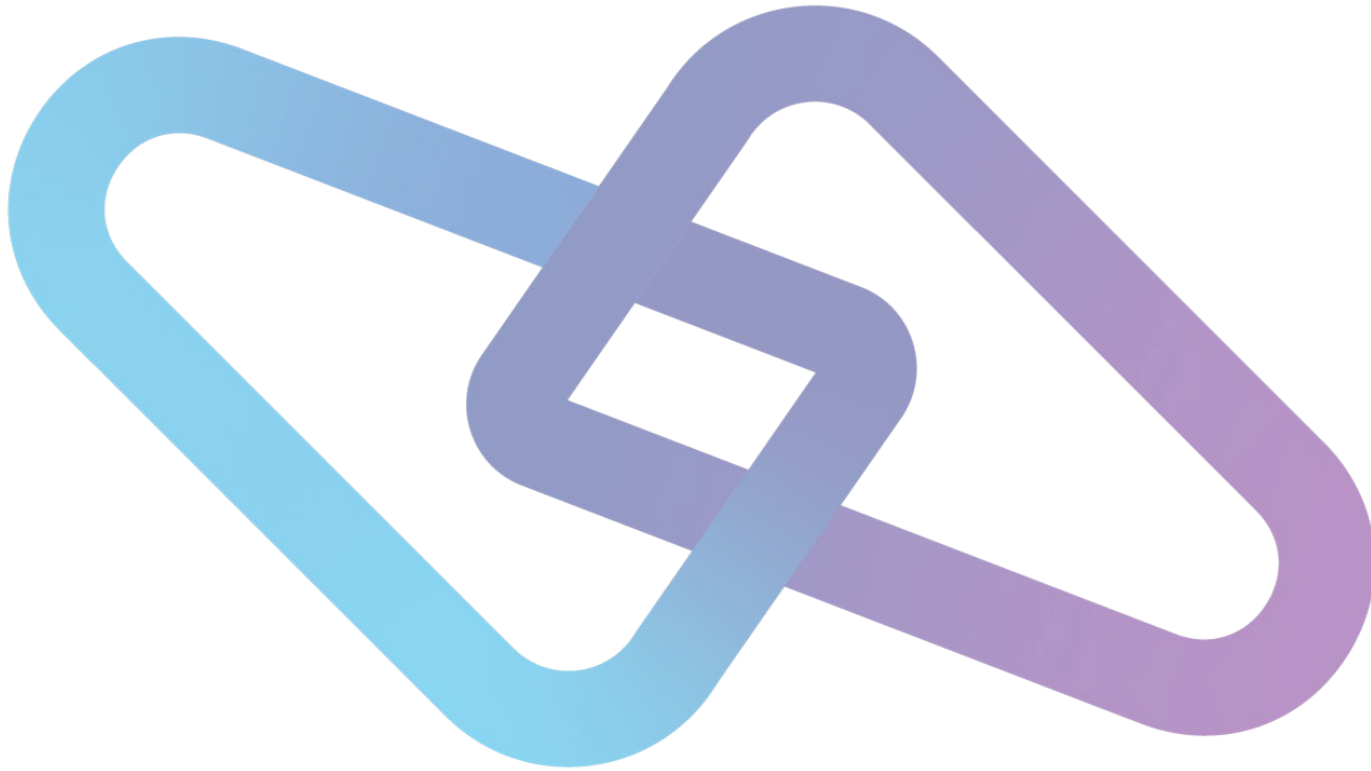




21CS Client Portal

Liz Barnes
Director, Technical Support

21CS CONFIDENTIAL – RESTRICTED ACCESS

This document and the confidential information it contains shall be distributed, routed, or made available solely to authorized persons having a need to know within 21CS, except with written permission of 21CS.

Agenda

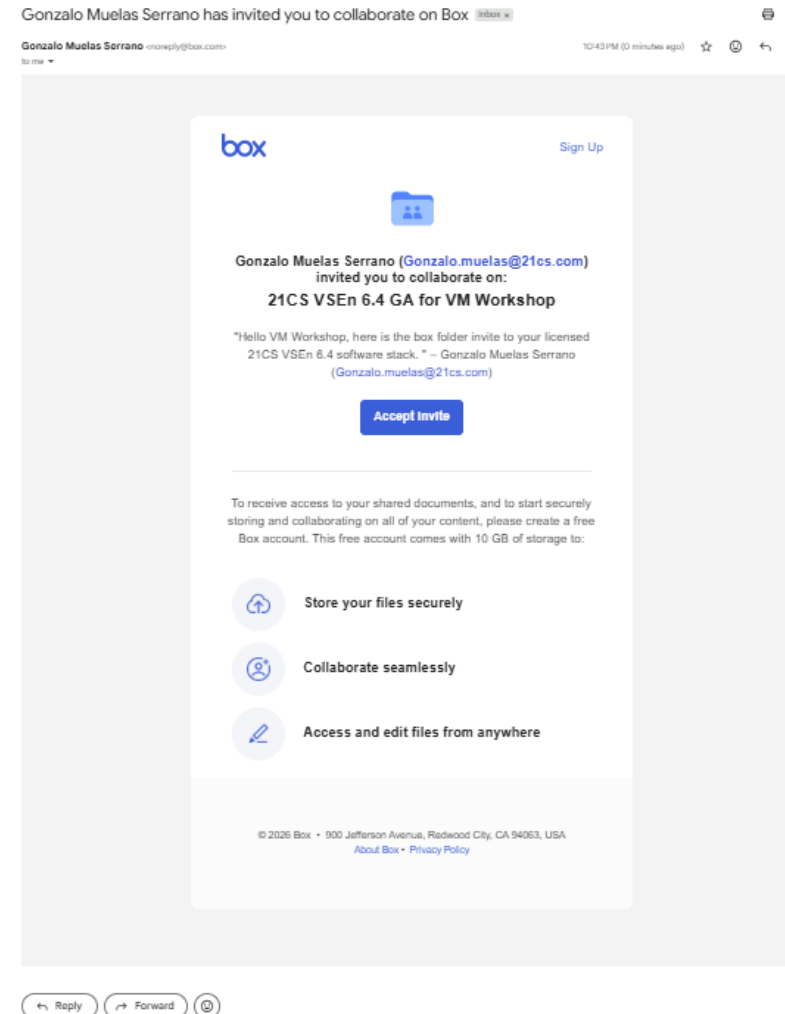


- Current Delivery with Box
- Current Support Process
- 21CS Client Portal
- SCRT Reporting
- Q&A

Current Delivery (licensed 21CS VSEⁿ SW Stack)



- The designated person(s) by the customer will get an invitation per email to the Box folder with the licensed 21CS VSEⁿ SW Stack
- The Email will be from Gonzalo Muelas Serrano noreply@box.com
- The recipient of the invitation should click on “Accept Invite”
- Subsequent (post registration for the first invite in Box) “invites” to folders, will be auto accepted and the link will direct “Go to Folder”



Current Delivery (licensed 21CS VSEⁿ SW Stack)



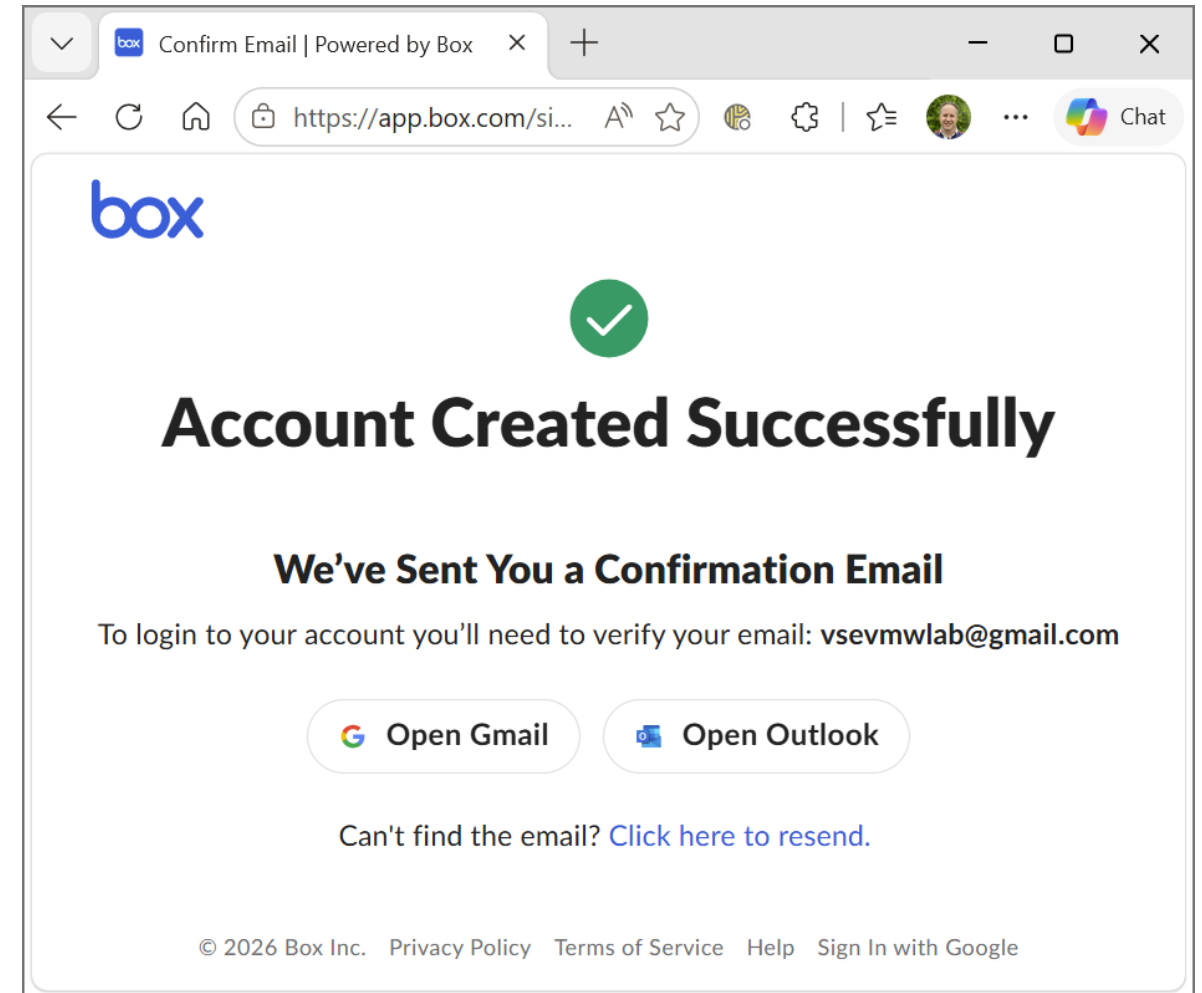
- Fill in the required fields (like in the example, unless you live in the EU/UK and you should check the box as well)
- Press “Submit”

A screenshot of a web browser displaying the Box 'Create Your Account' page. The browser's address bar shows the URL 'https://fossilfree.a...'. The page header includes the Box logo, 'English (US)', and a phone number '1-877-729-4269'. The main heading is 'Create Your Account'. Below it, a message states: 'Gonzalo Muelas Serrano has invited you to collaborate on "21CS VSEn 6.4 GA for VM Workshop"'. The form is divided into two columns. The left column is titled 'Signup for a Box account to accept invite' and contains fields for 'Full Name' (Gonzalo Muelas Serrano), 'Business Email Address' (vsevmwlab@gmail.com), 'Password' (with a 'Good' strength indicator), 'Confirm Password', and 'Phone Number' (+4915172710485). At the bottom of this column are two checkboxes: 'I live in the European Economic Area or U.K.' (unchecked) and 'By checking this box, you agree to Box's Terms of Service and confirm you have read Box's Privacy Policy...' (checked). A blue 'Submit' button is at the bottom. The right column is titled 'Your Current Plan:' and shows 'Box Individual' with features: '10 GB Storage', '250 MB file upload limit', and '1 file version'. A link '+ Show More Features' is present. Below this, a box shows 'Today's Total' as 'Free'. At the bottom right, there is a section 'Learn more about Box' with a blue graphic showing various file icons.

