

HP ArcSight Threat Response Manager all version Obsolescence Announcement

Frequently Asked Questions

On Sep 01, 2015, HP announced the end of support dates for HP ArcSight Threat Response Manager all versions.

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

Product related questions

Question When is HP obsoleting HP ArcSight Threat Response Manager sll version?

Answer Effective Sep 01, 2015, HP is announcing the obsolescence of HP ArcSight Threat Response Manager sll version. Current customers may continue to purchase additional licenses of HP ArcSight Threat Response Manager sll version until Feb 29, 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 Threat Response Manager sll version?

Answer HP ArcSight Threat Response Manager sll version will continue to be available for purchase to current support customers through Mar 01, 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 Threat Response Manager sll version? 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/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

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Sep, 2015



Support contract related questions

Question What is the end of support date?

Answer The HP ArcSight Threat Response Manager sll version is Aug 31, 2017. As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product updates

Question Are there any other key dates I need to be aware of?

Answer Please see Customer Letter page 1 for key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP ArcSight Threat Response Manager sll version. HP will stop providing support for HP ArcSight Threat Response Manager sll version on Aug 31, 2017. Customers are encouraged to begin reviewing their business requirements for HP ArcSight Threat Response Manager sll version. 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.

Question Should there be a defect with a version of HP ArcSight Threat Response Manager sll version for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP may choose to offer defect fixes at a premium price, depending on available resources.

For more information

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