



NetWitness® Endpoint 4.4.0.7 Release Notes



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Introduction

This document describes the enhancements and fixes included in RSA NetWitness® Endpoint 4.4.0.7. RSA recommends reading this document before installing and using RSA NetWitness Endpoint 4.4.0.7. This document contains the following sections:

- [Update Notes](#)
- [Product Documentation](#)
- [Fixed Issues](#)
- [Known Issues](#)
- [Installation](#)
- [Contacting Customer Care](#)
- [Revision History](#)

Update Notes

You cannot install version 4.4.0.7 as a new release. You must update to this version from an existing installation of the product. RSA NetWitness Endpoint 4.4.0.7 supports upgrade paths from previous versions, as follows:

- The following RSA NetWitness Endpoint releases may update directly to RSA NetWitness Endpoint 4.4.0.7:
 - RSA NetWitness Endpoint 4.4.0.4, 4.4.0.5, or 4.4.0.6
 - RSA NetWitness Endpoint 4.3.0.6
- Users on all other versions must first upgrade to a supported version before updating to 4.4.0.7.

Note: If you have configured your previous version of NetWitness Endpoint to work with OPSWAT Metascan (now called Metadefender Core) v3, once you update to NetWitness Endpoint 4.4.0.1 or later, you must download and install OPSWAT Metadefender Core v4.8.0. OPSWAT Metadefender v3 will not work with NetWitness Endpoint 4.4.0.1 or later. For directions on downloading and installing OPSWAT Metadefender Core, see the topic "Step 9: (Optional) Install Metascan" in the latest version of the *NetWitness Endpoint 4.4 Installation Guide*.

Note: For all agents communicating through the Roaming Agents Relay (RAR), you should wait until agents are communicating directly to the ConsoleServer before updating to ensure a successful update.

Product Documentation

The following documentation is provided with this release.

Document	Location
RSA NetWitness Endpoint 4.4 User Guide	https://community.rsa.com/docs/DOC-81665
RSA NetWitness Endpoint 4.4 Installation Guide	https://community.rsa.com/docs/DOC-81664

Fixed Issues

This section lists issues that were found in RSA NetWitness Endpoint 4.3.0.x or 4.4.0.x and fixed in RSA NetWitness Endpoint 4.4.0.7.

Note: The fixed issues only refer to issues fixed in this release. To check issues fixed in releases previous to 4.4.0.7, refer the respective release notes, available on [RSA Link](#).

Tracking Number	Description
ECATCE-1110	High CPU and memory usage observed on MAC ECAT agent.
ECATCE-1105	Merging cannot insert the value NULL into column 'FK_MachineModulePaths'.
ECATCE-1102	Floating code that is not assigned to any module is whitelisted with Gold Image set (bias status assignment).
ECATCE-1083	Support for Mac OS High Sierra.
ECATCE-1077	Upgrades remove active alertable IIOCs when those IIOCs are created by users.
ECATCE-1072	Unplanned reboots cause ECAT temp file corruption.
ECATCE-1029	UMA changes permissions on C:\Program Files\WindowsApps directory.
ECATCE-1016	A customer wants a function to delete agents which are under containment.
ECAT-8914	Blocking hash and cloud relay commands are inserted unnecessarily when Global Parameters or Group Settings are saved.
ECAT-8913	Blocking hash commands should be queued for unknown machines only when global Blocking System is enabled and only for machines in groups which have Blocking System enabled.
ECAT-8912	Additional blocking hash commands are inserted for each agent even when there is already a pending blocking hash command.
ECAT-8910	The automatic blocking hash command generation interval is too low (15 minutes).
ECAT-8907	Agent fails to go into RAR mode because cloud server name retrieved by agent from console server is missing ("https://:443").

Tracking Number	Description
ECAT-8906	RAR default certificates are using 1024 bit key length rather than 2048 bit key.
ECAT-8905	The 'username' field is missing in a 'Machine' category inside meta forwarded from 4.4 agent .
ECAT-8904	SQL Exception when a weekly scan schedule is selected.
ECAT-8898	Data Validation for Integer data type column - Module status column - causes an exception error.

Known Issues

This section describes issues that remain unresolved in this release. Wherever a workaround or fix is available, it is noted or referenced in detail.

