A DAY IN THE LIFE OF CA SUPPORT

WORLD CLASS SUPPORT FOR YOUR PRODUCTS

Hennie Hermans and Keith Sessions – 5.15

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AGENDA

- BACKGROUND
- ISSUE HANDLING PROCESS
- SELF-SERVICE OPTIONS
- DOCUMENTATION TO PROVIDE WHEN OPENING A CASE
- COLLABORATING WITH OUR CUSTOMERS
- WRAP UP, NEXT ACTION/Q&A

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CA TECHNOLOGIES
2018
OVER 500 SOFTWARE OFFERINGS

FOR EVERY COMPUTING PLATFORM

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ISSUE HANDLING PROCESS

HELP US TO HELP YOU
GET THE VERY BEST FROM CA SUPPORT

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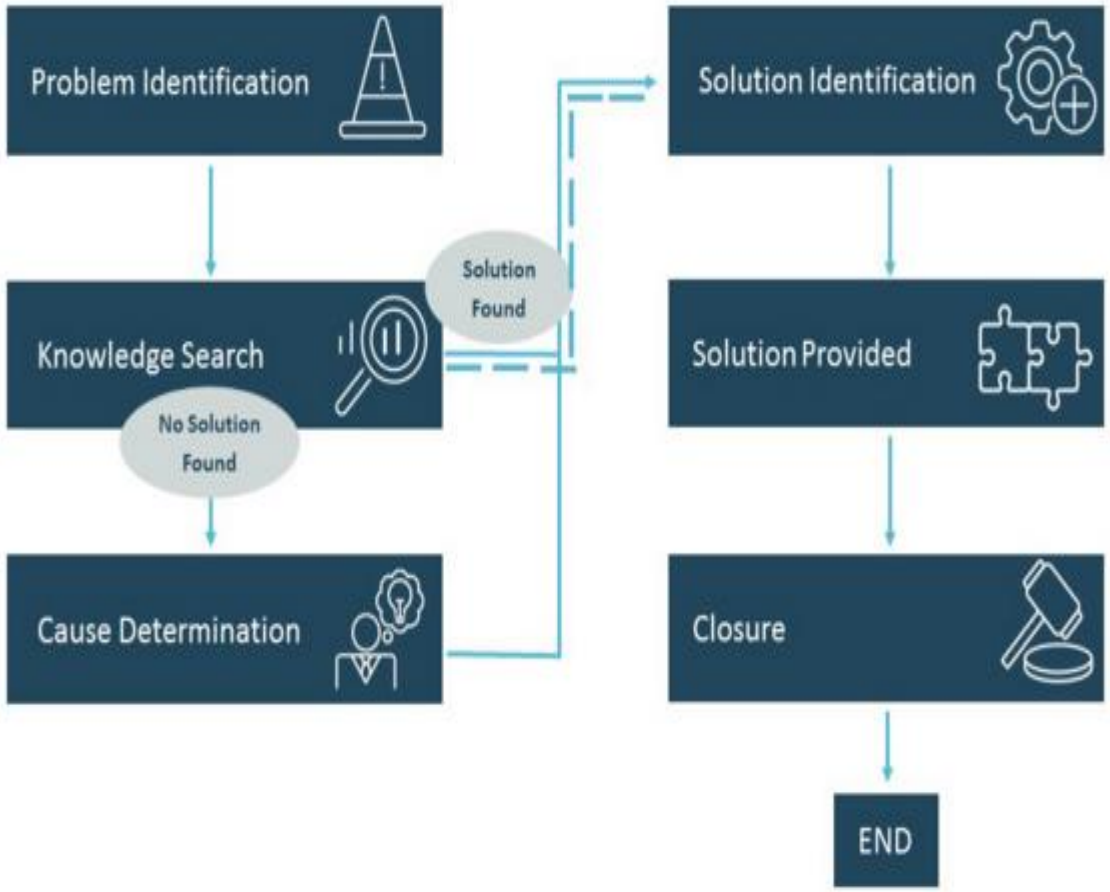
ISSUE HANDLING PROCESS



