

# 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](#)

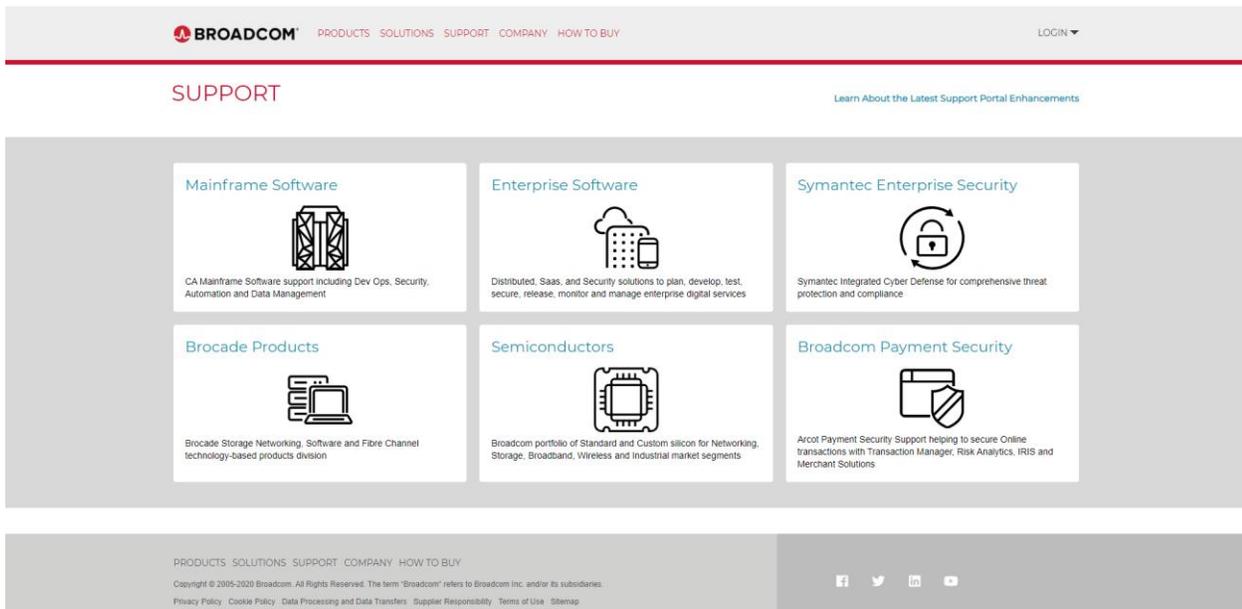
[Diagnostic Tools](#)

[ClientNet Portal](#) **\*UPDATED\***

# Support Portal

The [Symantec Enterprise Support](#) & [MySymantec](#) Portals will migrate to the **Broadcom Support Portal / Symantec Enterprise Security** Portal on March 2, 2020.

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.

**BROADCOM** PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY LOGIN

PRODUCT INFORMATION DOCUMENTATION COMMUNITIES MY ENTITLEMENTS CASE MANAGEMENT DOWNLOADS

Support / Symantec Enterprise Security

## SYMANTEC ENTERPRISE SECURITY

Symantec customers click here to learn about your new portal experience

**Search Support**

Search by Product Name, Solution ID or by Keyword

**Critical Updates** 2

Critical Notification  
Test for symantec redesign

**Case Management**  
Open, track and update your cases

**My Entitlements**  
Get license keys, guides and information

**Product Information**  
Access product specific knowledge and documentation

**Product Downloads**  
Obtain the products, upgrades and packages you need

**Communities**  
Learn more about Broadcom software products from a community of your peers and submit ideas for new product features

**Documentation**  
View release notes, installation, implementation, administration, user documentation

**Service Status**  
View Symantec Enterprise Security product availability and maintenance schedule  
[Service Status](#)

**Diagnostic Tools**  
Identify common issues, product performance, configuration issues and gather data for support-assisted troubleshooting  
[Symantec Diagnostic Tool](#) [Diagnostic .cloud](#)

**Security Advisories**  
Browse security advisories to learn about potential product security risks and available remediations  
[Security Advisories](#)

