
Micro Focus Security ArcSight SmartConnectors

Software Version: 8.3.0

SmartConnector for HP Printers Syslog

Document Release Date: February 2022

Software Release Date: February 2022



Legal Notices

Micro Focus
The Lawn
22-30 Old Bath Road
Newbury, Berkshire RG14 1QN
UK

<https://www.microfocus.com>

Copyright Notice

© Copyright 2022 Micro Focus or one of its affiliates

Confidential computer software. Valid license from Micro Focus required for possession, use or copying. The information contained herein is subject to change without notice.

The only warranties for Micro Focus products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Micro Focus shall not be liable for technical or editorial errors or omissions contained herein.

No portion of this product's documentation may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage and retrieval systems, for any purpose other than the purchaser's internal use, without the express written permission of Micro Focus.

Notwithstanding anything to the contrary in your license agreement for Micro Focus ArcSight software, you may reverse engineer and modify certain open source components of the software in accordance with the license terms for those particular components. See below for the applicable terms.

U.S. Governmental Rights. For purposes of your license to Micro Focus ArcSight software, "commercial computer software" is defined at FAR 2.101. If acquired by or on behalf of a civilian agency, the U.S. Government acquires this commercial computer software and/or commercial computer software documentation and other technical data subject to the terms of the Agreement as specified in 48 C.F.R. 12.212 (Computer Software) and 12.211 (Technical Data) of the Federal Acquisition Regulation ("FAR") and its successors. If acquired by or on behalf of any agency within the Department of Defense ("DOD"), the U.S. Government acquires this commercial computer software and/or commercial computer software documentation subject to the terms of the Agreement as specified in 48 C.F.R. 227.7202-3 of the DOD FAR Supplement ("DFARS") and its successors. This U.S. Government Rights Section 18.11 is in lieu of, and supersedes, any other FAR, DFARS, or other clause or provision that addresses government rights in computer software or technical data.

Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number
- Document Release Date, which changes each time the document is updated
- Software Release Date, which indicates the release date of this version of the software

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

<https://www.microfocus.com/support-and-services/documentation>

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://community.softwaregrp.com/t5/ArcSight-Product-Documentation/ct-p/productdocs |

About this PDF Version of Online Help

This document is a PDF version of the online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format. Because this content was originally created to be viewed as online help in a web browser, some topics may not be formatted properly. Some interactive topics may not be present in this PDF version. Those topics can be successfully printed from within the online help.

Document Revision History

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition of a document, go to [ArcSight Product Documentation Community on the Micro Focus Security Community](#).

Document Changes

| Date | Product Version | Description |
|------------|-----------------|-----------------------|
| MM/DD/YYYY | X.X.X.X | Description of change |
| | | |
| | | |
| | | |

Contents

| | |
|---|----|
| Configuration Guide for HP Printers Syslog SmartConnector | 6 |
| Product Overview | 7 |
| Configuration | 9 |
| Configure the Syslog SmartConnectors | 10 |
| The Syslog Daemon SmartConnector | 10 |
| The Syslog Pipe and File SmartConnectors | 11 |
| Configure the Syslog Pipe or File SmartConnector | 12 |
| Install the SmartConnector | 14 |
| Syslog Installation | 14 |
| Prepare to Install Connector | 14 |
| Install Core Software | 15 |
| Set Global Parameters (optional) | 16 |
| Select Connector and Add Parameter Information | 18 |
| Select a Destination | 19 |
| Complete Installation and Configuration | 20 |
| Run the SmartConnector | 21 |
| Device Event Mapping to ArcSight Fields | 22 |
| HP Printers Syslog Mappings for Supported Printers to ArcSight ESM Fields | 22 |
| HP Printers Syslog Mappings Subagent to ArcSight ESM Fields | 23 |
| Send Documentation Feedback | 24 |

Configuration Guide for HP Printers Syslog SmartConnector

This guide provides information for installing the SmartConnector for HP Printers Syslog, which supports the collection of events from Hewlett-Packard (HP) Printers, and configuring the device for event collection. HP Printers Syslog supports event collection from the HP printers listed in the next section.

