

CA Virtual Assurance for IM (VAIM)/CA Systems Performance for IM (SPIM) Releases (12.6, 12.7.0, 12.7.1, 12.8.0, 12.8.1)

CA SystemEDGE Releases (5.6, 5.7.0, 5.7.1, 5.8.0, 5.8.1)

October, 2015

To: CA Virtual Assurance for IM/CA Systems Performance for IM (SPIM) and SystemEDGE Customers

From: The CA Technologies Virtual Assurance for IM Product Team

Subject: End of Service Announcement for CA Virtual Assurance for IM (VAIM)/CA Systems Performance for IM (SPIM) Releases (12.6, 12.7.0, 12.7.1, 12.8.0, 12.8.1) and SystemEDGE Releases (5.6, 5.7.0, 5.7.1 5.8.0, 5.8.1)

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with our CA Support Policy and Terms (<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=213326>), please consider this email your written notification that we are discontinuing support for CA VAIM/CA SPIM Releases 12.6, 12.7.0, 12.7.1, 12.8.0, 12.8.1 beginning Nov 1, 2016. This will allow our Development organization to more effectively focus its resources on and add value to the next release of CA Virtual Assurance for IM.

At this time, we encourage you to plan for the migration to CA Virtual Assurance for IM to 12.9 so that you can take full advantage of the latest new features and enhancements this release has to offer.

To determine if a newer update is available or for additional information on CA Virtual Assurance for IM, please visit the CA Virtual Assurance for Infrastructure Managers  at CA Support Online.

As CA Technologies would like to help make your upgrade to CA Virtual Assurance for IM Release 12.9 as straightforward and successful as possible, we are offering the following:

* Documentation to help prepare you for your upgrade to CA Virtual Assurance for IM Release 12.9 can be viewed at [CA Wiki link](https://wiki.ca.com/display/CATVAIM129/CA%2BVirtual%2BAssurance%2Bfor%2BInfrastructure%2BManagers%2B-%2BSource%2BHome)
* CA Services is available to provide consulting services for any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. Please visit [www.ca.com/services](http://www.ca.com/services).

Note that CA Extended Support offerings will not be available for CA Virtual Assurance for IM Release 12.6, 12.7.0, 12.7.1, 12.8.0, 12.8.1 and CA SystemEDGE 5.6, 5.7.0, 5.7.1, 5.8.0, 5.8.1.

If you have any questions regarding the support schedule, please contact CA Virtual Assurance for IM and CA SystemEDGE 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.

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