

Hewlett-Packard Company
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Palo Alto, CA 94304

hp.com



March 6, 2015

Addressee's Name
Addressee's Title
Company Name
Street Address
City, State ZIP

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the product obsolescence of HP ArcSight Gen7 Logger, ConApp, ESM, AE, All-in-one, NSP, TRM Appliance X400 models as of the dates set forth below.

This letter is for HP ArcSight support customers worldwide, to inform you of our end of support plans.

End of Sale / End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP ArcSight products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
2013	End of sale (no longer orderable or available for purchase) for Logger, ConApp, AE, All-in-one, NSP, TRM Appliance X400 models
September 1, 2014	End of sale for ESM Appliance X400 models
December 31, 2016	End of Support for HP ArcSight Gen7 Appliance X400 models

While these HP ArcSight Gen 7 appliance X400 models may continue to meet your immediate needs, HP recommends that its customers upgrade to the replacement product suggested in Appendix B.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP ArcSight product numbers.

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For more information, go to hp.com/go/software

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More information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

In addition, for technical assistance and information, please visit Software Support Online: hp.com/go/hpsoftwaresupport

HP once again wishes to thank you for choosing HP ArcSight We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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APPENDIX A: Definitions

This product version obsolescence is covered by version 1.1 of the HP Enterprise Security Products Support Policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

hp.com/go/hpsoftwaresupport/support-lifecycle

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HP Software product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HP Software investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HP Software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End-of-Support Date

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

APPENDIX B: Affected Product SKUs

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG203AA	All In One	HP ArcSight AE-V7400-L Server	No replacement
TG204AA	All In One	HP ArcSight AE-V7400-L HA Server	No replacement

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG205AA	All In One	HP ArcSight AE-V7400-M Server	No replacement
TG209AA	All In One	HP ArcSight AE-V7400-M HA Server	No replacement
TG211AA	All In One	HP ArcSight AE-V7400-M-NFR Server	No replacement
TG274AA	AE	HP ArcSight M7100/7200/M7400-L Upgr Svr	Upgrade SKU no replacement
TG275AA	AE	HP ArcSight M7100/7200/AE-7405 Upgr Svr	Upgrade SKU no replacement
TG276AA	AE	HP ArcSight M7100/7200/M7400-X Upgr Svr	Upgrade SKU no replacement
TG279AA	AE	HP ArcSight M7400-L Server	Buy TG661BA to upgrade to G8
TG281AA	AE	HP ArcSight M7400-L-HA Server	Buy TG662BA to upgrade to G8
TG282AA	AE	HP ArcSight L3400 (for M7400L)-Server	Buy TG675BA to upgrade to G8
TG283AA	AE	HP ArcSight M7400-L-NFR Server	NFR SKU no replacement
TG284AA	AE	HP ArcSight M7400-L-NOLOG Server	Buy TG661BA to upgrade to G8
TG285AA	AE	HP ArcSight M7400-L-NOLOG HA Server	Buy TG662BA to upgrade to G8
TG286AA	AE	HP ArcSight M7400-M Server	Buy TG658BA to upgrade to G8
TG287AA	AE	HP ArcSight L3400 (for M7400X)-Server	Buy TG675BA to upgrade to G8
TG288AA	AE	HP ArcSight M7X00-M to M7400-L Upgr Svr	Upgrade SKU no replacement
TG289AA	AE	HP ArcSight L3400 (for M7400XL)-Server	Buy TG675BA to upgrade to G8
TG291AA	AE	HP ArcSight M7400-M-HA Server	Buy TG659BA to upgrade to G8
TG292AA	AE	HP ArcSight M7X00M-HA/M7400L-HA Upgr Svr	Upgrade SKU no replacement
TG293AA	AE	HP ArcSight L3400 (for M7400L)-NP Server	Buy TG676BA to upgrade to G8
TG294AA	AE	HP ArcSight M7400-M-NFR Server	NFR SKU, No replacement
TG295AA	AE	HP ArcSight L3400 (for M7400X)-NP Server	Buy TG676BA to upgrade to G8
TG296AA	AE	HP ArcSight M7400-X Server	Buy TG664BA to upgrade to G8
TG297AA	AE	HP ArcSight L3400 (for M7400XL)-NP Svr	Buy TG676BA to upgrade to G8
TG298AA	AE	HP ArcSight L3400 (for M7400L)-HA Server	Buy TG676BA to upgrade to G8

