



ArcSight Gen7 Appliance Announcement

We are announcing the special support extension for the specific ArcSight Gen7 Appliance products

Dear Customer,

This letter is for Micro Focus ArcSight Gen7 Appliance support customers worldwide, to inform you of changes in our end of support plans.

Micro Focus is announcing a special support extension for the ArcSight Gen7 Appliance products effective as of the December 20, 2017. Please see the SKU list below if your existing product is eligible for this limited Extended support.

Please read below for the updated timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Previously Announced Support Timeline	
Dec 31, 2017	End of Support for ArcSight Gen7 Appliance
Updated Support Timeline:	
Dec 31, 2018	End of special support extension for ArcSight Gen7 Appliance

Please note this is not part of standard support policy. This special support extension includes the following deliverables:

DELIVERABLE	CURRENT SUPPORT ENDS ON DECEMBER 31 2017	SPECIAL SUPPORT EXTENSION: DECEMBER 7 2017 - DECEMBER 31 2018
Access to public forums	✓	✓
Access to SSO	✓	✓



Right to new version with upgrade to new appliance	✓	✓
Access to existing patches/hotfixes	✓	✓
Access to entitled forums	✓	✓
Raise support tickets	✓	✓
Access to Support Engineers	✓	✓
Hardware components replacement	✓	✓
Creation of patches/hotfixes		
Creation of security fixes		

More information

Should you have any questions about this end of support extension communication, or for assistance in understanding the options available to you, please contact your local Micro Focus sales representative or Micro Focus business partner. When providing information, please include your name, country, phone number, company name, product number and your Micro Focus service agreement identifier or Micro Focus system handle.

In addition, for technical assistance and information, please visit Software Support Online: [Micro Focus.com/software/support](https://www.microfocus.com/software/support)

Micro Focus once again wishes to thank you for being an ArcSight customer. We appreciate your business and look forward to continuing to serve your business needs in the future.

Best regards,

Micro Focus

ELIGIBLE SKU LIST

Product Description	SKU PIN	SKU Description
Connector Appliances	TG216AA	HP ArcSight CONAPP-C1400 Server



Connector Appliances	TG217AA	HP ArcSight CONAPP-C1400 HA Server
Connector Appliances	TG218AA	HP ArcSight CONAPP-C1400-NFR Server
Connector Appliances	TG219AA	HP ArcSight CONAPP-C3400 Server
Connector Appliances	TG220AA	HP ArcSight CONAPP-C3400 NP Server
Connector Appliances	TG221AA	HP ArcSight CONAPP-C3400 HA Server
Connector Appliances	TG222AA	HP ArcSight CONAPP-C3400-NFR Server
Connector Appliances	TG223AA	HP ArcSight CONAPP-C5400 Server
Connector Appliances	TG224AA	HP ArcSight CONAPP-C5400-NP Server
Connector Appliances	TG225AA	HP ArcSight CONAPP-C5400-HA Server
Connector Appliances	TG226AA	HP ArcSight CONAPP-C5400-NFR Server
Connector Appliances	TG474AA	HP ArcSight CONAPP-C1400 NP Server
Logger Appliances	TG238AA	HP ArcSight L3400 Server
Logger Appliances	TG239AA	HP ArcSight L3400-NP Server
Logger Appliances	TG241AA	HP ArcSight L3400-HA Server
Logger Appliances	TG243AA	HP ArcSight L3400-NFR Server
Logger Appliances	TG244AA	HP ArcSight L3400-PCI Server
Logger Appliances	TG245AA	HP ArcSight L3400-PCI HA Server
Logger Appliances	TG246AA	HP ArcSight L3400-PCI-NFR Server
Logger Appliances	TG256AA	HP ArcSight L7400-HA-NP Server
Logger Appliances	TG257AA	HP ArcSight L7400S Server
Logger Appliances	TG259AA	HP ArcSight L7400-SAN Server
Logger Appliances	TG261AA	HP ArcSight L7400-SAN-NP Server
Logger Appliances	TG262AA	HP ArcSight L7400-SAN-HA Server
Logger Appliances	TG264AA	HP ArcSight L7400-SAN-NFR Server
Logger Appliances	TG265AA	HP ArcSight L7400S-HA Server
Logger Appliances	TG267AA	HP ArcSight L7400S-NFR Server
Logger Appliances	TG268AA	HP ArcSight L7400X Server
Logger Appliances	TG270AA	HP ArcSight L7400X-NP Server
Logger Appliances	TG271AA	HP ArcSight L7400X-HA Server



