

# Sentinel 7.4.1 Release Notes

March 2016



Sentinel 7.4.1 includes new features, improves usability, and resolves several previous issues.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs. You can post feedback in the [Sentinel forum](#) on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

The documentation for this product is available on the NetIQ website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the documentation posted at the [Sentinel NetIQ Documentation](#) page. To download this product, see the [Sentinel Product Upgrade](#) website.

For the latest version of this release notes, see [Sentinel 7.4.1 Release Notes](#).

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## 1 What's New?

The following sections outline the key features and enhancements, and also the issues resolved in this release:

- [Section 1.1, "Java Upgrade," on page 1](#)
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### 1.1 Java Upgrade

Sentinel 7.4.1 includes Java 8 update 65, which includes fixes for several security vulnerabilities and also improves Sentinel performance.

## 1.2 Security Vulnerability Fixes

Sentinel 7.4.1 resolves the following security vulnerabilities:

- ♦ Denial of Service ([CVE-2014-3576](#) and [CVE-2015-0851](#))
- ♦ Java Deserialization ([Vulnerability Note VU#576313](#))

## 1.3 New Certified Platform

Sentinel is now tested and certified on Red Hat Enterprise Linux Server (RHEL) 6.7. For more information, see the [Technical Information for Sentinel](#) web page.

## 1.4 Software Fixes

Sentinel 7.4.1 includes software fixes that resolve several issues.

For the list of software fixes and enhancements in previous releases, see the specific release notes.

- ♦ [Section 1.4.1, "Distributed Search Fails When Remote Sentinel Servers Return Unrecognizable Characters," on page 2](#)
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### 1.4.1 Distributed Search Fails When Remote Sentinel Servers Return Unrecognizable Characters

**Issue:** If a remote Sentinel server

returns unrecognizable characters in the search result, distributed search fails and Sentinel displays an error message. (BUG 951420)

**Fix:** Sentinel now displays the distributed search results correctly even if there are unrecognizable characters in search results.

## 1.4.2 Sentinel Does Not Display Search Results in the Correct Order

**Issue:** The Sentinel Web interface does not display the most recent search results on the top. (BUG 948489)

**Fix:** The Sentinel Web interface now displays the most recent results on the top.

## 1.4.3 Sentinel Does Not Display the Reason for Alert Escalation in the Notes Tab of the Incident

**Issue:** When you escalate an alert to an incident, Sentinel displays only a placeholder instead of the reason for escalation in the **Notes** tab of the incident. (BUG 958560)

**Fix:** Sentinel now displays the reason for escalation correctly in the **Notes** tab of the incident.

## 1.4.4 Sentinel Displays an Error When You Run the `configure.sh` Script in Custom Installations

**Issue:** When you run the `configure.sh` script in custom installations of Collector Managers or Correlation Engines, Sentinel displays the following error:

```
Error getting the client keystore file.  
Refer to /two/var/opt/novell/sentinel/log/install.log for detailed error messages.  
  
(BUG 956466)
```

**Fix:** Sentinel does not display any error when you run the `configure.sh` script in custom installations, and the configuration proceeds as expected.

## 1.4.5 Cannot Reuse Deleted Map Names

**Issue:** Sentinel displays an error when you try to reuse names of maps that were deleted. (BUG 881127)

**Fix:** You can now reuse names of deleted maps.

## 1.4.6 No Initial Data in Event Views for Specific Tenants

**Issue:** When you log out of the Sentinel Web Interface and log in again, Sentinel does not display any existing or current data in event views that are created for a specific tenant. This issue occurs because Sentinel does not restore the data for the event view filter when you log out of the Sentinel Web Interface. (BUG 949150)

**Fix:** Sentinel now displays correct data in event views for specific tenants.

## 1.4.7 Cannot Redeploy Modified and Customized Correlation Rules

**Issue:** You cannot redeploy a correlation rule after you modify the rule and then add customized event fields. (BUG 962631)

**Fix:** Now you can redeploy correlation rules after modifying and customizing them.

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**NOTE:** You can redeploy only new correlation rules that you have created after upgrading to Sentinel 7.4.1. Restore the impacted correlation rules manually, or restart Sentinel to ensure that the correlation rules that are impacted because of this bug can also be redeployed correctly.

