Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

hp.com

June 15, 2013

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 the HP ArcSight Logger and HP ArcSight ConApp appliance models 3200 and 7200 (x200 series appliance models) effective as of the dates set forth below.

These impact the following products in the appliance form factor—

HP ArcSight Logger: L7200, L7200-SAN, L3200

HP ArcSight ConApp: C5200, C3200, C1300

This letter is for x200 series appliance models support customers worldwide, to inform you of our end of support plans.

End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your x200 series appliance models products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
June 15, 2013	Product discontinuance announced
April 30, 2015	End of Support for x200 series appliance models

Please note that all x200 series appliance model customers with active support contracts are eligible to update to the later versions on the purchase of the update SKU, where such SKUs are available. This update SKU offers a discount from the purchase price of a newer model of the appliances.

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While these x200 series appliance models may continue to meet your immediate needs, HP recommends that all customers upgrade to the newer appliance models.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected x200 series appliance models 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.

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 appliances. 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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APPENDIX A: Definitions

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	Product Description
TG212ZA	C1000 TO C1300 UPGRADE
TG212YA	C1000 TO C1300 UPGRADE-LHW
TG212WA	C1000 TO C1300 UPGRADE-LSW
TG213ZA	C3000 TO C3200 UPGRADE
TG213YA	C3000 TO C3200 UPGRADE-LHW

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TG213WA	C3000 TO C3200 UPGRADE-LSW
TG214ZA	C5000 OR C5100 TO C5200 UPGRADE
TG214YA	C5000 OR C5100 TO C5200 UPGRADE-LHW
TG214WA	C5000 OR C5100 TO C5200 UPGRADE-LSW
TG215ZA	C5100 TO C5200 Upgrade
TG521ZA	C5200 UPGRADE
TG216ZA	CONAPP-C1300
TG217ZA	CONAPP-C1300-HA
TG216YA	CONAPP-C1300-LHW
TG216WA	CONAPP-C1300-LSW
TG218ZA	CONAPP-C1300-NFR
TG218YA	CONAPP-C1300-NFR-LHW
TG218WA	CONAPP-C1300-NFR-LSW
TG219ZA	CONAPP-C3200
TG220ZA	CONAPP-C3200-DEV
TG221ZA	CONAPP-C3200-HA
TG219YA	CONAPP-C3200-LHW
TG219WA	CONAPP-C3200-LSW
TG222ZA	CONAPP-C3200-NFR
TG222YA	CONAPP-C3200-NFR-LHW
TG222WA	CONAPP-C3200-NFR-LSW
TG223ZA	CONAPP-C5200
TG224ZA	CONAPP-C5200-DEV
TG225ZA	CONAPP-C5200-HA
TG223YA	CONAPP-C5200-LHW

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TG223WA	CONAPP-C5200-LSW
TG226ZA	CONAPP-C5200-NFR
TG226YA	CONAPP-C5200-NFR-LHW
TG226WA	CONAPP-C5200-NFR-LSW
TG508ZA	HP ArcSight L3200 (for M7200L)-HA-Server
TG505ZA	HP ArcSight L3200 (for M7200L)-NP-Server
TG502ZA	HP ArcSight L3200 (for M7200L)-Server
TG509ZA	HP ArcSight L3200 (for M7200X)-HA-Server
TG506ZA	HP ArcSight L3200 (for M7200X)-NP-Server
TG503ZA	HP ArcSight L3200 (for M7200X)-Server
TG510ZA	HP ArcSight L3200 (for M7200XL)-HA-Svr
TG507ZA	HP ArcSight L3200 (for M7200XL)-NP-Svr
TG504ZA	HP ArcSight L3200 (for M7200XL)-Server
TG234ZA	L3000 TO L3200 UPGRADE
TG234YA	L3000 TO L3200 UPGRADE-LHW
TG234WA	L3000 TO L3200 UPGRADE-LSW
TG235ZA	L3000-HA TO L3200-HA UPGRADE
TG235YA	L3000-HA TO L3200-HA UPGRADE-LHW
TG235WA	L3000-HA TO L3200-HA UPGRADE-LSW
TG236YA	L3000-PCI TO L3200-PCI UPGRADE-LHW
TG236WA	L3000-PCI TO L3200-PCI UPGRADE-LSW
TG237ZA	L3000-PCI-HA TO L3200-PCI-HA UPGRADE
TG237WA	L3000-PCI-HA TO L3200-PCI-HA UPGRADE-LHW
TG237YA	L3000-PCI-HA TO L3200-PCI-HA UPGRADE-LSW
TG238ZA	L3200

