Symantec to Broadcom Systems Transition Guide

(Last Updated: February 24, 2020)

The following document is intended to provide additional details regarding the upcoming changes to how customers engage with Technical Support as a result of the Broadcom Inc. acquisition of the Symantec Enterprise Security Business (Press Release).

On March 2, 2020, all Symantec Enterprise Support portals (Symantec Support, MySymantec, Symantec Connect) and related support services, tools and assets will migrate to Broadcom. For additional details regarding the transition of the various systems, please select the appropriate topic below to learn more.

Important – Please note that while some aspects of the Broadcom online support experience shared in this document may be publicly accessible today (not requiring site authentication), we would strongly encourage you to wait until after your Symantec account has officially migrated on cutover weekend before attempting to create a profile or log into the Broadcom Support Portal.

As you navigate through this document, please be mindful of sections labeled Customer Action Required to ensure you take the necessary steps to help with your transition on March 2.

Support Portal *UPDATED*
Portal Registration *NEW*
Knowledge Base *UPDATED*
Product Documentation *UPDATED*
Security Advisories *UPDATED*
Communities
Case Management
Entitlement View (aka Licensing) *UPDATED*
Product Downloads *UPDATED*
Status Page
Diagnostic Tools
ClientNet Portal *UPDATED*
Support Portal


To access the main Broadcom Support Portal landing page navigate here https://support.broadcom.com.

There will be several different Division tiles representing the various microsites. Click the Symantec Enterprise Security tile.
Important: This will currently redirect to https://support.symantec.com until go-live cutover is complete after which time it will redirect here.

From the Symantec Enterprise Security microsite, customers can access:

1. **Case Management** – see the [Case Management](#) section for more information.
2. **My Entitlements** – see the [Entitlement View](#) (aka Licensing) for more information.
3. **Product Information** – access Symantec product landing pages where customers can view product specific News, Knowledge Base Articles, Community Posts and Documentation.
4. **Product Downloads** – see the [Product Downloads](#) section for more information.
5. **Communities** – access the Broadcom Communities where customers can view posts and collaborate with their peers on a variety of product topics.
6. **Documentation** – see the [Product Documentation](#) section for more information.

From the Symantec Enterprise Security sub-tiles section, customers can access:

1. **The Symantec Cloud Status page.**
2. **Diagnostic Tools** including links to download SymDiag and other useful diagnostic applications.
3. Access the **Security Advisories Portal** to remain up-to-date and subscribe to potential security vulnerabilities related to Symantec products. See the [Security Advisories](#) section for more information.
4. Access the **Support Reference Guide** to learn more about Symantec Enterprise Security support offerings, policies, etc.
5. Submit files to our STAR Team for analysis.

**Known Issues**

Portal Registration

During cutover weekend (Feb 28, 5PM PST – Mar 1, 3PM PST) Symantec customers with NSL Accounts will receive 1 of 3 auto-generated messages from Broadcom depending on their account setup and scenario.

**Important:** If a customer has not logged into their Symantec NSL Account within the last 18 months, they will be required to create a new Broadcom Account after March 2. See **Scenario 3** below for instructions.

**Scenario 1 – Enterprise Users**

Customers with active NSL accounts and those who are provisioned with access to MySymantec for case management, licensing, downloads and who have logged into their NSL Accounts within the last 18 months will receive the below email.

**Customer Action Required** – Please ensure this email address / domain (customersupport@broadcom.com) is part of your organizations white list to avoid accidentally filtering the communication.
Upon receiving this message, customers will be required to:

1. Click the link to reset their password
2. Choose a password reset security question
3. Go through two-factor-authentication to complete the registration process

Once these steps are complete, customers will have access to Broadcom case management, licensing and downloads for all their Symantec products based on the Site IDs (formerly known as Support SID) they were associated to at Symantec.

Scenario 2 – Basic Users

Customers with active NSL accounts who have general access to https://support.symantec.com but are not provisioned with access to MySymantec and who have logged into their NSL Accounts within the last 18 months will receive the below email.
**Customer Action Required** – Please ensure this email address / domain ([customersupport@broadcom.com](mailto:customersupport@broadcom.com)) is part of your organizations white list to avoid accidentally filtering the communication.