**Support Reference Guide**  
Learn more about obtaining technical support from Symantec Enterprise Security  
[Support Reference Guide](#)

**Submit Evidence**  
Submit a file to Symantec Security Response  
[Submit Threat](#) [Submit False Positive](#)

[New Customer](#) [Contact Support](#) [Customer Care Request Form](#)

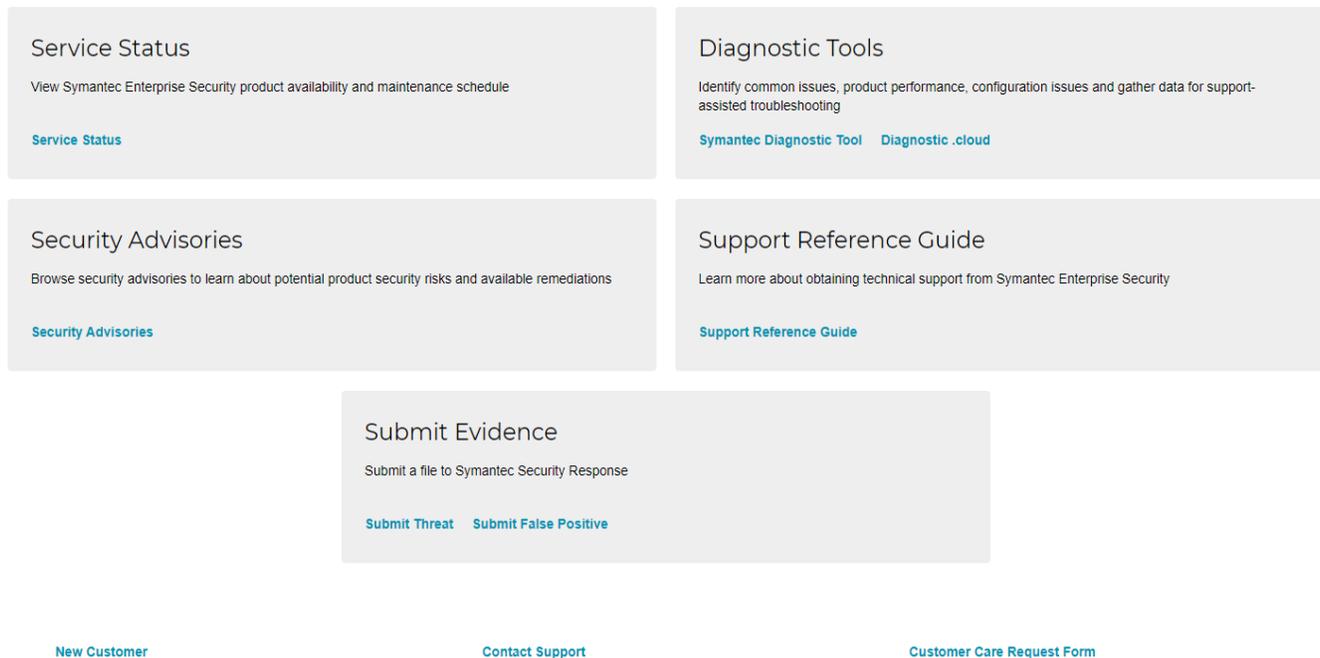
PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY  
Copyright © 2005-2020 Broadcom. All Rights Reserved. The term "Broadcom" refers to Broadcom Inc. and/or its subsidiaries.  
[Privacy Policy](#) [Cookie Policy](#) [Data Processing and Data Transfers](#) [Supplier Responsibility](#) [Terms of Use](#) [Sitemap](#)

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

- **Release Details** – the Release Details page where customers can access GA, EOL, EOSL information currently available at <https://support.symantec.com/ca/en/release-details.html> will not migrate on Day 2 (Mar 2). We plan to establish a similar page available via the Broadcom Support Portal in a future release.

# Release Details

Select a product and version to view Release and End Of Life Details

Endpoint Protection	14.2
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## Release Type: Minor

### Release Date

June 15, 2018

*Date the product was released*

### End of Support Life

Not Available

*Latest date to contact Support*

### End of Engineering Life

Not Available

*Latest date for patch releases*

Not Available

### End of Life

Not Available

*The day Symantec product enters a process to wind down distribution*

## 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](mailto:customersupport@broadcom.com)) is part of your organizations white list to avoid accidentally filtering the communication.