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TG239ZA	L3200-DEV
TG241ZA	L3200-HA
TG242ZA	L3200-HA-DEV
TG241YA	L3200-HA-LHW
TG241WA	L3200-HA-LSW
TG238YA	L3200-LHW
TG238WA	L3200-LSW
TG243ZA	L3200-NFR
TG243YA	L3200-NFR-LHW
TG243WA	L3200-NFR-LSW
TG244ZA	L3200-PCI
TG245ZA	L3200-PCI-HA
TG245YA	L3200-PCI-HA-LHW
TG245WA	L3200-PCI-HA-LSW
TG244YA	L3200-PCI-LHW
TG244WA	L3200-PCI-LSW
TG246ZA	L3200-PCI-NFR
TG246YA	L3200-PCI-NFR-LHW
TG246WA	L3200-PCI-NFR-LSW
TG451ZA	L5000S TO L7200S UPG
TG247ZA	L5000-SAN TO L7200-SAN UPGRADE
TG247YA	L5000-SAN TO L7200-SAN UPGRADE-LHW
TG247WA	L5000-SAN TO L7200-SAN UPGRADE-LSW
TG248ZA	L5000-SAN-HA TO L7200-SAN-HA UPGRADE
TG248YA	L5000-SAN-HA TO L7200-SAN-HA UPGRADE-LHW

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TG248WA	L5000-SAN-HA TO L7200-SAN-HA UPGRADE-LSW
TG249ZA	L5100-SAN TO L7200-SAN UPGRADE
TG250ZA	L5100-SAN-HA TO L7200-SAN-HA UPGRADE
TG441ZA	L5100-SAN-HA TO L7200-SAN-HA UPGRADE
TG251ZA	L7100S OR L5000S TO L7200S UPGRADE
TG251YA	L7100S OR L5000S TO L7200S UPGRADE-LHW
TG253YA	L7100S OR L5000S TO L7200S UPGRADE-LHW
TG251WA	L7100S OR L5000S TO L7200S UPGRADE-LSW
TG253WA	L7100S OR L5000S TO L7200S UPGRADE-LSW
TG210YA	L7100S-HA/L5000S-HA TO L7200S-HA UPG-LHW
TG210WA	L7100S-HA/L5000S-HA TO L7200S-HA UPG-LSW
TG252ZA	L7100S-HA/L5000S-HA TO L7200S-HA UPGRADE
TG277YA	L7100X OR L5000S TO L7200X UPGRADE-LHW
TG253ZA	L7100X OR L5000X TO L7200X UPGRADE
TG278YA	L7100X OR L5000X TO L7200X UPGRADE-LHW
TG278WA	L7100X OR L5000X TO L7200X UPGRADE-LSW
TG208YA	L7100X-HA/L5000X-HA TO L7200X-HA UPG-LHW
TG208WA	L7100X-HA/L5000X-HA TO L7200X-HA UPG-LSW
TG254ZA	L7100X-HA/L5000X-HA TO L7200X-HA UPGRADE
TG456ZA	L72000S-HA
TG257ZA	L7200S
TG259ZA	L7200-SAN
TG261ZA	L7200-SAN-DEV
TG262ZA	L7200-SAN-HA
TG263ZA	L7200-SAN-HA-DEV

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TG262YA	L7200-SAN-HA-LHW
TG262WA	L7200-SAN-HA-LSW
TG259YA	L7200-SAN-LHW
TG259WA	L7200-SAN-LSW
TG264ZA	L7200-SAN-NFR
TG264YA	L7200-SAN-NFR-LHW
TG264WA	L7200-SAN-NFR-LSW
TG265ZA	L7200S-HA
TG256ZA	L7200S-HA-DEV
TG265YA	L7200S-HA-LHW
TG265WA	L7200S-HA-LSW
TG266YA	L7200S-LHW
TG266WA	L7200S-LSW
TG267ZA	L7200S-NFR
TG267YA	L7200S-NFR-LHW
TG267WA	L7200S-NFR-LSW
TG268ZA	L7200X
TG269ZA	L7200X UPGRADE
TG270ZA	L7200X-DEV
TG271ZA	L7200X-HA
TG272ZA	L7200X-HA UPGRADE
TG271YA	L7200X-HA-LHW
TG271WA	L7200X-HA-LSW
TG268YA	L7200X-LHW
TG268WA	L7200X-LSW

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TG273ZA	L7200X-NFR
TG273YA	L7200X-NFR-LHW
TG273WA	L7200X-NFR-LSW

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