HP ArcSight Express Virtual Appliance (AEVA) Obsolescence Announcement

Frequently Asked Questions

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

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting the above listed products?
Answer	Effective May 1, 2017, HPE is announcing the obsolescence for AEVA products. Current customers may continue to purchase additional licenses of AEVA 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	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	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)

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for AEVA is Apr 30, 2019. 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 AEVA products. HPE will stop providing support for those products on Apr 30, 2019. Self-Help Support will continue to be available through Apr 30, 2021. Customers are encouraged to begin reviewing their business requirements for those products. 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 product obsolescence of the AEVA products for support customers, Your local HPE Sales and Support Representatives or your HPE Software Business Partner can help provide information on this product obsolescence.

For more information on this product obsolescence 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

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