



Hewlett Packard Enterprise

February 8, 2017

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

Dear Customer,

Hewlett Packard Enterprise (HPE) is announcing Support Extension for the HP ArcSight Gen7 Appliance X400 models effective as of January 1, 2017. This support extension will allow more time to upgrade, but it is imperative that you contact your Enterprise Security Sales representative to discuss the options and plan the solution upgrade.

This letter is for HP ArcSight Gen7 Appliance X400 models support customers worldwide, to inform you of our end of support extension plans.

Please see the SKU list below if your existing product is eligible for Support Extension.

End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your HP ArcSight Gen7 Appliance X400 models products.

Key program dates listed below for HP ArcSight Gen7 Appliance X400 models are based on HPE's support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our [Product Support Policy](#).

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, 2016	End of Support for ArcSight Gen7 Appliance X400 models
Updated support timeline:	
Dec 31, 2017	End of Support for ArcSight Gen7 Appliance X400 models

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected HP ArcSight Gen7 Appliance X400 models product numbers.

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 HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

Should you have any technical questions about the upgrade please contact support.

In addition, for technical assistance and information, please visit Software Support Online: hpe.com/software/support

HPE 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,
Hewlett Packard Enterprise



Appendix A: Definitions

This product version obsolescence is covered by version 1.1 of the Release & Support policy for HPE Security products. Definitions of terms are provided by the product version obsolescence guidelines documented at hpe.com/software/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 HPE 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 HPE 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 HPE 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 HPE reaching EOS will remain available for electronic download for a reasonable period of time.

Self-Help Support

Self-Help Support is an integral component of all HPE Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HPE product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HPE's intent to communicate with affected HP Software product/product version customers in a timely manner. However, there are cases where HPE does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HPE product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

Appendix B: Affected Product SKUs

SKU	PRODUCT DESCRIPTION
TG212AA	HP ArcSight C1000/C1300/C1400 Upgr Svr
TG216AA	HP ArcSight CONAPP-C1400 Server
TG217AA	HP ArcSight CONAPP-C1400 HA Server
TG218AA	HP ArcSight CONAPP-C1400-NFR Server
TG219AA	HP ArcSight CONAPP-C3400 Server
TG220AA	HP ArcSight CONAPP-C3400 NP Server
TG221AA	HP ArcSight CONAPP-C3400 HA Server
TG222AA	HP ArcSight CONAPP-C3400-NFR Server
TG223AA	HP ArcSight CONAPP-C5400 Server
TG224AA	HP ArcSight CONAPP-C5400-NP Server
TG225AA	HP ArcSight CONAPP-C5400-HA Server
TG226AA	HP ArcSight CONAPP-C5400-NFR Server
TG474AA	HP ArcSight CONAPP-C1400 NP Server

TG213AA	HP ArcSight C3000/C3200/C3400 Upgr Svr
TG214AA	HP ArcSight C5100/C5200/C5400 Upgr Svr
TG559AA	HP ARST CONAPP C3X00/C3400 Upgr HA Svr
TG560AA	HP ARST CONAPP C5X00/C5400 Upgr HA Svr
TG238AA	HP ArcSight L3400 Server
TG239AA	HP ArcSight L3400-NP Server
TG241AA	HP ArcSight L3400-HA Server
TG243AA	HP ArcSight L3400-NFR Server
TG244AA	HP ArcSight L3400-PCI Server
TG245AA	HP ArcSight L3400-PCI HA Server
TG246AA	HP ArcSight L3400-PCI-NFR Server
TG256AA	HP ArcSight L7400-HA-NP Server
TG257AA	HP ArcSight L7400S Server
TG259AA	HP ArcSight L7400-SAN Server
TG261AA	HP ArcSight L7400-SAN-NP Server
TG262AA	HP ArcSight L7400-SAN-HA Server
TG264AA	HP ArcSight L7400-SAN-NFR Server
TG265AA	HP ArcSight L7400S-HA Server
TG267AA	HP ArcSight L7400S-NFR Server
TG268AA	HP ArcSight L7400X Server
TG270AA	HP ArcSight L7400X-NP Server
TG271AA	HP ArcSight L7400X-HA Server
TG273AA	HP ArcSight L7400X-NFR Server
TG282AA	HP ArcSight L3400 (for M7400L)-Server
TG287AA	HP ArcSight L3400 (for M7400X)-Server
TG289AA	HP ArcSight L3400 (for M7400XL)-Server
TG293AA	HP ArcSight L3400 (for M7400L)-NP Server
TG295AA	HP ArcSight L3400 (for M7400X)-NP Server
TG297AA	HP ArcSight L3400 (for M7400XL)-NP Svr
TG298AA	HP ArcSight L3400 (for M7400L)-HA Server
TG299AA	HP ArcSight L3400 (for M7400X)-HA Server
TG301AA	HP ArcSight L3400 (for M7400XL)-HA Svr
TG476AA	HP ArcSight L3400-PCI NP Server



