



One CA Plaza
Islandia, NY 11749

T +1 631 342 6000
F +1 631 342 6800
ca.com

memo

October 13, 2012

to: CA eHealth Customers

from: The CA eHealth Product Team

re: Announcement of Licensing simplification for CA eHealth®

CA Technologies is continually improving our software and services to best meet the needs of our customers. Starting with the previously released version r6.3.0.05, the included license file allows all available options, as well as 1000000 poller and Live Health licenses. The license file is also no longer node restricted and has an extended expiration date of December 31, 2035. This does not change any customer's current entitlements; it only removes enforcement within the product. Customers on all prior releases of CA eHealth continue to require a license change to move the software to another system, or to add capacity. A license change will require contacting CA Licensing, and a new license file will be issued at that time.

What exactly do I need to do?

If you are already on the contemporary device-based license, then simply upgrade to CA eHealth r6.3.0.05 or later, and you will no longer need to deal with any eHealth licensing files.

If you have not yet been moved to the contemporary device-based license model, then you should also move to that model (free of charge) before upgrading to r6.3.0.05 or later. Contact your CA Sales team for help in moving to the device-based licensing model.

The Service Assurance solution from CA Technologies is designed to help enterprises, government agencies, and service providers assure their business services by avoiding the risk and cost of business service interruptions. The Service Assurance solution has three focus areas: CA Infrastructure Management, CA Application Performance Management, and CA Service Operations Management. CA eHealth is a foundational component of the CA Infrastructure Management portfolio that, with CA Spectrum® and traffic analysis products, focuses on properly managing converged and dynamic IT infrastructures.



Where to obtain CA eHealth r6.3.0.05 and future maintenance releases

You can electronically download CA eHealth r6.3.0.05 from the CA Support downloads under the Download Center/ Published Solutions area at <http://www.ca.com/support>.

Please review the *Readme* and *Release Notes* completely before installing, including any Installation Considerations.

CA eHealth r6.3.0.05 and future maintenance releases are recommended for eHealth installations to help ensure customers can take advantage of the latest certification updates, new functionality and critical defect fixes.

If you have any questions regarding the support schedule, please contact your local CA Technologies Account Manager, or CA Technologies 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.

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