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## **SUPPORT FOR GENERALLY AVAILABLE CA PRODUCTS ON Z/OS 1.7**

International Business Machines Corporation (IBM) has discontinued support for the z/OS 1.7 operating system release. CA currently plans to continue to respond to your cases for supported, generally available CA products running on z/OS 1.7. This will provide you with additional time to upgrade to a version of that CA product running on a z/OS release supported by IBM. In accordance with CA's support policies, you must be entitled to active maintenance on your affected CA Product running on the z/OS 1.7 release in order to receive support.

If you encounter a problem and it is found to be caused by the z/OS 1.7 operating system or if a fix to z/OS 1.7 operating system is impacting your CA Product, CA Support Engineers have a procedure to collaborate with IBM and our mutual customers. The procedure is:

1. Open a case with CA Support and gather case details from your CA Support Engineer. Case details include the CA product involved, the CA Support Engineer's name and contact method and your CA case number.
2. Open an ETR case with IBM Support and provide the CA case details to them so they may contact CA Support appropriately. (**Note:** To open a case with IBM Support, you must have purchased IBM's Lifecycle Extension for z/OS 1.7.)
3. Update your CA Support case to add the IBM ETR case number and other information so that CA Support may contact IBM Support appropriately.
4. At this point, IBM Support and CA Support can work directly to try to resolve your problem.

CA Support offers an optional CA Maintenance Product Upgrade Service (CA MPS) that is designed to assist you with your CA Product and Operating System upgrades. This service delivers the most current maintenance levels of z/OS products in a pre-installed format. CA MPS is designed to reduce installation and maintenance resource requirements and timeframes, which enhances your return on investment and helps enable your staff to focus on other critical business initiatives. For more information on CA MPS, contact your CA Account Team or go to the [CA Support Offerings](#) page.