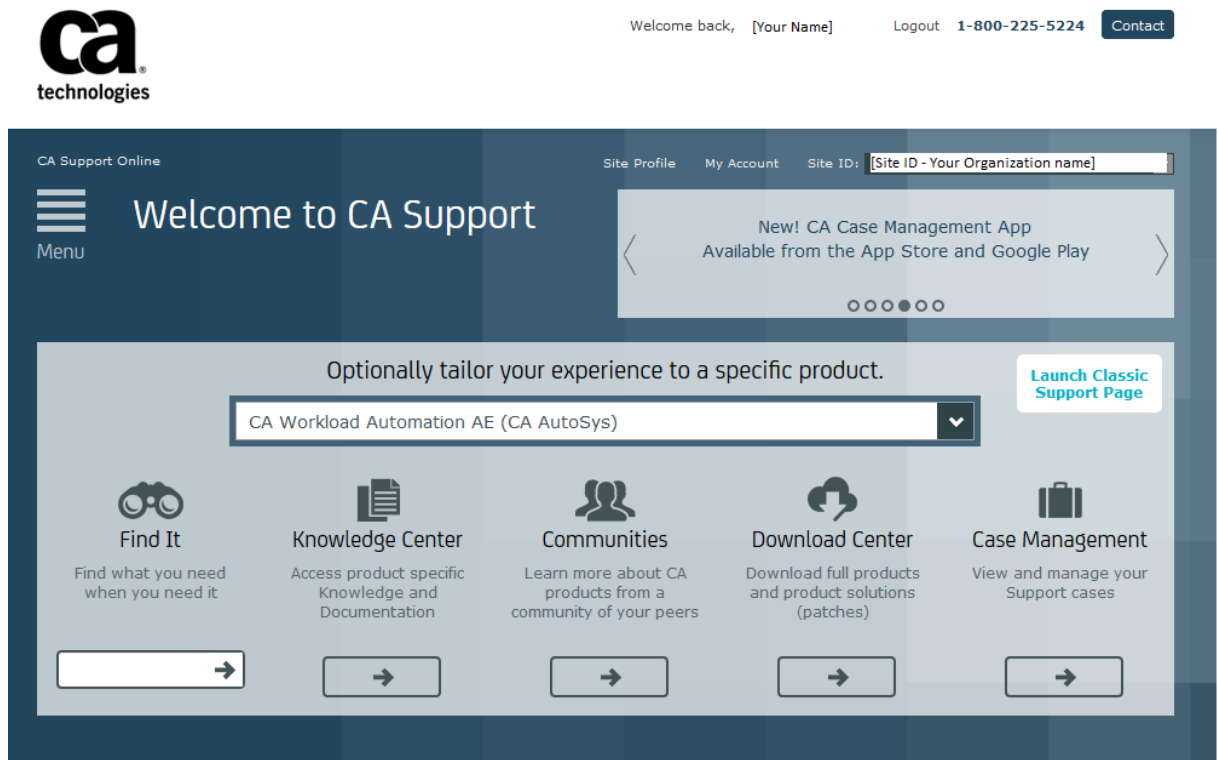


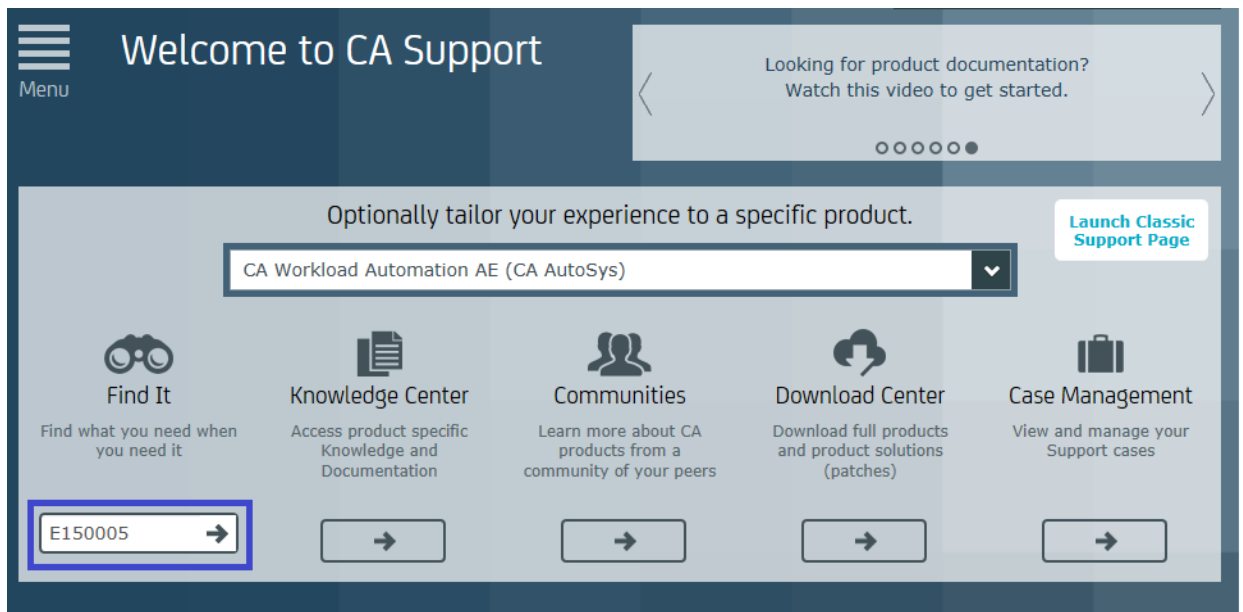
1. Log on to CA Support Portal  
<https://support.ca.com/irj/portal/newhome>

