

# CA Support Resources Onboarding and Refresher

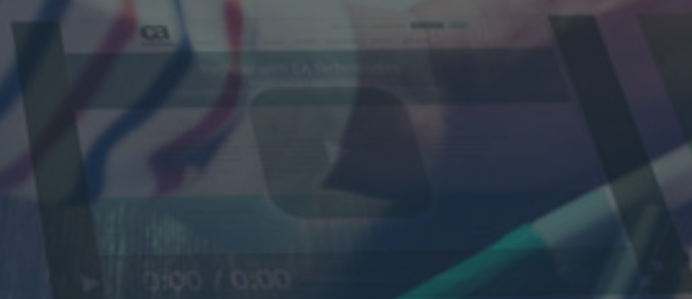
Global Customer Success Team

Rachel Macik

Colleen Barker

Sue Macaluso

Step 1: How to Register



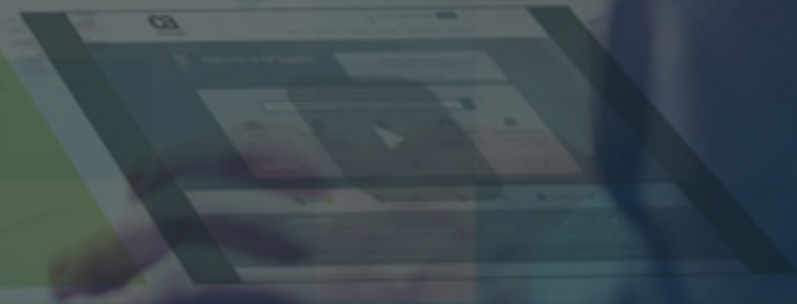
Register to get access to CA Services, Support, Training, Communities and

Step 2: Join a Community




Exchange ideas, network and collaborate with your peers and industry experts.

Step 3: Search for Knowledge



Need answers? Access the knowledge base and product support pages to find

# Global Customer Success Support Services Overview

No Active Support Maintenance	Standard Support Maintenance	Add to Standard Support: Optional Support Services				
<ul style="list-style-type: none"><li>✓ Self Service Support available</li><li>✓ Community search</li><li>✓ Basic knowledge base article search</li></ul>	<ul style="list-style-type: none"><li>✓ Customer Care access</li><li>✓ Extended knowledge base article search</li><li>✓ Chat support</li><li>✓ Open a support case online or via phone</li><li>✓ Standard response times</li><li>✓ Subscription based product updates</li><li>✓ Subscription based onboarding program</li><li>✓ Web based education programs</li><li>✓ Online diagnostic tools</li></ul>	<p><b>Extended Support for EOS/EOL</b></p> <p><i>Re-engages live CA Support for End-of-Life products or End-of-Service releases</i></p>	<p><b>Upgrade Support Services</b></p> <p><i>Short-term designated support engineer during upgrade services engagement</i></p> <ul style="list-style-type: none"><li>✓ Regular account assessment meetings during upgrade</li><li>✓ Open a case on my behalf</li><li>✓ Designated, Direct-dial engineer</li><li>✓ Priority response</li></ul>	<p><b>Fast track Support Services</b></p> <p><i>Direct access to senior-level CA Support resources</i></p> <ul style="list-style-type: none"><li>✓ Software training and education</li><li>✓ CA Fast Track support certification</li><li>✓ Bypass basic CA Support and initial triage</li><li>✓ Directly connect with senior CA Support engineers</li></ul> <div></div>	<p><b>Enhanced Support Services</b></p> <p><i>Long-term designated product support engineer assignment</i></p> <ul style="list-style-type: none"><li>✓ Direct dial access</li><li>✓ Priority response</li><li>✓ Onsite visits</li><li>✓ Technical consulting, planning and strategy</li><li>✓ Proactive comparative assessments</li><li>✓ Privileged access to CA product teams</li></ul>	<p><b>Customer Success Advocate Program</b></p> <p><i>Long-term personal concierge</i></p> <ul style="list-style-type: none"><li>✓ Priority support queueing and response for multiple products.</li><li>✓ Executive reporting</li><li>✓ Advanced, customized account management with relationship surveys</li><li>✓ Extended value programs</li><li>✓ Education planning</li><li>✓ Product portfolio management</li><li>✓ Privileged access to CA teams</li></ul>