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### 1.4.8 Connector Configuration for Sentinel Agent Manager in the Sentinel Web Interface Uses Expired Certificate

**Issue:** The Sentinel Web interface method for configuring the Sentinel Agent Manager Connector uses an expired internal certificate. The recommended configuration method for Sentinel Agent Manager is Event Source Management (ESM) in the Sentinel Control Center, which uses a valid certificate. (BUG 961630)

**Fix:** You can now configure the Sentinel Agent Manager Connector only through ESM in the Sentinel Control Center.

### 1.4.9 Security Issues in Java Keystore

**Issue:** There are potential security issues in the way Sentinel handles Java keystore passwords. (BUG 934747)

**Fix:** Sentinel 7.4.1 enhances the security of Java keystore passwords by encrypting the passwords.

Because of this modification, Sentinel now prompts you to enter the password while importing certificates to keystore using scripts such as `ldap_auth_config.sh`, `ssl_certs.sh`, and `convert_to_fips.sh`.

### 1.4.10 Issue With Cloned Correlation Rules

**Issue:** When you clone a correlation rule using the **Save As** option and then modify the customization for severity in that rule, Sentinel also modifies the customization of the cloned rule for severity. (BUG 965785)

**Fix:** Sentinel does not modify the cloned rules when you modify the original rules.

### 1.4.11 Sentinel Event Views Refresh Incorrectly When the "Other" Legend is Selected

**Issue:** In the event views where you have selected the **Other** legend, Sentinel clears it whenever the event view refreshes. (BUG 963401)

**Fix:** Sentinel retains the **Other** legend selection until the event view is open.

### 1.4.12 Correlation Engines Stop Frequently When Configured With Complex Correlation Rules

**Issue:** Correlation Engines stop frequently because a few complex correlation rules occupy memory beyond the configured time interval, which results in high memory usage. (BUG 959898)

**Fix:** Complex correlation rules that occupy large amounts of memory now expire at configured time intervals.

## 2 System Requirements

For information about hardware requirements, supported operating systems, and browsers, see the [Technical Information for Sentinel](#) page.

## 3 Installing Sentinel 7.4.1

For information about installing Sentinel 7.4.1, see the [NetIQ Sentinel Installation and Configuration Guide](#).

## 4 Upgrading to Sentinel 7.4.1

You can upgrade to Sentinel 7.4.1 from Sentinel 7.2 or later.

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**NOTE:** (Conditional) If you are upgrading Sentinel appliance from Sentinel 7.1.2 or an earlier version, you must first upgrade to version 7.4, and then to version 7.4.1. Please contact [Technical Support](#) to obtain the Sentinel 7.4 appliance updates.

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Sentinel 7.4 and later versions are compatible with Change Guardian 4.2 and later. If you have a Change Guardian server sending events to Sentinel, before you upgrade Sentinel, you must first upgrade the Change Guardian Server, agents, and the Policy Editor to version 4.2 to ensure Sentinel continues to receive events from Change Guardian post-upgrade.

Download the Sentinel installer from the [NetIQ Download website](#). For information about upgrading to Sentinel 7.4.1, see “[Upgrading Sentinel](#)” in the [NetIQ Sentinel Installation and Configuration Guide](#).

- ♦ [Section 4.1, “Upgrading Sentinel Appliance,” on page 5](#)
- ♦ [Section 4.2, “Post Upgrade Configuration,” on page 5](#)

### 4.1 Upgrading Sentinel Appliance

You can upgrade the appliance using WebYaST only on Sentinel versions 7.3.2 or later and if you manually upgraded the NetIQ Change Guardian RPM as mentioned in “[Upgrading NetIQ Change Guardian RPM](#)” in the [Sentinel 7.3.2 Release Notes](#).

