



ARC SIGHT EXPRESS PRODUCT AND PLATFORM LIFECYCLE DATES – AUGUST 31, 2011

DESCRIPTION:

This document describes current and planned platform-support retirement (end-of-life) dates for ArcSight Express and its components. ArcSight Express components include ArcSight ESM Console, Manager, Web, Database and ArcSight Logger.

WEB BROWSER PLATFORM SUPPORT (DOCUMENTS MINIMUM VERSION SUPPORTED)

Browser	ESM v4.5	ESM v5.0	Logger v4.0	Logger v5.1
Internet Explorer	6.0,7.0	7.0,8.0	7.8,8.0	7.0,8
Firefox	2.0,3.0	3.0,3.6	3.0,3.5	3.5,3.6
Safari on Macintosh OS X	Not Supported	4.0	Not Supported	Not Supported

ARC SIGHT ESM CONSOLE PLATFORM SUPPORT

OS	JVM	Platform	v4.5	V5.0
Microsoft Windows Vista SP1 64-bit	32-bit	x86_64	Supported	Supported
Microsoft Windows Vista SP1 32-bit	32-bit	x86	Supported (Certified)	Supported (Certified)
Microsoft Windows XP Professional SP3 32-bit	32-bit	x86	Supported (Certified)	Supported (Certified)
Microsoft Windows 7 64-bit	32-bit	x86	Not Supported	Supported
Red Hat Enterprise Linux (RHEL) 5.5 Desktop 32-bit	32-bit	x86	Not Supported	Supported
Macintosh OS X 10.6 64-bit	32-bit	x86	Not Supported	Supported

ARC SIGHT SMARTCONNECTOR PLATFORM SUPPORT

OS	JVM	Platform	v4.6	V5.1
Microsoft Windows Server 2003 (SP2) 32-bit	32-bit	x86	Supported (Certified)	Supported (Certified)
Microsoft Windows Server 2003 R2 (SP1) 64-bit	32-bit	x86_64	Supported	Supported
Microsoft Windows XP Professional SP2 32-bit	32-bit	x86	Supported	Supported
Red Hat Enterprise Linux 4.0 (RHEL 4) AS 32-bit	32-bit	x86	Supported	Supported
Red Hat Enterprise Linux 4.0 (RHEL 4) AS 64-bit	32-bit	x86_64	Supported (Certified)	Supported (Certified)
Red Hat Enterprise Linux 4.0 (RHEL 4) ES 32-bit	32-bit	x86	Supported	Supported
Sun Solaris 10, 64-bit	32-bit	Ultra SPARC	Supported	Supported
AIX 5.3, 32-bit	32-bit	pSeries	Supported ¹	Supported ²

* **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.

¹ AIX 5.3 support calls will be accepted and addressed, however it is not a preferred platform. Your AIX version must be at a minimum level of AIX 5.3 Tech Level 3 — 5300-03 for correct function with Java 1.5. Tech levels 5300-00 through 5300-02 are not supported by IBM for Java 1.5

² AIX 5.3 support calls will be accepted and addressed, however it is not a preferred platform. Your AIX version must be at a minimum level of AIX 5.3 Tech Level 3 — 5300-03 for correct function with Java 1.5. Tech levels 5300-00 through 5300-02 are not supported by IBM for Java 1.5

What does this 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.

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.

Telephone (in the U.S.): 1-866-535-3285

Telephone (in Europe): +44 (0) 870 141 7487

E-mail: support@arcsight.com

Web : <https://support.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.

Questions:

Any questions regarding this announcement should be directed to Maritza Perez, Product Manager for ArcSight ESM at mperez@arcsight.com.