Current Delivery (licensed 21CS VSEⁿ SW Stack)



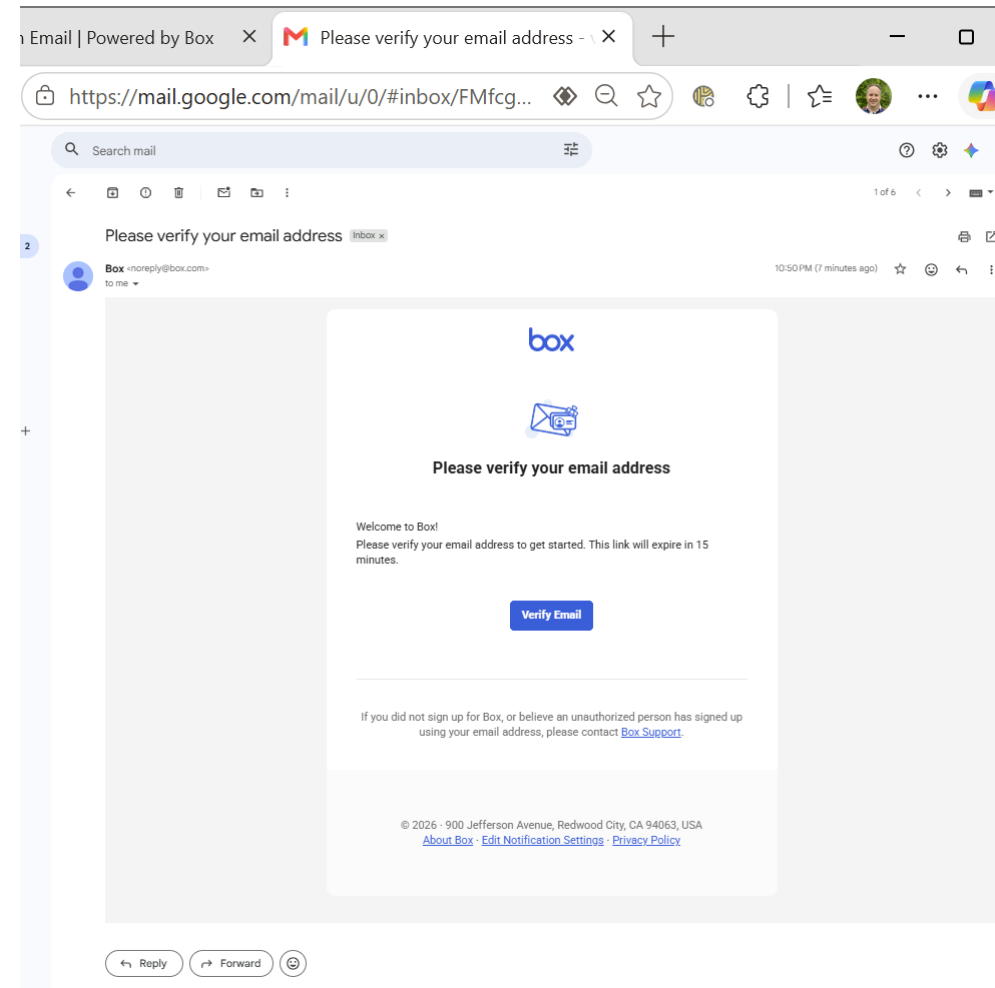
- You will get the following screen informing you that a confirmation email has been sent and that you need to verify it via the email



Current Delivery (licensed 21CS VSEⁿ SW Stack)



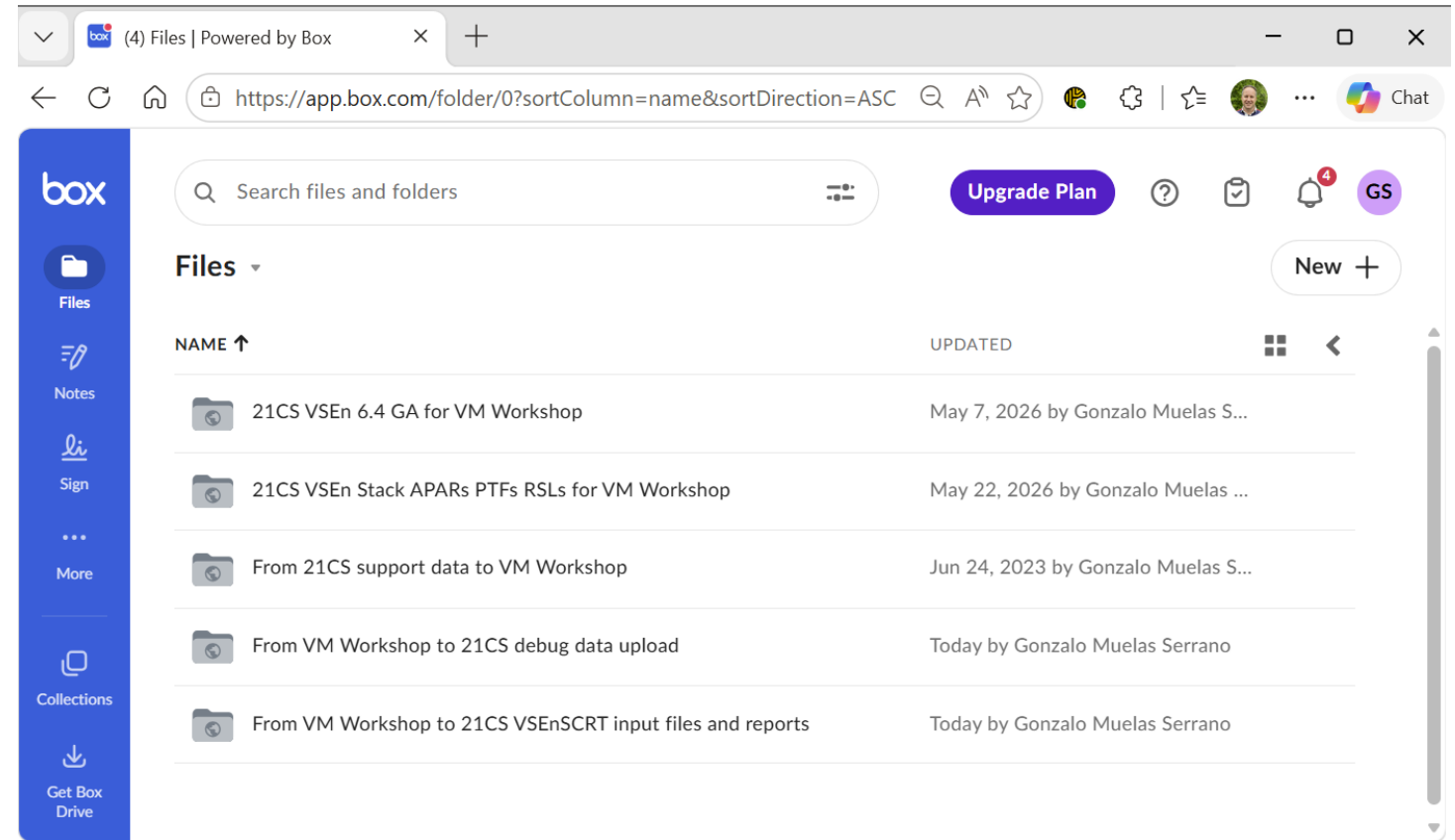
- You should be able to find an email from “Box noreply@box.com”
- Click on “Verify Email”



Current Delivery (licensed 21CS VSEⁿ SW Stack)



- Do not share the access or downloads with anybody that was not “selected” to have access between the customer and the supplier



Current Delivery (licensed 21CS VSEⁿ SW Stack)



- Once you have accepted, the supplier will also be notified

Gonzalo Muelas Serrano has accepted your invitation to 21CS VSEn 6.4 GA for VM Workshop on Box



Box <noreply@box.com>

To ● Gonzalo Muelas Serrano



Reply



Reply All



Forward



Thu 11/06/2026 23:00

If there are problems with how this message is displayed, click here to view it in a web browser.

box



Gonzalo Muelas Serrano (ysevmwlab@gmail.com) has accepted your invitation to [21CS VSEn 6.4 GA for VM Workshop](#)

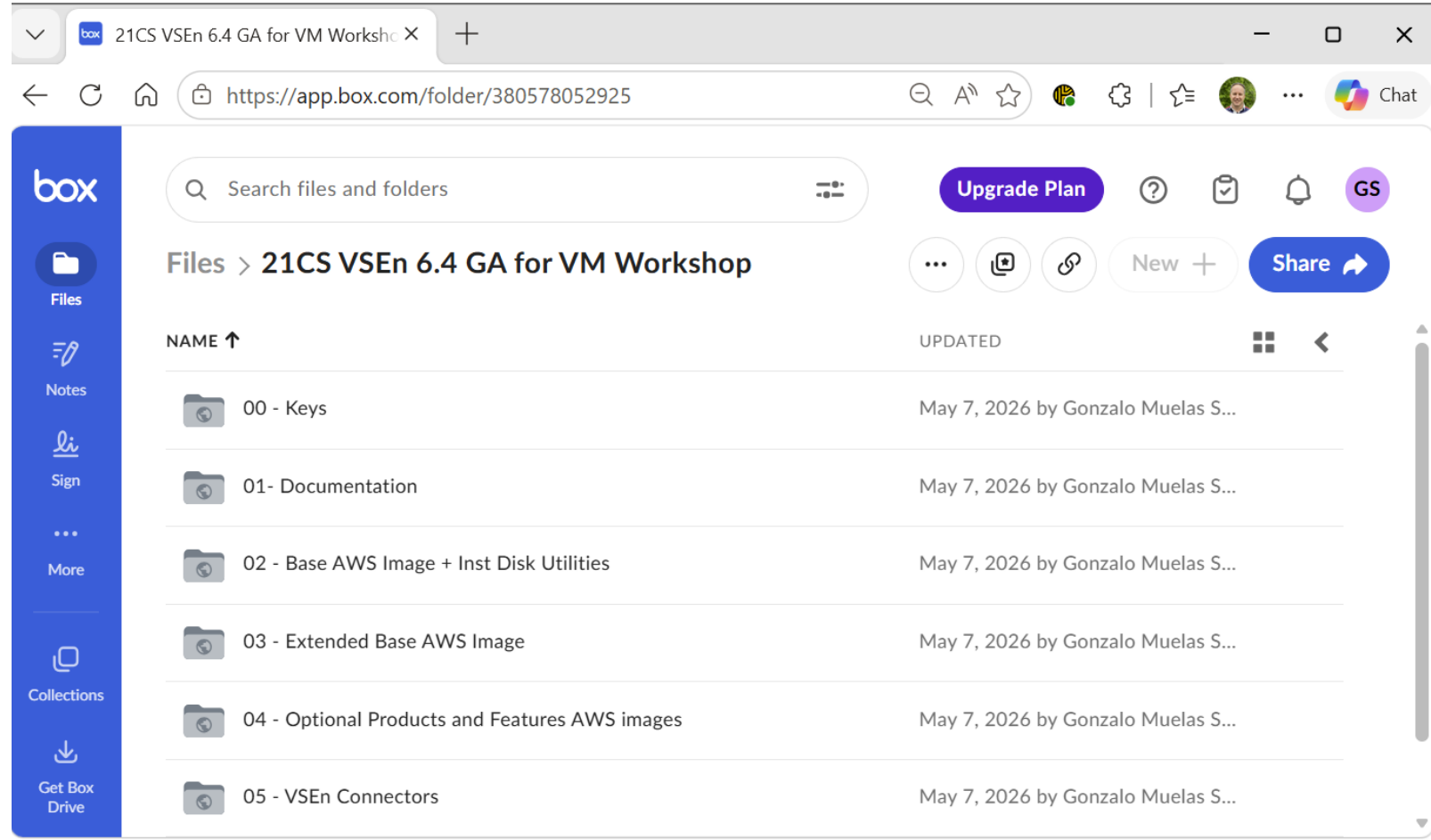
[View Folder](#)

© 2026 · 900 Jefferson Avenue, Redwood City, CA 94063, USA
[About Box](#) · [Edit Notification Settings](#) · [Privacy Policy](#)

Delivery (licensed 21CS VSEⁿ SW Stack)



- The “21CS VSEⁿ 6.4 GA for “VM Workshop” folder contains the subfolders for Keys, Documentation, Base, Extended Base, Optional and VSEⁿ Connectors



Delivery (licensed 21CS VSEⁿ SW Stack)



- In the Keys folder you will find all the Keys licensed

A screenshot of a web browser displaying the Box file management interface. The browser tab is labeled "00 - Keys | Powered by Box". The address bar shows the URL "https://app.box.com/folder/380580162320". The left sidebar is blue and contains the Box logo, a search bar, and navigation links for "Files", "Notes", "Sign", "More", "Collections", and "Favorites". The main content area shows the breadcrumb "Files > 21CS VSEn 6.4 GA for VM Workshop > 00 - Keys". Below this is a table of files with columns for "NAME", "UPDATED", and "SIZE".

