Working with CA Support

Guide for enterprise customers and partners

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Get Technical Assistance

Excellent customer assistance is just a click, call or chat away.

- Join and visit **CA Communities**
- Find **answers to your questions and view knowledge base articles**

Contact CA Support

- Learn how to access **chat support**
- **Log in to view a case**
- **Open a case**
- From North America, call +1-800-225-5224
- For other countries, visit **ca.com/phone**

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About This Guide

This "Working with CA Support" guide follows the "**New User Guide**," which is one of the many resources available to you at ca.com/support. These resources help guide your team from registration to installation to team adoption and upgrades.

The Working with CA Support guide introduces you to the services provided by CA Support and CA Customer Assistance. These teams answer your technical questions about CA software and customer care inquiries.

This guide also provides information about the terms and conditions, resources and optional support programs available to help you maximize the value and performance of your CA software investments.

These services and programs apply to enterprise customers and CA partners with active maintenance or contracts for optional support programs.

The instructions in this document for using online support refer to the CA Support portal available at **support.ca.com**. Information is also available at **CA Communities**, including blogs, discussion forums and other resources. Your team members will want to keep this guide handy as they navigate CA Support and case management.

What Is CA Maintenance?

CA provides a standard level of software support called "CA Maintenance" ("CA Maintenance" may also be referred to as "CA Support"), which is identified within your transaction document. CA Support offers proven methodologies and established diagnostic processes and is staffed by experienced, highly trained professionals. The team supports hundreds of products across multiple platforms globally. You can count on our professionals to deliver dependable, accurate, consistent and straightforward guidance. In addition to CA Maintenance, CA offers optional support programs to meet specific customer needs.

CA Maintenance is programmatic in nature, not negotiable, and may be updated by CA from time to time. However, such updates will not result in a material reduction in your support during the term of your maintenance agreement with CA.

Technical and customer care expertise for CA software is available 24/7/365 from our self-service web portal or during regular business hours by telephone. Our support portal can be found at **support.ca.com**. Additionally, self-service support functions are available on CA Communities at **communities.ca.com/welcome**.

CA Maintenance includes:

- The support portal, which offers complete access to all technical product resources
- Implementation and upgrade project support
- Telephone access and assisted support
- Software updates, fixes, patches and notifications
- CA Customer Care for assistance with general questions
- Extensive knowledge document library, product documentation and video demonstrations

To receive assisted support, you will be required to:

- Maintain a supported environment that includes current GA versions and releases and service packs of CA software.
- Maintain elements associated with CA software, including computer hardware, operating systems and third-party software on the releases and version levels that CA designates as compatible. CA is not responsible for any changes in your environment that may detrimentally affect or degrade the performance of CA software or that may be necessary as a result of a workaround or fix.

CA Maintenance at a glance

The following tables highlight the features of CA Maintenance:

Communities, Chat and Support Portal

Support Portal at support.ca.com	Notes
Knowledge base document search and access	Search and access white papers, articles and frequently asked questions. Find answers to your questions and obtain methods to resolve common problems.
Access to CA Communities	A venue to discuss and exchange ideas and questions with peers and CA Support, attend events, learn about and share best practices, submit product ideas.
Online Chat	Get your questions answered quickly by chatting with a support engineer. (This service is only available for select products.)
Online access for support cases—24/7 availability	Cases may be opened and accessed online 24/7
Open, monitor, update, set and change priority, and close cases	All Severity 1 cases must be opened via telephone, not submitted online.
Create projects to track your implementation and upgrade projects	Cases in your test and development environments can be tracked independently from your production cases.
Solution downloads (patch/fix)	Download solutions, patches and fixes for your CA software.

Product, service packs, product upgrades and documentation downloads	The availability of service packs and product upgrades may depend on your licensing agreement.
Technical product information pages	On these pages, you can find your compatibility matrices, product status, documentation and news.
Technical news and notification subscriptions	Customize product-specific information you want to receive.
Raise a concern	Button allowing you to note any concerns you have with an open case, and submit them to CA Support management.
Security authentication and automated password reset	
Access to betas	Betas are not available for all products. Find them on the product information page, if applicable.
Policies, programs and contact information	
Secure file transfer and storage	Via secure file transfer protocol or web client.
Personal profile preferences	Including language, time zone and contact preferences.
User administration	Enables specific users to approve, edit and delete IDs for their own organization's registered support users.

Telephone, access and coverage

Telephone, access and coverage	Notes
24/7 support for all Severity 1 cases	Severity 1—production environment affected. All Severity 1 cases must be opened via telephone, not submitted online.
Telephone access	Visit the **Contact CA Support page** to see a list of contact numbers by region.
Remote diagnostics	
Unlimited number of cases	
Customer-determined case severity level	Documented within the case **severity level guidelines.**
Local language support for localized CA software	During normal, local business hours.

Software updates, fixes, patches and notifications

Software updates, fixes, patches and notifications	Notes
Major versions, minor releases, fixes, patches and service packs	The availability of service packs and product upgrades will depend on your licensing agreement
Hyper/critical notifications of critical fixes for products	Available via the Proactive Notification subscription or Hyper service
Advisory alerts of moderate or low-impact problems	Available via the Proactive Notification subscription service
Product updates, current announcements and news about a specific product	Available via the Proactive Notification subscription service
Intermittent email notifications	For significant changes

Important notices, news and announcements	For general or urgent information
Product news section on each product page	For product-related information

Customer Care

Customer Care	Notes
Licensing	Permanent and trial key codes, license key issues and errors
Customer service queries	Non-technical issues for contracts, product history, entitlements, software upgrades, invoices, new orders, etc.
General CA solution information	Information on CA software, services and optional support programs; education course information
Invoice questions	Billing inquiries, account changes/updates, purchase orders, etc.
Directory assistance	CA employees, departments and general inquiries regarding CA office locations and CA teams
After-hours support call processing	Engagement of an on-call engineer to help with Severity 1, system-down problem
Support portal technical application support	For assistance with, or to provide feedback on, the support application

*Any notifications described herein may be provided to you by your CA representative by email, and/or by CA posting such notifications on the CA Support portal.