Intended Audience

This guide provides information for IT administrators who are responsible for managing the ArcSight SmartConnectors.

Additional Documentation

The ArcSight SmartConnectors documentation library includes the following resources:

- *Installation Guide for ArcSight SmartConnectors*, which provides detailed information about installing SmartConnectors.
- *Configuration Guides for ArcSight SmartConnectors*, which provides information about configuring SmartConnectors to collect events from different sources.
- *Release Notes for ArcSight SmartConnectors*, which provides information about the latest release

For the most recent version of this guide and other ArcSight SmartConnector documentation resources, visit the [documentation site for ArcSight SmartConnectors](#).

Contact Information

We want to hear your comments and suggestions about this book and the other documentation included with this product. You can use the comment on this topic link at the bottom of each page of the online documentation, or send an email to Documentation-Feedback@microfocus.com.

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

Product Overview

The SmartConnector for HP Printers Syslog supports syslog messages generated from HP print servers that send alerts for security-related events, when printers need maintenance, or if a printer is offline. The SmartConnector receives status and print job information. Security-related events include occurrences like user creation, certificate installation, password changes, authentication attempts, and other security configuration changes. Status notifications include occurrences like cover/door open and error cleared. Print job information includes occurrences like paper out and print job completed.

SmartConnector for HP Printers Syslog supports the following HP printers:

| Printer Type | Model Number |
|-----------------------------------|-------------------|
| HP Color LaserJet Enterprise | M651 |
| HP Color LaserJet Enterprise | MFP M680 |
| HP Color LaserJet Enterprise | CP5520 Series |
| HP Color LaserJet Enterprise | CP5525 |
| | |
| HP Color LaserJet Enterprise Flow | MFP M575 |
| HP Color LaserJet Enterprise Flow | MFP M680 |
| HP Color LaserJet Enterprise Flow | MFP M880 |
| | |
| HP Color LaserJet | M750 |
| HP Color LaserJet | M855 |
| HP Color LaserJet | CM4540 MFP |
| | |
| HP LaserJet | M4555 MFP |
| HP LaserJet | 500 COLOR M551 |
| HP LaserJet | 500 COLOR MFPM575 |
| HP LaserJet | 500 MFP M525 |
| HP LaserJet | 600 M601 |
| HP LaserJet | 600 M602 |
| HP LaserJet | 600 M603 |

| Printer Type | Model Number |
|------------------------------------|---------------------------------------|
| HP LaserJet | MFP M630 |
| HP LaserJet | 700 COLOR MFPM775 |
| HP LaserJet | 700 M712 |
| HP LaserJet | 700 MFPM725 |
| HP LaserJet | MFPM725 |
| HP LaserJet | M806 |
| | |
| HP LaserJet Enterprise Flow | MFP M525 |
| HP LaserJet Enterprise Flow | MFP M630 |
| HP LaserJet Enterprise Flow | MFP M830 |
| | |
| HP OfficeJet Enterprise Color | MFP X585 |
| | |
| HP OfficeJet Enterprise Color Flow | MFP X585 |
| | |
| HP Digital Sender Flow | 8500 fn1 Document Capture Workstation |
| | |
| HP Scanjet Enterprise | 8500 fn1 |
| HP Scanjet Enterprise | 8500 fn1 Document Capture Workstation |

Configuration

Point a printer to a SmartConnector server using the web application for each HP device.

To configure an HP network printer to send syslog events:

1 Using the Web interface, access the supported HP printer through any Web browser. For example: `http:// <IP address of the printer>`. The default home page displays.