NAME ↑	UPDATED	SIZE
21CS IPv6VSE 1.5 key expires 20260614.txt	Today by Gonzalo Muelas Serrano	336 B
21CS TCP/IP for VSEn 2.4 key expires 20260614.txt	Today by Gonzalo Muelas Serrano	209 B
21CS VSEn 6.4 Key DR 3932-Q06 46B2802 expires 20260614.txt	Today by Gonzalo Muelas Serrano	194 B
21CS VSEn 6.4 Key Primary 3932-Q06 46A2802 expires 20260612.txt	Today by Gonzalo Muelas Serrano	194 B
21CS VSEn 6.4 Key Primary 3932-Q06 46A2802 expires 20260614.txt	Today by Gonzalo Muelas Serrano	194 B
21CS VSEn 6.4 Key Primary CoD 3932-Z06 46A2802 expires 20260614.txt	Today by Gonzalo Muelas Serrano	195 B

Delivery (licensed 21CS VSEⁿ SW Stack)



- In the Documentation folder there are lots of publications (the most critical ones) has been provided.
- Additionally in the Connector Tools Box subfolder, there is additional documentation for VSEⁿ Connectors

01- Documentation | Powered by Box

https://app.box.com/folder/380578486901

Search files and folders

Files > 21CS VSEn 6.4 GA for VM Workshop > 01- Documentation

NAME ↑	UPDATED	SIZE
Adobe Acrobat Indexed 2026_04_27	May 7, 2026 by Gonzalo Muelas Serrano	178 Files
BSI Docs for 21CS IPv6VSE	May 7, 2026 by Gonzalo Muelas Serrano	20 Files
Connector Tools	May 7, 2026 by Gonzalo Muelas Serrano	16 Files
CSI Docs for 21CS TCP/IP for VSEn	May 7, 2026 by Gonzalo Muelas Serrano	6 Files
Optional Prod ReadMe Files	May 7, 2026 by Gonzalo Muelas Serrano	22 Files
6_4 SLK_Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	351 KB
AUDT_for_VSEn_1_3_Program_Reference_and_Operation_64_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	658.2 KB
COBOL_for_VSEn_1_2_Diagnosis_Guide_64_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	425 KB
COBOL_for_VSEn_1_2_Installation_and_Customization_Guide_64_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	838.4 KB
COBOL_for_VSEn_1_2_Language_Reference_64_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	2.9 MB
COBOL_for_VSEn_1_2_Programming_Guide_64_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	4.2 MB
C_for_VSEn_1_2_Language_Reference_64_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	1.3 MB
C_for_VSEn_1_2_User_Guide_64_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	865.8 KB

Get Box Drive

0 B of 10.0 GB used

Delivery (licensed 21CS VSEⁿ SW Stack)



- The “Readme Files” help to install/upgrade 21CS VSEⁿ optional products

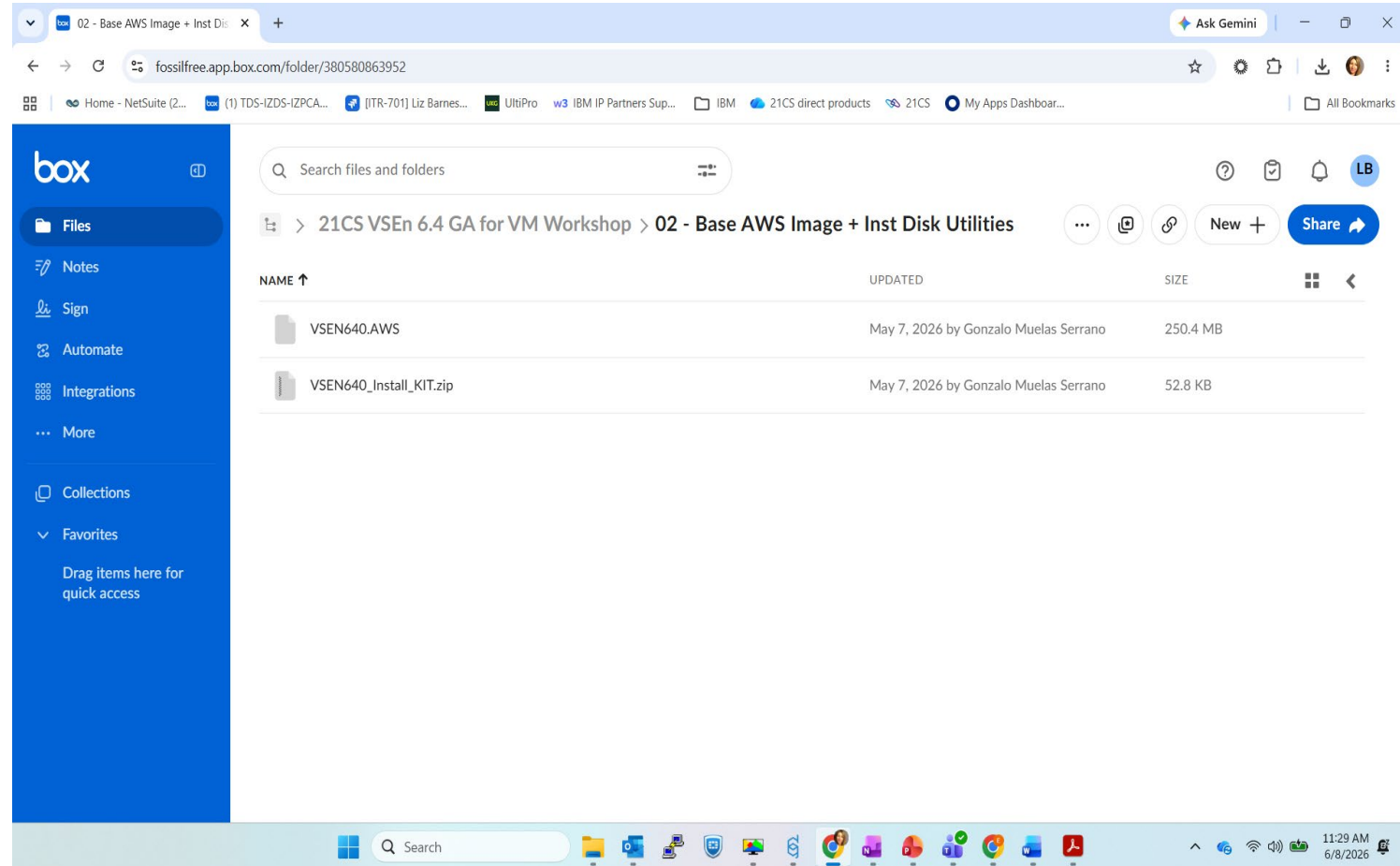
NAME ↑	UPDATED	SIZE
6_4 AFP Font Collection AFP DBCS Japanese Fonts for VSEn 2.2 Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	417.2 KB
6_4 AFP Font Collection AFP DBCS Korean Fonts for VSEn 2.2 Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	408.7 KB
6_4 AFP Font Collection AFP DBCS Simplified Chinese Fonts for VSEn 2.2 Read...	May 7, 2026 by Gonzalo Muelas Serrano	427.2 KB
6_4 AFP Font Collection AFP DBCS Traditional Chinese Fonts for VSEn 2.2 Rea...	May 7, 2026 by Gonzalo Muelas Serrano	418.5 KB
6_4 AFP Font Collection for VSEn 2.2 Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	488.3 KB
6_4 AUDT13-Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	465 KB
6_4 COBOL_for_VSEn_1_2_0 Readme_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	559.5 KB
6_4 Connector Container_Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	511.5 KB
6_4 C_for_VSEn_1_2_0 Readme_V3.pdf	May 7, 2026 by Gonzalo Muelas Serrano	426.7 KB
6_4 Debug_Tool_for_VSEn_1_2_0 Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	379.1 KB
6_4 EFM_1_2_0 Readme.pdf	May 7, 2026 by Gonzalo Muelas Serrano	554.5 KB
6_4 HDB_Readme_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	501.8 KB
6_4 MQ_for_VSEn_3_1_0-Readme_V2.pdf	May 7, 2026 by Gonzalo Muelas Serrano	1.4 MB

21CS CONFIDENTIAL – RESTRICTED ACCESS
See proprietary restrictions on title page.

Delivery (licensed 21CS VSEⁿ SW Stack)



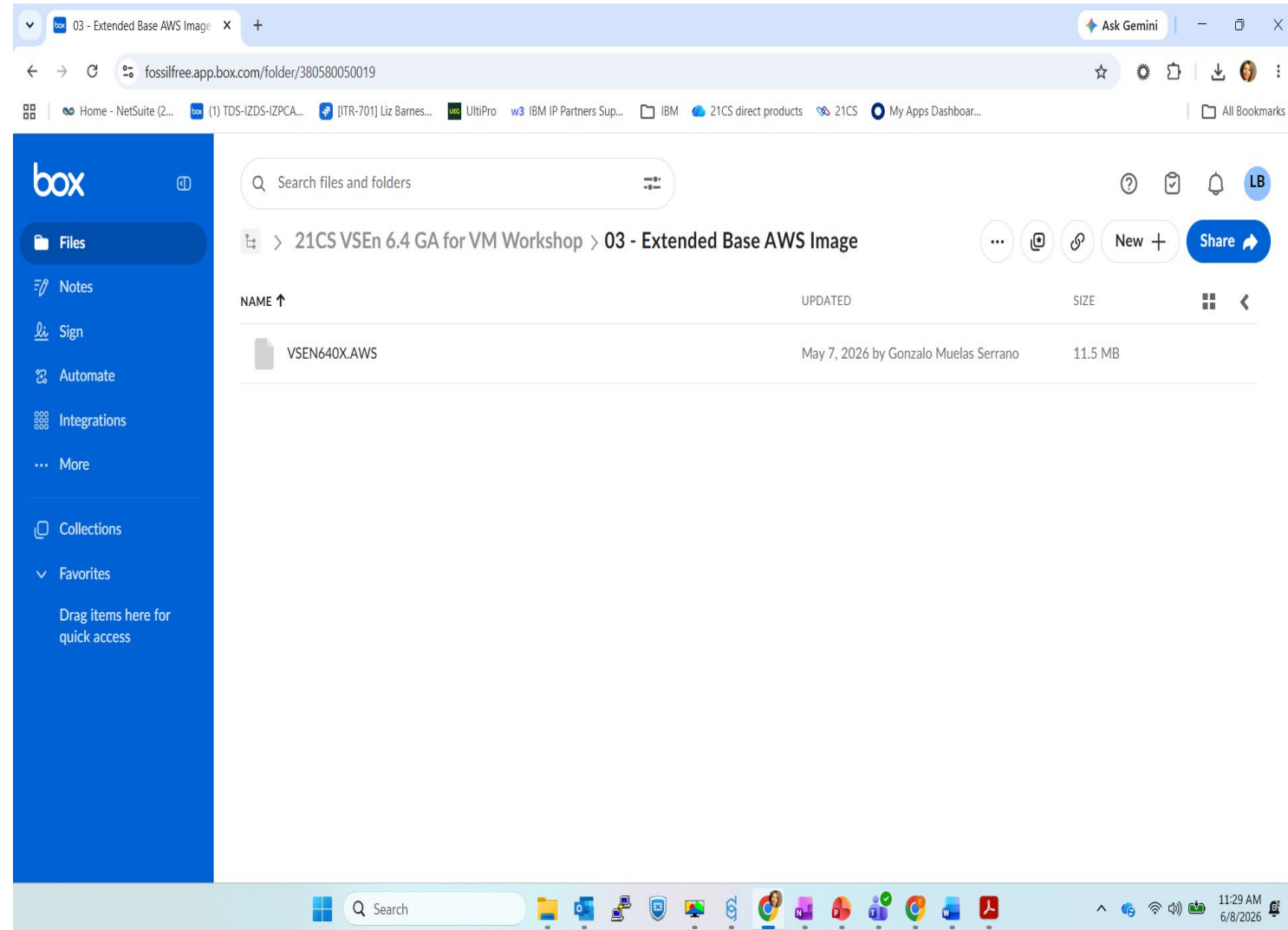
- From the “Base AWS Image and Inst Disk Utilities” folder, you can download the Base Tape Image (needed for FSU and fresh installation) and the InstallKit zip file (needed only for Fresh Installation from disk or tape)



Delivery (licensed 21CS VSEⁿ SW Stack)