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG299AA	AE	HP ArcSight L3400 (for M7400X)-HA Server	Buy TG676BA to upgrade to G8
TG300AA	AE	HP ArcSight M7400-X-HA Server	Buy TG665BA to upgrade to G8
TG301AA	AE	HP ArcSight L3400 (for M7400XL)-HA Svr	Buy TG676BA to upgrade to G8
TG302AA	AE	HP ArcSight M7400-XL Server	Buy TG667BA to upgrade to G8
TG303AA	AE	HP ArcSight M7400-XL-HA Server	Buy TG668BA to upgrade to G8
TG304AA	AE	HP ArcSight M7400-XL-NOLOG Server	Buy TG667BA to upgrade to G8
TG305AA	AE	HP ArcSight M7400-XL-NOLOG-HA Server	Buy TG668BA to upgrade to G8
TG306AA	AE	HP ArcSight M7400-X-NOLOG Server	Buy TG664BA to upgrade to G8
TG307AA	AE	HP ArcSight M7400-X-NOLOG HA Server	Buy TG665BA to upgrade to G8
TG322AA	AE	HP ArcSight AE-7405 Server	No replacement currently, wait for G9
TG339AA	AE	HP ArcSight AE-7410 Server	No replacement currently, wait for G9
TG340AA	AE	HP ArcSight AE-7425 Server	No replacement currently, wait for G9
TG470AA	All In One	HP ArcSight AE-V7400-M-NP-Server	No replacement
TG471AA	AE	HP ArcSight M7100/7200/M7400-XL Upgr Svr	Upgrade SKU no replacement
TG472AA	All In One	HP ArcSight AE-V7400-L NP Server	No replacement
TG480AA	AE	HP ArcSight M7400-L NP Server	Buy TG663BA to upgrade to G8
TG481AA	AE	HP ArcSight M7400-L-NOLOG NP Server	Buy TG663BA to upgrade to G8
TG482AA	AE	HP ArcSight M7400-M NP Server	Buy TG660BA to upgrade to G8
TG483AA	AE	HP ArcSight M7400-X NP Server	Buy TG666BA to upgrade to G8
TG484AA	AE	HP ArcSight M7400-XL NP Server	Buy TG669BA to upgrade to G8
TG485AA	AE	HP ArcSight M7400-XL-NOLOG NP Server	Buy TG669BA to upgrade to G8
TG486AA	AE	HP ArcSight M7400-X-NOLOG NP Server	Buy TG666BA to upgrade to G8
TG487AA	AE	HP ArcSight AE-7450 Server	No replacement currently, wait for G9

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG488AA	AE	HP ArcSight AE-7465 Server	No replacement currently, wait for G9
TG489AA	AE	HP ArcSight AE-7480 Server	No replacement currently, wait for G9
TG490AA	AE	HP ArcSight AE-7405-NP Server	No replacement currently, wait for G9
TG491AA	AE	HP ArcSight AE-7410-NP Server	No replacement currently, wait for G9
TG492AA	AE	HP ArcSight AE-7425-NP Server	No replacement currently, wait for G9
TG493AA	AE	HP ArcSight AE-7450-NP Server	No replacement currently, wait for G9
TG494AA	AE	HP ArcSight AE-7465-NP Server	No replacement currently, wait for G9
TG495AA	AE	HP ArcSight AE-7480-NP Server	No replacement currently, wait for G9
TG496AA	AE	HP ArcSight AE-7405-HA Server	No replacement currently, wait for G9
TG497AA	AE	HP ArcSight AE-7410-HA Server	No replacement currently, wait for G9
TG498AA	AE	HP ArcSight AE-7425-HA Server	No replacement currently, wait for G9
TG499AA	AE	HP ArcSight AE-7450-HA Server	No replacement currently, wait for G9
TG500AA	AE	HP ArcSight AE-7465-HA Server	No replacement currently, wait for G9
TG501AA	AE	HP ArcSight AE-7480-HA Server	No replacement currently, wait for G9
TG550AA	AE	HP ArcSight AE-7405-NFR Server	NFR SKU, No replacement
TG551AA	AE	HP ArcSight M7100/7200/AE-7410 Upgr Svr	Upgrade SKU no replacement
TG552AA	AE	HP ArcSight M7100/7200/AE-7425 Upgr Svr	Upgrade SKU no replacement
TG553AA	AE	HP ArcSight M7X00-M to AE-7405 Upgr Svr	Upgrade SKU no replacement
TG554AA	AE	HP ArcSight M7X00M-HA/AE7405-HA Upgr Svr	Upgrade SKU no replacement
TG555AA	AE	HP ArcSight M7100/7200/AE-7450 Upgr Svr	Upgrade SKU no replacement
TG598AA	AE	HP ArcSight AE-7406 Server	No replacement currently, wait for G9
TG599AA	AE	HP ArcSight AE-7406-HA Server	No replacement currently, wait for G9
TG600AA	AE	HP ArcSight AE-7406-NP Server	No replacement currently, wait for G9

