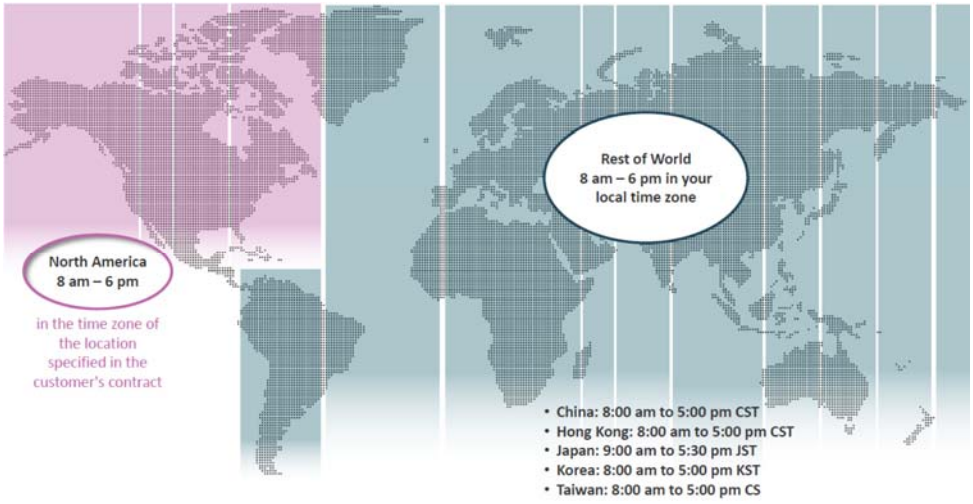
CA Enterprise Product Support Directory

Product Specific Support

North American customers may call CA Support using the telephone numbers provided in the Enterprise Product Support Directory displayed below or may call 1-800-CALL-CAI* (1-800-225-5224).

From outside of North America, call +1 631 881 6801 or use our Support Phone Directory by Country: **www.ca.com/phone**

Global Delivery Hours of Operation



24 hours a Day

Online Access
support.ca.com

CA Support policies and severity levels can be found under
CA Support Policies

Emergency After-Hours

English phone support is available for Severity 1 issues 24 hours a day, 7 days a week

For North American customers: 8:00 am to 6:00 pm in the time zone of the location specified in the customer's contract

For customers in Latin America, Europe, the Middle East, Africa and Asia Pacific: 8:00 am to 6:00 pm in the time zone of the local country with the following exceptions:

China: 8:00 am to 5:00 pm CST
Hong Kong: 8:00 am to 5:00 pm CST
Japan: 9:00 am to 5:30 pm JST
Korea: 8:00 am to 5:00 pm KST
Taiwan: 8:00 am to 5:00 pm CST

Enterprise Product Support Directory as or April 1, 2015	Direct Dial	Toll Free
Activator VM	703 709 4980	
Advanced Systems Management	631 342 5760	800 423 3020
Automation Suite for Clouds		888 527 8800
CA 1® Tape Management	214 473 1431	
CA 11™ Workload Automation Restart and Tracking	214 473 1441	
CA 2E	214 473 1470	800 246 5151
CA 7® Workload Automation	214 473 1444	
CA ACF2™	630 505 6750	

Copyright © 2015 CA. All rights reserved.

CA Advantage Data Transformer	508 628 8470	866 291 5520
CA AdvantEdge	508 598 6606	888 832 4340
CA Agile Vision	631 342 2004	888 550 6458
CA Aion®	214 473 1470	800 246 5151
CA Allocate™ DASD Space and Placement	631 342 6761	800 889 0226
CA Application Configuration Management	631 342 5760	800 423 3020
CA Arcot eCommerce/Transfort	408 969 6200	866 992 7268
CA Asset Portfolio Manager	412 787 3030	
CA Auditor for z/OS	630 505 6750	
CA AutoMate	412 494 1302	
CA Automation Suite for Data Centers	631 342 5760	800 423 3020
CA AutoSys® Workload Automation	630 505 6886	800 859 1564
CA Bundl®	609 583 9671	
CA Change Manager Enterprise Workbench	508 628 8971	
CA CIS for z/VM	703 709 4980	
CA Clarity™	631 342 2004	888 550 6458
CA Clarity™ On Demand	631 342 2004	888 550 6458
CA Cleanup for ACF2™	630 505 6750	
CA Cleanup for RACF	630 505 6750	
CA Cleanup for Top Secret®	609 583 9605	
CA Client Automation	631 342 5760	800 423 3020
CA CMDB	631 342 5066	
CA Cohesion ACM	631 342 5760	800 423 3020
CA Common Services for z/OS	631 342 4608	
CA Configuration Automation	631 342 5760	800 423 3020
CA CPT	703 708 3400	800 663 6529
CA DADS™ Plus	631 342 5454	
CA Data Aggregator	508 598 6606	888 832 4340
CA Database Analyzer™ for Oracle	630 505 6737	800 859 9953
CA Datacom®	214 473 1450	
CA Datamacs™	631 342 5454	
CA Deliver for MVS	609 583 9671	
CA Disk™ Backup and Restore	631 342 6761	800 889 0226
CA Dispatch™	609 583 9671	

Copyright © 2015 CA. All rights reserved.

