

Addendum to Micro Focus Business Support Agreement

ArcSight

This addendum ("Addendum") applies to the ArcSight products. This Addendum amends and is made part of the Micro Focus Business Support Agreement ("BSA"). The provisions of the Addendum add to or modify the provisions of the BSA for the ArcSight products, as further outlined herein. To the extent that there is any conflict between the provisions of this Addendum and the provisions of the BSA, the provisions of this Addendum shall control.

Return Material Authorization (RMA) on ArcSight appliances

What Is an ArcSight Appliance? An ArcSight Appliance is built with the optimal specifications to run the ArcSight software. The ArcSight software is sold separately from the appliance. An active support agreement is required to obtain technical support and an RMA.

RMA process for an ArcSight appliance

In case of appliance issues, notify Micro Focus Technical Support by logging a support case. If technical support verifies a hardware issue, Micro Focus 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 Micro Focus's authorized carrier's availability (i.e., an authorized shipping request must be received in time to make each day's outgoing shipment cut-off 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, fans, DIMMs, controller batteries, and rail mounting kits.

Key points for receiving your appliance

1. In all cases, Micro Focus Technical Support will be your first line of contact for any FRUs and ARUs.
2. If a box appears to be damaged, refuse shipment; signing for delivery is considered acceptance of the package. In this scenario update your RMA case with Micro Focus Technical Support.
3. If delivery has been accepted and the appliance is damaged when you open the box, update your RMA case with Micro Focus Technical Support and document the damage upon first notice by providing pictures of the box, packaging, and the appliance.
4. Upon receipt of the appliance, recipient must boot the appliance within 2–3 days of receiving it. It is the recipient's responsibility to immediately check whether the unit boots and is operating properly.
5. Modifying the appliance in any way (example: swapping hard drives) will void out the warranty. Any modifications must be cleared by Micro Focus Technical Support beforehand.
6. Replacement parts and appliances may be refurbished and not new. There may be instances where a different appliance-type is shipped as the replacement other than the original.

7. Defective appliance must be returned within 10 business days of receiving replacement appliance. For shipping the defective appliance back, it is the recipient's responsibility to properly and securely package the original appliance using the packaging material received with the replacement. The recipient will be liable for improperly packaging appliances if Micro Focus Technical Support receives damaged appliances.

ArcSight Support Features in Addition to Business Support

Content Subscription

- Security System Content means new content that enhances or modifies the ability of an ArcSight-based solution to detect new security issues.
- Signature Categorization Content means content that enhances ArcSight systems' ability to place security risks into specific categories based on the signature identifying each risk.
- Vulnerability Mapping Content means content that enhances ArcSight systems' ability to determine which systems within the scope of an ArcSight system implementation are at risk from any given security flaw.

Learn more about [Micro Focus Support and Services](#) ›