To upgrade the appliance from versions prior to Sentinel 7.3.2, use the zypper command line utility because user interaction is required to complete the upgrade. WebYaST is not capable of facilitating the required user interaction. For more information about upgrading the appliance by using zypper, see “[Upgrading the Appliance by Using zypper](#)” in the [NetIQ Sentinel Installation and Configuration Guide](#).

(BUG 956278)

### 4.2 Post Upgrade Configuration

If you are upgrading from Sentinel 7.2.2 or an older version, perform the following actions:

- ♦ Assign the **Allow users to manage alerts** permission to the Search Proxy User role manually, because the upgrade clears this permission. This permission is necessary for the role to perform remote alert search.

For more information, see “[Configuring Roles and Users](#)” in the [NetIQ Sentinel Administration Guide](#).

- ♦ For consistency with newer versions of Sentinel and Sentinel documentation, rename the Search Proxy User role to Data Proxy User after the upgrade.

## 5 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issues are currently being researched. If you need further assistance with any issue, please contact [Technical Support](#).

The Java 8 update and the security vulnerability fixes included in Sentinel 7.3.1 and later may impact the following plug-ins:

- ♦ Cisco SDEE Connector
- ♦ SAP Connector
- ♦ Remedy Integrator

For any issues with these plug-ins, NetIQ will prioritize and fix the issues according to standard defect-handling policies. For more information about support policies, see [Support Policies](#).

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## 5.1 Warning Displayed When Upgrading Sentinel Appliance to Version 7.4.1

**Issue:** Sentinel displays the following warning when upgrading the appliance to version 7.4.1:

```
Failed to set encrypted password
```

```
(BUG 967764)
```

**Workaround:** Ignore the warning. There is no impact to the upgrade.

## 5.2 Cannot Create Reports by Using Sentinel SDK

**Issue:** You cannot create reports by using Sentinel SDK. (BUG 966406)

**Workaround:** To create reports by using Sentinel SDK, perform the steps mentioned in [NetIQ Knowledgebase Article 7017293](#).

## 5.3 Synchronization Needs to be Started Manually in Sentinel High Availability When You Modify Configuration Files in the Active Node

**Issue:** In Sentinel High Availability (HA), when you customize Sentinel by updating configuration files or by making changes in the Sentinel Web interface in the active node, the changes are not reflected in the passive node. Synchronization needs to be started manually.

For example, you must start synchronization manually in the following scenarios:

- ♦ When you change the communication protocol to SSL, by updating the `/etc/opt/novell/sentinel/config/databasePlatforms.xml` file for the following property:  
  
`ssl=require`
- ♦ When Sentinel is in FIPS mode, the synchronization to convert all the passive nodes to FIPS mode is not performed completely. When failover occurs in such scenario, the Sentinel Web interface does not launch.
- ♦ When you change the LDAP configuration in the active node, it is not synchronized to the passive nodes. Because of this, you will not be able to authenticate LDAP accounts in the passive nodes.

(BUG 956702 and BUG 954472)

**Workaround:** When you modify a configuration file, or when files are modified because of the changes you made in the Sentinel Web interface, add that file or directory for synchronization manually, by performing the following steps:

- 1 Log in as the `root` user on the active node.
- 2 Add the file or directory for synchronization, by adding the following line in the `/etc/csync2/csync2.cfg` file:

```
include <file name or directory>;
```

For example:

- ♦ Add the following line if you have changed the communication protocol to SSL in the `/etc/opt/novell/sentinel/config/databasePlatforms.xml` file:  
  
`include /etc/opt/novell/sentinel/config/databasePlatforms.xml;`
  - ♦ Add the following line if you want to synchronize passive nodes to FIPS mode:  
  
`include /etc/opt/novell/sentinel/config/nonfips_backup;`
  - ♦ Add the following line if you have updated the LDAP configuration:  
  
`include /etc/opt/novell/sentinel/config/auth.login;`
- 3 Start the synchronization manually by running the following command:

```
csync2 -x -v
```

This will synchronize the updates onto all the passive nodes.



