

## End of Service Announcement for Unified Infrastructure Management 9.0.2, 9.1, 9.2 and 20.1

Date: October 1, 2020  
To: Customers of Unified Infrastructure Management, DX Infrastructure Manager  
From: Enterprise Software Division, AIOps Product Team  
Subject: End of Service Announcement for Unified Infrastructure Management 9.0.2, 9.1, 9.2, & 20.1

CA Technologies ("CA"), a Broadcom Company, is continually working to improve our software to best meet the needs of our customers. On behalf of the AIOps Product Team, we appreciate your business and the opportunity to provide you with high-quality, innovative software and services. In accordance with the End of Service / End of Life Policy within the [Broadcom Maintenance Policy Handbook](#), please consider this email as your written notification that we will be discontinuing technical support for Unified Infrastructure Management (UIM) versions 9.0.2, 9.1.0, 9.2.0 and 20.1 effective **30 September 2021**. This will allow our Development organization to more effectively focus its resources and add value to the next release of DX Infrastructure Manager.

At this time, we recommend you to plan for the adoption of Unified Infrastructure Management version 20.3 as soon as possible to take full advantage of the features and enhancements this zero-flash release has to offer. For more information, please visit the support site for [Unified Infrastructure Management](#) and we also encourage you to look at the product information page at [Broadcom Support Portal](#).

To make your adoption of UIM version 20.3 as easy as possible, we are offering:

- The latest supported Version/Release of Unified Infrastructure Management, at no charge, as long as you have an active maintenance contract for Unified Infrastructure Management
- Extensive documentation to help you prepare for your upgrade/adoption of the new solution; it can be viewed on the DX Infrastructure Manager pages at [Tech Docs](#)
- [Broadcom Support](#) complements our documentation by providing **upgrade support services** to help ensure your success. **Upgrade support services** provides 24x7 access to Broadcom Support and direct access during business hours to a designated support resource who will provide support on the End of Service version from upgrade start to finish, and for 30 days after your upgrade is complete. Please contact your Broadcom account representative to receive a quote for such services.
- For more information around upgrade assistance from qualified local partners and a list of partners in your area, please contact your local [channel partner](#)

[CA Extended Support](#), a Broadcom Support offering, that extends support for CA Technologies software product versions or releases that have reached End of Service. CA Extended Support may be available for a limited time after the End of Service date. Please note however, that in most cases **Upgrade support services** will provide a more cost effective and valued approach than CA Extended Support alone.

Thank you again for your business.