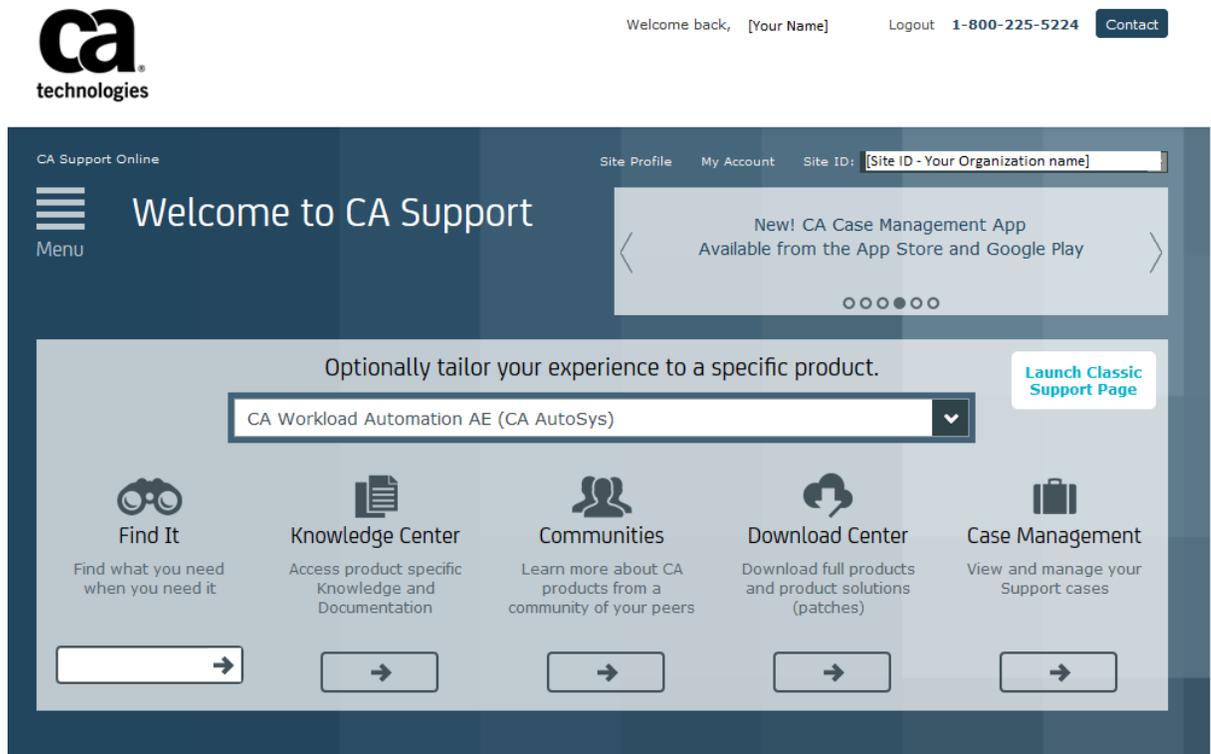


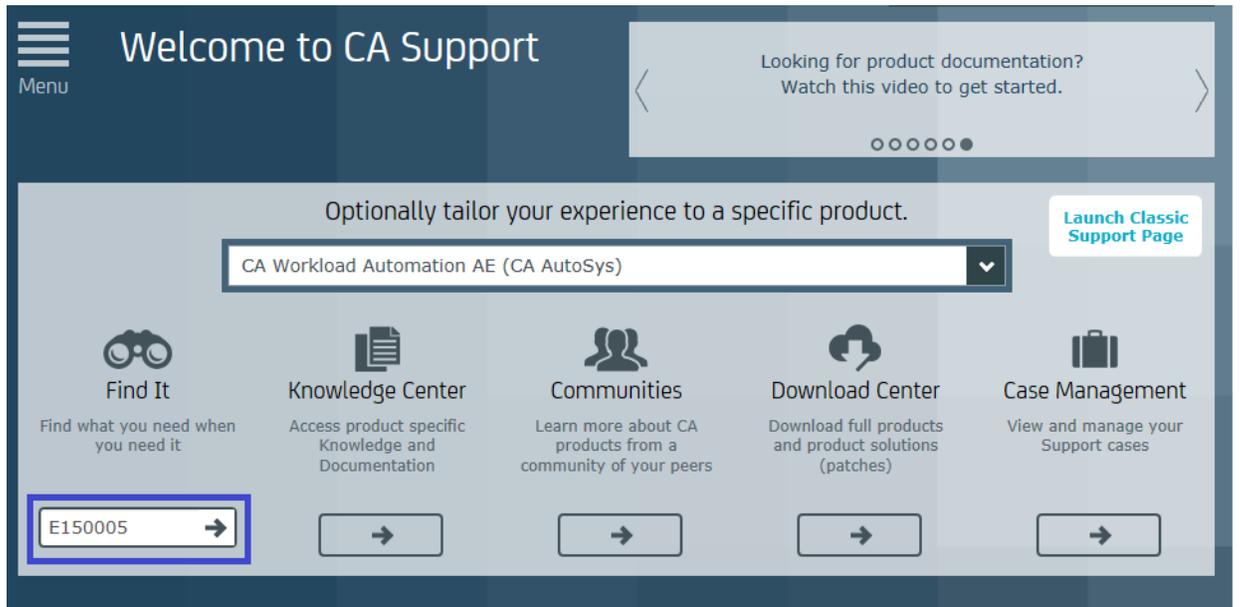
1. Log on to CA Support Portal
<https://support.ca.com/irj/portal/newhome>

