



# HP ArcSight Management Center (ARST MC) 1.00

## Discontinuance Announcement

### Frequently Asked Questions

On November 01, 2015, Hewlett Packard Enterprise (HPE) announced the discontinuance for ARST MC 1.00.

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

#### PRODUCT RELATED QUESTIONS

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<b>Question</b>	When is HPE discontinuing ARST MC 1.00?
<b>Answer</b>	Effective November 01, 2015, HPE is announcing the discontinuance ARST MC 1.00.
<b>Question</b>	Why is HPE discontinuing ARST MC 1.00?
<b>Answer</b>	Effective with the new release of ARST MC 2.10, HPE is announcing the discontinuance of ARST MC 1.00. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the <a href="#">product version obsolescence guidelines</a> .
<b>Question</b>	What product numbers are affected by this obsolescence?
<b>Answer</b>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<b>Question</b>	Do I need to request new license keys when upgrading to ARST MC 2.10?
<b>Answer</b>	No, you don't need new license keys for ARST MC 2.10.
<b>Question</b>	What version of ARST MC is currently available and what upgrade plans do you have for the product, if any?
<b>Answer</b>	The latest version is ARST MC 2.1. Please check <a href="http://hp.com/go/software">hp.com/go/software</a> or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
<b>Question</b>	Who can I contact if I have more questions with regards to this product discontinuance?
<b>Answer</b>	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner:

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[hpe.com/software/home](http://hpe.com/software/home)

Web Self Solve:

[hpe.com/software/support](http://hpe.com/software/support)

HPE Technical Support:

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

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<b>Question</b>	What are the hardware requirements to upgrade to ARST MC 2.10?
<b>Answer</b>	HW requirements have not changed between ARST MC 1.00 and ARST MC 2.10.
<b>Question</b>	Where can I find upgrade information for ARST MC 2.10?
<b>Answer</b>	Further information regarding ARST MC 2.1 can be found on Protect724 at <a href="https://protect724.hp.com">https://protect724.hp.com</a> , or through your local HP Sales Representative or HP Software Business Partner.
<b>Question</b>	I plan to upgrade my ARST MC 1.00 environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All ARST MC 1.00 support customers can download ARST MC 2.10 media via 'My Updates'.
<b>Question</b>	What if I have an ARST MC appliance? Am I eligible to update?
<b>Answer</b>	Yes, appliance customers can upgrade the software on their appliances.

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## SUPPORT CONTRACT RELATED QUESTIONS

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<b>Question</b>	What is the End of Support date?
<b>Answer</b>	The End of Support date for ARST MC 1.0 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"><li>• Telephone support</li><li>• Security Rule updates</li><li>• Product updates</li></ul>
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.
<b>Question</b>	What are my discontinuance options?
<b>Answer</b>	Customers have the option to continue using ARST MC 1.00. HPE will stop providing support for ARST MC 1.0 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.
<b>Question</b>	Can I get a support contract for technical support only, without having to pay for updates?
<b>Answer</b>	No, support contracts include both technical support and software updates.
<b>Question</b>	Should there be a defect with a version of ARST MC 1.00 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<b>Answer</b>	HPE may choose to offer defect fixes at a premium price, depending on available resources.
<b>Question</b>	If I am on a support contract, what will I be entitled to?
<b>Answer</b>	You should have received a letter or electronic notification from HP to inform you about the availability of ARST MC 2.10 for support customers, what media is listed under your support contract and how to sign up for ARST MC 2.10

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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 MC 1.00 to ARST MC 2.10, 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 MC 1.00 to ARST MC 2.10, can I expect the same support pricing compared to ARST MC 1.00?

**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 MC 2.10?

**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](#)

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For more information on ARST MC 2.10 and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hpe.com/software/home](http://hpe.com/software/home)

[hpe.com/software/support](http://hpe.com/software/support)

[hpe.com/software/support-lifecycle](http://hpe.com/software/support-lifecycle)

