



# HP Enterprise Security Products Support Policy Guidelines

Version 1.1



HP Enterprise Security Products (ESP)—Support Policy establishes the company’s obligations to customers with respect to mature and obsolete offerings. It reinforces the standardized obsolescence approach of HP in order to properly set expectations with the customers. The policy applies to the HP ArcSight, HP Atalla, HP Fortify and HP TippingPoint Pillars of ESP.

## Software Product Version Numbering

The version numbering scheme put forth by the product version numbering policy is: (Major) (Major) . (Minor) (Minor) . (Build) (Build) (Build).

Example: “07.11.001” Where: Major release is 7, Minor release is 1, Minor Minor is 1 and Build is 1

Some product follow the YYYY.MM version number scheme where YYYY represents the four-digit year and MM represents the two-digit month in which the product version was released.

Example: “2013.01,” where: Year is 2013 and month is 01. This means the product was released in January 2013.

## Software

### Support term

**Latest two (2) versions:** HP will provide support for the current and previous Minor Versions of the current Major Version.

**Last Minor Version of the previous Major Version:** HP will support the last Minor Version of the previous Major Version (N) for 24 months from the date when the next Major Version (N+1) becomes generally available or the next Major Version (N+2) becomes generally available.

**Exiting the business:** If HP discontinues a product and no successor product is commercially available from HP as an update under support, provided that customer has paid all applicable support fees, HP will provide support for at least twenty-four (24) months from the date of HP's notice of such product discontinuance.

**Extensions to support term**

HP reserves the option to offer up to five (5) additional years of support. Extensions to support are available for customers with an existing support contract. As always, it is our intent to communicate such a change in support length with affected support customers in a timely manner.

**Dependent components**

Dependent components means underlying operating systems, adjacent or integrated applications, or software that is required to operate an ESP offering.

Support for products (or versions of products) may run longer than support or Dependent Components. When this occurs, it is our intent to communicate with affected customers in a timely manner. There may be cases where HP does not receive notification of the end-of-support for Dependent Components in advance of the general public. If the developer of a Dependent Component stops providing full support (full support includes product updates, patches, and defect fixes), support for the affected HP products with regard to the Dependent Components will immediately be limited to (a) Self-solve support available through the applicable online resources and (b) Telephone support associated with the questions concerning a product's functionality and interoperability in line with the HP product's original parameters and requirements at time of release.

Product updates, patches and fixes for the product that relies on the Dependent Components will be limited to those already available and no additional updates, patches, or fixes will be engineered.

To the extent the affected HP product operates or integrates with other Dependent Components that are still supported by its developers, support for such products as they relate to the supported Dependent Components will continue through the planned end-of-support date, if announced.

## Appliances

**Support Term**

**Length of contract:** HP will provide support for all appliances for the length of the customer's valid contract. This includes products that are past the announced end-of-sale date.

**Exiting the business:** When a customer has paid all applicable support fees, but HP has discontinued a product and no successor product is commercially available as an update under support, we provide support for at least 24 months from the notice date of product discontinuance.

**Extensions to Support Term**

HP reserves the option to offer up to five (5) additional years of support after the end-of-sale date. Extensions to support are available for customers with an existing support contract. As always, it is our intent to communicate such a change in support length with affected support customers in a timely manner.

### **Dependent Components**

Dependent components means underlying operating systems, hardware platforms, adjacent or integrated applications or software that is required to operate an HP ESP product offering.

Support for products (or versions of products) may run longer than support or Dependent Components. When this occurs, it is our intent to communicate with affected customers in a timely manner. There may be cases where HP does not receive notification of the end-of-support for Dependent Components in advance of the general public. If the developer of a Dependent Component stops providing full support (full support includes product updates, patches, and defect fixes), support for the affected HP products with regard to the Dependent Components will immediately be limited to:

(a) Self-solve support available through the applicable online resources and (b) Telephone support associated with the questions concerning a product's functionality and interoperability in line with the HP product's original parameters and requirements at time of release. Product updates, patches, and fixes for the product that relies on the Dependent Components will be limited to those already available and no additional updates, patches, or fixes will be engineered.

To the extent the affected HP product operates or integrates with other Dependent Components that are still supported by its developers, support for such products as they relate to the supported Dependent Components will continue through the planned end-of-support date, if announced.

### **Obsolescence guidelines**

Support for a specific product or product version will be provided until the published official end-of-support date. As always, HP investigates all problems and issues reported for current product versions (last, and in most cases, immediately preceding releases). However, customers may be required to install the most recent software, fixes, patches, or service packs as part of the troubleshooting and issue resolution process. In all cases, the HP ESP product team will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release; all requests for defect fixes, product enhancements, support for newly released operating systems, and other adjacent or integrated application(s) or version(s).

### **Notice of end of sale**

For products being obsoleted with no successor product to be available from HP as an update or upgrade under support, HP will provide notice to the customers that the affected product(s) will be end of sale at least six (6) months prior to date.



## Definitions

### Support

HP Software maintenance, training, installation and configuration, and other standard support services provided by HP.

### Version

A software release that contains new features, enhancements, maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available by HP to its customers (also called a “release”). Refer to the “[Software Product Version Numbering](#)” section.

### General availability

The first date the specified version of the product is available for production use by customers.

### End of sale

Date that HP no longer makes a product generally available for purchase.

### End of support

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

### HP branded products

Means software products and support bearing a trademark or service mark of Hewlett-Packard Company or any Hewlett-Packard Company Affiliate, and embedded HP selected third-party software that is not offered under a third-party license agreement.

### Software

Machine-readable instructions and data (and copies thereof) including middleware, firmware, related updates, upgrades, licensed materials, user documentation, user manuals, and operating procedures.

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