

CA Support Resources Onboarding and Refresher

Global Customer Success Team

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Step 1: How to Register

Step 2: Join a Community

Step 3: Search for Knowledge

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

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

Need answers? Access the Knowledge Base and product support pages to

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"> ✓ Self Service Support available ✓ Community search ✓ Basic knowledge base article search 	<ul style="list-style-type: none"> ✓ 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 	<p style="text-align: center;">Extended Support for EOS/EOL</p> <p style="text-align: center;"><i>Re-engages live CA Support for End-of-Life products or End-of-Service releases</i></p>	<p style="text-align: center;">Upgrade Support Services</p> <p style="text-align: center;"><i>Short-term designated support engineer during upgrade services engagement</i></p> <ul style="list-style-type: none"> ✓ Regular account assessment meetings during upgrade ✓ Open a case on my behalf ✓ Designated, Direct-dial engineer ✓ Priority response 	<p style="text-align: center;">Fast track Support Services</p> <p style="text-align: center;"><i>Direct access to senior-level CA Support resources</i></p> <ul style="list-style-type: none"> ✓ Software training and education ✓ CA Fast Track support certification ✓ Bypass basic CA Support and initial triage ✓ Directly connect with senior CA Support engineers <div style="text-align: center; margin-top: 20px;">  </div>	<p style="text-align: center;">Enhanced Support Services</p> <p style="text-align: center;"><i>Long-term designated product support engineer assignment</i></p> <ul style="list-style-type: none"> ✓ Direct dial access ✓ Priority response ✓ Onsite visits ✓ Technical consulting, planning and strategy ✓ Proactive comparative assessments ✓ Privileged access to CA product teams 	<p style="text-align: center;">Customer Success Advocate Program</p> <p style="text-align: center;"><i>Long-term personal concierge</i></p> <ul style="list-style-type: none"> ✓ 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

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](#)

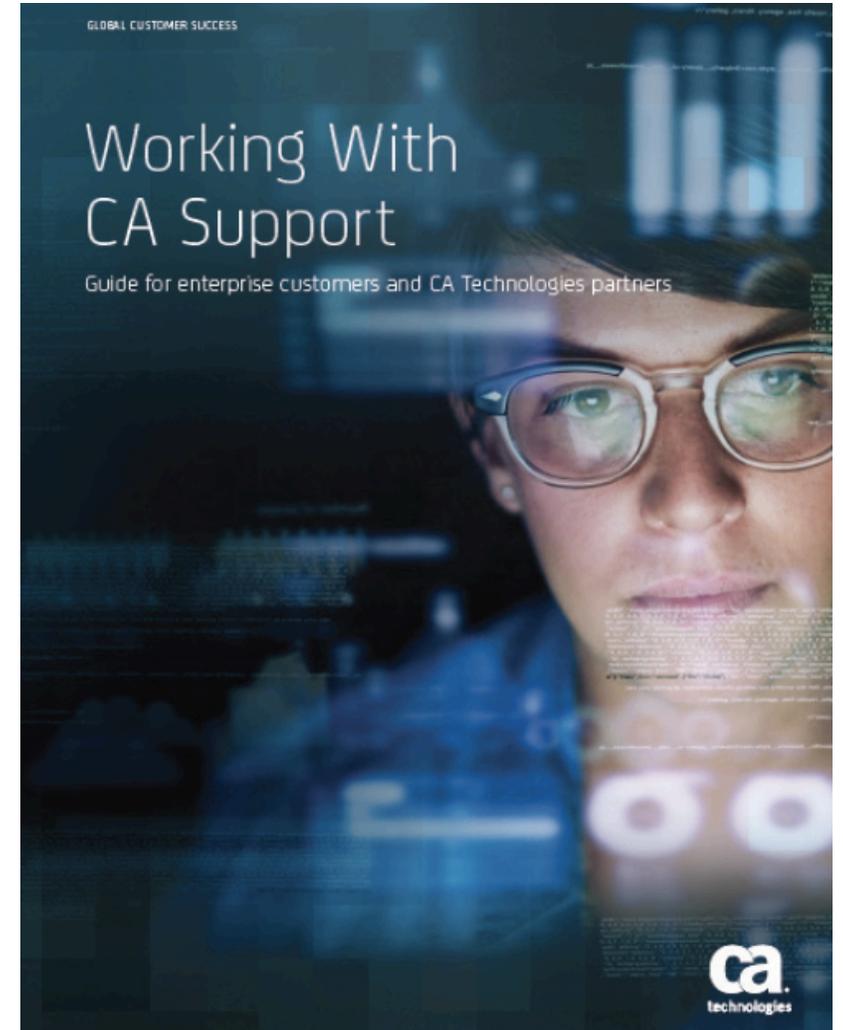
If you are unable to click on the link below, please copy and paste this link into your browser:

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

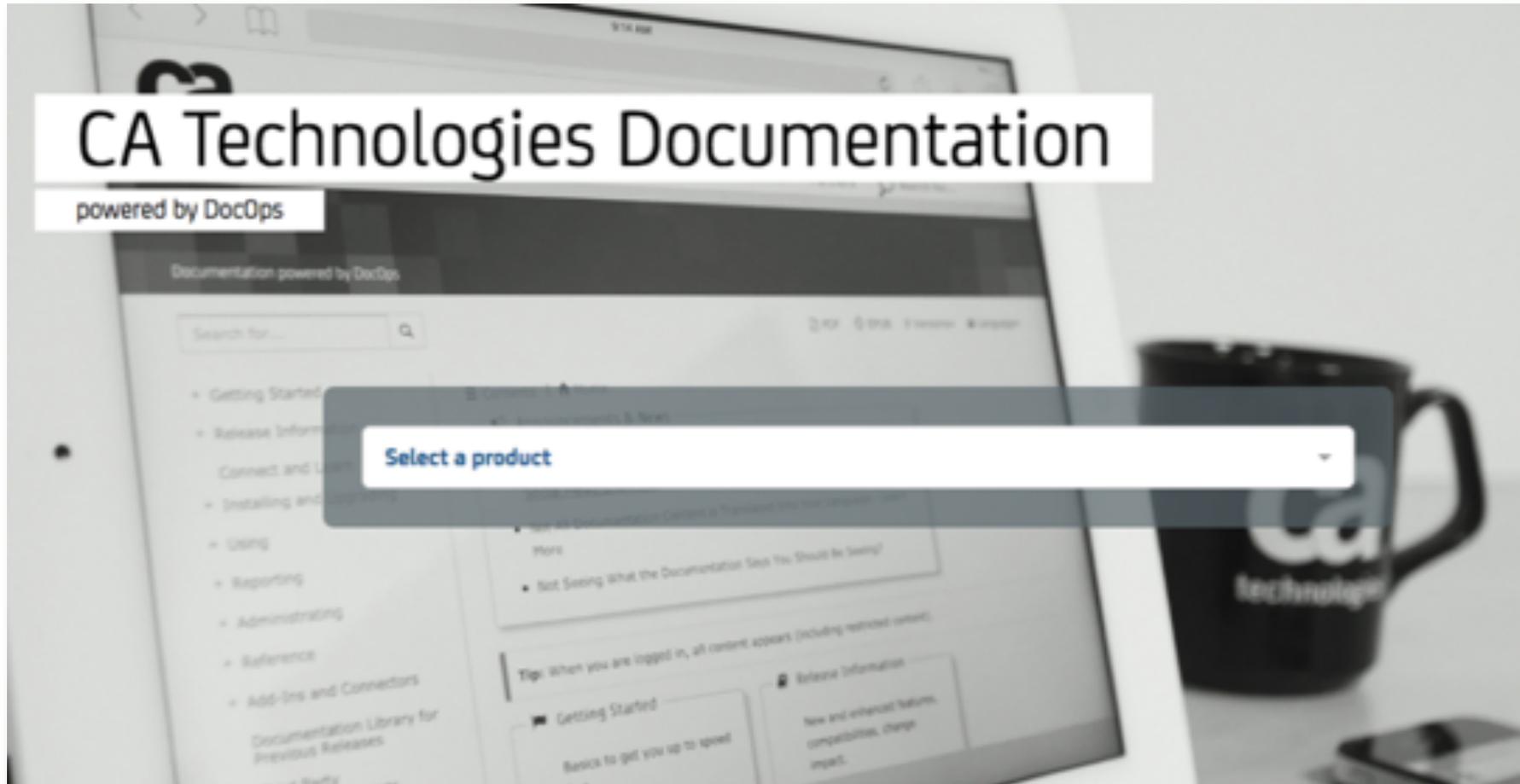
STEP 2: Download Working With CA Support