Policies and limitations

CA Support provides support services for products that CA sells, subject to limitations detailed in this document and in your license agreement with CA. Support limitations are based on a product's documented hardware and operating systems, by third-party software, by CA policies for End of Service (EoS) and End of Life (EoL), updates of customized configurations and more. For more information, refer to the following resources on the support portal:

- CA Policies page for a complete list of CA Support policies

- The CA Compatibilities page for details on supported hardware and operating systems for your product

You must log in to access these pages.

CA shall not be obligated to provide CA Maintenance for:

- Software that is not provided by CA.
- CA software that is not used per the product documentation.
- Modifications to the CA software.
- Any code that is not part of the base CA software product functionality, including custom code provided by CA Services, you or any third party.
- Problems associated with software products running on unsupported hardware, operating systems or third-party software. Ultimately, in order to continue receiving support from CA, you may be required to upgrade to a supported third-party software product or release, hardware platform, framework, database or operating system configuration as approved or certified in specifications published by CA.
- Consulting services are not provided as part of CA Maintenance. CA Maintenance does not include performing deployments, installations or roll-outs.

CA Maintenance is offered for versions and releases of Generally Available ("GA") CA software that has not been designated as EoS or EoL, unless CA specifically designates software as not eligible for support or the software is licensed on an "as is" basis without warranties.

In order to receive CA Maintenance and optional support programs, you must remain current on all applicable licensing and maintenance fees due and payable to CA and otherwise remain compliant with your applicable contractual obligations to CA. When purchasing CA Maintenance for a specific CA software product, you must purchase CA Maintenance for all of your licenses for the CA software product. You may not purchase CA Maintenance for only a subset of licenses or capacity for the specific CA software product.

Data privacy policies

If you provide information to CA (for example, providing test cases or memory dumps) that contains personal data, you confirm:

- that you are duly authorized to provide such personal data
- that you do so lawfully and in compliance with relevant legislation, and
- that CA and any entity within the CA group of companies or its subcontractors may process such personal data for the purposes of providing CA Maintenance.

CA shall not transfer such personal data except lawfully, in compliance with relevant legislation. Information on our compliance with relevant legislation can be found at the following URL: **ca.com/us/data-transfers.aspx**.

Optional support programs

CA Designated Support Engineer

The CA Designated Support Engineer program provides you with a designated support engineer for specified software licensed from CA. As a virtual extension of your IT team, your designated support engineer works with you to understand the complexities of your specific implementation. These experts can provide technical consulting and knowledge sharing, including advice on how to configure, troubleshoot and operate your solution. Your designated

support engineer can participate in on-site meetings to review solution usage, performance and support trends, and options for improvement. With their expertise, these support engineers can go well beyond standard maintenance and help promote faster issue resolution, increased usage and enhanced ROI.

Customers with an active CA Support contract may purchase any of the following offerings:

- CA Designated Support Engineer 20 (20 percent allocation)
- CA Designated Support Engineer 50 (50 percent allocation)
- CA Designated Support Engineer 100 (100 percent allocation)

Features	20%	50%	100%
Designated Support Engineer	✓	✓	✓
Direct support phone number	✓	✓	✓
Priority initial response (Sev. 1 = 30 minutes, Sev. 2 = 1 hour)	✓	✓	✓
Support case management	✓	✓	✓
Upgrade planning	✓	✓	✓
Product release and lifecycle reviews	✓	✓	✓
Support planning sessions	✓	✓	✓
CA Support product image	✓	✓	✓
On-site visits*	4 days	20 days	40 days

* Travel and expenses billed to customer. Certain limits and requirements apply. Refer to service product description for specific terms and conditions.

The CA Designated Support Engineer program is available under a separate agreement for additional fees over and above standard maintenance fees. For more information on the CA Designated Support Engineer program, visit **ca.com/dse**.

CA Customer Technical Manager

Through the CA Customer Technical Manager program, you can collaborate with a designated customer technical manager for your portfolio of CA solutions. The technical manager acts as your single point of contact across CA, helping you get personalized services and prioritized support responses. Your technical manager can provide assistance with escalations, guidance on product releases, pointers to the latest training resources or any other CA-related assistance. Your technical manager has the industry and technical expertise to partner with your organization, understand your CA solution landscape and offer proactive guidance to help you make the most of your investments.

Customers with an active CA Support contract may purchase any of the following offerings:

- CA Customer Technical Manager 25 (25 percent allocation)
- CA Customer Technical Manager 50 (50 percent allocation)
- CA Customer Technical Manager 100 (100 percent allocation)

Features	25%	50%	100%
Days of on-site visits (includes T&E)	1	2	4
Tracking and analysis of support cases	✓	✓	✓
Single point of contact for support, services, education and more	✓	✓	✓
Priority initial response (# of products)	3	5	10
Priority queuing (# of products)	3	5	10
Periodic review of product usage and case history		✓	✓
Annual review of business objectives and future planning			✓

The CA Customer Technical Manager program is available under a separate agreement and requires additional fees over and above standard maintenance fees. For more information on the CA Customer Technical Manager Program, visit **ca.com/ctm**.

CA Customer Success Manager

Through the CA Customer Success Manager program, you get to work with a single point of contact for the product family of your choice. The program connects you with a product expert

who can help you maximize the value of your implementation. Your success manager partners with your organization to understand your business needs and offer proactive guidance. The program makes it easier to access and leverage CA resources, from the support library to the latest training and upgrades.

