

CA User Activity Reporting End-of-Life

1. What is CA User Activity Reporting?

CA User Activity Reporting (CA UAR) provides user activity and compliance reporting and security investigation for identity, access and information usage across physical, virtual and cloud environments. It is designed to effectively verify security controls and streamline reporting and investigation of user and resource access activities to accelerate and simplify compliance and improve efficiencies.

2. What is this communication about?

We are communicating the End-of-Life (EOL) cycle for the CA User Activity Reporting (CA UAR) solution. This means there will be no new releases or further enhancements to this product after the release of CA UAR 12.6. However, maintenance and support for this product will continue in accordance with the customer's active maintenance contract.

Technical support for CA UAR will be discontinued beginning December 31, 2017.

3. How can I best explain this decision to my customers?

As a part of our regular product planning cycle, we have reviewed the position of CA UAR in the marketplace, from both a sales and technology perspective. We have discovered that while this product still provides useful functions to some customers, its value to most customers and prospective customers in the market has declined significantly over the past few years.

Therefore, we have decided to stabilize and End of Life CA UAR in accordance with our CA Support Policy and Terms and will be investing our resources in new technology and software.

4. Will my customers be notified of the CA UAR EOL? If so, when and how?

Yes, customers will be notified in the following manner:

- Active customers will receive an email on 14 February 2014
- The official EOL letter will be posted on the CA Support home page on 14 February 2014
- Support Online and codes will be updated in SAP with the EOL date, this can be used for Sales and Contracts

5. What does this mean for CA ControlMinder™ customers who have CA UAR licenses?

CA ControlMinder customers that leverage CA UAR as an embedded component for CA ControlMinder will not be effected.

A replacement for CA ControlMinder user activity reporting will be provided in a future release of CA ControlMinder no later than December 31, 2016.

Please note: This replacement technology is native to CA ControlMinder and is not a migration path for CA UAR standalone customers.

6. Will my customers continue to get product support? If so, until when?

Yes, customers will continue to receive support based on their maintenance contract through 31 Dec 2017.

For the handful of customers whose support contracts extended to 2018 & 2019, support will continue in accordance with their maintenance contract and the CA Support Policy and Terms. Other customers will have the option to purchase one year of CA Extended Support thru 12/31/18. CA Extended Support is one of the CA Technologies support offerings and is designed to extend support for software product versions or releases that have reached their End of Life Date.

Extended Support Plus will NOT be made available to any CA UAR customer.

If your customers have any questions regarding the support schedule, please contact CA UAR Support at CA Support Online <https://support.ca.com>

7. Is there a CA alternative available for CA UAR customers who wish to stay with CA that they should consider?

As part of this EOL announcement, we will not be providing any migration alternatives. Existing CA UAR customers need to research 3rd party solutions to meet their needs.

8. Who should I contact for additional questions about this EOL process?

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