

# End of Service Announcement



## CA Business Intelligence for CA Harvest Software Change Manager

September 17, 2015

To: CA Harvest Software Change Manager Customers  
From: The CA Technologies CA Harvest Software Change Manager Product Team  
Subject: End of Service Announcement for CA Business Intelligence for CA Harvest Software Change Manager

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with the [CA Support Policy and Terms](#), please consider this message your written notification that we are discontinuing product updates 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 Harvest SCM.

SAP provides the Business Objects platform upon which CA Business Intelligence is built. SAP has announced end-of-service for the version of Business Objects used by CA Business Intelligence 3.x. CA Business Intelligence 3.x was provided with releases of CA Harvest SCM prior to, and including release 12.6, which was released in December 2014.

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** any 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 Harvest SCM release. If a workaround cannot be determined, please be aware that such problem will be deemed “irresolvable.” Extended Support contracts are not specifically available for CA Business Intelligence 3.x. Customers do NOT need to make any specific request in order to receive this aforementioned Level 1 Support beyond Thursday, December 31, 2015.**

At this time, we encourage you to plan to participate in the validation program for the next version of CA Harvest SCM to share your reporting requirements and validate replacement reporting features as they are being developed. CA Harvest SCM v13.0 includes plans to enhance the existing Eclipsed-based BIRT (Business Intelligence and Reporting Tools) capabilities. Please note that CA Harvest r12.5 and above have very limited BIRT reporting capabilities and were not intended to comprehensively replace CA Business Intelligence. For information on CA Harvest SCM please visit the CA Harvest SCM product pages at [CA Support Online](#).

For information on participating in the CA Harvest SCM validation program please contact your CA Technologies account management team or the CA Harvest SCM Product Manager [Rose.Sakach@ca.com](mailto:Rose.Sakach@ca.com).

If you have any questions regarding the support schedule, please contact CA Harvest SCM Technical Support at [CA Support Online](#). Our Technical Support Lifecycle Policy is also available at this site.

Your success is very important to us, and we look forward to continuing our successful partnership with you.

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with the 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 Harvest Software Change Manager R12.5 beginning July 30, 2016. This will allow our Development organization to more effectively focus its resources and add value to the next release of CA Harvest Software Change Manager.

At this time, we encourage you to plan for the migration to CA Harvest Software Change Manager R12.6 as soon as possible, so you can take full advantage of the features and enhancements this release has to offer. For information on CA Harvest Software Change Manager, please visit the CA Harvest Software Change Manager pages at CA.COM ([www.ca.com/harvest](http://www.ca.com/harvest)).

As CA Technologies would like to make your upgrade to CA Harvest Software Change Manager R12.6 as straightforward as possible, we are offering the following:

- A no-charge software upgrade from the Version/Release scheduled for End of Service to the new Version/Release as long as you have an active maintenance contract for CA Harvest Software Change Manager.
- Documentation to help you prepare for your upgrade to the new Version/Release can be viewed on the CA Harvest Software Change Manager pages at CA Support Online (<https://support.ca.com>).
- Consulting services from CA Services for any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. Please visit [www.ca.com/services](http://www.ca.com/services).
- Assistance from qualified local CA partners with any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. For more information and a list of partners in your area, please contact your local CA Channel Partner Group office, (<http://www.ca.com/partners.apsx>).
- CA Extended Support, a CA Technologies support offering, designed to extend support for CA Technologies software product versions or releases that have reached End of Service. CA Extended Support will be available for a maximum of a 12-month term if contracted within 6 months of the End of Service Date. Please visit our website, CA Support Online (<https://support.ca.com>), for more information.

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