Define the problem

	IS	IS NOT
Who		
What		
When		
Where		
Why		
How (often)		

Problem Definition

ISSUE HANDLING PROCESS

During the Issue Handling Process:

- Be attentive to any update from CA Customer Support
- When verifying a solution, provide an estimated timeframe for testing and update CA Customer Support with the results
- Inform us of any:
  - Status changes
  - Severities
  - Additional occurrences
  - Recreation efforts

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SELF SERVICE OPTIONS

1. Substantial searchable Knowledge Base
2. Product Communities
3. Detailed online documentation (DocOps)
4. Online Support Matrix’s
5. Product downloads
6. Fix downloads

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SELF SERVICE OPTIONS

Before Opening the Case:

- For lesser severity cases, try our Self Service Options (log in required):

Search the CA Technologies Wiki Site for related messages and topics	• https://wiki.ca.com/dashboard.action
Review the CA Technologies Product Knowledge Base and CA Support Online:	• http://www.ca.com/us/support/ca-support-online/support-by-product.aspx • https://support.ca.com/irj/portal/newhome
Review the CA Technologies Product Communities Page:	• https://communities.ca.com/

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DOCUMENTATION TO GATHER

Main Areas

1. Basic product information
2. Environment Information
3. Specific product details
4. Problem specifics

INITIAL INFORMATION TO SUPPLY

When opening cases, provide a detailed description of the problem/question:

- Appropriate Severity
- Business Impact
- Any specific deadlines
- Who, What, Where, When, Why, How – events related to the problem
- Is the problem re-creatable?

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INITIAL INFORMATION TO SUPPLY

- If/When the task worked successfully
- Any recent changes to the CA Product, z/OS Environment, Hardware or other Software
- Product Release
- Operating system release
- Related Products e.g. IBM DB2, IBM CICS etc.
- List of maintenance applied

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DOCUMENTATION TO GATHER

Gather the Appropriate Documentation for Review

- All CA Products:
  - JOBLOGs
  - SYSLOGs/OPSLOG
  - System Dumps(if appropriate)
  - Screen shots
  - If IBM was contacted, provide the PMR number and text

- Each CA Product may have specific information to supply e.g.

  Logs, DB2/CICS specifics or Product Datastores to name a few

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DOCUMENTATION TO GATHER

Knowing what CA maintenance is on your system is very useful

```
// JOB CARD
//SMP      EXEC PGM=GIMSMP,PARM='DATE=U',REGION=6M
//*             CA PRODUCT CSI
//SMPCSI    DD  DISP=SHR,DSN=YOUR.SMPE.CSI
//SMPCNTL   DD  DDNAME=SYSIN
//SMPHOLD   DD  DUMMY
//SYSPRINT  DD  SYSOUT=*
//SMPOUT    DD  SYSOUT=*
//SMPLIST   DD  DSN=YOUR.DATASET,DISP=(,CATLG),UNIT=SYSDA,
//  SPACE=(CYL,(15,15))
//SYSUDUMP  DD  SYSOUT=*
//SMPLOG    DD  DUMMY
//SMPRPT    DD  SYSOUT=*
//SMPWRK1   DD  UNIT=SYSDA,SPACE=(CYL,(10,5,250))
//SYSUT1    DD  UNIT=SYSDA,SPACE=(CYL,(5,1))
//SYSLIB    DD  DSN=SYS1.MACLIB,DISP=SHR
//PARMLIB   DD  DSN=SYS1.PARMLIB,DISP=SHR
//SYSIN DD *
   SET     BOUNDARY (TARGET).
   LIST PTFS.
```

