

Working with Broadcom Support

Guide for CA Technologies Software Solutions Customers and Partners

User Guide

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Chapter 1: About This Guide

This guide is intended for CA Technologies Software Solutions customers and partners.

The instructions in this document for using online support refer to the Broadcom Support portal available at casupport.broadcom.com. Information is also available at [Broadcom Communities](#), including blogs, discussion forums, and other resources. Your team members will want to keep this guide handy as they navigate the Broadcom Support portal and work with support case management personnel.

This guide provides:

- An introduction to the services provided by Broadcom Support and Customer Care. These teams answer your technical questions about CA software and customer care inquiries.
- Information about the terms and conditions, resources, and supplemental support programs available to help you maximize the value and performance of your CA software.

1.1 Document Disclaimer

This document is for informational purposes only. It is subject to change or withdrawal by Broadcom at any time.

1.2 Getting Technical Assistance

Excellent customer assistance is just a click or call away. See the following list:

- Join and visit [Broadcom Communities](#).
- [Find answers to your questions and view knowledge base articles.](#)
- Contact [Broadcom Support](#).
- Sign in to [view a case](#).
- Sign in to [open a case](#).
- Call:
 - From North America, +1-800-225-5224.
 - For other countries, visit ca.com/phone.

Chapter 2: CA Maintenance

Broadcom provides a standard-level software support offering called CA Maintenance. This offering is identified within your transaction document.

CA Maintenance includes technical support provided by teams of highly trained professionals who use proven methodologies and established diagnostic processes to resolve questions and problems you may have. You can count on our team of professionals to provide dependable, accurate, consistent, and straightforward guidance. In addition to CA Maintenance, Broadcom offers supplemental support programs to address specific customer needs.

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

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. The Broadcom Support portal can be found at casupport.broadcom.com. Additionally, self-service support functions are available on Broadcom Communities at community.broadcom.com/home.

2.1 What Is Included with Maintenance?

CA Maintenance includes:

- The Broadcom Support portal, which offers complete access to CA software product information and technical resources.
- Implementation and upgrade project support.
- Telephone access and assisted support.
- CA software updates, fixes, patches, and notifications.
- Customer Care for assistance with general questions.
- Access to an extensive knowledge document library, product documentation, and video demonstrations.

2.2 Assisted Support

To receive assisted support, you will be required to:

- Maintain a supported environment that includes current generally available (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 Broadcom designates as compatible. Broadcom is not responsible for any changes in your environment that may detrimentally affect or degrade the performance of CA software or any changes that may be necessary due to a workaround or fix.

2.3 CA Maintenance at a Glance

The following tables highlight the features of CA Maintenance.

Table 1: Communities and Support Portal

Feature	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 Broadcom Communities	A venue to discuss and exchange ideas and questions with peers and Broadcom Support, attend events, learn about and share best practices, and submit product ideas.
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 by telephone, not submitted online.
Solution downloads (patch/fix)	Download solutions, patches, and fixes for your CA software.
Product downloads, service packs, product upgrades, and documentation downloads	The availability of product downloads, 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 the product-specific information you want to receive.
Raise a concern	There is a button allowing you to note any concerns you have with an open case and submit them to Broadcom Support management.
Security authentication and automated password reset	—
Access to betas	Beta programs are not available for all products. Find beta programs on the product information page, if applicable.
Policies, programs, and contact information	—
Secure file transfer and storage	Available by means of a secure file transfer protocol or web client.
Personal profile preferences	Includes 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.

Table 2: Telephone, Access, and Coverage

Feature	Notes
24/7 support for all Severity 1 cases	Severity 1 indicates that the production environment is affected. All Severity 1 cases must be opened by 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. For more information, see Section 3.2, Verifying Severity Levels .
Local language support for localized CA software	During normal, local business hours.

