



HP ArcSight Express 3.0 & 5.0 also known as 2.0 (AE 3.0 & 5.0)

Version discontinuance Announcement

Frequently Asked Questions

On November 15, 2015, Hewlett Packard Enterprise announced the End of Support dates for AE 3.0 & 5.0.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing AE 3.0 & 5.0?
Answer	Effective November 01, 2015, HPE is announcing the discontinuance for AE 3.0 & 5.0
Question	Why is HPE discontinuing AE 3.0 & 5.0
Answer	Effective with the new release of AE 4.0, HPE is announcing the discontinuance of AE 3.0 & 5.0. This is in accordance with our Release & Support Policy for HPE Security products. Definitions of terms are documented in the product version obsolescence guidelines .
Question	What product numbers are affected by this discontinuance?
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 updating to AE 4.0
Answer	No, you don't need new license keys for AE 4.0.
Question	What version of AE is currently available and what update plans do you have for the product, if any?
Answer	The latest version of AE is 4.0. 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 version 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 update to AE 4.0?

Answer HW requirements have not changed between AE 3.0 & 5.0 and AE 4.0. Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE Sales Representative or HPE Software Business Partner for further assistance.

Question Where can I find update information for AE 4.0?

Answer Further information regarding AE 4.0 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 update my AE 3.0 & 5.0 environment using in-house technical resources. Where do I get all the required software?

Answer All AE 3.0 & 5.0 support customers can download AE 4.0 media via [‘My Updates’](#).

SUPPORT CONTRACT RELATED QUESTIONS

Question What is the End of Support date?

Answer The End of Support date for AE 3.0 & 5.0 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

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 AE 3.0 & 5.0. HPE will stop providing support for AE 3.0 & 5.0 on December 31, 2016. Self-Help Support will continue to be available through December 31, 2018. Customers are encouraged to begin reviewing their business requirements for AE 3.0 & 5.0. 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 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 HPE to inform you about the availability of AE 4.0 for support customers, what media is listed under your support contract and how to sign up for AE 4.0. 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 update from AE 3.0 & 5.0 to AE 4.0, 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 update from AE 3.0 & 5.0 to AE 4.0, can I expect the same support pricing compared to AE 3.0 & 5.0?

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 migration services are available to help me update?

Answer Your local HPE sales representative or HPE business partner can help you get this information

Question What educational/training packages are available for AE 4.0?

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 AE 4.0 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