Customers with an active CA Support contract may purchase any of the following offerings:

- CA Customer Success Manager 10 (10 percent allocation)
- CA Customer Success Manager 50 (50 percent allocation)
- CA Customer Success Manager 100 (100 percent allocation)

Features	10%	50%	100%
Tracking and analysis of support cases	✓	✓	✓
Single point of contact for support, services, education and more	✓	✓	✓
Priority initial response (# of products)		5	10
Priority queuing (# of products)		5	10

The CA Customer Success Manager program is available under a separate agreement, requiring additional fees over and above standard maintenance fees. For more information on the CA Customer Success Manager Program, visit **ca.com/csm.**

Upgrade Support Services

In an effort to help move our customers forward and maximize the value of currently supported GA versions and releases of CA software, we offer Upgrade Services. Representing a combined approach from CA Services and CA Support, this service offers an alternative to CA Extended Support. Through the service, we provide end-to-end guidance, execution and support during an upgrade, irrespective of whether the customer has engaged CA Services to implement the upgrade, or only provide an assessment, health check or other type of upgrade guidance.

Alongside the CA Services consultant, who will manage the CA Services project, you will have an assigned CA Support advisor available to you for the duration of the upgrade project. The support advisor will be engaged in remote status meetings and take ownership of all technical issues that may occur during the upgrade, both for the product version that you are upgrading from, and the product version that you are upgrading to. The support advisor will stay "attached" for 30 days after the upgrade is complete. For more information on Upgrade Services, visit the following URL: **ca.com/content/dam/ca/us/files/service-offering/upgrade-services-from-ca-technologies.pdf**.

CA Extended Support

CA Extended Support enables you to continue to benefit from assisted support after a CA software offering has been designated EoS or EoL. This service helps to alleviate risks and allows you to maintain your timetable for upgrades or product transitions. For more information on CA Extended Support and its availability, contact customer assistance at **ca.com/phone**.

CA Fast Track Program

This program enables your in-house staff to become certified solution experts, so they can perform basic triage on site, and go directly to senior-level CA support engineers when needed.

Optional support programs: exclusions

Optional support programs do not include:

- Installation, implementation, loading or configuration of any covered CA software, other CA software, third-party software, operating systems, databases or scripting languages
- Architecture designs or reviews
- Operational activities, system tuning, routine maintenance or deployment activities
- Development of custom modules, coding, custom workflows, custom reports, connectors or application design
- Load testing execution or analysis
- Staff augmentation services, which may be provided under a separate services agreement with CA
- Professional services

Support for CA-supplied hardware appliances

Support for a CA-provided physical server platform hardware appliance that is bundled with and used to operate one or more pre-installed licensed CA software products is provided in accordance with the CA Appliance Hardware Policies, which are available online at **support.ca.com**.

Support for CA software products in CA Incremental Release Program

Support for CA software in the CA Incremental Release Program is provided solely in accordance with the CA Incremental Release Programs policies and terms, which are located on **support.ca.com**.

Your satisfaction

The CA Support team always strives to provide you with services that meet your expectations and our defined response goals. We measure our performance on response time and your satisfaction. To help us continue to improve our services, we periodically send out surveys, so our customers have an opportunity to provide feedback. CA Support monitors metrics on a weekly basis and continually establishes initiatives to enhance efficiencies and maximize service excellence in our people, processes and tools. Our support model and automated systems are constantly evolving for increased value. All online and telephone communications with CA that pertain to maintenance and support may be monitored and used by CA for internal training purposes.

Technical Support Alliance Network membership

CA is a member of the Technical Support Alliance Network (TSANet). This membership enables CA Support, where possible, to work with other registered vendors to help identify a resolution for you.

End of Service/End of Life Policy

A CA software offering, or a specific version or release of a CA software offering, reaches End of Service (EoS) or End of Life (EoL) status when CA determines it will no longer:

- provide operational or technical support, or
- develop and provide new enhancements, features, upgrades, service packs and fixes for the CA software offering; a version or release of the CA software offering; or a particular operating system, platform, application or database for the designated CA software offering.

When a CA software offering has been designated as EoS or EoL, previously published service packs and fixes will continue to be available as part of self-service support for the duration of your remaining agreed-upon maintenance period.

CA will use reasonable efforts to provide you with a minimum of twelve (12) months' notice prior to the EoS or EoL date of a CA software offering or a specific version or release. As available, notifications of a software product's status may include upgrade path information. When organizations are running CA software offerings that are subject to an EoS or EoL notice, CA strongly encourages these customers to upgrade to a GA version or release on or prior to the EoS or EoL date. EoL notifications may include information regarding options for migrating to an alternative or replacement offering from CA, if such options are available. Alternate or replacement CA software may provide similar or, in some cases, enhanced functionality.

If you require continued technical support for an EoS/EoL version or release, you may:

1. Purchase Upgrade Services, as made available from CA Services, including upgrade support services.
2. Purchase available CA Extended Support for that CA software offering, version or release for a defined period if you meet defined prerequisites.
3. Continue to use the EoS/EoL version or release, consistent with your license, and receive only self-service support for the duration of your maintenance period.

Stabilization policy

CA software enters the stabilization phase when no future enhancements, versions, releases, development or service packs are planned, but all other operational and technical support features remain in effect. The features and functionality of a stabilized product are frozen at the current version or release level.

Customers will receive notifications when a CA software product becomes stabilized. These notifications may also include information regarding options for migrating to an alternative or

replacement offering from CA, if such options are available. Alternate or replacement CA software may provide similar or, in some cases, enhanced functionality.

Self-service support

CA Support recommends that our customers are on the latest available versions and releases of our software. This helps to minimize any potential issues with the product, and also helps our teams troubleshoot and resolve problems quickly. However, there are sometimes circumstances when customers may opt for our self-service option. For more information about the support provided under our self-service option, please refer to the table located at: **ca.com/content/dam/ca/us/files/services-brief/ca-support-overview.pdf.**

CA Support Case Management

This section describes how to access and use CA Support case management services.