TG234AA	HP ArcSight L3000/L3200/L3400 Upgr Svr
TG235AA	HP ArcSight L3000/3200/3400-HA Upgr Svr
TG236AA	HP ArcSight L3000/3200/3400 PCI Upgr Svr
TG237AA	HP ArcSight L3X00/L3400 PCI-HA Upgr Svr
TG248AA	HP ArcSight L5X/7X/L7400 SAN-HA Upgr Svr
TG249AA	HP ArcSight L5X00/7200/7400 SAN Upgr Svr
TG251AA	HP ArcSight L5000/L7X00/L7400S Upgr Svr
TG252AA	HP ArcSight L5000/7X00/7400S-HA Upgr Svr
TG269AA	HP ArcSight L5000X/7X00X/L7400X Upgr Svr
TG272AA	HP ArcSight L5000/7X00/7400X-HA Upgr Svr
TG216MS	HP ARST MC C6401M Mig Svr
TG217MS	HP ARST MC C6401M NP/HA Mig Svr
TG218MS	HP ARST MC C6401M NFR Mig Svr
TG219MS	HP ARST MC C6404M Mig Svr
TG220MS	HP ARST MC C6404M NP/HA Mig Svr
TG222MS	HP ARST MC C6404M NFR Mig Svr
TG223MS	HP ARST MC C6408M Mig Svr
TG224MS	HP ARST MC C6408M NP/HA Mig Svr
TG226MS	HP ARST MC C6408M NFR Mig Svr
TG229AA	HP ArcSight E7400-2 Server
TG230AA	HP ArcSight E7400-2-HA Server
TG231AA	HP ArcSight E7400-4 Server
TG232AA	HP ArcSight E7400-4-HA Server
TG233AA	HP ArcSight E7400-4-NFR Server
TG255AA	HP ArcSight E7400-2-NP Server
TG469AA	HP ArcSight E7400-HW-Server
TG475AA	HP ArcSight E7400-4 NP Server
TG556AA	HP ArcSight E7400-8 Server
TG557AA	HP ArcSight E7400-8-HA Server
TG558AA	HP ArcSight E7400-8-NP Server
TG617AA	HP ArcSight ESM E7400-2500 EPS Server
TG618AA	HP ArcSight ESM E7400-2500 EPS HA Server
TG619AA	HP ArcSight ESM E7400-5000 EPS Server

TG620AA	HP ArcSight ESM E7400-5000 EPS HA Server
TG621AA	HP ArcSight ESM E7400-5000 EPS NFR Svr
TG622AA	HP ArcSight ESM E7400-2500 EPS NP Server
TG623AA	HP ArcSight ESM E7400-5000 EPS NP Server
TG624AA	HP ArcSight ESM E7400-7500 EPS Server
TG625AA	HP ArcSight ESM E7400-7500 EPS HA Server
TG626AA	HP ArcSight ESM E7400-7500 EPS NP Server
TG229MS	HP ArcSight E7400-2-1500 Migration Svr
TG230MS	HP ARST E7400-2-1500 Migration HA Svr
TG231MS	HP ArcSight E7400-4-3000 Migration Svr
TG232MS	HP ARST E7400-4-3000 Migration HA Svr
TG233MS	HP ARST E7400-4-3000 Migration NFR Svr
TG255MS	HP ARST E7400-2-1500 Migration NP Svr
TG475MS	HP ARST E7400-4-3000 Migration NP Svr
TG556MS	HP ArcSight E7400-8-5000 Migration Svr
TG557MS	HP ARST E7400-8-5000 Migration HA Svr
TG558MS	HP ARST E7400-8-5000 Migration NP Svr
TG227AA	HP ArcSight E7100/E7200/E7400-2 Upgr Svr
TG228AA	HP ArcSight E7100/E7200/E7400-4 Upgr Svr
TG670AA	HP ARST E7200-2/E7400-1500 Upgr Svr
TG671AA	HP ARST E7200-2/E7400-1500 HA Upgr Svr
TG672AA	HP ARST E7200-4/E7400-3000 Upgr Svr
TG673AA	HP ARST E7200-4/E7400-3000 HA Upgr Svr
TG674AA	HP ARST NFR E7200-4/E7400-3000 Upgr Svr
TG203AA	HP ArcSight AE-V7400-L Server
TG204AA	HP ArcSight AE-V7400-L HA Server
TG205AA	HP ArcSight AE-V7400-M Server
TG209AA	HP ArcSight AE-V7400-M HA Server
TG211AA	HP ArcSight AE-V7400-M-NFR Server
TG470AA	HP ArcSight AE-V7400-M-NP-Server
TG472AA	HP ArcSight AE-V7400-L NP Server
TG279AA	HP ArcSight M7400-L Server
TG281AA	HP ArcSight M7400-L-HA Server