Table 3: Software Updates, Fixes, Patches, and Notifications

Feature	Notes
Major versions, minor releases, fixes, patches, and service packs	The availability of service packs and product upgrades depends on your licensing agreement.
Hyper/critical notifications of critical fixes for products	Available through Subscriptions at casupport.broadcom.com under My Account .
Advisory alerts of moderate or low-impact problems	Available through Subscriptions at casupport.broadcom.com under My Account .
Product updates, current announcements, and news about a specific product	Available through Subscriptions at casupport.broadcom.com under My Account .
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.

Table 4: Customer Care

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

NOTE: Any notifications described in this document may be provided to you by your Broadcom representative by email, by Broadcom posting such notifications on the Broadcom Support portal, or by both email and the Broadcom Support portal.

2.4 Policies and Limitations

Broadcom Support provides support services for CA software products, subject to limitations detailed in this document and in your license agreement with Broadcom. Support limitations will apply to CA software that is not running in supported computer hardware/operating system/third-party environments that Broadcom has not certified as being compatible with the CA software. Other support limitations may apply subject to Broadcom's policies for End of Service (EoS) and End of Life (EoL), the limitations described below, and more. For more information, refer to the following resources on the Broadcom Support portal:

- [Policies](#) page – Includes a complete list of Broadcom Support policies.
- [Product Information](#) page – Includes product compatibilities and supported hardware and operating systems. Select the product from the menu.

NOTE: You must sign in to access these pages.

2.4.1 Limitations

Broadcom is not obligated to provide CA Maintenance for:

- Software that is not provided by Broadcom.
- 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 Broadcom Services, you, or any third party.
- Problems associated with software products running on unsupported hardware, operating systems, or third-party software. Ultimately, to continue receiving support from Broadcom, 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 Broadcom.
- Consulting services. 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, unless Broadcom specifically designates software as not eligible for support or the software is licensed on an “as is” basis without warranties.

To receive CA Maintenance and supplementary support programs, you must remain:

- Current on all applicable licensing and maintenance fees due and payable to Broadcom.
- Compliant with your applicable contractual obligations to Broadcom.

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.

2.4.2 Data Privacy Policies

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

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

Broadcom shall not transfer such personal data except lawfully and in compliance with relevant legislation. Information on our compliance with relevant legislation can be found at <https://www.ca.com/us/legal/privacy/data-transfers.html>.

2.5 Supplemental Support Programs

Services and supplemental support programs apply to Broadcom customers and partners with active maintenance contracts or contracts for supplemental support programs as applicable. The following sections describe the available types of supplemental support programs.

2.5.1 CA Designated Support Engineer

The CA Designated Support Engineer program provides customers with a designated support engineer for specified software licensed from Broadcom. 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 meetings to review solution usage, performance and support trends, and options for improvement. With their expertise, these support engineers can go beyond standard CA Maintenance and help promote faster issue resolution, increased usage, and enhanced ROI.

CA Designated Support Engineer features include:

- Direct support phone number
- Priority initial response (Severity 1 = 30 minutes, Severity 2 = 1 hour)
- Support case management
- Upgrade planning
- Product release and lifecycle reviews
- Support planning sessions
- Broadcom Support product image

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

2.5.2 CA Extended Support

CA Extended Support enables you to continue to benefit from assisted support after a CA software offering has been designated End of Service (EoS) or End of Life (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.

2.5.3 Support for Broadcom-Supplied Hardware Appliances

Support for a Broadcom-provided physical server platform hardware appliance that is bundled with and used to operate one or more preinstalled licensed CA software products is provided in accordance with the [CA Appliance Hardware Policies](#).

2.5.4 Support for CA Software in the CA Incremental Release Program

Support for CA software in the CA Incremental Release Program is provided solely in accordance with the [CA Incremental Release Program - Support Policy and Terms](#).

2.5.5 Your Satisfaction

The Broadcom 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. These surveys provide our customers with an opportunity to send feedback. Broadcom Support monitors survey metrics on a weekly basis. Broadcom uses these metrics to continually establish 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 Broadcom that pertain to maintenance and support may be monitored and used by Broadcom for internal training purposes.

