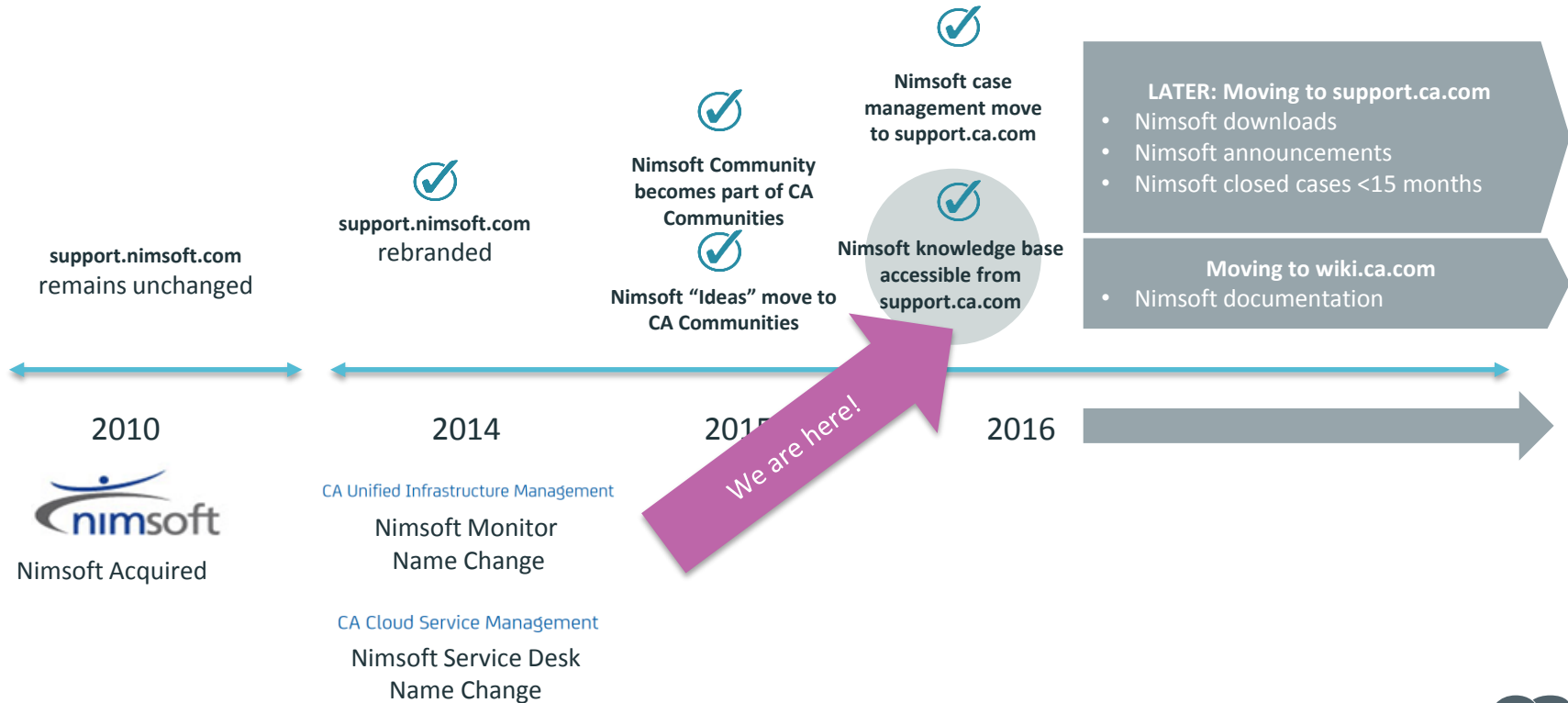**User Resources Notification:**

Beginning Monday December 7, 2015, Nimsoft knowledge base will be updated and accessible from support.ca.com.

Articles on support.nimsoft.com will not be updated and will eventually be removed.

Changes to Nimsoft Customer Portal

support.nimsoft.com
remains unchanged

✓ support.nimsoft.com
rebranded

✓ Nimsoft Community
becomes part of CA
Communities

✓ Nimsoft "Ideas" move to
CA Communities

✓ Nimsoft case
management move
to support.ca.com

✓ Nimsoft knowledge base
accessible from
support.ca.com

LATER: Moving to support.ca.com
- Nimsoft downloads
- Nimsoft announcements
- Nimsoft closed cases <15 months

Moving to wiki.ca.com
- Nimsoft documentation

We are here!

