February 6, 2015
To: CA Client Automation (formerly known as CA IT Client
Manager) and CA IT Inventory Manager Customers
From: The CA Technologies CA Client Automation Product Team
Subject: End of Service Announcement for CA Client Automation and
CA Inventory Manager 12.5 SP1, 12.5 SP1 FP1 and 12.5 SP1 C1

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/), please
consider this letter your written notification that we are discontinuing
support for the following releases:

- CA Client Automation
  - 12.5 SP1
  - 12.5 SP1 FP1
  - 12.5 SP1 C1

- CA Inventory Manager
  - 12.5 SP1
  - 12.5 SP1 FP1
  - 12.5 SP1 C1

The end of service date will be **January 31, 2016**. This will allow our
Development organization to more effectively focus its resources on
and add value to the next release of CA Client Automation and CA
Inventory Manager.

At this time, we encourage you to plan for the migration to CA Client
Automation or CA Inventory Manager 12.9 as soon as possible, so you
can take full advantage of the latest new features and enhancements
this release has to offer.

**The following are some of the key features included in CA Client
Automation 12.9:**

• **Neighbor Aware Software Distribution**: To speed distribution
timeframes across your entire install base and reduce the number of
required Scalability Servers, this release adds the ability to configure
and manage neighbor aware software distribution for any packages
delivered to endpoints. You can configure which agents in a subnet
are available to act as a temporary distribution point so neighboring
agents can pick up necessary packages instead of each agent going
across the network to the scalability server.

• **Infrastructure Health Monitoring:** Infrastructure Health Monitoring

has been extended to support the ability to trigger configured actions upon an alert.

- **Web Admin Console (WAC)**: This release continues to add functionality to the WAC to support the role of a software delivery manager. The following functions have been added:
  - Policy Management (set up, seal / unseal, activate, evaluate
  - Software Package Creation and Management
  - Software Procedure Creation and Management

- **Patch Manager:** Patch Manager has been extended to support additional software delivery job options for use when testing and deploying patches. You can now set job and procedure options in Patch Manager.

- **Calendars:** The configuration of maintenance calendars, which was supported by CA Common Services (CCS) in previous releases, will now be available for configuration and management within CA Client Automation to control software distributions and data transfers.

- **High Availability:** The configuration of high availability clusters, which was supported by CA Common Services (CCS) in previous releases, will now be available for configuration and management within CA Client Automation.

- **Data Transport Service (DTS):** The configuration of DTS, which was supported by CA Common Services (CCS) in previous releases, will now be available for configuration and management within CA Client Automation. You can configure and manage throttling, parcel size and hop node configurations.

- **Command Line Interface:** CLI providing the ability to unregister the Scalability Server and remove any associated inventory and history records.

- **CA Client Automation Integration with CA Mobile Device Management:** Unified endpoint management strategies can be supported across all devices that may be accessing corporate resources by this strategic integration with CA Mobile Device Manager. The hardware and software inventory captured for mobile devices and BYOD initiatives are imported into the CA Client Automation data base. That data is then available for comprehensive

reporting, automated policies, querying, etc., with the functions available with CA Client Automation. You are also able to launch into the CA MDM console from the Client Automation Web Admin Console. CA has named this integrated solution CA Unified Endpoint Management.

For additional information on CA Client Automation, please visit the CA Client Automation pages at CA Support Online (https://support.ca.com/).

As CA Technologies would like to help make your upgrade to CA Client Automation 12.9 as straightforward and successful as possible, we are offering the following:

- CA Services is available to provide consulting and upgrade 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.

- CA Technologies is committed to providing superior support to our customers using our technology solutions. CA Extended Support, one of the CA Technologies support offerings, is designed to extend support for CA Technologies software product versions or releases that have 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://communities.ca.com/web/guest/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.