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

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

To: [REDACTED]



Customer Support

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. Some involvement on your part will be required to help this transition go smoothly.

Click [here](#) 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.

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 "[CustomerSupportnoreply@broadcom.com](mailto:CustomerSupportnoreply@broadcom.com)" to your address book. Please contact your email administrator for details. Broadcom Inc. | [1320 Ridder Park Drive](#) | [San Jose, California](#) | [95131](#) | [United States](#) | Voice: 4084338000 | Fax: 9499265203 Copyright © 20052019 Broadcom. All Rights Reserved. The term "Broadcom" refers to Broadcom Inc. and/or its subsidiaries.

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.

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

From: CustomerSupport@broadcom.com <CustomerSupport@broadcom.com> Fri, May 31, 2019 at 3:26 PM  
To: [REDACTED]



Customer Support

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](#) 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](#).

Upon profile upgrade, you will receive an acknowledgement email. 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 "[CustomerSupportmoreply@broadcom.com](mailto:CustomerSupportmoreply@broadcom.com)" to your address book. Please contact your email administrator for details. Broadcom Inc. | 1320 Ridder Park Drive | San Jose, California | 95131 | United States | Voice: 4084338000 | Fax: 9499265203 Copyright © 20052019 Broadcom. All Rights Reserved. The term "Broadcom" refers to Broadcom Inc. and/or its subsidiaries.

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](mailto: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: CustomerSupport@broadcom.com <CustomerSupport@broadcom.com> Fri, May 31, 2019 at 3:26 PM  
To: [REDACTED]



Customer Support

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 [REDACTED] 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 "[CustomerSupportnoreply@broadcom.com](mailto:CustomerSupportnoreply@broadcom.com)" to your address book. Please contact your email administrator for details. Broadcom Inc. | 1320 Ridder Park Drive | San Jose, California | 95131 | [United States](#) | Voice: 4084338000 | Fax: 9499265203 Copyright © 20052019 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

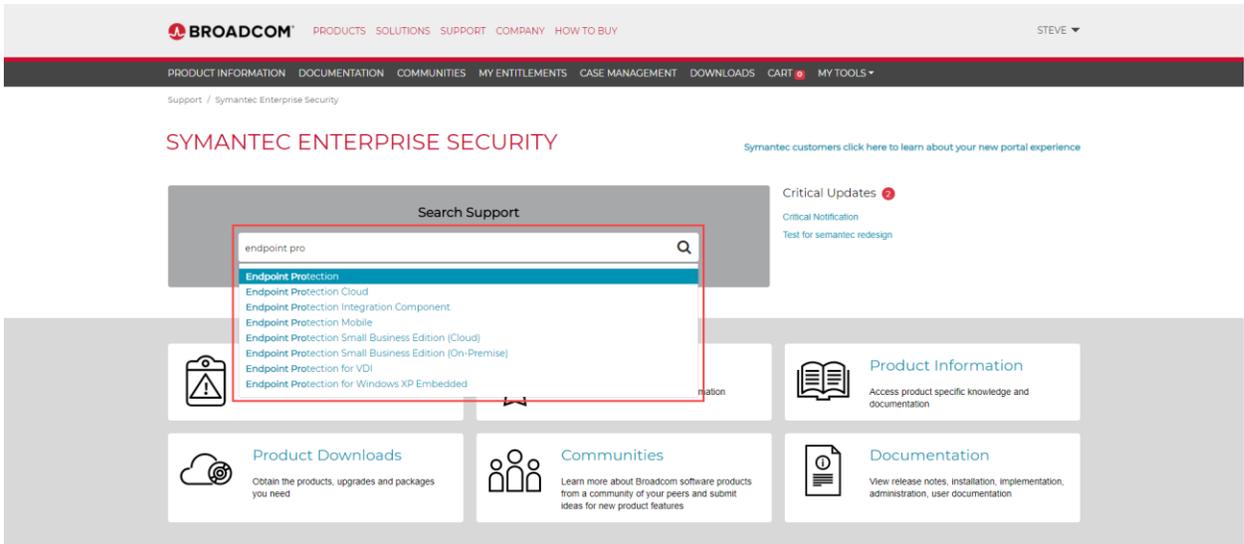
The large majority of Symantec knowledge base articles will migrate to the Broadcom knowledge base on Mar 2.

