

Version Information

CounterACT Infrastructure Update Pack, version 2.0.12.

Supported Forescout Software Versions

Customers who are working with the following Forescout software version can install the update pack:

- CounterACT 7.0.0

Requirements

- An active Maintenance Contract for CounterACT devices is required.
- Service Pack 3.0.2 or above. It is recommended to install the latest service pack to take advantage of the most current CounterACT updates.

About This Pack

The CounterACT Infrastructure Update Pack lets you take advantage of infrastructure changes made to CounterACT, for example, security patches and upgrading of security-related libraries and utilities.

What's New

This version contains fixed issues, security enhancements and known issues. See sections [Fixed Issues](#), [Security Enhancements](#) and [Known Issues](#).

Installing this release also installs fixes and enhancements provided in previous releases. See [Previous Releases](#) for more information. See [How to Install](#) for installation details.

Fixed Issues

This section describes the fixed issues in this release.

Issue	Description
CIUP-1151	Updated CounterACT Apache web server daemon (httpd) to version 2.4.39, which addresses security issues.

Security Enhancements

This release of the CounterACT Infrastructure Update Pack includes updates that address security issues that are identified in, but not limited to, the following Common Vulnerabilities and Exposures (CVE):

CVE
<ul style="list-style-type: none"> ▪ CVE-2019-0211 ▪ CVE-2019-0217 ▪ CVE-2019-0215 ▪ CVE-2019-0197 ▪ CVE-2019-0196 ▪ CVE-2019-0220 ▪ CVE-2018-8011

Known Issues

This section describes known issues for this release.

Issue	Description
CIUP-619	When the CounterACT Operating System Update Pack (OSUP) is installed after the CounterACT Infrastructure Update Pack (CIUP), you must manually restart the CounterACT service to ensure that the 64 bit operating system package is up-to-date.
CIUP-1127	After restoring a CounterACT configuration backup, High Availability pair fails to synchronize.
CA-22572	CounterACT disk purge is delayed in starting its processing thereby causing CounterACT services to stop.

How to Install

It is recommended to back up the Enterprise Manager and Appliances before installing the pack.

Before installing this release, refer to the [Upgrade Considerations and Issues](#).

When installing, be aware of the following issues:

- If you install or update a plugin on the Enterprise Manager, it is automatically installed or updated on all registered Appliances. For more information, refer to *Centralized Management* in the *CounterACT Console User Manual*.
- Installing or upgrading the CounterACT Infrastructure Update Pack results in a single service restart, the duration of which depends on your network environment and latency, and the size of your global Forescout deployment (including the number of Appliances). A typical installation takes about 20 minutes, but can last up to 120 minutes. Plan your install/upgrade window accordingly.

- If you are using iDRAC to remotely access the CounterACT device, the connection to iDRAC will be disconnected when you install the plugin and you will need to reconnect afterwards. This does not affect CounterACT functionality.

To install the plugin:

1. Navigate to the [Product Updates Portal, Product Downloads](#) page and download the plugin `.fpi` file.
2. Save the file to the machine where the CounterACT Console is installed.
3. Log into the CounterACT Console and select **Options** from the **Tools** menu.
4. Select **Plugins**. The Plugins pane opens.
5. Select **Install**. The Open dialog box opens.
6. Browse to and select the saved plugin `.fpi` file.
7. Select **Install**.
8. An installation or upgrade information dialog box and a license agreement dialog box will open. Accept the license agreement to proceed with the installation.
9. Once the installation is complete, select **Close**. The plugin is listed in the Plugins pane.

More Plugin Information

Refer to the plugin configuration guide for more information about the plugin.

To access the plugin configuration guide:

1. After the plugin is installed, select **Options** from the Console **Tools** menu.
2. Navigate to and select the **Plugins** folder. The Plugins pane opens.
3. Select the plugin from the Plugins pane and then select **Help**.

Upgrade Considerations and Issues

Read the following sections before you upgrade to the current CounterACT CIUP version:

- [Upgrading with Service Pack version 3.0.2.5010](#)

Upgrading with Service Pack version 3.0.2.5010

The following articles describe the upgrade path and requirements for upgrading to Service Pack version 3.0.2.5010 with CounterACT Infrastructure Update Pack (CIUP) version 2.0.10 or above and CounterACT Operating System Update Pack (OSUP) version 1.2.4 or above.

