

# HP Operations Orchestration

For Windows and Linux operating systems

Software Version: Content Pack 10

## HP ArcSight Integration Guide

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# Chapter 1

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## Introduction

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## About the HP ArcSight Integration

This integration enables administrators to create HP Operations Orchestration (OO) flows that are integrated with ArcSight. To learn how to create OO flows, see the Studio Guide to Authoring Operations Orchestration Flows in the documentation set for the current OO release. The HP ArcSight integration uses the ArcSight ESM REST API to integrate with OO. The API is accessed through the generic **Retrieve ArcSight Information** operation, by executing HTTP GET methods according to the specifications in the HP ArcSight documentation.

## Audience

This guide is intended for system administrators who establish and maintain the implementation of integration between HP ArcSight and HP OO. This guide assumes that you have administrative access to OO, and user access to an ArcSight system.

## Prerequisites

To use this integration successfully, you should have basic knowledge of the ArcSight Enterprise Security Management (ESM), the ESM REST API used by the integration, and consuming REST Services.

## Supported Versions

Operations Orchestration Version	XenServer Version
OO Content Pack 10	6.0c

# Downloading OO Releases and Documents on HP Live Network

HP Live Network provides an Operations Orchestration Community page where you can find and download supported releases of OO and associated documents.

To download OO releases and documents, visit the following site:

<https://hpln.hp.com/>

**Note:** This site requires that you register for an HP Passport and sign-in.

To register for an HP Passport ID:

1. Go to: <http://h20229.www2.hp.com/passport-registration.html>

Or

Click the **New users - please register** link on the HP Passport login page.

2. On the HP Live Network page, click **Operations Orchestration**.
3. On the left-hand side, click **Operations Orchestration Content Packs**.
4. In the **Operations Orchestration Content Packs** box, click **Content**. The HP Passport and sign-in page appears.
5. Enter your user ID and Password to access to continue.
6. Click **HP Operations Orchestration 9.00**.
7. Search for the required HP Operations Orchestration Content Pack.

## Related Documents

To obtain ArcSight documentation, register at <https://protect724.arcsight.com> and use the created account to access ArcSight related documents. For documentation on the ESM Web Services API, consult the ESM Service Layer Developer's Guide document.

# Chapter 2

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## Getting Started

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## What You Need to Know About ArcSight Before Using the Integration

HP ArcSight Enterprise Security Manager (ESM) is the premiere security event manager that analyzes and correlates every login, logoff, file access, database query, or other event in order to support your IT team in every aspect of security event monitoring, from compliance and risk management to security intelligence and operations. The ArcSight ESM event log monitor sifts through millions of log records to find the critical events that matter, and presents them in real time via dashboards, notifications, and reports, so you can accurately prioritize security risks and compliance violations.

To gather information from an available ArcSight server, the generic **Retrieve ArcSight Information** operation can be used and adapted to address specific needs. The operation enables executing a REST HTTP GET request to the specified ArcSight server, to retrieve information in either JSON or XML format. The operation requires specifying an ArcSight <module name> (either core-service or manager-service), a <service name> (the name of the service that exposes the operation to execute), and an <operation name> (the actual operation to call).

After setting up your development environment, you will next want to know the services available for consumption. You do this by displaying the **listServices** file provided by a module. To view the **listServices** file:

Open your browser and enter the URL with the following format:

`https://<HOST>:<PORT>/www/<MODULE>/services/listServices`

For example: `https://arcSight.hp.com:8443/www/manager-service/services/listServices`

The list of services also includes the names of operations available for each service. For example, **ConnectorService** exposes the **getAgentByName** method for retrieving the details of the connector resource with the given name.