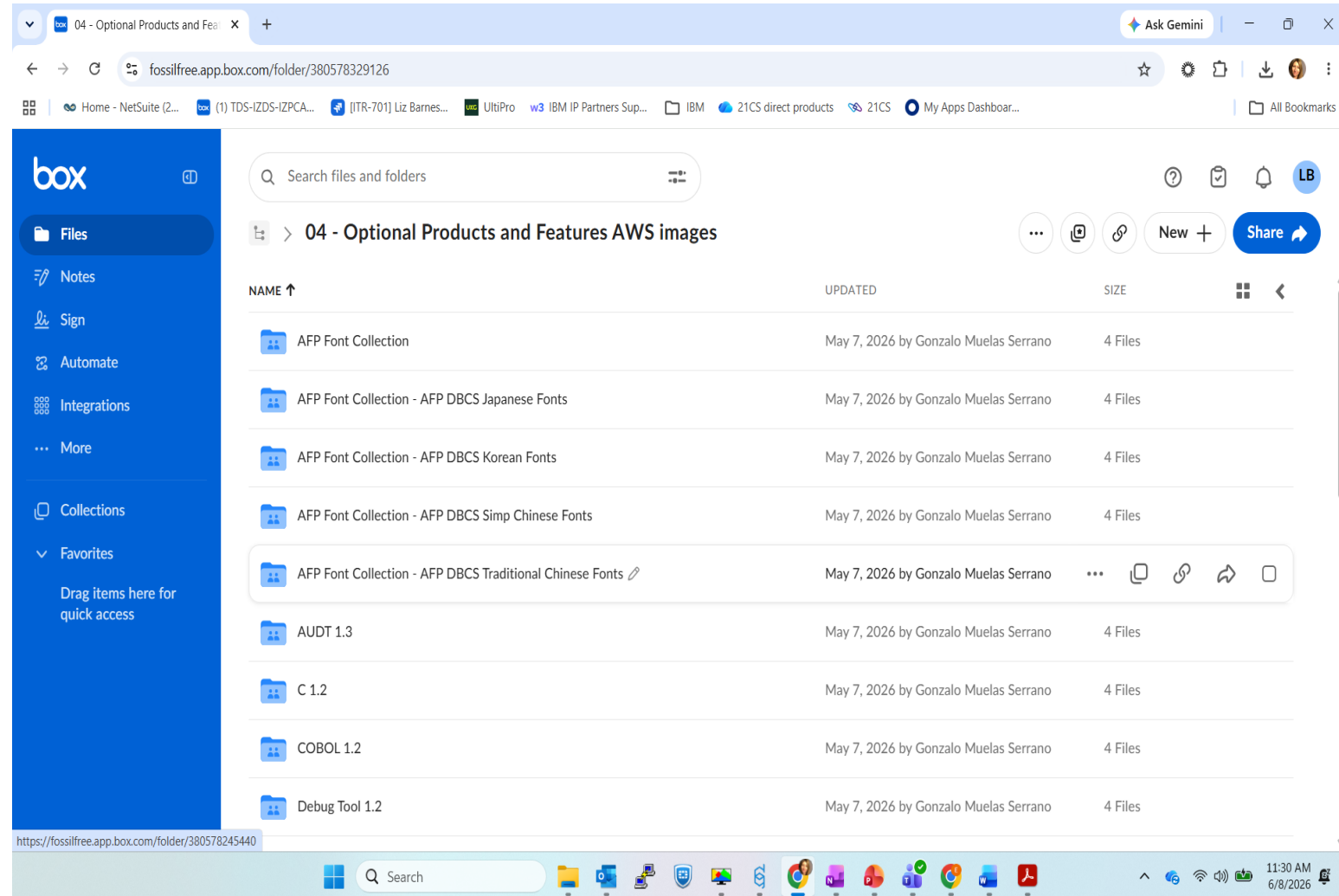
- The “Extended Base AWS image” contains the products the Extended Base tape, including OS/390 APIs and LE DBCS



Delivery (licensed 21CS VSEⁿ SW Stack)



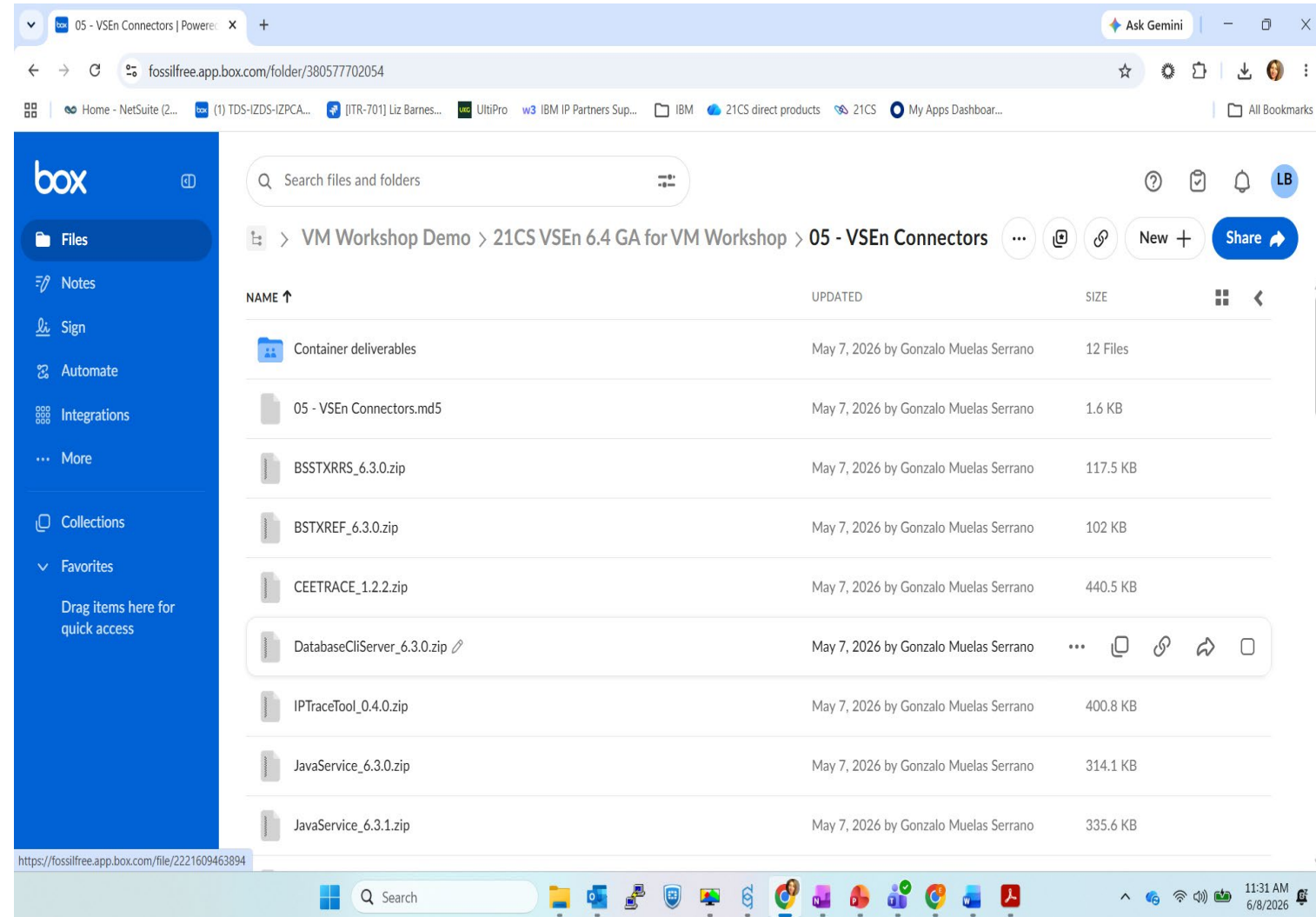
- The “Optional Products and Features in AWS images” includes all the optional products licensed by the customer
- Each 21CS VSEⁿ product has a folder with the AWS tape image and deletion jobs for upgrade or complete removal.



Delivery (licensed 21CS VSEⁿ SW Stack)



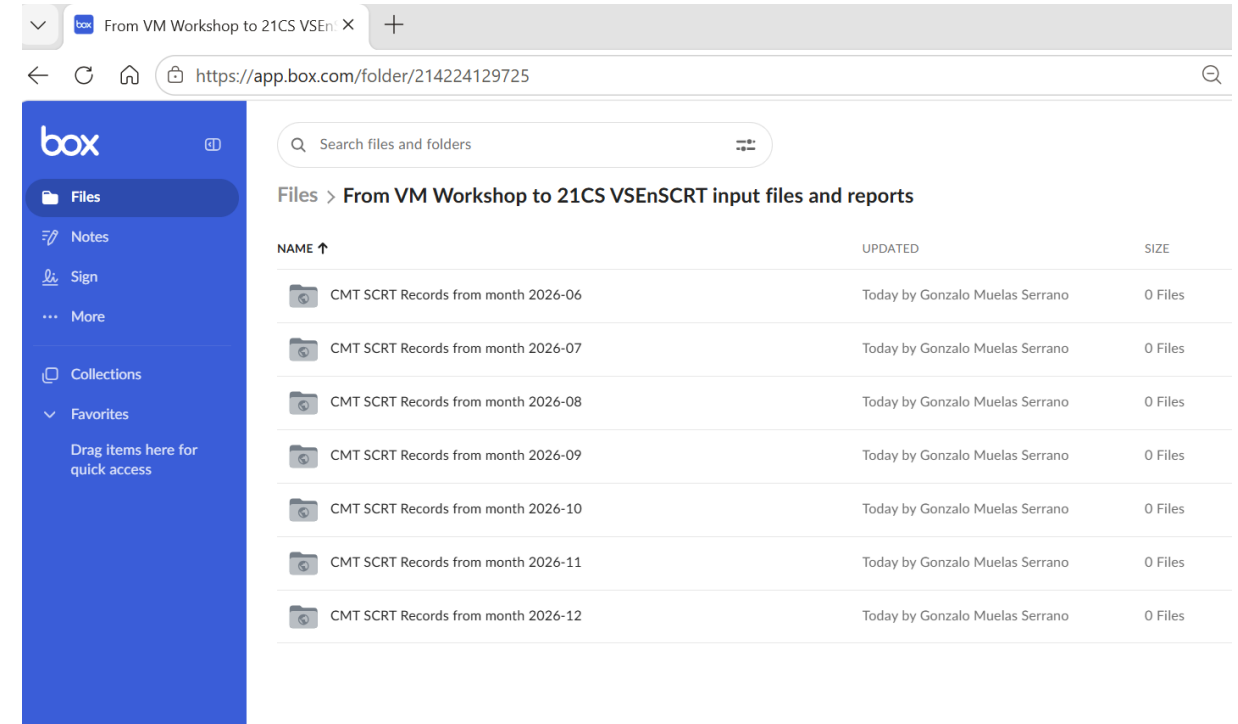
- The “VSEⁿ Connectors” contains the VSEⁿ Connectors and tools, for which 21CS provides support.



SCRT reporting



- If the customer wish to be charged for sub-capacity used (4h Rolling Avg. peak MSU), then the customer needs to:
 - start collection of the CMT records on all VSE machine(s) that the customer owns
 - Between the 2nd and 9th day of the month, extract the records for the wished period of time (usually previous month),
 - run VSEnSCRT
 - Upload, before the 9th day of the month, the input files (with the CMT records extracted) and the VSEnSCRT report to the correct directory in Box



Current 21CS Support Process



CONTACTING SUPPORT



Email Support

support@21CS.com



Phone Support (Toll-Free)

