



Micro Focus ArcSight XXXXXXXX

We are here to advise and help with the installation process. In the unlikely event that you encounter an issue, please check [Software Support Online](#) which includes a knowledge base (select Dashboards > Search Knowledge) for self-service help, as well as additional support information. If you are unable to resolve your issue, please open a Service Request (select Dashboards > Service Requests) and one of our engineers will contact you.

To optimize your software throughout its lifecycle, a portfolio of support services is available; check the [Software Support Offerings](#) page for more information.

Community

As a valued Micro Focus customer, we recommend you to take advantage of the free Software Customer Community Program, which can help you optimize the returns on your software investment. Within the community we have entitled support customer forums that are staffed by our support engineers, who will be actively monitoring posts, prepared to answer your questions. Since access is determined by valid Support Agreement ID (SAID) numbers, users will be able to discuss topics in a secure environment, once logged in. We encourage you to try this method of getting help with product technical issues first, rather than placing a telephone call or logging an online support ticket. Your discussions and posts will help all community users.

Join the forums to:

- Discuss product-specific topics
- Get access to best practices, support tips, and tricks
- Discuss technical issues
- Connect with your peers in the industry to share best practices
- Participate in our product related Expert Days
- Learn more about product events

It is fast and simple to register for membership at the [Micro Focus Software Community](#) on Protect724. Please visit the [Support Customer Forums](#) page for more information.

Services

Complementing our Support services, Micro Focus' Professional Services and Education Services are available at any point in the software lifecycle. Whether you need help with planning deployment, implementing software or ensuring that it is continuously delivering against your objectives, please visit our [Services](#) page for the IT services portfolio we offer, or for how to contact us for a no-obligation chat.

Learn more at

<https://software.microfocus.com/>