2. Choose your CA Product from the drop-down list.

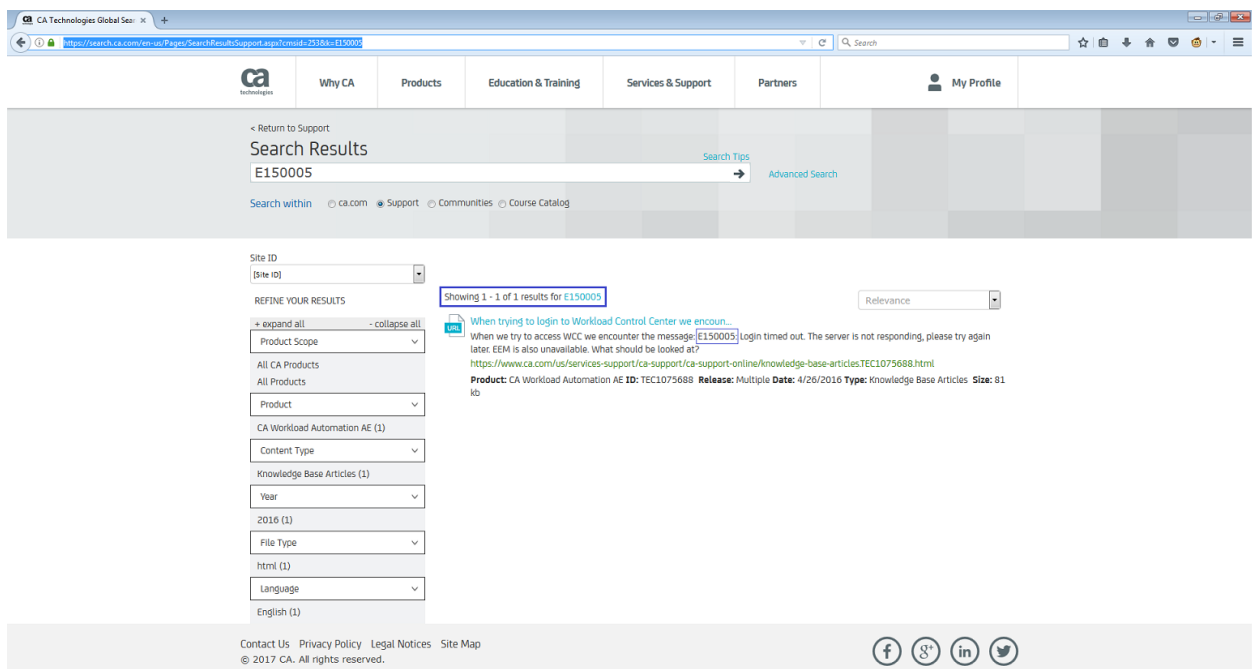


**CA Workload Automation AE (CA AutoSys)** chosen for this example.

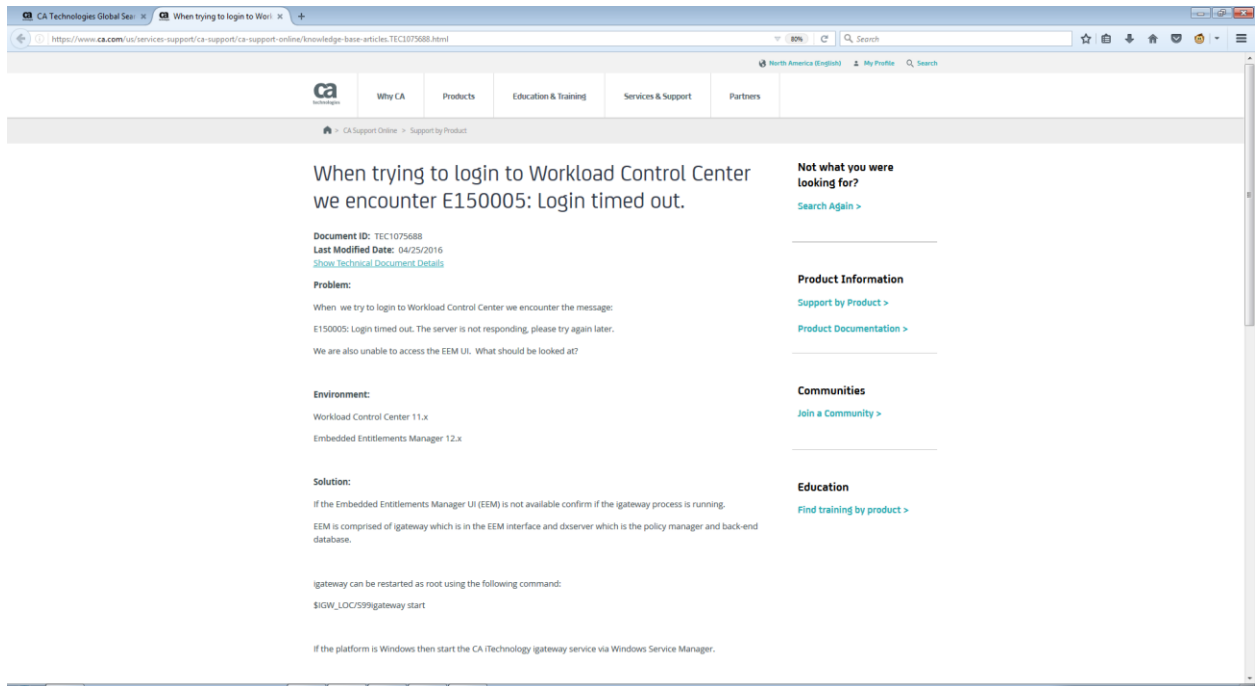
3. Key in your search-text, for example, error code: **E150005** and hit Enter or click the -> mark.



4. Allow search results to appear.



## 5. Click on the Technical Document link to review the content.



The screenshot shows a web browser window with the CA Technologies Global Support page. The address bar shows the URL: <https://www.ca.com/us/services-support/ca-support/ca-support-online/knowledge-base-articles/TEC1075688.html>. The page has a navigation bar with links: Why CA, Products, Education & Training, Services & Support, and Partners. Below the navigation bar, there is a breadcrumb trail: CA Support Online > Support by Product.

