

April 6, 2017

Version Information

- CounterACT 7.0.0 Service Pack 2.3.4
- The service pack installation includes the following plugins, which were also included in previous service pack releases:
 - [User Directory Plugin](#), version 6.0.7.1
 - [Reports Plugin](#), version 4.1.4
 - [Technical Support Plugin](#), version 1.1.1
 - [CounterACT Infrastructure Update Pack](#), version 2.0.2.1
 - [DNS Query Extension Plugin](#), version 1.1.1
- *If you already have a later version of one of these plugins installed, installing this service pack will not override that version.*
- Customers with an active Maintenance Contract for their CounterACT devices can install this service pack.
- Upgrading to this service pack was successfully tested from the following previous service pack releases:
 - Service Pack 2.0.3
 - Service Pack 2.3.1
 - Service Pack 2.3.2
 - Service Pack 2.3.3
- *Upgrading from a service pack version lower than 2.3.0 to version 2.3.0 or above results in a purge of the Host Log.*

What's New

This version contains important fixed issues, described in this document. See [Fixed Issues](#).

Installing this service pack also installs fixes from previous CounterACT 7.0.0 hotfixes and service packs. See [Previous Releases](#) for links to previous 7.0.0 hotfixes and service packs.

Fixed Issues

This section describes the fixed issues provided in this release.

- [Actions](#)
- [Appliance Communication](#)
- [Console Permissions](#)
- [Console Usability](#)
- [General](#)
- [Performance Issues](#)
- [Policies](#)
- [Recovery Enterprise Manager](#)
- [Security](#)
- [Web-Based Portals](#)

Actions

This section describes fixed issues related to actions.

Issue	Description
73643	The threshold calculation for the Assign to VLAN action failed when the action was cancelled or the host was deleted.
73903	Add to Group action occasionally was not working properly when importing a policy based on existing groups.
75039	HTTP Notification action didn't work in the Compliance Center view.

Appliance Communication

This section describes fixed issues related to Appliance communication.

Issue	Description
73538	When changing an IP Assignment Request, the reply mechanism caused a request reset, and the request was resent to the Appliance, resulting in an incorrect count of hosts in the Enterprise Manager.
64031	When the Operator email field in the <i>Options>General>Mail</i> pane contained more than 256 characters and users upgraded to a new Hotfix/Service Pack, Appliances disconnected from the Enterprise Manager. There is no longer a character limitation in the email address.

Console Permissions

This section describes fixed issues related to Console permissions.

Issue	Description
75095	Users with read only permissions could not perform recheck actions.
74888	CounterACT users with View Only permissions were able to delete hosts by clicking CTRL+A to select all in the <i>Detection</i> pane.

Console Usability

This section describes fixed issues related to Console usability.

Issue	Description
60385	When a Tag property was changed in a Policy Action, it was not refreshed when the policy was stopped and restarted in the Advanced Tools Plugin.
74993	The word <i>addresses</i> was misspelled in the <i>Threat Protection>Manual Set State</i> pane.
74219	The proxy configuration option was added to the CounterACT console under <i>Options>Console Preferences>HTTP Proxy</i> .

General

Issue	Description
74986	The <i>Mobile Text Message</i> feature was not working properly.
75085	Lock count and lock collisions count were added to the Packet Engine statistics logs.
74702	The NetBIOS domain property was not resolved in NTLMSSP SMB AUTH messages.
75199	Email notices sent by CounterACT were arriving with incorrect date stamp.
74357	The fstool status query for a cluster failed due to a short timeout interval in the SSH communication session.
74335	The Check-for-Updates default frequency was changed from one hour to one day.
73602	A newly created VLAN interface could not be used as a hijack portal.

Performance Issues

This section describes fixed issues related to performance issues.

Issue	Description
43132	Importing large plugin XML files consumed too much memory and caused a service restart due to a Java OOM (Out of Memory) error.
63057	The CounterACT console UI utilized a high CPU level when very long property details were loaded.
72851	Under certain scenarios, when a number of new actions were defined, the Hijack Portal froze.
72920, 73640	Disabled Packet Engine hash rules were only removed after 80% capacity was reached. The Packet Engine data structure robustness was improved.
73633	CounterACT Console was freezing when testing or changing configuration of Syslog plugin.

Issue	Description
73818, 73930	Packet Engine performance was not improved by increasing the number of application threads.
74586	End Points were getting stuck in the Pending state when resolving the properties of a loaded appliance.
74498	The flow control of the Packet Engine was improved to add additional configuration options (for data streams longer than 100 packets).
73702	New load balancing functionality was added to the Packet Engine to improve load balancing between dispatcher threads.
74234	Assets Portal recheck did not reevaluate the policy status as expected.
74432	When more than one policy checked the same property, multiple resolve requests were sent instead of one.
74300	The Management Console was exporting files containing no data.
74403	When changing the ID of endpoints between IP address and MAC address, in some cases additional endpoints were created by mistake.
75141	Overwriting a script in the script repository failed.
72177	The CounterACT service and installed plugins constantly restarted due to duplicate background processes that were running at the same time.
70812	Following a Service Pack upgrade, the Packet Engine stopped and the appliance wouldn't start.
72138	The local database was not being purged properly when required for maintenance purposes.
75612	Guest Registration failed when trying to import 30,000 guest entries.

