

RELEASE ANNOUNCEMENT

Many browser vendors have announced they will drop support for Adobe® Flash® Player from their respective browsers after December 31, 2020. To prepare your organization for that event, and in order to ensure your use of CA Service Operations Insight is not adversely impacted, the CA Service Operations Insight team is proud to announce the release of **SO14226 Mandatory Patch August 2020**, the latest patch for the CA Service Operations Insight product.

The major update in this patch is the completion of migration from Adobe flash requirements to a new React-based UI.

Some of the changes in the UI for the dashboard are as below:

- New UI has "Not Defined" as value for the SLA column instead of 'blank' in the old UI.
- In the new UI, Health, Quality and Risk columns are displayed with text along with the icons.
- Availability (24 Hours) column header is renamed to "24 Hours" with the range supported between 0-100%.
- The Operational mode column header is renamed to "Mode".
- This UI supports pagination, where the table can be viewed based on the rows specified and in multiple pages depending on the number of records.
- For all the charts, instead of clickable charts in the old UI, "View Report" link will be available only if the report server is configured in the Administration tab.
- 3D view is not available in the new UI as the pop-ups are unsupported.

Please refer to the [release notes](#) and documentation listed for details. The CA Service Operations Insight Monthly August 2020 Patch is now available for download on the [Solutions and Patches Support page](#).

We sincerely hope you have a good time driving these and other upcoming changes in the product in the days to come.