2.6 Technical Support Alliance Network Membership

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



2.7 End of Service or 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 Broadcom determines that it will no longer:

- Provide operational or technical support.
- Develop and provide new enhancements, features, upgrades, service packs, and fixes for the CA software offering, including:
 - A version or release of the CA software offering.
 - 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.

Broadcom will make reasonable efforts to provide you with a minimum of a twelve (12) month notice prior to the EoS or EoL date of a CA software offering or a specific version or release. As available, notifications of a CA software offering's status may include upgrade path information. When organizations are running CA software offerings that are subject to an EoS or EoL notice, Broadcom 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 Broadcom, if such options are available. An alternate or replacement CA software offering may provide similar or, in some cases, enhanced functionality.

If you require continued technical support for an EoS or EoL CA software offering, version, or release, you can either:

- Purchase CA Extended Support for the EoS or EoL software for a defined period if CA Extended Support is available and you meet defined prerequisites.
- Continue to use the EoS or EoL software consistent with your license and receive only self-service support for the duration of your maintenance period.

2.8 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 notification when a CA software product becomes stabilized. The notification may also include information regarding options for migrating to an alternate or replacement CA software offering, if such options are available. An alternate or replacement CA software may provide similar or, in some cases, enhanced functionality.

2.9 Self-Service Support

Broadcom Support recommends that our customers be on the latest available versions and releases of CA software. This practice helps to minimize any potential issues with the product and also helps our teams troubleshoot and resolve problems quickly. However, sometimes there are circumstances when customers may choose our self-service option. For more information about the support provided under our self-service option, please refer to the table located at:

<https://www.ca.com/content/dam/ca/us/files/data-sheet/ca-maintenance.pdf>

Chapter 3: Broadcom Support Case Management

This chapter describes how to access and use Broadcom Support case management services.

3.1 Gathering Required Incident Information

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

- Company name
- Broadcom 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, and language (if applicable)
- Database: release, fix level, and language (if applicable)
- Original equipment manufacturer (OEM): name, vendor, release, and fix level
- Third-party software: vendor name, product name, release, and fix level
- Technical description: what is happening, what were you trying to accomplish
- Other details: error messages, system logs, dumps, screen captures, steps taken to address the issue, business impact, and so on

Each technical support incident request must:

- Include names and contact information, including email addresses and telephone numbers for technical personnel who are familiar with the problem or incident and are familiar with 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 Broadcom to verify the existence of the software problem and provide information about the conditions in which the problem may be duplicated.

NOTE: 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 the download, go to RemoteEngineer.ca.com.

3.2 Verifying Severity Levels

Incidents can be submitted to Broadcom 24 hours per day, 7 days per week, 365 days per year (24/7/365). Due to the complexities of technical environments, the response time objectives in the following table represent an *estimate* of response times for a newly opened case.

Table 5: Service Level Objectives

Severity Level	Addressed	Response Time Objective	Severity Level Description
1	24/7	1 hour	System down or product in an inoperative condition that is having an impact on a production environment.
2	During normal business hours based on the time an incident is initially submitted online or by telephone.	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.

NOTE: Severity 1 incidents may include:

- A production server or other mission-critical systems that are down.
- A substantial portion of mission-critical data that is at a significant risk of loss or corruption.
- A substantial loss of service.
- Business operations that 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 (for example, a 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.

Only by placing a telephone call to Broadcom Support can you 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 Broadcom Support or by accessing your case record through the Broadcom Support portal. Appropriately upgrading or downgrading a case helps Broadcom Support prioritize services so that you receive the right response level when you need it most.

NOTE: Company name, Broadcom site ID, and contact information are necessary only when accessing Broadcom Support by telephone. The Broadcom Support portal automatically populates this information when you sign in. You can change your default contact information through My Account and then selecting the My Profile feature.

