

Novell Sentinel 6.1 Readme

Released July 31, 2008

The information in this file pertains to Novell[®] Sentinel[™] 6.1, which provides a real-time, holistic view of security and compliance activities, while helping customers monitor, report, and respond automatically to network events across the enterprise.

This release is a full installer, designed to work on a system without any existing Sentinel components. A patch installer will soon be released to upgrade from Sentinel 6.x to 6.1.

The following sources provide information about Novell Sentinel 6.1:

- Installation Guide (<http://www.novell.com/documentation/sentinel61>)
- Sentinel 6.1 documentation (<http://www.novell.com/documentation/sentinel61>)
- Developer documentation on the Novell Developer Community Web site: (http://developer.novell.com/wiki/index.php?title=Develop_to_Sentinel)
- Documentation for Sentinel plugins (<http://support.novell.com/products/sentinel/sentinel61.html>)

What's New in Sentinel 6.1

Sentinel 6.1 leverages the Novell industry leading expertise in Identity Management to create the first identity-enabled security monitoring platform. Detailed user information from an Identity Management system is integrated into Sentinel. As part of this integration, all the accounts that belong to a single user are tied together, providing visibility into the activity of a single user across multiple systems. Major enhancements to the Sentinel correlation action framework, data collection interface, and trouble ticketing system provide improved extensibility and tailor Sentinel to the specific needs of an organization.

Identity Framework

Sentinel includes the ability to correlate and report at the user identity level, across multiple accounts held by that user. Identity information is loaded into the Sentinel database, inserted into incoming events, and available for lookup from the Sentinel Control Center interface.

Identity Browser

If identity information is populated into the Sentinel database, the Identity Browser provides the ability to look up any identity and view information about accounts held by that identity and recent actions taken by that user (such as the last 10 authentications). This information can be accessed by searching for a particular user or by right-clicking an event.



Identity Enhanced Reporting

Sentinel reports have been enhanced to take advantage of user identity information when it's available through integration with an identity management system. For example, the report below shows that Joseph Taylor logged in as Mike and failed to change the password for Robert Williams' user8 account. Robert Williams is in the Operations department and has workforce ID#48975. Associating an account to a user and user details is a new feature.



Enhanced Integration with Novell Identity Manager

Identity integration with Novell Identity Manager is provided by the Integration Pack for Novell Compliance Management Platform. Some of the pieces of this optional package include a Novell Identity Manager driver and the Sentinel Identity Vault Collector that work together to synchronize identity information from the Identity Manager Identity Vault to the Sentinel Database. The package also includes a Sentinel Solution Pack with identity-enabled reports and correlation rules.

Using Integrators for Remediation

Integrators provide connectivity to external systems to execute an action that is initiated by a triggered correlation rule or by the selection of a right-click menu option in the Sentinel Control Center. The following integrators are preloaded in the Sentinel system:

- **SOAP Integrator:** used to initiate action using calls to a SOAP server
- **LDAP Integrator:** used to set or change attributes in an LDAP directory
- **SMTP Integrator:** used for all mail messages initiated by Sentinel

Consolidation of Mail Framework

All mail messages generated by Sentinel are now implemented by using the SMTP Integrator. Examples of these mail messages include:

- Right-click *Email* menu action
- *Email Incident* action
- *Mail* steps in iTRAC templates
- Advisor download success and error notifications

The SMTP Integrator must be configured in the Sentinel Control Center before e-mail messages can be sent.

Remedy Integration

Integration with BMC Remedy Service Management* has been updated and re-architected for Remedy 7.0.01. This optional integration includes an Integrator to make the connection to Remedy and an Action to create a service ticket from a set of events or a Sentinel incident.

JavaScript Collectors

Collectors can be written in the industry-standard JavaScript* language in addition to the proprietary (legacy) Novell collector scripting language. Collector Managers run both types of collectors simultaneously. The Sentinel 6.1 release includes an SDK for writing JavaScript collectors.