Gathering required incident information

Before contacting CA Support to open a case for a technical issue, please verify your severity level and gather the following information:

- Company name
- CA Site ID
- Contact Information: name, email and telephone number
- CA software product: release and fix level
- Severity level: business impact and severity
- Operating system: release, fix level, language (if applicable)
- Database: release, fix level, language (if applicable)
- Original equipment manufacturer (OEM): name, vendor, release, fix level
- Third-party software: vendor name, product name, release, fix level
- Technical description: what is happening, what were you trying to accomplish
- Other detail: error messages, system logs, dumps, screen shots, steps taken to address the issue, business impact, etc.

Each technical support incident request must:

- Include name(s) and contact information, including email addresses and telephone numbers for technical personnel who are familiar with the problem or incident and your environment.
- Have all information pertinent to the problem or incident written in English.

Once the technical support incident request has been submitted, you agree to continue to communicate with CA to verify the existence of the software problem and provide information about the conditions in which the problem may be duplicated.

Verifying severity levels

Incidents can be submitted to CA on a 24 hours per day, 7 days per week, 365 days per year basis.

Due to the complexities of technical environments, the service level objectives table below represents an estimate of response times.

Severity Levels 2 through 4 will be addressed during normal business hours based on the time an incident is initially submitted online or via telephone. Severity 1 cases will be addressed on a 24/7 basis.

Outlined below are CA Support's initial response time severity level descriptions and service level objectives based on the severity level of a newly opened case.

Service level response time objectives based on severity level

Severity level	CA Support response time service level objective	Severity level description
1	1 hour	System down or product in an inoperative condition that is having an impact on a production environment.
2	2 business hours	High-impact business condition possibly endangering a production environment. The software may operate but is severely restricted.
3	4 business hours	Low-impact business condition with a majority of software functions still usable. However, some circumvention may be required to provide service.
4	1 business day	Minor problem or question that does not affect the software's functionality.

*Severity 1 incidents may include:

- Production server or other mission critical systems are down.
- A substantial portion of mission-critical data is at a significant risk of loss or corruption.
- A substantial loss of service.
- Business operations have been severely disrupted.
- An incident in which the software causes catastrophic network or system failure
- An incident that compromises overall system integrity or data integrity when the software is installed or when it is in operation (i.e. system crash, loss or corruption of data or loss of system security).
- An incident that has a significant impact on ongoing operations in a production environment for which no workaround is immediately available.

Tip: Company name, CA Site ID and contact information are only necessary when accessing CA Support by telephone. The CA support portal automatically populates this information when you log in. You can change your default contact information via the My Profile feature.

It is only by placing a telephone call to CA Support that you can open a Severity 1 case or change an existing case to Severity 1. You can change the severity of any other case at any time by calling CA Support or by accessing your case record via the CA Support portal. Appropriately upgrading or downgrading a case helps CA Support prioritize services so that you receive the right response level when you need it most.

Tip: CA Remote Engineer 4.0 is a free product for customers that can automatically gather product installation information, including location, installation type and configuration. For more details, documentation and download go to **RemoteEngineer.ca.com**.

In order to maintain an incident at Severity 1 status, CA may require that you make a technical contact continuously available to CA to provide further information pertinent to the incident, as well as perform resolution testing and other activities necessary for CA to continue making progress on the incident. If you are unable to provide such a resource, CA may reduce the severity level of the incident.

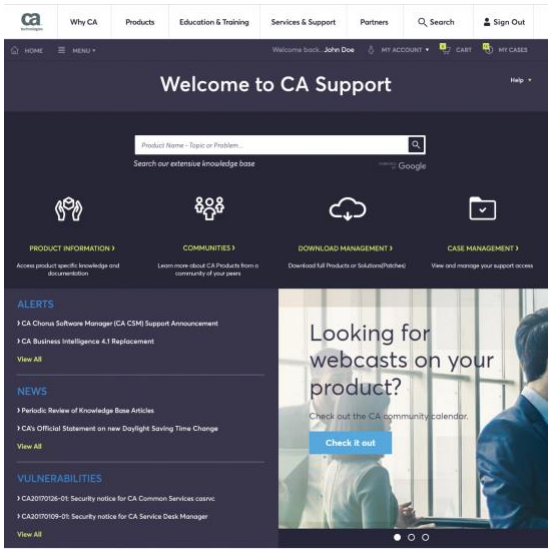
Follow-the-sun progress—Severity 1 cases

Severity 1 cases progress by using a follow-the-sun (24-hour) method whenever possible.

Important! If you need to open a Severity 1 case, please contact CA Support by telephone. **ca.com/phone**

To enable continuous work and focus, your technical team may be asked to remain available to provide documentation and assistance in English. Together, you and CA Support establish a mutually agreed upon plan to address the case situation. As required by your business needs, you can request adjustments to effort levels as circumstances and diagnosis progress.

Using the CA Support portal to open a case



To open a case on the CA Support portal:

1. Log in at support.ca.com

- Note: If you are logging in for the first time, select **Register** to obtain an ID and password. Check CA Support and you will be asked to provide your CA Site ID.

2. Select Case Management, then Open a Case. Fill out the fields as follows:

Field	Description
Product	Type of the name of your product. At the third character, type assist will automatically narrow the list for you to ease the selection of your product.
Severity	Select a Severity level for your case. You can change this at any time while the case is active. If you have a Severity 1 case, you must telephone CA Support directly in order to receive an immediate response.
Company	Select your company name from the dropdown selection.
Title	Define a name that is meaningful to you so you can more easily manage this case.
Description	Provide any information that you have investigated or determined about your case or, if you have a question, pose your question here.
Business impact	(Optional) Define the impact of this problem to your organization. For example, how many users are affected? Are there financial concerns? This information will help CA understand the significance of the problem to your operations.
Release	(Optional) Enter the release level.
Service Pack	(Optional) Enter the current service pack.
Operating system	(Optional) Enter the operating system on which the product runs.

4. Click Submit.

- The Case Confirmation page is displayed with your case number (sometimes referred to as an issue number). Your case number is a unique number assigned when any new case is logged. It is an important reference and is required when communicating with CA Support about your case.