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

3.2.1 Support Model for Severity 1 Cases

Severity 1 cases use a Follow-the-Sun (24-hour) support model whenever possible.

ATTENTION: If you need to open a Severity 1 case, please contact Broadcom Support by [telephone](#).

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 Broadcom 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.

3.3 Using the Broadcom Support Portal to Open a Case

To open a case on the Broadcom Support portal:

1. Sign in at <https://casupport.broadcom.com/>.

The screenshot shows the Broadcom Support Portal homepage. The page has a dark blue header with the Broadcom logo and navigation links: PRODUCTS, APPLICATIONS, SUPPORT, COMPANY, HOW TO BUY. Below the header, there is a search bar and a 'Sign Out' button. The main content area is titled 'Welcome to Broadcom Support' and includes a search bar for 'Product Name - Topic or Problem...'. Below the search bar, there are four main sections: 'PRODUCT INFORMATION >', 'COMMUNITIES >', 'DOWNLOAD MANAGEMENT >', and 'CASE MANAGEMENT >'. At the bottom of the page, there is a footer with 'PRODUCTS APPLICATIONS SUPPORT COMPANY HOW TO BUY' and social media icons for Facebook, LinkedIn, YouTube, and Twitter.

If you are signing in for the first time (you will not see **Download Management** or **Case Management** if you have not registered), select **Register** and enter your:

- **Registration Type:** Enterprise.
- **Product Preference:** CA Software Solutions.
- **Signin Information:** Your email address.
- **User Profile Information:** Your first name, last name, middle name (optional), company/organization name, and job title.
- **Address Information:** Your address and telephone number.
- **Support Access Information:** CA Support; then you will be asked to specify your site ID.

Accept the terms and conditions and answer the simple math question to prove that you are a human, and then click **Submit**.

Home > myBroadcom

myBroadcom Registration

myBroadcom is available worldwide to Broadcom's Customers, Authorized Distributors. It provides access to a variety of Information and services such as Design Registration, Special Pricing Request Requests, Distributor-specific training, Price Lists and Literature.

Once you submit your registration, we will send you an email notification with a URL link. You must click the URL link within the email message to activate the account. If you have any questions about the registration process, please [contact us](#).

Registration Type

Basic

Access to www.broadcom.com and Communities

Enterprise

Access to all other related Support platform example Customer Support Portal, Case management Tools, Education Platform and Partner Portal.

****Specific access will be subjected to further approval****

Product Preference

Brocade Storage Networking and All Other Products

CA Technologies Software Solutions

Login Information

Once you submit your registration, we will send you an email notification with a URL link. You must click the URL link within the email message to activate the account. If you have any questions about the registration process, please [contact us](#).

2. Select **Case Management** and then **Create Case**.

3. Fill out the fields as follows:

- **Product** – Type of the name of your product. At the first character, type assist will automatically narrow the list for you to easily select your product.
- **Severity** – Select a severity level for your case from the drop-down. You can change the severity level at any time while the case is active. If you have a Severity 1 case, you must telephone Broadcom Support directly to receive an immediate response.
- **Company** – Select your company name from the drop-down selection.
- **Subject** – Define a name that is meaningful, 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 Broadcom understand the significance of the problem to your operations.
- **Operating System** – (Optional) Enter the operating system on which the product runs.
- **Service Pack** – (Optional) Enter the current service pack.
- **Release** – (Optional) Enter the release level.

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 submitted. It is an important reference and is required when communicating with Broadcom Support about your case.

5. Use the **File attachments** area to upload related files like logs or screen captures. To access the **File attachments** button, click the case number. For more information, see [Section 3.5, Submitting Documentation for a Case](#).

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

NOTE: Your cases can always be found in the **My Cases** tab.

3.4 Using Telephone Support to Open a Case

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

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 submitted. It is an important reference and is required when communicating with Broadcom Support.

