HP ArcSight Logger and HP ArcSight ConApp appliance models 3200 and 7200 Obsolescence Announcement

Frequently Asked Questions

On June 15, 2013, HP announced the end of sale date and end of support dates for HP ArcSight Logger and HP ArcSight ConApp appliance models 3200 and 7200 (x200 series appliance models). These impact the following products in the appliance form factor—

HP ArcSight Logger: L7200, L7200-SAN, L3200

HP ArcSight ConApp: C5200, C3200, C1300

This document provides answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing the x200 series appliance models?
Answer	Effective June 15, 2013, HP is announcing the discontinuance of the x200 series appliance models.
Question	Why is HP discontinuing the x200 series appliance models?
Answer	Effective the release of the new x500 series appliance models for several products, HP is announcing the obsolescence of the older versions of the x200 series appliance models.
Question	What product numbers are affected by this obsolescence?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.
Question	When is the last date I can order the x200 series appliance models?
Answer	The x200 series appliance models have already been discontinued from the point of new sales. As of Aug 2011, you were no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses for the x200 series appliance models If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

Sign up for updates
hp.com/go/swupdatealerts

Question	Do I need to request new license keys when upgrading to the later models of the appliances (x400 or x500 series)?
Answer	Customers of the appliances are not entitled to an automatic replacement appliance of the newer model. Upgrade options to the new models of the appliances are available at a discount for existing customers of the x200 series through an upgrade SKU. The customer will have to provide proof of prior purchase of the x200 series appliances, and must be in a current valid Support contract for these appliance models.
Question	What version of the appliance model is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest are the x500 series appliance models for HP ArcSight Logger and HP ArcSight ConApp. Please check with your local HP sales representative or HP software business partner for the latest information. HP has replaced the products with newer models offering the same functionality and equal or better performance and capacity. See table below.

Model Type	Replacement Model
L7200s	L7500s
L7200x	L7500x
L7200-SAN	L7500-SAN
L3200	L3500
C3200	C3500
C5200	C5500
C1300	C3500

Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	You have several options available to you: • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve: hp.com/go/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	Where can I find upgrade information for the x500 series appliance models?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.
Question	I plan to upgrade my x500 series appliance model environment using in-house technical resources. Where do I get all the required software?
Answer	All the x500 series appliances come with the software pre-loaded. Customers that have a valid support contract can download the latest version of the SW or upgrade media via 'My Updates'.
Question	Will HP offer an x500 series appliance model purchase promotion?
Answer	Existing customers of the x200 series can upgrade to the later versions of the appliance models via an upgrade SKU for a fraction of the cost of the new

Sign up for updates
hp.com/go/swupdatealerts

appliance model. Please contact your local HP sales representative or HP Software Business Partner for assistance with the purchase

Question	What is the concurrent support time period?
Answer	HP will continue to provide major software upgrades and feature enhancements for these appliances until May 31, 2014. After this time these appliances will not receive additional feature upgrades. These appliances will continue to receive patches and bug-fix releases until April 30, 2015, at which time they will be considered End of Support. In other words, these appliances will continue to be supported for at least 24 months after this notice date. However, ArcSight does reserve the right to replace failed appliances with an equal or better version solely at HP's discretion.

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for the x200 series appliance models is April 30, 2015. As of this date all customer support activities for this version will cease, this includes: • Telephone support • Security Rule updates • Product upgrades
Question	Are there any other key dates I need to be aware of?
Answer	Please see Customer Letter page 1 for key dates.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using the x200 series appliance models. HP will stop providing support for the x200 series appliance models on April 30, 2015. Customers are encouraged to begin reviewing their business requirements for the x200 series appliance models. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.
Question	Can I get a support contract for technical support only, without having to pay for upgrades?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of x200 series appliance model for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HP may choose to offer defect fixes at a premium price, depending on available resources.
Question	If I am on a support contract, what will I be entitled to?

Sign up for updates
hp.com/go/swupdatealerts

June 2013

Answer	HP will continue to provide major software upgrades and feature enhancements for these appliances until May 31, 2014. After this time these appliances will not receive additional feature upgrades.
	These appliances will continue to receive patches and bug-fix releases until April 30, 2015, at which time they will be considered End of Support.
	HP may also provide other updates in that period from May 31, 2014 and April 30, 2015 at its discretion.
	Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.
Question	When I upgrade from the x200 series appliance models to x500 series appliance models, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.
Question	When I upgrade from the x200 appliance model to the x500 appliance model, can I expect the same support pricing compared to the x200 series appliance models?
Answer	Not necessarily. Each product support price is determined independently.

For more information

For more information on HP ArcSight appliances and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:.

hp.com/go/software
hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

Sign up for updates
hp.com/go/swupdatealerts