

May 1, 2017

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

Dear Customer,

Hewlett Packard Enterprise is announcing product obsolescence of HP ArcSight IDOL Email Analytics Pack and Social Media Analytics Pack for ArcSight ESM (ArcSight IDOL) effective as of the date set forth below.

This letter is for ArcSight IDOL 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 ArcSight IDOL. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
May 1, 2017	Product obsolescence customer announcement
Aug 1, 2017	End of Sale (no longer orderable or available for purchase)
Apr 30, 2019	End of Product Support
Apr 30, 2021	End of Self-Help Support

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.

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



Hewlett Packard Enterprise

HPE once again wishes to thank you for choosing ArcSight IDOL. 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.

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
A8G09AAE	HP ARST IDOL Email ESM 5TB SW E-LTU
A8G10AAE	HP ARST IDOL Email ESM 20TB SW E-LTU
A8G11AAE	HP ARST IDOL Email ESM 50TB SW E-LTU
A8G12AAE	HP ARST IDOL Email ESM 100TB SW E-LTU
A8G13AAE	HP ARST IDOL Social ESM 5TB SW E-LTU
A8G14AAE	HP ARST IDOL Social ESM 20TB SW E-LTU
A8G15AAE	HP ARST IDOL Social ESM 50TB SW E-LTU
A8G16AAE	HP ARST IDOL Social ESM 100TB SW E-LTU
A8G17AAE	HP ARST IDOL Email ESM 5TB Add SW E-LTU
A8G19AAE	HP ARST IDOL Email ESM 5TB NP SW E-LTU
A8G20AAE	HP ARST IDOL Email ESM 20TB NP SW E-LTU
A8G21AAE	HP ARST IDOL Email ESM 50TB NP SW E-LTU
A8G22AAE	HP ARST IDOL Email ESM 100TB NP SW E-LTU
A8G23AAE	HP ARST IDOL Social ESM 5TB NP SW E-LTU
A8G24AAE	HP ARST IDOL Social ESM 20TB NP SW E-LTU



A8G25AAE	HP ARST IDOL Social ESM 50TB NP SW E-LTU
A8G26AAE	HP ARS IDOL Social ESM 100TB NP SW E-LTU
A8G27AAE	HP ARS IDOL Email ESM 5TB Ad NP SW E-LTU
A8G51AAE	HP ARST IDOL Social ESM 5TB Add SW E-LTU
A8G52AAE	HP ARST IDOL Social 5TB NP Ad SW E-LTU
A8G18AAE	HP ARST IDOL for ESM 1.00 SW E-Media