### When trying to login to Workload Control Center we encounter E150005: Login timed out.

**Document ID:** TEC1075688  
**Last Modified Date:** 04/25/2016  
[Show Technical Document Details](#)

**Problem:**

When we try to login to Workload Control Center we encounter the message: E150005: Login timed out. The server is not responding, please try again later. We are also unable to access the EEM UI. What should be looked at?

**Environment:**

Workload Control Center 11.x  
Embedded Entitlements Manager 12.x

**Solution:**

If the Embedded Entitlements Manager UI (EEM) is not available confirm if the igateway process is running. EEM is comprised of igateway which is in the EEM interface and dserver which is the policy manager and back-end database.

igateway can be restarted as root using the following command:

```
$IGW_LOC/igateway start
```

If the platform is Windows then start the CA iTechnology igateway service via Windows Service Manager.

**Not what you were looking for?**  
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**Product Information**  
[Support by Product >](#)  
[Product Documentation >](#)

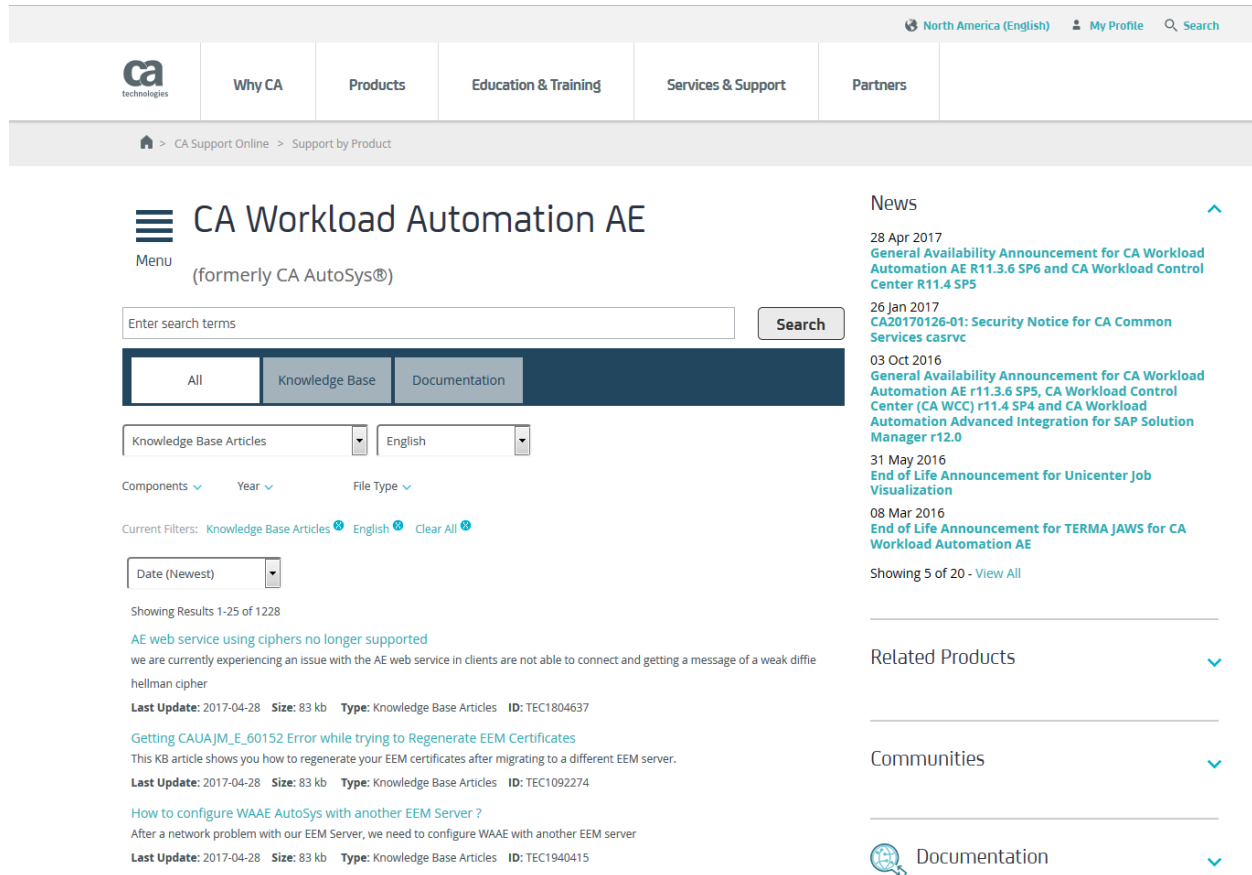
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You may also search from within the specific CA Product Knowledge Base portal.