5. Use the Manage File Attachments area to upload related files like logs or screen shots. For more information, see the “Submitting Documentation for a Case” section.

A CA Support Engineer or customer assistance representative will contact you by telephone or email, depending on your selected contact preference, to begin case resolution.

Using telephone support to open a case

With telephone support, you can open cases and communicate directly with representatives. Each CA Support Center is staffed during normal published business hours for your region. These hours and telephone numbers are posted at the following URL: **ca.com/phone**.

Tip: Your cases can always be found in the My Cases list, which is on the CA Support portal home page.

When you open a case, you are issued a case number (sometimes referred to as an issue number). This is a unique number assigned when any new case is logged. It is an important reference and is required when communicating with CA Support.

Severity 1 case outside of normal business hours

If you are facing a Severity 1 situation outside of normal business hours for your location, call your local support telephone number. You will be connected to an after-hours CA Customer Care representative. A local support telephone list can be found at **ca.com/phone**.

Submitting documentation for a case

When you open a case, diagnostic documentation may be submitted. As the case progresses, you may be asked to send system logs, dumps and various types of supporting and diagnostic material to CA Support. To send this material, you can use:

- The CA support portal's secure file transfer web client
- Email (not recommended for any sensitive or personally identifiable information or large file sizes)
- Secure FTP (SFTP)

Note: For the greatest protection of your company information, the secure file transfer web client or SFTP are the best mechanisms by which to transmit data to CA. Only secure mechanisms should be used for transferring sensitive company data or personally identifiable information to CA. These mechanisms may vary for products that CA has recently acquired.

File size

- For email, file sizes cannot exceed 2 MB.
- For SFTP, there is no file size limitation.
- For the support portal secure file transfer web client, the file size is subject to the browser's file size limitations.

Using the CA Support portal's secure file transfer web client to transfer files

The web client is accessed from the Manage File Attachments button of the Case Details page. The web client uses HTTP using SSL (HTTPS) as a transfer protocol. To launch the web client, click the button on the Case Details page.

The web client employs a drag-and-drop interface and has no file size limitations other than those that might be imposed by your browser. You can use the client to transfer files to CA Support or obtain files from CA Support under secure transfer conditions. For more information about using SFTP and FTP, see the HELP section in the upper right of the Case Management page.

Emailing files for cases

After a case has been opened, to email files that are less than two (2) MB:

1. Copy the case number into the Subject: line.

2. Enter catechnicalsupport@ca.com in the To: field.

3. Attach your file.

- Important: Email attachments are not secure during transfer. If you need to secure your email attachment, please encrypt the file before attaching it and provide the decryption key information to the CA support engineer verbally or in a separate email.
- When you email documentation:
  - Your email is received and logged by CA Support.
  - An update is made to the case record.
  - The CA support engineer is notified regarding the update.
  - Your email is stored on a secure CA server. Emails that you have sent to CA Support can be viewed by selecting the Attachments tab when viewing your case on the CA Support portal.

SFTPing or FTPing files for cases

After a case has been opened, you can submit files using the SFTP or FTP features. For SFTP or FTP, you will need the following information:

- Server name: supportftp.ca.com
- Log in using your CA support portal user ID and password
- Use TCP port 22 for SFTP, if required
- Use TCP port 21 for FTP, if required
- If sending files to CA, use the following path:
  - sftp://supportftp.ca.com/siteID/issuenumber/files_from_customer
- If downloading files from CA, use the following path:
  - sftp://supportftp.ca.com/siteID/issuenumber/files_from_ca

For more information about using SFTP and FTP, see the support portal's Secure File Transfer and Secure File Storage (SFTS) help page or refer to the File Attachments tab on the Case Details page.

Diagnosing your case

CA Support applies a proven diagnostic methodology for investigating your technical condition. A CA support engineer works with you to:

- Determine the nature of your case (is it a technical environment or product functionality issue, an expert guidance issue, configuration, etc.)
- Answer specific questions
- Recreate the case within CA labs, if applicable

As you work with the CA support engineer to determine a cause and identify a solution, you may be asked to gather additional information, generate logs, recreate the problem or perform a variety of diagnostic and fact-finding tasks.

Collecting diagnostic information may involve several iterations to identify the cause. One or more logs may be requested to help CA support engineers isolate the problem. Your continued

assistance with diagnosis helps to further identify, verify and progress your case toward resolution.

Please note, there may be one or more diagnostic tools or utilities available for your CA software. We encourage you to utilize these tools to help CA provide a solution to your problem more quickly.

CA Remote Engineer is one such diagnostic tool that can help provide vital information to CA Support to help speed the resolution of your case. The latest version of CA Remote Engineer also offers a new CheckUp feature that can check on system and product status. The CheckUp then provides a health report detailing the status of each resource along with prescriptions to suggest actions you can take to resolve a detected problem. CA Remote Engineer is designed to work with about 56 CA software products, and the list of products utilizing the CheckUp feature is growing. Please see the CA Remote Engineer product page and community for details to find out if it will help diagnose problems in your product.

Remote access

To better understand and meet its customers' needs, CA support engineers can use a remote access tool to securely access your systems to gather diagnostic information. CA may collect use, analyze and retain meta data, system topography information and operations data and, in a confidential and anonymous manner, aggregate such data with similar usage data of other CA customers.

When used, these tools can help assist in identifying the source of the problem and shorten resolution time. For further information, ask your support engineer and refer to the Help link at the top right of the Downloads page. You must be logged on to the CA Support portal to access this page.

Managing your case

While working the case with you, the CA support engineer logs each step in the CA Support case management system. At any time, you can view the entire case history and progress, add updates or attachments, change the case severity or close the case by using the CA Support portal View Cases page. You can also check status or make updates to your case by contacting the CA support engineer by telephone or email.