The screenshot shows the HP printer's web interface. At the top, there is a navigation bar with tabs: Information, General, Copy/Print, Scan/Digital Send, Fax, Troubleshooting, Security, HP Web Services, and **Networking** (which is circled in red). On the left side, there is a sidebar menu with links: Device Status, Job Log, Configuration Page, Supplies Status Page, Event Log Page, Usage Page, Device Information, Control Panel Snapshot, Print, Printable Reports and Pages, Other Links, HP Instant Support, Shop for Supplies, and Product Support. The main content area is titled 'Device Status' and displays the following information:

- Sleep mode on
- Supplies**
 - Black Cartridge** (Order 507A (CE400A)) 20%*
 - Cyan Cartridge** (Order 507A (CE401A)) 50%*
 - Magenta Cartridge** (Order 507A (CE403A)) 30%*
 - Yellow Cartridge** (Order 507A (CE402A)) 40%*
 - Fuser Kit** (Order 110V-CE484A, 220V-CE506A) 100%*
 - Document Feeder Kit** (Order L2718A) 100%*
- Toner Collection Unit CE254A: OK
* Estimated levels. Actual levels may vary.
[Supplies Details](#)
- Media**

| Input/Output | Status | Capacity | Size | Type |
|--------------|--------|------------|-----------------|----------|
| Tray 1 | Empty | 100 Sheets | Any Size | Any Type |
| Tray 2 | OK | 250 Sheets | Letter (8.5x11) | Plain |
| Standard bin | OK | 300 Sheets | N/A | N/A |

[Change Settings](#)

2 Click the **Networking** tab and the **Advanced** subtab.

The screenshot shows the 'TCP/IP Settings' window in the SmartConnector configuration tool. The 'Advanced' tab is selected, showing various network configuration options. The 'Syslog Server' field is highlighted with a red box and contains the IP address '192.168.1.17'. The 'Enable CCC Logging' checkbox is also highlighted with a red box and is checked. Other visible fields include 'Idle Timeout' (270 seconds), 'LPD Banner Page' (Enable), 'System Contact', 'System Location', 'Web Proxy' settings, 'Default IP' (Auto IP), and 'Hop Limit/WSD' (32). The 'Syslog Protocol' is set to 'UDP', 'Syslog Port' is 514, 'Syslog Maximum Messages' is 1000, and 'Syslog Priority' is 7. The 'Apply' and 'Cancel' buttons are at the bottom right.

3 Enter the IP address of the SmartConnector server in the **Syslog Server** field.

4 Select the **Enable CCC Logging** checkbox to activate the logging.

5 Click **Apply**.



Events should be sent immediately to the SmartConnector. If there is an issue, verify that no firewalls are blocking the events.

Configure the Syslog SmartConnectors

The three ArcSight Syslog SmartConnectors are:

- Syslog Daemon
- Syslog Pipe
- Syslog File

The Syslog Daemon SmartConnector

The Syslog Daemon SmartConnector is a syslogd-compatible daemon designed to work in operating systems that have no syslog daemon in their default configuration, such as Microsoft Windows. The SmartConnector for Syslog Daemon implements a UDP receiver on port 514

(configurable) by default that can be used to receive syslog events. Use of the TCP protocol or a different port can be configured manually.

If you are using SmartConnector for Syslog Daemon, add the following statement in the `rsyslog.conf` file to forward Oracle Audit events so that Syslog Daemon will start receiving events: `*.* @@(remote/local-host-IP):514`

Sample example: `local1.warning @@10.0.0.1:514`



You can either use `*.*` to read all Syslog events or you can filter specific events by replacing regex with the specific event name. For example: `*.* @@(remote/local-host-IP):514` and `local1.warning @@10.0.0.1:514`



Use `@@` to send events over a TCP connection and use `@` to send events over an UDP connection.

If you are running SmartConnector for Syslog Daemon on the same machine as the Oracle server, you must provide the IP address of the local host. If you want to forward events to other machines, you must provide the IP address of the same.