## 5.4 Cannot Receive Events from Sentinel UNIX Agent 7.4 After Upgrading Sentinel to Version 7.3.1 and Later

**Issue:** The security vulnerability fixes included in Sentinel 7.3.1 involved changes to the communication mechanism for a secured connection. These changes are not compatible with Sentinel UNIX Agent 7.4. Therefore, Sentinel cannot receive events from Sentinel UNIX Agent 7.4. (BUG 953990)

**Workaround:** There is no workaround at this time. This issue will be resolved when a compatible version of Sentinel UNIX Agent is made available.

## 5.5 Error When Configuring the NFS Storage After Upgrading Sentinel Appliance to Version 7.3.1 and Later

**Issue:** Sentinel displays an error when you try to configure NFS as secondary storage location after you Sentinel appliance to version 7.3.1 and later. (BUG 934851)

**Workaround:** After upgrading the Sentinel appliance, restart the SLES operating system using the following command:

```
init 6
```

## 5.6 Exception in the Sentinel Server Log When You Upgrade Sentinel Versions Prior to 7.3.1 to Versions 7.3.1 and Later

**Issue:** When you upgrade Sentinel from version 7.3 to version 7.3.1 and start the Sentinel server, you might see the following exception in the server log:

```
Invalid length of data object .....  
(BUG 933640)
```

**Workaround:** Ignore the exception. There is no impact to Sentinel performance because of this exception.

## 5.7 Cannot Receive Events from Secure Configuration Manager After Upgrading Sentinel to Version 7.3.1 and Later

**Issue:** Sentinel uses the Diffie-Hellman protocol to communicate with Secure Configuration Manager. As part of fixing the Logjam vulnerability, the certificate key size for the Diffie-Hellman protocol in Sentinel has been increased to 2048. However, Secure Configuration Manager uses the default certificate key size; that is, 1024. Because of this mismatch, Secure Configuration Manager can no longer communicate with Sentinel. (BUG 935987)

**Workaround:** Until a fix is available from Secure Configuration Manager, you can perform the following steps:

---

**WARNING:** Performing this workaround overrides the fix for the Logjam vulnerability specified in “[Security Vulnerability Fixes](#)” in the [Sentinel 7.3.1 Release Notes](#).

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- 1 Log in as the `novell` user and open the `/etc/opt/novell/sentinel/config/configuration.properties` file.
- 2 Comment out the following line following line by prefixing `#`:

`jdk.tls.ephemeralDHKeySize=2048`

3 Restart Sentinel.

## 5.8 Cannot View Alerts with IPv6 Data in Alert Views

**Issue:** Sentinel alert views and alert dashboards do not display alerts that have IPv6 addresses in IP address fields. (BUG 924874)

**Workaround:** To view alerts with IPv6 addresses in Sentinel, perform the steps mentioned in [NetIQ Knowledgebase Article 7016555](#).

## 5.9 Bar Mitzvah Security Vulnerability in Sentinel Link Connector

**Issue:** The Bar Mitzvah security vulnerability exists in Sentinel Link Connector. Sentinel Link Connector uses the RC4 algorithm in SSL and TLS protocols, which might allow plaintext recovery attacks against the initial bytes of a stream. For more information, see [CVE-2015-2808](#). (BUG 933741)

**Workaround:** The Sentinel Link Connector version 2011.1r4 and later resolve this issue. Until it is officially released on the [Sentinel Plug-ins website](#), you can download the Connector from the [Previews](#) section.