ca.com/support

- 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

The screenshot displays the 'Download Center' page on the CA Technologies support website. At the top, the site ID is '105246_CA TECHNOLOGIES'. Navigation links include 'Site Profile', 'My Account', 'My Download Cart', 'Recently Viewed', 'Bookmarks', and 'Launch New Home Page'. The breadcrumb trail is 'Support > Download Center > Published Solutions'. A left-hand navigation menu lists various support topics, with 'Download Center' and its sub-item 'Published Solutions' highlighted. The main content area is titled 'Download Center' and contains a 'Search Downloads' section. It prompts the user to select the type of download (currently 'Published Solutions') and to narrow search results. Search filters include: 'Select a Product' (radio buttons for 'All Products' and 'My Products', with a search input field); 'Select a Release' (a dropdown menu); 'Select a Component(s)' (a checkbox for 'Select All' and a multi-select list); 'Operating System' (a dropdown menu); 'Select a Gen level' (a dropdown menu); 'Enter High Fix' (a text input field); 'Confirmed Since' (a date range selector); 'Results per Page' (a dropdown menu set to '25'); and a checkbox for 'Display only "Hypers"'. A 'Go' button and a note for 'Mainland China based customers please click here' are at the bottom of the search area. On the right side, there are two additional sections: 'My Solutions Cart' (indicating no solutions are in the cart) and 'Software Evaluations & Betas' (providing information on trial versions).

DEMO support.ca.com

STEP 5: Follow Your Product Community

The screenshot shows the CA Technologies Communities website. The top navigation bar includes 'Home', 'News', 'Communities', 'Browse', 'Help', and 'Apps'. The main content area is titled 'All Places' and lists various product communities. The table below shows the details of these communities.

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

ca.com/kb

Not what you were
looking for?

[Search Again >](#)

Product Information

[Support by Product >](#)

[Product Documentation >](#)

Communities

[Join a Community >](#)

