CA Support Resources
Onboarding and Refresher
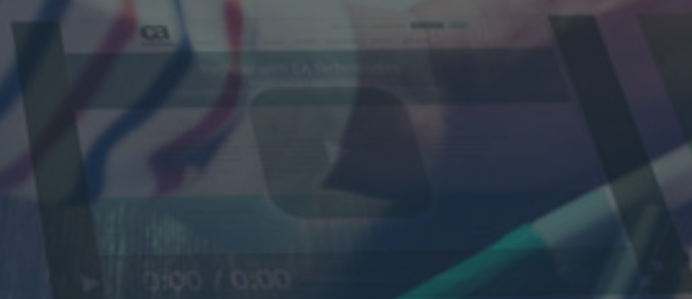
Global Customer Success Team

Rachel Macik
Colleen Barker
Sue Macaluso

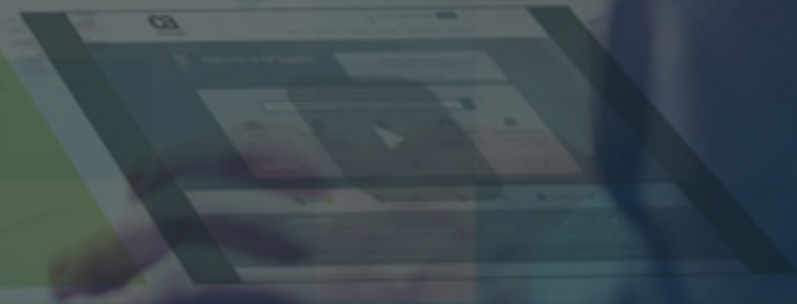# Global Customer Success Support Services Overview

No Active Support Maintenance

✓ Self Service Support available

✓ Community search

✓ Basic knowledge base article search

Standard Support Maintenance

✓ Customer Care access

✓ Extended knowledge base article search

✓ Chat support

✓ Open a support case online or via phone

✓ Standard response times

✓ Subscription based product updates

✓ Subscription based onboarding program

✓ Web based education programs

✓ Online diagnostic tools

Add to Standard Support: Optional Support Services

Extended Support for EOS/EOL

Re-engages live CA Support for End-of-Life products or End-of-Service releases

Upgrade Support Services

Short-term designated support engineer during upgrade services engagement

✓ Regular account assessment meetings during upgrade

✓ Open a case on my behalf

✓ Designated, Direct-dial engineer

✓ Priority response

Fast track Support Services

Direct access to senior-level CA Support resources

✓ Software training and education

✓ CA Fast Track support certification

✓ Bypass basic CA Support and initial triage

✓ Directly connect with senior CA Support engineers

new

Enhanced Support Services

Long-term designated product support engineer assignment

✓ Direct dial access

✓ Priority response

✓ Onsite visits

✓ Technical consulting, planning and strategy

✓ Proactive comparative assessments

✓ Privileged access to CA product teams

Customer Success Advocate Program

Long-term personal concierge

✓ Priority support queueing and response for multiple products.

✓ Executive reporting

✓ Advanced, customized account management with relationship surveys

✓ Extended value programs

✓ Education planning

✓ Product portfolio management

✓ Privileged access to CA teams

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Getting Started

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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

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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

- 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.