## 5.10 The Agent Manager Connector Does Not Set the Connection Mode Property in Events If the Associated Collector Supports Multiple Connection Modes

**Issue:** The Agent Manager Connector version 2011.1r3 does not set the `CONNECTION_MODE` property in the events if the Collector parsing the events supports multiple connection modes. (BUG 880564)

**Workaround:** The Agent Manager Connector version 2011.1r5 and later resolve this issue. Until it is officially released on the [Sentinel Plug-ins website](#), you can download the Connector from the [Previews](#) section.

## 5.11 Sentinel Agent Manager Does Not Consider the RawDataTapFileSize Configuration

**Issue:** Sentinel Agent Manager ignores the value specified in `RawDataTapFileSize` attribute in the `SMServiceHost.exe.config` file for the raw data file size configuration, and stops writing to the raw data file when the file size reaches 10 MB. (BUG 867954)

**Workaround:** Manually copy the content of the raw data file into another file and clear it when the file size reaches 10 MB, so that Sentinel Agent Manager can write new data into it.

## 5.12 Tips Table Search Does Not Return the Complete List of Alert Fields in Upgraded Sentinel Installations

**Issue:** In upgraded installations of Sentinel, when you search for alert attributes in the Tips table in the Web interface, the search does not return the complete list of alert fields. However, alert fields display correctly in the Tips table if you clear the search. (BUG 914755)

**Workaround:** There is no workaround at this time.

## 5.13 Data Synchronization Fails While Synchronizing IPv6 Addresses in Human Readable Format

**Issue:** Data synchronization fails when you try to synchronize IPv6 address fields in a human readable format to external databases. For information about configuring Sentinel to populate the IP address fields in human readable dot notation format, see [“Creating a Data Synchronization Policy”](#) in the [NetIQ Sentinel Administration Guide](#). (BUG 913014)

**Workaround:** To fix this issue, manually change the maximum size of the IP address fields to at least 46 characters in the target database, and re-synchronize the database.

## 5.14 Event Search Does Not Respond if You Do Not Have Any Event Viewing Permissions

**Issue:** If run an event search when your role's security filter is blank and your role does not have event viewing permissions, the search does not complete. The search does not display any error message about the invalid event viewing permissions. (BUG 908666)

**Workaround:** Update the role with one of the following options:

- 1 Specify a criteria in the **Only events matching the criteria** field. If users in the role should not see any events, you can enter **NOT sev:[0 TO 5]**.
- 2 Select **View system events**.
- 3 Select **View all event data (including raw data and NetFlow data)**.

## 5.15 The Event fields Panel is Missing in the Schedule Page When Editing Some Saved Searches

**Issue:** When editing a saved search upgraded from Sentinel 7.2 to a later version, the **Event fields** panel, used to specify output fields in the search report CSV, is missing in the schedule page. (BUG 900293)

**Workaround:** After upgrading Sentinel, recreate and reschedule the search to view the **Event fields** panel in the schedule page.

## 5.16 Sentinel Does Not Return Any Correlated Events When You Search for Events for the Deployed Rule with the Default Fire Count Search

**Issue:** Sentinel does not return any correlated events when you search for all correlated events that were generated after the rule was deployed or enabled, by clicking the icon next to **Fire count** in the **Activity statistics** panel in the Correlation Summary page for the rule. (BUG 912820)

**Workaround:** Change the value in the **From** field in the Event Search page to a time earlier than the populated time in the field and click **Search** again.

## 5.17 New Incoming Alerts Incorrectly Appear to be Selected When You Modify Existing Alerts

**Issue:** When you click **Select All** in alerts views to select alerts, deselect few alerts, and modify them, new incoming alerts are also selected in the refreshed alert views. This results in wrong count of alerts selected for modification, and also it appears as if you are modifying new incoming alerts too. However, only the originally selected alerts are modified. (BUG 904830)

**Workaround:** No new alerts will appear in the alert view if you create the alert view with a custom time range.

## 5.18 Loading Historical Security Intelligence Data Takes a Long Time

**Issue:** Historical Security Intelligence (SI) data takes a long time to load in Sentinel systems that have a high Events Per Second (EPS) load. (BUG 908599)

**Workaround:** If you are creating a security intelligence dashboard with historical data, plan to deploy the dashboard when the load on your system is lower, if possible. There is no other workaround at this time.