Some ArcSight operations may require passing specific parameters, as query parameters in the request URL. To identify the parameters associated to an operation, execute an HTTP OPTIONS request to the following URL:

**`https://<HOST>:<PORT>/www/<MODULE>/rest/<SERVICE>/<OPERATION>`**

For example: `https://arcSight.hp.com:8443/www/manager-service/rest/ConnectorService/getAgentByName`

The response to the above request specifies that the **getAgentByName** operation requires a parameter called **name**, besides the **authToken** parameter that is common to all operations and is handled implicitly by the generic operation. The value for the **name** parameter can be passed to the generic operation by adding an extra input with the same name. To call the **getParameterGroups** operation exposed by the same service, perform the following:

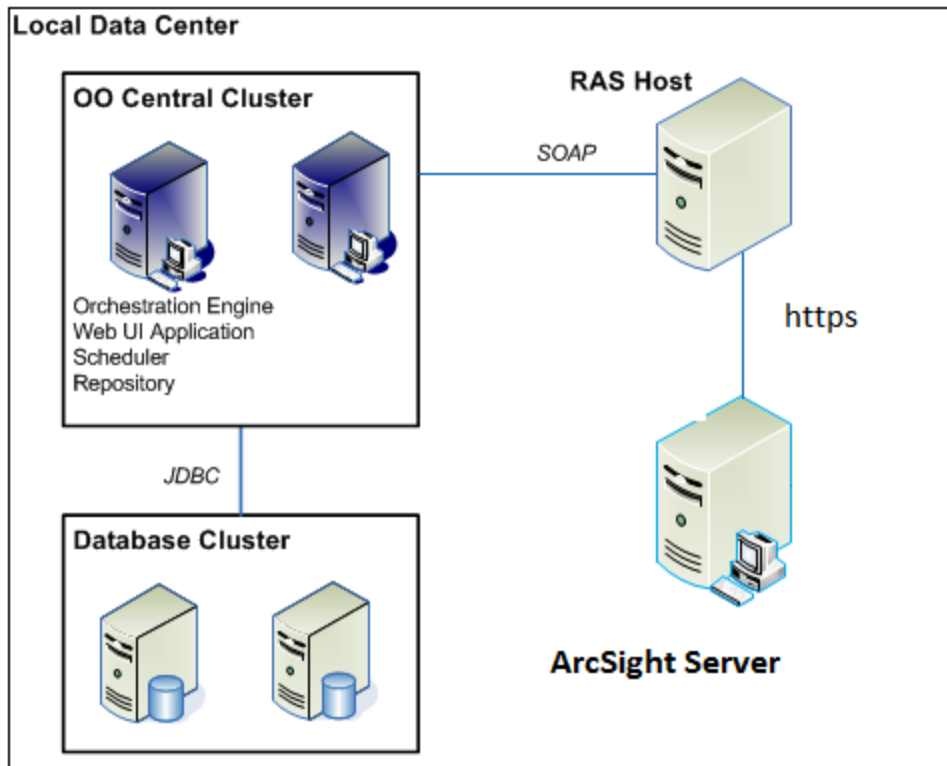
1. Identify the names of parameters required by the operation by executing an HTTP OPTIONS request to **`https://arcSight.hp.com:8443/www/manager-service/rest/ConnectorService/getParameterGroups`**
2. In the step(s) using the generic operation to execute the call, add inputs for each of the parameters specific to this operation. For the example function, add an input named **agentId** to pass the value of a connector's ID. Also add a second input, called **agentConfigIndex**, to specify the configuration's index. As explained above, no input is needed for the **authToken** parameter, as this will be obtained and passed in the operation's code.

## Use Cases

The following are the major use cases for the ArcSight integration, and the operations that you can use to implement them.

1. Samples:
  - Get Connector Commands
  - Get Connector Details
  - List Connectors
2. Retrieve ArcSight Information

## ArcSight — OO Architecture



## ArcSight Terminology

The following terms are used in the ArcSight Integration Guide.

**ESM.** ArcSight™ Enterprise Security Management (ESM) is a comprehensive software solution that combines traditional security event monitoring with network intelligence, context correlation, anomaly detection, historical analysis tools, and automated remediation. ESM is a multi-level solution that provides tools for network security analysts, system administrators, and business users.