Education

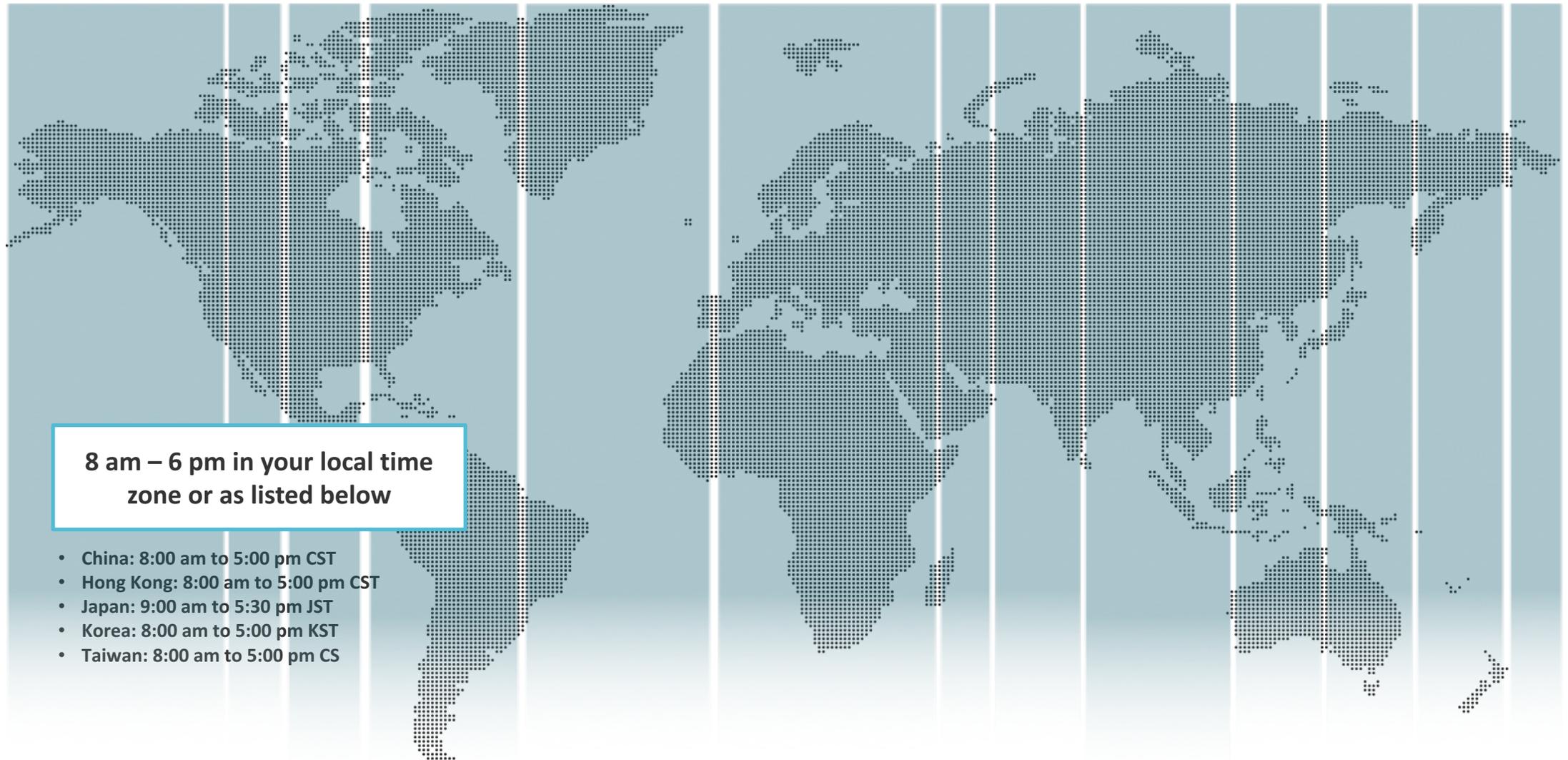
[Find training by product >](#)

- ✓ 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



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 shows the CA Support Portal interface. At the top, there is a navigation bar with the CA Technologies logo, a user greeting, and links for Products, Services, Support, Rewrite, Communities, and Partners. Below this is a 'Welcome to CA Support' banner with a menu icon and a 'Social Media Fuels Innovation' message. A central section titled 'Optionally tailor your experience to a specific product.' features a dropdown menu for 'All Products' and five main service tiles: 'Find It', 'Knowledge Center', 'Communities', 'Download Center', and 'Case Management'. Each tile includes an icon, a brief description, and a right-pointing arrow. At the bottom, there is a footer with icons for Alerts, Vulnerability, News, CA Programs, and Contact Us/FAQ. Five callout boxes with blue borders and lines pointing to specific elements provide additional context:

- Top Right:** Manage your account here for favorite products, settings and admin options (points to the 'My Account' link).
- Left Side:** Select these bars to find some hidden gems like policies, product compatibilities, SaaS trust maps and more (points to the menu icon).
- Product Filter:** Cut to the chase: Enter your product name here for optimized results (points to the 'All Products' dropdown).
- Knowledge Center:** Short how-to articles written by our top Support Engineers (points to the Knowledge Center tile).
- Download Center:** This is where you find the basics on any product: release notes, manuals, patches etc. (points to the Download Center tile).

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?