CA DocView	609 583 9671	
CA Dynam®/B for z/VM	703 709 4980	
CA Dynam®/T for z/VM	703 709 4980	
CA Dynam/D Family for z/VSE	703 709 4980	
CA Easytrieve/ESP	630 505 6776	
CA Easytrieve/WorkStation	630 505 6776	
CA Easytrieve® IQ	630 505 6776	
CA Easytrieve® Online	630 505 6776	
CA Easytrieve® Plus	630 505 6776	
CA Easytrieve® Plus Report Generator Toolkit	630 505 6776	
CA ecoMeter	508 598 6606	888 832 4340
CA eHealth®	508 598 6606	888 832 4340
CA Endevor® Software Change Manager	508 628 8971	
CA Endevor® Software Change Manager Integration for the Natural Environment	508 628 8971	
CA Endevor®/DB for CA IDMS™	609 583 9611	
CA Explore® Performance Management for CICS	703 709 4980	
CA Explore® Performance Management for z/VM	703 709 4980	
CA Explore Performance Management for z/VSE	703 709 4980	
CA Extend/DASD VSAM Compression for z/VSE	703 709 4980	
CA FAQS® Automated Systems Operation for z/VM, z/VSE	703 709 4980	
CA FAQS Automated Systems Operation for	703 709 4980	
CA FAQS Production Control System for z/VSE	703 709 4980	
CA Fast Unload® for Distributed Databases Oracle	630 505 6737	800 859 9953
CA Fast Unload® for Distributed Databases SQL Server	630 505 6737	800 859 9953
CA Fast Unload® for Distributed Databases Sybase	630 505 6737	800 859 9953
CA FAVER2 VSAM Data Protection for z/VSE	703 709 4980	
CA File Master™ Plus	631 342 5454	
CA Filesave™ RCS Automated Recovery	631 342 5454	
CA Gen	214 473 1470	800 246 5151
CA Governance, Risk, and Compliance Manager	631 342 2004	888 550 6458
CA Hyperformix	631 342 5760	800 423 3020
CA Idea Vision	631 342 2004	888 550 6458
CA Ideal™	609 583 9660	

Copyright © 2015 CA. All rights reserved.

CA IDMS™	609 583 9611	
CA InfoSession	630 505 6724	800 859 3289
CA Infrastructure Manager	508 598 6606	888 832 4340
CA InterTest™	631 342 5454	
CA Process Automation	404 946 1300	877 584 7267
CA Hyper-Buf VSAM Buffer Optimizer for z/VSE	703 709 4980	
CA JARS® Resource Accounting	703 708 3001	
CA JARS® Resource Accounting for z/VSE	703 708 3001	
CA JARS® VM	703 709 4980	
CA JCLCheck™	214 473 1440	
CA Jobtrac™ Job Management	214 473 1443	
CA Librarian®	630 505 6784	
CA Live Health	508 598 6606	888 832 4340
CA LPD Report Convergence	609 583 9671	
CA Mainframe Application Tuner	631 342 5454	
CA MasterCat VSAM Catalog Management for z/VSE	703 709 4980	
CA Max DB2, CA Max IMS UTIL and CA Max REXX	631 342 5454	
CA Max MVS BATCH	631 342 5454	
CA Mediation Manager	508 598 6606	888 832 4340
CA MICS® Resource Management	703 708 3700	
CA MIM™ Resource Sharing	412 494 1341	
CA Mlink	609 583 9636	
CA NetMaster®	703 708 3400	800 663 6529
CA NetSpy™ Network Performance	703 708 3400	800 663 6529
CA Opera/PC	412 494 1304	
CA OPS/MVS®	412 494 1302	
CA OPS/OCF	412 494 1304	
CA OPS/Relay	412 494 1304	
CA Optimizer®	631 342 5454	
CA Pan®/LCM	630 505 6926	
CA PanAudit® Plus	630 505 6776	
CA Panvalet®	630 505 6784	
CA Performance Center	508 598 6606	888 832 4340
CA Plex	214 473 1470	800 246 5151

Copyright © 2015 CA. All rights reserved.

