



ARST Logger (ARST Logger) 5.5

Discontinuance Announcement

Frequently Asked Questions

On November 01, 2015, Hewlett Packard Enterprise (HPE) announced the discontinuance for ARST Logger 5.5.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing ARST Logger 5.5?
Answer	Effective November 01, 2015, HPE is announcing the discontinuance ARST Logger 5.5.
Question	Why is HPE discontinuing ARST Logger 5.5?
Answer	Effective with the new release of ARST Logger 6.0, HPE is announcing the discontinuance of ARST Logger 5.5. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the product version obsolescence 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 ARST Logger 6.0?
Answer	No, you don't need new license keys for ARST Logger 6.0.
Question	What version of ARST Logger is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is ARST Logger 6.0. Please check hp.com/go/software or otherwise check with your local HPE sales representative or HPE 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 HPE sales representative or your local HPE business partner: hpe.com/software/home

Web Self Solve;

hpe.com/software/support

HPE Technical Support:

hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)

Question	What are the hardware requirements to upgrade to ARST Logger 6.0?
Answer	HW requirements have not changed between ARST Logger 5.5 and ARST Logger 6.0.
Question	Where can I find upgrade information for ARST Logger 6.0?
Answer	Further information regarding ARST Logger 6.0 can be found on Protect724 at https://protect724.hp.com , or through your local HP Sales Representative or HP Software Business Partner.
Question	I plan to upgrade my ARST Logger 5.5 environment using in-house technical resources. Where do I get all the required software?
Answer	All ARST Logger 5.5 support customers can download ARST Logger 6.0 media via 'My Updates'.
Question	What if I have a ARST MC appliance? Am I eligible to update?
Answer	Yes, appliance customers can upgrade the software on their appliances.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for ARST Logger 5.5 is Apr 30, 2016. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none">• 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 ARST Logger 5.5. HPE will stop providing support for ARST Logger 5.5 on Apr 30, 2016. Self-Help Support will continue to be available through Apr 30, 2018. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining upgrading options that meet your business needs.
Question	Can I get a support contract for technical support only, without having to pay for updates?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of ARST Logger 5.5 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HPE may choose to offer defect fixes at a premium price, depending on available resources.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HP to inform you about the availability of ARST Logger 6.0 for support customers, what media is listed under your support contract and how to sign up for ARST Logger 6.0 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.

Question	When I upgrade from ARST Logger 5.5 to ARST Logger 6.0, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I upgrade from ARST Logger 5.5 to ARST Logger 6.0, can I expect the same support pricing compared to ARST Logger 5.5?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
Question	What educational/training packages are available for the ARST Logger 6.0?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information HPE Security

For more information on ARST Logger 6.0 and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hpe.com/software/home

hpe.com/software/support

hpe.com/software/support-lifecycle