JavaScript Collectors provides richer data manipulation functionality, efficiency, and the ability to process double-byte/Unicode* data.

Action Framework Changes

Event Menu Actions and Correlation Actions have been moved to the *Tools* menu. These actions can now be written in JavaScript and treated as plugins, simplifying management. The JavaScript option replaces the existing *Execute Command* option, which is now only available in the context of existing *Execute Command* actions.

Naming and Taxonomy Changes to Conform with XDAS

Sentinel uses a hierarchical event taxonomy to categorize and classify events from a wide variety of event sources. This feature simplifies analysis, correlation, and reporting on distributed events by ensuring that common activities are expressed consistently regardless of which platform they came from.

With Sentinel 6.1, the legacy taxonomy is aligned with an emerging open standard called XDAS. XDAS is a standard maintained by The Open Group (<http://www.opengroup.org/>). For example, the following terminology has been updated:

- Source is now Initiator
- Destination is now Target

- Sensor is now Observer

Many parts of the Sentinel user interface have been updated to align with the XDAS taxonomy. For example:

- Column names in the Active Views and other event tables
- Menu options such as *Show more events to this target*
- Event field labels in Event Configuration on the *Admin* tab
- Event field labels in the Correlation Wizard and in filter configuration

Database Extensions

New tables have been added for Account, Identity, and Trust information. (The Trust tables are reserved for future expansion.) Additional fields have been added to the database for custom and reserved information.

Preloaded Plugins

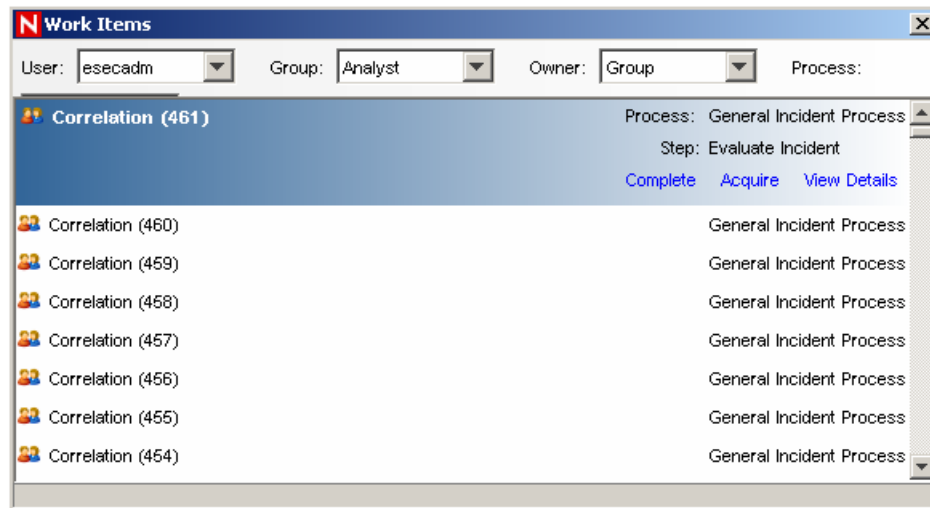
Sentinel 6.1 automatically installs the following plugins:

- General and General JS (JavaScript) data generation Collectors (for demos)
- Database Connector to retrieve events from a database using the JDBC protocol
- File Connector to retrieve events from a file
- Process Connector to retrieve events by running a user-defined process
- LDAP, SMTP, and SOAP Integrators, as described above

