VMware Carbon Black EDR

Release Notes: Unified View v7.4.0

January 2021

Summary

VMware Carbon Black EDR Unified View 7.4.0 is a feature release of VMware Carbon Black EDR Unified View (formerly CB Response Unified View).

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Documentation

In addition to this document, you should have access to the following key documentation for Unified View as well as the VMware Carbon Black EDR servers with which it will connect:

- *VMware Carbon Black EDR 7.4 Unified View User Guide*: Describes the installation and use of the VMware Carbon Black EDR Unified View server. Information on server hardware sizing requirements and software platform support is included.
- *VMware Carbon Black EDR 7.4 User Guide*: Describes how to use the Carbon Black EDR servers that collect information from endpoint sensors and correlate endpoint data with threat intelligence.
- *VMware Carbon Black EDR 7.4 Server/Cluster Management Guide*: Describes installation, configuration, and upgrade of Carbon Black EDR servers.
- Additional Documentation: Click [here](#) to search the full library of Carbon Black EDR user documentation on the Carbon Black User Exchange.

Server / Console Operating Systems

- CentOS 6.7 - 6.10 (64-bit)
- CentOS 7.3 - 7.9 (64-bit)
- CentOS 8.1 - 8.2 (64-bit)
- Red Hat Enterprise Linux (RHEL) 6.7 - 6.10 (64-bit)
- Red Hat Enterprise Linux (RHEL) 7.3 - 7.9 (64-bit)
- Red Hat Enterprise Linux (RHEL) 8.1 - 8.2 (64-bit)

Installation and testing are performed on default installs using the minimal distribution and the distribution's official package repositories. Customized Linux installations must be individually evaluated.

However, if the customers are pinning dependencies to a specific OS version, the product only supports the following for the Server and Unified View:

- CentOS 6.7 - 6.10 (64-bit)
- CentOS 7.5 - 7.9 (64-bit)
- CentOS 8.2 (64-bit)
- Red Hat Enterprise Linux (RHEL) 6.7 - 6.10 (64-bit)
- Red Hat Enterprise Linux (RHEL) 7.5 - 7.9 (64-bit)
- Red Hat Enterprise Linux (RHEL) 8.2 (64-bit)

Note: Versions 7.3, 7.4, and 8.1 (64-bit) of CentOS/RHEL are not supported if customers are pinning dependencies.

In general, VMware Carbon Black discourages customers from pinning dependencies as per the [recommendation from CentOS/RHEL](#).

Installing Unified View

Carbon Black EDR Server software packages are maintained at the Carbon Black yum repository (yum.distro.carbonblack.io). The links will not work until the on-prem GA date.

The following links use variables to make sure that you install the correct version of Unified View, based on your machine's operating system version and architecture.

Note: This release of Unified View supports only Carbon Black EDR 7.4-series servers.

Use caution when pointing to the yum repository. Different versions of the product are available on different branches as follows:

- **Specific version:** The 7.4.0 version of Unified View is available from the Carbon Black yum repository that is specified in the following base URL:

  `baseurl=`https://yum.distro.carbonblack.io/unifiedview/7.4.0-1/$releasever/$basearch

  This link is available as long as this specific release is available. It can be used even after later versions have been released.

- **Latest version:** The latest supported version of the Carbon Black EDR Unified View is available from the Carbon Black yum repository that is specified in the following base URL:

  `baseurl=`https://yum.distro.carbonblack.io/unifiedview/stable/$releasever/$basearch/

  This URL will point to version 7.4.0-1 Carbon Black EDR Unified View until a newer release becomes available, at which time it will automatically point to the newer release.

Carbon Black Alliance Key and Certificate Pair

This version of Carbon Black EDR Unified View requires a Carbon Black Alliance key and certificate pair:

- If you are a Carbon Black EDR on-premises customer, you can find your Carbon Black Alliance key and certificate pair in the `/etc/CB/certs` directory of a Carbon Black EDR server installation.

  Important: The Carbon Black EDR server repo must not be enabled when installing Unified View. Enabling this repo on a Carbon Black EDR Unified View server will cause installation conflicts and the installation of incorrect package versions.

- If you are a Carbon Black Hosted EDR customer or need additional help obtaining this package, contact Carbon Black Technical Support.

See the *VMware Carbon Black EDR 7.4 Unified View User Guide* for instructions on installing Carbon Black EDR Unified View version 7.4.

Upgrading Unified View

If you currently have Carbon Black EDR Unified View 6.1.3 or later installed, you can upgrade to a newer version without uninstalling the previous version. See *VMware Carbon Black EDR 7.4 Unified View User Guide* for steps to complete removal.

Note: See the Known Issues section in this document for additional upgrade information.

If you are using CB Fed 1.1.0 (the predecessor to Unified View), you must remove the previous version of Carbon Black EDR Unified View before installing the current version, including settings and configuration. See *VMware Carbon Black EDR 7.4 Unified View User Guide* for the steps to complete removal.

Corrective Content

- duo_2fa_auth_callback.py is now included in the cb-unifiedview package. [CB-31005]

Known Issues

If you upgrade from Carbon Black EDR Unified View 6.1.3, you might encounter an error that prevents completion of the upgrade. Although `erlang` is not necessary for Carbon Black EDR Unified View, the `cbupgrade` script is shared with the Carbon Black EDR server, which does require `erlang`. Part of `cbupgrade` is an `erlang` version check, and this will fail with the following message when upgrading to Carbon Black EDR Unified View 7.4 series: "The wrong version of Erlang detected, see release notes for more information. Please manually upgrade the Erlang package."

If this occurs, take the following steps to complete the upgrade:

1. Run the following command:

   ```
   yum install erlang
   ```

2. In the unlikely chance that an old version of `erlang` is installed, run this command instead:

   ```
   yum update erlang
   ```

3. Run `cbupgrade` to resume the upgrade process.

Contacting Support

VMware Carbon Black EDR server and sensor update releases are covered under the VMware Carbon Black Customer Maintenance Agreement. Technical Support can assist with any issues that might develop during the installation or upgrade process. Our Professional Services organization is also available to help ensure a smooth and efficient upgrade or installation.

Use one of the following channels to request support or ask support questions:

- **Web:** [User Exchange](#)
- **Email:** support@carbonblack.com
- **Phone:** 877.248.9098
- **Fax:** 617.393.7499

Reporting Problems

When contacting VMware Carbon Black Technical Support, provide the following required information:

- **Contact:** Your name, company name, telephone number, and email address
- **Product version**: Product name (VMware Carbon Black EDR server and sensor version)
- **Hardware configuration:** Hardware configuration of the VMware Carbon Black EDR server (processor, memory, and RAM)
- **Document version:** For documentation issues, specify the version and/or date of the manual or document you are using
- **Problem:** Action causing the problem, the error message returned, and event log output (as appropriate)
- **Problem Severity:** Critical, serious, minor, or enhancement request

Note: Before performing an upgrade, VMware Carbon Black recommends reviewing the content on the User Exchange for the latest information that may supplement or update this document.