

End of Service Announcement

CA Cross-Enterprise Application Performance Management

January 2021

To: CA Cross-Enterprise Application Performance Management Customers
From: The CA Cross-Enterprise Application Performance Management Product Team
Subject: End of Service Announcement for CA Cross-Enterprise Application Performance Management 10.3

CA Technologies, a Broadcom Company is continually working to improve our software and services to best meet the needs of our customers. In accordance with the Broadcom Support Policies [here](#), please consider this email your written notification that we are discontinuing technical support for CA Cross-Enterprise Application Performance Management (CA Cross-Enterprise APM) 10.3 effective January 31st, 2022. This will allow our Development organization to focus its resources on our application management roadmap initiatives. After January 31st, 2022, Broadcom will continue to make self-service support available until the end of your current maintenance term.

At this time, we encourage you to plan for the migration to CA Cross-Enterprise APM 10.5 as soon as possible, so you can take full advantage of the features and enhancements this release has to offer. For information on CA Cross-Enterprise APM, please visit the CA Cross-Enterprise APM pages at [Support](#).

As Broadcom would like to make your upgrade to CA Cross-Enterprise APM 10.5 as straightforward as possible, we are offering the following:

- The latest supported Version/Release of CA Cross-Enterprise APM, at no charge, as long as you have an active maintenance contract for CA Cross-Enterprise APM.
- Documentation to help you prepare for your upgrade to the new Version/Release can be viewed on the CA Cross-Enterprise APM pages at [Support](#).
- Accelerated time-to-value when you engage CA Services to assist you with any or all parts of your upgrade. Additional information can be found at <https://www.broadcom.com/support/services-support>. Please contact your account representative to receive a quote for such services.
- Upgrade assistance from qualified local CA partners. For more information and a list of partners in your area, please contact your local CA Channel Partner Group office (<https://www.broadcom.com/company/partners/ca-technologies>).

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