HP ArcSight Management Center 2.0x & 2.1x

Version Obsolescence Announcement

Frequently Asked Questions

On November 1, 2016, Hewlett Packard Enterprise (HPE) is announcing the End of Support dates for HP Arcsight Management Center 2.0x & 2.1x.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting HP Arcsight Management Center 2.0x & 2.1x?
Answer	Effective November 1, 2016, HPE is announcing the obsolescence for HP Arcsight Management Center 2.0x & 2.1x.
Question	Why is HPE obsoleting HP Arcsight Management Center 2.0x & 2.1x?
Answer	Effective with the new release of HPE Security ArcSight Management Center 2.5x, HPE is announcing the obsolescence of HP Arcsight Management Center 2.0x & 2.1x. 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 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 HPE Security Management Center 2.5x?
Answer	Yes, you need new license keys for HPE Security Management Center 2.5x. You can obtain the new 2.5x media and licence keys from the Hewlett Packard Enterprise Software Licenses and Downloads Portal. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Security ArcSight Management Center 2.5x license keys.
Question	What version of HPE Security ArcSight Management Center is currently available and what upgrade plans do you have for the product, if any?

Answer	The latest version of HPE Security ArcSight Management Center is 2.5x. Also HPE ArcSight Management Center 2.2x is still supported. Please check **hpe.com/software/home** 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 obsolescence?
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 HPE Security ArcSight Management Center 2.5x?
Answer	For HP ArcSight Management Center 2.0x, there are additional hardware requirements to upgrade to HPE ArcSight Management Center 2.5x. Please review the product release notes. HP/E ArcSight Management Center 2.1x, 2.2x, and 2.5x have the same hardware requirements.
Question	Where can I find update information for HPE Security ArcSight Management Center 2.5x?
Answer	Further information regarding HPE Security ArcSight Management Center 2.5x can be found on Protect724 at https://www.protect724.hpe.com/welcome, or through your local HP Sales Representative or HP Software Business Partner.
Question	I plan to update my HP Arcsight Management Center 2.0x & 2.1x 1x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Arcsight Management Center 2.0x & 2.1x support customers can download HPE Security ArcSight Management Center 2.2x & 2.5x media via Hewlett Packard Enterprise Software Licenses and Downloads Portal.
Question	What if I have a HP Arcsight Management Center 2.0x & 2.1x appliance? Am I eligible to update?
Answer	Yes, appliance customers can update the software on their appliances. HPE ArcSight Management Center 2.5x only supports HP/HPE ArcSight Logger Gen 8 and Gen 9 appliances (C65xx/C66xx).
Question	Are there any customer training of HPE Security ArcSight Manangment Center 2.5x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information: • Americas - **HPE Education AMS** • Asia Pacific - **HPE Education AP** • Japan - **HPE Education Japan** • Europe, Middle East and Africa - **HPE Education EMEA**

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for HP Arcsight Management Center 2.0x & 2.1x is April 30, 2017. 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 HP Arcsight Management Center 2.0x & 2.1x. HPE will stop providing support for HP Arcsight Management Center 2.0x & 2.1x on April 30, 2017. Self-Help Support will continue to be available through April 30, 2019. Customers are encouraged to begin reviewing their business requirements for HP Arcsight Management Center 2.0x & 2.1x. 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 non-supported version, 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 HPE Security ArcSight Management Center 2.5x for support customers, what media is listed under your support contract and how to sign up for HPE Security ArcSight Management Center 2.5x. 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 Management Center 2.0x & 2.1x to HPE Security ArcSight Management Center 2.5x, 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 Management Center 2.0x & 2.1x to HPE Security ArcSight Management Center 2.5x, can I expect the same support pricing compared to HP Arcsight Management Center 2.0x & 2.1x?
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 HPE Security ArcSight Management Center 2.5x?
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 HPE Security ArcSight Management Center 2.5x 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