



Working with CA Support

for Enterprise Customers
and CA Technologies Partners

May, 2013

Easy Access – Trusted Advice – Always On

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About This Guide

The *Working with CA Support* guide introduces you to the services provided by CA Support and CA Customer Care. These teams answer your technical CA Technologies product and customer care questions.

This guide also provides information about the programs, resources and service offerings available to help you maximize the value of your CA Technologies software investments.

These services and programs apply to enterprise customers and CA Technologies partners with active maintenance or additional CA Support offerings contracts.

The instructions in this document for using online support refer to CA Support Online at <https://support.ca.com/irj/portal/anonymous>. For instructions on using online support via the new beta functions on MyCA at www.ca.com/myca, please reference the [MyCA Help Library](#).

What Is CA Support?

CA Support provides a standard level of software support called 'CA Support' that is defined in your CA Software and Maintenance Agreement. CA Support also offers these enhanced maintenance tiers:

- CA Support Plus
- CA Support Premier Gold

Additional Value-Add Support offerings are available that meet many customers' specific business needs.

Technical and customer care expertise for CA Technologies products is available 24x7x365 from our self-service portal called CA Support Online at <https://support.ca.com> or during regular business hours by telephone.

CA Support includes:

- CA Support Online for complete access to all technical product resources
- Implementation and upgrade project support
- Telephone, access and coverage
- Software updates, fixes, patches and notifications¹
- Customer Care for general questions
- Extensive knowledge document library, product documentation and CA Green Books and Papers

Your Customer Satisfaction

CA Support strives to always provide you with services that meet your expectations and our defined response goals. Our customer satisfaction ratings are focused and measured on time-to-resolution and your satisfaction. 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 monitors metrics on a weekly basis and continually forms initiatives to drive efficiencies and service excellence in our people, processes and tools. Our support model and automated systems are constantly evolving for increased value.

Go Live with CA Technologies

[Go Live with CA Technologies](#) is an integrated customer lifecycle management approach that unites professional services, support, education, communities, and partners to provide seamless, high-touch management of your complete CA Technologies experience. It integrates CA Technologies systems and resources to provide services across the stages of your lifecycle:

- **Get me started:** We provide a personal communication to welcome you to Go Live with CA Technologies and outline the next steps in the process.
- **Set me up:** A representative will call you to step you through everything you need to know to get started. Then we work to ensure a smooth project implementation and pre-empt issues before they negatively impact your project.
- **Roll it out:** We focus intently on making sure your project goes smoothly during the first, critical 90 days, with checkpoints and proactive issue monitoring.

¹The availability of Service Packs and product upgrades may depend on your licensing agreement.

- **Get more out of it:** We introduce you to several value-added programs that help you optimize your existing deployment*. You can participate in a [Customer Value Program](#), a short engagement that helps you assess your implementation and your gaps as well as provides specific recommendations on how you can leverage additional capabilities. You can access an Online Solution Assessment or request a Customer Value Analysis to help you assess your Return On Investment. We also introduce you to Beta programs where you can obtain early access to new software releases so you can begin testing in your non-production environment.

** Availability varies, check with your account executive.*

Using Go Live with CA Technologies, you can manage your implementation or upgrade projects to enable CA Technologies or your chosen partner to monitor project success and identify issues which may be impacting project schedules. Please see "[Managing Your Implementation and Upgrade Projects](#)".

Technical Support Alliance Network Membership

CA Technologies is a member of TSANet® (Technical Support Alliance Network) and holds a seat on the organization's Global Board of Directors. This membership enables CA Support, where possible, to work with other registered vendors to help identify a resolution for you.

Policies and Limitations

CA Support provides support services for all products that CA Technologies sells but there are limits to CA Support services that are detailed in your CA Software and Maintenance Agreement. Support limitations are based on a product's documented hardware and operating systems, by third-party software, and by CA Technologies policies for end-of-service, end-of-life, updates of customized configurations and more. Refer to the:

- CA Support Online [Policies page](#) for a complete list of CA Support policies.
- CA [Compatibilities page](#) for details on supported hardware and operating systems for your product. You must login to access this page.

Optional CA Support Maintenance Tiers

CA Support Plus and CA Support Premier Gold are enhanced support maintenance tiers which provide a designated Support Engineer to provide proactive and personalized support services and product recommendations. The CA Support Premier Gold offering adds on-site planning sessions and support coverage. These enhanced maintenance tiers require separate agreements. Please contact your CA Technologies account team for more information. Availability of support offerings varies by product and region.

Optional CA Support Value-Add Offerings

If your business has support requirements beyond what is provided in your standard CA Support agreement or through CA Support Plus or CA Support Premier Gold, additional value-add offerings may be available. These offerings require separate agreements and are performed on a case-by-case basis to meet our customers' specific needs. Please see the [CA Support Offerings page](#) or contact your CA Technologies account team for more information.

Information for New Enterprise Customers

Visit the New Enterprise Customer Information [page](#) for additional information on getting started with CA Support. You must login to access this page.

CA Support At-A-Glance

The following tables highlight the services, offerings and programs provided by CA Support and CA Customer Care.