# Getting Started



# STEP 1: Why Register?

Registration Access	Basic Access	CA Education	CA Support	CA Partner
CA Partner Portal				X
Support case management			X	X
Premium support content			X	X
Certification exams		X		X
CA Communities Ideation	X		X	X
Instructor-led and online courses		X	X	X
Webcasts	X	X	X	X
CA Communities	X	X	X	X
Ca.com content	X	X	X	X



# Registration Demo

## Register with CA Technologies

Register once and gain access to:  
CA Technologies services, support, education, communities and partner resources.



### Basic Access

Access to **CA.com** and **CA Communities** where you can connect with IT management experts and colleagues on an array of today's most important business and technology topics.



### CA Partner

Access to the **CA Partner Portal** with tools, resources and program benefits to help grow your partnership with CA Technologies. Includes access to **CA Education** and **CA Support**.



### CA Support

Access CA Technologies 24x7 online **Support** for self-service and case management



### CA Education

Access **CA Education** courses, accreditation exams, best practices training solutions, and learning paths

DEMO <http://ca.com/register>

# Welcome Email

A message from CA Technologies



Dear Richard,

**Your registration is almost complete.**

Thank you for registering with CA Technologies. To complete your registration, please click on the button below.

**If you do not complete this final step, your registration will not be complete and you will not be able to log in.**

If you also requested access to CA's online Support or CA Partner Portal then we will be sending you another email, usually within 24 to 48 hours, notifying you that your account has been updated with the additional access. (Once the confirmation email has been sent, it then takes about 24 hours for your profile to propagate through all systems, so you can access and register for training.)

Sincerely,  
CA Customer Care

» **Click to Complete Registration**

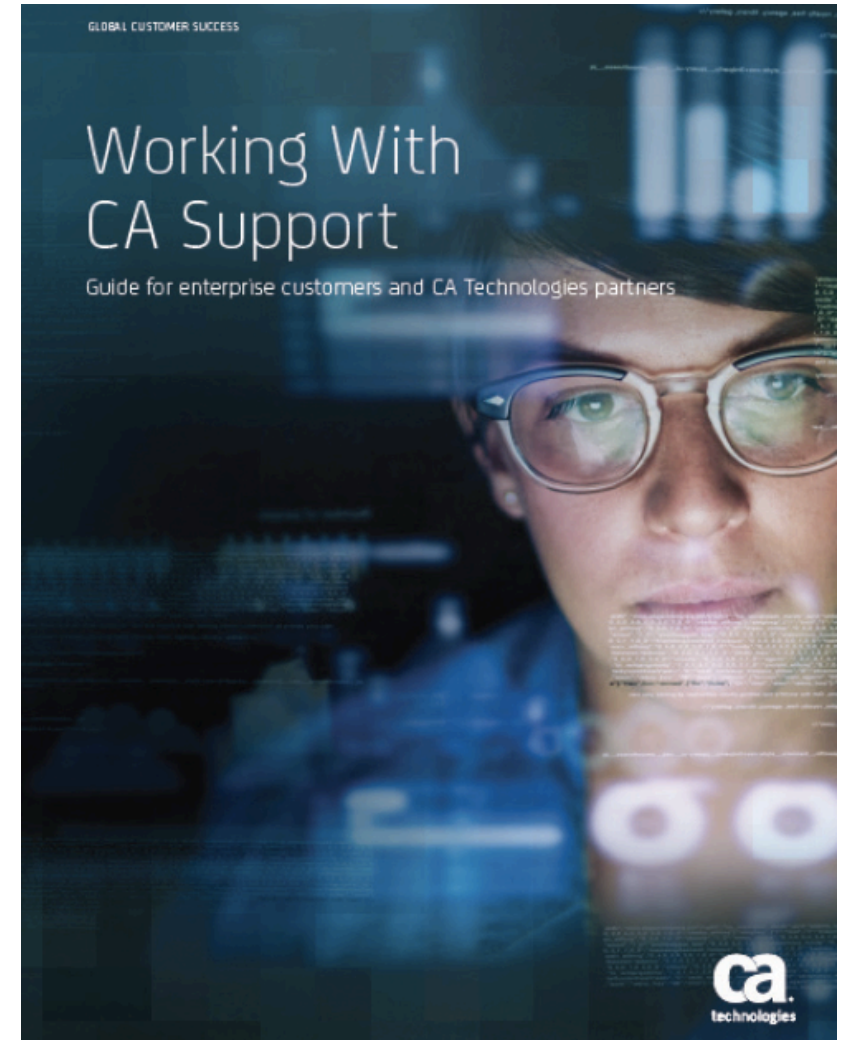
If you are unable to click on the link below, please copy and paste this link into your browser:

