is reported incorrectly. (OCTCR33I411211)

*Workaround:* Manually change the time range that was set in the search criteria.

## Search Fails to Load All Saved Search Criteria Settings

*Issue:* If you load a saved search Criteria from the Search page, the system fails to load the saved fieldset or time range. (OCTCR33I385042) and (OCTCR33I174130)

*Workaround:* Load the saved Criteria from the Saved Search Criteria page:

1. Select **Search > Criteria**.
2. Click the box next to the search criteria that you want to load.
3. Click **Load**

## Scheduled Searches Sometimes Fail to Export to CSV

*Issue:* On occasion, when you export a completed run of a scheduled search, the CSV file fails to display any data. (OCTCR33I174130)

*Workaround:* If this issue occurs, view the results of the run. Then, from the Events table, export the data to a CSV file.

## CSV File Export Fails after You Change the Date and Time Format

*Issue:* After modifying the date and time format in preferences, the CSV export function for saved searches runs before the preference change fails. (OCTCR33I113040)

*Workaround:* Run the scheduled search again, then save it. Select the **CSV** icon to download the file.

## Fieldset Fails to Revert to its Original Setting

*Issue:* If you change the fieldset after running a search, then leave the **Search** web page or navigate to a different feature, Search fails to revert the fieldset to the original setting. For example, you choose the *Base Event Fields* fieldset and run the search, then change the fieldset to *All Fields*. Next you navigate to the **Saved Searches** page. When you return to the **Search** page, the fieldset is still *All Fields* rather than reverting to *Base Event Fields* as it should. (HERC-9865)

*Workaround:* To revert the fieldset to its original setting, press **F5** while viewing the Search.

## Cannot Change the Time Range if Your Preferred Time Range is a Static Value

*Issue:* In User Preferences, if your preferred **Default Time Setting** is *Static*, you cannot use the date picker to quickly change the time range for a search. (OCTCR33I174128)

*Workaround:* In a Search, manually enter the date and time values. Alternatively, change your preferred **Default Time Setting** to a Dynamic or Preset value. For more information about configuring your user preferences, see the Help or [User's Guide for Fusion 1.5 in the ArcSight Platform](#)

## Scheduled Search Appends Erroneous Values to the Run Interval

*Issue:* When creating a scheduled search, if you select Every 2 hours in the **Pattern** section, the search runs every two hours, at every even hour, such as 0, 2, 4, 6, etc and appending the minutes setting in **Starting From** value. The system ignores the hour setting in **Starting From**. (OCTCR33I179782)



For example, you might select **Every 2** hours and choose **Starting From** at 01:15 am. Search will run every 2 hours at 2:15 am, 4:15 am, 6:15 am, and so on.

*Workaround:* To run the Search at a selected hour and minutes, specify a specific hour for the **Starting From** setting.

## Search Join Fails when Lookup List has 'User' as a Value

*Issue:* Search displays an error and fails to apply a join if an associated lookup list includes the word "user" for a data value. (HERC-8283)

*Workaround:* Contact Support for help with this issue.

## Cannot Change the Start or End Date While a Notification Banner is Present

*Issue:* If the application currently displays a notification banner, Search fails to accept a change to the **Start time** or **End time** for a custom date range. (OCTCR33I379056)

*Workaround:* Clear the notifications, then change the date range.

## Cannot Use Search Operators in the Name of a Saved Query or Criteria

*Issue:* If you include a search operator in the name of a saved query or criteria, Search includes that part of the saved name in the query. For example, you save a query with the name **Users and Devices**. When you load that query, Search adds "and Devices" to the query field. This occurs because "and" is also a search operator. (OCTCR33I341227)

*Workaround:* Avoid the following terms in the name of a saved search query or criteria:

Term to Avoid	Workaround
&	No workaround
	No workaround
and	Use without spaces before or after the term. For example: UsersAndDevices
or	Use without spaces before or after the term. For example: UsersORdevices

## Search Query Might Return Incorrect Results if the Query is not Explicitly Stated

*Issue:* The Search field should return the correct results from a search. If you do not get the results you expect, you might need to restate the query. For example, if your query is written with spaces, only the first word is shown in the results. (OCTCR33I324035)

*Workaround:* State the query using explicit phrasing without any spaces.

### 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.

## Post Upgrade fusion-metadata-rethinkdb Pod Might Go Into a Crash Loop

*Issue:* This release resolved an issue where the fusion-metadata-rethinkdb pod would go into a crash loop. When this occurred, Kubernetes created two instances of the pod, allowing one to run and to delete the other. This causes one pod to hold the mount location and the other to fail. (OCTCR33I408147)

*Resolution:* A code fix was applied to resolve the issue.

### 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.
- [\*User's Guide for Fusion 1.5 in the ArcSight Platform\*](#), which is embedded in the product to provide both context-sensitive Help and conceptual information.
- [\*Product Support Lifecycle Policy\*](#), which provides information on product support policies.

# Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this computer, click the link above and an email window opens with the following information in the subject line:

**Feedback on ArcSight Platform Release Notes (ArcSight Platform 22.1)**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [Documentation-Feedback@microfocus.com](mailto:Documentation-Feedback@microfocus.com).

We appreciate your feedback!