ArcSight Policy for Addressing OS Updates for Software Products

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Summary

ArcSight, a product group in the Micro Focus Security Business Unit, is committed to reviewing and addressing updates to supported operating systems in a timely and consistent way. This document outlines ArcSight's policy and process for supporting updates to operating systems issued by their vendors for any ArcSight software product on which that OS is certified.

OS Update Policy

ArcSight products and components are supported on various operating systems, including Microsoft Windows and Red Hat Linux. In general, server components, such as ESM Manager and Logger, are supported on enterprise-class operating systems, whereas clients, such as the ArcSight Console and web interface, are designed for workstation-class operating systems. For more information about the supported operating systems for ArcSight products and components, please refer to the system requirements documentation available for that product release.

ArcSight will support OS updates according to this model:

- Minor updates from an OS vendor will be supported in the next product service pack or major/minor release within six months of the update's release.

- Major updates from the OS vendor will be supported in the next major/minor ArcSight product release within twelve months of the update's release.

Customers should be on the latest available version of the respective ArcSight product, major or minor release, to benefit from the latest updates and OS support. ArcSight will support these updates for twenty four months after the General Availability date of the ArcSight product, or until the OS vendor stops its support, whichever comes first.

Support under this policy requires that our customers be on ArcSight certified, supported platforms published for the respective ArcSight product. ArcSight may not support every minor release of an operating system. Please contact Customer Support for the list of operating systems ArcSight certifies and supports, or plans to support.

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