



HP ArcSight Risk Insight Obsolescence Announcement

Frequently Asked Questions

On May 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for HP ArcSight Risk Insight.

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

PRODUCT RELATED QUESTIONS

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| Question | When is HPE obsoleting HP ArcSight Risk Insight? |
| Answer | Effective May 1, 2017, HPE is announcing the obsolescence for HP ArcSight Risk Insight. Current customers may continue to purchase additional licenses of HP ArcSight Risk Insight 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

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| Question | What is the End of Support date? |
| Answer | The End of Support date for HP ArcSight Risk Insight is Apr 30, 2019. As of this date all customer support activities for this version will cease, this includes: |

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- Telephone support
 - Security Rule updates
 - Product updates

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| 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 obsolescence options? |
| Answer | Customers have the option to continue using HP ArcSight Risk Insight. HPE will stop providing support for HP ArcSight Risk Insight 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 HP ArcSight Risk Insight. 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 HP ArcSight Risk Insight 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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