Tracking Number: ECATCE-1026

Problem: In the Machines view, the user interface for the Machine list is out of sync with Machines table.

Workaround: Click **Shift-F5** to clear the Machines list and to reload it from the database.

Tracking Number: ECATCE-822

Problem: When doing a fresh install of NetWitness Endpoint 4.3.0.5 or later, if the "sa" sysadmin account was previously removed from the MSSQL database, a database error occurs.

Workaround: Enable or recreate the "sa" sysadmin account for the MSSQL database and repeat the NetWitness Endpoint installation process.

Tracking Number: ECATCE-763

Problem: In the Modules view, when a user right-clicks a column header and selects Column Chooser, if the user expands the Reputation category in the Customization dialog, the user is unable to scroll to the last item, which is Yara Scan result.

Workaround: In the UI, use the search area to find "Yara scan result."

Tracking Number: ECATCE-624

Problem: RSA NetWitness® Endpoint 4.1.2.0 may fail to download the KernelData.csv file from the liveecat.rsa.com site, even though the ECAT Server is able to access the internet. The reason for this is that RSA NetWitness® Endpoint 4.1.2.0 uses .NET 4.5, which by default does not support TLS 1.1+. (Beginning with release 4.2.0.0, RSA NetWitness® Endpoint uses .NET 4.6, which does support TLS 1.1+.) More information may be found here:

<https://blogs.msdn.microsoft.com/dotnet/2016/08/02/announcing-net-framework-4-6-2/>.

Workaround: You can enable TLS 1.1+ in .NET 4.5 via registry key by setting the SchUseStrongCrypto value as described here: [https://technet.microsoft.com/en-us/library/mt791311\(v=office.16\).aspx](https://technet.microsoft.com/en-us/library/mt791311(v=office.16).aspx).

Tracking Number: ECAT-8741

Problem: If a user applies a filter to the Machine View, changes the column order, then closes and restarts the NetWitness Endpoint UI, the Machine View display is blank and the following error message is displayed: "Error occurred during processing server request (The binary operator Equal is not defined for the...)." This occurs because the grid view layout for the Machine view, including the column order and filter, is saved to disk when column order is changed by the user. When the UI is restarted, the previous filter and the previous column order are both reapplied.

Workaround: To prevent this issue, user should avoid applying filters to the Machine View when also making any column modifications, such as reordering or adding or removing. To recover from this issue, the user should remove the applied filter and do some reordering of columns, which will overwrite the previously saved filter on disk. The user can then continue to work as usual.

Tracking Number: ECAT-8349

Problem: In the Machine and Module views, the row count shows as "0" for a group even though the group has rows.

Workaround: The user can expand each group to update the group count data.

Tracking Number: ECAT-8301

Problem: If a NetWitness Endpoint user has subscribed to RSA Live feeds, when that user upgrades to a newer version, all the subscribed feeds get cleared.

Workaround: After upgrading NetWitness Endpoint, in the NetWitness Endpoint UI, navigate to **Configure > External Components Configuration**. On the External Components Configuration dialog, select to edit the RSA Live configuration. On the RSA Live dialog, click **Select All** and then click **Save**.

Tracking Number: ECAT-7884

Problem: If you decommission a server with an agent under containment, the agent will be moved to the Primary server. However, after this point, the agent will be self-contained, because it does not have the Primary server IP in the exclusion list.

Workaround: You must manually reinstall a new agent on the machine.

Tracking Number: ECAT-7545

Problem: Mac IIOC alertable value set to False after upgrade of ConsoleServer.

Workaround: Manually change Mac IIOC alertable values to True after the upgrade.

Tracking Number: ECAT-7263

Problem: Updating of agents while in Roaming Agents Relay (RAR) mode is not supported.

Workaround: Update agent only when agent is communicating directly to the ConsoleServer.

Tracking Number: ECAT-7213/ECAT-7214

Problem: The Delete from Quarantine function was not working correctly and was removed from the RSA NetWitness Endpoint UI.

Workaround: Do not use any quarantine features.