- <https://forescout.force.com/support/articles/Knowledge/Upgrading-to-CounterACT-Service-Pack-3-0-2-5010-with-CIUP-2-0-10-and-OSUP-1-2-4/p>
- <https://forescout.force.com/support/articles/Knowledge/Supported-Upgrade-Paths-to-CounterACT-Service-Pack-3-0-2-5010-with-CIUP-2-0-10-and-OSUP-1-2-4/p>

More Release Information

This section provides information about the following topics:

- [Rollback Support](#)
- [Currently Available Releases](#)
- [Previous Releases](#)

Rollback Support

Under certain circumstances you may want to roll back the plugin to a previously installed release. This may happen, for example, if your system does not operate as expected after the plugin upgrade.

You can roll back this plugin to a previous version.

Currently Available Releases

You can view information about infrastructure update pack releases supported by specific CounterACT versions. To view, click the following link:

<http://updates.forescout.com/support/files/plugins/ciup/Updates.pdf>

New features or fixes may be provided after this release. These items will be made available as Beta releases to the upcoming plugin version until the final version is posted on the Forescout Product Updates Portal.

In addition, you can contact the Forescout Beta Manager at beta@forescout.com to request the Beta plugin update with the fixes.

Previous Releases

Installing this release also installs fixes and enhancements provided in the releases listed in this section. To view Release Notes of previous version releases, see:

<https://updates.forescout.com/support/files/plugins/ciup/2.0.11/2.0.11-20110004/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.10/2.0.10-20100002/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.9/2.0.9-20090007/RN.pdf>

<http://updates.forescout.com/support/files/plugins/ciup/2.0.8/2.0.8-20080014/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.7/2.0.7-20070016/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.5/2.0.5-20050033/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.4/2.0.4-20040048/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.3/2.0.3-20030024/RN.pdf>

<http://updates.forescout.com/support/files/plugins/ciup/2.0.2/2.0.2-20020014/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.1/2.0.1-20010007/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.0.1/2.0.0.1-20001001/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/2.0.0/2.0.0-20000009/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/1.6.0/1.6.0-160010/RN.pdf>

<http://updates.forescout.com/support/files/plugins/ciup/1.5.0/1.5.0-150005/RN.pdf>

<http://updates.forescout.com/support/files/plugins/ciup/1.4.0/1.4.0-140003/RN.pdf>

<http://updates.forescout.com/support/files/plugins/ciup/1.3.0/1.3.0-130002/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/1.2.0/1.2.0-13/RN.pdf>

<https://updates.forescout.com/support/files/plugins/ciup/1.1.0/1.1.0-7/RN.pdf>

Additional CounterACT Documentation

For more detailed information about the CounterACT features described here or additional CounterACT features and modules, refer to the following resources:

- [Documentation Portal](#)
- [Product Updates Portal](#)
- [CounterACT Console Online Help Tools](#)

Documentation Portal

The ForeScout Documentation Portal is a Web-based library containing information about CounterACT tools, features, functionality and integrations.

To access the Documentation Portal:

1. Go to https://updates.forescout.com/support/files/counteract/docs_portal/.
2. Use your customer support credentials to log in.
3. Select the CounterACT version you want to discover.

Product Updates Portal

The Product Updates Portal provides links to CounterACT version releases, service packs, plugins and modules as well as related documentation. The portal also provides a variety of How-to Guides, Installation Guides and more.

To access the Product Updates Portal:

1. Go to <https://updates.forescout.com/support/index.php?url=counteract>.
2. Select the CounterACT version you want to discover.

CounterACT Console Online Help Tools

Access information directly from the CounterACT Console.

Console Help Buttons

Use context sensitive *Help* buttons to quickly access information about the tasks and topics you are working with.

Console User Manual

Select **CounterACT Help** from the **Help** menu.

Plugin Help Files

1. After the plugin is installed, select **Options** from the **Tools** menu and then select **Plugins**.
2. Select the plugin and then select **Help**.

Documentation Portal

Select **Documentation Portal** from the **Help** menu.

Contact Information

Forescout Technologies, Inc.

190 West Tasman Drive

San Jose, CA 95134 USA

<https://www.forescout.com/support/>

Toll-Free (US): 1.866.377.8771

Tel (Intl): 1.408.213.3191

Support: 1.708.237.6591

About the Documentation

- Refer to the Resources page on the Forescout website for additional technical documentation: <https://www.forescout.com/company/resources/>
- Have feedback or questions? Write to us at documentation@forescout.com

Legal Notice

© 2019 Forescout Technologies, Inc. All rights reserved. Forescout Technologies, Inc. is a Delaware corporation. A list of our trademarks and patents can be found at <https://www.forescout.com/company/legal/intellectual-property-patents-trademarks>. Other brands, products, or service names may be trademarks or service marks of their respective owners.