3.4.1 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 ca.com/phone.

3.5 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 Broadcom Support. To send this material, you can use:

- The Broadcom 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, either the secure file transfer web client or SFTP is the best mechanism by which to transmit data to Broadcom. Only secure mechanisms should be used for transferring sensitive company data or personally identifiable information to Broadcom. These mechanisms may vary for products that Broadcom has recently acquired.

3.5.1 File Size

The following file size requirements exist:

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

3.5.2 Using the Broadcom Support Portal's Secure File Transfer Web Client

The web client is accessed from the **File attachments** tab 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 Broadcom Support or obtain files from Broadcom 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.

3.5.3 Emailing Files for Cases

When you email documentation:

- Your email is received and processed by Broadcom Support.
- An update is made to the case record.
- The Broadcom Support engineer is notified regarding the update.
- Your email is stored on a secure Broadcom server. Emails that you have sent to Broadcom Support can be viewed by selecting the **Attachments** tab when viewing your case on the Broadcom Support portal.

ATTENTION: Email attachments are not secure during transfer. If you need to secure your email attachment, please encrypt the file before attaching it. You must provide the decryption key information to the Broadcom Support engineer either verbally or in a separate email.

After a case has been opened, use the following procedure to email files that are less than 2 MB:

1. Go to the **Subject** line and copy the case number.
2. Go to the **To** field and enter **CATechnicalSupport@ca.com**.
3. Attach your file.

3.5.4 Submitting Case Files Using SFTP or FTP

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

- Provide the server name: supportftp.ca.com.
- Sign in using your Broadcom 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 Broadcom, use a file path with the following sequence:
`ftp://supportftp.ca.com/site-ID/issue-number/files-from-customer`
- If downloading files from Broadcom, use a file path with the following sequence:
`ftp://supportftp.ca.com/site-ID/issue-number/files-from-ca`

For more information about using SFTP and FTP, refer to the Broadcom [Case FTP Help Document](#) or the **File Attachments** tab on the **Case Details** page.

3.6 Diagnosing Your Case

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

- Determine the nature of your case (a technical environment or product functionality issue, an expert guidance issue, configuration issue, and so on).
- Answer specific questions.
- Re-create the case within Broadcom labs, if applicable.

As you work with the Broadcom Support engineer to determine a cause and identify a solution, you may be asked to gather additional information, generate logs, re-create 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 Broadcom Support engineers isolate the problem. Your continued assistance with diagnosis helps to further identify, verify, and progress your case toward resolution.

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 Broadcom provide a solution to your problem more quickly.

CA Remote Engineer is one such diagnostic tool that can help provide vital information to Broadcom 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 refer to the [CA Remote Engineer](#) product page and community for details to find out if this tool will help diagnose problems in your product.

3.6.1 Remote Access

To better understand and meet its customers' needs, Broadcom Support engineers can use a remote access tool to securely access your systems to gather diagnostic information. Broadcom may collect, use, analyze, and retain metadata, system topography information, and operations data. The data might be aggregated with similar usage data from other Broadcom customers in a confidential and anonymous manner.

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 signed in to the Broadcom Support portal to access this page.

3.7 Managing Your Case

While working the case with you, the Broadcom Support engineer logs each step in the Broadcom 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 Broadcom Support portal **View Cases** page. You can also check status or make updates to your case by contacting the Broadcom Support engineer by telephone or email.

3.8 Changing Your Case Severity

If the criticality of your case changes, you can update the severity level of that case through the Broadcom 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 Broadcom 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 Broadcom Support and explain why your enhancement case requires escalated attention. You will be asked to work with a Broadcom Support manager or account team to create a business justification statement.

ATTENTION: Broadcom 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 Broadcom Support seeking escalated attention, you are transferred directly to, or queued for a callback from, the first available Broadcom Support manager.

