

April 01, 2014

To: CA Spectrum Customers
From: The CA Technologies Spectrum Product Team
Subject: End of Service Announcement for CA Spectrum 9.2

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 Spectrum 9.2.x** beginning **April 1, 2015**. This will allow our Development organization to more effectively focus its resources on and add value to the next release of CA Spectrum.

At this time, we encourage you to plan for the migration to CA Spectrum 9.3 as soon as possible, so you can take full advantage of the latest new features and enhancements this release has to offer. These include:

- Full internationalization and localization to Japanese, Traditional Chinese and Simplified Chinese
- Virtualization Management and next generation data center updates
- CA Spectrum/CA Performance Center (CA PC): Integration for best-in-class performance management and fault reporting technologies
- CA Spectrum Network Configuration Manager (NCM) updates
- Service Aware Infrastructure Management
- Fault isolation and root cause analysis extended into today's converged data center and emerging cloud environments
- Easy and customizable report generation through the Spectrum Report Manager

Please install 9.3 with the latest hotfix. To determine if a newer hotfix is available or for additional information on CA Spectrum 9.3, please visit the [CA Spectrum Product Page](#) at CA Support Online.

As CA Technologies would like to help make your upgrade to CA Spectrum 9.3 as straightforward and successful as possible, we are offering the following:

- A no-charge software upgrade from CA Spectrum 9.2 to CA Spectrum 9.3 for any customer with an active maintenance contract.
- Documentation to help prepare you for your upgrade to CA Spectrum 9.3 can be viewed at CA Support Online.
- 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 www.ca.com/services.
- 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 Spectrum Support at CA Support Online (<https://support.ca.com/>), your local CA Account Manager, Customer Success Manager or CA Customer Care online at <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 <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.