

HP ArcSight Enterprise View Obsolescence Announcement

Frequently Asked Questions

On May 1, 2015, HP announced the end of sale date and end of support dates for HP ArcSight Enterprise View.

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

Product related questions

<i>Question</i>	When is HP discontinuing HP ArcSight Enterprise View?
<i>Answer</i>	Effective May 1, 2015, HP is announcing the discontinuance of HP ArcSight Enterprise View. Current customers may continue to purchase additional licenses of HP ArcSight Enterprise View until November 1, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order HP ArcSight Enterprise View?
<i>Answer</i>	HP ArcSight Enterprise View will continue to be available for purchase to current support customers through November 1, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses HP ArcSight Enterprise View? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	<p>You have several options available to you:</p> <ul style="list-style-type: none">• 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/hpsoftwaresupport/• HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase

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Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	<p>The End of Support date for HP ArcSight Enterprise View is April 30, 2017. As of this date all customer support activities for this version will cease, this includes:</p> <ul style="list-style-type: none">• Telephone support• Security Rule updates• Product updates
<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>	<p>You have the option to continue using HP ArcSight Enterprise View. HP will stop providing support for HP ArcSight Enterprise View on April 30, 2017. You are encouraged to begin reviewing your business requirements for HP ArcSight Enterprise View. You are also encouraged to contact your local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.</p>
<i>Question</i>	Should there be a defect with a version of HP ArcSight Enterprise View 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.

For more information

For more information on HP ArcSight Enterprise View 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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