



Date: October 28, 2020

To: Symantec Directory Customers

From: The Directory Product Team

Subject: Reminder of End of Service dates for Symantec Directory version 14.0 (all SPs)

This notification is an important reminder that Symantec Directory version 14.0 (all SPs) End of Service date is April 30, 2021. Please see more information here:

<https://support.broadcom.com/external/content/release-announcements/CA-Directory-Release-and-Support-Lifecycle-Dates/4282>

At this time, we encourage you to plan your upgrade to the latest release. The current latest release is 14.1 SP1.

Technical information offered with the product, provides guidance on how to upgrade. Additionally, qualified partners are available that can help with planning or executing an upgrade. For more information and a list of partners in your area, please contact see the information here:

<https://www.broadcom.com/company/partners/ca-technologies>

Extended Support, a Broadcom support offering that extends support for software product versions or releases that have reached End of Service, will be available for Directory. If you have any questions or require assistance, please contact Customer Support at +1-800-225-5224 in North America or see <https://support.broadcom.com/contact-support.html> for the local number in your country.

Please visit our website, <https://support.broadcom.com/security/product-page.html?productName=CA%20Directory> for more information.

Broadcom continues to plan regular releases of Directory and the next Directory Service Pack release (14.1 SP2) is under development.

On behalf of Symantec, a Division of Broadcom, we appreciate your business and the opportunity to provide you with high quality, innovative software and services.

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

Sincerely,

Directory Management Team