
Support for Operating System Minor Releases and Patches Hosting ArcSight Infrastructure Software

Implied OS Release Support Statement

Support for Patched and Upgraded Operating Systems

Vendor supported and newly patched operating system instances hosting ArcSight software or for new operating system minor releases (for example: from RHEL 7.6 to RHEL 7.7) that are not explicitly defined in the product Support Matrix, are now approved by the ArcSight Product Management team for ArcSight support. While the ArcSight product team may not have performed certification testing for the ArcSight components on the new minor or patched release, Micro Focus will support ArcSight products and components running on these upgraded OS releases on a 'best effort' basis.

Micro Focus recommends the fully tested and certified platforms described in the product documentation. However, customers running on other platforms or with uncertified configurations will be supported until the point Micro Focus determines that the root cause is the uncertified platform or configuration. Issues that can be reproduced on the certified platforms will be prioritized and fixed according to standard defect-handling policies.

Should an issue between the newer OS minor release and an ArcSight component be incapable of being fixed or worked around in a timely manner, the customer may be asked to revert to a certified OS release listed in the Support Matrix until the problem can be fixed or the newer OS minor release level has passed product certification testing.

Major version changes, for example RHEL 7.x to 8.0, are not implicitly supported and do require certification testing by the ArcSight product team before they are supported.

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