

# End of Service Announcement



## CA Business Intelligence 3.x for Service Operations Insight

September 2015

To: CA Service Operations Insight Customers  
From: The CA Technologies Service Operations Insight Product Team  
Subject: End of Service Announcement for CA Business Intelligence 3.x for CA Service Operations Insight

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/irj/portal/anonymous/phpsupcontent?contentID=213326>), please consider this email your written notification that we are discontinuing support for CA Business Intelligence 3.x, All Languages, All Releases, All Service Packs, beginning THURSDAY, DECEMBER 31, 2015. This will allow our Development organization to more effectively focus its resources on adding value to the next release of CA Service Operations Insight.

SAP provides the BusinessObjects platform upon which CA Business Intelligence is built. SAP has announced End of Service for the version of BusinessObjects used by CA Business Intelligence 3.x. CA Business Intelligence 3.x was provided with releases of CA Service Operations Insight prior to & including **version 4.0 (to be released by end Sept 2015)**.

Customers may continue to run and use CA Business Intelligence 3.x in production and non-production environments after the End of Service Date. However, after THURSDAY, DECEMBER 31, 2015, CA Technologies will no longer provide fixes, patches, service packs, updates, upgrades, programmatic changes, new features, or coverage for updated or new operating systems, databases, browsers, or any additional components for CA Business Intelligence 3.x. CA Support may submit potential security and vulnerability issues to SAP Support for possible remediation. Any such remediation provided by SAP Support to CA Support will be made available to CA customers.

Customers can continue to contact CA Support (Level 1) after Thursday, December 31, 2015, for basic installation, administration, configuration, usage, and trouble-shooting of CA Business Intelligence 3.x on an “as is” basis if installed in conjunction with a still-supported CA Service Operations Insight version. If a workaround cannot be determined, the customer understands that their problem will be deemed “irresolvable.” **Extended Support contracts are not specifically available for CA Business Intelligence 3.x. Customers do NOT need to make specific request in order to receive this Level 1 Support beyond Thursday, December 31, 2015.**

At this time, we encourage you to plan for the migration to CA Service Operations insight r4.0 CU1 which will be available by December 31, 2015, so you can take full advantage of the features and enhancements this release has to offer. An alternative reporting solution will be included that offers the same reporting capabilities provided with the current SOI release. More information regarding this will be made available via the SOI Community prior to December 31, 2015. Additionally, thorough upgrade and migration documentation will be provided.

If you have any questions regarding the support schedule, please contact CA Service Operations Insight 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://support.ca.com/irj/portal/anonymous/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.

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