CA PMA Chargeback™	703 708 3001	
CA Product Vision	631 342 2004	888 550 6458
CA Realia® II Workbench	630 505 6926	
CA Roscoe® Interactive Environment	609 583 9630	
CA SCHEDULER/REPORT BALANCING	609 583 9671	
CA Scheduler® Job Management	214 473 1442	
CA Scheduler® Job Management for z/VM	703 709 4980	
CA Service Accounting	631 342 5066	
CA Service Catalog	631 342 5066	
CA Service Desk Manager	631 342 5066	
CA Server Automation	631 342 5760	800 423 3020
CA SMF Director	703 708 3700	
CA SOLVE: Access™ Session Management	703 708 3400	800 663 6529
CA SOLVE:FTS and Operations Automation	703 708 3400	800 663 6529
CA Sort® for z/VM	703 709 4980	
CA Sort for z/VSE	703 709 4980	
CA Spectrum Automation Manager	631 342 5760	800 423 3020
CA SPECTRUM®	508 598 6425	877 428 6324
CA Spool™	609 583 9671	
CA SQL-Station™ for Distributed Databases	630 505 6737	800 859 9953
CA Support Automation	631 342 5066	
CA SymDump®	631 342 5454	
CA SystemEDGE	508 598 6606	888 832 4340
CA SYSVIEW® Performance Management	412 494 1324	
CA TCPaccess™ Family	703 708 3400	800 663 6529
CA Telon® Application Generator	630 505 6787	
CA TLMS® Tape Management	214 473 1430	
CA Top Secret® for z/OS	609 583 9605	
CA TRILOGexpert APC Performance Desktop	631 342 5454	
CA TRILOGexpert TriTune/CA TRILOGexpert APC for TriTune	631 342 5454	
CA TSreorg™ for Distributed Databases Oracle	630 505 6737	800 859 9953
CA Unicenter® Automation Point	412 494 1304	
CA Unicenter Network and Systems Management	631 342 5760	800 423 3020
CA Vantage™ Storage Resource Manager	631 342 6761	800 889 0226

Copyright © 2015 CA. All rights reserved.

CA Verify® Automated Regression Testing	631 342 5454	
CA View®	609 583 9671	
CA Virtual Automation	631 342 5760	800 423 3020
CA Virtual Configuration	631 342 5760	800 423 3020
CA Virtual Performance Manager	631 342 5760	800 423 3020
CA VISION (Includes CA VISION: Builder, Excel, Forms, Inform, Inquiry, Report™, Results®, Sixty, Transact and Two)	630 505 6741	800 328 7463
CA Visual Express™ Reporter	609 583 9611	
CA VM: Manager™ Management Suite	703 709 4980	
CA VM:Archiver for z/VM, CA VM:Backup for z/VM, CA VM:Backup HiDR	703 709 4980	
CA VMLIB®	630 505 6784	
CA Vtape™	630-505-6737	800 859 9953
CA Vterm® for z/VM	703 709 4980	
CA Workload Automation - DE products	905 707 4420	888 377 8737
CA XCOM™ Data Transport®	609 583 9636	
CleverPath Eureka Report Server	404 946 1300	877 584 7267
CleverPath Eureka Reporter	404 946 1300	877 584 7267
CleverPath Portal	404 946 1300	877 584 7267
CleverPath Reporter	404 946 1300	877 584 7267
Database Management Tools for DB2 for z/OS Product	630 505 6724	800 859 3289
Database Management Tools for IMS for z/OS	630 505 6738	800 201 7536
DESKTAP DBA	630 505 6737	800 859 9953
DM CONSOLE	630 505 6737	800 859 9953
DRAS OM Distributed Repository Access System	609 583 9671	
Enterprise DBA	630 505 6737	800 859 9953
Forest & Trees	404 946 1300	877 584 7267
IT Client Management	631 342 5760	800 423 3020
IT PAM connector for Spectrum Automation Manager	631 342 5760	800 423 3020
Log Analyzer for Oracle	630 505 6737	800 859 9953
Log Analyzer for Sybase	630 505 6737	800 859 9953
ManageIT Suite	630 505 6737	800 859 9953
Nimsoft Service Desk		877 847 6912
OSS (Operational Support System) Platform		888 527 8800
Plan Analyzer for Oracle	630 505 6737	800 859 9953

Copyright © 2015 CA. All rights reserved.

POEMS Performance Management GUI	630 505 6737	800 859 9953
Private Cloud Accelerator for vBlock Platforms		888 527 8800
Service Availability	508 598 6606	888 832 4340
ServerVision	630 505 6737	800 859 9953
Spectrum Service Assurance or Event Integration	631 342 5760	800 423 3020
SQL Spy	630 505 6737	800 859 9953
SQL/MAP	703 709 4980	
Unicenter Management for Microsoft Exchange	631 342 5760	800 423 3020
Unicenter TNG MVS Event Manager Option	412 494 1304	
VM:Webserver	703 709 4980	
Virtual Assurance for Infrastructure Managers	631 342 5760	800 423 3020
Virtual Desktop Automation for Vblock		888 527 8800
Workload Automation - EE products	905 707 4420	888 377 8737
Xen Citrix VDI		888 527 8800

*Some Mobile Telephone carriers may restrict access to toll-free numbers and generally charge airtime even when full toll free agreements exist between callers.

Copyright © 2015 CA. All rights reserved.