

# General Availability Announcement



12/11/2017

**To:** CA Technologies CA Directory Customers

**From:** The CA Technologies CA Directory Team

**Subject:** General Availability Announcement for CA Directory r12.6 SP4

CA Technologies appreciates your business and the opportunity to provide you with high-quality, innovative software and services. As part of our ongoing commitment to your success, we regularly release updated versions of our products.

Today, we are pleased to announce that CA Directory r12.6 SP4 is now available.

## CA Directory

**Version:** r12.6 SP4

### *What is included in this release:*

This service pack release contains several defect fixes for problems observed by customers in the last few months, specifically, a couple issues with installation and upgrade of the Management UI have been corrected.

The end of service date for this service pack (SP4) will be July 2020, aligning with EOS date of r12.6 SP3.

For more information about this release, including any updates made after this announcement, refer to the release notes section of the [CA Directory documentation](#).

You can download your copy of CA Directory r12.6 SP3 from [CA Support Online](#).

### Helpful Resources

CA provides resources to help you in the form of education, product documentation, community user group environments, and experienced support personnel:

- [Documentation](#)  
Find details about the product features included in this release. To ensure that you see all available materials, log in to the site by using your CA Support ID and password.

- [CA Learning Paths](#)  
Learn more about CA products through education offerings.
- [CA Communities](#)  
Connect, learn, and share with other customers in a collaborative online environment.
- [Release and Support Lifecycle Dates](#)  
Stay knowledgeable about lifecycle dates and associated policies. *Reminder: When a platform release reaches End of Support, CA Technologies support of the platform simultaneously reaches End of Support.*

### **Help shape products**

CA Technologies invites you to provide input about your CA products by participating in the Customer Validation Community. To join, register on [validate.ca.com](https://validate.ca.com), and receive invitations to all discussions and reviews.

### **Still have questions or need assistance?**

Get answers to your questions and obtain expert help by contacting CA:

- [CA Support](#)  
Get product assistance from CA Support through an online request form, online chat, or by phone. Call CA Customer Care at +1-800-225-5224 in North America or see “Contact Numbers by Region” at [Contact CA Support](#) for the local number in your country.
- [CA Services](#)  
Leverage CA expertise for help implementing this release.

Thank you,

CA Technologies CA Directory Team