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

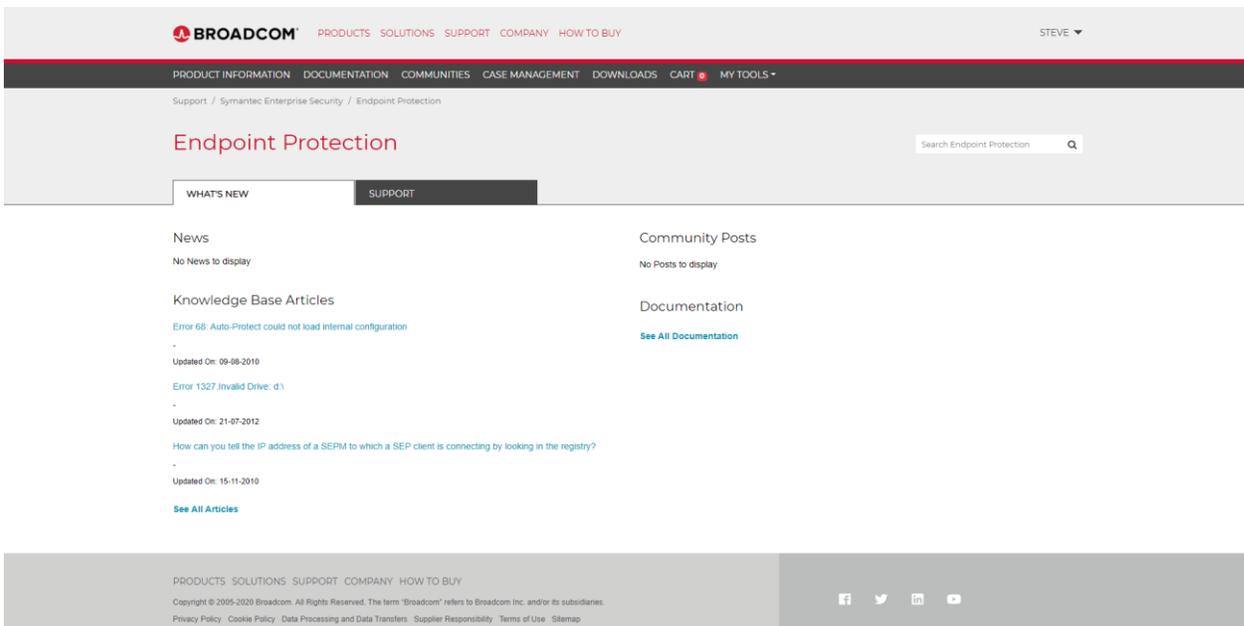
1. Navigate to <https://support.broadcom.com>
2. Click on the **Symantec Enterprise Security** tile

The screenshot shows the Broadcom Support Portal interface. The top navigation bar includes the Broadcom logo and links for PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and HOW TO BUY. A user profile 'STEVE' is visible in the top right. Below the navigation bar, the word 'SUPPORT' is prominently displayed. A grid of six product tiles is shown: Mainframe Software, Enterprise Software, Symantec Enterprise Security (highlighted with a red border), Brocade Products, Semiconductors, and Broadcom Payment Security. Each tile includes an icon and a brief description of the product. At the bottom of the page, there is a footer with copyright information and social media icons for Facebook, Twitter, LinkedIn, and YouTube.