Table 1 – CA Support Online

CA Support Online at support.ca.com	Notes
Online access — 24x7 availability	
Open, monitor, update, set and change priority, and close cases	Severity 1 cases logged through CA Support Online may not achieve the defined response time objective. CA Technologies recommends that you telephone for Severity 1 cases.
Create projects to track your implementation and upgrade projects	Cases in your test and development environments can be tracked independently from your production cases
Patch/fix downloads	
Product and documentation downloads	The availability of Service Packs and product upgrades may depend on your licensing agreement.
Technical product pages	
Compatibility information	
Technical news and notification subscriptions	
License key verification	
Knowledge Base document search and access	
Site environment profile support	Attach documents and set defaults.
Security authentication and automated password reset	
Communities and beta access	
Policies, offerings and contact information	
Green Books and Papers library	Architecture, implementation and configuration best practices.
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 create, edit and delete their own organization's support user IDs.

Table 2 – Telephone, Access & Coverage

Telephone, Access & Coverage	Notes
Support for all Severity 1 cases — 24x7	Severity 1 — Production environment affected. Severity 1 cases logged through CA Support Online may not achieve a response time objective of 1 hour. CA Technologies recommends that you telephone for Severity 1 cases.

Telephone, Access & Coverage	Notes
Telephone access	<ul style="list-style-type: none"> • CA Support Service Directory by Country assistance • By product access for North American Customers who have purchased CA Support
Remote diagnostics	
Unlimited number of cases	
Customer-determined case severity level	Within CA's case severity level guidelines.
Local language support for localized CA Technologies products	During normal, local business hours.

Table 3 – Software Updates, Fixes, Patches and Notifications

Software Updates, Fixes, Patches And Notifications	Notes
Major releases, minor releases, fixes, patches and Service Packs	The availability of Service Packs and product upgrades will depend on your licensing agreement.
Hyper notifications of critical fixes for products	
Intermittent email notifications	For significant changes.
<i>CA Tech Insider</i> newsletters	By solution area.
Important notices, news and announcements	For general or urgent information.
Product news section on each product page	For product-related information.

Table 4 – Services from CA Customer Care

CA 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 Technologies solution information	CA Products, Services and Support offerings information, Education course information.
North America invoice questions	Billing inquiries, account changes/updates, Purchase Orders, etc.
Directory assistance	CA Technologies employees, departments and general inquiries regarding CA Technologies office locations and CA Technologies teams.
After-hours support call processing	
CA Support Online technical application support	
Media replacement	

Table 5 – Optional Value-Add CA Support Offerings

Optional Value-Add CA Support Offerings	Notes
CA Extended Support	Technical Support for a CA Technologies product release or product which has reached End of Life (EOL) or End of Service (EOS) status. Availability of support offerings varies by product and region.

Table 6 – Enhanced CA Support Maintenance Tiers

Enhanced CA Support Maintenance Tiers	Notes Availability of support offerings varies by product and region.
CA Support Plus	<p>Includes all standard CA Support services and also provides enhanced product-specific support led by a designated engineer who</p> <ul style="list-style-type: none"> • Works with Enhanced Service Level Objectives • Reviews all cases with you regularly • Facilitates quarterly teleconferences to review case history • Reviews CA Technologies product upgrade plans and ensures heightened support availability during product upgrades • Performs maintenance health checks and makes product recommendations • Provides guidance regarding new product versions, critical maintenance and platform releases • Makes education recommendations
CA Support Premier Gold	<p>Includes all of the support services delivered with CA Support Plus and also provides enhanced product-specific support led by a dedicated engineer who</p> <ul style="list-style-type: none"> • Leads annual on-site planning sessions with you • Provides short-term on-site support

CA Support Case Management

This section describes how to access and use CA Support case management services. The following topics are presented:

- [Gathering Required Incident Information](#)
- [Verifying Severity Levels](#)
- [Using Telephone Support to Open a Case](#)
- [Using CA Support Online to Open a Case](#)
- [Submitting Documentation for a Case](#)
- [Diagnosing Your Case](#)
- [Managing Your Case](#)
- [Escalating/De-Escalating a Case](#)
- [Raising an Enhancement Request](#)
- [Closing a Case](#)
- [Responding to the Customer Satisfaction Survey](#)

Gathering Required Incident Information

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

- Company Name
- CA Site ID
- Contact Information: Name, email and Telephone Number
- CA Technologies 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 try and address the issue, etc.

Tip: Company Name, CA Site ID and Contact Information are only necessary when accessing CA Support by telephone. CA Support Online auto-populates this information when you log in. You can change your default Contact information through the **My Profile** feature in CA Support Online.

Tip: Operating System, Database, OEM and Third Party Software information can be predefined through the **Site Profile** feature in CA Support Online.

To verify your case severity level, please see "[Verifying Severity Levels](#)".

Verifying Severity Levels

Outlined below are CA Support initial response time objectives based on the Severity Level of a newly opened case.

