May 18, 2020

To: CA Service Management Customers
From: The CA Technologies Service Management Product Team
Subject: Plan for the potential impact of Adobe® Flash® Player on CA Service Management user interface

CA Technologies, a Broadcom Company, is continually working to improve our software and services to best meet the needs of our customers. This communication is to serve as a reminder that many browser vendors have announced to drop support for Adobe® Flash® Player from their respective browsers after December 31, 2020 and to prepare your organization for that event in order to ensure your use of the CA Service Management is not impacted adversely.

Currently, CMDB Visualizer in CA Service Desk Manager uses Adobe® Flash® Player to display the relationships among the Configuration Items and perform Root Cause and Impact Analyses. The impacted functionality (CMDB Visualizer) is planned* to be addressed by delivering an enhanced CMDB Visualizer that does not require the use of Adobe® Flash® Player. To that end, please make note of the following changes and plan accordingly:

● The enhanced CMDB Visualizer is planned to be delivered as a patch update on CA Service Desk Manager 17.2 and CA Service Desk Manager 17.3 versions.
● If you are on a version of CA Service Desk Manager that is older than 17.2, then you will need to upgrade to CA Service Desk Manager 17.2 or 17.3.
● If you are on CA Service Desk Manager 17.2 or 17.3, you will need to apply the patch update when it is made available for download.
● The patch update to deliver the enhanced CMDB Visualizer is planned* for release by the end of Q3 Calendar Year 2020.

Should you need further assistance in understanding this change or have additional questions or feedback, please contact your CA account representative, CA Support, or our CA Community page.

Thank you again for your business.

* Subject to change without prior notice and at the sole discretion of CA Technologies, a Broadcom Company.