<https://profile.ca.com/us/register/confirmation.aspx?id=e669a9cb-a59e-4874-b1bf-d31077cedbd0>

# STEP 2: Download Working With CA Support

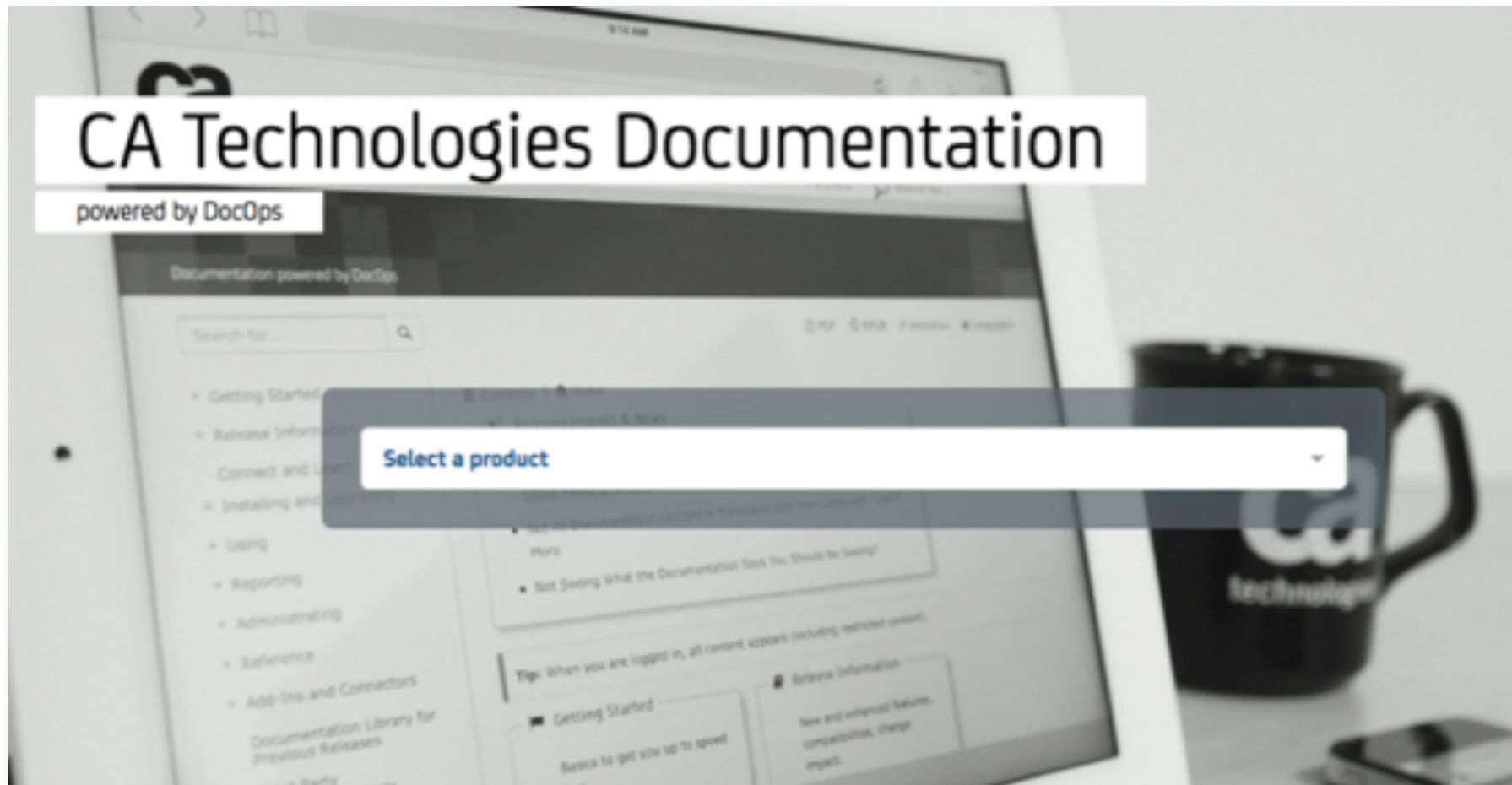
[ca.com/support](http://ca.com/support)