Messages longer than 1024 bytes may be split into multiple messages on syslog daemon; no such restriction exists on syslog file or pipe.

The Syslog Pipe and File SmartConnectors

When a syslog daemon is already in place and configured to receive syslog messages, an extra line in the syslog configuration file (`rsyslog.conf`) can be added to write the events to either a **file** or a system **pipe** and the ArcSight SmartConnector can be configured to read the events from it. **In this scenario, the ArcSight SmartConnector runs on the same machine as the syslog daemon. Therefore, you must do additional configurations for the ArcSight syslog file or syslog pipe SmartConnectors in the system where all Syslog Daemon SmartConnector configurations are done.**

The **Syslog Pipe** SmartConnector is designed to work with an existing syslog daemon. This SmartConnector is especially useful when storage is a factor. In this case, `syslogd` is configured to write to a named pipe, and the Syslog Pipe SmartConnector reads from it to receive events.

The **Syslog File** SmartConnector is similar to the Pipe SmartConnector; however, this SmartConnector monitors events written to a syslog file (such as `messages.log`) rather than to a system pipe.

Configure the Syslog Pipe or File SmartConnector

This section provides information about how to set up your existing syslog infrastructure to send events to the ArcSight Syslog Pipe or File SmartConnector.

The standard UNIX implementation of a syslog daemon reads the configuration parameters from the **/etc/rsyslog.conf** file, which contains specific details about which events to write to files, write to pipes, or send to another host. First, create a pipe or a file; then modify the **/etc/rsyslog.conf** file to send events to it.

For syslog pipe:

- 1 Create a pipe by executing the following command:

```
mkfifo /var/tmp/syspipe
```

- 2 Add the following line to your **/etc/rsyslog.conf** file:

```
*.debug /var/tmp/syspipe
```

or

```
*.debug | /var/tmp/syspipe
```

depending on your operating system.

- 3 After you have modified the file, restart the syslog daemon either by executing the scripts **/etc/init.d/syslogd stop** and **/etc/init.d/syslogd start**, or by sending a `configuration restart` signal.

On RedHat Linux, you would execute:

```
service syslog restart
```

On Solaris, you would execute:

```
kill -HUP `cat /var/run/syslog.pid`
```

This command forces the syslog daemon to reload the configuration and start writing to the pipe you just created.

For syslog file:

Create a file or use the default for the file into which log messages are to be written.

After editing the **/etc/rsyslog.conf** file, be sure to restart the syslog daemon as described above.

When you follow the SmartConnector Installation Wizard, you will be prompted for the absolute path to the syslog file or pipe you created.

Install the SmartConnector

The following sections provide instructions for installing and configuring your selected SmartConnector.

Syslog Installation

Install this SmartConnector (on the syslog server or servers identified in the *Configuration* section) using the SmartConnector Installation Wizard appropriate for your operating system. The wizard will guide you through the installation process. When prompted, select one of the following **Syslog** connectors (see *Configure the Syslog SmartConnectors* in this guide for more information):

- Syslog Daemon
- Syslog Pipe
- Syslog File

Because all syslog SmartConnectors are sub-connectors of the main syslog SmartConnector, the name of the specific syslog SmartConnector you are installing is not required during installation.

The syslog daemon connector by default listens on port 514 (configurable) for UDP syslog events; you can configure the port number or use of the TCP protocol manually. The syslog pipe and syslog file connectors read events from a system pipe or file, respectively. Select the one that best fits your syslog infrastructure setup.

Prepare to Install Connector

Before you install any SmartConnectors, make sure that the ArcSight products with which the connectors will communicate have already been installed correctly (such as ArcSight ESM or ArcSight Logger).

For complete product information, read the *Administrator's Guide* as well as the *Installation and Configuration* guide for your ArcSight product before installing a new SmartConnector. If you are adding a connector to the ArcSight Management Center, see the *ArcSight Management Center Administrator's Guide* for instructions, and start the installation procedure at "Set Global Parameters (optional)" or "Select Connector and Add Parameter Information."

