



Unified Infrastructure Management Products End of Sales and Support Announcements

Last updated: December 27, 2016

End of Support for Server releases

With the 8.4 release of CA UIM, CA will support a given version of CA UIM for a minimum of 15 months, with extensions as necessary, so that a minimum of the 2 most recent versions are supported concurrently.

For example, with a February 16, 2016 release date, 8.4 will be supported until one of the following (whichever occurs later):

- May 16, 2017
- A second subsequent version of CA UIM (for example, 8.6) is released.

For releases of CA Unified Infrastructure Management (formerly Nimsoft Monitor) prior to 8.4, the policy is unchanged and CA will support the current and 4 previous GA releases of our server products. When a new main release of a server product reaches General Availability (GA), this release will be assigned status as “current.” The preceding four server releases will be assigned status as “Supported.” The first unsupported release will be listed as “No longer supported.” It is assumed that releases, which were GA prior to this unsupported release, are also unsupported.

No longer supported - Customers reporting an issue related to a version of a server product that is no longer supported will be asked to upgrade to a supported version before our Support Help Desk will begin troubleshooting. If Support chooses to engage, any assistance would be limited to making an attempt to verify if the issue has been resolved in the current version of the product. If the issue remains in the current version of the server product, it will be addressed in either a current or upcoming version of the server product.

Support for Releases 8.4 and later:

Product	Status	End of Support	Replacement Version
Unified Infrastructure Management 8.5 (Including Unified Management Portal and Unified Reporter)	Current	TBD	N/A
Unified Infrastructure Management 8.4.7 (including Unified Management Portal and Unified Reporter)	Supported	December 29, 2017 <i>or until a second subsequent version is released</i>	8.5
Unified Infrastructure Management 8.4 (including Unified Management Portal and Unified Reporter)	Supported	May 16, 2017	8.5



Support for Releases Prior to 8.4:

Product	Status	Estimated End of Support	Replacement Version
Unified Management Portal 8.31	No longer supported	Nov 15, 2016	UMP 8.47
Unified Management Portal 8.2	No longer supported	June 30, 2016	UMP 8.47
Unified Management Portal 8.1	No longer supported	Mar 31, 2016	UMP 8.4
Unified Management Portal 8.0	No longer supported	Dec 31, 2015	UMP 8.4
Unified Management Portal 7.6	No longer supported	Sep 30, 2015	UMP 8.31
Unified Infrastructure Management 8.31	No longer supported	Nov 15, 2016	UIM 8.4
Unified Infrastructure Management 8.2	No longer supported	June 30, 2016	UIM 8.4
Unified Infrastructure Management 8.1	No longer supported	Mar 31, 2016	UIM 8.4
Unified Infrastructure Management 8.0	No longer supported	Dec 31, 2015	UIM 8.4
Nimsoft Management Server 7.6	No longer supported	Sep 30, 2015	UIM 8.31
Unified Reporter 8.31	No longer supported	Nov 15, 2016	UR 8.4
Unified Reporter 8.0	No longer supported	Dec 31, 2015	UR 8.4
Unified Reporter 7.6	No longer supported	Jun 30, 2015	UR 8.0



Product related End-of-Sales / End-of-Support announcements

According to our End of Sales/Support policy, CA UIM will end all sales of a product 3 months after the End-of-Sales announcement has been published. CA UIM will end all support and maintenance of a product within 15 months (refer to table for specific dates). Prior to February 18, 2015 the end of support and maintenance was set to 12 months.

Product / Portlet	Announcement	End of Sales	End of Support
AlarmConsole portlet	April 25, 2014	July 25, 2014	July 25, 2015
CustomDashboards portlet	April 25, 2014	July 25, 2014	July 25, 2015
DashboardDesigner portlet	April 25, 2014	July 25, 2014	July 25, 2015
DynamicViews portlet	April 25, 2014	July 25, 2014	July 25, 2015
Flow Analysis portlet ³ & Flow Collector Server	August 17, 2015	November 17, 2015	November 17, 2016
MaintenanceMode portlet	April 25, 2014	July 25, 2014	July 25, 2015
Nimsoft Mobile 1.0	June 30, 2013	Sept 30, 2013	Sept 30, 2014
NimsoftRemoteAdmin portlet	April 25, 2014	July 25, 2014	July 25, 2015

