

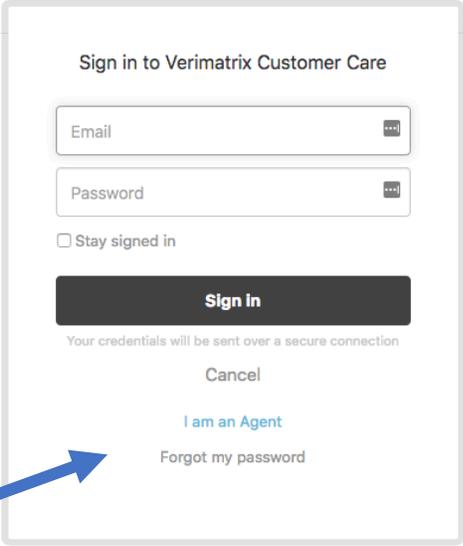
## Verimatrix Customer Care Portal First Time Login Instructions & Portal Overview

The Customer Care portal is only available to our partners' and customers' staff who have been given access. To get access, simply complete the Portal Request form found here:

<https://www.verimatrix.com/customer-care-portal-request>

In 2-3 days, an email will be sent to your email address that the portal account has been setup. The first time you login you will need to set a password for your user account in the Customer Care portal. Follow these steps to set a new password and login to the Verimatrix Customer Care portal for the first time.

1. Open a new browser window and go to: <https://support.verimatrix.com>  
Your browser will have the following login prompt:



Sign in to Verimatrix Customer Care

Email

Password

Stay signed in

**Sign in**

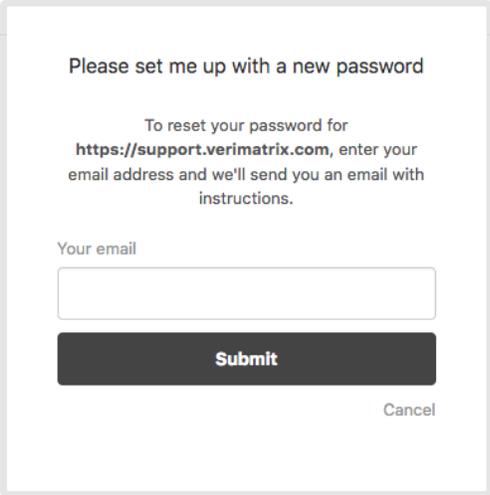
Your credentials will be sent over a secure connection

Cancel

[I am an Agent](#)

[Forgot my password](#)

2. Click on the 'Forgot my password' link at the bottom of the login window.  
Your browser will then display the following:



Please set me up with a new password

To reset your password for <https://support.verimatrix.com>, enter your email address and we'll send you an email with instructions.