**Module.** ESM Service Layer groups services in two service modules:

- **Core Service module.** This module provides login services (**loginService**) by returning the authentication token (**authToken**) needed to begin consuming a service. The services are designed to be stateless. You will therefore pass the authentication token every time you consume a service.
- **Manager Service module.** This module provides the ESM functionality, for example, Connector Service.

**Authentication Token.** An authentication token is the first requirement for accessing ESM Service Layer to obtain service information and then consume the services. The ArcSight-OO integration does not require the user to explicitly handle the authentication token request. This is performed

behind the scenes by the generic operation, which only requires providing ArcSight access credentials.

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**Certificates.** SSL Certificates are small data files that digitally bind a cryptographic key to an organization's details. When installed on a web server, it activates the padlock and the https protocol (over port 443), allowing secure communication between a web server and a client. Once the organization installs the SSL certificate onto its web server, secure connections can be established over https and traffic between the web server and the client will be secure.

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**Certificate Authority (CA).** An entity which issues digital certificates for use by other parties. It is an example of a trusted third party.

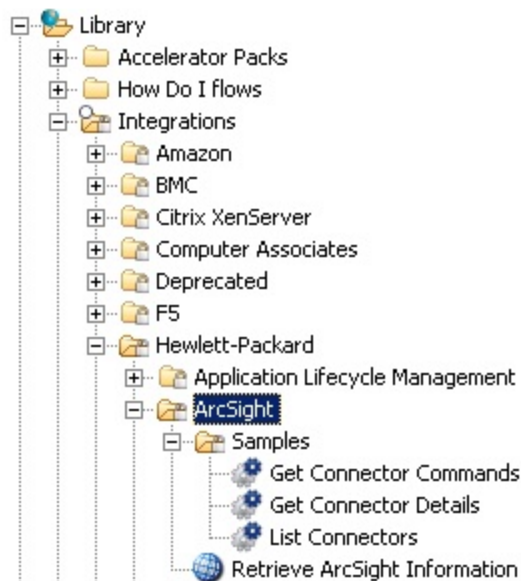
## ArcSight Interfaces You May Need to Access

When using the ArcSight - OO integration, you may need to access the following interface: ArcSight ESM REST API.

The ArcSight ESM REST API enables accessing the ESM Web Services. A client application based on the API can retrieve information associated to the existing ESM resources. Without any coding, browsers can also be used as clients to read information from ESM.

## Location of ArcSight Integration Operations and Flows in OO Studio

The ArcSight integration includes the following operations and flows in the OO Studio Library/Integrations/Hewlett-Packard/ArcSight folder.



# Chapter 3

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## Troubleshooting

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## Troubleshooting Overview

This section provides troubleshooting procedures and tools that you can use to solve problems you may encounter while using this integration. It also includes a list of the error messages you may receive while using the integration and offers descriptions and possible fixes for the errors.

## General Troubleshooting Procedures and Tools

This section describes the troubleshooting procedures and tools you can use to fix problems that you may experience while using this integration.

The most common problems you may encounter are inadequately requesting ArcSight resource information (by providing incorrect credentials, using invalid certificates, adding invalid inputs used as query parameters to compose the URL, and so on). To eliminate such causes for error, ensure that you do not experience the same behavior by making the request from a browser as client. For example, if the OO flow you are running returns a **FailureMessage** such as

```
java.io.IOException: Server returned HTTP response code: 500 for URL:
https://arcSight.hp.com:8443/www/manager-
service/rest/QueryService/findByUUID?id=%5B%2B9mApQ4BABDUca64-
xeRwg%3D%3D&authToken=XXPlOIWTLU1phnB-JAi2vt8x46UGWZp99qcOn6772bA.
```

when trying to obtain the details of a query resource having the given ID, try executing an HTTP GET from your browser to the URL returned in the **FailureMessage** output. If you receive the same error code, the resource you requested does not exist, and the behavior of the OO flow is as expected.