Probe	Announcement	End of Sales	End of Support
aplogic_mon	December 31, 2016	January 1, 2017	December 31, 2017
aplogic_ws	December 31, 2016	January 1, 2017	December 31, 2017
ARCserve_D2D	December 31, 2016	January 1, 2017	December 31, 2017
ARCserve_RHA	December 31, 2016	January 1, 2017	December 31, 2017
assetmanagement	January 31, 2013	April 30, 2013	April 30, 2014
AWS (IM GUI)	October 1, 2014	January 1, 2015	December 31, 2015
ccm_manager	January 31, 2013	April 30, 2013	April 30, 2014
CCM_monitor	June 30, 2013	Sept 30, 2013	Sept 30, 2014
cim_traps	January 31, 2013	April 30, 2013	April 30, 2014
cisco_monitor ²	October 1, 2013	January 1, 2014	October 1, 2017
cisco_nxos	October 1, 2013	January 1, 2014	October 1, 2015
cisco_qos	October 1, 2013	January 1, 2014	October 1, 2015



Probe	Announcement	End of Sales	End of Support
cisco_unity	October 1, 2013	January 1, 2014	October 1, 2015
cluster_monitor	January 31, 2013	April 30, 2013	April 30, 2014
dashboard_engine	April 25, 2014	July 25, 2014	July 25, 2015
dashboard_server	January 31, 2013	April 30, 2013	April 30, 2014
dom_traps	January 31, 2013	April 30, 2013	April 30, 2014
exchange_monitor_backend ¹	October 1, 2013	January 1, 2014	October 1, 2014
exchange_monitor_reports ¹	October 1, 2013	January 1, 2014	October 1, 2014
exchange_response	June 30, 2013	Sept 30, 2013	Sept 30, 2014
flow ³	August 17, 2015	November 17, 2015	November 17, 2016
GoogleApps (IM GUI)	October 1, 2014	January 1, 2015	December 31, 2015
JMX	October 1, 2014	January 1, 2015	December 31, 2015
Indicative	September 30, 2012	October 1, 2012	October 1, 2013
interface_traffic ²	October 1, 2013	January 1, 2014	October 1, 2017
net_traffic	June 17, 2014	Sept 17, 2014	Sept 17, 2015
netware	January 31, 2013	April 30, 2013	April 30, 2014
power	January 31, 2013	April 30, 2013	April 30, 2014
qos_engine	January 31, 2013	April 30, 2013	April 30, 2014
remedy_response	January 31, 2013	April 30, 2013	April 30, 2014
Report Engine	December 31, 2011	June 30, 2013	June 30, 2014
Salesforce (IM GUI)	October 1, 2014	January 1, 2015	December 31, 2015
snmptoolkit ²	October 1, 2013	January 1, 2014	October 1, 2017
temperature	January 31, 2013	April 30, 2013	April 30, 2014
timeq	January 31, 2013	April 30, 2013	April 30, 2014
TNGtw	January 31, 2013	April 30, 2013	April 30, 2014
TNGobjects	January 31, 2013	April 30, 2013	April 30, 2014
TNGwvf	January 31, 2013	April 30, 2013	April 30, 2014



Probe	Announcement	End of Sales	End of Support
web_alarms	January 31, 2013	April 30, 2013	April 30, 2014
wins_response	January 31, 2013	April 30, 2013	April 30, 2014

Footnotes:

¹ Replaced by ews_response

² Replaced by snmpcollector

³ Replaced by NFA r9.3.1+ and NFA_Inventory Probe



End of Platform and Database Support for CA Unified Infrastructure Management

CA UIM will end all product and support for the following operating systems and databases for UIM at the versions specified.