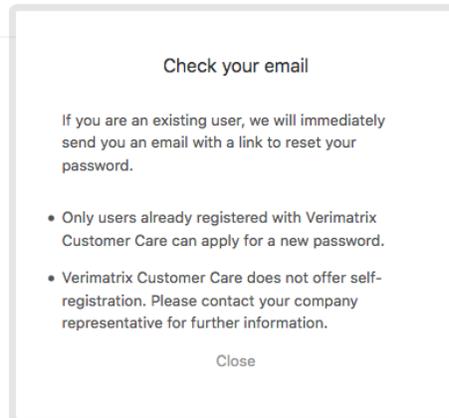
Your email

**Submit**

Cancel

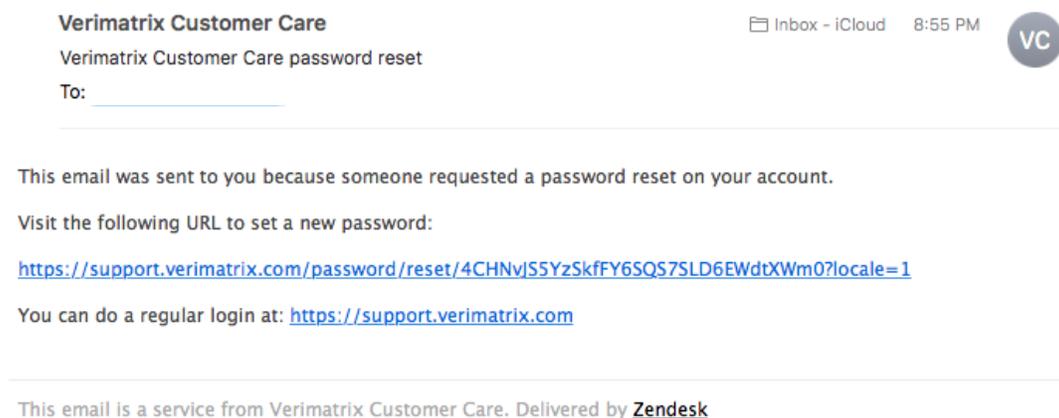
## Verimatrix Customer Care Portal Login and Overview

3. Be sure to use the same email address that you provided in the Portal request form, or if you had access, the email you used to login to the previous Verimatrix portal into this prompt and click Submit.



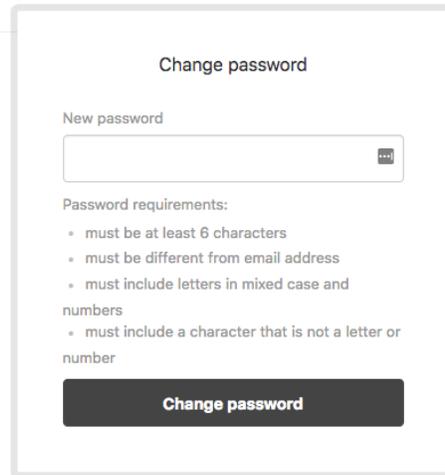
4. Within a few minutes, an email will be sent to your email address with a secure link that you can use to create a password for the new Customer Care portal.

Note: If the email address you use is not on file (we migrated all of our customer info across from the other portal) or you are new to your organization, you will need to make a portal access request here: <https://www.verimatrix.com/customer-care-portal-request>



## Verimatrix Customer Care Portal Login and Overview

5. Clicking on the secure link will load the password reset in your browser. Create a unique password that follows the requirements presented on the screen.

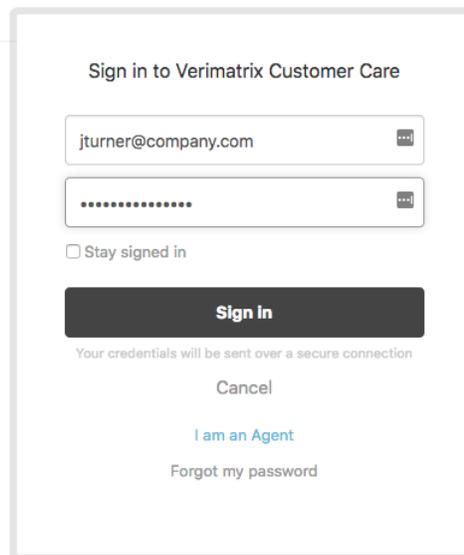


The screenshot shows a 'Change password' form. At the top, it says 'Change password'. Below that is a text input field labeled 'New password'. Underneath the input field, there are 'Password requirements:' listed as follows:

- must be at least 6 characters
- must be different from email address
- must include letters in mixed case and numbers
- must include a character that is not a letter or number

At the bottom of the form is a dark button labeled 'Change password'.