- What is CA Support?
- CA support case management
- How to customize your CA Support online experience
- Managing your implementation and upgrade projects
- Accessing and using product documentation
- Support FAQ
- Glossary of terms
- Review Working with CA Support to learn more about CA Support resources, processes and nitty-gritty details of all things CA Support.





## STEP 3: Browse Product Documentation



DEMO <http://docops.ca.com/>

# STEP 4: Download Your Product

Site ID: 105246\_CA TECHNOLOGIES | Site Profile | My Account | My Download Cart | Recently Viewed | Bookmarks | Launch New Home Page

Support > Download Center > Published Solutions

**Support**  
Home  
Advanced Search  
Support By Product  
Open a Case  
View Cases  
**Download Center**  
Published Solutions  
Documentation  
Licensing  
CA Technologies Project Management  
User Administration  
CA Programs  
Compatibilities  
Subscriptions  
Contact and Resources

## Download Center

### Search Downloads

Please select the type of download you are looking for

Published Solutions

Please narrow your search results for "Published Solutions" below:

- Select a Product:** [Find former Product Names if you can't find your licensed product below.](#)  
☒ All Products ☐ My Products  
Enter the Product Name here, or select from dropdown.
- Select a Release:**  
-- Select --
- Select a Component(s):**  
Click to select a single component or select multiple components by using Ctrl or Shift.  
☒ Select All  
--Select--
- Operating System:**  
-- Select --
- Select a Gen level:** -- Select -- **Enter High Fix:**
- Confirmed Since:**  **Results per Page:** 25
- ☐ Display only "Hypers"

**Go** Mainland China based customers please click [here](#)

### My Solutions Cart


Access published solutions you have saved for downloading.  
→ [Learn more](#)  
You have no solutions in your cart.

### Software Evaluations & Betas

Trial versions allow customers to order, download, and try out licensed Products available in electronic delivery format.  
→ [Learn more](#)

DEMO [support.ca.com](https://support.ca.com)

