

HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x Obsolescence Announcement

Frequently Asked Questions

On Sep 01, 2015, HP announced the end of support dates for HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x.

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

Product related questions

Question When is HP obsoleting HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x?

Answer Effective Sep 01, 2015, HP is announcing the obsolescence of HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x. Current customers may continue to purchase additional licenses of HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x until Mar 01, 2016. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

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 Network Synergy Platform 5.1x, 5.2x & 5.5x?

Answer HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x will continue to be available for purchase to current support customers through Feb 29, 2016. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x? If yes, how?

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

Question Who can I contact if I have more questions with regards to this product obsolescence?

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/hpsoftwaresupport/
- HP Technical Support:

Sign up for updates
hp.com/go/swupdatealerts



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 Network Synergy Platform 5.1x, 5.2x & 5.5x is Aug 31, 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>Customers have the option to continue using HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x. HP will stop providing support for HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x on Aug 31, 2017. Customers are encouraged to begin reviewing their business requirements for HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x. 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.</p>
<i>Question</i>	Should there be a defect with a version of HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x 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 Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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hp.com/go/hpsoftwaresupport/
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