+1.800.555.6845
+1.610.971.9946



Support Case Opened

A case is created and all communication proceeds via email

SUPPORT EXPERIENCE



No Case Visibility

Clients cannot view or track their open cases



Email-Only Communication

All case updates and correspondence handled by email



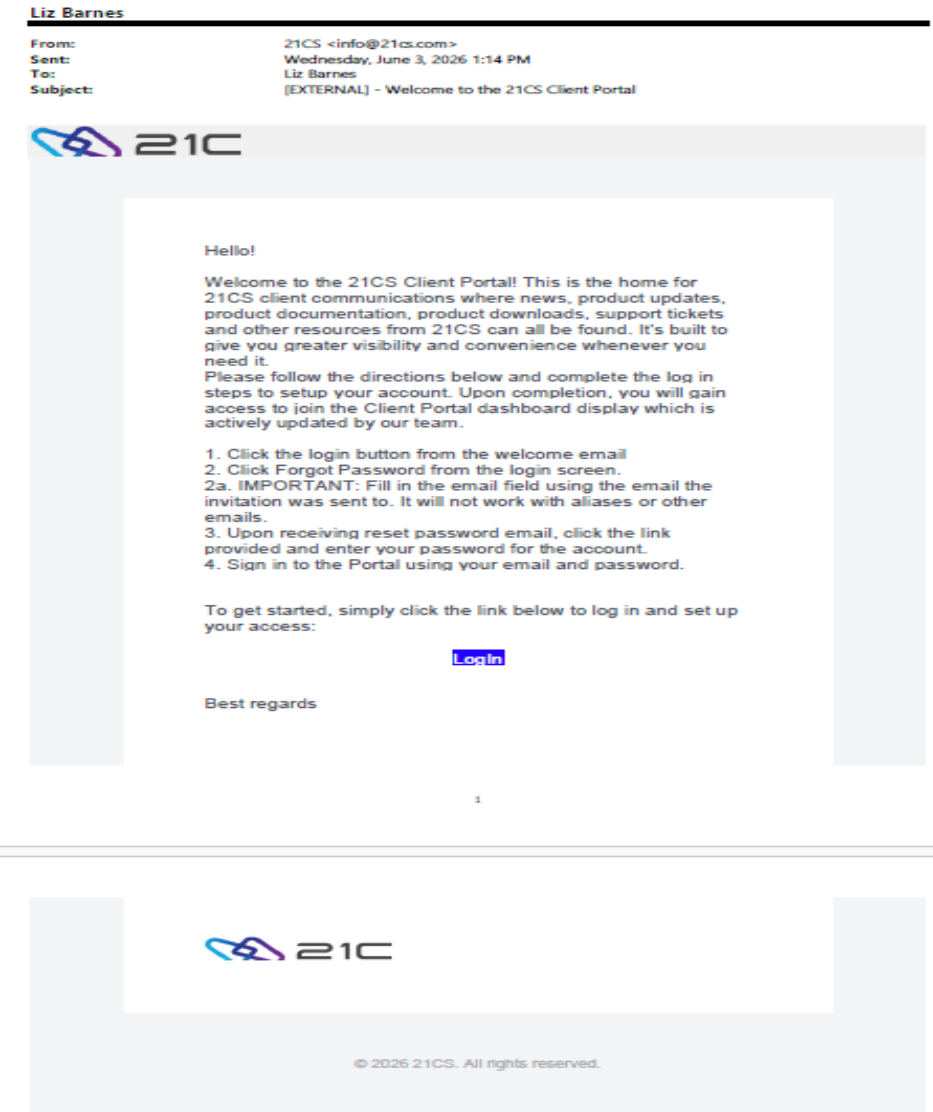
Box Used for All Deliverables

Install files • APARs • Keys • Documentation

Getting started with the 21CS Client Portal



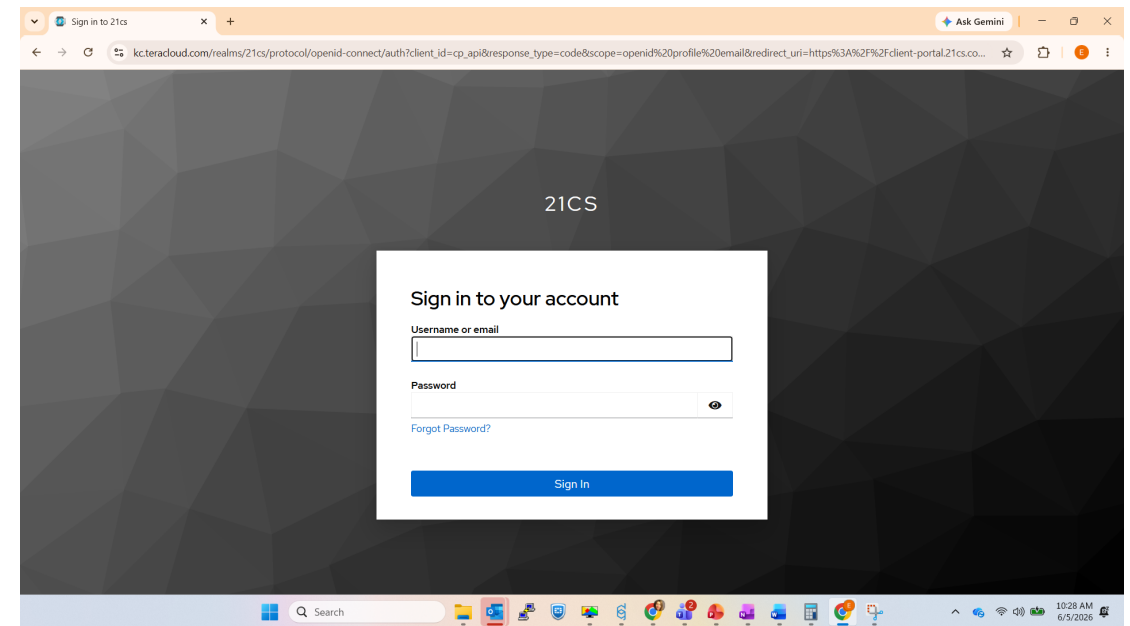
- Once sale is complete and your account has been set up
- Your CSM (Customer Success Manager) will send an invitation link to the designated person(s) in your organization
- Once they received the invitation, they will follow the instructions on the invitation to get their portal account started



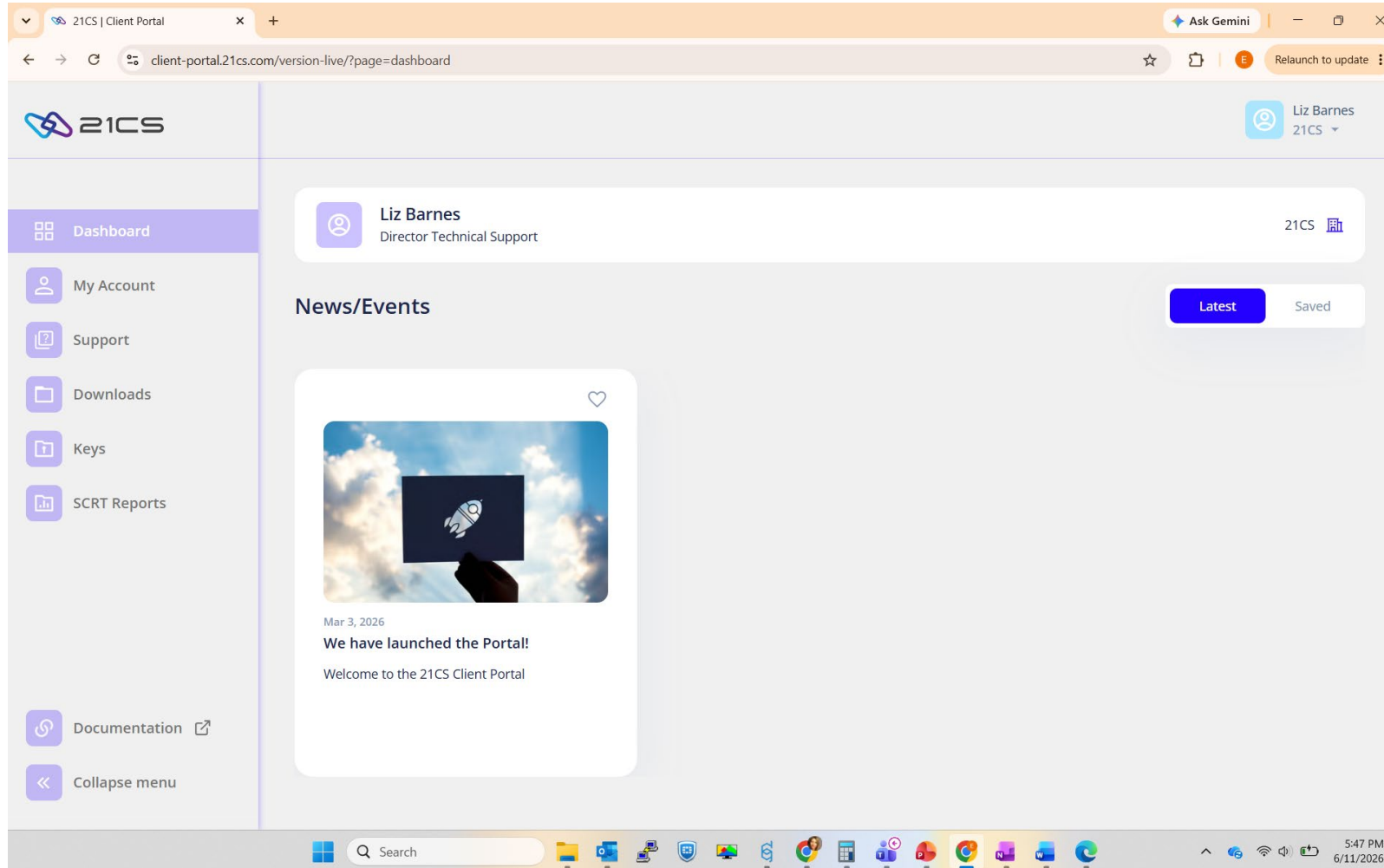
Getting started with the 21CS Client Portal



1. Click the login button from the welcome email
2. Click Forgot Password from the login screen.
 - 2a. IMPORTANT: Fill in the email field using the email the invitation was sent to. It will not work with aliases or other emails.
3. Upon receiving reset password email, click the link provided and enter your password for the account.
4. Sign in to the Portal using your email and password.



