HP ArcSight Thread Detector 2.0x Version Obsolescence Announcement

Frequently Asked Questions

On Aug 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for HP ArcSight Thread Detector 2.0x.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting HP ArcSight Thread Detector 2.0x?
Answer	Effective Aug 1, 2017, HPE is announcing the version obsolescence for HP ArcSight Thread Detector 2.0x.
Question	Why is HPE obsoleting HP ArcSight Thread Detector 2.0x
Answer	Effective with the new release of HPE ArcSight Thread Detector 2.1x HPE is announcing the obsolescence of HP ArcSight Thread Detector 2.0x. 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 updating to HPE ArcSight Thread Detector 2.1x
Answer	No, you don't need new license keys for HPE ArcSight Thread Detector 2.1x
Question	What version of HPE ArcSight Thread Detector is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of HPE ArcSight Thread Detector is 2.1x. 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 update to HPE ArcSight Thread Detector 2.1x?
Answer	HW requirements have not changed between HP ArcSight Thread Detector 2.0x and HPE ArcSight Thread Detector 2.1x.
Question	Where can I find update information for HPE ArcSight Thread Detector 2.1x?
Answer	Further information regarding HPE ArcSight Thread Detector 2.1x 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 update my HP ArcSight Thread Detector 2.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP ArcSight Thread Detector 2.0x support customers can download HPE ArcSight Thread Detector 2.1x media via Hewlett Packard Enterprise Software Licenses and Downloads Portal.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for HP ArcSight Thread Detector 2.0x is Jul 31, 2018. 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 obsolescence options?
Answer	Customers have the option to continue using HP ArcSight Thread Detector 2.0x. HPE will stop providing support for HP ArcSight Thread Detector 2.0x on Jul 31, 2018. Self-Help Support will continue to be available through Jul 31, 2020. Customers are encouraged to begin reviewing their business requirements for HP ArcSight Thread Detector 2.0x. 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 ArcSight Thread Detector 2.1x for support customers, what media is listed under your support contract and how to sign up for HPE ArcSight Thread Detector 2.1x. 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 update from HP ArcSight Thread Detector 2.0x to HPE ArcSight Thread Detector 2.1x, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I update from HP ArcSight Thread Detector 2.0x to HPE ArcSight Thread Detector 2.1x, can I expect the same support pricing compared to HP ArcSight Thread Detector 2.0x?
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 update?
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 ArcSight Thread Detector 2.1x?
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 ArcSight Thread Detector 2.1x 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