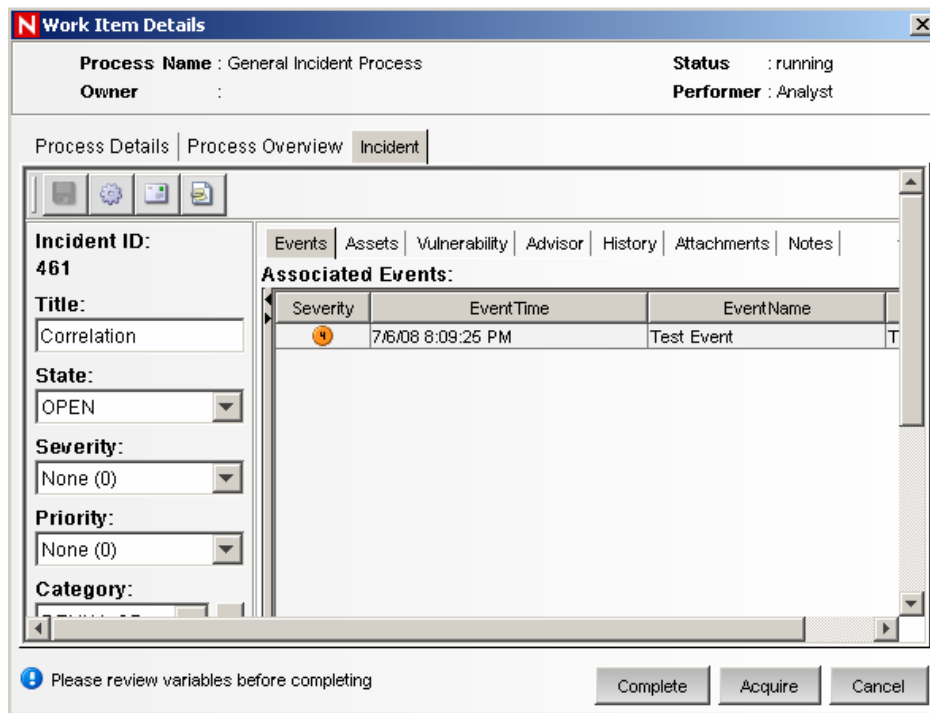
New or updated plugins can be downloaded from <http://support.novell.com/products/sentinel/sentinel61>.

Worklist and Work Item Usability Enhancements

The incident ID now appears in the worklist to distinguish between different processes using the same iTRAC template. Since incident IDs are sequential, this makes it easier to determine which incidents are oldest.



When the user clicks *View Details*, the following window displays:



The *Incident* tab gives the user immediate access to the details of the Incident, including the ability to add notes and attachments. Therefore the Comments and Attachments buttons in the previous version have been removed.

Platform Support Changes

Sentinel 6.1 adds support for Microsoft Windows 2008 for all Sentinel components. In addition, the client components are also now supported on SuSE Linux Enterprise Desktop 10 and Microsoft Vista. The following platforms are no longer supported: Oracle 9i, SQL Server 2000, Solaris 9, SuSE Linux Enterprise Server 9, and Red Hat Enterprise Linux 3.

Sentinel has also been tested with the beta version of Microsoft SQL Server 2008 CTP February 2008 (64-bit). There were no known issues at the time of publication, but any changes to the database before it is officially released may have an impact on Sentinel operations.

Installation

The full installation instructions are available in the Installation Guide located at: <http://www.novell.com/documentation/sentinel61>.

Defects Resolved in this Release

DAT-348 – FIXED. The Sentinel database statistics now properly compute the total tablespace sizes for fixed-growth and auto-growing datafiles.

SEN-4617 – FIXED. (Original: On UNIX only, only the Sentinel Administrative User (esecadm) is able to run the Sentinel Control Center. To enable other users to run the Sentinel Control Center, please see the Technical Information Document (TID) titled "On UNIX only, only the Sentinel Administrative User (esecadm) is able to run the Sentinel Control Center" (TID #3515705) on the Novell Technical Services web site.)

SEN-5843 – FIXED. After running the register_trusted_client script for a Collector Manager using a proxy connection to the Sentinel system, it is no longer necessary to restart the DAS Proxy process.