Vendor	Version	UIM Component	UIM version with support removed
HP-UX OS	HP-UX 11i v1 (11.11) on PA-RISC32	Robot	NMS 6.0
	HP-UX 11i v2 (11.23) on PA-RISC32	Robot	NMS 6.0
	HP-UX 11i v3 (11.31) on PA-RISC32	Robot	NMS 6.0
	HP-UX 11i v1 (11.11) on PA-RISC64	Robot	NMS 6.0
	HP-UX 11i v1 (11.11) on Itanium 64	Robot	NMS 6.0
MS Windows	Windows Server 2003 32 bit	NMS	NMS 6.5
	Windows Server 2008 Itanium	Robot	NMS 6.5
	Windows Server 2003 Itanium	Robot +Hub	NMS 6.0
	Windows XP & Vista	Robot +Hub	NMS 6.0
	Windows Server 2003 R2 Datacenter Edition (32-bit x86)	Robot +Hub	UIM 8.4
	Windows Server 2003 R2 Datacenter X64 Edition	Robot +Hub	UIM 8.4
	Windows Server 2003 R2 Enterprise Edition (32-bit x86)	Robot +Hub	UIM 8.4
	Windows Server 2003 R2 Enterprise x64 Edition	Robot +Hub	UIM 8.4
	Windows Server 2003 R2 Standard Edition (32-bit x86)	Robot +Hub	UIM 8.4
Windows Server 2003 R2 Standard x64 Edition	Robot +Hub	UIM 8.4	
Linux	RedHat 5 & 6 32 bit	NMS	NMS 6.5
	SUSE 11 & 12 32 bit	NMS	NMS 6.5
	CentOS 5 & 6 32 bit	NMS	NMS 6.5
	Ubuntu 10 32 & 64 bit	Robot	UIM 8.0
	SLES 9 32 & 64 bit	Robot	NMS 6.0
	Debian 5, 32 & 64 bit	Robot	NMS 7.1
Solaris	Solaris 10 & 11, all platforms	NMS	UIM 8.5
	Solaris 10 & 11 x86 32 bit	NMS	NMS 6.5
	Solaris 8 & 9 Sparc 32&64	NMS	NMS 6.0
	Solaris 8 32&64 (Sparc 32)	Robot +Hub	UIM 8.3 (NMS 6.0)
	Solaris 9 Sparc 32	Robot +Hub	NMS 6.0
AIX	PowerPC 5.2 32/64 bit	Robot +Hub	NMS 6.0
	PowerPC 5.3 32/64 bit	Robot +Hub	NMS 6.0
AS400/iSeries	V5R1/R2	Robot	NMS 6.0



End of monitored version support for Probes

CA UIM in general is not able to continue providing monitoring support for products (applications, databases, and so forth) after the vendors have themselves ended support for the product. Other issues beyond our control may also prevent us from continuing our monitoring support for, typically, older versions of the product being monitored.

Product	CA UIM Probe	Announcement
Citrix client 11.x	ICA Response 2.5x	Citrix has withdrawn support for Citrix client 11.x
DB2 Enterprise Server Edition 9.1.0	Db2 4.0x	IBM has ended support for DB2 Enterprise Server Edition 9.1.0 from April-2012
Exchange Server 2003 Enterprise Edition	Ex_Monitor 4.0x	Microsoft has ended Mainstream support for Exchange Server 2003 Enterprise Edition in April 2009 and will be ending extended support in Aug-2014
Exchange Server 2003 Standard Edition	Ex_Monitor 4.0x	Microsoft has ended Mainstream support for Exchange Server 2003 Enterprise Edition in April 2009 and will be ending extended support in Aug-2014
IIS 5.0	IIS 1.5x	Microsoft has ended support for Internet Information Services 5.0
IOSTAT	iostat 1.10	iostat probe will be replaced by CDM IOSTAT. End of service for iostat 1.1 is set for June 30, 2015.
Oracle Database 10.1	Oracle 4.5x	Oracle has ended support for Oracle DB 10.1 from Jul 2012 onwards
Oracle RDBMS 8.1.7	Oracle	Starting with version 4.0 of the oracle probe the Oracle RDBMS 8.1.7 will no longer be supported. Customers requiring monitoring of Oracle RDBMS 8.1.7 should continue using probe version 3.93 for this purpose.
SQL Server 2000 Enterprise Edition	Sqlserver 4.8x	Microsoft has ended Mainstream support for Sqlserver 2000 Enterprise edition in 2008 and will be ending extended support in Sep-2013
Sybase 12.5	Sybase 4.1x	Sybase has ended support for Sybase 12.5 on Dec 2009
Sybase RS 12.5.X Sybase RS 12.6.X	Sybase_RS 1.2x	Sybase has ended support for Sybase RS 12.5.x on Dec 2007 and Sybase RS 12.6.x on Oct 2010
WebSphere Application Server 5.1.X	Websphere 1.6x	IBM has ended support WebSphere Application Server 5.1.X from Sep-2008
WebSphere Application Server 6.0.X	Websphere 1.6x	IBM has ended support for WebSphere Application Server 5.1.X from Sep-2010
Windows Server 2000	ntevl 3.02	Due to an issue beyond our control, accessing the event log on servers running Windows Server 2000 using WMI may result in very high CPU usage and potentially crash the system. Hence, starting with ntevl 3.1 this version of Windows Server will no longer be supported. Customers dependent on monitoring of servers running Windows Server 2000 should continue using ntevl 2.33.