GLOBAL CUSTOMER SUCCESS

Working With CA Support

Guide for enterprise customers and CA Technologies partners

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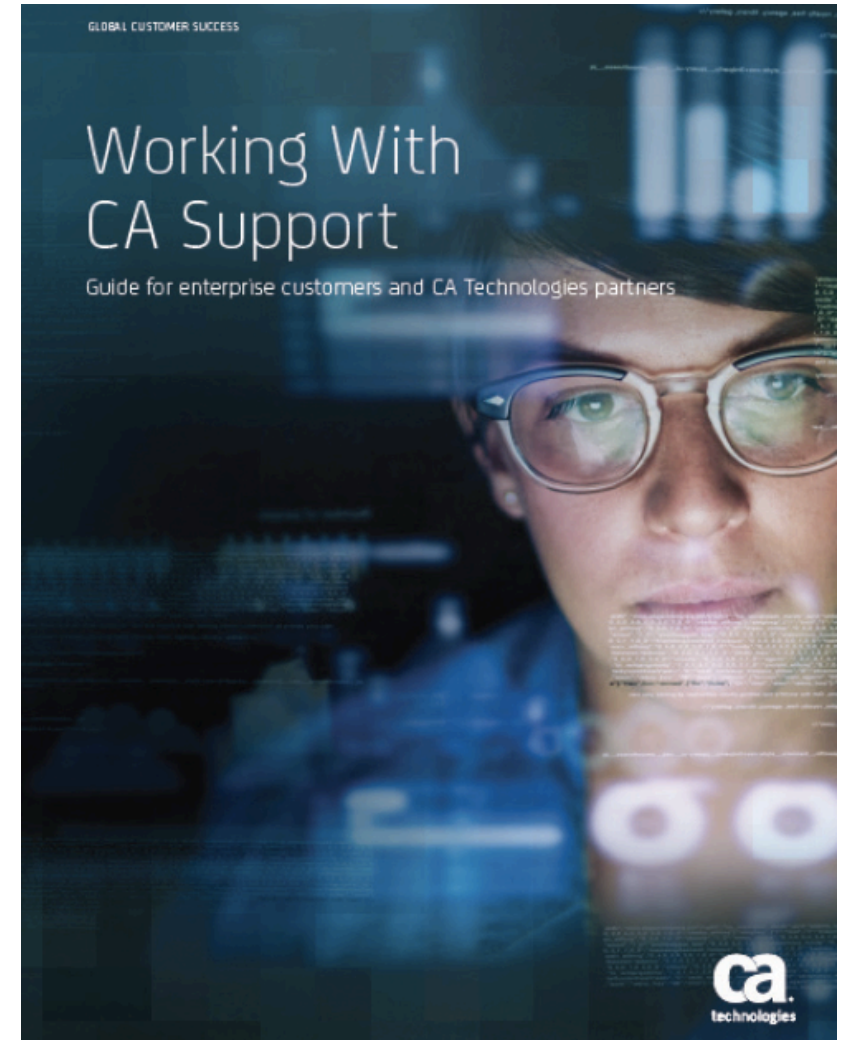
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STEP 3: Browse Product Documentation

DEMO http://docops.ca.com/

STEP 4: Download Your Product

DEMO support.ca.com

STEP 5: Follow Your Product Community

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

Not what you were looking for?