DOCUMENTATION TO GATHER

Sending Documentation to CA

- Supply most Data direct to your Case using CA Support Online
- Large documents like Dumps should be compressed via IBM Terse and FTP'ed to CA
- Supply a Suffix so we know what format your documentation is in:

e.g.: Docs.txt, Dump.trs, Screen.jpeg etc

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DOCUMENTATION TO GATHER

Sending Documentation to CA – SAMPLE FTP JOB

```
//jobnameF JOB (ACCTINFO0),'SFTP',MSGCLASS=X,CLASS=3,
//  NOTIFY=userid,MSGLEVEL=(1,1)
//*=====================================================
//*  UPLOAD DOCUMENTATION TO CA
//*=====================================================
//STEP010 EXEC PGM=FTP,REGION=4096K
//*
//SYSTCPD  DD  DSN=VTAM.TCPIP.TCPIP.DATA,DISP=SHR
//SYSPRINT DD  SYSOUT=*
//OUTPUT   DD  SYSOUT=*
//INPUT    DD  *
supportftp.ca.com
youruserid    < -- Your support.ca.com
yourpassword  < -- Your password to support.ca.com
cd /0000000/11111111/files from customer<- Directory provided by CA Support
binary
put 'PLACE DOC NAME HERE'
quit
/*
```

DOCUMENTATION TO GATHER

Sending Documentation to CA – From CA Support Online

ATTACHMENTS

MANAGE FILE ATTACHMENTS

INTERNAL CASE

CREATED DATE	LAST MODIFIED DATE
05/22/2018 12:31	05/23/2018 05:50

DESCRIPTION	TARGET	ACTUAL
Initial Response	05/23/2018 12:31	05/22/2018 13:02

FTP/SFTP ACCESS INFORMATION

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DOCUMENTATION TO GATHER

Sending Documentation to CA – From CA Support Online

Please click on folder name to perform upload/download

Name
files_from_ca
files_from_customer

DOCUMENTATION TO GATHER

Sending Documentation to CA – From CA Support Online

FTP/SFTP ACCESS INFORMATION

SERVER NAME

supportftp.ca.com (Login using your CA Support online User ID and Password)

FOR FTP USE TCP PORT 21

If sending files to CA then use the following path
ftp://supportftp.ca.com/ 1111/111111 /files_from_customer
If downloading files from CA then use the following path
ftp://supportftp.ca.com/ 1111/111111 /files_from_ca

FOR SFTP USE TCP PORT 22

If sending files to CA then use the following path
sftp://supportftp.ca.com/ 1111/111111 /files_from_customer
If downloading files from CA then use the following path
sftp://supportftp.ca.com/ 1111/111111 /files_from_ca

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IN SUMMARY

- When Opening Issues:
  - Provide as much detail as possible.
  - Be sure to send in all requested documentation in the correct format and time.
  - Keep the communication between CA open throughout the process.
  - Update the issue with any changes or re-occurrences.

- When Solution is Provided:
  - Try to provide a implementation timeframe.
  - If the solution did not correct the issue, update the case.
  - Complete the survey so we can improve.
  - Don’t hesitate to notify us if there is any question or feedback you want to provide.

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PREVENTING PROBLEMS

BY APPLYING MAINTENANCE REGULARLY

A New Offering

CA SMP/E Receive Order

WHAT IS SMP/E RECEIVE ORDER?

- SMP/E Receive Command which will build a custom package of PTFS and download them to the customers SMPNTS USS directory.
- SMP/E will only send PTFS that are missing
- Package will include HOLDDATA and ++ASSIGN statements
- PTFS will be received into the clients global zone
- One job is scheduled for each CSI
- Frequency is up to the customers to decide