Before installing the SmartConnector, be sure the following are available:

- Local access to the machine where the SmartConnector is to be installed
- Administrator passwords

Install Core Software

Unless specified otherwise at the beginning of this guide, this SmartConnector can be installed on all ArcSight supported platforms; for the complete list, see the *SmartConnector Product and Platform Support* document, available from the Micro Focus SSO and Protect 724 sites.

- 1 Download the SmartConnector executable for your operating system from the Micro Focus SSO site.
- 2 Start the SmartConnector installation and configuration wizard by running the executable.

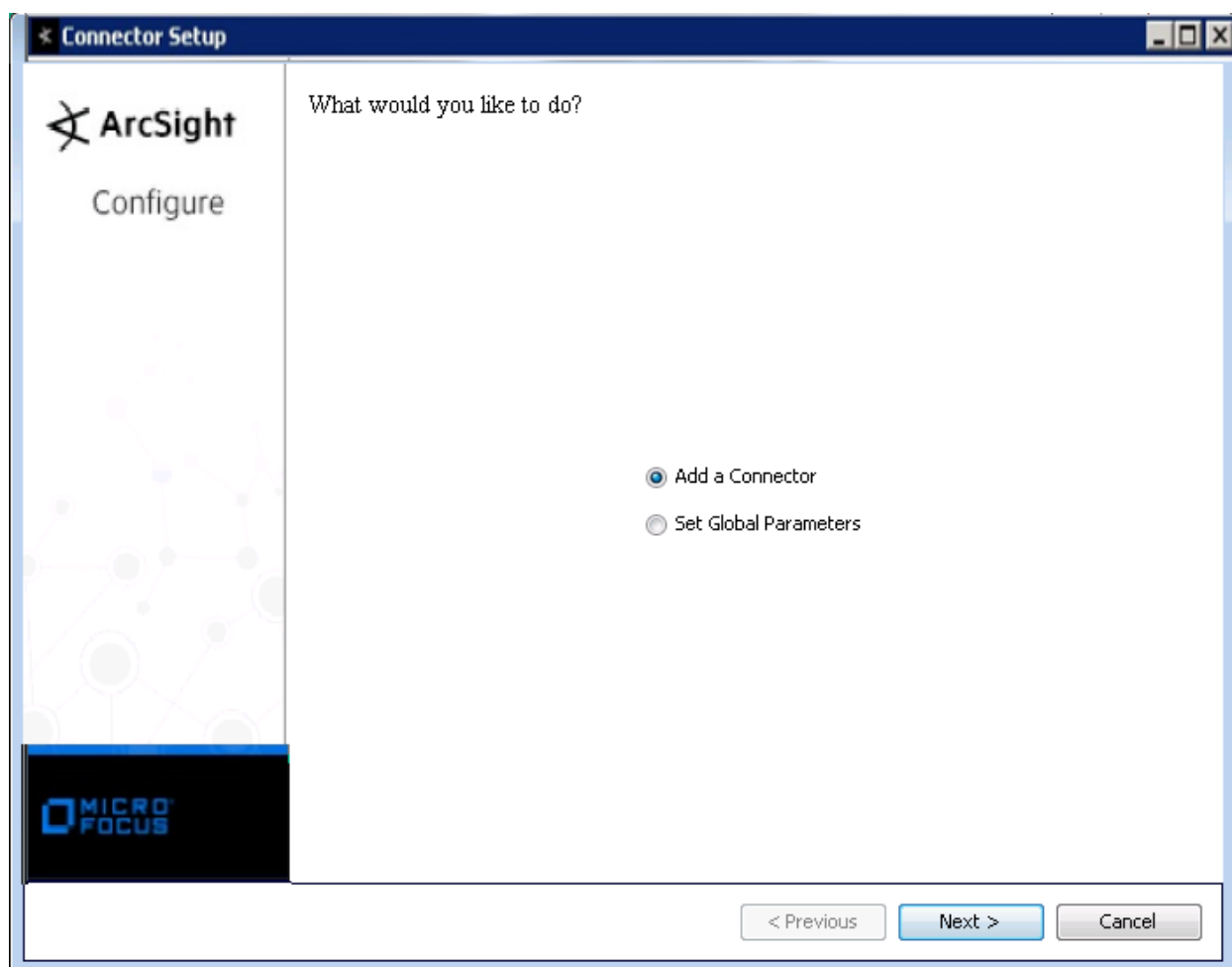


When installing a syslog daemon SmartConnector in a UNIX environment, run the executable as 'root' user.

Follow the wizard through the following folder selection tasks and installation of the core connector software:

- Introduction
- Choose Install Folder
- Choose Shortcut Folder
- Pre-Installation Summary
- Installing...

- 3 When the installation of SmartConnector core component software is finished, the following window is displayed:



Set Global Parameters (optional)

If you choose to perform any of the operations shown in the following table, do so before adding your connector. You can set the following parameters:

| Parameter | Setting |
|-------------------|--|
| FIPS mode | Select 'Enabled' to enable FIPS compliant mode. To enable FIPS Suite B Mode, see the SmartConnector User Guide under "Modifying Connector Parameters" for instructions. Initially, this value is set to 'Disabled'. |
| Remote Management | Select 'Enabled' to enable remote management from ArcSight Management Center. When queried by the remote management device, the values you specify here for enabling remote management and the port number will be used. Initially, this value is set to 'Disabled'. |

| Parameter | Setting |
|---------------------------------|--|
| Remote Management Listener Port | The remote management device will listen to the port specified in this field. The default port number is 9001. |