SEN-6182 – FIXED. (Original: If a running Collector Script reaches a Stop state, the child nodes of the Collector will not stop. Therefore, the Collector may be stopped, but its Connectors and Event Sources will still appear to be running in the Live View for Event Source Management. No events will be processed. The workaround is to right click on the Collector and stop it manually.)

SEN-6265 – FIXED. (Original: Stopping a Collector does not always stop its child Connector and Event Source.)

SEN-6397 – WILL NOT FIX. Formatter Name describes the format of the mail attachment; the body of the email is always in name value pair format, so this is working as intended. (Original: When setting Formatter Name to “xml” in a Send Email action in the Correlation Action Manager, the body of the email is sent in name value pair format.)

SEN-6398 – FIXED. The email attachment postfix is changed to .xml so it’s more likely to open in an appropriate viewer. (Original: When the Send Email action is triggered for a correlation rule, the email attachment appears blank because it is in XML format. The workaround is to open the file in an application that displays XML.)

SEN-6429 – FIXED. Role names are fully case-sensitive. (Original: If you create two role names in the Role Manager on the Admin tab that differ only in case (e.g., Admin and admin), user additions and deletions to one role will also impact the other role. The workaround is to ensure that all role names differ by more than just case.)

SEN-6498 – FIXED. Users without incident permissions no longer see the Create Incident option in the right-click menu.

SEN-6573 – WILL NOT FIX. Adding all attributes to the “group by” is essentially the same as having no “group by” at all, so this is an invalid use case. (Original: If all attributes are selected in the Attribute List as “group by” fields in a composite, aggregate, or sequence rule, an “invalid RuleLg” message is displayed.)

SEN-6608 – FIXED. The map GUI is automatically refreshed when a new map is added (Original: Maps added to the top level “Maps” folder in the Mapping Service GUI are not visible until a refresh occurs. The workaround is to create new maps in a subfolder.)

SEN-6698, SEN-7705, SEN-8193 – FIXED. e.all and %all% were added to Sentinel for use in Correlation and right-click menu actions. \$all\$ was also added. (Original: The correlation rule language does not support the e.all operator. Rules imported from previous versions of Sentinel that use e.all will not work.)

SEN-6884 – FIXED. When installing a Collector Manager with a proxy connection and with the installer in GUI mode, the user will not be prompted with “Accept.” (Original: The user will be prompted with three options to make the trust registration with the DAS Proxy. The user must choose “Accept Permanently” (not “Accept”) in order for the Collector Manager to work.)

SEN-7063 – FIXED. Correct permissions to run the Sentinel Control Center in Windows are now granted by the installer to the escapp user.

SEN-7274 – ENHANCEMENT. Right-click JavaScript actions now work for multiple events. Non-JavaScript events are disabled when multiple events are selected.

SEN-7299 – FIXED. Checkboxes in Event Source Management no longer require double-click to enable and disable.

SEN-7358 – FIXED. The installer option to generate a new encryption key is not displayed except when installing the Communications Server component.

SEN-7539 – FIXED. “None” option has been removed. (Original: The “None” option does not work when choosing the start or end date for an offline query. The workaround is to select a specific date.)

SEN-7598 – FIXED. Importing archived data does not use PRIMARY tablespace in MSSQL. (Original: Archived data imports into the PRIMARY MSSQL tablespace.)

SEN-7668 – FIXED. In the Solution Manager and Designer, attachments now open properly on all supported platforms, including attachments with spaces in their names.

SEN-7670 – FIXED. (Original: In the Content Palette of the Solution Designer running on Solaris, the drop-down to select report folders does not work. The workaround is to select the *Show contents of subfolders* option.)

SEN-7679 – FIXED. References to e-Security are now updated to Novell.

SEN-7704 – FIXED. The Global Filter configuration window now behaves as expected when it is closed.

SEN-7732 – FIXED. The option to disable required fields in Event Configuration has been removed.

SEN-7736 – FIXED. No duplicate events are returned during Historical Events Queries.