Table 7 – Service Level Response Time Objectives Based on Severity Level

Severity Level	CA Support Response Time Objective	CA Support Plus or Premier Response Time Objective	Service Level Descriptions
1	1 Hour	30 Minutes	"System Down" or product inoperative condition impacting a production environment.
2	2 Business Hours	1 Business Hour	High-impact business condition possibly endangering a production environment. The software may operate but is severely restricted.
3	4 Business Hours	2 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	4 Business Hours	Minor problem or question that does not affect the software function.
Important! CA Technologies recommends reporting Severity 1 cases by telephone.			

You can change the severity of any case at any time by calling CA Support or accessing your case record through the CA Support Online View Cases page. Appropriately upgrading or downgrading a case also helps CA Support prioritize services so that you receive the right response level when you need it most.

Follow-the-Sun Progress – Severity 1 Cases

The handling of a Severity 1 case is progressed using a follow-the-sun (24-hour) method whenever possible.

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 progresses.

To open a case, see:

- ["Using CA Support Online to Open a Case"](#)
- ["Using Telephone Support to Open a Case"](#)

Using Telephone Support to Open a Case

With telephone support, you can open cases and communicate in person. Each CA Support Center is staffed during normal published business hours for your region. These hours and telephone numbers are posted at:

- By country: <http://www.ca.com/phone>
- By product (North America only):
https://support.ca.com/phpdocs/0/common/support_dir.pdf

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 Customer Care representative. A local support telephone list can be found at <http://www.ca.com/phone>.

Using CA Support Online to Open a Case

Important! If you need to open a Severity 1 case, please contact CA Support by telephone.

To open a case on CA Support Online:

1. Login at <https://support.ca.com>.

Note: If you have not logged in before, select **Register** to obtain an ID and password. Under Also Register For, check CA Support and you will be asked to provide your account information.

2. Select **Open a Case** from the left-hand navigation.
3. Fill out the fields as described in Table 8:

Table 8 – CA Support Online Case Fields and Descriptions

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.
Release	If there is only one release, this field is auto-populated; otherwise, select the release level.
Component	Select the product component that is impacted or for which you have a question.
Service Pack	Select the current service pack applied to the product if selections are offered.
Operating System	Select the operating system on which the product runs.

Field	Description
Priority	Select a Severity Level for your case. You can change this at any time while the case is active. If you define a Severity level 1 case, please telephone CA Support directly after submitting your request to ensure an immediate response.
Case Title	Define a name that is meaningful to you so you can more easily manage this case. There is a 30 character limit for this field.
Description & Error Message	Provide any information that you have investigated or determined about your case or, if you have a question, define your question here.
Business Impact	This optional field will help CA Technologies understand the significance of the problem to your operations.
Include Environmental Profile with this case?	<p>There are three options:</p> <ul style="list-style-type: none"> • Default Site Profile is available only if you have defined a default site profile containing technical environment information through the Site Profile page. • Choose from Site Profiles allows you to select from a list of files containing technical environment information that were attached through the Site Profile page. <p>Specifying environmental information from the Site Profile page can speed the exchange of information for your case. For more information, see "Configuring Your Site Environment Profile."</p>
Search Knowledge Base for this case?	By default, CA Support Online will search for an answer to your case when you click Submit. The findings are ranked by relevancy.

4. Verify the **Contact Information** area to ensure current information. The very first time you open a case, you will be prompted for your contact preference of email or telephone. Thereafter, you can manage this preference through the My Account page.
5. Use the **Attachments** area to upload related files like logs or screen shots. For more information, see "[Submitting Documentation for a Case.](#)"
6. Click **Submit**.

A page may appear requesting additional diagnostic information, depending on the CA Technologies product. Please provide the additional information and click **Finished**.

The Case Confirmation page is displayed with your case number (sometimes referred to as an issue number) and a list of Knowledge Base documents, if found. 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.

Tip: Your case also is added to the **My Open Cases** list, which is on the CA Support Online Home page.

7. On the Case Confirmation page, click one of the following options:
 - **Next step** – Expands the Case Confirmation page with an Additional Questions section that contains questions that are relevant for your product. Click **Finished** when you have responded to the questions.

- **Skip to Case Details** – Displays the Case Details page for your case. This page is displayed when you access specific case information through the CA Support Online View Cases page.
- **Close this case** – Closes the case; no further action is taken by CA Support.

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

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:

- Email (not recommended for any sensitive or personally identifiable information)
- File Transfer Protocol (FTP) (not recommended for any sensitive or personally identifiable information)
- Secure FTP
- CA Support Online Secure File Transfer Web Client

Note: For the greatest protection of your company information, the CA Support Online Secure File Transfer Web Client or SFTP are the best mechanisms by which to transmit data to CA Technologies. Only Secure File Transfer mechanisms should be used for transferring sensitive company data or personally identifiable information to CA Technologies. These mechanisms may vary for products that CA Technologies has recently acquired.

File Size

- For email, file sizes cannot exceed 2 MB.
- For FTP or Secure FTP, there is no file size limitation.
- For the CA Support Online File Transfer Web Client, the file size is subject to the browser's file size limitations.