## 5.19 Security Intelligence Dashboard Displays Invalid Baseline Duration When Regenerating a Baseline

**Issue:** During Security Intelligence baseline regeneration, the start and finish dates for the baseline are incorrect and display 1/1/1970. (BUG 912009)

**Workaround:** The correct dates are updated after the baseline regeneration is complete.

## 5.20 Sentinel Server Shuts Down When Running a Search If There Are Large Number of Events in a Single Partition

**Issue:** Sentinel server shuts down when you run a search if there are a large number of events indexed in a single partition. (BUG 913599)

**Workaround:** Create retention policies in such a way that there are at least two partitions open in a day. Having more than one partition open helps reduce the number of events indexed in partitions.

You can create retention policies that filter events based on the `estzhour` field, which tracks the hour of the day. Therefore, you can create one retention policy with `estzhour: [0 TO 11]` as the filter and another retention policy with `estzhour: [12 TO 23]` as the filter.

For more information, see “[Configuring Data Retention Policies](#)” in the *NetIQ Sentinel Administration Guide*.

## 5.21 Error While Using the `report_dev_setup.sh` Script to Configure Sentinel Ports for Firewall Exceptions on Upgraded Sentinel Appliance Installations

**Issue:** Sentinel displays an error when you use the `report_dev_setup.sh` script to configure Sentinel ports for firewall exceptions. (BUG 914874)

**Workaround:** Configure Sentinel ports for firewall exceptions through the following steps:

- 1 Open the `/etc/sysconfig/SuSEfirewall12` file.

- 2 Change the following line:

```
FW_SERVICES_EXT_TCP=" 443 8443 4984 22 61616 10013 289 1289 1468 1443
40000:41000 1290 1099 2000 1024 1590"
```

to

```
FW_SERVICES_EXT_TCP=" 443 8443 4984 22 61616 10013 289 1289 1468 1443
40000:41000 1290 1099 2000 1024 1590 5432"
```

3 Restart Sentinel.

## 5.22 Sentinel Generic Collector Performance Degrades When Generic Hostname Resolution Service Collector is Enabled

**Issue:** Sentinel Generic Collector performance degrades when Generic Hostname Resolution Service Collector is enabled on Microsoft Active Directory and Windows Collector. EPS decreases by 50% when remote Collector Managers send events. (BUG 906715)

**Workaround:** There is no workaround at this time.

## 5.23 Sentinel Cannot Access Security Intelligence, Netflow, and Alert Data in FIPS 140-2 Mode

**Issue:** When you install Sentinel in FIPS 140-2 mode, connector to Security Intelligence database fails to start, and Sentinel cannot access Security Intelligence, Netflow, and alert data. (BUG 915241)

**Workaround:** Restart Sentinel after installing and configuring in FIPS 140-2 mode.

## 5.24 Security Intelligence Database and Alert Dashboard Occasionally Do Not Work in Upgraded Custom Installations of FIPS 140-2 Enabled Sentinel

**Issue:** When you upgrade Sentinel from a custom installation of Sentinel that was installed by a non-root user and was configured in FIPS 140-2 mode, Security Intelligence database and Alert Dashboard occasionally do not start. (BUG 916285)

**Workaround:** Perform the following steps:

- 1 Go to `<custom installation directory>/opt/novell/sentinel/bin` to know the Sentinel Indexing Service.

- 2 Run the following command:

```
./si_db.sh status
```

Verify whether the following output displayed:

```
Connection between alert store and indexing service is running.
Security Intelligence database is running.
Indexing service is running.
```

If any of the above mentioned three services are not running, perform the following steps.