3.8.1 Using the Broadcom Support Portal to Change Your Case Severity

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

1. Sign in at <https://casupport.broadcom.com/>.
2. Select **Case Management**.
3. Select the **My Cases** tab, and select the appropriate case.
4. In the **Details** area, click the edit icon (pencil) next to **Severity**. The **Edit Severity** panel displays. Select a severity of **Low - P4**, **Medium - P3**, or **High - P2**. Click **Submit**. Note that you will need to call Broadcom Support to change the case to Severity 1.
5. You should receive a message that the case detail changes have been successfully processed.

3.8.2 Calling Broadcom Support to Request Elevated Attention

Follow these steps:

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

3.9 Providing an Enhancement Request

As a Broadcom customer on active maintenance, you can provide input into the development of future releases of your CA software. All enhancement requests are considered for future releases. Broadcom 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 **Latest Ideas** section on the **Broadcom Communities** page for enhancement submissions. Follow these steps to submit an idea:

1. Go to the [CA Communities](https://ca.com/communities) site and sign in. The sign in prompt is located on the upper right.
2. Select the **Ideation** tab, and click the **Add** button.
3. Specify the title, a text description of the enhancement, and the product.
4. Click **Upload File** to submit your idea to the community.

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

3.10 Closing a Case

A case is closed when you and the Broadcom 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 Broadcom 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. Broadcom 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 sign in to the Broadcom Support portal to close a case.

3.10.1 Using the Broadcom Support Portal to Close Your Case

Follow these steps:

1. Sign in at <https://casupport.broadcom.com/>.
2. Select **Case Management**.
3. Select the **My Cases** tab.
4. Click the **Comments** area on the right.
5. In the **Comment** text box, identify that you would like to close the case and the reason for case closure.
6. Click **Submit**.

3.10.2 Using Email to Close Your Case

Follow these steps:

1. Enter the case number in the **Subject** field.
2. Enter **CATechnicalSupport@ca.com** in the **To** field.
3. In the body of the email, enter **Please close this case**.
4. Click **Send**.

3.10.3 Calling Broadcom Support to Close Your Case

Follow these steps:

1. Verify that you have the case number available.
2. Choose one of the following options:
 - Call the local country office number for Broadcom Support listed at ca.com/phone.
 - In North America call 800 225 5224. Identify that you would like to close your case.

3.11 Responding to the Customer Satisfaction Survey

Broadcom 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 can provide your feedback.

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

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

Chapter 4: Customizing Your Online Experience

To save you time when opening cases and working with the Broadcom 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.

4.1 Configuring Your User Profile in My Account

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

Follow these steps to change or define your user profile:

1. Sign in at <https://casupport.broadcom.com/>.
2. Click **My Account > My Profile** at the top of the page.
3. Click **Edit** and update the following fields to change your profile to meet your needs:
 - **Email Address** – Specify your email address.
 - **User Profile Information** – Specify your first name, last name, company/organization name, and job title.
 - **Address Information** – Specify your address and telephone number.
4. Click **Save**.

4.2 Requesting Broadcom Site ID Access

Your organization may have multiple CA software products and users registered under multiple Broadcom site IDs. You may need to access one of your organization’s additional Broadcom site IDs to open a case for a specific product. This process will require access to that unique Broadcom site ID. You must know the Broadcom site ID, company name, address, country, city, and state prior to making a request. For those with a business partner ID, it can be used if you do not know the specific Broadcom site ID.

To request access to a Broadcom site ID:

1. Sign in at <https://casupport.broadcom.com/>.
2. Click **My Account** from the top of the page and select **Site Access Request** from the drop-down menu. The **Site Access Request** page opens.
3. Complete the required fields in the **Site Access Request** page and then click **Submit**.

Your request is automatically received by a 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 Broadcom site ID, contact [Customer Care](#).

4.3 User Administration

The Broadcom 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 to partners with enterprise Broadcom site IDs. If user administrators are not responding to pending enrollments for a site, Broadcom may notify administrators of pending enrollments. If no response is received, enrollments will be processed based on Broadcom business rules.

