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January 5, 2009

BUSINESS OBJECTS SUPPORT BULLETIN

HISTORICAL INCIDENTS DATA

Dear colleagues,

This bulletin serves as a follow-up to the [Historical Incident Bulletin](#) dated October 1, 2008.

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 closed incident data was delayed while we ensured a successful migration of 3 years of incident history. More than 80% of these historical incidents have now been migrated and this concludes the planned migration.

Incidents associated with lapsed maintenance agreements have not been migrated. In addition, customers with less than 13 total historical closed incidents will not see these incidents in Service Marketplace. These customers can request a report of their historical data by logging an incident through Service Marketplace with a support engineer.

We apologize for any inconvenience that this migration delay may have caused.

Please see a more concise summary of support changes and SAP Service Marketplace features at <http://service.sap.com/bosap-support>. Visit [here](#) to view a guide to SAP Service Marketplace for Business Objects customers new to the system (logon required).

This update is provided in partnership with the Global BusinessObjects Network.

Kind Regards,

Eric Wansong
Vice President, Customer Assurance
SAP Business Objects

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