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**Subject:** IMPORTANT: We are migrating your Symantec Customer/Partner account to Broadcom Customer Portal with limited permission

From: Customer Support <CustomerSupport@broadcom.com>

To: [To be entered]

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This is a computer generated message: Do Not Reply

Hello Vinayak,

As part of our support system changes, we are migrating your Symantec Customer/Partner account to a new system with limited permission. Some involvement on your part will be required on this transition.

**Step 1: Activation of the migration account.**
Click [here](mailto:customersupport@broadcom.com) to reset your password to maintain access to the Customer Portal.

Once you have successfully reset the password, you will be able to login again on [www.broadcom.com](http://www.broadcom.com) to access the Customer Portal.

**Step 2: Upgrade your access level if you need additional access.**
If you need access to other related Support platform example Customer Portal, Case Management Tools and Education Platform, please upgrade by upgrading your profile via the [link](http://www.broadcom.com).

Upon profile upgrade, you will receive an acknowledgement email.

If you experience any issues while resetting the password, please visit the [Account Self-Service](http://www.broadcom.com) tool to help resolve your login or registration issues.

Thank You,

Broadcom Inc.

**SPAM NOTE:** To ensure delivery of these notifications, either update your corporate spam filter and/or add "CustomerSupportnoreply@broadcom.com" to your address book. Please contact your email administrator for details. Broadcom Inc. | 1320 Railroad Park Drive | San Jose, California 95131 | United States | Voice: 4084331000 | Fax: 4089265203 Copyright © 2005-2019 Broadcom. All Rights Reserved. The term "Broadcom" refers to Broadcom Inc. and/or its subsidiaries.

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Upon receiving this message, customers will be required to:

1. Click the link to reset their password
2. Choose a password reset security question
3. Go through two-factor-authentication to complete the registration process

Once these steps are complete, customers will have general access to the Broadcom Support Portal allowing them to subscribe to alerts and post / reply messages on the Broadcom Communities.

If they require additional access to case management, licensing and downloads customers will need to follow Step 2 in the email and request Site Access using their Broadcom Site ID (formerly known as their Symantec Support ID).
Scenario 3 – Fallout Users (not migrated)

Customers with active NSL Accounts who have either not logged into their accounts within the last 18 months or for other reasons, their account was not able to migrate successfully, will receive the below email.

**Customer Action Required** – Please ensure this email address / domain (customersupport@broadcom.com) is part of your organizations white list to avoid accidentally filtering the communication.

Subject  IMPORTANT: Your Symantec Customer/Partner account will not be migrated to Broadcom Customer Portal

From: Customer Support@broadcom.com <Customer Support@broadcom.com>  Fri, May 31, 2019 at 3:26 PM
To:  

This is a computer generated message: Do Not Reply

Hello,

We are contacting to inform you that we are unable to migrate your Symantec Customer/Partner account to Broadcom Customer Portal for an effortless transition due to missing data in your profile.

However, the fix is simple by registering your account via Broadcom External Registration Form.

If you experience any issues while resetting the password, please Visit the Account Self-Service tool to help resolve your login or registration issues.

Thank You,
Broadcom Inc.

SPAM NOTE: To ensure delivery of these notifications, either update your corporate spam filter and/or add "CustomerSupport@broadcom.com" to your address book. Please contact your email administrator for details. Broadcom Inc. | 1320 Rudder Park Drive | San Jose, California | 95131 | United States | Voice: 4084386000 | Fax: 9495265220 Copyright © 2005-2019 Broadcom. All Rights Reserved. The term “Broadcom” refers to Broadcom Inc. and/or its subsidiaries.

Upon receiving this message, customers will be required to click the link to complete the Broadcom External Registration Form or manually register via the Broadcom Support Portal / Login / Register link.

For instructions on how to register a new Basic Account click [HERE](#).

For instructions on how to upgrade a Basic User Account to Enterprise click [HERE](#).