2010

Nimsoft Acquired

2014

CA Unified Infrastructure Management
Nimsoft Monitor
Name Change

CA Cloud Service Management
Nimsoft Service Desk
Name Change

2015

2016

ca
technologies

Changes to Nimsoft Customer Portal

Knowledge Documents have moved from support.nimsoft.com

TO

support.ca.com
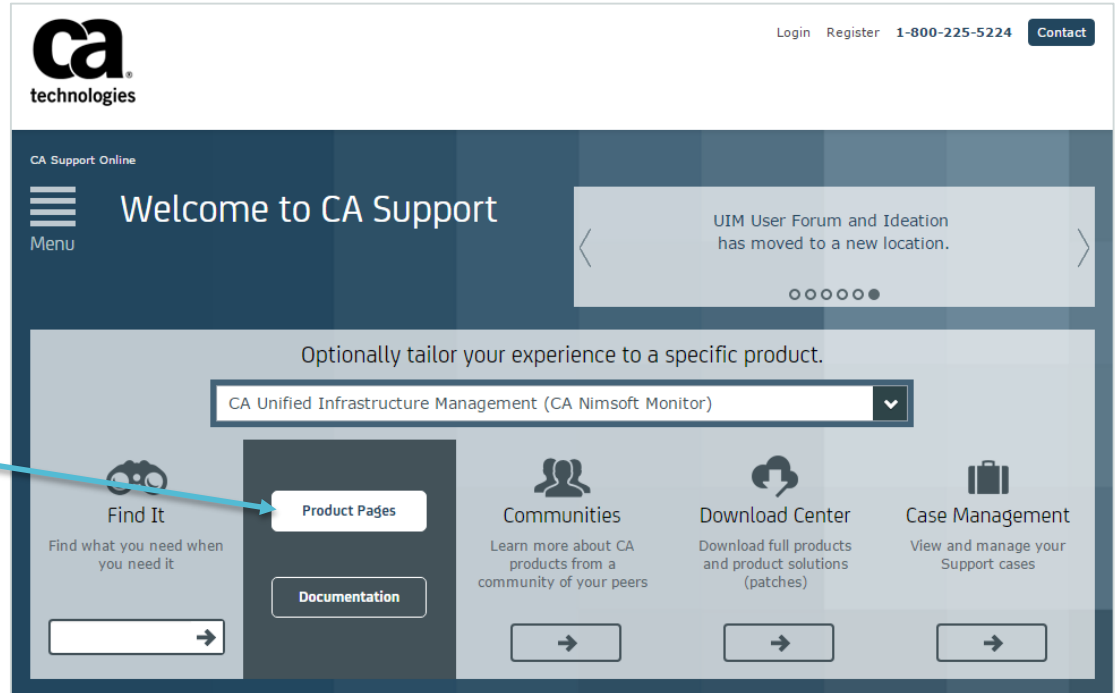
How to find the new Knowledge Base Articles

By Direct Link

- UIM (Nimsoft) KB Articles
  - http://www.ca.com/us/support/ca-support-online/support-by-product/ca-unified-infrastructure-management.aspx

- CSM (Nimsoft Service Desk) KB articles
  - http://www.ca.com/us/support/ca-support-online/support-by-product/ca-cloud-service-management.aspx
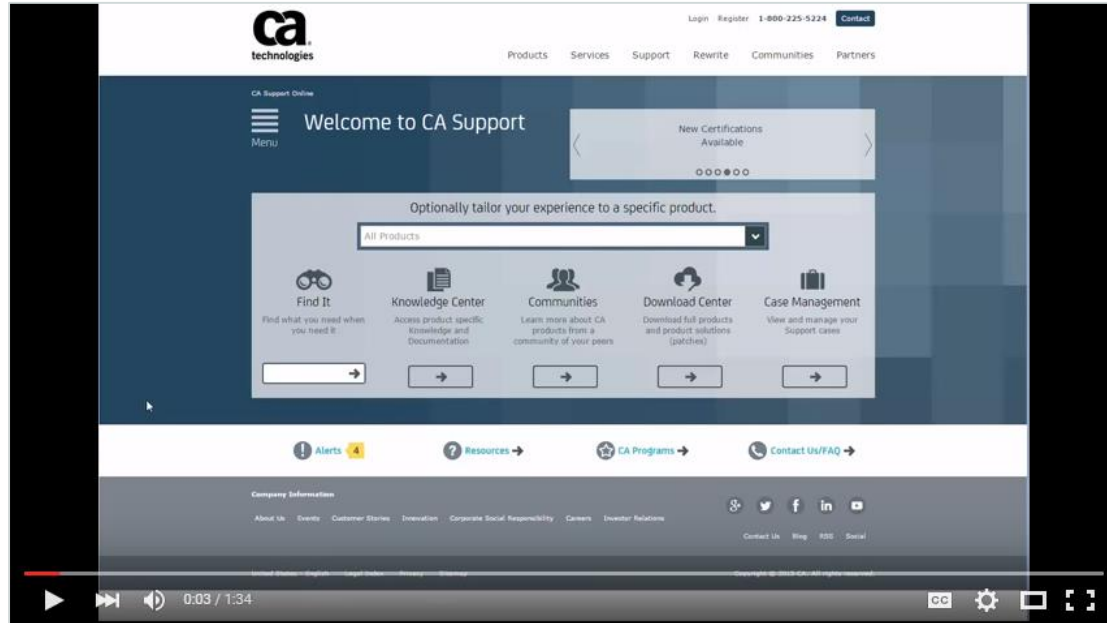
ca
technologies®

How to find the new Knowledge Base Articles

By Web Navigation

1. Go to support.ca.com
2. Type in your product name
3. Hover over Knowledge Center and select Product Pages

How to Search for Knowledge from support.ca.com

https://www.youtube.com/watch?v=4QdAnE2j7wk

ca
technologies

For more information on changes to the Nimsoft Portal, watch the Replay of this Communities Webcast:

Webcast Replay
Migrating from support.Nimsoft.com