| Preferred IP Version | When both IPv4 and IPv6 IP addresses are available for the local host (the machine on which the connector is installed), you can choose which version is preferred. Otherwise, you will see only one selection. The initial setting is IPv4. |

The following parameters should be configured only if you are using Micro Focus SecureData solutions to provide encryption. See the *Micro Focus SecureData Architecture Guide* for more information.

| Parameter | Setting |
|------------------------------|--|
| Format Preserving Encryption | Data leaving the connector machine to a specified destination can be encrypted by selecting 'Enabled' to encrypt the fields identified in 'Event Fields to Encrypt' before forwarding events. If encryption is enabled, it cannot be disabled. Changing any of the encryption parameters again will require a fresh installation of the connector. |
| Format Preserving Policy URL | Enter the URL where the Micro Focus SecureData Server is installed. |
| Proxy Server (https) | Enter the proxy host for https connection if any proxy is enabled for this machine. |
| Proxy Port | Enter the proxy port for https connection if any proxy is enabled for this machine. |
| Format Preserving Identity | The Micro Focus SecureData client software allows client applications to protect and access data based on key names. This key name is referred to as the identity. Enter the user identity configured for Micro Focus SecureData. |
| Format Preserving Secret | Enter the secret configured for Micro Focus SecureData to use for encryption. |
| Event Fields to Encrypt | Recommended fields for encryption are listed; delete any fields you do not want encrypted and add any string or numeric fields you want encrypted. Encrypting more fields can affect performance, with 20 fields being the maximum recommended. Also, because encryption changes the value, rules or categorization could also be affected. Once encryption is enabled, the list of event fields cannot be edited. |

After making your selections, click **Next**. A summary screen is displayed. Review the summary of your selections and click **Next**. Click **Continue** to return to proceed with "Add a Connector" window. Continue the installation procedure with "Select Connector and Add Parameter Information."