SEN-7764 – FIXED. The proxy_passwd_update scripts were added to manage proxy settings for Advisor.

SEN-7772 – FIXED. Stopping the Collector Manager from the Server View now works properly.

SEN-7784 – FIXED. The platform has been updated so the option to save raw data to a file now works properly.

SEN-8178 – FIXED. The results from a command are not attached to the Incident.

SEN-8207 – FIXED. The data in %ceu% is properly sent to the correlation action.

SEN-8208 – FIXED. Correlation Action data are quoted so spaces can be effective delimiters even when the data have spaces.

SEN-8458 – FIXED. When creating a Remedy Ticket from a right-click action the events are now attached to the Remedy ticket.

WIZ-1839 – WILL NOT FIX. See workaround. (Original: The ALERT command in the collector scripting language does not automatically send the ConnectorID (RV23), EventSourceID (RV24), and TrustDeviceTime fields. The workaround is to append these fields to the alert message in any Collectors that use the ALERT command or to update Collectors to use the EVENT command.)

Known Issues and Limitations in this Release

Installation Issues

SEN-5895 – Sentinel installation fails if the installer is run from a directory which contains a special character in its path. The workaround is to copy the installer directory to a directory that does not contain spaces in its path.

SEN-3394, SEN-5524 – The Sentinel Control Center and Uninstall shortcuts do not work if Sentinel is installed into a directory that contains non-ASCII characters. The workaround for Sentinel Control Center is to launch the application from %ESEC_HOME%\sentinel\console\console.exe or \$ESEC_HOME/sentinel/console/console.exe. The workaround for uninstalling is to follow the manual procedures for uninstallation in the Install Guide.

SEN-5610 – Uninstalling the Sentinel Database on SLES 10 does not remove all database files that were created during installation (*.dbf, *.ctl, *.log). The workaround is to remove these files manually using the instructions in the Installation Guide.

SEN-6041 – Sentinel cannot start the Oracle 10 database due to errors in the Oracle dbstart and dbshut scripts. The workaround is to modify the two scripts using the the instructions in the Install Guide. No modifications are necessary on SUSE Linux Enterprise Server 10.

SEN-6542 – On Oracle only, when installing DAS and the Sentinel Database, the language you run the installer in must be supported by the installed Oracle software. For example, if the Sentinel installer is run in French to install DAS and the Sentinel Database and the Oracle database is installed with English support only, there will be NLS errors in the das_query_*.log file.

SEN-6881 – If the user clicks “Back” from the Communication port prompt until the feature selection page and unchecks some components to be installed, the installer may continue to prompt for Communication ports that are not necessary. The workaround is to specify the correct ports even though they may not be used by the components currently selected to be installed. If additional components are installed later, the ports will be used at that time.

SEN-6882 – When the wrong hostname or port is entered when installing Collector Manager with it set to connect to Sentinel Server via the proxy, continuing the installation until the prompt for the "Sentinel username and password that has permissions to register the trusted client" causes errors. If you go back and edit hostname or port in the installer, the configuration.xml is not updated with the new information and the trusted client registration will not succeed. The workaround is when the installer is on the screen with the register trusted client prompt, manually edit the hostname or ports in the ESEC_HOME/config/configuration.xml file. When the register trusted client username and password are re-entered, the installer will pick up the change to the configuration.xml file and continue properly.

SEN-6885 - On Windows only, using Windows Authentication for the Sentinel Application user (esecapp), if the database and other non-DAS process are installed, the Sentinel service will be set to install as the Windows Authentication user but the necessary password will not be set. Therefore, the service will not start up. The workaround is to set the service to run as the "Local System" account using the Windows Service Manager. The service does not need to run as the Sentinel Application user (esecapp) if it is not running DAS.

SEN-6886 - On Windows only, if the DAS component is added to a machine with other Sentinel Server components already installed on it and if the Sentinel Application user (esecapp) uses Windows Authentication, after the installation of DAS completes the Sentinel Service will incorrectly still be set to run as the "Local System" user. The workaround is to manually set the Sentinel Service to run as the Sentinel Application user using the Window Service Manager.