4.4 How to Submit a Request to Be a User Administrator

To submit a request, perform the following steps:

1. Sign in at <https://casupport.broadcom.com/>.
2. Click **My Account** from the top of the page, and then click **Site Access Request**.
3. Go to the **Admin Access** tab, select the Broadcom site IDs that you want to manage as user administrator, and then slide the button on the right over the X. The button will change to pending for Broadcom review.

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

4.5 Administration

Once designated, user administrators see an **Administration** menu option under **My Account** after signing in to the Broadcom 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.

Chapter 5: Managing Your Implementation

5.1 Accessing and Using Product Information

Broadcom offers product information across four key areas:

- Product news – Selected information from our product teams, including popular links, product status, recommended reading, and compatibilities
- Solutions – Published fixes and solutions
- Knowledge base – A list of popular knowledge base articles
- Documentation – Product documentation

Follow these steps to access product information:

1. Sign in to casupport.broadcom.com.
2. Select **Product Information**.
3. Enter a product name in the **Select Product Information** field.

5.2 Broadcom Customer Resource List

Broadcom 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 Broadcom customers, optional educational services, and supplemental support programs.

NOTE: You must sign in to access some services and resources in the Broadcom Support portal.

Table 6: Program or Service and Links for More Information

Program or Service	Link
Education and Training	ca.com/us/education-training.html
CA Services	ca.com/us/services/
Global Customer Success and Support Programs	https://www.ca.com/us/services-support/ca-support/support-programs.html
Broadcom Support portal	casupport.broadcom.com
Licensing keys	casupport.broadcom.com/us/licensing.html
Support policies	casupport.broadcom.com/us/product-content/admin-content/ca-support-policies.html
Broadcom Support telephone directory by country	ca.com/phone
Communities	community.broadcom.com
Documentation (available in multiple languages)	docops.ca.com/home
Download center	casupport.broadcom.com/download-center/download-center.html
Beta program	validate.broadcom.com
Support by product or solution page	casupport.broadcom.com/product-information.html
Mainframe compatibilities page	techdocs.broadcom.com/us/mainframe-compatibilites/mainframe-compatibilities.html
Partner Experience Platform	https://ca.webinfinity.com/explore/314490

5.3 Broadcom Communities

Organized by products and solution areas, Broadcom Communities offer technical tips and facilitate idea sharing and conversations between customers, partners, and Broadcom regarding CA software solutions. Broadcom development, product management, services, and support teams actively participate in Broadcom Communities. To get started, explore the training area in the [Communities Water Cooler](#).

5.4 Validation Program

It is essential that Broadcom delivers the highest-quality products to you, and a critical way to accomplish this is through its 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, Broadcom strives to establish a group of beta participants that represents a cross section of the overall Broadcom customer base. Broadcom also looks to ensure that the beta test activities requested of participants are an appropriate fit. If you have general questions about the Validation Program, please contact us at corpbeta@ca.com. To register for a beta program, see the [registration site](#).

Glossary

A

advisory – An automatic notification about problems/solutions that are considered moderate or low impact to the proper operation of your CA software; available through the Proactive Notification service.

after-hours support – Support services offered outside of normal business hours in your region.

B

Broadcom site ID – A six-digit number issued to your company when purchasing CA software.

Broadcom Support portal – The online self-service support site for Broadcom Support. The site provides 24/7 access to Broadcom Support cases, a knowledge database, downloads, and more. It enables you to open, manage, and close cases.

C

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 software product.

CA Maintenance – The standard maintenance program from Broadcom, which includes technical support as defined in this guide and your applicable transaction document. CA Maintenance may also be referred to as Broadcom Support.

case – A record in Broadcom Support systems associated with a case number for a question or problem relating to CA software. This record enables the management of updates, activity tracking, and progress toward resolution.

case management system – A tool used to track and manage support cases.

case number – A unique eight-digit number assigned to a case/issue that has been submitted to Broadcom. 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 Broadcom Support portal that identifies CA software compatibilities with operating systems, other third-party software products, and certification standards and regulations.