File Extensions

The file extensions accepted by CA Support currently include:

.0	.ASPX	.CONF	.ERWIN	.HTMPL	.JAR	.MFS	.R04	.RTF	.TRC	.Z
.1	.ASX	.CSS	.EVT	.HWL	.JAVA	.NFO	.R05	.SQL	.TRS	.ZIP
.2	.BIN	.DAT	.EXP	.INI	.JPEG	.NSM	.R06	.STDLOG.3	.TXT	
.3	.BMP	.DDL	.FILE	.IO	.JPG	.PCX	.R07	.STDLOG.4	.VCF	
.4	.CAB	.DEV1	.FTV	.IQK	.LIS	.PDF	.R08	.STDLOG.5	.VSD	
.5	.CAZ	.DLL	.GIF	.IQO	.LOG	.PGP	.R09	.SWF	.WAV	
.6	.CBL	.DOC	.GZ	.IQR	.LOO	.PNG	.R10	.TAR	.WORK	
.7	.CFG	.DOCX	.HIS	.ISO	.LST	.PPTX	.RAR	.TAR.Z	.XLS	
.8	.CNF	.DSM	.HTM	.ISS	.MAC	.PROPERTIES	.RPT	.TERSED	.XLSX	
.9	.COB	.ER1	.HTML	.ISZ	.MAP	.R03	.RTB	.TGZ	.XML	

Note: If your file is an executable (i.e., has an .exe file extension), you must compress the file using a utility like WinZip® or rename the file to an accepted file extension. If you rename the file, please define the original file name when submitting the file.

Tip: You can always access the most current list of accepted file extensions by going to the CA Support Online **Open a Case** page, expanding the **Attachments** area and clicking **Show File Extensions**.

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. Define TechnicalSupport@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 Technologies server. Emails that you have sent to CA Support can be viewed by selecting the Attachments tab when viewing your case on CA Support Online.

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 Online 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 Technologies then use the following path:

sftp://supportftp.ca.com/0105246/18802125-01/files_from_customer
- If downloading files from CA Technologies then use the following path:

sftp://supportftp.ca.com/0105246/18802125-01/files_from_ca

For more information about using SFTP and FTP, see the CA Support Online Secure File Transfer and Secure File Storage (SFTS) [help page](#) or refer to the **File Attachments** tab on the CA Support Online Case Details page.

Using the CA Support Online Secure File Transfer Web Client to Transfer Files for Cases

The web client is accessed from the **File Attachments** tab of the CA Support Online Case Details page. The web client uses HTTP using SSL (HTTPS) as a transfer protocol. To launch the web client, click the **Manage case file attachments** link on the **File Attachments** tab of the CA Support Online 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 CA Support Online Secure File Transfer and Secure File Storage (SFTS) [help page](#) or refer to the **File Attachments** tab on the CA Support Online 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 Technologies 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.

Remote Access

CA Support Engineers can use a remote access tool to securely access your systems to gather diagnostic information. When used, this tool can assist in identifying the source of the problem and shorten resolution time. For further information, ask your Support Engineer and refer to **Remote Support Service** on the CA Support Online Download Center page. You must be logged on to CA Support Online to access this page.

Managing Your Case

The CA Support Engineer logs each step taken while working the case with you in the CA Support Problem Tracking 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

- Using the CA Support Online **View Cases** page.
- By contacting the CA Support Engineer by telephone or email. Please put the case number in the Subject: line if you send an email.

Escalating/De-Escalating a Case

If your support service expectations are not being met, you are dissatisfied with your case progress, you disagree with CA's decision regarding your enhancement submission, or the criticality of your case has changed, you can escalate or de-escalate your case using CA Support Online or by telephone.

Escalations are managed by the CA Support Management Team. For an enhancement case escalation, you will be asked to provide a business justification statement and can work with your CA Customer Success Manager or account team to create this statement.

Important: CA Support takes your escalation requests very seriously and works to understand your business concerns and issues and provide appropriate service before you find yourself in a situation where you feel the need to escalate. When you call CA Support you are transferred directly to or queued for a callback from the first available CA Support Delivery Manager.

Using CA Support Online to Escalate/De-Escalate Your Case

1. Login at <https://support.ca.com>.
2. Select the case from **My Open Cases** on the CA Support Online home page.
3. Click **Change Priority**.

The Change Priority area expands.

4. From the **Select Priority** dropdown menu, select a higher or lower priority value.
5. In the **Describe reason for change of priority** text box, provide the reason for escalation or de-escalate of your case.
6. Click **Save**.

Calling CA Support to Escalate/De-Escalate Your Case

1. Please ensure that you have the following information available:
 - Case Number
 - Reason for escalation, including business impact
2. Call the local country office number for CA Support listed at <http://www.ca.com/phone>.
3. Request to speak to a CA Support Delivery Manager.

You are transferred to or queued for a callback from a CA Support Delivery Manager.

Raising an Enhancement Request

As a CA Technologies customer on active maintenance, you have the ability to provide input into the development of future releases of your CA Technologies product. 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.

There are two ways to submit an enhancement request to CA Technologies. For most CA Technologies products you can create an enhancement request from an existing case or by opening a new case. Currently, NetQoS and APM do not use the case management system, they use [CA Communities](#) "Ideas" for enhancement submissions.

Using the Case Management System

1. For a new case, see "[Using Telephone Support to Open a Case](#)" or "[Using CA Support Online to Open a Case](#)"; for an existing case, login and select the case from **My Open Cases** on the CA Support Online home page.