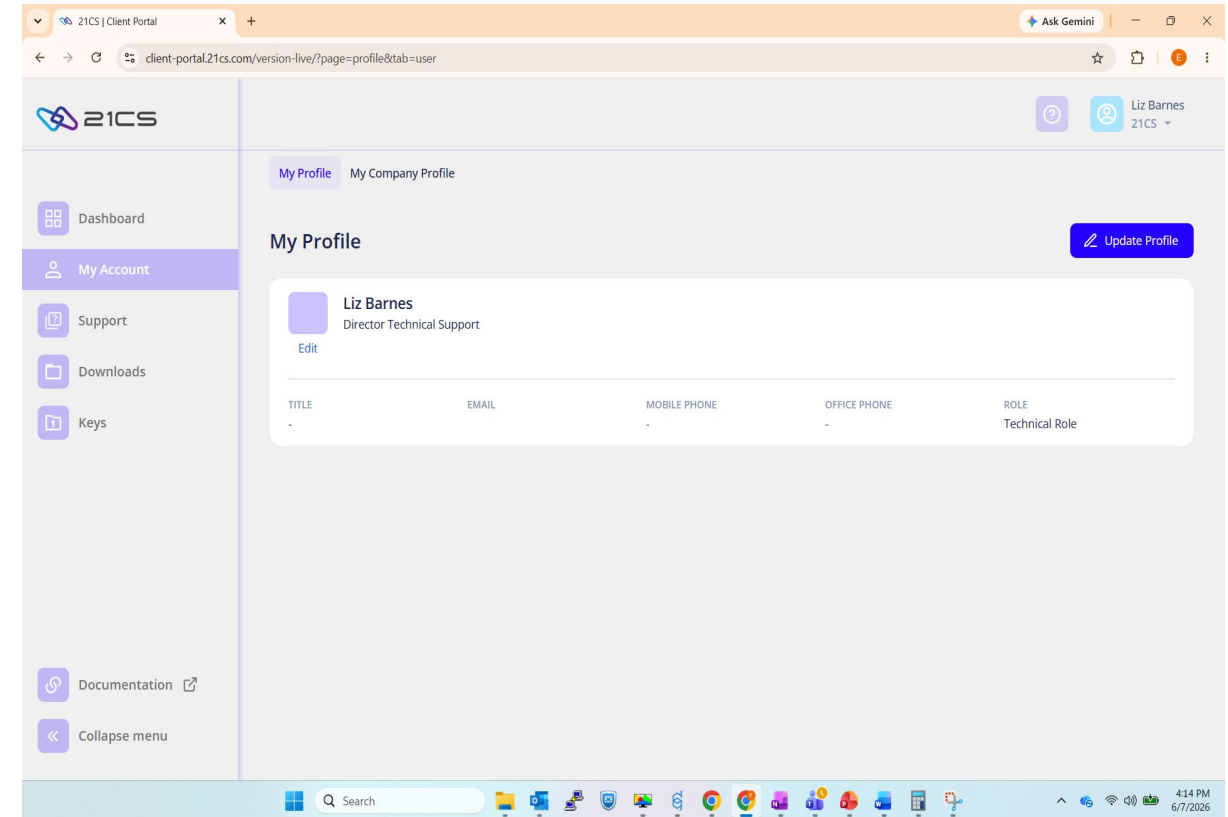
21CS Client Portal Home Page



21CS Client Portal - My Account



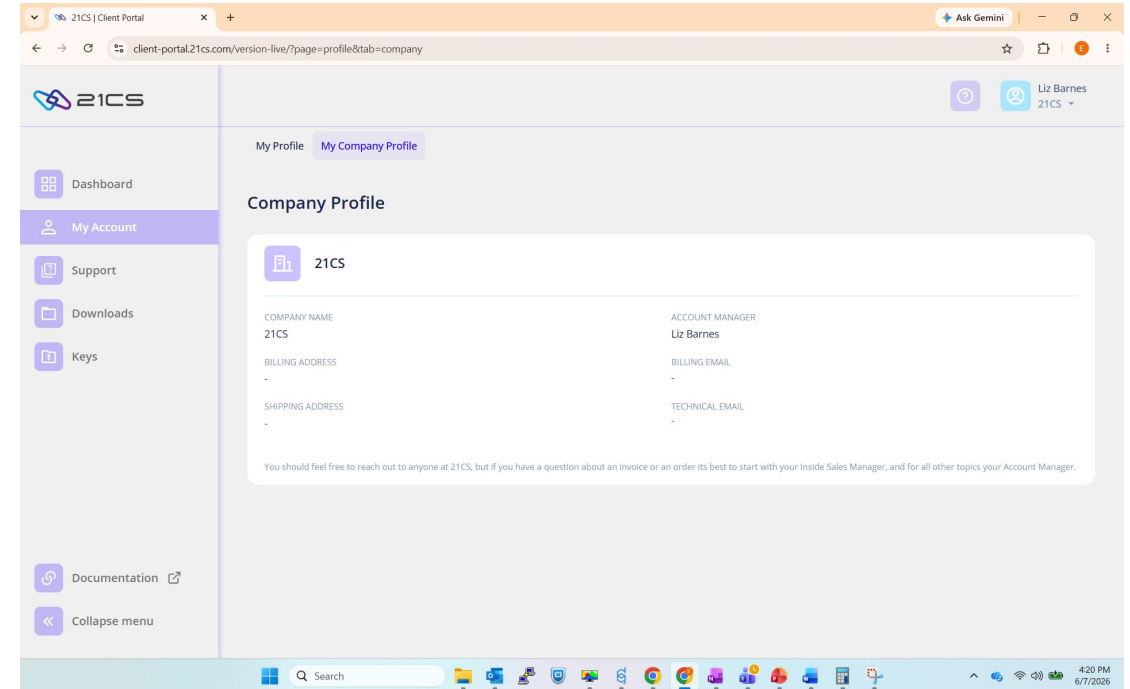
- My Account includes My Profile
- You can edit your profile and change your profile picture, title, email address, mobile and office phone numbers
- Your role is assigned by the CSM when the invitation is sent



21CS Client Portal – My Company Profile



- My Company Profile is set by the CSM when your account is set up
- This information cannot be edited by you
- If any of the details are incorrect, please contact your CSM



Support Dashboard



The screenshot shows the 21CS Client Portal interface. The browser address bar displays "client-portal.21cs.com/version-live/?page=support&tab=tickets". The left sidebar contains navigation links: Dashboard, My Account, Support (highlighted), Downloads, Keys, Documentation, and Collapse menu. The main content area is titled "Support Tickets" and includes a "Tickets" tab and an "APARs" tab. A "Create Ticket" button is located in the top right. Below the title bar, there are search and filter options: a search bar, a "Select Status..." dropdown, a "Created from..." date picker, and a "Reset Filters" button. The tickets are displayed in a table with columns: CREATED, CASE #, SUBJECT, STATUS, and OWNER. Two tickets are listed: one created on Jun 8, 2026 with CASE # 9752 and subject "Test ticket for VM Workshop" (Open status), and another created on Jun 8, 2026 with CASE # 9749 and subject "test ticket" (Closed status). Both tickets are owned by lizb@21csw.com. At the bottom of the table, it says "Viewing 1 - 2 of 2" and "Show per page 10".

CREATED ↓	CASE #	SUBJECT	STATUS	OWNER
Jun 8, 2026	9752	Test ticket for VM Workshop	Open	lizb@21csw.com
Jun 8, 2026	9749	test ticket	Closed	lizb@21csw.com

21CS Client Portal - APARs



- The Support section includes APARs for all products in your account
- Open and Closed APARs will be displayed

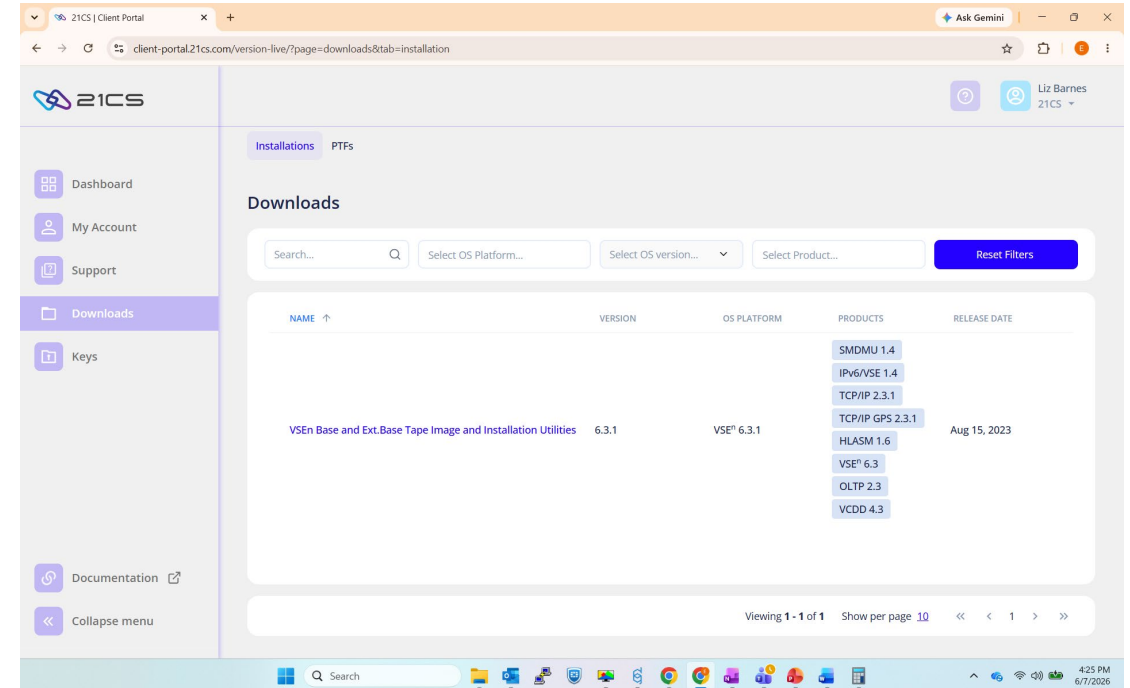
A screenshot of the 21CS Client Portal web application. The browser address bar shows "client-portal.21cs.com/version-live/?page=support&tab=apars". The page has a sidebar on the left with navigation links: Dashboard, My Account, Support (highlighted), Downloads, Keys, Documentation, and Collapse menu. The main content area is titled "APARs" and includes a search bar, a "Select status..." dropdown, a "Select Product..." dropdown, and a "Reset Filters" button. Below these is a table of APARs with columns: ID, TITLE, PRODUCT, STATUS, FIX AVAILABLE, OPENED, and UPDATED. The table lists several APARs, including STR-90, CDU-579, CDU-567, CDU-518, CDU-472, CDU-514, and CDU-485. At the bottom of the table, it says "Viewing 1 - 8 of 8" and "Show per page 10". The Windows taskbar is visible at the bottom of the screen.

ID	TITLE	PRODUCT	STATUS	FIX AVAILABLE	OPENED	UPDATED
STR-90	SVC DUMP not recognized as valid MODIFY command	STRATUSn v1.2 Installation files	Open	No	May 22, 2026	May 26, 2026
CDU-579	Dispatcher failing to terminate	STRATUSn v1.2 Installation files	Closed	Yes	May 14, 2026	May 22, 2026
CDU-567	Add SMF record validation and update default SMF record number	STRATUSn v1.2 Installation files	Closed	Yes	Apr 9, 2026	Apr 29, 2026
CDU-518	Fix CONVERT_UTF8 being ignored on STRRET	STRATUSn v1.2 Installation files	Closed	Yes	Apr 8, 2026	Apr 9, 2026
CDU-472	Add support for sending/retrieving USS files	STRATUSn v1.2 Installation files	Closed	Yes	Mar 18, 2026	Apr 9, 2026
CDU-514	Prefix passed to LBQSTR not used in allocating ISPF libraries	STRATUSn v1.2 Installation files	Closed	Yes	Apr 8, 2026	Apr 8, 2026
CDU-485	Support RECFM=U and additional record types	STRATUSn v1.2 Installation files	Closed	Yes	Apr 8, 2026	Apr 8, 2026

21CS Client Portal - Downloads



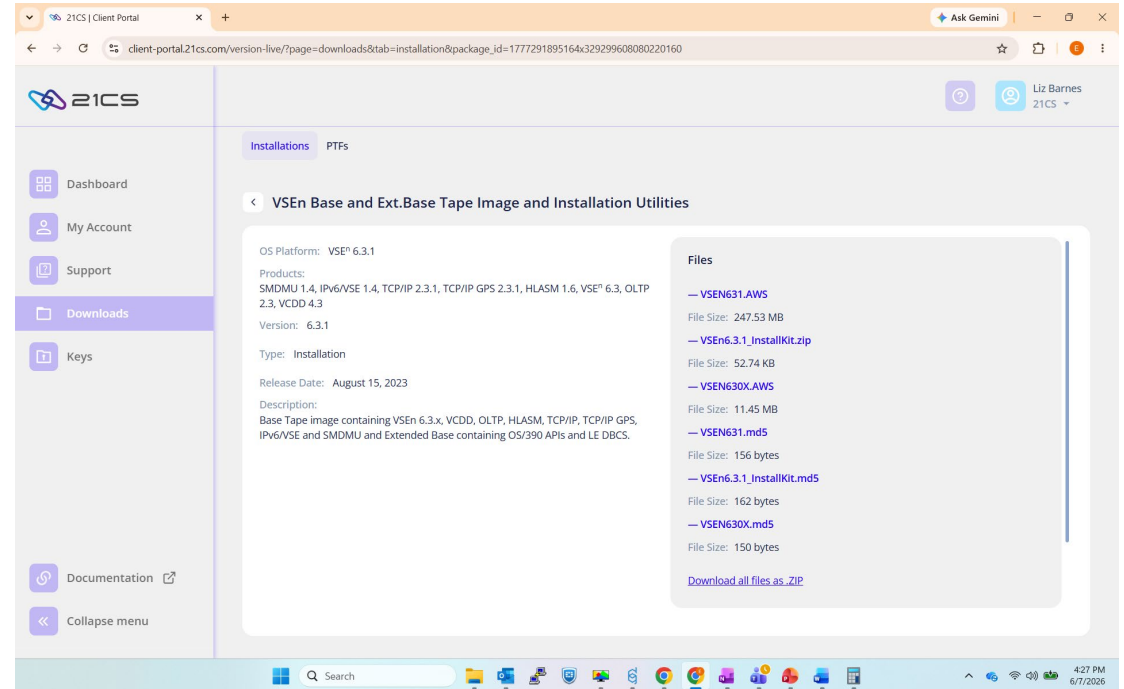
- Downloads includes all the install files needed for your installation or upgrade
- If you have multiple products you can search by OS Platform, OS version, or Product



21CS Client Portal - Installations



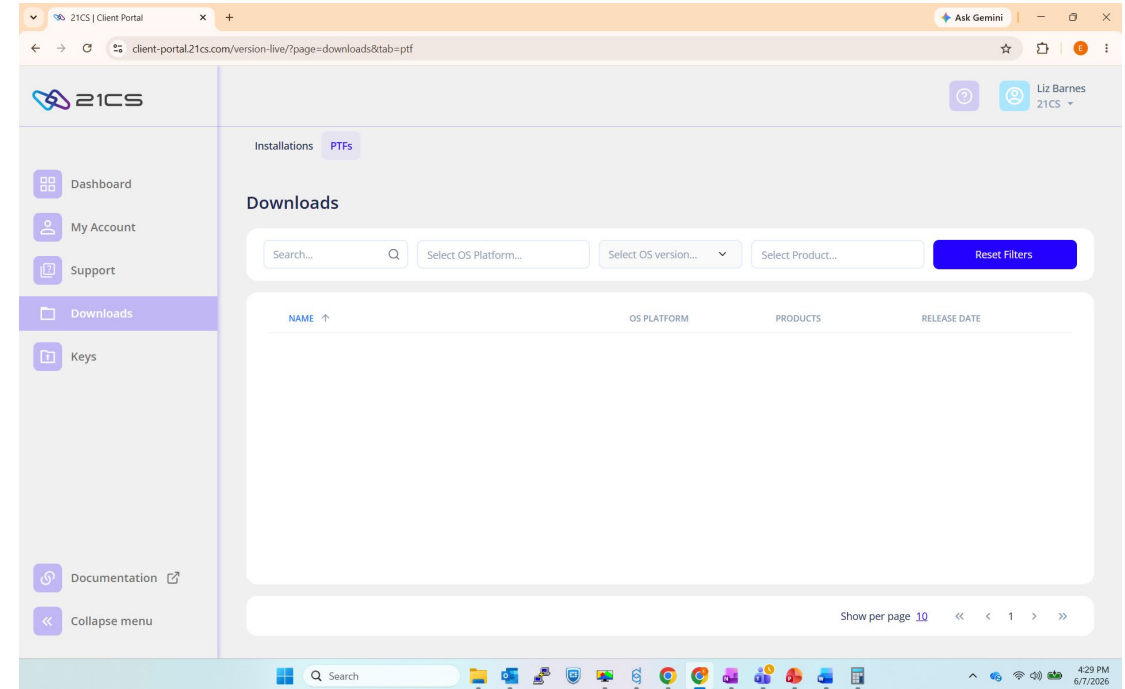
- Once Installations is selected you can see all the files necessary for the install
- The files can be downloaded individually, or you can select download all files by .zip