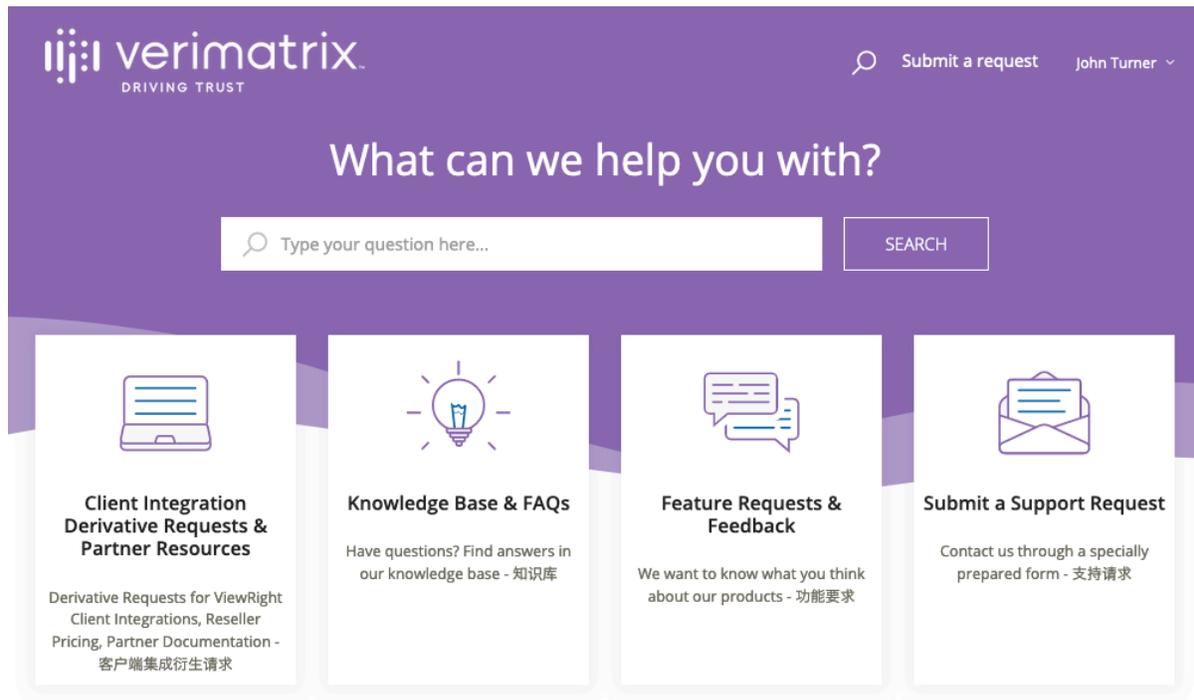
6. Once you have created your new password, go to: <https://support.verimatrix.com> and enter your email address and new password and click 'Sign In'.



The screenshot shows a 'Sign in to Verimatrix Customer Care' form. It has two text input fields: the first contains the email address 'jturner@company.com' and the second contains a masked password '.....'. Below the password field is a checkbox labeled 'Stay signed in'. At the bottom of the form is a dark button labeled 'Sign in'. Below the button, it says 'Your credentials will be sent over a secure connection'. At the very bottom, there are three links: 'Cancel', 'I am an Agent', and 'Forgot my password'.

- 7. The new Verimatrix Customer Care portal will be displayed.

### Customer Care Portal Overview



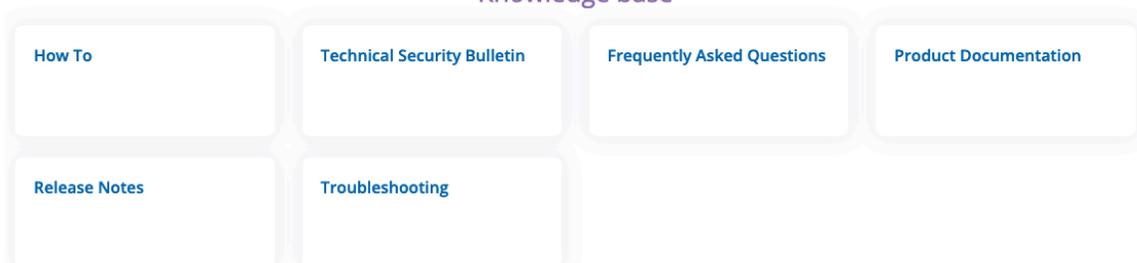
From here you can search the Knowledge base, download documentation, release notes, as well as Submit a Support Request or review any existing support tickets you have submitted.

