Date: October 7, 2020
To: Symantec SiteMinder Customers
From: The SiteMinder Product Team
Subject: Change to the End of Service dates for SiteMinder 12.8

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. As part of our ongoing commitment to customer success, we regularly announce updated releases and maintenance information for our products.

This announcement focuses on the End of Service (EOS) dates for SiteMinder 12.8.

When SiteMinder 12.8 was initially released, the announcement (https://support.broadcom.com/external/content/release-announcements/CA-Single-Sign-On-CA-SSO-12.8-General-Availability-Announcement/6531) included a projected end of service date of March 31, 2022.   Since then, the release pattern of new service packs with new capabilities has been different than was expected at the time of the first 12.8 release.   As a result, that previously announced EOS date is rescinded and new service pack-specific EOS dates are:

SiteMinder Version: 12.8.0 and 12.8.01 (service pack 1)
        New EOS date: March 31, 2022

SiteMinder version: 12.8.02 (service pack 2)
        New EOS date: June 30, 2022

SiteMinder version: 12.8.03 (service pack 3)
        New EOS date: March 31, 2023

These EOS dates apply to these specific SiteMinder components
- Policy Server
- Policy Server SDK
- Administrative UI
- Advanced Password Services
- Access Gateway

If not listed above, other SiteMinder components will be governed by other separate EOS announcements. EOS dates for higher numbered service packs will be published in the future.

Broadcom continues to plan regular releases of SiteMinder and encourages you to plan your upgrades. The next SiteMinder Service Pack release (12.8.05) under development can be tested now. That validation build is available by registering in the Symantec SiteMinder validation program here: https://validate.broadcom.com/welcome/.

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 SiteMinder. 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/product/product-page.html?productName=CA%20Single%20Sign-On for more information.

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

Sincerely, SiteMinder Management team