**Customer Action Required** – Some customers may be prompted to enter their Support ID when attempting to access the Broadcom Support Portal. The Support ID (SID) can be located on the customers e-fulfillment letter or through the MySymantec Portal (prior cutover weekend Feb 28 5PM PST). Click [HERE](#) for instructions on how to locate your SID.
Knowledge Base

The large majority of Symantec knowledge base articles will migrate to the Broadcom knowledge base on Mar 2.

The Broadcom knowledge base will be accessible via the Broadcom Support Portal / Symantec Enterprise Security microsite.

1. Navigate to https://support.broadcom.com
2. Click on the Symantec Enterprise Security tile

3. To search the knowledge base enter keywords to perform a general search or a product name to access the product landing pages.
4. From a specific product landing page, you can view product specific News, Knowledge Base Articles, Community Posts and Documentation.
5. Select the Support tab for quick access to **Case Management**, **Software Downloads** and the **Call Us** links.

6. Searching by keywords provides additional filtering options to narrow your search results including **Product**, **Content Type** and provides **Sorting** options.
Important: While the Broadcom knowledge base Article Id format offers a 6x digit number (i.e. 123456) and does not provide an article type preface option (i.e. TECH12345, PROD12345, HOWTO12345) we have migrated the Symantec Legacy ID number which is available on the article and is also searchable via the main site search as a reference point.

Known Issues

- The Broadcom knowledge base does not offer the ability for customers to subscribe to KB articles as we had in Symantec. We hope to introduce this feature for customers at a later date.
- English only knowledge base articles were migrated from the Symantec Support Portal. We plan to explore a localization strategy at a later date.

Product Documentation

Product documentation including user manuals, web guides and installation manuals will be moved from the knowledge base and now reside in the Broadcom Tech Docs Portal.

1. Navigate to https://support.broadcom.com
2. Click on the Symantec Enterprise Security tile
3. Select the Documentation tile

4. This will redirect you to the Tech Docs Portal where you can browse Symantec product documentation.

1. Navigate to https://support.broadcom.com
2. Click on the Symantec Enterprise Security tile
3. Click on the Security Advisories sub-tile

4. The Security Advisory landing page will appear where you can search for SA’s by SA ID, Title or keyword.
5. Customers will also have the ability to subscribe to Security Advisories to receive notifications for newly published or updated advisories. To subscribe:

a. Navigate to https://support.broadcom.com
b. Click on the Symantec Enterprise Security tile
c. Select My Tools / Subscriptions from the grey menu header
d. The **Notifications** landing page will appear where customers can subscribe to specific products or ALL Security Advisories by checking the box immediately under **Security Advisory**.

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e. Once the selections have been completed, scroll to the bottom of the page and click **Submit**. A confirmation message will appear.

**Notifications**

- Your request has been submitted successfully.

**Customer Action Required** – Security Advisory notification subscriptions will not migrate to Broadcom and customers will be required to re-subscribe to receive notifications after March 2.

**Communities**

**Symantec Connect** will migrate to the [Broadcom Community](#). Click [HERE](#) to learn more including information regarding your account and rewards migration as well as critical transition dates.
Case Management

All customer support cases (Open and Closed) including case notes, case evidence files, etc. from the previous 18 months will migrate to the Broadcom Support Portal. To manage and create cases against entitled products after Mar 2, navigate to https://support.broadcom.com and select the **Symantec Enterprise Security** icon.

Select the **Case Management** icon to view your cases.

**Important:** For detailed instructions on how customers create and manage their support cases via the Broadcom Support Portal / Case Management tile, click [HERE](https://support.broadcom.com).
Entitlement View (aka Licensing)

All customer assets will be migrated to the Broadcom Support Portal where users will have the ability to authenticate to the portal and generate new license keys.

The following section covers the Entitlement View experience and capabilities within the Broadcom Support Portal.

What is Different?

