



HP ArcSight ArcSight Reputation Security Monitor (ArcSight Rep SM) Obsolescence Announcement

Frequently Asked Questions

On Feb 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for ArcSight Rep SM.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting ArcSight Rep SM?
Answer	Effective Feb 1, 2017, HPE is announcing the obsolescence for ArcSight Rep SM.
Question	Why is HPE obsoleting ArcSight Rep SM?
Answer	Effective with the new release of HPE Security ArcSight Reputation Security Monitor Plus (Sec ArcSight Rep SM Plus), HPE is announcing the obsolescence of ArcSight Rep SM. 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 migrating to Sec ArcSight Rep SM Plus?
Answer	No, you don't need new license keys for Sec ArcSight Rep SM Plus?
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 migrate to Sec ArcSight Rep SM Plus?
Answer	HW requirements have not changed between ArcSight Rep SM and Sec ArcSight Rep SM Plus.
Question	Where can I find migration information for Sec ArcSight Rep SM Plus?
Answer	Further information regarding Sec ArcSight Rep SM Plus 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 migrate my ArcSight Rep SM environment using in-house technical resources. Where do I get all the required software?
Answer	All ArcSight Rep SM support customers can download Sec ArcSight Rep SM Plus media via Hewlett Packard Enterprise Software Licenses and Downloads Portal .
Question	What if I have an ArcSight Express version 7400 or 7500 appliance? Am I eligible to migrate to RepSM Plus?
Answer	Yes, appliance customers can migrate to RepSM Plus if they update the the software on their appliances (version 7600).

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for ArcSight Rep SM is Sep 30, 2018. 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 obsolescence options?
Answer	Customers have the option to continue using ArcSight Rep SM. HPE will stop providing support for ArcSight Rep SM on Sep 30, 2018. Self-Help Support will continue to be available through Sep 30, 2020. Customers are encouraged to begin reviewing their business requirements for ArcSight Rep SM. 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 Sec ArcSight Rep SM Plus for support customers, what media is listed under your support contract and how to sign up for Sec ArcSight Rep SM Plus. 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 migrate from ArcSight Rep SM Plus to Sec ArcSight Rep SM Plus, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HPE Software Services Integrator (SVI) partner to get your support contract updated accordingly.
Question	When I migrate from ArcSight Rep SM to Sec ArcSight Rep SM Plus, can I expect the same support pricing compared to ArcSight Rep SM?
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 migrate?
Answer	Your local HPE sales representative or HPE business partner can help you get this information
Question	What educational/training packages are available for Sec ArcSight Rep SM Plus?
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 Sec ArcSight Rep SM Plus 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