

Product and Platform Lifecycle Dates

ArcSight Express with CORR-Engine

February 17, 2015



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Contact Information

Phone	A list of phone numbers for HP ArcSight Technical Support is available on the HP Enterprise Security contacts page: https://softwaresupport.hp.com/documents/10180/14684/esp-support-contact-list
Support Web Site	http://softwaresupport.hp.com
Protect 724 Community	https://protect724.hp.com

Revision History

Date	Product Version	Description
02/17/2015	All supported versions of ArcSight Express	New platform support added for ArcSight Express 4.0 Patch 1

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ArcSight Express Product and Platform Lifecycle Dates

This document describes current and planned platform-support retirement (end-of-life) dates for ArcSight Express with Correlation Optimization Retention and Retrieval Engine (CORR-Engine) and its components. ArcSight Express with CORR-Engine components includes ArcSight Management Console, ArcSight Manager and ArcSight Console.

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ArcSight Management Web Browser Platform Support

This section describes the minimum web browser versions supported.

Browser	ArcSight Express 3.0	ArcSight Express 4.0
Internet Explorer on Windows	8.0, 9.0	8.0, 9.0, 10.0*, 11.0*
Safari on Macintosh OS X	5.0	6.1, 7.0.2*
Firefox on Windows	3.6, 4.0	Firefox 31 ESR
Firefox on Linux	Not applicable	Firefox 31 ESR
Firefox on Solaris SPARC	Not applicable	Firefox 31 ESR
Firefox on Macintosh	Not applicable	Firefox 31 ESR

*Added with ArcSight Express 4.0 Patch 1.

ArcSight Console Platform Support

This section describes the minimum ArcSight Management console platforms supported.

ArcSight Express Version	Supported Operating Systems	Platform	JVM
ArcSight Express 4.0	<ul style="list-style-type: none">Red Hat Enterprise Linux (RHEL) 6.2 Workstation 64-bitRed Hat Enterprise Linux (RHEL) 6.2 Workstation 32-bitMicrosoft Windows Server 2008 R2 (SP1) 64-bitMicrosoft Windows 7 SP1 64-bit (Certified)Microsoft Windows XP Professional SP3 32-bitMacintosh OS X 10.7 64-bit (Certified)	X86	32-bit
ArcSight Express 3.0	<ul style="list-style-type: none">Red Hat Enterprise Linux 4.0(RHEL 4) WS 32-bit Update 8Red Hat Enterprise Linux 4.0(RHEL 4) AS 32-bit Update 8Red Hat Enterprise Linux (RHEL) 5.7 Client 32-bitMicrosoft Windows 7 64-bitMicrosoft Windows XP Professional SP3 32-bit (Certified)Macintosh OS X 10.7 64-bit	X86	32-bit

Notes:

- **x86** platform support means that ArcSight supports 32-bit OS on either 32 bit or x86_64 bit platform as long as the hardware is supported by the Operating System.
- **Supported** means that ArcSight will accept support calls, address bugs on this platform, and the platform has been sanity-tested at a minimum.
- **Certified** means that ArcSight will accept support calls, address bugs on the platform, and the platform has been tested and certified with regression tests.

End of Life (EOL) Notices

This section describes EOL notices.

Microsoft Windows Vista SP2 32-bit Support for ArcSight ESM Console

Effective April 30, 2013, ArcSight has discontinued platform support of Windows Vista SP2 32 bit for ArcSight Console.

Oracle Solaris 10 Support for ArcSight ESM Console

Effective May 2012, ArcSight has discontinued platform support of Oracle Solaris 10 for ArcSight Console.

EOL - Frequently Asked Questions

What does the EOL notice mean?

Support-retirement dates mean that ArcSight Customer Support will continue to provide technical assistance, and make reasonable efforts to provide workarounds for problems with these products on the retired platform, until that date. However, ArcSight may not provide programmatic corrections to errors for that platform.

Why is this happening?

ArcSight decides to retire operating system and database platforms based on vendor support and market demand for the platform. Once an operating system is no longer supported by a vendor, it becomes difficult to address problems with products running on that OS.

What does ArcSight suggest to ease this migration for customers?

Our first step to assist our customers is this announcement. Those customers running retirement-planned operating system or database platforms should begin investigating upgrade options with their respective vendors. Our intention for this early notice is to allow our customers adequate time to plan and implement migration of their computers to supported operating environments with minimal impact.

Who should I contact with questions on this announcement?

Any questions regarding this announcement should be directed to the Product Manager for ArcSight Express.

Customer Support

Support for retired platforms, as stated in this document, will cease to be available from ArcSight Customer Support after the stated dates.

In the meantime, Customer Support strongly recommends that you take the appropriate measures and consider upgrading their operating systems and applications to a supported platform as Development/Engineering assistance will not be available later on.

Premium customer support is available 24 hours a day, 7 days a week. Standard customer support is available Monday through Friday, 9:00 AM to 5:00 PM, Pacific Standard Time, excluding ArcSight published holidays.

A list of phone numbers is available on the HP ArcSight Technical Support page:
<https://softwaresupport.hp.com/documents/10180/14684/esp-support-contact-list>

Support Web Site: <http://softwaresupport.hp.com>

Protect 724 Community: <https://protect724.arcsight.com>

Changes, Additions, or Deletions

ArcSight may occasionally change this document, add or remove any terms, or remove or discontinue such documents completely, at any time. If we make any such changes, we will post the revised documents to the ArcSight Customer Support website, and will revise their publication dates, but will not provide any other notice to you. We encourage you to check all support policies and similar documents relevant to your situation periodically to keep informed of their status.