Search Again >

Product Information

Support by Product >

Product Documentation >

Communities

Join a Community >

Education

Find training by product >

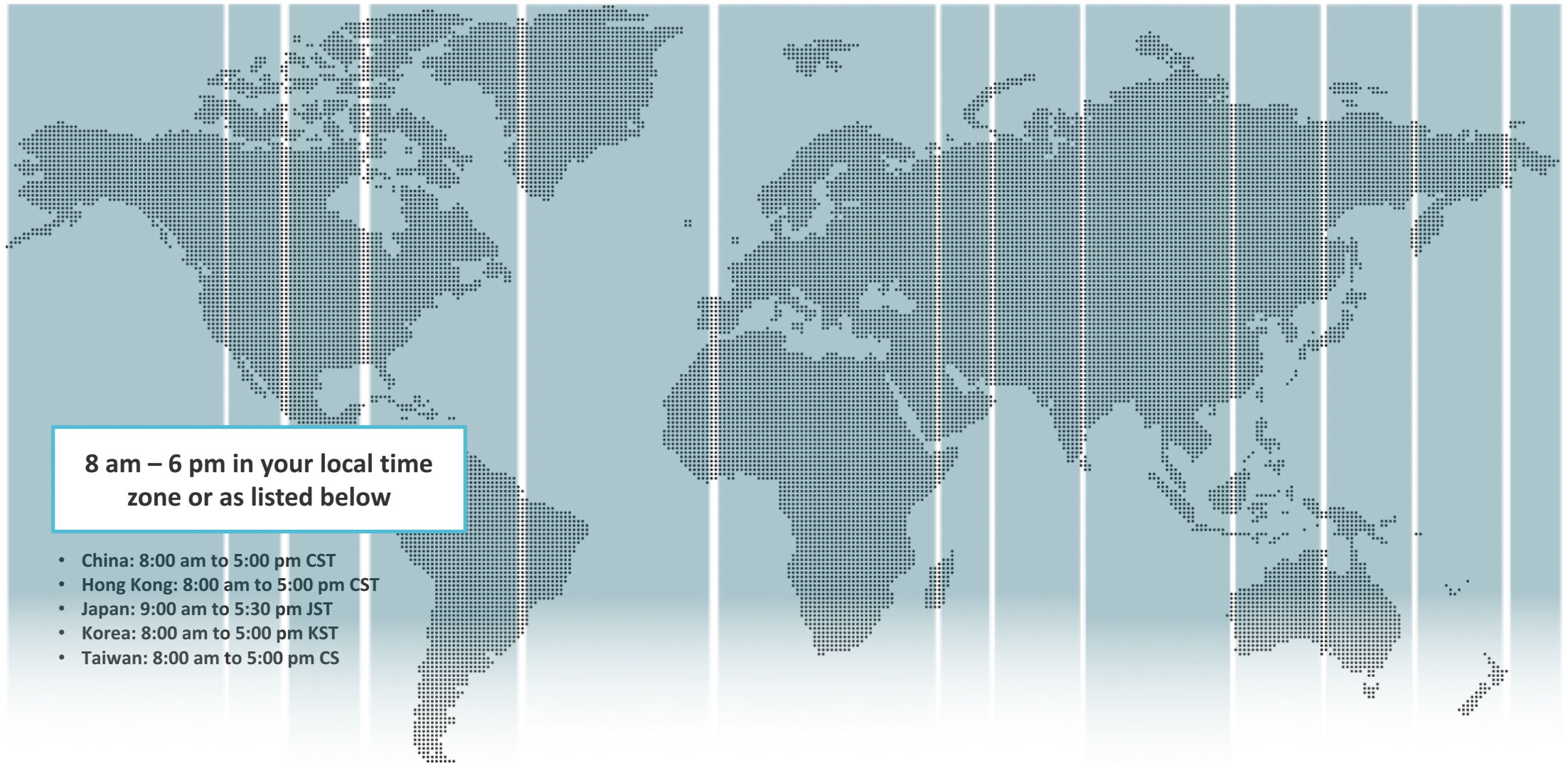Ca.com/kb

ca.com/kb

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

Get Support

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Customer Care Hours of Operation

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

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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 >

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Demo: Support Portal

DEMO Open a Case 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
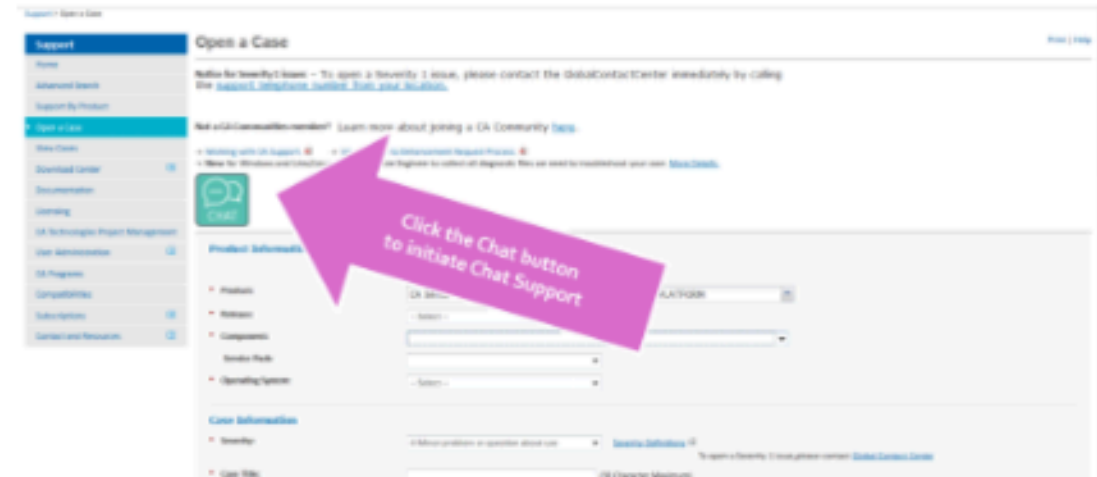
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Demo: Chat Support

STEP 1

Login to 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

Mobile Case Management Application
From CA Support

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

1 800 225 5224

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

Questions?

Use the WebEx Chat feature to submit a question

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