Tip: For an existing case, you can optionally send an email with the enhancement information and a request to change the case category to 'Enhancement'. If you send an email, please put the case number in the Subject: line of the email.

The Case Details page is displayed with the View/Add Activity tab selected.

2. Click **Add case activity notes**.

An Add case activity notes text box is displayed.

3. Enter information pertaining to your proposed enhancement. State explicitly that you would like the case to be categorized as an enhancement. If possible, address the following types of information:

- What business problem will be solved by adding this new feature?
- Describe the importance and urgency level.
- Describe the enhancement in detail.
- Describe how you envision this new feature being implemented.
- Are you willing to formally beta test this new functionality?

A Support Engineer will contact you should further clarification be necessary.

Important! Once an enhancement request is opened, the support engineer will close the technical case related to the enhancement request and reference the enhancement request case number.

4. Your case is transferred to the Product Management Team for review.

All Enhancement Requests are reviewed by the appropriate CA Technologies Product Management team. The Product Management teams target review within 60 days of submission. You are informed of the status of your enhancement request in a letter from CA Technologies. An enhancement chosen for inclusion in a planned CA Technologies product release is moved to an *accepted* status. An enhancement that CA Technologies is unable to implement in the next release is either moved to a *rejected* status or placed on a *wish list* for further evaluation. Wish listed items are reviewed by a Global User Community if one is available. Where a Global User Community does not exist, further consideration is given by the Product Management team. In all cases, you are notified of changes in status.

If you, for any reason, disagree with the status given to your enhancement request after CA Product Management review, you can contact your CA Technologies Sales team or a CA Support Delivery Manager to request an escalation. A business case (reason that the status is not agreeable) and the enhancement case number must be provided.

Using CA Communities

1. Go to the [CA Communities](#) site. Select the Communities tab.
2. If you are not already a member of the desired Community click **Join** next to the desired community.
3. Once you are in the specific Community site, select the Ideas tab.
4. Click **Post an Idea** and submit your idea to the Community.

Product Management will review the most voted ideas periodically 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 Technologies 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 Technologies 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 30 days.

You can telephone, email or login to CA Support Online to close a case.

Using CA Support Online to Close Your Case

1. Login at <https://support.ca.com>.
2. Select the case from **My Open Cases**.
3. Click **Change Status**.

The Change Status area expands.

4. In the **Describe reason for requesting case to be closed** 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. Define 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 <http://www.ca.com/phone> or in North America during normal business hours, call the number for your product listed at https://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 one-page survey is periodically sent to ensure that you have the opportunity to provide your feedback.

CA Support uses an outside industry 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 CA Support Online Experience

To save you time when opening cases and working with CA Support Online, the following functions are provided so you can customize your user environment to set preferences, access, and predefined information:

- My Account page for user profile preferences
- Site Profile page for defining default site environment information and attaching files containing site environment information
- Additional Site Access page for requesting multiple CA Site ID entitlements

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.

There are a few account attributes that are specific to CA Support Online. You can use the My Account page to change or define profile values associated with CA Support Online, including your default login site ID, date format for support cases, and product display options for CA Support Online.

To change or define your user profile:

1. Login at <https://support.ca.com>.
2. Click **My Account** at the top of the page.

The My Account page is displayed with the Personal Profile tab selected.

3. Update the fields described in the following table to define or change your profile to meet your needs or preferences:

Table 9 – CA Support Online My Account Personal Profile Tab Fields and Descriptions

Field	Description
Login Site ID	Some companies have multiple Site IDs. If your company has multiple Site IDs, you can define a default Site ID in this field that is activated when you first log into CA Support Online during any given user session.
Date Format	Specify your preference of date format.
Product Display Options	In 2008, CA Technologies rebranded all product names. You may know your product by its older unbranded name or its newer branded name. You can control whether branded or unbranded names are used in CA Support Online in your case activity with this field.

4. Click **Save**.

5. Select the **My Product List** tab to create a customized list of the CA Technologies products you work with most. Defining My Product List values will shorten the product list values that display in product drop down lists as you work with CA Support Online.

The My Product List tab is displayed.

6. To select all products, click the double down arrow below the Available Products list box. To select one product, highlight it and click the single down arrow below the Available Products list box. To select multiple products, use the Ctrl key to highlight product names and click the single down arrow below the Available Products list box.

Tip: If you cannot locate your product in the Available Products list box and need help determining the name, click the **Don't see your product name below** link. The CA Technologies product A to Z list is displayed. You can view products by current brand name, by current and former name, and by former and current name.

7. Click **Save**.

Configuring Your Site Environment Profile

When you open a case, there are four ways to define site environment profile information:

- Select the **Default Site Profile** option (requires defining a default site profile definition through the CA Support Online Site Profile feature)
- Select the **Choose from Site Profiles** option (requires defining a site profile definition through the CA Support Online Site Profile feature)
- Attach files containing environmental information directly to your case through **Attachments**. This information must be opened to be viewed.

Note: For more information about opening a case, see "[Using Telephone Support to Open a Case](#)" or "[Using CA Support Online to Open a Case](#)".

