



Sep 01, 2015

Addressee's Name
Addressee's Title
Company Name
Street Address
City, State ZIP

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of HP ArcSight Threat Response Manager all versions effective as of the dates set forth below.

This letter is for HP ArcSight Threat Response Manager 5.5x support customers worldwide, to inform you of our end of support plans.

End of Sale / End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP ArcSight Threat Response Manager products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
Sep 01, 2015	Product obsolescence announced
Mar 01, 2016	End of Sale (no longer orderable or available for purchase)
Aug 31, 2017	End of Product Support for HP ArcSight Threat Response Manager all versions

Please refer to attached [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected HP ArcSight Threat Response Manager all versions product numbers.

More information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

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In addition, for technical assistance and information, please visit Software Support Online:
hp.com/go/hpsoftwaresupport

HP once again wishes to thank you for choosing HP ArcSight Threat Response Manager. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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For more information, go to hp.com/go/software

APPENDIX A: Definitions

This product version obsolescence is covered by version 1.1 of the HP Enterprise Security Products Support Policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

<https://softwaresupport.hp.com/web/softwaresupport/obsolescence-migrations>

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HP Software product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HP Software investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HP Software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End-of-Support Date

End-of-Support Date is the last date Software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

APPENDIX B: Affected Product SKUs

SKU	SKU Description
TG318AA	HP ArcSight TRM-100 NP Server
TG319AA	HP ArcSight TRM-500 NP Server
TG320AA	HP ArcSight TRM-250 NP Server
TG321AA	HP ArcSight TRM-50 NP Server

TG341AA	HP ArcSight TRM-0500 Server
TG342AA	HP ArcSight TRM-0500-HA Server
TG343AA	HP ArcSight TRM-100 Server
TG344AA	HP ArcSight TRM-1000 Server
TG345AA	HP ArcSight TRM-1000-HA Server
TG346AA	HP ArcSight TRM-100 HA Server
TG347AA	HP ArcSight TRM-250 Server
TG348AA	HP ArcSight TRM-250-HA Server
TG349AA	HP ArcSight TRM-3000 Server
TG350AA	HP ArcSight TRM-3000-HA Server
TG351AA	HP ArcSight TRM-50 Server
TG352AA	HP ArcSight TRM-5000 Server
TG353AA	HP ArcSight TRM-5000 HA Server
TG354AA	HP ArcSight TRM-50 HA Server
TG355AA	HP ArcSight TRM-50 NFR Server
TG341ZA	TRM-0500
TG342ZA	TRM-0500-HA
TG343ZA	TRM-100
TG344ZA	TRM-1000
TG345ZA	TRM-1000-HA
TG346ZA	TRM-100-HA
TG347ZA	TRM-250
TG348ZA	TRM-250-HA
TG349ZA	TRM-3000
TG350ZA	TRM-3000-HA
TG351ZA	TRM-50
TG352ZA	TRM-5000
TG353ZA	TRM-5000-HA
TG354ZA	TRM-50-HA
TG355WA	TRM-50-NFR-LSW
TG355ZA	TRM-50-NFR
TG561AA	HP ArcSight TRM N5400 50 Dev Upgr Svr
TG562AA	HP ArcSight TRM N5400 50 Dev Upgr HA Svr
TG563AA	HP ArcSight TRM N5400 100 Dev Upgr Svr
TG564AA	HP ARST TRM N5400100 Dev Upgr HA Svr
TF895AAE	HP ARST TRM 15 Dvc/VA SW E-LTU
TF896AAE	HP ARST TRM 15 Dvc/VA HA/NP SW E-LTU
TF897AAE	HP ARST TRM 15 Dvc/VA NFR SW E-LTU

TF898AAE	HP ARST TRM 25 Dvc/VA SW E-LTU
TF899AAE	HP ARST TRM 25 Dvc/VA HA/NP SW E-LTU
TF992AAE	HP ARST TRM 50 Dvc/VA SW E-LTU
TF993AAE	HP ARST TRM 50 Dvc/VA HA/NP SW E-LTU
TF994AAE	HP ARST TRM 100 Dvc/VA SW E-LTU
TF995AAE	HP ARST TRM 100 Dvc/VA HA/NP SW E-LTU
TF996AAE	HP ARST TRM 250 Dvc/VA SW E-LTU
TF997AAE	HP ARST TRM 250 Dvc/VA HA/NP SW E-LTU
TF998AAE	HP ARST TRM 500 Dvc/VA SW E-LTU
TF999AAE	HP ARST TRM 500 Dvc/VA HA/NP SW E-LTU
TJ784AAE	HP ARST TRM add 25 Dvc/VA SW E-LTU
TJ785AAE	HP ARST TRM add 25D Dvc/VA HANP SW E-LTU
TJ786AAE	HP ARST TRM add 50 Dvc/VA SW E-LTU
TJ787AAE	HP ARST TRM add 50 Dvc/VA HANP SW E-LTU
TJ788AAE	HP ARST TRM 5.5 VA Eng SW E-Media