

# 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) for ArcSight Appliances

#### What Is an ArcSight Appliance?

The ArcSight Appliance is an instance of the specifically identified Micro Focus ArcSight software pre-configured on a designated computer system, which is listed on your support contract.

#### RMA Process for an ArcSight Appliance

In case of appliance issues, notify Micro Focus by logging a support case. If Micro Focus 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 cutoff 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, and the "Getting Started" kit (power cord, rack mount rails, "Getting Started" guide, etc.).

In all cases, Micro Focus Support will act as the first line of contact and coordinate the ARU or FRU replacement. Upon receiving the ARU or FRU, you must send the defective unit or part back to Micro Focus or its designated location within ten (10) business days.

### ArcSight Support Features in Addition to Business Support

#### Content Subscription

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

#### Reputation Security Monitor Plus Subscription Offering

The Reputation Security Monitor Plus (RepSM Plus) subscription offering may be purchased for an additional fee and is available for Micro Focus ArcSight ESM and Express products. The RepSM Plus subscription consists of regular updates of the latest reputation information from

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Micro Focus's cloud-based global threat intelligence repository—Micro Focus Reputation Security Monitor Plus. These regular updates enhance the context of enterprise events collected by Micro Focus ArcSight ESM and Express products to identify and prioritize sophisticated Malware and Advanced Persistent Threats (APTs) that originate from inside or outside a company's network.

Upon purchase, Micro Focus will make the reputation data described above available for download to the customer. The customer

installs the accompanying Micro Focus RepSM+ software in the form of an ArcSight Connector and the RepSM+ software license key. Once installed the software accesses the Micro Focus RepSM+ reputation data server, downloads the initial database, and continues to poll the server for updates and download the updates as they become available throughout the day.

Learn more at  
[www.microfocus.com/support-and-services/](http://www.microfocus.com/support-and-services/)