The most efficient of these options is to define a default site profile definition through the CA Support Online Site Profile feature and select the **Default Site Profile** option to instantly populate the default environment information in the definition to your case. This reduces the need to put attachments in a case and eliminates the need for CA Support technicians to call and ask you the same list of environment questions repeatedly for each case.

Site profile definitions are created by uploading and attaching files containing site environment information and then associating those files with a definition or entering environment information directly into a Site Profile Details page.

To attach files containing environment information and define default site environment information:

1. Login at <https://support.ca.com>.
2. Click **Site Profile** at the top of the page.

The Site Environment Profile page is displayed with the Site Profiles tab selected.

3. Click **Create** to define a site profile definition.

The Site Profile Details page is displayed with the Profile Name field selected.

4. Select each field described in the following table and type information into the text box to define or change your site profile definition. For any field, if you have documents that contain this information already defined, you can attach those documents using the **Site Profile Attachments** tab instead of defining information in each text box.

Table 10 – CA Support Online Site Profile Details Fields and Descriptions

Field	Description
Profile Name	A meaningful name for your profile. The name has a 30-character limit.
Architecture Overview	Provide a description of your network architecture.
Important Notes	This is for specific limitations enforced at your site that might hinder regular support diagnosis methodologies.
Business Impact	Provide a description of the criticality of this CA Technologies solution to your business management environment.
Change Control Policy	If there are policies and processes that must be addressed in order to apply patches, fixes, service pack, perform upgrades or otherwise change the operating environment, define that information in this field.
Critical Project Dates & Freeze Periods	Provide established freeze dates or maintenance window timeframes established by your organization.
Dial In Policy	If there are specific instructions for establishing telephone contact to work on your case or for using remote access diagnostics tools, define that information here.
Other Information	Define any other information that could impact the way CA Support should work with your organization or provide special details about your environment.

5. Click **Save**.

A site profile definition is created and displays on the Site Profiles tab under the name specified in the Profile Name field.

6. If you have your environment information defined in files, select the **Site Profile Attachments** tab, click the **Browse** button and navigate to a file, type a description that defines the environment information contained in the file and click **Upload**.
7. To associate a file to one or more site profile definitions, select the file, click **Manage Associations**, select the site profile definitions to which the file should be appended and click **Save Associations**.

Tip: You can disassociate a file from a site profile definition by repeating these steps but deselecting the site profile definitions before clicking **Save Associations**.

8. To set a default site profile definition for your CA Support Online user ID, select the **Site Profiles** tab, select the site profile definition and click **Update Default Profile**.

Requesting Site ID Access

Your organization may have multiple CA Technologies 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 an entitlement to a Site ID:

1. Login at <https://support.ca.com>.
2. Click **Additional Site Access** from the left-hand navigation.

The Additional Site Access Request Form page is displayed.

3. Please complete the required fields and click **Submit**.

Your request is automatically received by a CA Customer Care representative and your entitlement 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.

User Administration

CA Support Online offers you the opportunity to designate an administrator for your CA Support Online site. These User Administrators (UAs) will have the ability to process registration requests and maintain user access. More specifically, they will be able to register users for CA Support Online access for their site, add contacts associated with their site, update a site contact's information, and remove CA Support Online access from a contact at their site. This functionality applies to CA Support Online enterprise users worldwide and partners with enterprise site IDs on CA Support Online.

How to Submit a Request to Be a User Administrator

To submit a request, perform the following steps:

1. Login at <https://support.ca.com>.
2. Click **My Account**.
3. Select the **User Administration** tab.
4. Select the site ID for which you want to be made a UA and check the **Request Access** box.
5. Enter any supporting information that will help in the processing of your request.
6. Click **Submit**.

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

Administration

Once designated, UAs will see a new left-hand navigation link, *User Administration*, on CA Support Online pages from which they can access administration functionality:

- *Registration Requests*—Review and approve/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 UAs, a primary and a secondary, to ensure coverage when the primary is unavailable.

Managing Your Implementation and Upgrade Projects

A key component of [Go Live with CA Technologies](#) is the ability to get the information and assistance you need to make your implementation or upgrade of CA Technologies products more successful and improve your time to value by entering your projects in CA Support Online.

This enables you to:

- 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 impacting project milestones for prioritization by CA Support
- Access implementation specific knowledge documents
- Share project details to enable CA Support to help monitor your move to production activities

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

To get started, login at <https://support.ca.com> to access the **Go Live with CA Technologies Project Management** option located on the left-hand menu.

Customers with valid maintenance contracts who are enterprise users can create and join projects. All other users can join projects.

Accessing and Using Product Documentation

CA Technical Information teams use the CA Bookshelf to allow you to view and search product documentation online. CA Bookshelves are accessible from anywhere within CA Support Online and provide guides in PDF format.

Accessing Documentation

You can access documentation from any page on CA Support Online via the Support By Product or Documentation links in the left-hand navigation column.