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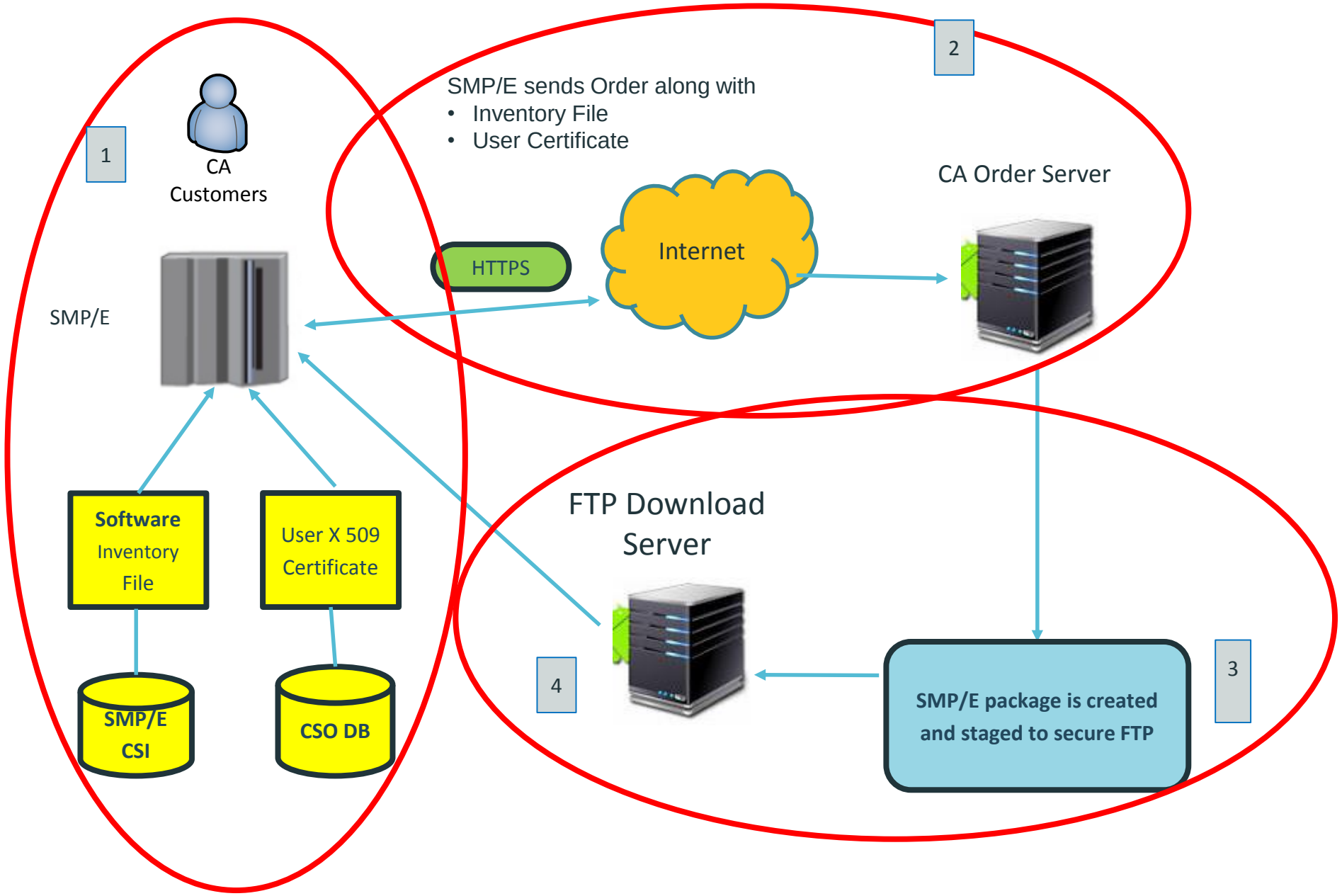
CA RECEIVE ORDER OVERVIEW



SUPPORTED ORDER TYPES

Types	Content of Order
ALL	Indicates a request for all available PTFs
APARS	Indicates a request for PTFs that resolve one or more test APARS **CONTENT(APARS(TR12345,TR23456)**
CRITICAL	Indicates a request for all available PTFs that resolve critical problems and their prerequisites. A critical problem is a high impact pervasive (HIPER) or a PTF in error (PE).
HOLDDATA	indicates a request for HOLDDATA only. A HOLDDATA package contains all enhanced HOLDDATA for all CA Mainframe products.
PTFS	Indicates a request for PTFs indicated in PTFS subentry
RECOMMENDED	Indicates a request for all the recommended PTFs identified with any Recommended Service Update SOURCEID (CAR*yymm*), and PTFs that resolve a critical problem (HIPER or PE). Recommended service includes PTFs through the CAR level which is current at the time the order is created.

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Any questions?

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