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG601AA	AE	HP ArcSight AE-7406-NFR Server	NFR SKU, No replacement
TG602AA	AE	HP ArcSight AE-7411 Server	No replacement currently, wait for G9
TG603AA	AE	HP ArcSight AE-7411-HA Server	No replacement currently, wait for G9
TG604AA	AE	HP ArcSight AE-7411-NP Server	No replacement currently, wait for G9
TG605AA	AE	HP ArcSight AE-7426 Server	No replacement currently, wait for G9
TG606AA	AE	HP ArcSight AE-7426-HA Server	No replacement currently, wait for G9
TG607AA	AE	HP ArcSight AE-7426-NP Server	No replacement currently, wait for G9
TG608AA	AE	HP ArcSight AE-7451 Server	No replacement currently, wait for G9
TG609AA	AE	HP ArcSight AE-7451-HA Server	No replacement currently, wait for G9
TG610AA	AE	HP ArcSight AE-7451-NP Server	No replacement currently, wait for G9
TG611AA	AE	HP ArcSight AE-7466 Server	No replacement currently, wait for G9
TG612AA	AE	HP ArcSight AE-7466-HA Server	No replacement currently, wait for G9
TG613AA	AE	HP ArcSight AE-7466-NP Server	No replacement currently, wait for G9
TG614AA	AE	HP ArcSight AE-7481 Server	No replacement currently, wait for G9
TG615AA	AE	HP ArcSight AE-7481-HA Server	No replacement currently, wait for G9
TG616AA	AE	HP ArcSight AE-7481-NP Server	No replacement currently, wait for G9
TG212AA	ConApp	HP ArcSight C1000/C1300/C1400 Upgr Svr	Upgrade SKU no replacement
TG213AA	ConApp	HP ArcSight C3000/C3200/C3400 Upgr Svr	Upgrade SKU no replacement
TG214AA	ConApp	HP ArcSight C5100/C5200/C5400 Upgr Svr	Upgrade SKU no replacement
TG216AA	ConApp	HP ArcSight CONAPP-C1400 Server	Buy TG695BA to upgrade to ArcMC G8
TG217AA	ConApp	HP ArcSight CONAPP-C1400 HA Server	No replacement
TG218AA	ConApp	HP ArcSight CONAPP-C1400-NFR Server	NFR SKU, No replacement
TG219AA	ConApp	HP ArcSight CONAPP-C3400 Server	Buy TG735BA to upgrade to ArcMC G8

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG220AA	ConApp	HP ArcSight CONAPP-C3400 NP Server	Buy TG736BA to upgrade to ArcMC G8
TG221AA	ConApp	HP ArcSight CONAPP-C3400 HA Server	Buy TG736BA to upgrade to ArcMC G8
TG222AA	ConApp	HP ArcSight CONAPP-C3400-NFR Server	Buy TG734BA to upgrade to ArcMC G8
TG223AA	ConApp	HP ArcSight CONAPP-C5400 Server	Buy TG732BA to upgrade to ArcMC G8
TG224AA	ConApp	HP ArcSight CONAPP-C5400-NP Server	Buy TG733BA to upgrade to ArcMC G8
TG225AA	ConApp	HP ArcSight CONAPP-C5400-HA Server	Buy TG733BA to upgrade to ArcMC G8
TG226AA	ConApp	HP ArcSight CONAPP-C5400-NFR Server	Buy TG734BA to upgrade to ArcMC G8
TG474AA	ConApp	HP ArcSight CONAPP-C1400 NP Server	No replacement
TG559AA	ConApp	HP ARST CONAPP C3X00/C3400 Upgr HA Svr	Upgrade SKU no replacement
TG560AA	ConApp	HP ARST CONAPP C5X00/C5400 Upgr HA Svr	Upgrade SKU no replacement
TG227AA	ESM	HP ArcSight E7100/E7200/E7400-2 Upgr Svr	Upgrade SKU no replacement
TG228AA	ESM	HP ArcSight E7100/E7200/E7400-4 Upgr Svr	Upgrade SKU no replacement
TG229AA	ESM	HP ArcSight E7400-2 Server	No replacement
TG230AA	ESM	HP ArcSight E7400-2-HA Server	No replacement
TG231AA	ESM	HP ArcSight E7400-4 Server	No replacement
TG232AA	ESM	HP ArcSight E7400-4-HA Server	No replacement
TG233AA	ESM	HP ArcSight E7400-4-NFR Server	NFR SKU, No replacement
TG255AA	ESM	HP ArcSight E7400-2-NP Server	No replacement
TG469AA	ESM	HP ArcSight E7400-HW-Server	No replacement
TG475AA	ESM	HP ArcSight E7400-4 NP Server	No replacement
TG556AA	ESM	HP ArcSight E7400-8 Server	No replacement
TG557AA	ESM	HP ArcSight E7400-8-HA Server	No replacement
TG558AA	ESM	HP ArcSight E7400-8-NP Server	No replacement