The new Customer Care Portal is much easier to navigate and find the information you are looking for. Knowledge base articles, Bulletins, Release notes, How-to articles and FAQs are all organized by product and major software version and easily searched.

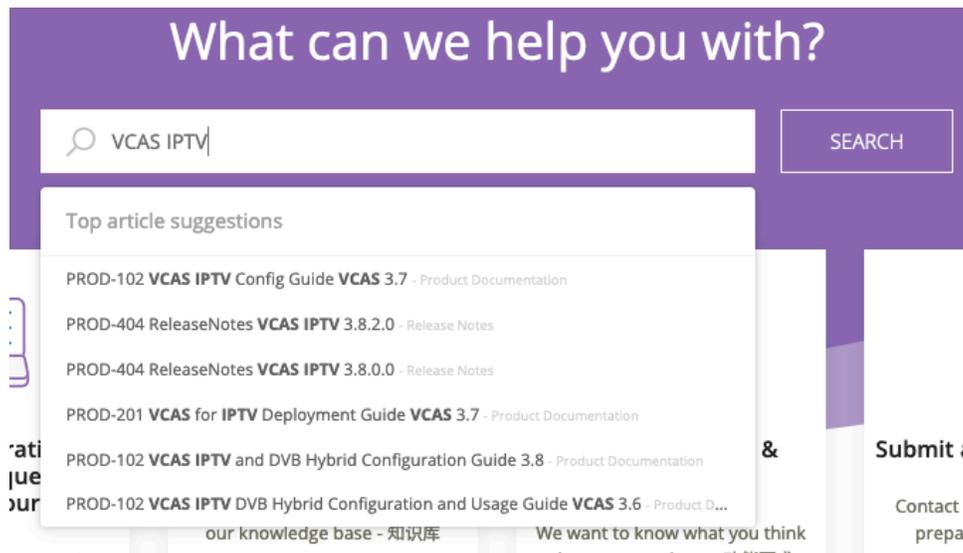
#### Promoted articles

- ★ [How can I get access to VCAS courses?](#)  
SUMMARY: Verimatrix University VCAS courses A...
- ★ [Commands for DVB](#)  
Some important commands to check status on BCSM.
- ★ [How to collect server logs and configuration details from a VCAS server with the vcas\\_dump script](#)  
Question: How to collect server logs and config...
- ★ [How to use the new Verimatrix Customer Care Portal?](#)  
Customer Care Portal Overview From the Custo...
- ★ [How to setup an account for the new Verimatrix Customer Care Portal?](#)  
Verimatrix customers with portal access will ne...
- ★ [Product Life Cycle Policy and Dates](#)  
Here are are links to our Product Life Cycle Po...

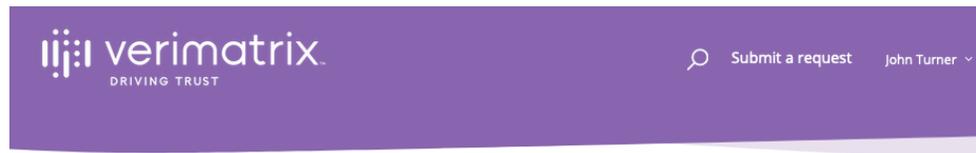
#### Knowledge base



Searching for specific information is much easier, as you type your search query the Knowledge base will recommend articles based upon your specific key words.



Search results are fast and accurate. The Knowledge base search engine gets smarter over time the more it is used based upon customer voting, and customers can provide feedback on each article to help us improve on the content for everyone.



Verimatrix Customer Care > Frequently Asked Questions > VCAS Platform

## OMI specific logs (wse.log) and log level configuration in VCAS 3.8 and higher

FOLLOW



Fredy Zuercher

Published: June 05, 2018 12:25 Updated: July 25, 2018 08:38

SUMMARY: OMI specific log files and log level configuration are located in a different directories in VCAS 3.8 to VCAS 4.2, compared to previous VCAS versions.

In VCAS 4.3 and higher, these log messages are sent to the main log file.

