



# Hewlett Packard Enterprise

May 1, 2017

Addressee's Name  
Addressee's Title  
Company Name  
Mailing Address  
City, State ZIP

Dear Customer,

Hewlett Packard Enterprise is announcing version obsolescence of

- 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

effective as of the date set forth below.

This letter is for HP ArcSight support customers worldwide, to inform you of our end of support plans.

## End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your HP ArcSight products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
May 1, 2017	Version obsolescence customer announcement
Aug 1, 2017	End of Sale (no longer orderable or available for purchase)
Oct 31, 2017	End of Product Support
Oct 31, 2019	End of Self-Help Support

While the above listed Products version's may continue to meet your immediate needs, HPE recommends that all customers update to:

- 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

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected product numbers.

## **More information**

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

Should you have any technical questions about the upgrade please contact support.

In addition, for technical assistance and information, please visit Software Support Online: [hpe.com/software/support](https://hpe.com/software/support)

HPE once again wishes to thank you for choosing HP ArcSight. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,  
Hewlett Packard Enterprise



## **Appendix A: Definitions**

This product version obsolescence is covered by version 1.1 of the Release & Support policy for HPE Security products. Definitions of terms are provided by the product version obsolescence guidelines documented at [hpe.com/software/support-lifecycle](https://hpe.com/software/support-lifecycle).

### **Product Support**

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HPE product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HPE investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HPE products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

### **End-of-Support Date**

End-of-Support Date is the last date Software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HPE reaching EOS will remain available for electronic download for a reasonable period of time.

### **Self-Help Support**

Self-Help Support is an integral component of all HPE Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HPE product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HPE's intent to communicate with affected HP Software product/product version customers in a timely manner. However, there are cases where HPE does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HPE product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

## Appendix B: Affected Product SKUs

SKU	PRODUCT DESCRIPTION
TH001BAE	HP ArcSight ESM 5.5 Eng SW E-Media
H7U81AAE	HP ARST ESM AP 6.8 HA Eng SW E-Media
TH001EAE	HP ARST ESM 6.8 Eng SW E-Media
TH014BAE	HP ARST ESM CIP PCI 3.00 Eng SW E-Media
TJ521CAE	HP ARST ESM Exp 6.90 Eng Appl SW E-Media
TJ521BAE	HP ArcSight Express 4.0 Eng SW E-Media
TH002BAE	HP ArcSight AID 5.60 Eng SW E-Media
TH002CAE	HP ArcSight AID 6.40 Eng SW E-Media
TH002DAE	HP ArcSight AID 6.70 Eng SW E-Media
TH010AAE	HP ArcSight ITG LOGG 4.00 Eng SW E-Media
TH017GAE	HP ARST Logger 6.20 Eng SW E-Media
TH024GAE	HP ARST Logger 6.20 Eng Appl SW E-Media
A7X68CAE	HP ARST MC v2.20 Eng Appl SW E-Media
A7Y21DAE	HP ARST MC Version 2.20 Eng SW E-Media
H7V43AAE	HP AS MSSP PI 2015.01 Ste ENG SW E-Media



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H7V43BAE	HP AS MSSP Plt 2015.11 St Eng SW E-Media
H7V43CAE	HP AS MSSP Plt 2016.02 St Eng SW E-Media
H7V43DAE	HP AS MSSP Plt 2016.03 St Eng SW E-Media
TH015AAE	HP ArcSight PCI LOGG 2.10 Eng SW E-Media
TH015BAE	HP ArcSight PCI LOGG 3.00 Eng SW E-Media