

October 1st, 2008

Business Objects Support Bulletin

HISTORICAL INCIDENTS DATA

Dear colleagues

During July 2008, Business Objects migrated our support users to the SAP Service Marketplace extranet, an online support offering that allows users to search our knowledge base or contact a support engineer. The migration of historical support incident data was delayed while we ensure a successful migration of 3 years of incident history. We apologize for any inconvenience that this migration delay may have caused and we are treating this with the highest priority. Our current goal is to have all historical data, in excess of 300,000 closed cases, available to customers through Service Marketplace by the end of 2008, if not sooner.

To that end, we will move approximately 20-25% of all legacy closed cases by October 15th, with the balance occurring in subsequent phases through the balance of the fourth quarter.

We will continue to update the Global BusinessObjects Network on the status of this and other questions and concerns that you may have regarding our support systems and services. Please see a more concise summary of support changes and SAP Service Marketplace features at [/bosap-support](#). This update is provided in partnership with the Global BusinessObjects Network.

Kind Regards,

Eric Wansong

Vice President, Americas Customer Assurance
Business Objects, an SAP company

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SAP AG, Dietmar-Hopp-Allee 16, 69190 Walldorf, Germany

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