Installation

You cannot install version 4.4.0.7 as a new release. You must update to this version from an existing installation of the product. RSA NetWitness® Endpoint 4.4.0.7 supports upgrade paths from previous versions, as follows:

- The following RSA NetWitness Endpoint releases may update directly to RSA NetWitness Endpoint 4.4.0.7:
 - RSA NetWitness Endpoint 4.4.0.4, 4.4.0.5, or 4.4.0.6
 - RSA NetWitness Endpoint 4.3.0.6
- Users on all other versions must first upgrade to a supported version before updating to 4.4.0.7.

Note: If you have modified the `metakeysconfiguration.xml` file (default location: `C:\Program Files\RSA\ECAT\Server`), you must make a backup copy of this file before updating to a later version of NetWitness Endpoint 4.4. After the update is complete, you will need to manually restore the mappings from the backup configuration file.

Note: It is considered a best practice for RSA NetWitness Endpoint agents to be updated to the installed version. If merge issues are encountered, agents need to be updated to RSA NetWitness Endpoint 4.4.0.7.

Note: NetWitness Endpoint agents can upgrade from any lower version to a higher version of NetWitness Endpoint, as long as the NetWitness Endpoint Console Server version is either higher than or equal to the agent version.

Note: If you have configured your previous version of NetWitness Endpoint to work with OPSWAT Metascan (now called Metadefender Core) v3, once you update to NetWitness Endpoint 4.4.0.1 or later, you must download and install OPSWAT Metadefender Core v4.8.0. OPSWAT Metadefender v3 will not work with NetWitness Endpoint 4.4.0.1 or later. For directions on downloading and installing OPSWAT Metadefender Core, see the topic "Step 9: (Optional) Install Metascan" in the latest version of the *NetWitness Endpoint 4.4 Installation Guide*.

Note: For all agents communicating through RAR, you should wait until agents are communicating directly to the ConsoleServer before updating to ensure a successful update.

Note: The installation directory for Linux agents changed with release 4.3.0.4. The new installation directory for Linux agents 4.3.0.4 and higher is: `/opt/rsa/nwe-agent`. Additionally, the agent binary is located in `/opt/rsa/nwe-agent/bin`. The certificate and configuration files are located in `/opt/rsa/nwe-agent/config`. The service name has also changed from `ecat-agent` to `nwe-agent`. To stop or start the agent, you need to execute the service `nwe-agent stop` or `service nwe-agent start` command, respectively. To uninstall the agent, execute `rpm -e nwe-agent` command.

Installation Prerequisites

RAID Configuration

RSA strongly recommends the following configuration when using a single RAID 10 volume for the RSA NetWitness Endpoint Microsoft SQL database: You must use a 64K block size in Windows with a 1024 offset and NTFS file system when formatting the partition. If this is not the configuration used, there could be serious impacts to system performance.

Database Backup

It is also strongly recommended to backup all RSA NetWitness Endpoint Microsoft SQL databases, primary and secondary, and create a backup copy of the server and client certificates. For complete details, see the "Update Installation" section of the *RSA NetWitness Endpoint 4.3 Installation Guide*.

Note: Supported versions of Microsoft SQL Server are: MSSQL 2012, MSSQL 2014, and MSSQL 2016 Standard and Enterprise Editions.

Microsoft Windows Update Service

To avoid a potential error message during the RSA NetWitness Endpoint update procedure, caused by the Microsoft Windows Update service affecting the connection to the MSSQL Server, it is strongly recommended that you stop the Windows Update service before initiating the RSA NetWitness Endpoint update installation. Furthermore, to avoid interference with the RSA NetWitness Endpoint system, RSA recommends that you keep the Windows Update service turned off and use the following process for applying Windows Updates:

1. Stop the RSA ECAT Server and RSA ECAT API Server services.
2. Stop the SQLServerAgent service.
3. Turn on the Windows Update service and proceed with the Windows Update and all necessary steps such as download, installation, and reboot.
4. When the Windows Update is complete, turn off the Windows Update service.
5. Restart the SQLServerAgent service.
6. Restart the ECAT Server and ECAT API Server services.

