



# **Addendum to the HPE Software Support Foundation data sheet**

This addendum applies to the HPE ArcSight products as outlined herein (the “addendum”) and amends and is made part of the HPE Software Support Foundation data sheet (the “Support data sheet”), versions 4AA2-4735ENW (US letter version) and 4AA2-4735EEW (A4 version).

The provisions of this addendum are intended to add or modify the provisions of the Support data sheet for the HPE ArcSight products as further outlined in this addendum. To the extent that if there is any conflict between the provisions of this addendum and the provisions of the Support data sheet, the provisions of this addendum shall control.

## **HPE ArcSight Software Foundation Support**

### **Return Material Authorization (RMA)**

#### **Definition**

Appliance means an instance of the specifically identified HPE ArcSight software loaded and configured on a designated computer system, which is listed on your support contract.

#### **RMA process**

In case of appliance issues, notify Hewlett Packard Enterprise by logging a support case. If Hewlett Packard Enterprise technical support verifies a hardware issue, Hewlett Packard Enterprise will, at its expense, initiate shipment of an advance full system replacement unit (ARU). Such shipment will be initiated within one business day, subject to any local requirements (e.g., pre-inspection by destination country). The ARU shipment time depends on Hewlett Packard Enterprise’s authorized carrier’s availability (i.e., an authorized shipping request must be received in time to make each day’s outgoing shipment cutoff window) and can be affected by remote ship to locations. Some appliance failures may only require field replaceable units (FRUs), and do not require ARUs. FRUs are delivered in the same manner as the ARUs described above. FRUs include, without limitation, power supplies, disk drives, and the “Getting Started” kit (power cord, rack mount rails, “Getting Started” guide, etc.). In all cases, HPE Support will act as the first line of contact and coordinate the ARU or FRU replacement. Upon receiving the ARU or FRU, you must send the defective unit or part back to Hewlett Packard Enterprise or its designate within ten (10) business days.

## Additional HPE ArcSight Support

### Content subscription

Content subscription may include one or more of the following features, as further defined below (i) Security System Content, (ii) Signature Categorization Content, or (iii) Vulnerability Mapping Content.

- Security System Content means new content that enhances or modifies the ability of an HPE ArcSight-based solution to detect new security issues.
- Signature Categorization Content means content that enhances HPE ArcSight systems' ability to place security risks into specific categories based on the signature identifying each risk.
- Vulnerability Mapping Content means content that enhances HPE ArcSight systems' ability to determine which systems within the scope of an HPE ArcSight system implementation are at risk from any given security flaw.

The content subscription offering may be purchased for an additional fee and is available for certain HPE ArcSight products. Upon purchase, Hewlett Packard Enterprise will make the content described above available for customer download if and when it becomes generally available.

### Reputation data subscription

The reputation data subscription consists of regular updates of the latest reputation information from Hewlett Packard Enterprise's cloud-based global threat intelligence repository—HPE Reputation Digital Vaccine (HPE RepDV), powered by HPE Digital Vaccine Labs. These regular updates enhance the context of enterprise events collected by HPE ArcSight ESM to identify and prioritize sophisticated Advanced Persistent Threats (APTs) that originate from inside or outside a company's network.

The reputation data subscription offering may be purchased for an additional fee and is available for HPE ArcSight ESM products. Upon purchase, Hewlett Packard Enterprise will make the reputation data described above available for download to the customer to install the accompanying HPE Reputation Security Monitor (RepSM) software and the RepSM software license key. Once installed the software accesses the HPE RepSM reputation data server, downloads the initial database, and continues to poll the server for updates and download the updates as they become available throughout the day.

### Ordering information

HPE ArcSight Software Foundation Support may be ordered using the following service product numbers:

HPE SOFTWARE FOUNDATION SUPPORT SERVICE	UPFRONT SUPPORT	CONTRACTUAL SUPPORT
<b>HPE ArcSight Product Support 9x5 with Content Subscription</b>	HP081A1 (1-year upfront) HP081A3 (3-year upfront)	HP081AC
<b>HPE ArcSight Product Support 24x7 with Content Subscription</b>	HP082A1 (1-year upfront) HP082A3 (3-year upfront)	HP082AC
<b>HPE ArcSight Product Support 9x5 without Content Subscription</b>	HP085A1 (1-year upfront) HP085A3 (3-year upfront)	HP085AC
<b>HPE ArcSight Product Support 24x7 without Content Subscription</b>	HP086A1 (1-year upfront) HP086A3 (3-year upfront)	HP086AC
<b>HPE ArcSight Reputation Security Monitor Subscription</b>	HM455A1 (1-year upfront) HM455A3 (3-year upfront) HM455A4 (4-year upfront) HM455A5 (5-year upfront)	HM455AC

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Except as modified herein, the Support data sheet shall be unaffected and remain in full force and effect.