Log messages from WSE / VSA / ISA communications in VCAS 3.8 to 4.2 can be found under:

```
/var/log/vmlog/  
wse.log  
vsa.log  
isa.log
```

The default log level can be increased by changing all the lines (around 20 lines) which contain 'omi' from "ERROR" to "DEBUG" in the following file:

```
/opt/vcas/platform/etc/WSE/log4j2.xml
```

Example:

```
Logger name="com.verimatrix.omi.xxx" level="ERROR"  
change 'ERROR' to 'DEBUG'
```

Prior to VCAS 3.8, these logs were stored in the directory of each component (WSE / VSA

### Articles in this section

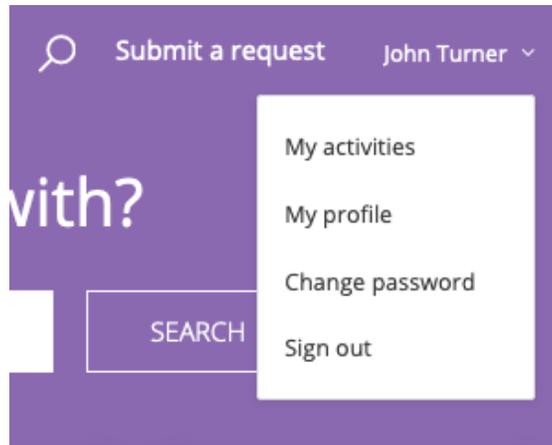
- ▶ Will old SOCKEM keyfiles from a 3.x VCAS server work fine on new VCAS Ultra servers after an upgrade?
- ▶ SNMP community name in VCAS 4.2 has been changed
- ▶ How to get operating system statistics from VCAS server console
- ▶ What should the AssetID be set to when using DRM\_MODE=PULL?
- ▶ How to configure logging for VCAS Java processes
- ▶ Pull Entitlement - Certificate Check
- ▶ What is the public IP address range of Verimatrix?
- ▶ Does VCAS support Unicode character sets?
- ▶ Kickstart DVD installation on Sun blade servers
- ▶ Changing IP address on All-In-One VCAS server

SEE MORE

## Verimatrix Customer Care Portal Login and Overview

To submit a support request, click on the large button on the right, or the 'Submit a request' link that will be in the top right of any page in the Customer Care portal.

To see and review your current and past support tickets, click on your name in the top right corner of any page, and Select 'My activities' from the drop-down menu.



The My activities page will load and show you the current status of your support tickets.

A screenshot of the 'My activities' page in the Verimatrix Customer Care Portal. The page header is purple and features the Verimatrix logo (DRIVING TRUST) on the left and 'Submit a request' and 'John Turner' on the right. Below the header, there are tabs for 'Requests', 'Contributions', and 'Following'. The 'Requests' tab is selected. Underneath, there is a section for 'My requests' with a sub-link 'Requests I'm CC'd on'. A search bar and a 'STATUS:' dropdown menu are present. The main content is a table of support tickets with columns for ID, SUBJECT, CREATED, LAST ACTIVITY, and STATUS.

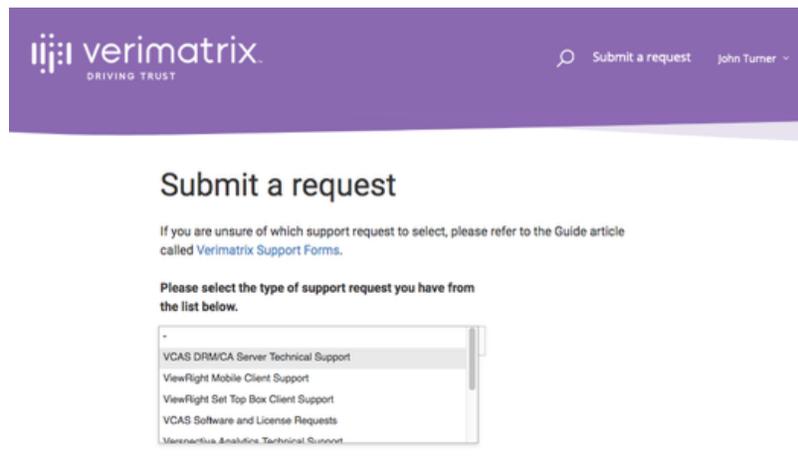
ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
65224	<a href="#">VCAS IPTV install question</a>	13 days ago	5 minutes ago	Awaiting your reply
65218	<a href="#">VCAS 3.8 configuration</a>	14 days ago	6 hours ago	Open
65209	<a href="#">Chat with Andy Soderberg</a>	14 days ago	13 days ago	Solved
159	<a href="#">Test email to customercare at Verimatrix</a>	21 days ago	15 days ago	Solved