- 3 Run the following command to stop Sentinel:

```
rcsentinel stop
```

- 4 Log in to the Sentinel server as the `novell` user.

- 5 Run the following command:

```
<custom installation directory>/opt/novell/sentinel/bin/si_db.sh startnoauth
```

- 6 Run the following commands to add `dbauser` and `appuser` users:

```
cd <custom installation directory>/opt/novell/sentinel/3rdparty/mongodb/bin
./mongo
```

```
use admin
db.addUser ("dbauser", "novell")
use analytics
db.addUser ("appuser", "novell")
exit
```

**7 Stop the MongoDB database:**

```
<custom installation directory>/opt/novell/sentinel/bin/si_db.sh stop
```

**8 Perform the following steps to add encrypted password fields:**

**8a Run the following command to get the encrypted password for the novell user:**

```
<custom installation directory>/opt/novell/sentinel/bin/encryptpwd -e
novell
```

Encrypted password is displayed. For example:

```
bVWOzu6okMmMCkgM0aHeQ==
```

**8b In the configuration.properties file, update the baselining.sidb.password and baselining.sidb.dbpassword properties with the encrypted password. for example:**

```
baselining.sidb.password=9bVWOzu6okMmMCkgM0aHeQ==
```

```
baselining.sidb.dbpassword=9bVWOzu6okMmMCkgM0aHeQ==
```

**9 Exit from the novell user account and start Sentinel as the root user using the following command:**

```
rcsentinel start
```

---

**NOTE:** Run the `configure.sh` script to reset the password whenever needed. For more information about running the `configure.sh` script, see [“Modifying the Configuration after Installation”](#) in the *NetIQ Sentinel Installation and Configuration Guide*.

---

## 5.25 Sentinel Does Not Configure the Sentinel Appliance Network Interface By Default

**Issue:** When installing Sentinel Appliance, the network interface is not configured by default. (BUG 867013)

**Workaround:** To configure the network Interface:

- 1 In the Network Configuration page, click **Network Interfaces**.
- 2 Select the network interface and click **Edit**.
- 3 Select **Dynamic Address** and then select either **DHCP** or **Static assigned IP Address**.
- 4 Click **Next** and then **OK**.

## 5.26 The Web Browser Displays an Error When Exporting Search Results in Sentinel

**Issue:** When exporting search results in Sentinel, the Web browser might display an error if you modify the operating system language settings. (BUG 834874)

**Workaround:** To export search results properly, perform either of the following:

- ♦ While exporting the search results, remove any special characters (outside the ASCII characters) from the export filename.
- ♦ Enable UTF-8 in the operating system language settings, restart the machine, and then restart the Sentinel server.

## 5.27 Sentinel Services Might Not Start Automatically After the Installation

**Issue:** On systems with more than 2 TB disk space, Sentinel might not start automatically after the installation. (BUG 846296)

**Workaround:** As a one-time activity, start the Sentinel services manually by specifying the following command:

```
rcsentinel start
```

## 5.28 Cannot Enable Kerberos Authentication in Sentinel Appliance Installations

**Issue:** In Sentinel appliance installations, if you configure Kerberos authentication in the Kerberos module, the console displays a confirmation message that the Kerberos client configuration was successful. When you view the Kerberos module again, however, the [Enable Kerberos Authentication](#) option is deselected. (BUG 843623)

**Workaround:** There is no workaround at this time.

## 5.29 Unable to View More Than One Report Result at a Time

**Issue:** While you wait for one report result PDF to open, particularly report results of 1 million events, if you click another report result PDF to view, the report result is not displayed. (BUG 804683)

**Workaround:** Click the second report result PDF again to view the report result.

## 5.30 Agent Manager Requires SQL Authentication When FIPS 140-2 Mode is Enabled

**Issue:** When FIPS 140-2 mode is enabled in your Sentinel environment, using Windows authentication for Agent Manager causes synchronization with the Agent Manager database to fail. (BUG 814452)

**Workaround:** Use SQL authentication for Agent Manager when FIPS 140-2 mode is enabled in your Sentinel environment.

## 5.31 Sentinel High Availability Installation in FIPS 140-2 Mode Displays an Error

**Issue:** If FIPS 140-2 mode is enabled, the Sentinel High Availability installation displays the following error:

Sentinel server configuration.properties file is not correct. Check the configuration file and then run the convert\_to\_fips.sh script again to enable FIPS mode in Sentinel server.