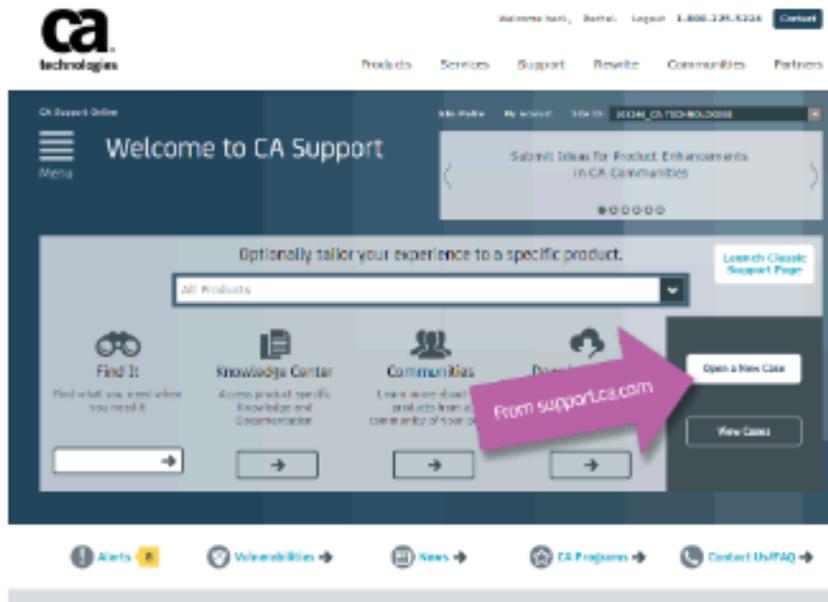
Call 1 800 225 5224

Customers outside of North America: Find your local support number at ca.com/phone

Demo: Chat Support

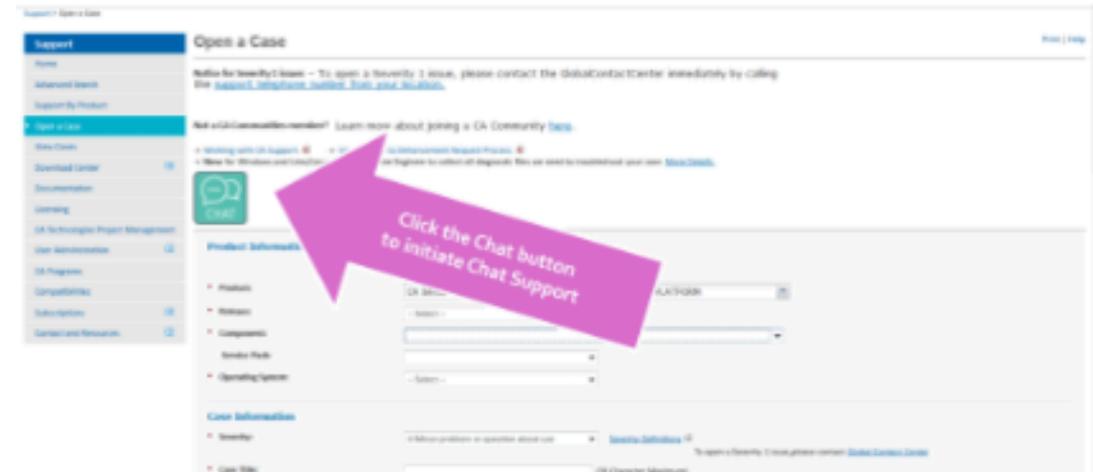
STEP 1

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](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

1 800 225 5224

All Places > Customer Care

Follow Actions

Overview Content Images People Subspaces and Projects Events

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">Self Service Support ToolsNew Users<ul style="list-style-type: none">How to RegisterHow to Join a CommunityHow to Search for KnowledgeRegister for Additional Site AccessCA Support Policies	<ul style="list-style-type: none">Gold Key Product ListingProducts That Require Additional Information to Generate License KeysLicensing Mainframe Product (LMP) Listing	<ul style="list-style-type: none">Partner Portal RegistrationAdditional Support Sites<ul style="list-style-type: none">Rally

SITE ADMIN

Colleen Barker CA
Joined on May 2, 2010

Follow

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

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

Questions?

Use the WebEx Chat
feature to submit a
question