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# Micro Focus Security ArcSight SmartConnectors

Software Version: 8.3.0

## Technical Requirements

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<b>Phone</b>	A list of phone numbers is available on the Technical Support Page: <a href="https://softwaresupport.softwaregrp.com/support-contact-information">https://softwaresupport.softwaregrp.com/support-contact-information</a>
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# Contents

- Technical Requirements for SmartConnectors ..... 6
- Product and OS Support Policies ..... 7
  - Product Support Policy ..... 7
  - Operating System Support Policy ..... 7
  - Support for Operating System Minor Releases Hosting ArcSight Infrastructure Software ..... 7
- SmartConnector Requirements ..... 8
- Load Balancer Requirements ..... 9
  - Hardware and Software Requirements ..... 9
  - Important ..... 10
- Certified And Supported SmartConnectors And Their Releases ..... 10
  
- Send Documentation Feedback ..... 11

# Technical Requirements for SmartConnectors

Micro Focus ArcSight Security products are a next-generation of data collection and storage engine that unifies log data collection, storage, and security data management in a scalable, high-performance software or appliance solution.

This document discusses operating system, appliance, browser, and other support details for ArcSight SmartConnector and select your ArcSight product from the list presented.

## Intended Audience

This guide provides information for IT administrators who are responsible for managing the ArcSight software and its environment.

## Additional Documentation

The ArcSight SmartConnector 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.
- *Configuration Guide for ArcSight SmartConnector Load Balancer*, which provides detailed information about installing Load Balancer.
- *Release Notes for ArcSight SmartConnectors and ArcSight SmartConnector Load Balancer*, 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](mailto:Documentation-Feedback@microfocus.com).

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

# Product and OS Support Policies

## Product Support Policy

For specific support information regarding your ArcSight product and release, see the [Product Support Lifecycle Policy](#) and select your ArcSight product from the list presented.

## Operating System Support Policy

- A *certified* operating system means that platform support has been tested and certified with regression tests for the SmartConnector version. ArcSight will accept support calls and address bugs for installations on the certified platform. SmartConnector runs only on the platforms that are applicable to the connector type and specific device type. For example, the SmartConnector for Microsoft Windows Event Log runs on Windows platforms only.
- A *supported* operating system means that ArcSight has performed a general run-through to verify that the platform support works as expected, ArcSight will accept support calls and address bugs for installations.

## Support for Operating System Minor Releases Hosting ArcSight Infrastructure Software

Micro Focus recommends the fully tested and certified platforms described in the product documentation. However, customers running on other platforms or with configurations that are not certified will be supported until the point Micro Focus determines that the root cause is the platform or configuration that was not certified. Issues that can be reproduced on the certified platforms will be prioritized and fixed according to standard defect-handling policies.

Vendor-supported and newly-patched operating system instances hosting ArcSight software or new operating system minor releases (for example: from RHEL 7.6 to RHEL 7.7) that are not explicitly defined in the Technical Specifications document are now approved by the ArcSight Product Management team for ArcSight support even without certified testing for the ArcSight components on the new minor or patched release. Micro Focus will support ArcSight products and components running on these upgraded OS releases on a 'best effort' basis.

Should an issue involving a new OS minor release and an ArcSight component be incapable of being fixed or worked around in a timely manner, the customer may be asked to revert to a certified OS release listed in the Technical Specifications until the problem can be fixed or the newer OS minor release level has passed product certification testing.



**Note:** Major version changes, for example, RHEL 7.x to 8.0, are explicitly not supported without a certification by ArcSight..

## SmartConnector Requirements

Category	Certified Versions	Supported Versions
Certified Operating System	<ul style="list-style-type: none"> <li>CentOS Linux 7.7 , 7.8 , 7.9, 8.1 ,8.2, 8.3 64-bit</li> <li>Red Hat Enterprise Linux 7.7, 7.9 , 8.1, 8.2, 8.3, 8.4 64bit</li> <li>Microsoft Windows Server 2016 Standard 64-bit</li> <li>Microsoft Windows Server 2019 Standard 64-bit</li> <li>Microsoft Windows Server 2022 Standard 64-bit</li> <li>Oracle Solaris 11, 64-bit (SPARC)</li> <li>Oracle Solaris 11, 64-bit (x86_64)</li> <li>SUSE Linux Enterprise Server 15 SP3</li> </ul>	<ul style="list-style-type: none"> <li>CentOS Linux 7.5, 7.6, 7.7, 7.8, 7.9, 8.1, 8.2, 8.3 64-bit</li> <li>Red Hat Enterprise Linux 7.7, 7.8, 7.9, 8.1, 8.2, 8.3, 8.4 64-bit</li> <li>Microsoft Windows Server 2016 Standard 64-bit</li> <li>Microsoft Windows Server 2019 Standard 64-bit</li> <li>Microsoft Windows Server 2022 Standard 64-bit</li> <li>Oracle Solaris 10, 64-bit (SPARC)</li> <li>Oracle Solaris 11, 64-bit (SPARC)</li> <li>Oracle Solaris 11, 64-bit (x86_64)</li> <li>SUSE Linux Enterprise Server 11, 12,15, 15SP1, 15SP2 and 15SP3 64-bit</li> </ul>
Browser	<ul style="list-style-type: none"> <li>Firefox (current version)</li> <li>Chrome (current version)</li> <li>Microsoft Edge (current version)</li> </ul>	<ul style="list-style-type: none"> <li>Firefox (current version)</li> <li>Chrome (current version)</li> <li>Microsoft Edge (current version)</li> </ul>



# Load Balancer Requirements

The following section describes the software and hardware requirements for Load Balancer.

## Hardware and Software Requirements

Category	Requirement
Hardware	<ul style="list-style-type: none"><li>• CPU: 2 CPU X 4 Cores each (2 x Intel E5620, quad core, 2.4 Ghz or better)</li><li>• RAM: 16 GB</li><li>• Disk: 60 GB</li><li>• Number of network interfaces: 1 Dedicated Gig Ethernet interface</li></ul>
Software	<ul style="list-style-type: none"><li>• <b>Supported:</b> Red Hat Enterprise Linux 7.x.x, and 8.x.x(64-bit only)</li><li>• <b>Certified:</b> Red Hat Enterprise Linux 7.x.x and 8.x.x (64-bit only)</li><li>• <b>Supported:</b> CentOS Linux 7.x.x, and 8.x.x (64-bit only)</li><li>• <b>Certified:</b> CentOS Linux 7.x.x and 8.x.x (64-bit only)</li></ul>
ArcSight SmartConnectors	<ul style="list-style-type: none"><li>• File-based or Syslog SmartConnectors version 7.12.X or later</li><li>• SmartConnector for Syslog based connectors</li><li>• File-based SmartConnectors</li></ul>

## Important

- Server must be dedicated to Load Balancer. No other applications must be installed on the server.
- For high availability, there must be two separate servers. One for the active or primary Load Balancer and another for standby or secondary Load Balancer. Both the servers must be in the same network as they must share one virtual IP address.
- Use the standard hardware required to deploy more than one SmartConnector to create the pool of SmartConnectors. For more information, see the SmartConnector documentation.

## Certified And Supported SmartConnectors And Their Releases

For information related to certified and supported SmartConnectors and their releases, see [SmartConnectors Grand List \(A-Z\)](#) .

# Send Documentation Feedback

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## **Feedback on Technical Requirements (SmartConnectors 8.3.0)**

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