

HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 Obsolescence Announcement

Frequently Asked Questions

On October 01, 2014, HP announced the end of sale date and end of support dates for HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10.

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

Product related questions

Question When is HP discontinuing HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10.?

Answer Effective October 01, 2014, HP is announcing the discontinuance of HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10. Current customers may continue to purchase the media for HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 until December 01, 2014. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10?

Answer Effective with the new release of HP Arcsight Logger 6.0 HP is announcing the obsolescence of HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10. This is in accordance with the HP Enterprise Security Products Support Policy 1.1. Definitions of terms are documented in the [HP Enterprise Security Products Support Policy Guidelines](#).

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 HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10?

Answer HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 media will continue to be available for purchase to current support customers through December 01, 2014. As of that date, you will no longer be able to purchase additional media of the product.

Question Can I still purchase additional licenses HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10? If yes, how?

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

Question Do I need to request new license keys when upgrading to Logger 6.0?

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Answer No, you don't need new license keys for upgrading to Logger 6.0.

Question What version of HP Arcsight Logger is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is HP Arcsight Logger 6.0. Logger 5.50/5.50 SP1 are also supported. Please check hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.

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

Question What are the hardware requirements to upgrade to HP Arcsight Logger 6.0?

Answer Hardware requirements will vary depending on your operating system, amount of data ingested and the Logger capacity in the license, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

Question Where can I find upgrade information for HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to upgrade my HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 environment using in-house technical resources. Where do I get all the required software?

Answer All HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 support customers can download the HP Arcsight Logger 6.0 media via [My Updates](#). Please consult the upgrade path in product documentation to upgrade to the latest versions of Logger.

Question What if I have a Logger appliance? Am I eligible to upgrade?

Answer Yes, appliance customers can upgrade the software on their appliances. Note, HP ArcSight has already announced the end of life of certain models of the appliances. (For example, the L7200 series). These models cannot upgrade to Logger 6.0. Please consult the product documentation or the Product LifeCycle document for compatibility of the versions with your appliance models.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 is March 31, 2015. As of this date all customer support activities for this version will cease, this includes:

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- Telephone support
- Security Rule updates
- Product upgrades

<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10. HP will stop providing support for HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 on March 31, 2015. Self-Help Support will continue to be available through March 31, 2017. Customers are encouraged to begin reviewing their upgrade for HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of HP Arcsight Logger 6.0/ 5.50 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. 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.
<i>Question</i>	When I upgrade from HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 to HP Arcsight Logger 6.0, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10 to HP Arcsight Logger 6.0, can I expect the same support pricing compared to HP Arcsight Logger 5.30/5.30 SP1, 5.20 and 5.10?
<i>Answer</i>	We do not anticipate a change in the support pricing with this obsolescence announcement. In general, each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
<i>Question</i>	What services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.

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<i>Question</i>	What educational training packages are available for the HP Arcsight Logger 6.0?
<i>Answer</i>	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information to Arcsight - HP Software Security

For more information

For more information on HP WebInspect Enterprise 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

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