



HP User Behavior Analytics Basic (UBA) 1.0x & 1.1x version Obsolescence Announcement

Frequently Asked Questions

On Jun 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for UBA 1.0x & 1.1x.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting UBA 1.0x & 1.1x?
Answer	Effective Jun 1, 2017, HPE is announcing the obsolescence for UBA 1.0x & 1.1x.
Question	Why is HPE obsoleting UBA 1.0x & 1.1x?
Answer	Effective with the new release of HPE Security ArcSight User Behavior Analytics Foundation 5.0x, HPE is announcing the obsolescence of UBA 1.0x & 1.1x. 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 upgrading to HPE Security ArcSight User Behavior Analytics Foundation 5.0x?
Answer	Yes, you have to request new license keys for HPE Security ArcSight User Behavior Analytics Foundation 5.0x. Please visit Hewlett Packard Enterprise Software Licenses and Downloads Portal For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Security ArcSight User Behavior Analytics Foundation 5.0x license keys.
Question	What version of HPE Security ArcSight User Behavior Analytics Foundation is currently available and what migration plans do you have for the product, if any?
Answer	The latest version of HPE Security ArcSight User Behavior Analytics Foundation is 5.0x. Please check hpe.com/software/home or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
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 migrate to HPE Security ArcSight User Behavior Analytics Foundation 5.0x?
Answer	HW requirements have not changed between UBA 1.0x & 1.1x and HPE Security ArcSight User Behavior Analytics Foundation 5.0x.
Question	Where can I find migration information for HPE Security ArcSight User Behavior Analytics Foundation 5.0x?
Answer	Further information regarding HPE Security ArcSight User Behavior Analytics Foundation 5.0x 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 migrate my UBA 1.0x & 1.1x environment using in-house technical resources. Where do I get all the required software?
Answer	All UBA 1.0x & 1.1x support customers can download HPE Security ArcSight User Behavior Analytics Foundation 5.0x media via Hewlett Packard Enterprise Software Licenses and Downloads Portal .
Question	Are there any prerequisites to be eligible to migrate free of cost?
Answer	Please note that all HP User Behavior Analytics Basic customers with active support contracts owning at least 1000 Users are eligible to migrate to HPE Security ArcSight User Behavior Analytics Foundation 5.0x. Customers owning less than 1.000 User are not entitled for a free migration and have to purchase HPE Security ArcSight User Behavior Analytics Foundation 5.0x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for UBA 1.0x & 1.1x is Nov 30, 2018. 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 obsolescence options?
Answer	Customers have the option to continue using UBA 1.0x & 1.1x. HPE will stop providing support for UBA 1.0x & 1.1x on Nov 30, 2018. Self-Help Support will continue to be available through Nov 30, 2020. Customers are encouraged to begin reviewing their business requirements for UBA 1.0x & 1.1x. 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 HPE Security ArcSight User Behavior Analytics Foundation 5.0x for support customers, what media is listed under your support contract and how to sign up for HPE Security ArcSight User Behavior Analytics Foundation 5.0x. 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 migrate from UBA 1.0x & 1.1x to HPE Security ArcSight User Behavior Analytics Foundation 5.0x, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HPE Software Services Integrator (SVI) partner to get your support contract updated accordingly.
Question	When I migrate from UBA 1.0x & 1.1x to HPE Security ArcSight User Behavior Analytics Foundation 5.0x, can I expect the same support pricing compared to UBA 1.0x & 1.1x?
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 migrate?
Answer	Your local HPE sales representative or HPE business partner can help you get this information
Question	What educational/training packages are available for HPE Security ArcSight User Behavior Analytics Foundation 5.0x?
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 HPE Security ArcSight User Behavior Analytics Foundation 5.0x 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

