

End of Service Announcement



CA 2E

January 2, 2018

To: CA 2E Customers
From: The CA Technologies CA 2E Product Team
Subject: End of Service Announcement for CA Release 8.6 (English Version)

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with the CA Support Policy and Terms (<http://www.ca.com/us/services-support/ca-support/ca-support-online/product-content/recommended-reading/product-related-technical-information/ca-support-policy-and-terms.html>), please consider this email your written notification that we are discontinuing technical support for CA 2E Release 8.6 (English Version) effective January 31, 2019. This will allow our Development organization to more effectively focus its resources and add value to the next release of CA 2E. After January 31, 2019, CA Technologies 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 2E Release 8.7 as soon as possible, so you can take full advantage of the features and enhancements this release has to offer. For information on CA 2E, please visit the CA 2E pages at CA Support Online (<https://support.ca.com>).

As CA Technologies would like to make your upgrade to CA 2E Release 8.7 as straightforward as possible, we are offering the following:

- The latest supported Version/Release of <Product Name>, at no charge, as long as you have an active maintenance contract for CA 2E. Documentation to help you prepare for your upgrade to the new Version/Release can be viewed on the CA 2E pages at CA Support Online (<https://support.ca.com>).
- Accelerated time-to-value when you engage CA Services to assist you with any or all parts of your upgrade. CA Support complements our services team by providing **upgrade support services** to help ensure your success. **Upgrade support services** provides 24x7 access to CA Support and direct access during business hours to a designated support resource who will provide support on the End of Service version from upgrade start to finish, and for 30 days after your upgrade is complete. Additional information can be found in [Seven Strategies for Successful Upgrade](#) and [Upgrade Services](#) available on www.ca.com/services. Please contact your CA account representative to receive a quote for such services.

- CA Extended Support, a CA Technologies support offering, that extends support for CA Technologies software product versions or releases that have reached End of Service. CA Extended Support may be available for a limited time after the End of Service date. Please note however, that in most cases CA upgrade services will provide a more cost effective and valued approach than CA Extended Support alone. Please visit our website, CA Support Online (<https://support.ca.com>) for more information.

Thank you again for your business.

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