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG617AA	ESM	HP ArcSight ESM E7400-2500 EPS Server	No replacement
TG618AA	ESM	HP ArcSight ESM E7400-2500 EPS HA Server	No replacement
TG619AA	ESM	HP ArcSight ESM E7400-5000 EPS Server	No replacement
TG620AA	ESM	HP ArcSight ESM E7400-5000 EPS HA Server	No replacement
TG621AA	ESM	HP ArcSight ESM E7400-5000 EPS NFR Svr	NFR SKU, No replacement
TG622AA	ESM	HP ArcSight ESM E7400-2500 EPS NP Server	No replacement
TG623AA	ESM	HP ArcSight ESM E7400-5000 EPS NP Server	No replacement
TG624AA	ESM	HP ArcSight ESM E7400-7500 EPS Server	No replacement
TG625AA	ESM	HP ArcSight ESM E7400-7500 EPS HA Server	No replacement
TG626AA	ESM	HP ArcSight ESM E7400-7500 EPS NP Server	No replacement
TG670AA	ESM	HP ARST E7200-2/E7400-1500 Upgr Svr	No replacement
TG671AA	ESM	HP ARST E7200-2/E7400-1500 HA Upgr Svr	No replacement
TG672AA	ESM	HP ARST E7200-4/E7400-3000 Upgr Svr	Upgrade SKU no replacement
TG673AA	ESM	HP ARST E7200-4/E7400-3000 HA Upgr Svr	Upgrade SKU no replacement
TG674AA	ESM	HP ARST NFR E7200-4/E7400-3000 Upgr Svr	Upgrade SKU no replacement
TG234AA	Logger	HP ArcSight L3000/L3200/L3400 Upgr Svr	Upgrade SKU no replacement
TG235AA	Logger	HP ArcSight L3000/3200/3400-HA Upgr Svr	Upgrade SKU no replacement
TG236AA	Logger	HP ArcSight L3000/3200/3400 PCI Upgr Svr	Upgrade SKU no replacement
TG237AA	Logger	HP ArcSight L3X00/L3400 PCI-HA Upgr Svr	Upgrade SKU no replacement
TG238AA	Logger	HP ArcSight L3400 Server	Buy TG675BA to upgrade to G8
TG239AA	Logger	HP ArcSight L3400-NP Server	Buy TG676BA to upgrade to G8
TG241AA	Logger	HP ArcSight L3400-HA Server	Buy TG676BA to upgrade to G8
TG243AA	Logger	HP ArcSight L3400-NFR Server	NFR SKU, No replacement