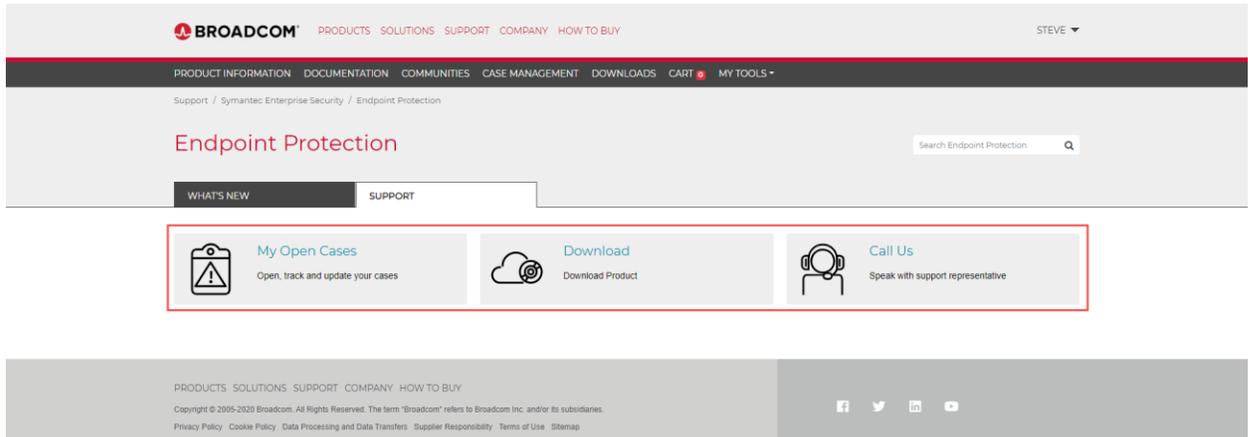
3. To search the knowledge base enter keywords to perform a general search or a product name to access the product landing pages.



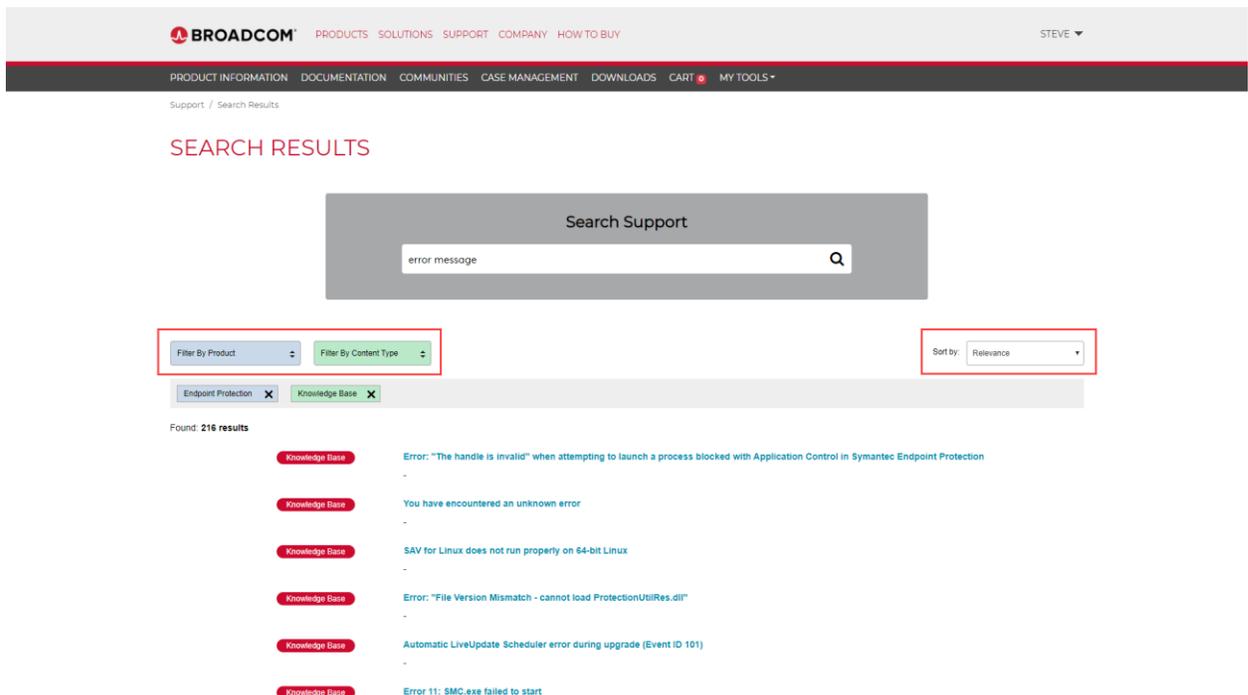
4. From a specific product landing page, you can view product specific News, Knowledge Base Articles, Community Posts and Documentation.