Policies

This section describes fixed issues related to CounterACT policies.

Issue	Description
73759	The Member of Group field was missing from the policy conditions menu.
74665	<i>Cancel action</i> and <i>Delete host</i> didn't work when policies were edited or removed since last blocked time.
74218	The <i>Match All</i> option in the open-ports policy wasn't evaluated correctly.
73686	The <i>Delete Properties</i> action was modified to allow removing all properties but the selected ones.

Recovery Enterprise Manager

This section describes fixed issues related to the Recovery Enterprise Manager.

Issue	Description
73466	Following repeated switchover between the Enterprise Manager and Recovery Enterprise Manager, the license status reverted to <i>Demo</i> .

Security

This section describes fixed issues related to security.

Issue	Description
74737	Local or internal communication with CounterACT was open to any type of user without additional authorization. Local TCP connections are now limited to privileged users.
74798	Host headers in HTTP requests are now verified by CounterACT servers.
74682	Old JSP code pages are no longer accessible in CounterACT.
74654	Excessive permissions were removed from Local privileged accounts in the system.
74450	Access to the database is now limited to privileged users only.
74549	The Appliance web server now only supports secure and required HTTP methods.
74676	Hard-coded credentials stored in the code were removed.
74809	Update permissions are now required for Import/Export in the Data Exchange Plugin.

Web-Based Portals

This section describes fixed issues related to web-based portals.

Issue	Description
73340	On rare occasions during an Assets Portal search, the first search resulted in a connection problem error.
74802	Policy trend report generation failed after Upgrading to SP 2.3.3.

Known Issues

There are no known issues for this release.

How to Install

Perform the following steps to install the service pack:

1. Navigate to the [Customer Support Portal, Product Download page](#).
2. Save the service pack.
3. Login to the Console and select the Options icon from the Console toolbar.



4. Select the Plugins folder, and then select **Install**.
5. Install the service pack from the location that you saved it.

More Release Information

This section provides the following release information:

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

Rollback Support

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

You can roll back to Service Pack version 2.3.0 and above.

Rolling back from this version to Service Pack version 2.3.0 and above requires reinstalling the CounterACT Console after performing the rollback.

Rolling back to a previously installed service pack version will **not** roll back the following:

- Console JVM version updates
- External RPMs (e.g. openssl, kernel module RPMs, Java, etc.)
- High Availability miniroot related changes
- Plugins that the service pack itself installed (e.g. Technical Support Plugin)

Rollback on Appliances/Enterprise Manager

Service packs on Appliances connected to the Enterprise Manager are rolled back to the selected version. Service packs on Appliances that are not connected to the Enterprise Manager during the rollback are rolled back when the Enterprise Manager next reconnects to the Appliances.

Rollback and Plugin Requirements

If your CounterACT environment contains plugins that require a specific service pack version, you will not be able to roll back to a service pack that does not support those plugins. You will need to either uninstall the plugin/s or roll back the plugin/s to an earlier version that is compatible with the service pack you are rolling back to. Uninstall or rollback the plugin/s before rolling back the service pack.

To roll back:

1. Select **Options** from the Console **Tools** menu.
2. Navigate to and select the **Plugins** folder.
3. In the Plugins pane, select the service pack you want to roll back.
4. Select **Rollback**. A dialog box opens listing the versions to which you can roll back.
5. Select a version and then select **OK**. A dialog box opens showing you the rollback progress.
6. After rollback is complete, reinstall the CounterACT Console. Refer to the *CounterACT Installation Guide* for more information.

Currently Available Releases

You can access information about Beta releases for the upcoming version at:

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/Updates.pdf

New features or issue fixes may be provided after this release is posted. These items will be made available as Beta releases to the upcoming service pack version until the final version is posted on the ForeScout customer support page.

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

Previous Releases

To view release notes for previous version releases, see:

https://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.3.3/2.3.3-23030080/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.3.2/2.3.2-23020071/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.3.1/2.3.1-23010817/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.3.0.2/2.3.0.2-23010202/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.3.0.1/2.3.0.1-23010004/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.3.0/2.3.0-23000062/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.2.0.3/2.2.0.3-22030005/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.2.0.2/2.2.0.2-22020007/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.0.3/2.0.3-203032/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.0.2/2.0.2-202024/RN.pdf



CounterACT[®] 7.0.0

Service Pack 2.3.4

Release Notes

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.0.1/2.0.1-201018/RN.pdf

http://updates.forescout.com/support/files/plugins/service_pack_for_ca_700/2.0.0/2.0.0-200138/RN.pdf

http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.7.1/1.7.1-171022/RN.pdf

http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.6.3/1.6.3-163033/RN.pdf

https://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.6.2.1/1.6.2.1-162102/RN.pdf

http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.6.2/1.6.2-162023/RN.pdf

http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.6.1/1.6.1-161015/RN.pdf

http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.5/1.5-1310/RN.pdf

http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.3.3/1.3.3-613/RN.pdf

http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.3.2/1.3.2-515/RN.pdf

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http://updates.forescout.com/support/files/plugins/hotfix_for_ca_700/1.0/1.0-6/RN.pdf

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