Changing your case severity

If the criticality of your case changes, you can update the severity level of that case through the CA Support portal or by discussing it with the engineer handling your issue. If you have a concern about how your expectations for service are being met, you should engage CA Support management about your need for increased attention, rather than simply changing the severity level. If your expectations can be met only by a product enhancement, you can call CA Support and explain why your enhancement case requires escalated attention. You will be asked to work with a CA support manager or account team to create a business justification statement.

Important: CA Support takes your requests for escalated attention very seriously and works to understand your business concerns and provide appropriate service before you find yourself in a situation where you feel the need to request management intervention. When you call CA Support seeking escalated attention you are transferred directly to, or queued for a callback from, the first available CA support manager.

Using the CA Support portal to change your case severity

You must telephone CA Support if you wish to elevate an existing case to Severity 1 status. Otherwise, you can change your case severity online:

1. Log in at support.ca.com.
2. Select the case from the My Cases page on the CA Support portal.
3. Click Change Severity; the Change Severity area expands.
4. From the Select Severity dropdown menu, select a higher or lower severity level.
5. In the Describe Reason for Change of Severity text box, provide the reason for raising or lowering the severity of your case.
6. Click Save.

Calling CA Support to request elevated attention

1. Please ensure that you have the following information available:
   - Case number
   - Reason that you require elevated attention, including business impact
2. Call the local country office number for CA Support listed at ca.com/phone.
3. Request to speak to a CA support delivery manager.
   - If a CA support delivery manager is not immediately available, you will be put in a queue to receive a callback within the SLO response time associated with your case's severity.

Providing an enhancement request

As a CA customer on active maintenance, you have the ability to provide input into the development of future releases of your CA software. All enhancement requests are considered for future releases. CA Support cannot guarantee that an enhancement request will be implemented, but your input and recommendations are valued, appreciated and formally considered. Enhancement requests can include ideas for adding new features, making simplifications, improving usability or performance or reducing operational cost.

Use the CA Communities Ideas section for enhancement submissions. Follow these steps to submit an idea:

1. Go to the CA Communities site and log in.
2. Select the Communities tab and then select the desired community.
3. Once you are in the specific Community site, select the Content tab.
4. Click Create an Idea and submit your idea to the community. Be sure to select the appropriate product category for your idea.

Typically, product management will periodically review the most voted ideas for consideration in future releases of the product.

Closing a case

A case is closed when you and the CA support engineer agree that a resolution has been reached or when:

- The case conclusion is that the problem is not caused by CA software.
- The case is out of CA Support scope, such as consultation.
- You indicate that the case is no longer an issue.
- The case is identified as working as designed; in such a situation, an enhancement request may be raised.

- You become unavailable to actively work on the case. CA will make three attempts to contact you over an extended period (by email and telephone), and if no response is received, the case will be closed.

Note: A closed case may be re-opened within 14 days.

You can telephone, email or log in to the CA Support portal to close a case.

Using the CA Support portal to close your case

1. Log in at support.ca.com.
2. Select the case from My Cases.
3. Click Close Case.
4. In the “Reason for Case Closure” text box text box, provide the reason for closing your case.
5. Click Save.

Using email to close your case

1. Type the case number into the Subject line.
2. Enter TechnicalSupport@ca.com in the To field.
3. In the body of the email, type ”Please close this case” and click Send.

Calling CA Support to close your case

1. Please ensure that you have the case number available.
2. Call the local country office number for CA Support listed at **ca.com/phone** or in North America during normal business hours, call the number for your product listed at **support.ca.com/phpdocs/0/common/support_dir.pdf**.
3. Ask the support engineer to close your case.

Responding to the customer satisfaction survey

CA Support is committed to providing industry-leading support. To help us continue to improve our services, a survey is periodically sent to ensure that you have the opportunity to provide your feedback.

CA Support uses an outside agency to facilitate these customer satisfaction surveys. The results of the surveys are shared within CA Support to help identify opportunities for continual improvement.

Please consider responding to CA Support survey requests. Your time and consideration are appreciated.

Customizing Your Online Experience

To save you time when opening cases and working with the CA Support portal, the following functions are provided so you can customize your user profile from the My Account section. In addition, you can:

- Request additional site access
- Request to be a user administrator
- Sign up for the Proactive Notification or Hyper subscription services

Configuring your 'My Account' user profile

When you register on ca.com, basic user account information is defined. You can update your basic account information after logging in by clicking on your name next to "Welcome back," at the top of the page.

To change or define your user profile:

1. Log in at **support.ca.com**.
2. Click My Account then Profile at the top of the page.
3. Click Edit to update the fields described in the following table to define or change your profile to meet your needs or preferences:

Field	Description
Time format	Specify your preference of time format
Date format	Specify your preference of date format
Contact method	Use this field to inform us whether you prefer email or phone contact
Language	Specify your preference in language

4. Click Save.

Requesting CA Site ID access

Your organization may have multiple CA software products and users registered under multiple CA Site IDs. You may need to access one of your organization's additional Site IDs to open a case for a specific product. This will require access to that unique Site ID.

You must know the Site ID, company name, address, country, city and state prior to making a request. A Business Partner ID can be used if you do not know the specific Site ID.

To request access to a Site ID:

1. Log in at support.ca.com.
2. Click My Account from the top of the page, then Profile.
3. Profile page will open with the Support tab visible.
   - Select Request Additional Access.
4. Within the Site Access tab, please complete the required fields and click Submit.
   - Your request is automatically received by a CA Customer Care representative and your access request is processed if confirmed by your organization. You will receive an email when your request has been processed. It can generally take up to 24 hours to process your request.
   - Note: If you do not know your Site ID, contact CA Customer Care.

User administration

The CA Support portal offers you the opportunity to designate an administrator. These user administrators will have the ability to process registration requests and maintain user access. More specifically, they can add contacts associated with their site, update a site contact's information and remove contacts. This functionality applies to enterprise users worldwide and partners with enterprise Site IDs. In the event user administrators are not responding to pending enrollments for a site, CA may notify administrators of pending enrollments and if no response is received, process enrollments based on CA business rules.

