

Symantec Enterprise Security Manager™ Modules for Oracle Databases Release Notes

Maintenance Release 2.7 for Symantec ESM 6.0, 6.1, and 6.5.x

For Red Hat Enterprise Linux, HP-UX, AIX, and Solaris



Symantec Enterprise Security Manager™ Modules for Oracle Release Notes

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Technical support

As part of Symantec Security Response, the Symantec Global Technical Support group maintains support centers throughout the world. The Technical Support group's primary role is to respond to specific questions on product feature/function, installation, and configuration, as well as to author content for our Web-accessible Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering as well as Symantec Security Response to provide Alerting Services and Virus Definition Updates for virus outbreaks and security alerts.

Symantec technical support offerings include:

- A range of support options that gives you the flexibility to select the right amount of service for any size organization
- Telephone and Web support components that provide rapid response and up-to-the-minute information
- Upgrade insurance that delivers automatic software upgrade protection
- Content Updates for virus definitions and security signatures that ensure the highest level of protection
- Global support from Symantec Security Response experts, which is available 24 hours a day, 7 days a week worldwide in a variety of languages
- Advanced features, such as the Symantec Alerting Service and Technical Account Manager role, that offer enhanced response and proactive security support

Please visit our Web site for current information on Support Programs. The specific features that are available may vary based on the level of support purchased and the specific product that you are using.

Licensing and registration

If the product that you are implementing requires registration and/or a license key, the fastest and easiest way to register your service is to access the Symantec licensing and registration site at www.symantec.com/certificate. Alternatively, you may go to www.symantec.com/techsupp/ent/enterprise.htm, select the product that you wish to register, and from the Product Home Page, select the Licensing and Registration link.

Contacting Technical Support

Customers with a current support agreement may contact the Technical Support group by phone or online at www.symantec.com/techsupp.

Customers with Platinum support agreements may contact Platinum Technical Support by the Platinum Web site at www-secure.symantec.com/platinum/.

When contacting the Technical Support group, please have the following:

- Product release level
- Hardware information
- Available memory, disk space, NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
 - Error messages/log files
 - Troubleshooting performed prior to contacting Symantec
 - Recent software configuration changes and/or network changes

Customer Service

To contact Enterprise Customer Service online, go to www.symantec.com, select the appropriate Global Site for your country, then choose Service and Support. Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information on product updates and upgrades
- Information on upgrade insurance and maintenance contracts
- Information on Symantec Value License Program
- Advice on Symantec's technical support options
- Nontechnical presales questions
- Missing or defective CD-ROMs or manuals

Technical support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product feature and function, installation, and configuration. The Technical Support group also authors content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec technical support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- A telephone and web-based support that provides rapid response and up-to-the-minute information
- Upgrade insurance that delivers automatic software upgrade protection
- Content Updates for virus definitions and security signatures that ensure the highest level of protection
- Global support that is available 24 hours a day, 7 days a week worldwide. Support is provided in a variety of languages for those customers that are enrolled in the Platinum Support program
- Advanced features, including Technical Account Management

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp/

Select your country or language under Global Support. The specific features that are available may vary based on the level of maintenance that was purchased and the specific product that you are using.

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:

www.symantec.com/techsupp/

Select your region or language under Global Support.

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to recreate the problem.

When contacting the Technical Support group, please have the following information available:

- Product release level
- Hardware information

- Available memory, disk space, NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
 - Error messages/log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/techsupp/

Select your region or language under Global Support, and then select the Licensing and Registration page.

Customer Service

Customer service information is available at the following URL:

www.symantec.com/techsupp/

Select your country or language under Global Support.

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade insurance and maintenance contracts
- Information about Symantec Value License Program
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

- Asia-Pacific and Japan: contractsadmin@symantec.com
- Europe, Middle-East, and Africa: semea@symantec.com
- North America and Latin America: [supportolutions@symantec.com](mailto:supportsolutions@symantec.com)

Additional Enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively. Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring and management capabilities, each focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

<http://www.symantec.com>

Select your country or language from the site index.

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Release Notes for Symantec ESM modules for Oracle Release 2.7

This document summarizes Symantec ESM modules for Oracle Databases in the Maintenance release 2.7. Full documentation is included in the current *Symantec ESM Modules for Oracle Databases User's Guide*.

Enhancements

This release provides the following enhancements:

- Support for silent installation of the modules
- Support for an alternate method “/as sysdba” to configure the SIDs without providing a password
- Two new checks in the Oracle Configuration module:
 - List SID:HOME (oracle.dat)
 - List SID:HOME (oratab)

Resolved issues

The following issues are resolved in ESM modules for Oracle 2.7:

Oracle Patches

The Oracle SIDs check in the Oracle Patches module has been replaced with the Oracle home paths check. This check now reports on the Oracle homes instead of individual SIDs.

Known issues

The following issues are known in ESM modules for Oracle 2.7:

esmora7.tpi installation	<p>By default, ESM configures all the SIDs when you install the modules for Oracle.</p> <p>If you do not want to configure any SIDs for security checking, remove those SIDs from the oracle.dat file by using the esmorasetup utility.</p> <p>Alternatively, you can specify the SIDs that you do not want to configure in the exclude list of the policy.</p>
esmora7.tpi installation	<p>The esmora7.tpi returns a value of 1 if the installation fails, and a value of 0 if the installation is successful. However, if the agent registration fails, even if the installation was successful, the tpi returns 1.</p> <p>To avoid this, skip the registration process for an agent that is already registered by specifying the -K option with the tpi.</p>
esmorasetup	<p>You cannot remove the SIDs silently by using the -d option with esmorasetup. However, you can delete the SIDs from the configuration file interactively by running the esmorasetup.</p>
Oracle Passwords (AIX)	<p>The status of Oracle Passwords module in a policy run is displayed as complete even when the policy is running.</p>
Oracle Configuration (ESM 6.0)	<p>In the policy runs, ESM 6.0 reports the name of the Oracle Configuration module on the ESM console incorrectly.</p>
AIX RS6k (ESM 6.5)	<p>When you install ESM modules for Oracle on the ESM 6.5 agents on AIX RS6k, an error is generated.</p> <p>To resolve this issue, do the following:</p> <ul style="list-style-type: none"> ■ Replace ISO-8859-1 with ISO8859-1 for the value of en_US in the cs.tbl file that is located in the /esm/config directory. ■ Rerun the tpi.
LiveUpdate (ESM 6.0)	<p>LiveUpdate is not supported for Oracle application modules that are installed on ESM 6.0 agents.</p>