- A ticket with a yellow 'Awaiting your reply' status needs your attention.
- A red 'Open' status means that a Verimatrix Support engineer is working on your ticket.
- A blue 'Solved' status lets you know that your request has been completed.

You can click on the Subject text of any ticket to open it to see all the details of your support request since you submitted it.

## Verimatrix Customer Care Portal Login and Overview

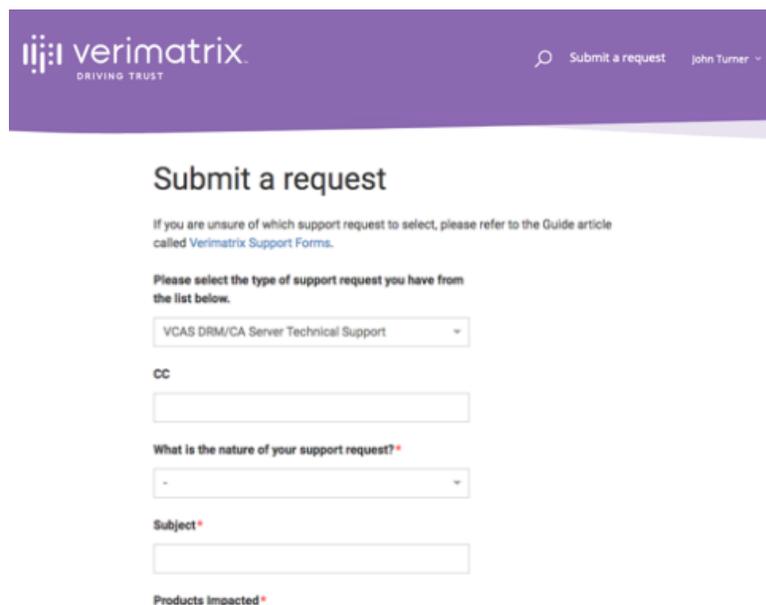
To submit a support request, click on the large button on the right, or the 'Submit a request' link that will be in the top right of any page in the Customer Care portal.



The screenshot shows the top navigation bar with the Verimatrix logo and a 'Submit a request' button. Below the header, the page title is 'Submit a request'. A link points to a guide article. A dropdown menu is open, showing the following options:

- VCAS DRM/CA Server Technical Support
- ViewRight Mobile Client Support
- ViewRight Set Top Box Client Support
- VCAS Software and License Requests
- Verimatrix Analytics Technical Support

From the Submit a request screen you can select the type of support request you have and complete the form. This ensures your support request goes to the proper team within Verimatrix to give you the fastest response possible. If you are not sure which support request form to select, the link above the forms will take you to a Knowledge base article with a description of what each form is used for.



The screenshot shows the 'Submit a request' form. The dropdown menu is now closed, and the selected option 'VCAS DRM/CA Server Technical Support' is visible in the dropdown box. Below this are the following fields:

- CC:
- What is the nature of your support request?\*:
- Subject\*:
- Products impacted\*:

Please note that if you have an urgent system emergency, please call the Verimatrix 24-Hour Customer Care Hotline at one of the following numbers:

Toll-Free, USA & Canada: +1-800-574-3856  
Toll-Free, Australia only: +1-800-753-045  
All other International: +1-858-764-5300