May 15th, 2015

To: CA Privileged Identity Manager Customers

From: The CA Technologies Privileged Identity Manager Product Team

Subject: End of Service Announcement for CA Privileged Identity Manager v12.7

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with our [CA Support Policy and Terms](https://support.ca.com/), please consider this letter your written notification that we are discontinuing support for CA Privileged Identity Manager v12.7 (including all service packs and cumulative fixes) beginning November 15th, 2016. This will allow our Development organization to more effectively focus its resources on and add value to the next release of CA Privileged Identity Manager.

At this time, we encourage you to plan for the migration to CA Privileged Identity Manager v12.9 as soon as possible, so you can take full advantage of the latest new features and enhancements this release has to offer:

* **Proxy Configuration for Shared Account Management (RDP and SSH)**

This new capability helps to improve security and eliminates the need for an ActiveX control on the Admin client machine. In previous releases of CA PIM, the Admin would request a password from the Shared Account Management server, and the password would be passed back to the client machine (encrypted). It would then be passed to the target machine through an ActiveX control running on the client machine.

* **Termination of active sessions**

Prior to PIM 12.9, it was possible to view any active admin sessions on systems that CA PIM was controlling, but you couldn’t terminate them if the risk level of that session was deemed to be high. With PIM 12.9, you can not only search for any active sessions, but you can terminate them quickly if there are unauthorized sessions that need to be ended. This *improves security* and reduces the risk of unauthorized administrator actions that can causes damage to your systems or data.

* **Session Recording for proxy activities**

This capability enables Security Administrators to be able to record privileged sessions accessed through the proxy server. The solution records all screen movement in full resolution and Super-Administrators can then search and playback the sessions with DVR-like playback controls. Recordings are stored in an encrypted fashion and made available as soon as the privileged session ends. Advanced policies allow you to specify which endpoints can be recorded. The solution requires no user behavior changes with no need to install agents on the on what is being monitored and no need for ActiveX control running on the user’s desktop.

* **Extended Service Desk Integration**

Integration with Service Desk applications is an important capability due to the fact that it can simplify administration of account access. For example, if you are requesting access to an account, it will prompt the admin for a Service Desk ticket number. CA PIM will then validate that they have entered the correct ticket number. Prior to PIM 12.9, CA Service Desk Manager was the only application supported. PM 12.9 expands that integration to now include:

* + CA Service Desk Manager
  + CA Cloud Service Manager
  + ServiceNow
  + HP Service Manager
  + BMC Remedy

For additional information on CA Privileged Identity Manager please visit the CA Privileged Identity Manager pages at [CA Support Online](https://support.ca.com/).

As CA Technologies would like to help make your upgrade to CA Privileged Identity Manager v12.9 as straightforward and successful as possible, we are offering the following:

* Documentation to help prepare you for your upgrade to CA Privileged Identity Manager v12.9 can be viewed at [CA Support Online](https://support.ca.com/) .
* CA Services is available to provide consulting services for any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. Please visit [CA Services](http://www.ca.com/services).
* Qualified local CA Privileged Identity Manager Partners are also able to assist in any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. For more information and a list of partners in your area please contact your local [CA Channel Partner Group office](http://www.ca.com/partners.aspx).
* CA Technologies is committed to providing superior support to our customers using our technology solutions.  CA Extended Support, one of the CA Technologies support offerings, is designed to extend support for CA Technologies software product versions or releases that have reached their End of Service Date.  Please visit our website, [CA Support Online](https://support.ca.com/), for more information.

If you have any questions regarding the support schedule, please contact CA Privileged Identity Manager Support at [CA Support Online](https://support.ca.com/), or your local [CA Account Manager, Customer Success Manager or CA Customer Care](http://www.ca.com/us/customer-care.aspx) where you can submit an online request using the [Customer Care web form](https://communities.ca.com/web/guest/customercare). You can also call CA Customer Care at +1-800-225-5224 in North America or see the [Support Phone Directory](http://www.ca.com/phone) for the local number in your country.

Your success is very important to us, and we look forward to continuing our successful partnership with you.

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