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

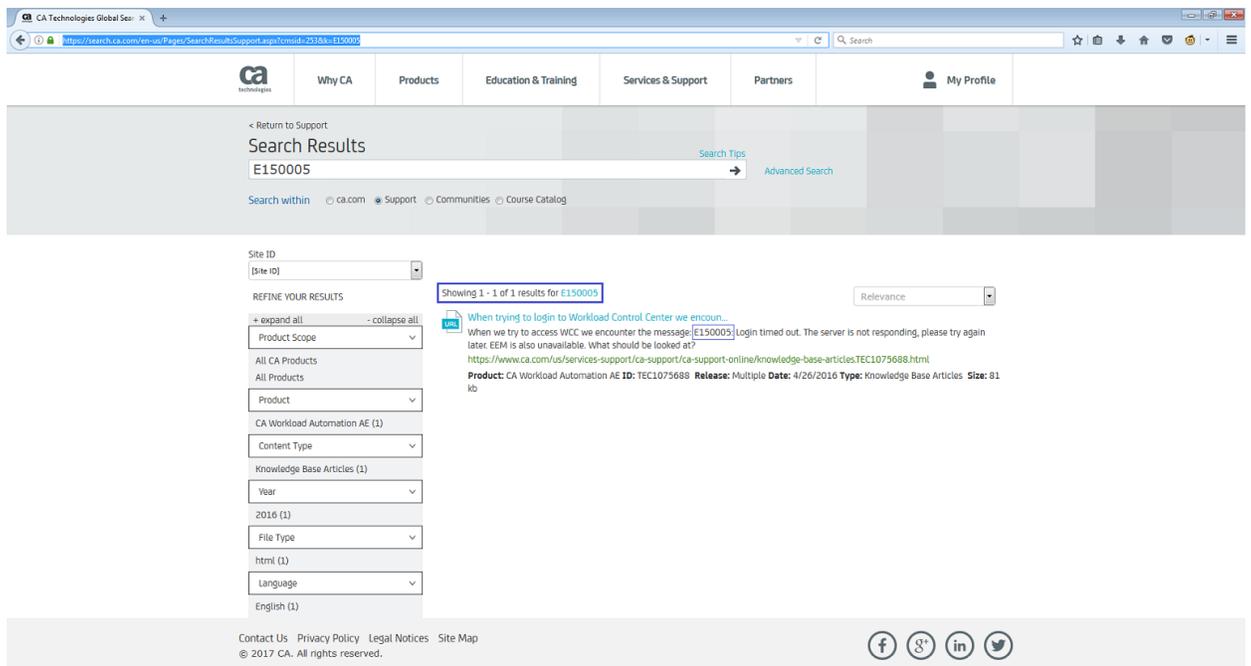


CA Workload Automation AE (CA AutoSys) chosen for this example.

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



- 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 URL <https://www.ca.com/us/services-support/ca-support/online/knowledge-base-articles/TEC1075688.html>. The page title is "When trying to login to Workload Control Center we encounter E150005: Login timed out." The page content includes:

- 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 dcsver which is the policy manager and back-end database. igateway can be restarted as root using the following command:
`SIGW_LOCS99gateway start`
- If the platform is Windows then start the CA iTechnology igateway service via Windows Service Manager.

On the right side of the page, there are several navigation links:

- Not what you were looking for?** [Search Again >](#)
- Product Information**
 - [Support by Product >](#)
 - [Product Documentation >](#)
- Communities**
 - [Join a Community >](#)
- Education**
 - [Find training by product >](#)

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](#)

North America (English) My Profile Search

ca technologies Why CA Products Education & Training Services & Support Partners

CA Support Online > Support by Product

CA Workload Automation AE

Menu (formerly CA AutoSys®)

Enter search terms

All Knowledge Base Documentation

Knowledge Base Articles English

Components Year File Type

Current Filters: Knowledge Base Articles English Clear All

Date (Newest)

Showing Results 1-25 of 1228

[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 CAUJM_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 casrvc](#)

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](#)

Showing 5 of 20 - [View All](#)

Related Products

Communities

Documentation

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



CA Workload Automation AE

Menu

(formerly CA AutoSys®)



All

Knowledge Base

Documentation

Knowledge Base Articles

English

Components

Year

File Type

Current Filters: Knowledge Base Articles English Clear All

Allow the document list to be filtered based on your search and browse through relevant KB articles.



CA Workload Automation AE

Menu

(formerly CA AutoSys®)

Search

All Knowledge Base Documentation

Knowledge Base Articles English

Components Year File Type

Current Filters: Knowledge Base Articles English Clear All

Date (Newest)

Showing Results 1-25 of 32 for "autoping" Clear

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/ECLI 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

Submit