SEN-6920 – During installation, some screens (particularly the user authentication screens) may not paint completely. The workaround is to go back and forward in the InstallShield wizard or minimize and then maximize the window to force it to redraw the wizard screen.

SEN-8098 – When installing the Collector Manager, the Select Keystore option and associated Browse button may not be displayed. The workaround is to click the Back button to go to the previous screen and then the Next button.

SEN-8375 – If a user precedes the IP address for the Communication Service with a space during installation, Sentinel components cannot connect properly. The workaround is to manually edit the configuration.xml file to remove the space.

SEN-8434 – On Linux platforms, if the esecadm user already exists, the installer does not perform all the steps it would for a new esecadm user. Specifically, it does not put the esecadm user in the “esec” group. It also does not change the home directory for the esecadm user to the directory specified in the installer. The workaround is to manually add the esecadm user to the “esec” group and use the existing home directory.

Miscellaneous Issues

DAT-213 – In SQL Server 2005 only, partitions cannot be added to the database when the current online partition is P_MAX.

DAT-280 – If the Sentinel Data Manager application is left open for an extended period of time, an error occurs: “ORA-01000: maximum open cursors exceeded.” To avoid this situation, close SDM when it is not in use.

DAT-360, DAT-364 – When data is imported and then released using Sentinel Data Manager, the imported partitions from the Events table are released. Imported partitions with correlated events and summary data are not released.

SEN-3897 – The Server View Manager will display processes that are not installed a particular machine with a state of NOT_INITIALIZED. For example, Sentinel on Windows will show the "UNIX Communication Server" process as NOT_INITIALIZED and Sentinel on UNIX will show the "Windows Communication Server" process as NOT_INITIALIZED. The processes that are displayed with a state of NOT_INITIALIZED should be ignored.

SEN-4634, SEN-4726 – Float variable assignments and comparisons are not handled properly in iTRAC workflows. The workaround is to use integer, Boolean, or string variables within workflows.

SEN-5609 – If an iTRAC activity associated with an iTRAC template is deleted, iTRAC processes attempting to use that activity will fail. The workaround is to verify that an activity is not being used before deleting it.

SEN-5931 – If a Collector reaches a Stop state in the debugger mode, the Step Into, Pause, and Stop buttons are still enabled but will not have any effect. The workaround is to close the debugger and reopen it.

SEN-6473 – In the Event Source Management Live View, when a filter condition is added to a node from a raw data tap and then the OK button is selected to save the new filter condition, the state of the node will be set back to what it was before the raw data tap was opened.

SEN-6701 – Moving or cloning a node that is related to an Event Source Server, either directly or through a parent or child, fails. The workaround is to export the node and then import it.

SEN-6895 – On Windows only, if a non-Unicode database is selected at install time, there is no enforcement of Latin characters in the GUI.

SEN-7257 – Some Collectors that were deployed in a Sentinel 5.1.3 system must be redeployed manually and may require some modifications. The Sentinel User’s Guide and the documents under the Migrating to Sentinel 6 section of the Sentinel documentation page provide helpful information. These documents may be found at <http://www.novell.com/documentation/sentinel6>.

SEN-7519 – If the Navigator or Worklist dockable frames in the Sentinel Control Center are closed and the preferences are saved when closing, the Navigator and Worklist can only be restored by forcing the Sentinel Control Center executable to ignore saved preferences. To do this, append “-nopref” (without quotes) to the console.jar entry in the control_center.sh or control_center.bat file (“console.jar -nopref”). The frames are restored when you run control_center.sh or control_center.bat from the command line. Other preferences, such as saved views, must be recreated and saved. To re-enable the use of saved preferences, remove the “-nopref” argument from the control_center file.

