ArcSight Recon 1.1 Patch 1 Readme

February 2021

ArcSight Recon 1.1 Patch 1 (1.1.1) enables the Reporting feature in Recon 1.1. This patch includes updates for the following capabilities:

- ArcSight Fusion 1.2
- Recon 1.1
- ArcSight SOAR 3.0
- Transformation Hub 3.4

Future versions of Recon will include this patch so that Reporting is functional after you upgrade or install a new version of Recon.

NOTE: This patch includes the Transformation Hub patch released in January 2021, which included the following files:

- transformationhub-3.4.1.4.md5
- transformationhub-3.4.1.4.tar

If you applied the Transformation Hub patch released in January 2021 to Transformation Hub 3.4, you do not need to upload the `transformationhub-3.4.1.1.tar` image file included with this patch. For more information about the Transformation Hub patch, see the Knowledgebase article KM03770628 (https://softwaresupport.softwaregrp.com/doc/KM03770628).

For additional updates about this patch, see the ArcSight Recon 1.1 documentation site.

For more information about the ArcSight Platform, as well as the capabilities that this patch updates, see the ArcSight Platform 20.11 documentation site.

Checklist

To apply this patch, complete the steps listed in the following order:

	Checklist Items
☐	1. Ensure that your environment meets the requirements for this patch.
☐	2. Download the metadata and product offline images.
☐	3. Accept the config page certificate.
☐	4. Add new metadata.
☐	5. Begin the upgrade process.
☐	6. Upload the offline images.
☐	7. Finalize the upgrade process.
☐	8. Restart the search-web-app pod to enable the Reporting feature.

Verifying the Patch Requirements

Before applying this patch, verify that your environment includes the following capabilities:

- Fusion 1.2
- Recon 1.1
- SOAR 3.0 (optional)
- Transformation Hub 3.4

Applying this Patch

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Downloading Metadata and Product Offline Images

This release includes the following image files, as well as their corresponding md5 files:

File	Description
arcsight-installer-metadata-20.11.2.1.tar	Installer file
fusion-1.2.2.1.tar	Image file for updating the Fusion capability
recon-1.1.2.1.tar	Image file for updating the Recon capability
soar-3.0.1.1.tar	Image file for updating the SOAR capability
transformationhub-3.4.1.1.tar	Image file for updating the Transformation Hub capability

1 Download the `arcsight-installer-metadata-20.11.2.1.tar` file to your Windows machine of the upgrade version.

2 Download the image files to your cluster node of the upgrade version. For example, `fusion-1.2.2.1.tar`.

NOTE: If you applied the Transformation Hub patch released in January 2021 to Transformation Hub 3.4, you do not need to upload the `transformationhub-3.4.1.1.tar` image file again.

Accepting the Certificate

1 Browse to the Management Portal, by default `https://<k8sMasterFqdn:5443>`.

2 Select **Suite**, and select **Management**.

3 Select the **Three Dots** (Browse) on the far right, then choose **Reconfigure**.

4 Accept the certificate.

Adding New Metadata

1 In the Management Portal, click **ADMINISTRATION** > **Metadata**

2 Select **+ Add**.

3 Select the `arcsight-installer-metadata-20.11.2.1.tar` file from your system.

Starting the Upgrade Process

1 In the Management Portal, select **Suite** > **Management**.

   Notice the number **1** in the red circle in the **Update** column.

2 Select the red circle, then select your recently added metadata file to initiate the upgrade.

3 In the **Update to** page, click **NEXT** until you reach the **Transfer images** page.

4 In the **Import suite images** page, click **MORE** to see what images are expected (3.0.uv.x). Next, you will upload the images to the docker registry.

Uploading Offline Images

1 Upload the offline images to the local docker registry:

```
cd {K8S_HOME}/scripts
```

For example:

```
cd /opt/arcsight/kubernetes/scripts
```

2 Upload EACH of the images using the following command:

```
./uploadimages.sh -u registry-admin -p {your_mgmt_portal_admin_password} -F /
path/to/product/tar/file
```

For example:

```
./uploadimages.sh -u registry-admin -p Arcsight?123 -F /tmp/transformationhub-
3.4.1.1.tar
```

Finalizing the Upgrade Process

1 In the Management Portal, navigate to the **Import suite images** page.

2 Click **Check Again** until you see all the required images available, then click **Next**.

3 From the **Configure storage** page, click **Next**.

Wait until the next page displays. Upgrade config container is being deployed to the cluster.

NOTE: If brand new properties are provided during upgrade, the Configuration page displays with a possibility to configure these properties beforehand. In case no new properties are provided, the Product upgrade page displays.

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4 Click **Next** and wait until the process of upgrading pods begins.

5 (Optional) To monitor the process, run the following command:

```
kubectl get pods -n {suite-namespace}
```

6 Your upgrade is complete.

The new version of the suite displays in the **Suite** > **Management** > **Version** column.

Restarting the search-web-app Pod

1 To restart the **search-web-app** pod on your cluster, run the following command:

```
kubectl delete pod -n $( kubectl get namespaces | grep arcsight | cut -d ' ' -
f1 ) $( kubectl get pods -A | grep search-web-app | cut -d ' ' -f4 )
```

2 Wait for the new **search-web-app** to start.

3 To monitor the process, run the following command:

```
kubectl get pods -A | grep search-web-app
```

Troubleshooting the Upgrade

Upload Images Fails After CDF Was Upgraded

During invoking `uploadimages.sh` the container images are not uploaded with FAILED status and kube-registry pod logs displays `"error checking authorization: Token used before issued."`

To correct, force recreation of daemon set by running the following commands:

`kubectl get ds -n core kube-registry -o yaml > /tmp/kube-registry-ds.yml`

`kubectl delete -f /tmp/kube-registry-ds.yml`

`kubectl create -f /tmp/kube-registry-ds.yml`

Upgrade UI Is Stuck and Displays the Loading Icon for Longer Than 15 Minutes

It's possible that your browser might experience a caching problem that causes the upgrade to pause or fail. If the loading icon spins without progress for more than 15 minutes, cancel the upgrade by pressing **Esc**. Then perform one of the following actions:

◆ Clean the cache by clicking **Ctrl** + **F5**, then try the upgrade again.

◆ Run the upgrade in a different browser.

◆ Run the upgrade in Incognito mode.

Contacting Micro Focus

For specific product issues, contact Micro Focus Support at https://www.microfocus.com/support-and-services/.

Additional technical information or advice is available from several sources:

◆ Product documentation, Knowledge Base articles, and videos: https://www.microfocus.com/support-and-services/

◆ The Micro Focus Community pages: https://www.microfocus.com/communities/

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