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| January 4, 2017To: CA Web Services Security (previously called CA SOA Security Manager) CustomersFrom: The CA Web Services Security Product TeamSubject: End of Service Announcement for CA SOA Security Manager r12.1 (includes all Service Packs and Cumulative Releases) *Note: While CA Technologies has rebranded the CA SOA Security Manager product as CA Web Services Security; within this letter reference to this product will use the previous name as that better represents the specific version of the software impacted by this End of Service Announcement.*CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In order to continue to focus our efforts to help our customers achieve their strategic business initiatives, we are announcing our End of Service Plans for CA SOA Security Manager 12.1 (covering all Service Packs and Cumulative Releases)Support for CA SOA Security Manager r12.1 (including all Service Packs and Cumulative Releases) is currently scheduled to be discontinued on **November 30, 2017**. Once the End of Support date is reached customers can contract with CA for Basic Extended Support for another 12 months. Basic Extended Support will be discontinued on **November 30, 2018.**Between now and November 30, 2017, CA will consider requests for critical bug fixes, but will not be releasing new functionality or new certifications for the above-noted product versions. Specific terms of Extended Support contracts are available from CA Support.End Of Service ProductsThis End of Service plan refers to these components:* Policy Server
* Administration application/UI
* Report Server
* Policy Server SDK (Policy Server APIs only)

While this particular End of Service does *not* cover these components, no new certifications for r12.1 (including all Service Packs and Cumulative Releases) for these components will be executed after December 31, 2016. * CA SOA Security Manager Agent for Web Servers
* CA SOA Security Manager Agent for Application Servers

Upgrade PathsAt this time we encourage you to plan for your migration. The recommended no-charge software upgrade option for customers running CA SOA Security Manager 12.1 should upgrade to either CA Web Services Security Manager 12.51 or the more recent 12.52 release.Available Upgrade ServicesCA would like to help make your upgrade as straightforward and successful as possible. To assist you, we are offering: * **CA Services** is available to provide consulting services for any or all parts of the upgrade. CA Services is offering a new Upgrade Assessment service which delivers the following in a two week, fixed price contract:
	+ Analysis of your existing environment and identification of any anticipated hurdles for the upgrade.
	+ Broad stroke recommended upgrade strategy
	+ Sample enterprise upgrade and migration plan and presentation of findings.

For CA Services, please call 800-225-5224 (North America) or +1 303-262-8300 (International).* **CA Basic** **Extended Support** - CA is committed to providing superior support to our customers who use our products and solutions. CA Basic Extended Support, is designed to extend support for CA products and releases that have been officially discontinued or 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 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://support.ca.com/irj/portal/anonymous/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. |