SEN-7522 – Changing a Collector’s status in Event Source Management while the collector debugger is running disables the debugger.

SEN-7646 – If the JavaScript correlation action debugger is run and closed abruptly (without first stopping the debugger) multiple times, the debugger may display a blank screen instead of the JavaScript code. This situation can be prevented or resolved by clicking the Stop button before attempting to rerun the script in the debugger.

SEN-7666 – In the Solution Designer running using Cygwin X Server, content cannot be added to the Solution Pack using drag and drop. The workaround is to use the *Add Selected Content* button.

SEN-7937 - In the Integrator Manager, the auto save dialog appears while navigating between integrator instances even though none of the settings have changed. The workaround is to click the Cancel button when auto save dialog appears if no changes have been made to the settings.

SEN-8096, SEN-8097 – An error will be thrown if an attempt is made to upload physical asset data for an IP/CustomerName pair when soft asset data for that pair already exists in Sentinel's database. The same occurs if an attempt is made to upload soft asset data for an IP/CustomerName pair when physical asset data for that pair already exists in Sentinel's database.

SEN-8140 – If a JavaScript action with an Integrator parameter is configured before any Integrators are configured, it is saved with an Integrator value of NULL. Later, when an Integrator is configured, that Integrator's name will appear in the Action Manager, but the Action will not function as expected. The workaround is to always configure an Integrator before configuring a JavaScript action that requires an Integrator.

SEN-8353 – If a JavaScript plugin is edited to include a new parameter and then imported into Sentinel as an update to an existing plugin, the values of pre-existing configured plugins must be reset.

SEN-8436 – If an integrator or action is imported into Sentinel using a Solution Pack and an integrator or action with the same name already exists, the results are two integrators or two actions with the same name but different IDs. The workaround is the rename one of the integrators in the Sentinel Control Center. You can compare the IDs in Solution Manager and the Integrator Manager to be certain you are renaming the intended one.

SEN-8463 – The JavaScript action debugger does not work on the context of a JavaScript action associated with a Create Incident correlation action. The workaround is add the JavaScript action alone (without the Create Incident correlation action) to a correlation rule and then debug.

SEN-8465 – The collector debugger may incorrectly display variables and values that are not actually present in the data stream. This makes it look like additional variables are getting populated.

SEN-8467- The Sentinel Data Manager hangs and does not finish opening if the total tablespace size is larger than approximately 2 TB. The workaround is to close the *Connect to database* window after the process hangs. Under these circumstances, the connection to the database is already made some SDM functionality can be used. The *Tablespaces* tab will be blank.

SEN-8474 - When a JavaScript action is run normally, the Integrators it uses are run in the Sentinel Server (DAS_Query) process. This means all remote connections made by the Integrator originate from the Sentinel Server machine. When debugging the JavaScript action, however, the Integrators are run locally in the Sentinel Control Center, which means all remote connections made by the Integrator originate from the Sentinel Control Center machine. This could result in unexpected behavior if Sentinel Server has connectivity to the remote target of the Integrator, but the Sentinel Control Center does not (or vice versa). The workaround is to run the Sentinel Control Center on the Sentinel Server machine when JavaScript actions need to be debugged.

Changes in the Sentinel Control Center may not display or refresh immediately. This has been observed in the following areas:

- SEN-4689, SEN-5698 – When a timeout or alert transition takes place in an iTRAC workflow, the work item GUI is not refreshed even though the work item progresses successfully to the next step specified by the transition in the iTRAC template. The workaround is for the user to restart the Sentinel Control Center.
- SEN-6285 – If a filter is added to the current view in the Process View Manager for iTRAC, the view is not updated immediately. The workaround is to click Refresh.
- SEN-7238 – If a user adds multiple Global Filters or Color Filters, clicks the X button, and selects “No” in the Save Changes dialog, the filters still display when the Global Filters or Color Filters is reopened. The workaround is to restart the Sentinel Control Center.

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