# STEP 5: Follow Your Product Community

 communities

Why CA

Products

Education & Training

Service & Support

Partners

Home


News


Communities


Browse ▾


Help ▾

Apps ▾

 3







Following




Group Member

Owned Groups

Recently Viewed



Recommended

















All

All Places  Spaces  Projects  Groups

Filter by tag

Sort by latest activity: newest first ▾

1 2  

Place	Latest activity	Followers	
 <a href="#">Test Data Manager EF</a> - 1 Sub-space in Continuous Delivery EF	November 9, 2016 2:57:21 PM	85	
 <a href="#">DevTest Community</a> - 6 Sub-spaces	November 9, 2016 2:57:14 PM	1287	
 <a href="#">CA Security</a>	November 9, 2016 2:55:20 PM	2823	
 <a href="#">CA Testing Tools</a>	November 9, 2016 2:54:25 PM	513	
 <a href="#">CA APM</a> - 1 Sub-space	November 9, 2016 2:47:16 PM	3442	
 <a href="#">Offerings Catalog @ CA Services</a> in CA Services Forum	November 9, 2016 2:46:41 PM	35	
 <a href="#">CA Service Management</a>	November 9, 2016 2:46:27 PM	2915	
 <a href="#">CA PPM</a>	November 9, 2016 2:44:04 PM	5461	

<https://communities.ca.com/welcome>



# Communities.ca.com

- You are not alone. Join the thousands of users from across the globe to ask hard questions and share best practices.
- The community is open to all users at all levels and is moderated by CA support engineers, product experts and users to help provide timely, thoughtful answers to your questions.
  - Getting Started
  - Create a profile
  - Follow a community
  - Follow your peers
  - Search for awesomeness



# STEP 5: Search the Knowledge Base

## Error while starting Privileged Identity Manager 12.8 on RHEL 6.8 Server

**Document ID:** TEC1142886

**Last Modified Date:** 07/06/2016

[Show Technical Document Details](#)

### Problem :

Executing seload on an RedHat 6.8 Server with Privileged Identity Manager Endpoint Agent Version 12.8 installed throws the following error.

-----  
[root@SERVER bin]# ./seload

CA ControlMinder seload v12.80.0.1432 - Loader Utility

Copyright (c) 2013 CA. All rights reserved.

SEOS\_load: Executing un/load exit file, /opt/CA/AccessControl/exits/LOAD/SEOS\_load\_int.always  
-pre

SEOS\_load: Executing un/load exit file, /opt/CA/AccessControl/exits/LOAD/SEOS\_load\_int.always  
-post

SEOS\_load: SEOS\_syscall WASN'T loaded  
-----

[Ca.com/kb](http://ca.com/kb)

[ca.com/kb](http://ca.com/kb)

Not what you were  
looking for?

[Search Again >](#)

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### Product Information

[Support by Product >](#)

[Product Documentation >](#)

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### Communities

[Join a Community >](#)

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### Education

[Find training by product >](#)