For example, the following hyperlink directs you to CA WA AE Knowledge Base within CA Support Online portal.

### [CA Workload Automation AE](#)



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CA Support Online > Support by Product

## CA Workload Automation AE

Menu (formerly CA AutoSys®)

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Knowledge Base Articles English

Components Year File Type

Current Filters: Knowledge Base Articles English Clear All

Date (Newest)

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[AE web service using ciphers no longer supported](#)  
we are currently experiencing an issue with the AE web service in clients are not able to connect and getting a message of a weak diffie hellman cipher  
**Last Update:** 2017-04-28 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1804637

[Getting CAUJIM\\_E\\_60152 Error while trying to Regenerate EEM Certificates](#)  
This KB article shows you how to regenerate your EEM certificates after migrating to a different EEM server.  
**Last Update:** 2017-04-28 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1092274

[How to configure WAAE AutoSys with another EEM Server ?](#)  
After a network problem with our EEM Server, we need to configure WAAE with another EEM server  
**Last Update:** 2017-04-28 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1940415

### News

28 Apr 2017  
[General Availability Announcement for CA Workload Automation AE R11.3.6 SP6 and CA Workload Control Center R11.4 SP5](#)

26 Jan 2017  
[CA20170126-01: Security Notice for CA Common Services casrv](#)

03 Oct 2016  
[General Availability Announcement for CA Workload Automation AE r11.3.6 SP5, CA Workload Control Center \(CA WCC\) r11.4 SP4 and CA Workload Automation Advanced Integration for SAP Solution Manager r12.0](#)

31 May 2016  
[End of Life Announcement for Unicenter Job Visualization](#)

08 Mar 2016  
[End of Life Announcement for TERMA JAWS for CA Workload Automation AE](#)

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### Communities

### Documentation

Enter your search-text, example: *autoping*, in the text box and hit the Search button.



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# CA Workload Automation AE

(formerly CA AutoSys®)



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## CAUAJM\_E\_50026 ERROR: autoping WAS NOT SUCCESSFUL

Jobs are failing to run; using autoping to check communication with the scheduler to the agent.

**Last Update:** 2017-04-07 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1562785

## EXITCODE: -655 on Windows System Agent

We have installed a system Agent successful on Windows. Autoping works fine. User and password are defined within autosys\_secure. But a test job gets an exitcode -655 on Windows and message :

**Last Update:** 2017-03-15 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1811983

## What is the Autoping COMM\_ERR\_14 error reported during a job run

COMM\_ERR\_14 Agent on machine has not acknowledged this job request. Please investigate the status of this job

**Last Update:** 2017-03-08 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1067818

## Autoping Fails from Shadow Application Server Machine

An autoping command issued to any agent from a new Shadow Scheduler/App Server machine succeeds from the Scheduler but fails from the App Server.

**Last Update:** 2017-01-19 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1461336

## Getting error WCLI8000 - The command request timed out.

"autoping -m ALL" from WCC/ECL generates WCLI8000 - The command request timed out.

**Last Update:** 2016-12-27 **Size:** 83 kb **Type:** Knowledge Base Articles **ID:** TEC1720293

Please do let us know if the document was helpful. Leave additional comments at the bottom of the TEC document, to help us improve.

Please help us improve!

Will this information enable you to resolve your issue?

☐ Yes ☐ No

Please tell us what we can do better.

0/255

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