Select Connector and Add Parameter Information

- 1 Select **Add a Connector** and click **Next**. If applicable, you can enable FIPS mode and enable remote management later in the wizard after SmartConnector configuration.
- 2 Select **Syslog Daemon, Syslog Pipe, or Syslog File** and click **Next**.
- 3 Enter the required SmartConnector parameters to configure the SmartConnector, then click **Next**.

| | | |
|---------------------------------|--------------------------------|--|
| Syslog Daemon Parameters | <i>Network port</i> | The SmartConnector for Syslog Daemon listens for syslog events from this port. |
| | <i>IP Address</i> | The SmartConnector for Syslog Daemon listens for syslog events only from this IP address (accept the default (ALL) to bind to all available IP addresses). |
| | <i>Protocol</i> | The SmartConnector for Syslog Daemon uses the selected protocol (UDP or Raw TCP) to receive incoming messages. |
| | <i>Forwarder</i> | Change this parameter to 'true' only if the events being processed are coming from another SmartConnector sending to a CEF Syslog destination, and that destination also has CEF forwarder mode enabled. That allows attributes of the original connector to be retained in the original agent fields. |
| Syslog Pipe Parameter | <i>Pipe Absolute Path Name</i> | Absolute path to the pipe, or accept the default: /var/tmp/syspipe |
| Syslog File Parameters | <i>File Absolute Path Name</i> | Enter the full path name for the file from which this connector will read events or accept the default: \var\adm\messages (Solaris) or \var\log\messages (Linux). |
| | | A wildcard pattern can be used in the file name; however, in realtime mode, rotation can occur only if the file is over-written or removed from the folder. Realtime processing mode assumes following external rotation. |
| | | For date format log rotation, the device writes to 'filename.timestamp.log' on a daily basis. At a specified time, the device creates a new daily log and begins to write to it. The connector detects the new log and terminates the reader thread to the previous log after processing is complete. The connector then creates a new reader thread to the new 'filename.timestamp.log' and begins processing that file. To enable this log rotation, use a date format in the file name as shown in the following example: |

| | | |
|--|--|--|
| | | <code>filename 'yyyy-MM-dd' .log;</code> |
| | | For index log rotation, the device writes to indexed files - 'filename.log.001', 'filename.log.002', 'filename.log.003', and so on. At startup, the connector processes the log with highest index. When the device creates a log with a greater index, the connector terminates the reader thread to the previous log after processing completes, creates a thread to the new log, and begins processing that log. To enable this log rotation, use an index format, as shown in the following example: |
| | | <code>filename '%d,1,99,true' .log;</code> |
| | | Specifying 'true' indicates that it is allowed for the index to be skipped; for example, if 5 appears before 4, processing proceeds with 5 and will not read 4, even if 4 appears later. Use of 'true' is optional. |
| | <i>Reading Events Real Time or Batch</i> | Specify whether file is to be read in batch or realtime mode. For batch mode, all files are read from the beginning. The 'Action Upon Reaching EOF' and 'File Extension if Rename Action' parameters apply for batch mode only. |
| | <i>Action Upon Reaching EOF</i> | For batch mode, specify 'None', 'Rename', or 'Delete' as the action to be performed to the file when the connector has finished reading and reaches end of file (EOF). For realtime mode, leave the default value of 'None' for this parameter. |
| | <i>File Extension If Rename Action</i> | For batch mode, specify the extension to be added to the file name if the action upon EOF is 'Rename' or accept the default value of '.processed'. |

Select a Destination

- 1 The next window asks for the destination type; select a destination and click **Next**. For information about the destinations listed, see the *ArcSight SmartConnector User Guide*.
- 2 Enter values for the destination. For the ArcSight Manager destination, the values you enter for **User** and **Password** should be the same ArcSight user name and password you created during the ArcSight Manager installation. Click **Next**.
- 3 Enter a name for the SmartConnector and provide other information identifying the connector's use in your environment. Click **Next**. The connector starts the registration process.
- 4 If you have selected ArcSight Manager as the destination, the certificate import window for the ArcSight Manager is displayed. Select **Import the certificate to the connector from destination** and click **Next**. (If you select **Do not import the certificate to connector from destination**, the connector starts the registration process.)

destination, the connector installation will end.) The certificate is imported and the **Add connector Summary** window is displayed.