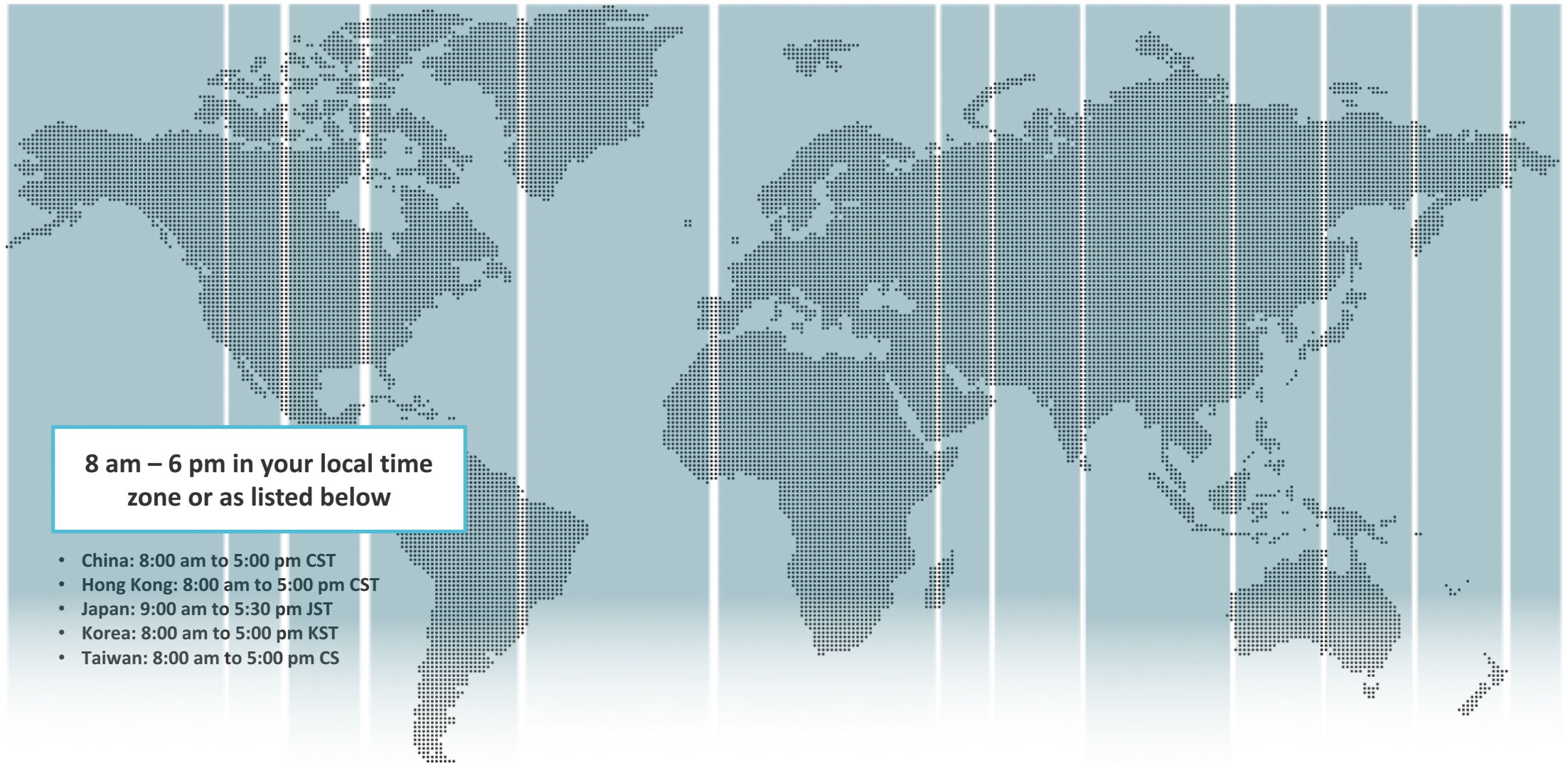
- ✓ Confirm Registration
- ✓ Download Guidebook “Working with CA Support”
- ✓ Access Documentation
- ✓ Download your product
- ✓ Follow product community
- ✓ Search knowledge



# Get Support

# Customer Care Hours of Operation

24 CENTERS WORLDWIDE



**8 am – 6 pm in your local time  
zone or as listed below**

- China: 8:00 am to 5:00 pm CST
- Hong Kong: 8:00 am to 5:00 pm CST
- Japan: 9:00 am to 5:30 pm JST
- Korea: 8:00 am to 5:00 pm KST
- Taiwan: 8:00 am to 5:00 pm CS

# Assisted Support: ca.com/phone



## Click

Utilize our online case management for severity levels 2-4.

[Open a case >](#)

[Log in to view case >](#)



## Call

Choose to speak with a customer representative or a CA Support engineer.

**1-800-225-5224**



## Chat

Start a live chat with a CA Support engineer.

