



HP Software ArcSight Application Security Monitor (AppSM) Obsolescence Announcement

Frequently Asked Questions

On December 1, 2012, HP announced the end of sale date and end of support dates for ArcSight AppSM.

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

Product related questions

Question When is HP discontinuing ArcSight AppSM?

Answer Effective December 1, 2012, HP is announcing the discontinuance of ArcSight AppSM. Current customers may continue to purchase additional licenses of ArcSight AppSM until February 1, 2013. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

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 What other product is available from HP for my application logging and/or application protection needs?

Answer Fortify Runtime is the new product for customers that are looking for application logging and/or application protection solutions. Customers may buy Runtime Application Logging and/or Runtime Application Protection.

Question When is the last date I can order ArcSight AppSM?

Answer ArcSight AppSM will continue to be available for purchase to current support customers through February 1, 2013. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses for ArcSight AppSM If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

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:
www.hp.com/go/hpssoftwaresupport/
 - HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question Where can I find upgrade information for ArcSight AppSM?

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.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for ArcSight AppSM is November 30, 2014. 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 ArcSight AppSM. HP will stop providing support for ArcSight AppSM on March 31, 2014. Customers are encouraged to begin reviewing their business requirements for ArcSight AppSM. 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 ArcSight AppSM 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.

For more information

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

www.hp.com/go/software

www.hp.com/go/hpssoftwaresupport/

www.hp.com/go/hpssoftwaresupport/support-lifecycle

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