How to submit a request to be a user administrator

To submit a request, perform the following steps:

1. Log in at support.ca.com.
2. Click My Account from the top of the page then Profile.
3. Profile page will open with Support tab visible.
4. Select Request Additional Access.
5. Within the User Administration tab, select Site ID(s) you want to manage as user administrator, complete the required fields and click Submit.

If your site does not yet have a user administrator, the request will be processed by CA; processing typically takes 24–48 hours. If your site already has a user administrator, your request will be forwarded to the existing administrator via email and will be processed on their schedule. Requests that have not been addressed by an existing user administrator will be processed by CA after five business days.

Administration

Once designated, user administrators see an Administration menu option under My Account after logging into the CA Support portal. From the Administration menu option, they can access the following administration functionality:

- Registration requests—Review and approve or deny requests for access to specific sites.
- Users and permissions—Review, edit and revoke access for users to specific sites.
- Audit reporting—Create reports of user activity for specific sites, users and date ranges.

Note: As a best practice, each site should have at least two user administrators, a primary and a secondary, to ensure coverage when the primary is unavailable.

Managing Your Implementation and Upgrade Projects

By entering your projects in the CA Support portal, you can get the information and assistance you need to make your implementation or upgrade of CA software more successful and improve your time-to-value. During the implementation phase, you can share your project information with CA by creating a project on the CA Support portal. This equips you with the following capabilities:

- Optimize collaboration with your teams, CA Support, CA Services or your chosen partner
- Manage project-related issues effectively
- Track your test and development environment issues separately from production issues
- Identify issues affecting project milestones for prioritization by CA Support
- Access implementation-specific knowledge documents

- Share project details to enable CA Support to help monitor activities relating to your move to production

With greater visibility into your project plans, CA can prioritize critical issues to help meet your production timelines.

To create a new project, contact CA Customer Care via phone, complete the customer care web form or ask a services team member for assistance. To maintain existing projects, log in at support.ca.com and access Projects from the My Accounts menu. This is only available to the project manager role.

Enterprise customers with valid maintenance contracts can maintain and join projects. All other users can join projects. The ability to create new projects directly through support.ca.com will be available soon.

Accessing and Using Product Information

CA offers product information across four key areas:

- Staff selections—Selected information from our product teams, including popular links, product status, recommended reading and compatibilities
- Solutions—published fixes and solutions
- Knowledge base—list of popular knowledge base articles
- Documentation—Product documentation

To access product information:

1. Login to **support.ca.com**
2. Type product name within the Select Product Information field

CA Customer Resource List

CA offers multiple opportunities for you to increase the value of your CA software investment. These include technical or business solution programs, peer networking programs with other CA customers, optional educational services and optional support programs.

Note: You must log in to access some services and resources in the online CA support portal.

Program or service	Link for more information
CA Education	**ca.com/education/**
CA Services	**ca.com/us/services/**
Global Customer Success and Support Programs	**https://www.ca.com/us/services-support/ca-support/support-programs.html**

The CA Support portal	**support.ca.com**
CA Customer Care request form	**comm.support.ca.com/csupport/CustomerCareForm**
Customer Care Community	**communities.ca.com/community/customer-care**
Licensing Keys	**support.ca.com/us/licensing.html**
CA Support policies	**support.ca.com/us/product-content/recommended-reading/product-related-technical-information/ca-support-policy-and-terms.html**
CA Support telephone directory by country	**ca.com/phone**
CA Communities	**communities.ca.com**
Documentation (available in multiple languages)	**docops.ca.com/home**
Download center	**ca.com/us/services-support/ca-support.html**
Beta program	**validate.ca.com**
Support by product or solution page	**ca.com/us/services-support/ca-support/ca-support-online/support-by-product.html**
Mainframe compatibilities page	**support.ca.com/us/mainframe-compatibilites/mainframe-compatibilities.html**
Partner Experience Platform	**https://ca.webinfinity.com/explore/314490**
Demos on Demand	**Demosondemand.ca.com**

CA Communities

Organized by products and solution areas, CA Communities offer technical tips and facilitate idea sharing and conversations between customers, partners and CA regarding CA software solutions. CA development, product management, services and support teams actively

participate in CA Communities. To get started, explore the **Communities Training area in the Water Cooler.**

CA Champions

The CA Champions program enables a higher level of collaboration between customers, partners and CA employees. As a way to say thank you for their online contributions over the prior year, CA provides CA Champions with special privileges, including exclusive access into CA. CA Champions are recognized as influencers in the communities, and our goal is to have them regarded across the industry as thought leaders within their areas of expertise. Follow this link to **Meet the CA Champions**.

CA Validation Program

It is essential that CA delivers the highest-quality products to you, and a critical way to accomplish this is through the CA Validation Program. As a qualified participant, you have an opportunity to test new and innovative CA solutions before the official release of the solution to the marketplace. When selecting beta test sites, CA strives to establish a group of beta participants that represents a cross section of the overall CA customer base. CA also looks to ensure that the beta test activities requested of participants are an appropriate fit. If you have general questions about the CA Validation Program, please contact us at corpbeta@ca.com. To register for a beta program, see the registration site.

Glossary of Terms

Advisory	An automatic notification about problems/solutions that are considered moderate or low impact to the proper operation of your CA software; available via the Proactive Notification service.
After-hours support	Support services offered outside of normal business hours in your region.
CA Customer Care	The customer service team that offers 24/7 assistance with all CA-related inquiries—from licensing to account changes to simple directory assistance.
CA Extended Support	An optional support service, available on a case-by-case basis, that provides an extra period of assisted technical support when you need more time to upgrade to the latest supported version or release, or to transition to a new CA product.
Transaction document	The CA contract defining standard CA Support services for specific CA software products.

