January 14, 2008

# CA Support Online FAQs for CA Clarity Users

Beginning on January 21, 2008, all users of the legacy Niku online support site at support.niku.com will be redirected to our new CA Support Online portal at support.ca.com. This document provides answers to questions that we expect affected users to ask.

1. **What number can I call if I have questions about using CA Support Online?**
   For questions about using the new web site, as well as any non-technical questions about your CA Clarity maintenance contract and account, use one of the following regional "one call" numbers:

   - In North America:
     Call the Global Service Center at 1-800-CALL-CAI (1-800-225-5224).

   - In Latin America:
     Call +5511 5503-6029 (Portuguese) or +5511 5503-6024 (Spanish).

   - All other locations:
     Select your country at http://ca.com/worldwide/. On the web page that appears, you will find local phone numbers displayed or a local "Contact Us" link at the bottom.

2. **Should I continue to call the existing numbers for CA Clarity Technical Support?**
   Yes, for North America and Europe:

   - North America: 1-888-550-6458
   - Europe: +44 08459 888788

   For all other countries, you can find the correct number at this link:
   https://support.ca.com/phpdocs/0/common/intlphonenum.pdf

   During non-business hours, you can reach us through the "one call" numbers listed in FAQ #1.

   Note: The existing Niku support e-mail addresses and the former Niku support website URL will automatically link to our new system for a time and then be decommissioned. Since CA Support Online is the preferred method for communication of technical support issues, the old email addresses will be decommissioned at a future date.

3. **Will I be working with the same CA Clarity Support team as before?**
   Yes. The same team of Support Engineers who have worked on your issues in the past will continue to assist you.

4. **How do I get access to CA Clarity product downloads, case management, and other self-service features?**
   After January 21, 2008, go to the CA Support Online website at http://support.ca.com and log in.

   - If you have been pre-registered as a transferring http://support.niku.com user, you can use the login information sent to you by CA.
   - If you are an existing user of CA Support Online with other CA products, you will continue using your existing login credentials. Just switch to the separate site ID (sent to you by CA) when you want to access your CA Clarity records.
   - If you are a new user and received only a site ID (but not a pre-registered password), use that site ID and your email ID to register at https://support.ca.com/irj/portal/anonymous/registration.

5. **How will I receive my login information for the new CA Support Online site?**
   Your new login, password, and/or site ID will be sent to you in an email. If you have not received this information and were expecting it, please contact CA Technical Support at the numbers listed at the beginning of these FAQs.

6. **Do I need a password to use CA Support Online?**
   You can access a variety of information on the site without logging in. But to access your CA Clarity issue records and our full knowledge library, you must log in with your registered email address and password. If you are a new CA Support Online user and were provided with a pre-registered password, you should change it after you have successfully logged in for the first time.

7. **What if I have a problem with my login information?**
   Use the following link to provide us with your contact information and a description of the problem, or call Technical Support at the numbers listed at the beginning of these FAQs:

   https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/common/feedback.html

8. **How do I access my CA Clarity support incident records online?**
   Log in to http://support.ca.com. In the navigation pane on the left, click the “View Cases” link to browse or update an existing incident record. Click the “Open a Case” link to report a new issue.

9. **How do I escalate a case in CA Support Online?**
   Click either “Open a Case” or “View Cases” and select a higher setting in the Priority field. (A value of 1 is the highest.) Add a statement to explain the business impact to help our Technical Support team to better understand your problem. If you have a Priority 1 “system down” issue, you can call us to expedite the handling of that issue. If you have a Support Availability Manager (SAM) assigned to your account, you can escalate to him or her. If you do not have a SAM or are escalating outside of business hours, you can call Technical Support at the numbers listed at the beginning of these FAQs.

10. **Why are there 4 levels of issue priority or severity? We had 3 levels of severity for cases in the previous system.**

Clarity, as with all CA products, provides for 4 levels of severity when logging technical support cases. These are described in our Business Critical Support Handbook (https://support.ca.com/phpdocs/0/common/BCSTechSuppHandbk.pdf).

| Priority / Severity | Initial Response Time | Service Level Descriptions |
|---|---|---|
| **1** | 1 Hour | "System Down" or product inoperative condition impacting a production environment. |
| **2** | 2 Business Hours* | High-impact business condition possibly endangering a production environment. The software may operate but is severely restricted. |
| **3** | 4 Business Hours* | Low-impact business condition with a majority of software functions still usable. However, some circumvention may be required to provide service. |
| **4** | 1 Business Day* | Minor problem or question that does not affect normal business process. |

*Normal Published Business Hours

Note: CA Clarity Bug Severities are different than issue priority or "severity." Refer to "CA Clarity Defect Resolution Process" in the knowledge base on http://support.ca.com.

**11. Will I be able to see all of my existing cases in CA Support Online?**
Yes. Each of your existing cases will be assigned a new number for reference purposes. In each of your transferred issues, you will find an entry in the Issue Activity containing the old case ID. Be sure to reference the new issue number when contacting Technical Support.

**12. Can I reopen cases in CSO?**
Yes. You can reopen a case if it has been closed for less than 90 days. After 90 days, you will need to open a new case.

**13. Can I attach files directly to my case records?**
Yes, if they are less than 1MB in size. For files over 1MB, we utilize FTP to transfer large files, including the upload of datasets and log files.

**14. Does CA Support Online have a concept of "environment profile"?**
Yes. But unlike support.niku.com, this information currently is requested and tracked on a case-by-case basis.

**15. Will I find CA Clarity documentation, FAQs, and KB articles in CA Support Online?**
Yes. These are all available after you are logged in. If you are successfully logged in and still do not see CA Clarity information, make sure that the site ID provided by CA for your CA Clarity entitlements appears in the Site ID field near the top of the CA Support Online page.

**16. Why do I not see case management options in my left navigation pane?**
If you were designated as a "Read-Only" user on support.niku.com, you were not sent a site ID and login information that would allow you to access case information for your company. If you believe that you should be set up as a Primary or Secondary contact, please contact Technical Support at the numbers listed at the beginning of these FAQs, and we will assist in resolving the issue.

17. **Why is CA Clarity not appearing in any of my product selection lists after I log in?**
    Products are visible in CA Support Online only if you are registered with an active contract status. If your registration records do not show an active maintenance contract in place, you will not be able to see CA Clarity in any selection lists or be able to do case management on the site. Please contact Technical Support at the numbers listed at the beginning of these FAQs, and we will investigate your account status and help resolve any issues.

18. **Will I be able to enter issues in any language other than English?**
    No. Currently this is not supported. All online support is provided in English.

19. **Will I be able to view cases that were linked to bugs or enhancements in support.niku.com and still obtain status?**
    Yes. However, the bug or enhancement number associated with these cases is temporarily viewable only in the issue activity notes.

20. **Will I continue to receive emails about critical product updates?**
    Information about product updates appears on the CA Clarity Product home page. Click "Support by Product or Solution" in the left navigation pane, and select CA Clarity in the product list.

21. **Will I still be able to use the Clarity forums?**
    The final support.niku.com forum content will be archived and made accessible on CA Support Online. New forums for Clarity and all our CA products are being launched over the coming months and will be accessible under "User Communities" on CA Support Online.

22. **What if I can't find a specific feature that I used previously on support.niku.com?**
    We have set up an email address to help address these questions. Please send your concerns to support.consolidation@ca.com.

23. **Where can I submit general questions about support.ca.com?**
    On CA Support Online, the "Contact & Support Essentials" link in the left navigation pane leads to a set of Site Feedback links. Use those links to submit questions or feedback.