[Learn how >](#)



# Demo: Support Portal

The screenshot displays the CA Support Portal interface. At the top, the CA Technologies logo is on the left, and navigation links for Products, Services, Support, ReWrite, Communities, and Partners are on the right. A user is logged in as 'Customer', with a 'Logout' link and a phone number '1-800-335-5234' next to it. A 'Contact' button is also present. Below the navigation bar, a 'Menu' icon is on the left, and a 'Welcome to CA Support' message is in the center. A 'Social Media Fuels Innovation' banner is visible. A section titled 'Optionally tailor your experience to a specific product.' features a dropdown menu set to 'All Products'. Below this, five main sections are displayed: 'Find It' (with a search bar), 'Knowledge Center' (with a search bar), 'Communities' (with a search bar), 'Download Center' (with a search bar), and 'Case Management' (with a search bar). At the bottom, a row of icons includes 'Alerts', 'Vulnerabilities', 'News', 'CA Programs', and 'Contact Us/FAQ'. Five callouts are present: 1. A callout pointing to the 'Menu' icon says 'Select these bars to find some hidden gems like policies, product compatibilities, SaaS trust maps and more'. 2. A callout pointing to the 'My Account' link says 'Manage your account here for favorite products, settings and admin options'. 3. A callout pointing to the 'All Products' dropdown says 'Cut to the chase: Enter your product name here for optimized results'. 4. A callout pointing to the 'Knowledge Center' section says 'Short how-to articles written by our top Support Engineers'. 5. A callout pointing to the 'Download Center' section says 'This is where you find the basics on any product: release notes, manuals, patches etc.'.

CA Technologies

Welcome back, Customer Logout 1-800-335-5234 Contact

Products Services Support ReWrite Communities Partners

CA Support Online

Menu

Welcome to CA Support

Social Media Fuels Innovation  
Join our network to share and learn.

Optionally tailor your experience to a specific product.

All Products

Find It  
Find what you need when you need it

Knowledge Center  
Access product specific Knowledge and Documentation

Communities  
Learn more about CA products from a community of your peers

Download Center  
Download full products and product solutions (patches)

Case Management  
View and manage your Support cases

Alerts Vulnerabilities News CA Programs Contact Us/FAQ

Select these bars to find some hidden gems like policies, product compatibilities, SaaS trust maps and more

Manage your account here for favorite products, settings and admin options

Cut to the chase: Enter your product name here for optimized results

Short how-to articles written by our top Support Engineers

This is where you find the basics on any product: release notes, manuals, patches etc.

DEMO Open a Case [support.ca.com](https://support.ca.com)

# Assisted Support: Contact CA Support

## Severity Levels and Response Times

1

Your system is down, and the condition is impacting a production environment. **1 hour, 24/7**

2

Severely limited functionality is impacting business. **2 business hours**

3

Majority of software functions are usable; low impact to business. **4 business hours**

4

Software is functioning with minor problems. **1 business day**

Need help fast?

**Call 1 800 225 5224**

Customers outside of North America: Find your local support number at [ca.com/phone](http://ca.com/phone)