Logger Appliances	TG273AA	HP ArcSight L7400X-NFR Server
Logger Appliances	TG282AA	HP ArcSight L3400 (for M7400L)-Server
Logger Appliances	TG287AA	HP ArcSight L3400 (for M7400X)-Server
Logger Appliances	TG289AA	HP ArcSight L3400 (for M7400XL)-Server
Logger Appliances	TG293AA	HP ArcSight L3400 (for M7400L)-NP Server
Logger Appliances	TG295AA	HP ArcSight L3400 (for M7400X)-NP Server
Logger Appliances	TG297AA	HP ArcSight L3400 (for M7400XL)-NP Svr
Logger Appliances	TG298AA	HP ArcSight L3400 (for M7400L)-HA Server
Logger Appliances	TG299AA	HP ArcSight L3400 (for M7400X)-HA Server
Logger Appliances	TG301AA	HP ArcSight L3400 (for M7400XL)-HA Svr
Logger Appliances	TG476AA	HP ArcSight L3400-PCI NP Server
Management Center Connector Migration	TG216MS	HP ARST MC C6401M Mig Svr
Management Center Connector Migration	TG217MS	HP ARST MC C6401M NP/HA Mig Svr
Management Center Connector Migration	TG218MS	HP ARST MC C6401M NFR Mig Svr
Management Center Connector Migration	TG219MS	HP ARST MC C6404M Mig Svr
Management Center Connector Migration	TG220MS	HP ARST MC C6404M NP/HA Mig Svr
Management Center Connector Migration	TG222MS	HP ARST MC C6404M NFR Mig Svr
Management Center Connector Migration	TG223MS	HP ARST MC C6408M Mig Svr
Management Center Connector Migration	TG224MS	HP ARST MC C6408M NP/HA Mig Svr
Management Center Connector Migration	TG226MS	HP ARST MC C6408M NFR Mig Svr
ESM Appliances	TG229AA	HP ArcSight E7400-2 Server
ESM Appliances	TG230AA	HP ArcSight E7400-2-HA Server
ESM Appliances	TG231AA	HP ArcSight E7400-4 Server
ESM Appliances	TG232AA	HP ArcSight E7400-4-HA Server
ESM Appliances	TG233AA	HP ArcSight E7400-4-NFR Server
ESM Appliances	TG255AA	HP ArcSight E7400-2-NP Server
ESM Appliances	TG469AA	HP ArcSight E7400-HW-Server
ESM Appliances	TG475AA	HP ArcSight E7400-4 NP Server



ESM Appliances	TG556AA	HP ArcSight E7400-8 Server
ESM Appliances	TG557AA	HP ArcSight E7400-8-HA Server
ESM Appliances	TG558AA	HP ArcSight E7400-8-NP Server
ESM Appliances	TG617AA	HP ArcSight ESM E7400-2500 EPS Server
ESM Appliances	TG618AA	HP ArcSight ESM E7400-2500 EPS HA Server
ESM Appliances	TG619AA	HP ArcSight ESM E7400-5000 EPS Server
ESM Appliances	TG620AA	HP ArcSight ESM E7400-5000 EPS HA Server
ESM Appliances	TG621AA	HP ArcSight ESM E7400-5000 EPS NFR Svr
ESM Appliances	TG622AA	HP ArcSight ESM E7400-2500 EPS NP Server
ESM Appliances	TG623AA	HP ArcSight ESM E7400-5000 EPS NP Server
ESM Appliances	TG624AA	HP ArcSight ESM E7400-7500 EPS Server
ESM Appliances	TG625AA	HP ArcSight ESM E7400-7500 EPS HA Server
ESM Appliances	TG626AA	HP ArcSight ESM E7400-7500 EPS NP Server
ESM Appliances - Legacy	TG229MS	HP ArcSight E7400-2-1500 Migration Svr
ESM Appliances - Legacy	TG230MS	HP ARST E7400-2-1500 Migration HA Svr
ESM Appliances - Legacy	TG231MS	HP ArcSight E7400-4-3000 Migration Svr
ESM Appliances - Legacy	TG232MS	HP ARST E7400-4-3000 Migration HA Svr
ESM Appliances - Legacy	TG233MS	HP ARST E7400-4-3000 Migration NFR Svr
ESM Appliances - Legacy	TG255MS	HP ARST E7400-2-1500 Migration NP Svr
ESM Appliances - Legacy	TG475MS	HP ARST E7400-4-3000 Migration NP Svr
ESM Appliances - Legacy	TG556MS	HP ArcSight E7400-8-5000 Migration Svr
ESM Appliances - Legacy	TG557MS	HP ARST E7400-8-5000 Migration HA Svr
ESM Appliances - Legacy	TG558MS	HP ARST E7400-8-5000 Migration NP Svr
Express All In One Appliances	TG203AA	HP ArcSight AE-V7400-L Server
Express All In One Appliances	TG204AA	HP ArcSight AE-V7400-L HA Server
Express All In One Appliances	TG205AA	HP ArcSight AE-V7400-M Server



