



Hewlett Packard Enterprise

HP ArcSight Enterprise Security Manager 5.5x
HP ArcSight Enterprise Security Manager 6.8x
HP ArcSight Enterprise Security Manager Compliance Insight Package Payment Card Industry 3.0x
HP ArcSight Enterprise Security Manager Express Appliance 6.90
HP ArcSight Express 4.0x
HP ArcSight Interactive Discover 5.6x & 6.4x
HP ArcSight IT Governance Logger 4.0x
HP ArcSight Logger 6.2x
HP ArcSight Management Center 2.2x
HP ArcSight Managed Security Service Provider Platform Suite 2015.01, 2015.11, 2016.02 & 2016.03
HP ArcSight Payment Card Industry Logger 2.1x & 3.0x
(further in the document named “actual release”)

Obsolescence Announcement

Frequently Asked Questions

On May 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for the actual release.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting the actual release?
Answer	Effective May 1, 2017 HPE is announcing the obsolescence for actual release. Current customers may continue to purchase additional licenses of actual release until Aug 1, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE obsoleting actual release?
Answer	Effective with the new release of <ul style="list-style-type: none">• HPE Security ArcSight Enterprise Security Manager 5.6x• HPE Security ArcSight Enterprise Security Manager 6.11.0• HPE Security ArcSight Enterprise Security Manager Compliance Insight Package Payment Card Industry 4.0x• HPE Security ArcSight Enterprise Security Manager Express Appliance 6.11.0• HPE Security ArcSight Enterprise Security Manager Express 6.91

- HPE Security ArcSight Interactive Discover 6.7x
- HPE Security ArcSight IT Governance Logger 5.0x
- HPE Security ArcSight Logger 6.3x
- HPE Security ArcSight Management Center 2.5x
- HPE Security ArcSight Managed Security Service Provider Platform Suite 2016.10
- HPE Security ArcSight Payment Card Industry Logger 4.0x

HPE is announcing the obsolescence of actual release. 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 the new release?
Answer	No, you don't need new license keys for the new release.
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 the new release?
Answer	HW requirements have not changed between the actual and the new release.
Question	Where can I find update information for the new releases?
Answer	Further information regarding the new releases 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 actual release environment using in-house technical resources. Where do I get all the required software?
Answer	All the actual release support customers can download the new release media via Hewlett Packard Enterprise Software Licenses and Downloads Portal .

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for the actual releases is Oct 31, 2017. 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 actual release. HPE will stop providing support for actual release on Oct 31, 2017. Self-Help Support will continue to be available through Oct 31, 2019. Customers are encouraged to begin reviewing their business requirements for actual release. 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 the new releases for support customers, what media is listed under your support contract and how to sign up for the new releases. 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 the actual release to the new releases, 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 the actual release to the new releases, can I expect the same support pricing compared to actual release?
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 the new releases?
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 the new releases 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