21CS Client Portal - PTFs



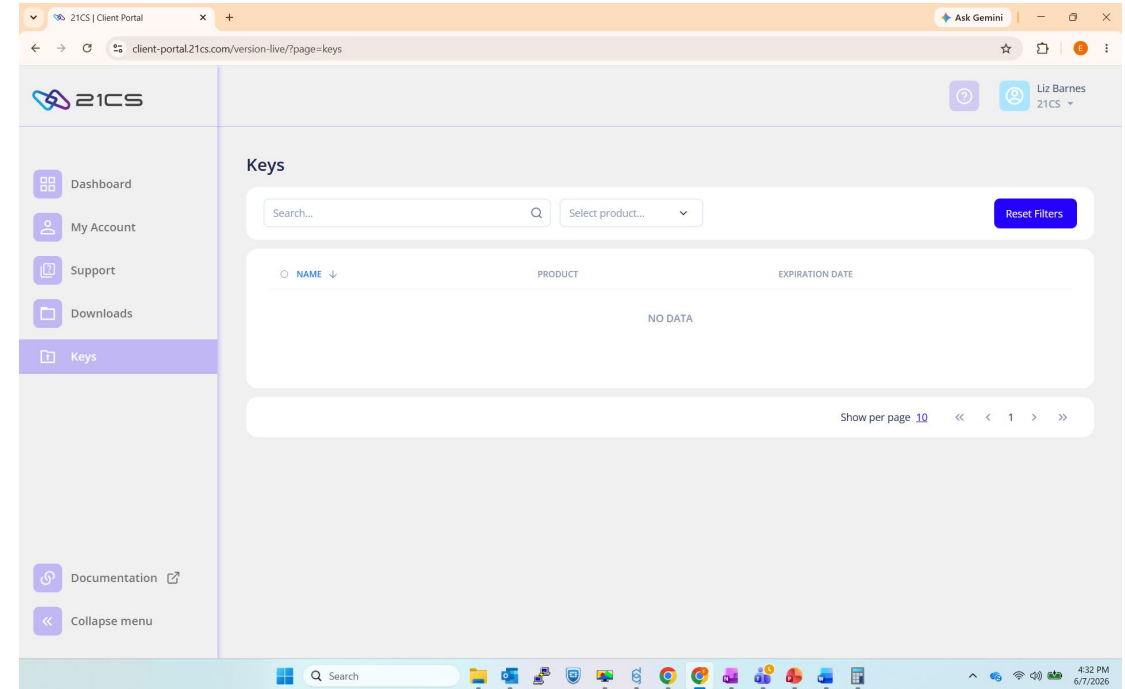
- Downloads section includes available PTFs
- You can search by OS Platform, OS version, or Product



21CS Client Portal - Keys



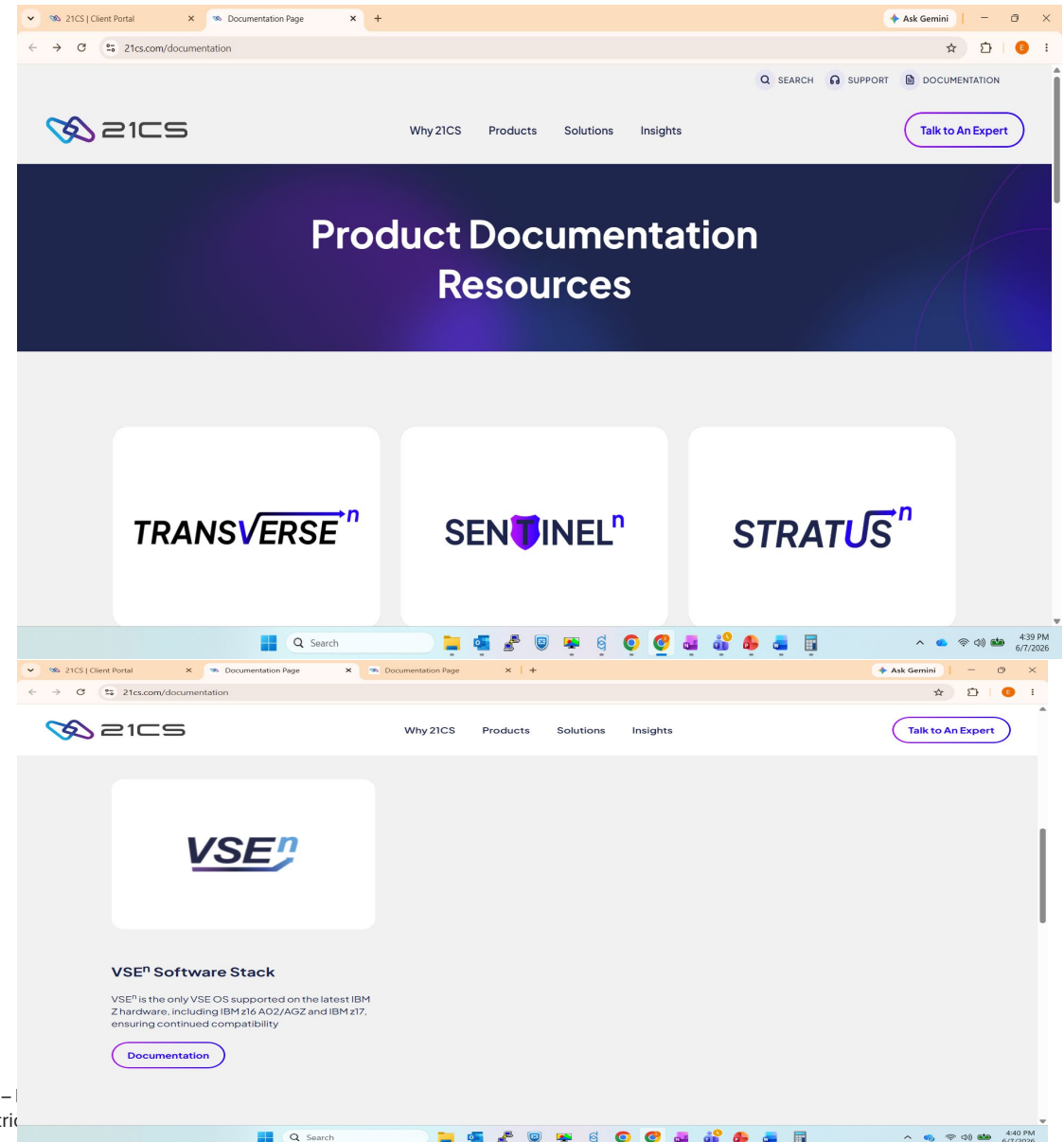
- Keys will include all keys necessary for your installation
 - TCPIP Stacks (if licensed from us)
 - VSEn 6.4



21CS Client Portal - Documentation



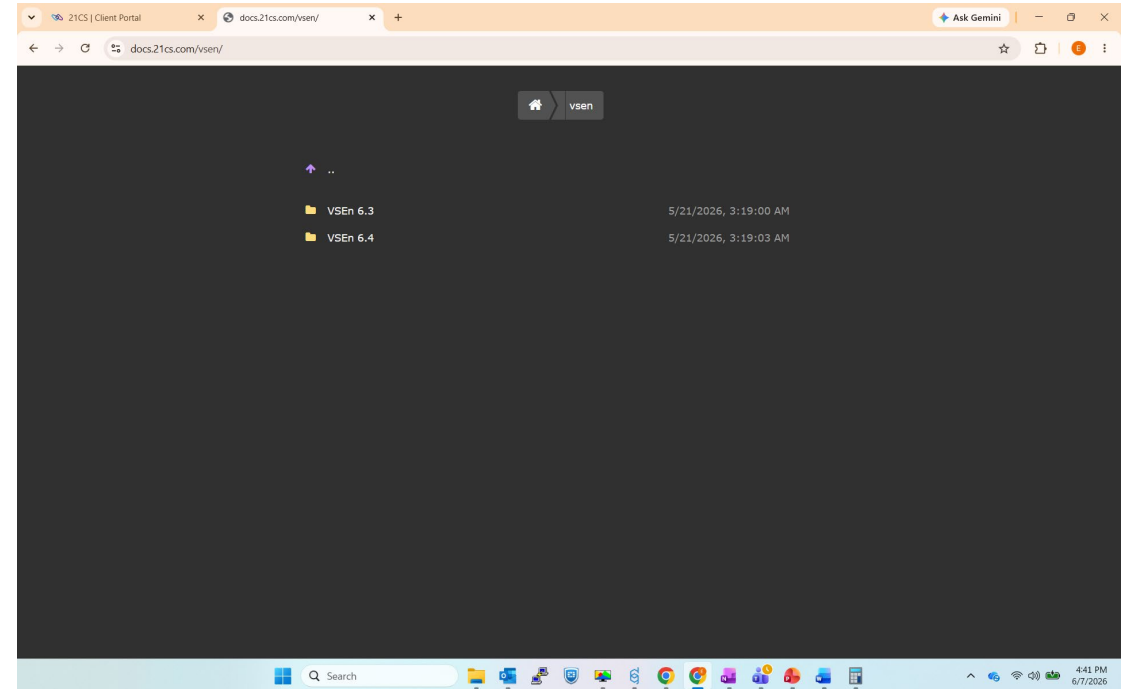
- The Documentation tab from the portal will take you to the 21CS web-site where all the documentation is located
- Documentation can also be accessed directly from the 21CS web-site (21cs.com) by selecting Documentation in the upper right corner of the home page



21CS Client Portal - Documentation



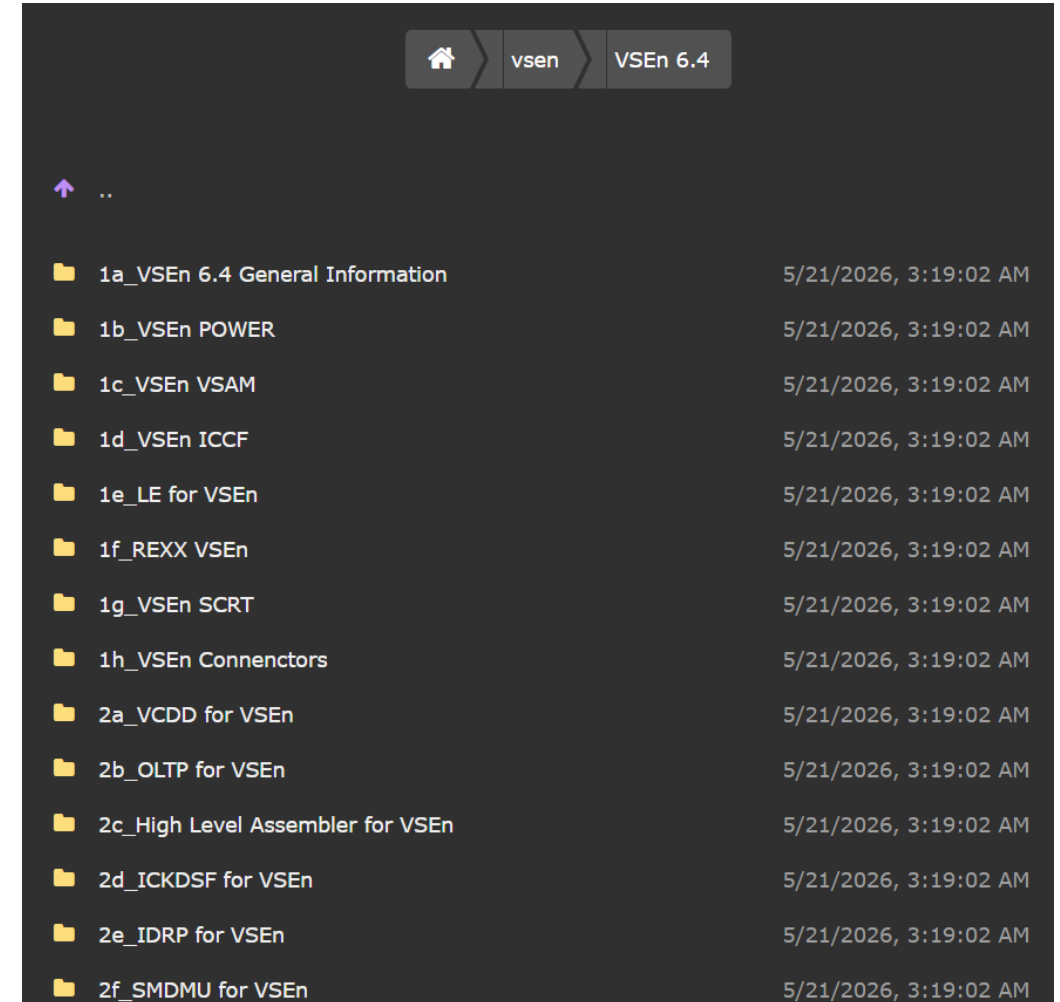
- Select the documentation for the version you are running