CA Maintenance	The standard maintenance program from CA, which includes technical support as defined in this guide and your transaction documentation. ”CA Maintenance” may also be referred to as “CA Support.”
CA Support portal	The online self-service support site for CA Support. Provides 24/7 access to CA Support cases, a knowledge database, downloads and more. Enables you to open, manage and close cases.
Case	A record that is logged in CA Support systems and associated with a case number for a question or problem relating to CA software. Enables the management of updates, activity tracking and progress toward resolution.
Case management system	Tool used to track and manage support cases.
Case number	A unique eight-digit number assigned to a case/issue that has been logged with CA. This number is used for the life of the case and is an important reference; also called an issue number.
Compatibility information	Data provided through a simple interface on the CA Support portal that identifies CA software compatibilities with operating systems, other third-party software products and certification standards and regulations.
Documentation	Documentation means specifications, user documentation and technical manuals and guides that CA provides with CA software.
End of Life (EoL)	Status of a product for which no future development or maintenance, including standard support, will be provided.
End of Service (EoS)	Status of specific version or release of a product for which no future development or maintenance, including standard support, will be provided. Given EoS is release specific, the product will continue to be supported at one or more designated release levels until the product reaches EoL status.
Enhancement	A formal customer request to CA with a development suggestion for a future release.
Escalation	The process of changing a case severity to a higher level.
Fix	Any change that CA makes to software, including changes made to maintain system compatibility, correct errors, improve operation or security or offer

	workarounds that establish or help to restore material conformity to the specifications in the software's documentation. A fix is generally an interim solution for a specific customer problem, and is typically provided through a targeted point patch or hot fix. A fix may also include any recommendations or advice provided to you, including recommendations that you migrate to a current version or release, consideration of the incident in developing a future version or release of the software, or other steps to close an open incident in accordance with CA support processes. A fix may also be referred to as a patch.
Fix level	Denotes the latest service pack or fixes applied to the specific software product.
Follow-the-sun	The concept of offering 24/7 support services.
FTP/SFTP	File Transfer Protocol/Secure File Transfer Protocol
Generally available	Generally available (GA) means any CA software product, or release or version of a CA software product, that CA has not designated as End of Life (EoL) or End of Service (EoS).
Incident	An IT problem that occurs in your business environment.
Issue	See, Case.
Knowledge base	An extensive database of tens of thousands of documents that offer how-to guidance, common workarounds, tips and tricks and other information. These resources are offered to customers through the CA Support portal in a self-service, searchable manner.
Proactive Notification service	A subscription service that enables you to automatically receive the notifications of your choice, including Hyper or critical notifications, advisories and product updates.
Product updates	An automatic notification of product news; available via the Proactive Notification subscription service.
Release	A release of a CA software product, which may contain minor new software product functionality, code or compatibility. A release incorporates all previous service packs and fixes (if any exist) since the last version. Typically, a release requires a new installation, rather than an overlay to the already installed

	software. Unless otherwise specified by CA for a particular product, a release is tied to the preceding version and is designated by a number to the right of the decimal point, such as 1.1, 1.2, 1.3, etc.
Remote diagnostics	A support service that allows CA support engineers to share a customer's computer for easier problem diagnosis.
Secure file storage	Encryption and security of customer support file attachments that are being stored on CA systems.
Secure file transfer	The use of Secure File Transfer Protocol (SFTP), or the CA Support portal's integrated HTTPS file transfer web client, to transfer case file attachments to CA Support. The HTTPS file transfer web client also provides secure transfer of support case file attachments from CA systems.
Self-service support	Self-service support means access to self-help tools provided on the CA Support portal, such as download center for product and product upgrades, software product compatibility information, published solutions (including previously published patches, fixes and workarounds), knowledge documents, documentation and CA Communities. Self-service support is provided during the maintenance period of all CA software products, irrespective of product lifecycle status.
Severity level	Indicates the impact a case is having on your business: Severity 1—system down or a product in an inoperative condition, affecting a production environment. Severity 2—high-impact business condition that is possibly endangering a production environment. Severity 3—low-impact business condition that affects a majority of software functionality. Severity 4—minor condition or question that does not affect software functionality.
Service pack	Service pack refers to a set of cumulative fixes for a particular software version or release. These service packs typically don't contain new features or functionality. A service pack may either be available as a download from the CA Support portal or as a media kit. It is generally installed as a software product overlay (also known as a patch). Service pack nomenclature is tied to the related version or release. For example, service packs relating to version 1.0 would be designated as 1.0 SP 1, 1.0 SP 2, etc., and service packs for release 2.1 would be designated as 2.1 SP1, 2.1 SP2, etc.

CA Site ID	A six-digit number issued to your company when purchasing CA software.
Optional Support Programs	Optional support programs that go beyond what is provided under CA Maintenance to meet specific business requirements. These support programs are offered via a separate agreement.
Upgrades	Upgrades are provided by CA if and when CA makes them GA, and are subject to the same usage limitations and restrictions as the CA software product originally licensed. Upgrades include new versions and releases of CA software, documentation revisions and software product enhancements. Upgrades do not include any options or software products that are licensed separately by CA and that are not derived from or based on the existing software product or documentation. Upgrades are sometimes referred to as “product updates” or “software updates” in older documentation.
Version	Versions are releases of a CA software product that contains major changes in software product functionality, code or compatibility. Versions incorporate any previous releases, fixes and service packs that may have occurred. Typically, a version requires a new installation, rather than an overlay to the software already installed. Unless otherwise specified by CA for a particular product, a version is designated by the number to the left of the decimal point, such as 1.0, 2.0, 3.0, etc.
Workaround	Workaround refers to an interim resolution of an incident and may include specific modifications to the software to address critical problems (sometimes also called “hot fixes”). In some cases, an incident addressed by a workaround will be permanently resolved when you install the next upgrade. A workaround itself may be considered final if it materially reduces the impact of an error or defect.

For more information

please visit **support.ca.com**.

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