

Upgrading ArcSight ESM

OpenText has been busy implementing improvements across its security operations portfolio. With all the new enhancements, additions and integrations, ArcSight ESM 7.5 gives you the best overall experience ever offered.

Upgrading ArcSight ESM

What's your version?

Why Upgrade

- Best overall experience
- ArcSight SOAR
- Prep for containerized versions
- Cloud and SaaS integrations

Upgrade Path

- Sequential upgrade
- New instance of ArcSight ESM

Getting Started

- Self-installation
- OpenText support packages
- Professional Services



Why Upgrade?

Why consider upgrading if your version of ArcSight Enterprise Security Manager (ESM) by OpenText is working fine as it is? The ArcSight Product line by OpenText has been busy implementing improvements across its security operations portfolio. If you're behind in your version currency, you are missing out on key features and functionality.

Best Overall Experience

With all the new enhancements, additions and integrations to the portfolio, ArcSight ESM 7.5 gives you the best overall experience the ArcSight Product line has ever offered. Tighter integrations with the rest of the ArcSight portfolio, MITRE ATT&CK reports and dashboards, faster analytics, and an improved user interface are some of the things you'll enjoy when you upgrade to the

latest version. An upgrade should always be under consideration to ensure your software is operating at its peak, and providing the maximum benefit to your company and its operations.

ArcSight SOAR

ArcSight SOAR by OpenText is now a native integration to ArcSight ESM, doesn't incur additional licensing costs, and offers a massive boost in automated response capabilities for your organization. You can accelerate incident response, take advantage of pre-built and customizable playbooks, and improve collaboration between people, tools and processes.

Prep for Containerized Versions

For those who are waiting for ArcSight ESM containerization before undergoing the upgrade process, it is important to note

that upgrading to ArcSight ESM 7.5 is one of the best ways to prepare for the upcoming containerization.

Cloud and SaaS Integration

Cloud integration is a major priority moving forward, and we'll continue to add to our cloud and SaaS arsenal. ArcSight ESM, as well as most of our other ArcSight products, can now be installed in AWS or Azure cloud marketplaces, which reduces hardware costs and maintenance. Our SmartConnector technology offers extensive cloud monitoring capabilities that span AWS, Azure, Google Cloud, and with the help of FlexConnectors, can ingest events from most others as well. Furthermore, we've recently released both ArcSight Intelligence by OpenText™ and ArcSight Recon by OpenText to the SaaS environment, which the latest version of ArcSight ESM can readily integrate with.

Upgrade Path

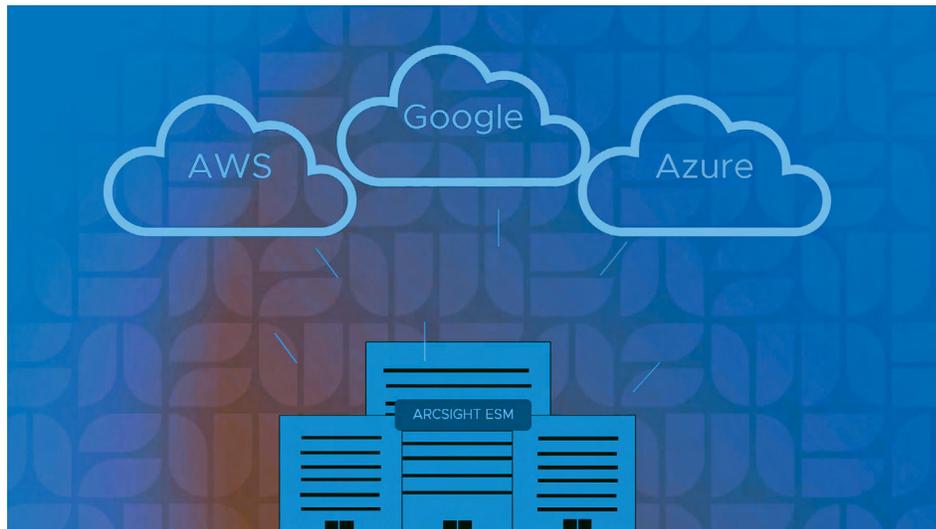
Once you have the all the required information to get started, you'll need to choose the upgrade path that will best fit your situation.

Sequential Upgrade

The upgrade to ArcSight ESM 7.5 can be done in one of two ways. The first which is to do a full sequential product upgrade. For a detailed guide describing how to update your version of ArcSight ESM, please refer to the [ArcSight ESM Upgrading Guide](#). This will help ensure that all your customizations and settings from your current version are carried over to the latest version, while gaining the most recent and most advanced capabilities of the ArcSight Product line.

