



**Hewlett Packard
Enterprise**

HP ArcSight Enterprise Security Manager (ESM) Compliance Insight Packages (CIPs) for PCI 2.2x

Discontinuance Announcement

Frequently Asked Questions

On December 1, 2015, Hewlett Packard Enterprise announced the End of Support dates for HP ArcSight ESM CIPs for PCI 2.2x.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing HP ArcSight ESM CIPs for PCI 2.2x?
Answer	Effective December 1, 2015, HPE is announcing the discontinuance for HP ArcSight ESM CIPs for PCI 2.2x.
Question	Why is HPE discontinuing HP ArcSight ESM CIPs for PCI 2.2x?
Answer	Effective with the new release of HP ArcSight ESM CIPs for PCI 4.0, HPE is announcing the discontinuance of HP ArcSight ESM CIPs for PCI 2.2x. 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 upgrading to HP ArcSight ESM CIPs for PCI 4.0?
Answer	No, you don't need new license keys for HP ArcSight ESM CIPs for PCI 4.0 .
Question	What version of HP ArcSight ESM CIPs for PCI is currently available and what upgrade plans do you have for the product, if any?

Answer	The latest version of HP ArcSight ESM CIPs for PCI 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 HP ArcSight ESM CIPs for PCI 4.0?
Answer	HW requirements have not changed between HP ArcSight ESM CIPs for PCI 2.2x and HP ArcSight ESM CIPs for PCI 4.0.
Question	Where can I find update information for HP ArcSight ESM CIPs for PCI 4.0?
Answer	Further information regarding HP ArcSight ESM CIPs for PCI 4.0 can be found on Protect724 at https://protect724.hp.com , or through your local HPE Sales Representative or HPE Software Business Partner.
Question	I plan to update my HP ArcSight ESM CIPs for PCI 2.2x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP ArcSight ESM CIPs for PCI 2.2x support customers can download HP ArcSight ESM CIPs for PCI 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 HP ArcSight ESM CIPs for PCI 2.2x is May 31, 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 HP ArcSight ESM CIPs for PCI 2.2x. HPE will stop providing support for HP ArcSight ESM CIPs for PCI 2.2x on May 31, 2016. Self-Help Support will continue to be available through May 31, 2018. Customers are encouraged to begin reviewing their business requirements for HP ArcSight ESM CIPs for PCI 2.2x. 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 HP to inform you about the availability of HP ArcSight ESM CIPs for PCI 4.0 for support customers, what media is listed under your support contract and how to sign up for HP ArcSight ESM CIPs for PCI 4.0. Your local HPE Sales and Support Representatives or your HPE Software Business Partner can help provide information and assistance to enable your update to be easy and successful.
Question	When I update from HP ArcSight ESM CIPs for PCI 2.2x to HP ArcSight ESM CIPs for PCI 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 HP ArcSight ESM CIPs for PCI 2.2x to HP ArcSight ESM CIPs for PCI 4.0, can I expect the same support pricing compared to HP ArcSight ESM CIPs for PCI 2.2x?
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 HP ArcSight ESM CIPs for PCI 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 HP ArcSight ESM CIPs for PCI 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