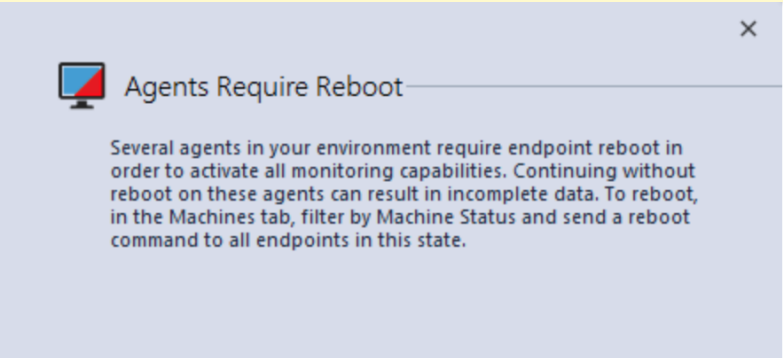
Installation Procedure

To update from a supported update version of RSA NetWitness Endpoint, see the complete update instructions in the "Update Installation" section of the *RSA NetWitness Endpoint 4.4 Installation Guide*, using the 4.4.0.7 archive file (**rsa_nwe_4.4.0.7_sw.zip**).

If you are currently using the Roaming Agents Relay (RAR), you will also need to update RAR to version 4.4.0.7, as described in the "Update Installation" section of the *RSA NetWitness Endpoint 4.4 Installation Guide*, using the 4.4.0.7 archive file (**rsa_nwe_4.4.0.7_roaming_agents_relay.zip**).

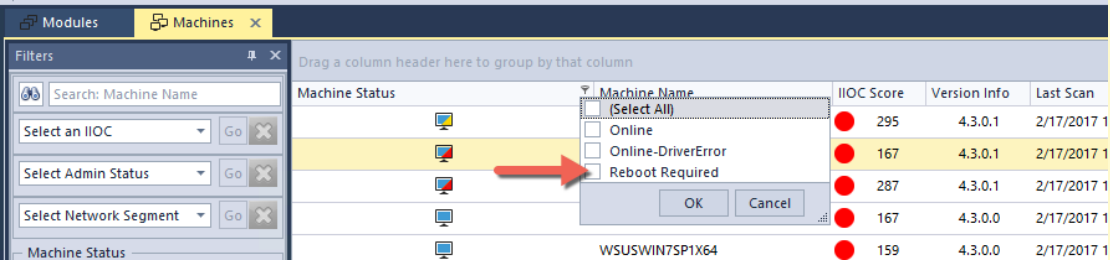
Note: NetWitness Endpoint 4.4.0.7 release does not support full install of the product.

Caution: After updating agents to 4.4, when the Machines table is loaded in the RSA NetWitness Endpoint UI, if any RSA NetWitness Endpoint agents are currently in the driver error 0x20010007 state, the following message will be displayed:



You must reboot the affected machines to ensure agents are collecting complete data, as follows:

1. In the Machines table, select to filter the Machine Status column by **Reboot Required**, as shown below:



2. Select all machines that match that status (these machines will all have this machine status icon: .)

3. Right-click and select **Advanced > Reboot...**
 For more information on rebooting machines, see the "Reboot a Machine" topic in the *RSA NetWitness® Endpoint 4.4 User Guide*.

Note: Beginning with RSA NetWitness Endpoint 4.3.0.1, encryption for generated certificates has changed from SHA1 to SHA256 and the length has also changed from 2048 to 4096. This change will not be apparent to users. However, if users elect to generate new certificates, the certificate names will change as follows: EcatCA is now NweCA, EcatClientExported is now NweAgentCertificate, and EcatServerExported is now NweServerCertificate. You can also still select to continue using existing certificates, in which case the certificate names will not change, but will continue to be valid.

Contacting Customer Care

When you contact Customer Care, you should be at your computer. Be prepared to give the following information:

- The version number of the RSA NetWitness Endpoint product or application you are using.
- The type of hardware you are using.

Use the following contact information if you have any questions or need assistance.

RSA Link	https://community.rsa.com/welcome
Contact RSA Support	https://community.rsa.com/docs/DOC-1294
International Contacts	http://www.emc.com/support/rsa/contact/phone-numbers.htm
Email	nwsupport@rsa.com
Community	https://community.rsa.com/community/products/netwitness
Support Plans and Options	https://community.rsa.com/docs/DOC-40401

Revision History

Revision	Date	Description
1.1	12-Oct-2018	RTO version 4.4.0.7