Complete Installation and Configuration

- 1** Review the **Add Connector Summary** and click **Next**. If the summary is incorrect, click **Previous** to make changes.
- 2** The wizard now prompts you to choose whether you want to run the SmartConnector as a stand-alone process or as a service. If you choose to run the connector as a stand-alone process, select **Leave as a standalone application**, click **Next**, and continue with step 5.
- 3** If you chose to run the connector as a service, with **Install as a service** selected, click **Next**. The wizard prompts you to define service parameters. Enter values for **Service Internal Name** and **Service Display Name** and select **Yes** or **No** for **Start the service automatically**. The **Install Service Summary** window is displayed when you click **Next**.
- 4** Click **Next** on the summary window.
- 5** To complete the installation, choose **Exit** and Click **Next**.

For instructions about upgrading the connector or modifying parameters, see the *SmartConnector User Guide*.

Run the SmartConnector

SmartConnectors can be installed and run in stand-alone mode, on Windows platforms as a Windows service, or on UNIX platforms as a UNIX daemon, depending upon the platform supported. On Windows platforms, SmartConnectors also can be run using shortcuts and optional Start menu entries.

If the connector is installed in stand-alone mode, it must be started manually and is not automatically active when a host is restarted. If installed as a service or daemon, the connector runs automatically when the host is restarted. For information about connectors running as services or daemons, see the *ArcSight SmartConnector User Guide*.

To run all SmartConnectors installed in stand-alone mode on a particular host, open a command window, go to `$ARCSIGHT_HOME\current\bin` and run: `arcsight connectors`

To view the SmartConnector log, read the file `$ARCSIGHT_HOME\current\logs\agent.log`; to stop all SmartConnectors, enter Ctrl+C in the command window.

Device Event Mapping to ArcSight Fields

The following section lists the mappings of ArcSight data fields to the device's specific event definitions. See the *ArcSight Console User's Guide* for more information about the ArcSight data fields.

HP Printers Syslog Mappings for Supported Printers to ArcSight ESM Fields

| ArcSight ESM Field | Device-Specific Field |
|------------------------------|--|
| Destination Address | One of address (destination_IP) |
| Destination Host Name | server |
| Destination NT Domain | domain |
| Destination Port | One of integer (port) |
| Destination User Name | One of (admin_name, network_user_name) |
| Destination User Privileges | permission |
| Device Custom Date 1 | Occurred Time |
| Device Custom IPv6 Address 3 | Destination IPv6 Address |
| Device Custom String 1 | Rule |
| Device Custom String 2 | Sign-in Method |
| Device Custom String 3 | Policy Name |
| Device Custom String 4 | Job Type |
| Device Custom String 5 | Job Name |
| Device Custom String 6 | Group Name |
| Device Event Class ID | Name |
| Device Severity | One of(High, Medium, Low) |
| Event Outcome | Outcome |
| File Path | Destination |
| Message | message |
| Name | name |

| ArcSight ESM Field | Device-Specific Field |
|----------------------------|---------------------------|
| Request Client Application | control_panel_application |
| Source Address | One of (IP address |
| Source User Name | User |

HP Printers Syslog Mappings Subagent to ArcSight ESM Fields

| ArcSight ESM Field | Device-Specific Field |
|--------------------|-----------------------|
| Device Address | Address |
| Device Product | 'Printer' |
| Device Severity | Severity |
| Device Vendor | 'HP' |
| Flex String 1 | eventTime |
| Flex String 2 | message |
| Message | message |

please confirm that when customer used MySQL JDBC driver 5.1.38, they had issue to receive events. And the workaround is to apply older driver 5.0.8, after that connector is able to received events.

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 SmartConnector for HP Printers Syslog (SmartConnectors 8.3.0)

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.

We appreciate your feedback!