

# HP ArcSight Interactive Discovery 4.1x Obsolescence Announcement

## Frequently Asked Questions

On October 1, 2015, HP announced the end of support dates for ArcSight Interactive Discovery 4.1x.

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

### Product related questions

*Question* When is HP discontinuing ArcSight Interactive Discovery 4.1x?

*Answer* Effective October 1, 2015 HP is announcing the discontinuance of ArcSight Interactive Discovery 4.1x.

*Question* Why is HP discontinuing ArcSight Interactive Discovery 4.1x?

*Answer* Effective with the new release of ArcSight Interactive Discovery 6.4, HP is announcing the obsolescence of ArcSight Interactive Discovery 4.1x. This is in accordance with the HP Enterprise Security Products Support Policy 1.1. Definitions of terms are documented in the [HP Enterprise Security Products Support Policy Guidelines](#).

*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* Do I need to request new license keys when upgrading to ArcSight Interactive Discovery 6.4?

*Answer* No, you don't need new license keys for ArcSight Interactive Discovery 6.4.

*Question* What version of ArcSight Interactive Discovery is currently available and what update plans do you have for the product, if any?

*Answer* The latest version is ArcSight Interactive Discovery 6.4. Please check [hp.com/go/software](http://hp.com/go/software) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

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

*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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve;

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- [hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)  
HP Technical Support:  
[hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://hp.com/go/hpsoftwaresupport/casemanager/submitcase)

<i>Question</i>	What are the hardware requirements to update to ArcSight Interactive Discovery 6.4?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
<i>Question</i>	Where can I find update information for ArcSight Interactive Discovery 6.4?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to update my ArcSight Interactive Discovery 6.4 environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All ArcSight Interactive Discovery 6.4 support customers can download the ArcSight Interactive Discovery 6.4 media via <a href="#">My Updates</a> once your support contract is updated.
<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 6 months of concurrent support for getting updated to ArcSight Interactive Discovery 6.4.

#### Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for ArcSight Interactive Discovery 4.1x is March 31, 2016. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product updates</li> </ul>
<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>	Customers have the option to continue using ArcSight Interactive Discovery 4.1x. HP will stop providing support for ArcSight Interactive Discovery 4.1x on March 31, 2016. Self-Help Support will continue to be available through March 31, 2018. Customers are encouraged to begin reviewing their business requirements for ArcSight Interactive Discovery 4.1x. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for updates?
<i>Answer</i>	No, support contracts include both technical support and software updates.

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<i>Question</i>	Should there be a defect with a version of ArcSight Interactive Discovery 4.1x 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.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of ArcSight Interactive Discovery 6.4 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your update to be easy and successful.
<i>Question</i>	When I update from ArcSight Interactive Discovery 4.1x to ArcSight Interactive Discovery 6.4, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I update from ArcSight Interactive Discovery 4.1x to ArcSight Interactive Discovery 6.4, can I expect the same support pricing compared to ArcSight Interactive Discovery 4.1x?
<i>Answer</i>	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
<i>Question</i>	What migration services are available to help me update?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.  ArcSight Professional Services offerings are available at:  <a href="#"><u>ENTERPRISE SECURITY PRODUCTS GLOBAL SERVICES</u></a>  <a href="#"><u>ENTERPRISE SECURITY CONSULTING SERVICES</u></a>
<i>Question</i>	What educational training packages are available for the ArcSight Interactive Discovery 6.4?
<i>Answer</i>	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information.

**Arcsight:**  
[HP Software Security](#)

## For more information

For more information on HP WebInspect Enterprise and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)  
[hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)  
[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/support-lifecycle)

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