TG283AA	HP ArcSight M7400-L-NFR Server
TG284AA	HP ArcSight M7400-L-NOLOG Server
TG285AA	HP ArcSight M7400-L-NOLOG HA Server
TG286AA	HP ArcSight M7400-M Server
TG291AA	HP ArcSight M7400-M-HA Server
TG294AA	HP ArcSight M7400-M-NFR Server
TG296AA	HP ArcSight M7400-X Server
TG300AA	HP ArcSight M7400-X-HA Server
TG302AA	HP ArcSight M7400-XL Server
TG303AA	HP ArcSight M7400-XL-HA Server
TG304AA	HP ArcSight M7400-XL-NOLOG Server
TG305AA	HP ArcSight M7400-XL-NOLOG-HA Server
TG306AA	HP ArcSight M7400-X-NOLOG Server
TG307AA	HP ArcSight M7400-X-NOLOG HA Server
TG322AA	HP ArcSight AE-7405 Server
TG339AA	HP ArcSight AE-7410 Server
TG340AA	HP ArcSight AE-7425 Server
TG480AA	HP ArcSight M7400-L NP Server
TG481AA	HP ArcSight M7400-L-NOLOG NP Server
TG482AA	HP ArcSight M7400-M Server
TG483AA	HP ArcSight M7400-X NP Server
TG484AA	HP ArcSight M7400-XL NP Server
TG485AA	HP ArcSight M7400-XL-NOLOG Server
TG486AA	HP ArcSight M7400-X-NOLOG NP Server
TG487AA	HP ArcSight AE-7450 Server
TG488AA	HP ArcSight AE-7465 Server
TG489AA	HP ArcSight AE-7480 Server
TG490AA	HP ArcSight AE-7405-NP Server
TG491AA	HP ArcSight AE-7410-NP Server
TG492AA	HP ArcSight AE-7425-NP Server
TG493AA	HP ArcSight AE-7450-NP Server
TG494AA	HP ArcSight AE-7465-NP Server
TG495AA	HP ArcSight AE-7480-NP Server

TG496AA	HP ArcSight AE-7405-HA Server
TG497AA	HP ArcSight AE-7410-HA Server
TG498AA	HP ArcSight AE-7425-HA Server
TG499AA	HP ArcSight AE-7450-HA Server
TG500AA	HP ArcSight AE-7465-HA Server
TG501AA	HP ArcSight AE-7480-HA Server
TG550AA	HP ArcSight AE-7405-NFR Server
TG551AA	HP ArcSight M7100/7200/AE-7410 Upgr Svr
TG598AA	HP ArcSight AE-7406 Server
TG599AA	HP ArcSight AE-7406-HA Server
TG600AA	HP ArcSight AE-7406-NP Server
TG601AA	HP ArcSight AE-7406-NFR Server
TG602AA	HP ArcSight AE-7411 Server
TG603AA	HP ArcSight AE-7411-HA Server
TG604AA	HP ArcSight AE-7411-NP Server
TG605AA	HP ArcSight AE-7426 Server
TG606AA	HP ArcSight AE-7426-HA Server
TG607AA	HP ArcSight AE-7426-NP Server
TG608AA	HP ArcSight AE-7451 Server
TG609AA	HP ArcSight AE-7451-HA Server
TG610AA	HP ArcSight AE-7451-NP Server
TG611AA	HP ArcSight AE-7466 Server
TG612AA	HP ArcSight AE-7466-HA Server
TG613AA	HP ArcSight AE-7466-NP Server
TG614AA	HP ArcSight AE-7481 Server
TG615AA	HP ArcSight AE-7481-HA Server
TG616AA	HP ArcSight AE-7481-NP Server
TG274AA	HP ArcSight M7100/7200/M7400-L Upgr Svr
TG275AA	HP ArcSight M7100/7200/AE-7405 Upgr Svr
TG276AA	HP ArcSight M7100/7200/M7400-X Upgr Svr
TG288AA	HP ArcSight M7X00-M to M7400-L Upgr Svr
TG292AA	HP ArcSight M7X00M-HA/M7400L-HA Upgr Svr
TG471AA	HP ArcSight M7100/7200/M7400-XL Upgr Svr



TG552AA	HP ArcSight M7100/7200/AE-7425 Upgr Svr
TG553AA	HP ArcSight M7X00-M to AE-7410 Upgr Svr
TG554AA	HP ArcSight M7X00M-HA/AE7410-HA Upgr Svr
TG555AA	HP ArcSight M7100/7200/AE-7450 Upgr Svr