There are some subtle differences between the Broadcom Support Portal and the MySymantec ABEV:

- Once logged in, customers can view all entitlements owned by the account(s) they are associated with, however each entitlement must be searched one by one – by either Serial Number, Site ID or email
- Entitlement search results can only be filtered by Active vs Expired
- Symantec license keys cannot be split, returned and regenerated

To access the Entitlement View section:

1. Navigate to https://support.broadcom.com
2. Click on the Symantec Enterprise Security tile
3. Select the My Entitlement tile
4. Search by Serial Number, Site ID or Email

5. For Software Downloads, select the Download icon. For details on the full software downloads experience please refer to the Product Downloads section.
6. For License keys and appliance management, select the License icon

7. Available product details are displayed

8. For Legacy Symantec products, customers can retrieve the existing key by selecting the Download icon
Important:

- For **Legacy Symantec Products**, the download will retrieve the existing key – a new key will not be generated.
- For older **Symantec products**, the license key may not be available. If the product is still supported, the key may be obtained from Customer Support.

9. For **Network Protection** products, the same tabs from MySymantec were replicated in the Broadcom portal: Download License, Software Add On, Swap, Upgrade and Credentials.
Known Issues

- Entitlement records may expand to multiple lines if there are inactive/expired records for the entitlement – the dates and status will indicate which record is active.

Product Downloads

All customer assets will be migrated to the Broadcom Support Portal where users will have the ability to authenticate to the portal and download software. To access the Broadcom Download Portal navigate to https://support.broadcom.com and select the Symantec Enterprise Security icon.

The Broadcom Support Portal offers product downloads from two different portal experiences: Product Downloads and the Entitlement View. The following section covers the Product Download experience. For the Entitlement View, please refer to the Entitlement View section.

What is Different?

- Customers can search for a download by Product Name. Ex: ASG-S200, Endpoint Protection
- Release versions and languages are collapsed into drop down menus
- New Shopping Cart function allows users to select multiple files for their download cart

To access the Product Downloads section:

1. Navigate to https://support.broadcom.com
2. Click on the Symantec Enterprise Security tile
3. Select the Product Downloads tile
4. Select from entitled list of **Support Products**
   - Similar to MySymantec ABEV, a customer will see all entitled products under the account(s) they are associated with
   - Each product tile represents a **Support Product**
   - A Support Product represents a set of SKUs
5. **Select Version and Language.** If language is not applicable to the release then menu will default to English.

6. **Initiate Download** from file list
   - List of files will be filtered by **Version & Language**
   - Version & Language can be re-filtered (upper right corner menus)
   - Red **Download Package** button will download entire file set
   - **Cart** icon allows user to select specific files for download
   - **Download** icon downloads specific file via HTTP
   - **FTP** icon downloads specific file via FTP
   - **Checksums** will be automatically calculated as part of file publishing process
Known Issues

- Products which contain both language-specific and multi-lingual releases will generate an error when selecting a language which does not exist for that release. For example, selecting a German language for a release which does not contain a German version (i.e. a multi-lingual release) will generate an error.
- Service Pack menus can be ignored for Symantec products – this menu is for CA Technology products.

Status Page

The Symantec Status Page will transition to the Broadcom Service Status, providing a unified availability and maintenance portal across Broadcom and overall improving the customer experience. Between February 7 – March 2, the transition will take place through a weekly deployment cycle:

- Existing pages will be consolidated from 25 individual pages to 9 product family pages
- URLs will change from *.status.symantec.com to *.status.broadcom.com
- Common user interface to match the Broadcom brand strategy
Diagnostic Tools

The Symantec Diagnostic Tool (SymDiag) and the Diagnostic .cloud site are currently available and will continue to be available throughout the transition to Broadcom platforms. Public URLs may change but efforts will be made to make this an effortless experience for our customers. Links to these resources in supported products and within SymDiag itself should continue to work as expected even as changes occur.

Symantec Diagnostic Tool (SymDiag)
Diagnostic .cloud

ClientNet Portal

The Symantec ClientNet Portal will remain active post March 2 however the case management integration with the MySymantec Portal will no longer be available.

Customers will have the ability to create and manage their support cases through a built-in case management ‘fly-out’ widget directly within the ClientNet Portal.

1. Log into the ClientNet Portal here Symantec ClientNet Portal
2. Expand the right navigation SUPPORT tab
3. Click the **Create Case** button to open a new support case or **View Cases** to manage existing support cases.