# Demo: Chat Support

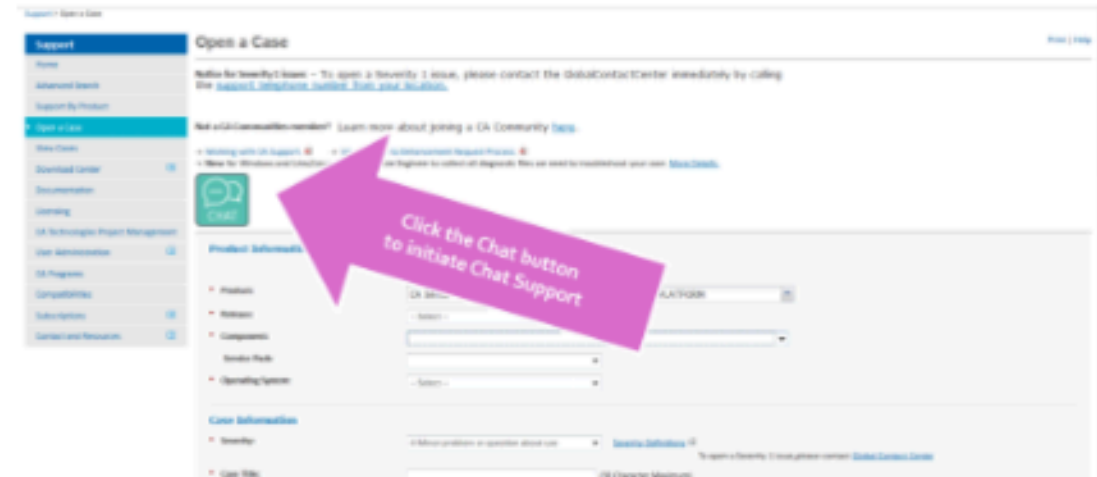
## STEP 1

Login to [support.ca.com](https://support.ca.com) and Open a New Case



## STEP 2

Select your product and version number, the Chat Icon will appear when a Support Engineer is available



A faster way to solve your technical issues. Technical Support Chat is routed directly to Support Engineers. New hours: 3am - 6pm US Eastern.

Chat Support [ca.com/chat](https://support.ca.com/chat)



# Mobile Case Management Application

## From CA Support

<https://communities.ca.com/community/customer-care/blog/2016/01/15/new-mobile-app-for-ca-case-management>



# Assisted Support: Customer Care

## Non-Technical Support

- Service/Support/Education Offerings
- Contract information
- Product, license history, entitlements
- Account changes
- Company name changes
- Product upgrades
- Billing issues
- Licensing and support escalations
- Maintenance reinstatements
- Product compatibility
- Directory assistance for CA Technologies offices and teams

Need help fast? [Ca.com/phone](https://communities.ca.com/phone)

**1 800 225 5224**

**Customer Care**

ANNOUNCEMENT: New Product Communities Are Now Live [READ MORE] Show Details

WHO IS CA CUSTOMER CARE?

Contact Local Customer Care

**CA Customer Care is different than CA Support.** Think of the Customer Care team as "non-technical" assistance. We have strategically placed representatives around the globe to help you find answers - fast. This team will help you find answers before and after the sale. If you have questions like -- *How do I buy or try this product? How can I contact sales? Who is my sales rep? What is a license key? Why isn't my product listed in my support account?* If this team doesn't have your answer, they will help you find it. This community is designed as a self-service way to find answers to common questions.

**Customer Care Shortcuts**

- Compatibilities
- Downloads
- Open a Customer Care Case
- Release and Support Lifecycle Dates for CA Products
- Contact Local Customer Care
- z/OS Compatibility Matrix

ASK CUSTOMER CARE

Type your question

Ask It

FORMATTED TEXT

Navigating CA Support	Licensing	Registering for other sites
<ul style="list-style-type: none"><li>Self Service Support Tools</li><li>New Users<ul style="list-style-type: none"><li>How to Register</li><li>How to Join a Community</li><li>How to Search for Knowledge</li></ul></li><li>Register for Additional Site Access</li><li>CA Support Policies</li></ul>	<ul style="list-style-type: none"><li>Gold Key Product Listing</li><li>Products That Require Additional Information to Generate License Keys</li><li>Licensing Mainframe Product (LMP) Listing</li></ul>	<ul style="list-style-type: none"><li>Partner Portal Registration</li><li>Additional Support Sites<ul style="list-style-type: none"><li>Rally</li></ul></li></ul>

**SITE ADMIN**

Colleen Barker  
Joined on May 2, 2010

Following: 18 Followers: 29

**FEATURED CONTENT**

- Chat Support
- How to find a list of CA product compatibilities with operating systems and third party software

**POPULAR CONTENT**

- Chat Support
- Welcome to CA - Onboarding webcast for new users
- Registering for Additional Site Access on Support Online
- How to resolve login issues with [www.ca.com](http://www.ca.com)

<https://communities.ca.com/community/customer-care>

# Questions?

Use the WebEx Chat  
feature to submit a  
question