To access documentation by product:

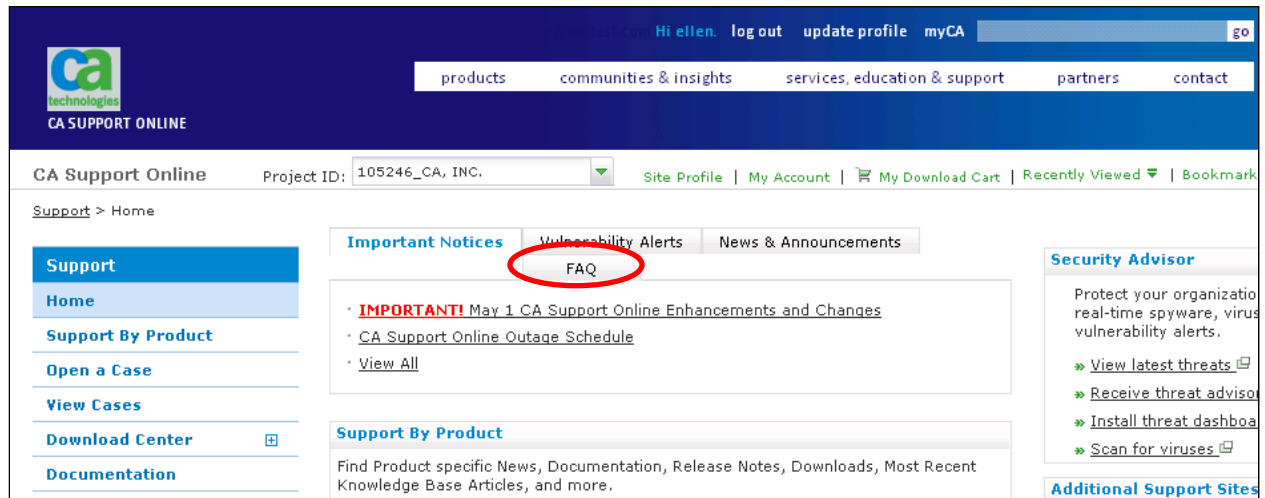
1. Click **Support By Product** in the left-hand navigation column.
2. Select the product from the Select a Product page drop-down list. The product page opens.
3. Click **Bookshelves** from the selection options.
4. Select the Bookshelf you want to open. The Bookshelf opens in a separate window.
5. Select the guide you want to open. You can View HTML or Download PDF.

To access documentation by Bookshelf:

1. Click **Documentation** in the left-hand navigation column.
2. Select the Bookshelf you want to open from the Select a Bookshelf drop-down list. The Bookshelf opens in a separate window.
3. Select the guide you want to open. You can View HTML or Download PDF.

Appendix A. CA Support Questions and Answers

Frequently Asked Questions are available after logging into CA Support Online on the [FAQ](#) tab of the CA Support Online home page.



CA Technologies Customer Resource List

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

Note: Some CA Support Online-based services require you to login to access the resources.

Table 11 – CA Technologies Customer Resource List

Program or Service	Link for More Information
Beta Program	https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID={869A9DF3-F82A-4F20-84B2-61A916CD04A6}
CA Customer Care question submission form	https://communities.ca.com/web/guest/customer-care
CA Education	http://www.ca.com/education/
CA Green Books and Papers	https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/common/greenbooks.html
CA Services	http://www.ca.com/us/services/
CA Support offerings and maintenance tiers	http://www.ca.com/us/content/campaign.aspx?cid=189815
CA Support Online	https://support.ca.com/irj/portal/anonymous
CA Support policies and terms	https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=213326
CA Support telephone directory by country	http://www.ca.com/phone

Program or Service	Link for More Information
CA Tech Insider subscriptions	https://www.ca.com/us/Subscriptions/Tech-Insider.aspx
CA Communities	http://www.ca.com/communities/
Compatibility and Certification Information	https://support.ca.com/irj/portal/anonymous/pam
Documentation	https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://ee60822d8a58513f97e5da6c23498494
Download Center	https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://9ddda1746fb80c855e2c58e7def34247
Licensing	https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://0907759db30f69648b932020c3c1c526
Support by product or solution page	https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://a16f638e7b7fc95e61b7eefbe0524c6f

MyCA

MyCA is an online resource where you can connect, learn and share. You can collaborate with colleagues, experts and communities to get the most out of your CA Technologies solutions. To access your MyCA page, go to the MyCA link at the top of any ca.com page.

CA Communities

CA Communities are the place to share ideas, tips, and information with your peers, customers and partners regarding CA Technologies software solutions. CA Technologies Development, Product Managers, services and support teams actively participate in CA Communities. Sharing tips and creating blogs are two ways you can participate. You join the Online Global User Communities, and In-Person Regional User Communities. If you are not a member join today at <https://communities.ca.com>.

Are you a CA Champion? This is a badging and awards program for customers, partners and employees. Participants receive points and badges for specific actions that lead to achieving defined recognition levels. Learn more about the [program](#) and see who made the [Wall of Champions](#)!

CA Beta Program

It is essential that CA Technologies deliver the highest quality products to you and a critical way to help enable this is through the CA Beta Program. As a qualified participant, you have an opportunity to test new and innovative CA Technologies solutions before the official release the solution to the marketplace. When selecting beta test sites, CA Technologies strives to make a selection of beta participants that represents a cross section of the overall CA Technologies customer base and ensure that the beta test activities requested of you are an appropriate fit. If you have general questions or about the CA Beta Program, please contact us at corpbeta@ca.com. To register for a beta program, see the [registration site](#).