Express All In One Appliances	TG209AA	HP ArcSight AE-V7400-M HA Server
Express All In One Appliances	TG211AA	HP ArcSight AE-V7400-M-NFR Server
Express All In One Appliances	TG470AA	HP ArcSight AE-V7400-M-NP-Server
Express All In One Appliances	TG472AA	HP ArcSight AE-V7400-L NP Server
Express Appliances	TG279AA	HP ArcSight M7400-L Server
Express Appliances	TG281AA	HP ArcSight M7400-L-HA Server
Express Appliances	TG283AA	HP ArcSight M7400-L-NFR Server
Express Appliances	TG284AA	HP ArcSight M7400-L-NOLOG Server
Express Appliances	TG285AA	HP ArcSight M7400-L-NOLOG HA Server
Express Appliances	TG286AA	HP ArcSight M7400-M Server
Express Appliances	TG291AA	HP ArcSight M7400-M-HA Server
Express Appliances	TG294AA	HP ArcSight M7400-M-NFR Server
Express Appliances	TG296AA	HP ArcSight M7400-X Server
Express Appliances	TG300AA	HP ArcSight M7400-X-HA Server
Express Appliances	TG302AA	HP ArcSight M7400-XL Server
Express Appliances	TG303AA	HP ArcSight M7400-XL-HA Server
Express Appliances	TG304AA	HP ArcSight M7400-XL-NOLOG Server
Express Appliances	TG305AA	HP ArcSight M7400-XL-NOLOG-HA Server
Express Appliances	TG306AA	HP ArcSight M7400-X-NOLOG Server
Express Appliances	TG307AA	HP ArcSight M7400-X-NOLOG HA Server
Express Appliances	TG322AA	HP ArcSight AE-7405 Server
Express Appliances	TG339AA	HP ArcSight AE-7410 Server
Express Appliances	TG340AA	HP ArcSight AE-7425 Server
Express Appliances	TG480AA	HP ArcSight M7400-L NP Server
Express Appliances	TG481AA	HP ArcSight M7400-L-NOLOG NP Server
Express Appliances	TG482AA	HP ArcSight M7400-M Server
Express Appliances	TG483AA	HP ArcSight M7400-X NP Server
Express Appliances	TG484AA	HP ArcSight M7400-XL NP Server
Express Appliances	TG485AA	HP ArcSight M7400-XL-NOLOG Server
Express Appliances	TG486AA	HP ArcSight M7400-X-NOLOG NP Server



Express Appliances	TG487AA	HP ArcSight AE-7450 Server
Express Appliances	TG488AA	HP ArcSight AE-7465 Server
Express Appliances	TG489AA	HP ArcSight AE-7480 Server
Express Appliances	TG490AA	HP ArcSight AE-7405-NP Server
Express Appliances	TG491AA	HP ArcSight AE-7410-NP Server
Express Appliances	TG492AA	HP ArcSight AE-7425-NP Server
Express Appliances	TG493AA	HP ArcSight AE-7450-NP Server
Express Appliances	TG494AA	HP ArcSight AE-7465-NP Server
Express Appliances	TG495AA	HP ArcSight AE-7480-NP Server
Express Appliances	TG496AA	HP ArcSight AE-7405-HA Server
Express Appliances	TG497AA	HP ArcSight AE-7410-HA Server
Express Appliances	TG498AA	HP ArcSight AE-7425-HA Server
Express Appliances	TG499AA	HP ArcSight AE-7450-HA Server
Express Appliances	TG500AA	HP ArcSight AE-7465-HA Server
Express Appliances	TG501AA	HP ArcSight AE-7480-HA Server
Express Appliances	TG550AA	HP ArcSight AE-7405-NFR Server
Express Appliances	TG598AA	HP ArcSight AE-7406 Server
Express Appliances	TG599AA	HP ArcSight AE-7406-HA Server
Express Appliances	TG600AA	HP ArcSight AE-7406-NP Server
Express Appliances	TG601AA	HP ArcSight AE-7406-NFR Server
Express Appliances	TG602AA	HP ArcSight AE-7411 Server
Express Appliances	TG603AA	HP ArcSight AE-7411-HA Server
Express Appliances	TG604AA	HP ArcSight AE-7411-NP Server
Express Appliances	TG605AA	HP ArcSight AE-7426 Server
Express Appliances	TG606AA	HP ArcSight AE-7426-HA Server
Express Appliances	TG607AA	HP ArcSight AE-7426-NP Server
Express Appliances	TG608AA	HP ArcSight AE-7451 Server
Express Appliances	TG609AA	HP ArcSight AE-7451-HA Server
Express Appliances	TG610AA	HP ArcSight AE-7451-NP Server
Express Appliances	TG611AA	HP ArcSight AE-7466 Server
Express Appliances	TG612AA	HP ArcSight AE-7466-HA Server
Express Appliances	TG613AA	HP ArcSight AE-7466-NP Server
Express Appliances	TG614AA	HP ArcSight AE-7481 Server
Express Appliances	TG615AA	HP ArcSight AE-7481-HA Server
Express Appliances	TG616AA	HP ArcSight AE-7481-NP Server