



HPE ArcSight Addendum to the HPE Software Enterprise Support Datasheet

This HPE ArcSight Addendum to the HPE Software Enterprise Support Datasheet hereby amends the provisions of the HPE's Software Enterprise Support Datasheet, document number: 4AA4-4792ENW ("Enterprise Support Datasheet") for HPE ArcSight products only, as outlined herein ("ArcSight Addendum"). This ArcSight Addendum is made part of the Enterprise Support Datasheet.

To the extent of any conflict between the provisions of this ArcSight Addendum and the provisions of the Enterprise Support Datasheet, the provisions of this ArcSight Addendum shall control.

Return Material Authorization (RMA) for ArcSight Appliances

What is an ArcSight Appliance?

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

RMA process for an ArcSight appliance

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.

ArcSight Support Features in addition to HPE Enterprise Support

Content subscription

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 below available for customer download if and when it becomes generally available.

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.

Reputation Security Monitor Plus subscription offering

The Reputation Security Monitor Plus (RepSM+) subscription offering may be purchased for an additional fee and is available for HPE ArcSight ESM and Express products. The RepSM+ subscription consists of regular updates of the latest reputation information from Hewlett Packard Enterprise's cloud-based global threat intelligence repository—HPE Reputation Security Monitor Plus. These regular updates enhance the context of enterprise events collected by HPE ArcSight ESM and Express products to identify and prioritize sophisticated Malware and Advanced Persistent Threats (APTs) that originate from inside or outside a company's network.

Upon purchase, Hewlett Packard Enterprise will make the reputation data described above available for download to the customer. The customer installs the accompanying HPE RepSM+ software in the form of an ArcSight Connector 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

Support that is covered by HPE Enterprise Support and this ArcSight Addendum, may be ordered using the following service product numbers.

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

Learn more at
hpe.com/software/swcommunity



Sign up for updates

HPE Software Enterprise Support Service	Upfront Support	Contractual (Renewal) Support
HPE ArcSight Product Support 24x7 with content Subscription	HP082A1 (1-year upfront) HP082A3 (3-year upfront)	HP082AC
HPE ArcSight Product Support 24x7 without content Subscription	HP086A1 (1-year upfront) HP086A3 (3-year upfront)	HP086AC
HPE ArcSight Reputation Security Monitor Plus Subscription	HM455A1 (1-year upfront) HM455A3 (3-year upfront)	HM455AC