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG244AA	Logger	HP ArcSight L3400-PCI Server	Buy TG675BA to upgrade to G8 - note replacement suggestion does not include PCI
TG245AA	Logger	HP ArcSight L3400-PCI HA Server	Buy TG676BA to upgrade to G8 - note replacement suggestion does not include PCI
TG246AA	Logger	HP ArcSight L3400-PCI-NFR Server	NFR SKU, No replacement
TG248AA	Logger	HP ArcSight L5X/7X/L7400 SAN-HA Upgr Svr	Upgrade SKU no replacement
TG249AA	Logger	HP ArcSight L5X00/7200/7400 SAN Upgr Svr	Upgrade SKU no replacement
TG251AA	Logger	HP ArcSight L5000/L7X00/L7400S Upgr Svr	Upgrade SKU no replacement
TG252AA	Logger	HP ArcSight L5000/7X00/7400S-HA Upgr Svr	Upgrade SKU no replacement
TG256AA	Logger	HP ArcSight L7400S NP Server	Buy TG686BA to upgrade to G8
TG257AA	Logger	HP ArcSight L7400S Server	Buy TG685BA to upgrade to G8
TG259AA	Logger	HP ArcSight L7400-SAN Server	Buy TG680BA to upgrade to G8
TG261AA	Logger	HP ArcSight L7400-SAN-NP Server	Buy TG619BA to upgrade to G8
TG262AA	Logger	HP ArcSight L7400-SAN-HA Server	Buy TG619BA to upgrade to G8
TG264AA	Logger	HP ArcSight L7400-SAN-NFR Server	NFR SKU, No replacement
TG265AA	Logger	HP ArcSight L7400S-HA Server	Buy TG686BA to upgrade to G8
TG267AA	Logger	HP ArcSight L7400S-NFR Server	NFR SKU, No replacement
TG268AA	Logger	HP ArcSight L7400X Server	Buy TG690BA to upgrade to G8
TG269AA	Logger	HP ArcSight L5000X/7X00X/L7400X Upgr Svr	Upgrade SKU no replacement
TG270AA	Logger	HP ArcSight L7400X-NP Server	Buy TG691BA to upgrade to G8
TG271AA	Logger	HP ArcSight L7400X-HA Server	Buy TG691BA to upgrade to G8
TG272AA	Logger	HP ArcSight L5000/7X00/7400X-HA Upgr Svr	Upgrade SKU no replacement
TG273AA	Logger	HP ArcSight L7400X-NFR Server	NFR SKU, No replacement
TG476AA	Logger	HP ArcSight L3400-PCI NP Server	Buy TG676BA to upgrade to G8 - note replacement suggestion does not include PCI

Product Number	Product	Common Description (CD)	Replacement Suggestion
TG565AA	NSP	HP ArcSight NSP N5400 100 Dev Upgr Svr	No replacement
TG566AA	NSP	HP ARST NSP N5400 100 Dev Upgr HA Svr	No replacement
TG567AA	NSP	HP ArcSight NSP N5400 500 Dev Upgr Svr	No replacement
TG568AA	NSP	HP ARST NSP N5400 500 Dev Upgr HA Svr	No replacement
TG318AA	TRM	HP ArcSight TRM-100 NP Server	No replacement
TG319AA	TRM	HP ArcSight TRM-500 NP Server	No replacement
TG320AA	TRM	HP ArcSight TRM-250 NP Server	No replacement
TG321AA	TRM	HP ArcSight TRM-50 NP Server	No replacement
TG341AA	TRM	HP ArcSight TRM-500 Server	No replacement
TG342AA	TRM	HP ArcSight TRM-500-HA Server	No replacement
TG343AA	TRM	HP ArcSight TRM-100 Server	No replacement
TG344AA	TRM	HP ArcSight TRM-1000 Server	No replacement
TG345AA	TRM	HP ArcSight TRM-1000-HA Server	No replacement
TG346AA	TRM	HP ArcSight TRM-100 HA Server	No replacement
TG347AA	TRM	HP ArcSight TRM-250 Server	No replacement
TG348AA	TRM	HP ArcSight TRM-250-HA Server	No replacement
TG349AA	TRM	HP ArcSight TRM-3000 Server	No replacement
TG350AA	TRM	HP ArcSight TRM-3000-HA Server	No replacement
TG351AA	TRM	HP ArcSight TRM-50 Server	No replacement
TG352AA	TRM	HP ArcSight TRM-5000 Server	No replacement
TG353AA	TRM	HP ArcSight TRM-5000 HA Server	No replacement
TG354AA	TRM	HP ArcSight TRM-50 HA Server	No replacement
TG355AA	TRM	HP ArcSight TRM-50 NFR Server	NFR SKU, No replacement

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Product Number	Product	Common Description (CD)	Replacement Suggestion
TG561AA	TRM	HP ArcSight TRM N5400 50 Dev Upgr Svr	No replacement
TG562AA	TRM	HP ArcSight TRM N5400 50 Dev Upgr HA Svr	No replacement
TG563AA	TRM	HP ArcSight TRM N5400 100 Dev Upgr Svr	No replacement
TG564AA	TRM	HP ARST TRM N5400100 Dev Upgr HA Svr	No replacement

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