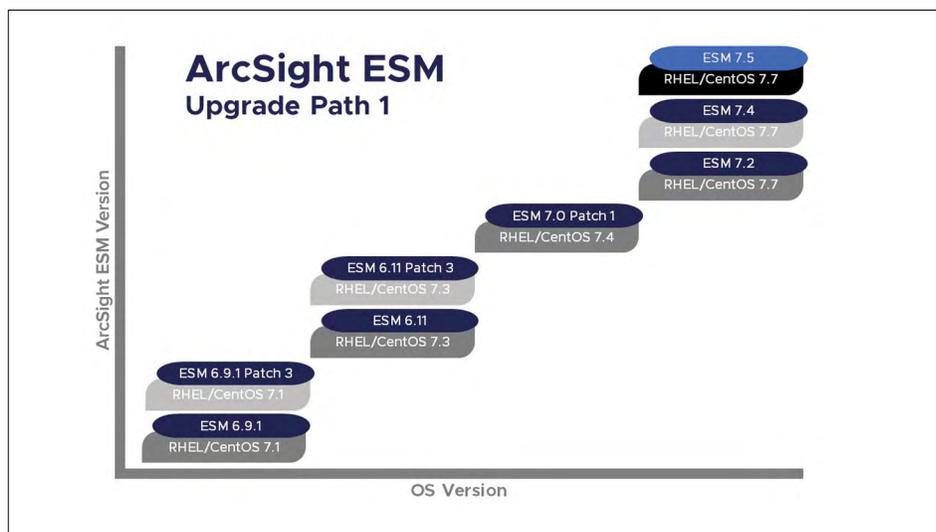
New Instance of ArcSight ESM

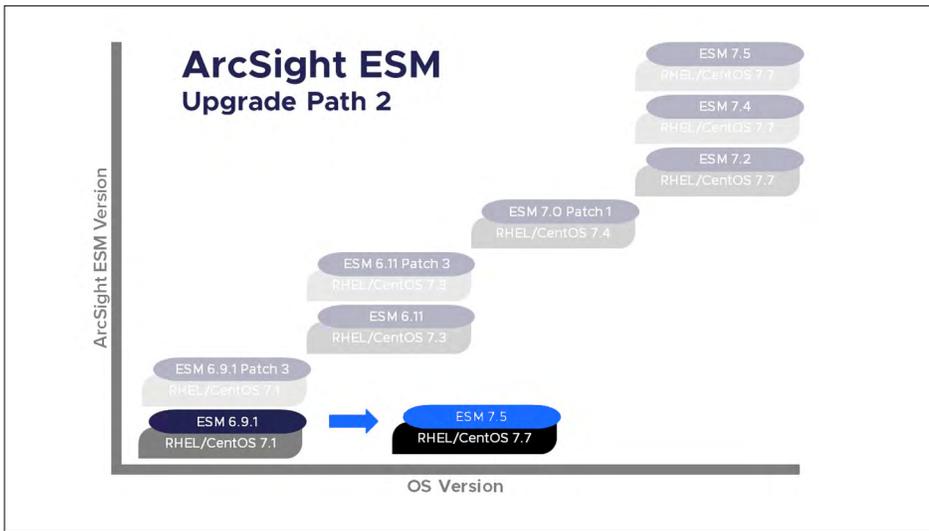
The second is possible by standing up a new but separate instance of ArcSight



ESM and then re-creating all your desired customizations, rules, and personalized settings. This method may be more costly than the sequential upgrade since you'll be purchasing a new license, and possibly even new hardware, while you move everything over. The benefit of this option is you'll

drastically decrease product downtime compared to the sequential upgrade. Once you're sure everything is ready to go in your new install of ArcSight ESM, you can then terminate the license of the original and outdated version of ArcSight ESM..





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Getting Started

Depending on your situation, upgrading your ArcSight product's software to the latest version may seem like an insurmountable task. With resources and optional services at your disposal, we let you determine the amount of professional assistance you require. Whichever route you undertake, upgrading ArcSight ESM will not only ensure you maintain reliable SIEM performance, but it will also enhance your experience and capabilities by bringing a wider and more capable set of functionality to your SIEM solution.

Self-Installation

If you and your team feel confident in your technical abilities, knowledge of your environment, and have read the ArcSight ESM Upgrading Guide, you should feel empowered to start with self-installation. This is obviously the cheapest option for your organization, and depending on your situation, may not be terribly difficult to accomplish. As mentioned in the upgrading guide, if your deployment of ArcSight ESM contains large trends with IP addresses, contains large datasets, or if you have issues with system performance, your total upgrade times will be longer than those outlined in the guide. Throughout your upgrading process, be sure to take advantage of the

documentation resources, the OpenText Community, and the free levels of support offered to all of our customers.

Support Packages

ArcSight ESM is an extremely flexible and capable product, and is often installed in very complex environments. With this in mind, there are several support and service resources available to help you. Reading documentation and watching videos can only get you so far, and there are times when getting more personal assistance to guide you through the process may be a good option. We have a full range of upgrade support services available which can be engaged at different levels to best meet your needs. Our support also offers flexibility with services such as the [premium offering](#), which enhances the OpenText business support, or even short-term support with OpenText [flexible credits](#).

The screenshot shows the OpenText Premium Support page. It features a header "OpenText Premium Support" and a main heading "When you need the best possible care of your complex environment, turn to Premium Support." Below this, there is a section titled "What is Premium Support?" which lists various services like Incident Response, Threat Intelligence, and System Management. The page also includes a "Support that steps up to today's business challenges. That's Premium Support." and a "Learn more" button.

Professional Services

We have a team of professional services consultants who will work with you not just for upgrades but also to develop secure business solutions to meet your business goals. Our specialists are prepared to help with the upgrade preparation process as well as the upgrade itself. Recently, many ArcSight product line customers have opted to utilize our [Professional Services](#) team to implement their complementary license of [ArcSight SOAR](#). Although our Professional Services option is a paid service, the combination of expert advice, work performed, and time saved far outweighs the cost.

Important Resources

- [ArcSight ESM Upgrading Guide](#)
- [Upgrading ArcSight ESM Video](#)
- [ArcSight Version Comparison Chart](#)
- [ArcSight Documentation](#)
- [ArcSight Community](#)
- [ArcSight Support Portal](#)
- [ArcSight's Latest and Greatest](#)
- [Contact Professional Services](#)
- [ArcSight SOAR Professional Services](#)
- [OpenText Premium Support](#)
- [OpenText Flexible Credits](#)

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