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|  | |  | | --- | | Xceedium Support moving to support.ca.com  Starting on August 26, 2016 at 8:00pm, CA Technologies will be migrating all existing Xceedium customers from support.xceedium.com to support.ca.com. We are doing this to provide a more consistent customer experience.  Xceedium moves to Support.ca.com  [**FAQ for Xceedium Support Changes**](https://urldefense.proofpoint.com/v2/url?u=http-3A__mkto-2Dsj030029.com_GnW0VD000r0jQ0ug00500C0&d=DQMCaQ&c=_hRq4mqlUmqpqlyQ5hkoDXIVh6I6pxfkkNxQuL0p-Z0&r=9b_PLfPimFcfAZJ1CFitxB5m9w_C-nK-_RFBto5560w&m=beGj4LDyoD3C39dIq_xhbSvUoAfeNiRikgIHIP3MP3s&s=SYmkCaLNfKTX-5lhX5cQxD1dP7JOTejgR9DTVv7Xiyc&e=)  You will not have access to open a case online from Friday, August 26 at 8pm until Sunday, August 28 at 12am. If you have technical issues during this time, please call 1-800-225-5224. From outside North America, find your local phone number at [ca.com/phone](https://urldefense.proofpoint.com/v2/url?u=http-3A__mkto-2Dsj030029.com_z0000ug0000WCWGVQ0E4V00&d=DQMCaQ&c=_hRq4mqlUmqpqlyQ5hkoDXIVh6I6pxfkkNxQuL0p-Z0&r=-dtjNTVSyyZhC8z1gfYa9wcIXImgZnRJIqry7u0w8wM&m=VCkVGF2ryX8GrHFr_FrRenblyKtDO3RAHJS1DlqI7rU&s=MqaIweW-IUsNwyJqvSoNzlVjLG8Aumjtn0Lv_NXwXgc&e=).  **New to support.ca.com?**  Beginning August 29, 2016, if you are an active CA Privileged Access Manager customer (formerly Xceedium) and do not have an id and password to access support.ca.com, your current Xceedium email id will be updated to allow access to [support.ca.com](https://communities.ca.com/external-link.jspa?url=http%3A%2F%2Fsupport.ca.com%2F) during the transition. Once your id is authorized, you can access [support.ca.com](https://communities.ca.com/external-link.jspa?url=http%3A%2F%2Fsupport.ca.com%2F) 24 hours a day, 7 days a week.  For detailed instructions on case management, reference: [Working with CA Support](https://urldefense.proofpoint.com/v2/url?u=http-3A__mkto-2Dsj030029.com_x0Q0040G0YV0gCW0Gu000V0&d=DQMCaQ&c=_hRq4mqlUmqpqlyQ5hkoDXIVh6I6pxfkkNxQuL0p-Z0&r=-dtjNTVSyyZhC8z1gfYa9wcIXImgZnRJIqry7u0w8wM&m=VCkVGF2ryX8GrHFr_FrRenblyKtDO3RAHJS1DlqI7rU&s=evgd6QRlo9DOF-GZAmd3iSPDY5B6w7rTgNeuJdDjE90&e=)  Please read the [FAQ: Xceedium customers migrating from support.xceedium.com to support.ca.com](https://urldefense.proofpoint.com/v2/url?u=http-3A__mkto-2Dsj030029.com_GnW0VD000r0jQ0ug00500C0&d=DQMCaQ&c=_hRq4mqlUmqpqlyQ5hkoDXIVh6I6pxfkkNxQuL0p-Z0&r=9b_PLfPimFcfAZJ1CFitxB5m9w_C-nK-_RFBto5560w&m=beGj4LDyoD3C39dIq_xhbSvUoAfeNiRikgIHIP3MP3s&s=SYmkCaLNfKTX-5lhX5cQxD1dP7JOTejgR9DTVv7Xiyc&e=) posted in the CA Communities for more information. Additional information will be made available to you as we get closer to the migration date.  We also want to make you aware of a change to our hardware and software license key procedure. In order to request a license key, please Contact CA Customer Care.  **CA Customer Care** at 1-800-225-5224, or go to [ca.com/phone](https://urldefense.proofpoint.com/v2/url?u=http-3A__mkto-2Dsj030029.com_Q0DV00W0Qk0g00Cnu50s000&d=DQMCaQ&c=_hRq4mqlUmqpqlyQ5hkoDXIVh6I6pxfkkNxQuL0p-Z0&r=9b_PLfPimFcfAZJ1CFitxB5m9w_C-nK-_RFBto5560w&m=beGj4LDyoD3C39dIq_xhbSvUoAfeNiRikgIHIP3MP3s&s=0kI2nagBChSY0gTQPmVk88b-Gn9P0mwe1jsDJDrsNzg&e=) for numbers outside the US. | |  |
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