21CS Client Portal - Documentation



- You can drill down into the documentation you need



Creating a case



The screenshot shows the 21CS Client Portal interface. The browser address bar displays `client-portal.21cs.com/version-live/?page=support&tab=tickets`. The user is logged in as Liz Barnes. The left sidebar contains navigation links: Dashboard, My Account, Support (highlighted), Downloads, Keys, Documentation, and Collapse menu. The main content area is titled 'Support Tickets' and includes a search bar and a table of tickets. A 'Create Ticket' modal is open on the right, showing fields for Description, OS Platform, OS Version, Product, and Severity. The 'Severity' dropdown is open, showing options: Severity 1 - System Down. Call Support at +1.978.451.1010, Severity 2 - Systems Severely Impacted, Severity 3 - Systems Minorly Impacted, and Severity 4 - General Questions.

Support Tickets

CREATED ↓	CASE #	SUBJECT	STATUS
Jun 8, 2026	9749	test ticket	Open

Create Ticket

DESCRIPTION: Creating test ticket for demonstration

OS PLATFORM: VSEn | OS VERSION: 6.3

PRODUCT: VSEn 6.3

SEVERITY: Choose Severity Level

- Severity 1 - System Down. Call Support at +1.978.451.1010
- Severity 2 - Systems Severely Impacted
- Severity 3 - Systems Minorly Impacted
- Severity 4 - General Questions

Buttons: Cancel, Save

Case details



A screenshot of the 21CS Client Portal web application. The browser address bar shows the URL: client-portal.21cs.com/version-live/?page=support&tab=tickets&ticket_id=1780945105007x855882962503729200. The page has a light gray header with the 21CS logo on the left and a user profile for "Liz Barnes" on the right. A left sidebar contains navigation links: Dashboard, My Account, Support (highlighted), Downloads, and Keys. Below these are links for Documentation and a Collapse menu button. The main content area is titled "Tickets" and "APARs". It displays details for ticket "9752: Test ticket for VM Workshop" with an "OPEN" status. The ticket information includes: Case #: 9752, Status: Open, Priority: Severity 3, Product: VSEn, and Description: Creating test ticket for demonstration. A metadata box shows: Date Created: 08-Jun-2026 14:58:26, Last Modified: 08-Jun-2026 14:58:48, and Created by: Liz Barnes <lizb@21cs.com>. Below this is an "Uploaded Files (0)" section with a "Choose a file..." button, an "Upload" button, and a "Cancel" button. The "Comments" section shows a "History" tab and a comment input field. A comment from the "Support Team" dated "June 08, 2026 at 15:28 PM" with the text "Hello." is visible. The Windows taskbar at the bottom shows the time as 3:31 PM on 6/8/2026.

Creating a case w/comment section



A screenshot of a web browser displaying the 21CS Client Portal. The browser's address bar shows the URL: client-portal.21cs.com/version-live/?page=support&tab=tickets&ticket_id=1780945105007x855882962503729200. The portal has a light gray header with the 21CS logo on the left and a user profile for "Liz Barnes" on the right. A left-hand navigation menu contains icons and labels for "Dashboard", "My Account", "Support" (highlighted in purple), "Downloads", "Keys", "Documentation", and "Collapse menu". The main content area is titled "Tickets" and "APARs". It shows a ticket titled "9752: Test ticket for VM Workshop" with an "OPEN" status. Below the title is an "Uploaded Files (0)" section with a "Choose a file..." button and "Upload" and "Cancel" links. The "Comments" tab is active, showing a comment input field and a list of comments. The first comment is from the "Support Team" dated "June 08, 2026 at 15:28 PM", with the text: "Hello, Your case has been received and we are currently investigating. Best Regards, Liz Barnes, Director Technical Support, 21CS, Cell: 425.442.5944, liz.barnes@21cs.com". The second comment is from "Liz Barnes <lizb@21csw.com>" dated "June 08, 2026 at 15:25 PM", with the text: "Adding a comment". The Windows taskbar is visible at the bottom, showing the search bar and various application icons. The system clock indicates 3:29 PM on 6/8/2026.

Case w/attachment

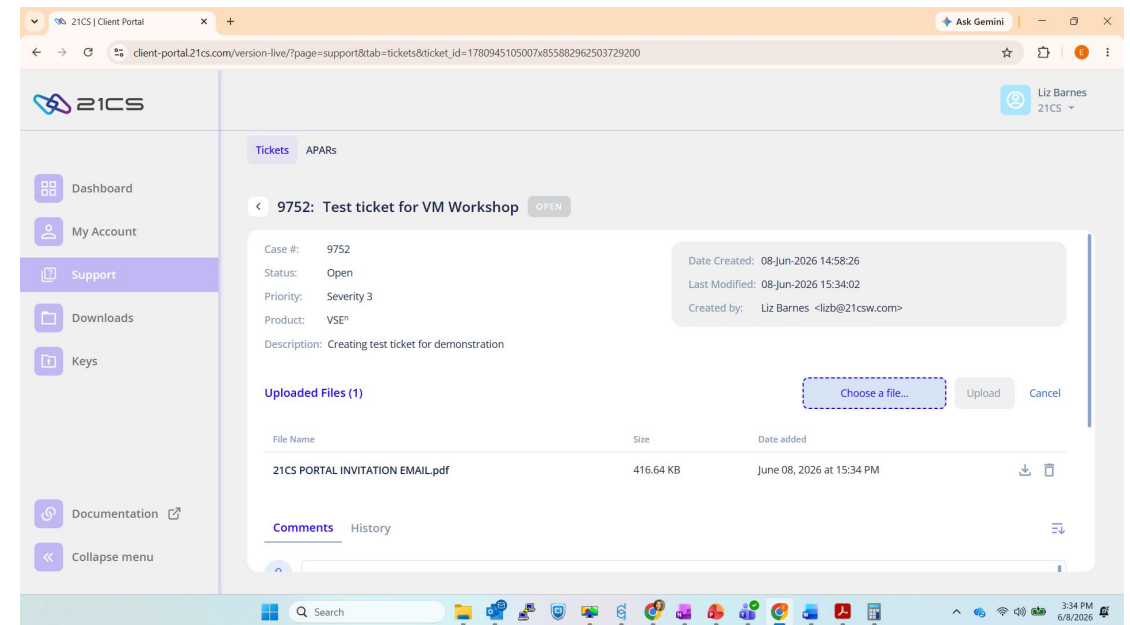


A screenshot of the 21CS Client Portal web application. The browser address bar shows the URL: client-portal.21cs.com/version-live/?page=support&tab=tickets&ticket_id=1780945105007x855882962503729200. The page header includes the 21CS logo on the left and a user profile for "Liz Barnes" on the right. A left-hand navigation menu contains links for Dashboard, My Account, Support (highlighted), Downloads, Keys, Documentation, and a Collapse menu button. The main content area is titled "Tickets" and "APARs". It displays a ticket for "9752: Test ticket for VM Workshop" with an "OPEN" status. Ticket details include Case # 9752, Status Open, Priority Severity 3, Product VSEn, and Description "Creating test ticket for demonstration". Metadata shows it was created on 08-Jun-2026 at 14:58:26 by Liz Barnes. Under "Uploaded Files (1)", a table lists a file named "21CS PORTAL INVITATION EMAIL.pdf" (416.64 KB) uploaded on June 08, 2026 at 15:34 PM. A "Choose a file..." button is highlighted with a dashed blue border. The bottom of the page shows a Windows taskbar with the time 3:34 PM on 6/8/2026.

Case w/attachment



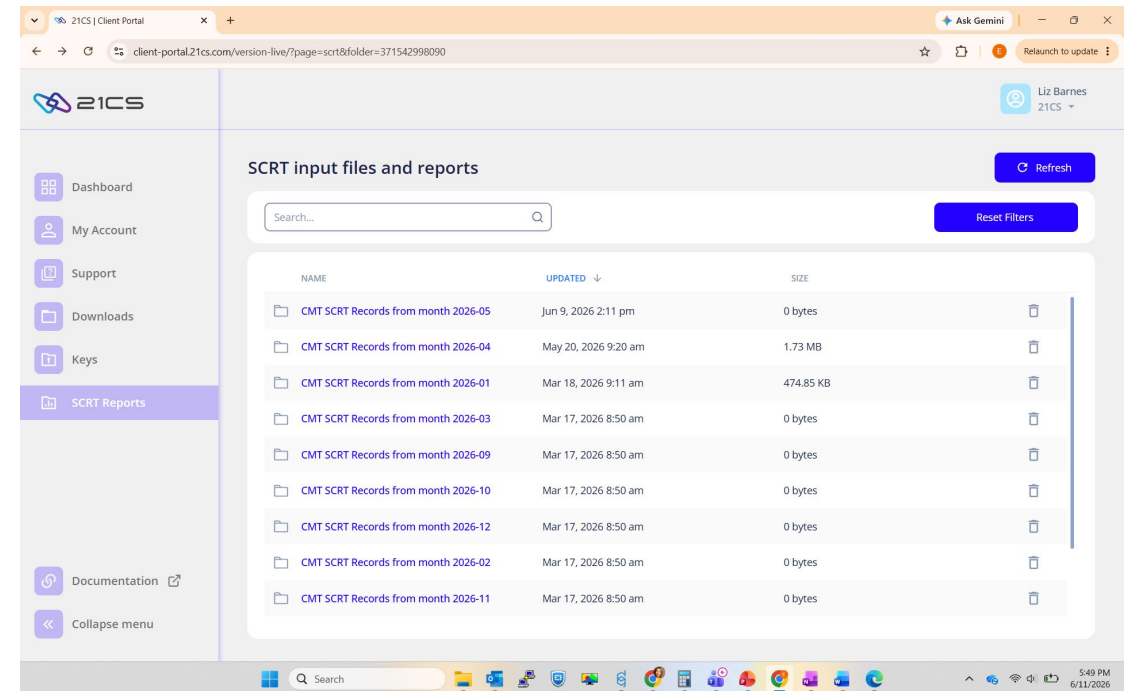
- Attachments can be added to cases
- Currently 10MB upload limit
- Anything larger should be uploaded to your box folder



SCRT Reporting



- Monthly reports can be uploaded to portal directly
- Option to search for specific report
- Same requirements for uploading to Box



Portal Advantages

What the 21CS Client Portal gives you



Case Visibility

View and track all your open support cases in real time.



APAR & PTF Visibility

Stay informed on the status of APARs and PTFs relevant to your products, all in one place.



Documentation Access

Access product documentation directly through the 21CS website or Portal — always available when you need it.

Portal Enhancements

What's coming and what's on the horizon



UPCOMING ENHANCEMENTS



File Uploads Without Box

Upload files directly through the Portal — no Box required



Direct Mainframe Transfer

Download/upload files directly to and from the mainframe



Smarter Pre-Req Checking

Improve ability to determine if pre-reqs are necessary for an installation/ptf

FUTURE CONSIDERATIONS



Billing Updates

View and manage billing information directly through the Portal



Request Portal Account Online

Ability to request a new portal account online



What would you like to see?

21CS Client Portal

We'd love to hear from you



Share Your Feedback

We would love your feedback on the 21CS Client Portal and how we can improve your experience.



Access Is Available Soon

Portal access will open to existing customers.



Get Started

If you're interested, please send an email to your 21CS CSM to request your invitation.

Q&A