Customer Care – The customer service team that offers 24/7 assistance with all inquiries—from licensing, to account changes, to simple directory assistance.

D

documentation – User guides, CA software product specifications, user documentation, and technical manuals and guides that Broadcom provides with software products.

E

End of Life (EoL) – Status of a product for which there is no future development. No upgrades, fixes, or standard support will be provided.

End of Service (EoS) – Status of a specific version or release of a product for which there is no future development. No upgrades, fixes, or standard support will be provided. EoS is version or release specific; the product will continue to be supported at one or more designated version or release levels until the product reaches EoL status.

enhancement – A formal customer request to Broadcom with a development suggestion for a future release.

escalation – The process of changing a case severity to a higher level.

F

fix – Any change that Broadcom 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 Broadcom Support processes. A fix may also be referred to as a patch.

fix level – The latest service pack or fixes applied to a specific software product.

Follow-the-Sun – The concept of offering 24/7 support services.

FTP/SFTP – File Transfer Protocol/Secure File Transfer Protocol.

G

generally available – Any CA software product, or release or version of a CA software product, that Broadcom has not designated as End of Life (EoL) or End of Service (EoS).

I

incident – An IT problem that occurs in your business environment.

issue – See **case**.

K

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 Broadcom Support portal in a self-service, searchable manner.

P

Proactive Notification subscription 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 through the Proactive Notification subscription service.

R

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 Broadcom 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, and so on.

remote diagnostics – A support service that allows Broadcom Support engineers to share a customer's computer for easier problem diagnosis.

S

secure file storage – Encryption and security of customer support file attachments that are being stored on Broadcom systems.

secure file transfer – The use of Secure File Transfer Protocol (SFTP) or the Broadcom Support portal's integrated HTTPS file transfer web client to transfer case file attachments to Broadcom Support. The HTTPS file transfer web client also provides secure transfer of support case file attachments from Broadcom systems.

self-service support – Access to self-help tools provided on the Broadcom Support portal, such as a download center for product and product upgrades, software product compatibility information, published solutions (including previously published patches, fixes, and workarounds), knowledge documents, documentation, and Broadcom Communities. Self-service support is provided during the maintenance period of all CA software products, irrespective of product lifecycle status.

service pack – A set of cumulative fixes for a particular software version or release. These service packs typically do not contain new features or functionality. A service pack may be available either as a download from the Broadcom 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 SP1, 1.0 SP2, and so on, and service packs for release 2.1 would be designated as 2.1 SP1, 2.1 SP2, and so on.

severity level – The impact a case is having on your business:

- Severity 1 – A system that is down or a product in an inoperative condition, affecting a production environment.
- Severity 2 – A high-impact business condition that is possibly endangering a production environment.
- Severity 3 – A low-impact business condition that affects a majority of software functionality.
- Severity 4 – A minor condition or question that does not affect software functionality.

supplemental support program – An optional, supplemental support program that goes beyond what is provided under CA Maintenance to address specific business requirements. A supplemental support program is typically offered and provided through a separate agreement for additional fees over and above standard maintenance fees.

T

transaction document – The Broadcom contract defining standard Broadcom Support services for specific CA software products.

U

upgrades – Upgrades are provided by Broadcom if and when Broadcom makes them GA. Upgrades 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 Broadcom 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.

V

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 Broadcom 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, and so on.

W

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.

Revision History

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Updated the user guide to reflect support case management process changes due to the retirement of Service Cloud and the implementation of the Wolken Case Management System. Made additional updates to reflect Broadcom nomenclature.

CA-Work-Support-UG100; April 2, 2019

Initial release in Broadcom template.