CA Tech Insider Enewsletters

A series of epublications, the *CA Tech Insider* newsletters have replaced the former *E-News* series. They are technical newsletters about CA Technologies solutions delivered via e-mail that contain technical updates and solution-relevant information from Education, Services, Product Management, Support, and Program Communities. These newsletters provide supplemental information on how you can derive added value from your CA Technologies solutions. To view an archive of *CA Tech Insiders*, or subscribe to a *CA Tech Insider* edition, see <https://www.ca.com/us/Subscriptions/Tech-Insider.aspx>.

CA Green Books and Papers

CA Green Books and CA Green Papers provide knowledge focused on CA Technologies solution implementations and deployments. They deliver best practices and considerations based on real-world scenarios and knowledge compiled from global CA Technologies team experiences. A cross-section of CA Technologies technical employees from field services, support and education teams collaborate with Technical Information to apply their expertise and create publications that deliver practical knowledge that goes beyond an "out-of-the-box" installation.

Glossary of Terms

After hours support — Support services offered on a 24-hour basis when normal business hours for your country are not in effect.

APAR — Authorized Problem Analysis Reports.

CA Customer Care — The 24-hour, seven days per week customer service team that assists with all CA Technologies inquiries—from licensing, to account changes, to simple directory assistance.

CA Extended Support — An optional support offering, available on a case-by-case basis, that enables continued benefit from CA Support after product support is discontinued for the product release you are using.

CA Green Books and Papers — Books and papers that provide best practices knowledge focused on CA Technologies solution implementations and deployments.

CA Software and Maintenance Agreement — The CA Technologies contract defining standard CA Support services for specific CA Technologies products.

CA Support — The standard level of software support that is defined in your CA Software and Maintenance Agreement.

CA Support Online — CA Support 24x7 online self-service support site; enables access to CA Support cases, Knowledge Database, downloads and more; allows opening, managing and closing of cases.

CA Tech Insider newsletter — Technical newsletters about CA Technologies solutions delivered consistently via e-mail that contain technical updates and solution-relevant information from Education, Services, Product Management, Support, and Program Communities.

Case — A record that is logged in CA Support systems and associated with a case number for a CA Technologies software question or problem; enables the management of updates, activity tracking and progress toward resolution. See also *Issue*.

Case Number — A unique eight-digit number assigned to a case/issue that has been logged with CA Technologies. This number is used for the life of the case and is an important reference; also called an issue number. See also *Issue*.

Compatibility information — Data provided through a simple CA Support Online interface that identifies CA Technologies product compatibilities with operating systems, other third party software products, and certification standards and regulations.

De-escalation — The process of changing a case severity downward to a lower level.

End of Life (EOL) — Date a product becomes EOL; indicates that no future development or maintenance, including standard support, will be provided on the product.

End of Service (EOS) — Date a product release becomes EOS; no future development or maintenance, including standard support, will be provided for the release. This is release specific; the product will continue to be supported at one or more designated release levels.

Enhancement — A formal customer request to CA Technologies with a development suggestion for a future release.

Escalation — The process of changing a case severity upward to a higher level.

Fix — Synonymous with a patch; a change made by CA Technologies to the Licensed Software.

Fix level — Denotes the latest Service Pack or Fixes applied to the specific software product.

Follow-the-sun — The concept of offering 24-hour, seven day per week support services.

FTP — File Transfer Protocol.

Hyper notification — An automatic notification about solutions that are considered critical for the proper operation of your CA Technologies product.

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 address how-to, common workaround, tips-and-tricks and other informational topics that are offered to customers through CA Support Online in a self-service searchable manner.

MyCA — An online resource where you can connect, learn and share. You can collaborate with colleagues, experts and communities to get the most out of your CA Technologies solutions.

Problem Tracking System — Tool used to track cases.

PTF — Program Temporary Fix.

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 attachment files being stored on CA Technologies systems.

Secure file transfer — The use of Secure File Transfer Protocol (SFTP) or the integrated CA Support Online 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 Technologies systems.

Self-Service Support - Receive support through CA Support Online.

Severity Level — Indicates the impact a case is having on your business:

- Severity 1 — System down or product inoperative condition impacting a production environment.
- Severity 2 — High impact business condition possibly endangering a production environment.
- Severity 3 — Low impact business condition with a majority of software functionality.
- Severity 4 — Minor condition or question that does not affect the software function.

Service Pack — A bundled accumulation of fixes. A Service Pack supersedes previously issued individual fixes.

Site environment profile — A file or files that contain site technical environment and product details, such as operating system version, service pack levels, etc., that can be predefined, attached and maintained in a CA Support Online site profile definition to speed the opening and diagnosis of cases.

Site ID — A six-digit number issued to your company when purchasing CA Technologies products.

Support offerings — Optional value-add support services offered via a separate agreement that meet business requirements when they go beyond what is provided through the standard CA Software and Maintenance Agreement or through CA Support Plus or CA Support Premier Gold maintenance tiers.