However, the installation completes successfully. (BUG 817828)

**Workaround:** There is no fix or workaround available at this time. Although the installer displays the error, the Sentinel High Availability configuration works successfully in FIPS 140-2 mode.

## 5.32 Sentinel High Availability Installation in Non-FIPS 140-2 Mode Displays an Error

**Issue:** The Sentinel High Availability installation in non-FIPS 140-2 mode completes successfully but displays the following error twice:

```
/opt/novell/sentinel/setup/configure.sh: line 1045: [: too many arguments
```

(BUG 810764)

**Workaround:** There is no fix or workaround available at this time. Although the installer displays the error, the Sentinel High Availability configuration works successfully in non-FIPS 140-2 mode.

## 5.33 Appliance Update From Versions Prior to Sentinel 7.2 Fails in WebYaST

**Issue:** Appliance update from versions prior to Sentinel 7.2 fails because the vendor for the update packages has changed from Novell to NetIQ. (BUG 780969)

**Workaround:** Use the zypper command to upgrade the appliance. For more information, see [“Upgrading the Appliance by Using zypper”](#) in the *NetIQ Sentinel Installation and Configuration Guide*.

## 5.34 Error While Installing Correlation Rules

**Issue:** Solution Manager does not install correlation rules when a correlation rule with an identical name already exists on the system. A NullPointerException error is logged in the console. (BUG 713962)

**Workaround:** Ensure that all correlation rules have a unique name.

## 5.35 Sentinel Link Action Displays Incorrect Message

**Issue:** When you execute a Sentinel Link action from the Web interface Sentinel displays a success message even though the Sentinel Link Connector integrator test failed from the Sentinel Control Center. (BUG 710305)

**Workaround:** There is no workaround at this time.

## 5.36 Dashboard and Anomaly Definitions with Identical Names

**Issue:** When a Security Intelligence dashboard and an anomaly definition have identical names, the dashboard link is disabled on the Anomaly Details page. (BUG 715986)

**Workaround:** Ensure you use unique names when creating dashboards and anomaly definitions.



## 5.37 Active Search Jobs Duration and Accessed Columns Inaccuracies

**Issue:** The Sentinel Web interface displays negative numbers in the Active Search Job Duration and Accessed columns when the Sentinel Web interface computer clock is behind the Sentinel server clock. For example, the Duration and Accessed columns display negative numbers when the Sentinel Web interface clock is set to 1:30 PM and the Sentinel server clock is set to 2:30 PM. (BUG 719875)

**Workaround:** Ensure the time on the computer you use to access the Sentinel Web interface is the same as or later than the time on the Sentinel server computer.

## 5.38 IssueSAMLToken Audit Event Displays Incorrect Information in the Security Intelligence Dashboard

**Issue:** When you log in to the security dashboard and perform a search for `IssueSAMLToken` audit event, the `IssueSAMLToken` audit event displays incorrect hostname (InitiatorUserName) or (IP address) SourceIP. (BUG 870609)

**Workaround:** There is no workaround at this time.

## 5.39 Sentinel Agent Manager Does Not Capture the Windows Insertion String Fields With Null Values

**Issue:** While collecting event data, Sentinel Agent Manager does not capture the Windows Insertion String fields with null values. (BUG 838825)

**Workaround:** There is no workaround at this time.

# 6 Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email [Documentation-Feedback@netiq.com](mailto:Documentation-Feedback@netiq.com). We value your input and look forward to hearing from you.

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