

HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x Obsolescence Announcement

Frequently Asked Questions

On November 1, 2015, HP announced the end of sale date and end of support dates for HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x.

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

Product related questions

Question When is HP discontinuing HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x?

Answer Effective November 1, 2015, HP is announcing the discontinuance of HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x.

Question Why is HP discontinuing HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x?

Answer Effective with the new release of HP ArcSight Enterprise Security Manager 6.8, HP is announcing the obsolescence of HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x. 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 HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle database).

Answer No, you don't need new license keys for HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle based environment).

Question What version of HP ArcSight Enterprise Security Manager is currently available and what update plans do you have for the product, if any?

Answer The latest version is HP ArcSight Enterprise Security Manager 6.8. Please check hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.

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Customers that would like to stay with the Oracle based environment should update to HP ArcSight Enterprise Security Manager 5.6.

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
- Web Self Solve: hp.com/go/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to update to HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle database)?

Answer 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.

Question Where can I find update information for HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle based environment)?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to update my HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x environment using in-house technical resources. Where do I get all the required software?

Answer All HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x support customers can download the HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle based environment) media via My Updates once your support contract is updated.

Question What is the concurrent support time period?

Answer There will be 6 months of concurrent support for getting migrated to the HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle based environment) .

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0 & 5.2 is April 30, 2016. The End of Support date for HP ArcSight Enterprise Security Manager 6.0 & 6.5x is December 31, 2016.

As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product updates

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<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 Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x.</p> <p>HP will stop providing support for HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0 & 5.2 on April 30, 2016. Self-Help Support will continue to be available through April 30, 2018.</p> <p>HP will stop providing support for HP ArcSight Enterprise Security Manager 6.0 & 6.5x on December 31, 2016. Self-Help Support will continue to be available through December 31, 2018.</p> <p>Customers are encouraged to begin reviewing their business requirements for HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x. 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>	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.
<i>Question</i>	Should there be a defect with a version of HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x 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.
<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 HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle based environment) 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 HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x to HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle based environment), can I continue my existing support contracts until they expire?
<i>Answer</i>	<p>Yes, your support contract will be updated automatically at the next renewal time if you continue to use the Oracle based environment or the CORRE based environment.</p> <p>Customers that want to move from the Oracle based to the CORRE based environment will need to have their support contracts updated. Please contact your HP Renewal Sales Representative or HP Business Partner to initiate a contract update.</p>
<i>Question</i>	When I update from HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x to HP ArcSight Enterprise Security Manager 6.8 or 5.6 (for those customers that would like to stay with the Oracle based environment) can I expect the same

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support pricing compared to HP ArcSight Enterprise Security Manager 4.0, 4.5, 5.0, 5.2, 6.0 & 6.5x?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

Question What migration services are available to help me update?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Please also visit these links to understand the overview of ArcSight Professional Services offerings:

[Enterprise Security Products Global Services](#)

[Enterprise Security Consulting Services](#)

Question What educational training packages are available for the HP ArcSight Enterprise Security Manager 6.8 or 5.6 ((for those customers that would like to stay with the Oracle database)?

Answer The following classes are available:

ArcSight Enterprise Security Manager 5.x

- ArcSight ESM Operations (eLearning)
- Introduction to ArcSight ESM Event Management (eLearning)

ArcSight Enterprise Security Manager 6.0

- ArcSight ESM Security Analyst - AESA (Blended-eLearning)

Please email your local contact for more information.

Arcsight:

[HP Software Security](#)

For more information

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