



SmartConnector Installation Platform Lifecycle Dates – December 11, 2017

This document describes the current and planned platform support for ArcSight SmartConnector installations. The platforms listed in the following table with a status of “Supported” are certified for SmartConnector installations, but each SmartConnector runs only on the platforms that are useful for the connector type and specific device type. For example, the SmartConnector for Microsoft Windows Event Log runs on Windows platforms only.

For connector-specific platform requirements and installation information, see the *SmartConnector Configuration Guide* for the specific SmartConnector. For pre-sales customers, check with your pre-sales engineer for supported platforms of specific SmartConnectors.

Some previously supported platforms are to be retired, whereupon Micro Focus Security ArcSight telephone and email support will no longer be available for the platform. In these cases, the support ending date is noted in the **Status** field in the following table.

OS	Platform	Status
CentOS Linux 6.5, 6.6, 6.7, 6.8, 7.0, 7.1, and 7.2 64-bit	x86_64	Supported
CentOS Linux 6.9, 7.3, and 7.4 64-bit	X86_64	Certified*
Microsoft Windows Server 2008 SP1/SP2 32-bit	x86	Supported
Microsoft Windows Server 2008 SP1/SP2 64-bit	x86_64	Supported
Microsoft Windows Server 2008 R2 and 2008 R2 SP1 64-bit	x86_64	Supported
Microsoft Windows Server 2012 Standard and 2012 R2 64-bit	x86_64	Certified*
Microsoft Windows Server 2016 Standard 64-bit	X86_64	Certified*
Red Hat Enterprise Linux (RHEL) 6.5, 6.6, 6.7, 6.8, 7.0, 7.1, and 7.2 64-bit	x86_64	Supported
Red Hat Enterprise Linux (RHEL) 6.9, 7.3, and 7.4 64-bit	X86_64	Certified*
SUSE Linux 11 Enterprise Server 64-bit	x86_64	Supported
Oracle Solaris 10 64-bit	SPARC	Supported
Oracle Solaris 11, 64-bit	SPARC	Certified*
Oracle Solaris 11, 64-bit	x86_64	Certified*

Supported means that the platform has been sanity-tested at a minimum. ArcSight will accept support calls and address bugs on the platform.

***Certified** means that the platform has been tested and certified with regression tests with the 7.7.0 SmartConnector release. ArcSight will accept support call and, address bugs on the platform.

Virtualized Environments

Virtualized environments can have different actual performance characteristics than their hardware equivalents. Performance results may vary. ArcSight performance engineering does not evaluate every combination of product and component on every possible virtual environment tool or hardware equivalent.

ArcSight Technical Support will diagnose ArcSight software deployed in a virtualized environment up until it determines, at the sole discretion of ArcSight, that virtualization is the cause or a contributing factor for the issue.

Connector Platform Support History

Date	Support Added	Support Ended
05/15/2017	Red Hat Enterprise Linux (RHEL) and CentOS Linux 6.9 64-bit platform	
02/15/2017	Red Hat Enterprise Linux (RHEL) and CentOS Linux 7.3 64-bit platforms; Windows Server 2016 64-bit platform	IBM AIX Version 7.1, 64-bit
08/30/2016	Red Hat Enterprise Linux (RHEL) and CentOS Linux 6.8 64-bit platforms	N/A
03/31/2016	Red Hat Enterprise Linux (RHEL) and CentOS Linux 7.2 64-bit platforms.	N/A
02/15/2016	Red Hat Enterprise Linux (RHEL) and CentOS Linux 6.7 64-bit platforms.	Red Hat Enterprise Linux (RHEL) 6.4 64-bit, CentOS Linux 6.5 32-bit, and Oracle Solaris 11 32-bit platforms.
08/14/2015	Red Hat Enterprise Linux (RHEL) and CentOS Linux 7.1 64-bit platforms.	Microsoft Windows Server 2003 R2 (SP2) 32-bit and 64-bit and IBM AIX TL 6, Version 6.1, 64-bit platforms. Announced end of support 02/15/2016 for CentOS Linux 6.5 32-bit, Red Hat Enterprise Linux (RHEL) 6.4 64-bit, and Oracle Solaris 11, 32-bit platforms
05/15/2015	CentOS Linux 6.6 and 7.0 64-bit platforms.	
03/31/2015	Red Hat Enterprise Linux (RHEL) 6.6 and 7.0 64-bit platforms.	
02/16/2015		Red Hat Enterprise Linux (RHEL) 5.7 32-bit and 64-bit, 6.1 64-bit, and 6.2 64-bit platforms. Announced upcoming end of support for Microsoft Windows Server 2003 32-bit and 64-bit platforms, and IBM AIX TL 6, Version 6.1, 64-bit platform.

Customer Support

Micro Focus Security ArcSight retires operating system 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 operating system. These previously supported platforms will be retired, whereupon Micro Focus Security ArcSight telephone and email support will no longer be available for the platform.

Micro Focus Security ArcSight Customer Support will continue to provide technical assistance and make reasonable efforts to provide workarounds for problems on the retired platform until the Support ending date, but may not provide programmatic corrections to errors for these platforms.

Those customers running planned retired operating system platforms should begin investigating upgrade options with their respective vendors. Our intention with this notice is to allow our customers adequate time to plan and implement migration of their computers to supported operating environments with minimal impact.

Support for the retired platforms as stated in this document will cease to be available from ArcSight Customer Support after the stated dates in this document. In the meantime, Customer Support strongly recommends to our customers to 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.

Customer Support is available 24x7 for Premium Customers and normal business hours (Monday through Friday) for Standard Customers.

Phone: A list of phone numbers for ArcSight Technical Support is available on the Hewlett Packard Enterprise Security contacts page: <https://softwaresupport.softwaregrp.com/support-contact-information>

Support Web Site: <https://softwaresupport.softwaregrp.com/>

Protect 724 Community: https://community.softwaregrp.com/t5/ArcSight/ct-p/arc_sight

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 any such changes are made, ArcSight will post the revised documents to the Support website, and will revise their publication date, but will not provide any other notice to you.

ArcSight encourages you to check all support policies and similar documents relevant to your situation periodically to keep informed about their status.

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