## Error Messages

This section lists the error messages you may receive while using this integration. Each error message includes possible causes and fixes for the error.

- `Connection refused: connect`

The connection to the provided ArcSight server could not be established, perhaps due to an invalid host or port number.

- `Connection timed out: connect`

The connection to the provided ArcSight server could not be established, perhaps due to an invalid host or port number.

- The value assigned to one of the `port` or `proxyPort` inputs is invalid. These inputs should be assigned numerical values.

The value passed to either the `port` or `proxyPort` inputs is not in the required format.

- The credentials provided are invalid.

The credentials specified when trying to access ArcSight are incorrect.

- `INPUT_NAME` is a required input. Assign a value to the service if you want this operation to succeed.

A required input was left empty or assigned a null value.

- The value assigned to the `"INPUT_NAME"` input is invalid. Assign a value from the following list if you want this operation to succeed: `ITEM1,ITEM2,....`

An input was assigned a value that is invalid.

- The inputs are assigned in an invalid manner. Assign a value to either `none`, or each of the following inputs if you want this operation to succeed: `INPUT1,INPUT2,....`

The combination of assigned inputs is invalid.

- Unable to tunnel through proxy. Proxy returns `"HTTP/1.1 407 Proxy Authentication Required"`.

A proxy that requires authentication was used, but either invalid credentials were passed, or the `proxyUsername` and `proxyPassword` inputs were left empty or assigned null values.

- `... unable to find valid certification path to requested target.`

The `trustAllCertificates` input was assigned the value `"false"` or left empty, and either no certificate was provided, or the certificate used was invalid.

# Chapter 4

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## Security

This section describes how security is handled by the ArcSight integration.

ArcSight 6.0c servers are accessed via REST over HTTPS. The user provides logon credentials for connecting to ArcSight, through the REST API, and the operation will handle the obtaining of an authentication token that must further be used when executing requests. The services that ArcSight exposes are designed to be stateless, therefore the authentication token will be passed when the operation makes a second request, to actually consume the needed service. The username and password must be defined in the ArcSight system, and represent actual users of ArcSight.

All exposed ESM services are TLS/SSL-secured. Therefore, the following inputs are available for managing the SSL certificates:

- trustAllCertificates
- keyStore
- keyStorePassword
- trustStore
- trustStorePassword

By default, weak security over SSL is disabled due to security reasons. To successfully use the ArcSight operations, either set trustAllCertificates to **true**, or import the ArcSight ESM Manager's certificate into your development/runtime environment. The certificate option was chosen during ArcSight ESM installation. It could be a temporary certificate authority (CA), a self-signed certificate, or a signed certificate from a trusted CA. Ask your ArcSight administrator about which certificate option was chosen during installation and import that certificate (either into your development JRE at **jre/lib/security/cacerts**, or to a different location).

## Chapter 5

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# OO Tools You Can Use with the ArcSight – OO Integration

Following are OO tools that you can use with the ArcSight integration:

- **RSFlowInvoke.exe and JRSFlowInvoke.jar**

RSFlowInvoke (RSFlowInvoke.exe or the Java version, JRSFlowInvoke.jar) is a command-line utility that allows you to start a flow without using Central (although the Central service must be running). RSFlowInvoke is useful when you want to start a flow from an external system, such as a monitoring application that can use a command line to start a flow.

- **Web Services Wizard (wswizard.exe)**

When you run the Web Services Wizard, you provide it with the WSDL for a given Web service. The WSDL string you provide as a pointer can be a file's location and name or a URL. The Web Services Wizard displays a list of the methods in the API of the Web service that you specify. When you run the wizard, pick the methods you want to use, and with one click for each method you have selected, the wizard creates an HP OO operation that can execute the method. This allows you to use the Web Services Wizard to create operations from your monitoring tool's API.

These tools are available in the Operations Orchestration home folder in **/Studio/tools/**.