HP ArcSight Application View (ArcSight AppView) 1.0x, 1.1x, 1.2x, 1.3x & 1.4x

Version Obsolescence Announcement

Frequently Asked Questions

On Apr 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x?
Answer	Effective Apr 1, 2017, HPE is announcing the obsolescence for ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x
Question	Why is HPE obsoleting ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x?
Answer	Effective with the new release of HPE ArcSight Application View 16.3x, HPE is announcing the obsolescence of ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x. 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 updating to HPE ArcSight Application View 16.3x?
Answer	No, you don't need new license keys for HPE ArcSight Application View 16.3x.
Question	What version of HPE ArcSight Application View is currently available and what update plans do you have for the product, if any?
Answer	The latest version of HPE ArcSight Application View is 16.3x. 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 ArcSight Application View 16.3x?
Answer	HW requirements have not changed between ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x and HPE ArcSight Application View 16.3x.
Question	Where can I find update information for HPE ArcSight Application View 16.3x?
Answer	Further information regarding HPE ArcSight Application View 16.3x 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 ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x environment using in-house technical resources. Where do I get all the required software?
Answer	All ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x support customers can download HPE ArcSight Application View 16.3x. Media via Hewlett Packard Enterprise Software Licenses and Downloads Portal.
Question	What if I have an ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x appliance? Am I eligible to update?
Answer	<<Choose the applicable option below based on input from ESP business>> Yes, appliance customers can <<update>> <<migrate>> the software on their appliances. No, appliance customers cannot <<update>> <<migrate>> the software on their appliances.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x is Dec 31, 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 ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x. HPE will stop providing support for ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x on Dec 31, 2017. Self-Help Support will continue to be available through Dec 31, 2019. Customers are encouraged to begin reviewing their business requirements for ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x. 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 HPE ArcSight Application View 16.3x for support customers, what media is listed under your support contract and how to sign up for HPE ArcSight Application View 16.3x. 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 ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x to HPE ArcSight Application View 16.3x, 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 ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x to HPE ArcSight Application View 16.3x, can I expect the same support pricing compared to ArcSight AppView 1.0x, 1.1x, 1.2x, 1.3x & 1.4x?
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 ArcSight Application View 16.3x?
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 ArcSight Application View 16.3x 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