

Hewlett-Packard Company  
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Palo Alto, CA 94304

[hp.com](http://hp.com)



Sep 01, 2015

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x effective as of the dates set forth below.

This letter is for HP ArcSight Network Synergy Platform 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 Network Synergy Platform products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
Sep 01, 2015	Product obsolescence announced
Mar 01, 2016	End of Sale (no longer orderable or available for purchase)
Aug 31, 2017	End of Product Support for HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x

Please refer to attached [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected HP ArcSight Network Synergy Platform 5.1x, 5.2x & 5.5x 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 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.

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For more information, go to [hp.com/go/software](http://hp.com/go/software)

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In addition, for technical assistance and information, please visit Software Support Online: [hp.com/go/hpssoftwaresupport](http://hp.com/go/hpssoftwaresupport)

HP once again wishes to thank you for choosing HP ArcSight Network Synergy Platform 5.1x, 5.2x, 5.5x. 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:

<https://softwaresupport.hp.com/web/softwaresupport/obsolescence-migrations>

### 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

SKU	Product Description
TG323AA	HP ArcSight NSP-0100 Server
TG324AA	HP ArcSight NSP-0100 HA Server
TG325AA	HP ArcSight NSP-0500 Server
TG326AA	HP ArcSight NSP-0500 HA Server
TG327AA	HP ArcSight NSP-1000 Server
TG328AA	HP ArcSight NSP-1000 HA Server

TG329AA	HP ArcSight NSP-3000 Server
TG330AA	HP ArcSight NSP-3000 HA Server
TG331AA	HP ArcSight NSP-5000 Server
TG332AA	HP ArcSight NSP-5000 HA Server
TG336AA	HP ArcSight NSP-LAB Server
TG337AA	HP ArcSight NSP-NFR Server
TG338AA	HP ArcSight NSP-NFR-3020 Server
TG323WA	NSP-0100-LSW
TG323ZA	NSP-0100
TG324WA	NSP-0100-HA-LSW
TG324ZA	NSP-0100-HA
TG325WA	NSP-0500-LSW
TG325ZA	NSP-0500
TG326WA	NSP-0500-HA-LSW
TG326ZA	NSP-0500-HA
TG327WA	NSP-1000-LSW
TG327ZA	NSP-1000
TG328WA	NSP-1000-HA-LSW
TG328ZA	NSP-1000-HA
TG329WA	NSP-3000-LSW
TG329ZA	NSP-3000
TG330WA	NSP-3000-HA-LSW
TG330ZA	NSP-3000-HA
TG331WA	NSP-5000-LSW
TG331ZA	NSP-5000
TG332WA	NSP-5000-HA-LSW
TG332ZA	NSP-5000-HA
TG336WA	NSP-LAB-LSW
TG336YA	NSP-LHW
TG336ZA	NSP-LAB
TG337WA	NSP-NFR-LSW
TG337ZA	NSP-NFR
TG338ZA	NSP-NFR-3020
TG460ZA	NRM-APP-NSP300
TG461ZA	NRM-APP-NSP3000
TG462ZA	NSP-6000
TG463ZA	NSP-APP-3000-A
TG464ZA	NSP-APP-3020
TG465ZA	NSP-APP-6000-A
TG466ZA	NSP-HA-3020
TG467ZA	NSP-LAB-3020
TG565AA	HP ArcSight NSP N5400 100 Dev Upgr Svr
TG566AA	HP ARST NSP N5400 100 Dev Upgr HA Svr
TG567AA	HP ArcSight NSP N5400 500 Dev Upgr Svr

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TG568AA	HP ARST NSP N5400 500 Dev Upgr HA Svr
TD997AAE	HP ArcSight NSP Upg Device SW E-LTU
TD998AAE	HP ArcSight NSP Upg Device HA SW E-LTU
TH025AAE	HP ArcSight NSP 5.10 SW E-Media
TH025BAE	HP ArcSight NSP 5.20 SW E-Media
TH584AAE	HP ArcSight NSP Device SW E-LTU
TH588AAE	HP ArcSight NSP Device HA SW E-LTU
TH592AAE	HP ArcSight NSP Device NP SW E-LTU

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