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.

Error: "The handle is invalid" when attempting to launch a process blocked with Application Control in Symantec Endpoint Protection

Article Id: 137864	Status: Published	Updated On: 01-02-2011	Legacy Id: TECH152425
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**Products:**  
Endpoint Protection

**Issue/Introduction:**  
You see the error "**The handle is invalid.**" when attempting to launch a process that has been blocked using an Application and Device Control policy in Symantec Endpoint Protection (SEP) 11.0

**Cause:**  
This behavior is normal. This error is displayed by the Operating System, not by SEP, and is a result of the Application Control policy intercepting and blocking the attempt to launch the process.  
The error may be different depending on which type of process is trying to launch the blocked executable - launching from a CMD console window may give the error "The system cannot execute the specified program", while launching from the Explorer GUI gives the "The handle is invalid." message.

**Environment:**  
-

**Resolution:**  
The OS error message cannot be hidden or avoided. However a separate message can be configured in the SEPM manager console when editing the Application and Device Control (ADC) policy, where you can enter a customized text to explain further why certain applications are not allowed to launch.  
To customize the message in the Symantec Endpoint Protection Manager (SEPM) console:

- Go to the Policies tab and select Application and Device Control.
- Select and Edit the relevant policy.
- When editing the policy, select Application Control to the left, and Edit on the particular rule performing the process launch block.
- When editing the rule, select the icon for the correct Process Launch Attempt item to the left, and select the Action tab to the right.
- Check the "Notify user" checkbox, and type in your custom message in the field below.
- Press OK, and OK again.

## 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

## SYMANTEC ENTERPRISE SECURITY

[Symantec customers click here to learn about your new portal experience](#)

Search Support

Critical Updates 2

[Critical Notification](#)

[Test for semantec redesign](#)

 **Case Management**  
Open, track and update your cases

 **My Entitlements**  
Get license keys, guides and information

 **Product Information**  
Access product specific knowledge and documentation

 **Product Downloads**  
Obtain the products, upgrades and packages you need

 **Communities**  
Learn more about Broadcom software products from a community of your peers and submit ideas for new product features

 **Documentation**  
View release notes, installation, implementation, administration, user documentation

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

**BROADCOM** PRODUCTS APPLICATIONS SUPPORT COMPANY HOW TO BUY

LOGIN ENGLISH

SEARCH

### TECH DOCS PORTAL

or browse for your product

CA Enterprise Software | CA Mainframe Software

Agile Development and Management	
Business Management	
Continuous Testing	
IT Operations Management	
Intelligent Automation	
Layer7 API Management	
Layer7 Identity and Access Management	
Layer7 Payment Security	
Layer7 Privileged Access Management	
other	

Legacy Bookshelves and PDFs

# Security Advisories

The Symantec Security Advisories will be accessible via the **Broadcom Support Portal / Symantec Enterprise Security** microsite / **Security Advisories Portal**.

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

The screenshot displays a navigation menu for the Symantec Enterprise Security microsite. At the top, there are three main categories: Product Downloads, Communities, and Documentation. Below these are several service tiles: Service Status, Diagnostic Tools, Security Advisories (highlighted with a red border), Support Reference Guide, and Submit Evidence. Each tile includes a brief description and a link to the respective page.

Category	Icon	Description
Product Downloads	Cloud with download arrow	Obtain the products, upgrades and packages you need
Communities	Three people icons	Learn more about Broadcom software products from a community of your peers and submit ideas for new product features
Documentation	Document with 'i' icon	View release notes, installation, implementation, administration, user documentation
Service Status	None	View Symantec Enterprise Security product availability and maintenance schedule
Diagnostic Tools	None	Identify common issues, product performance, configuration issues and gather data for support-assisted troubleshooting
Security Advisories	None	Browse security advisories to learn about potential product security risks and available remediations
Support Reference Guide	None	Learn more about obtaining technical support from Symantec Enterprise Security
Submit Evidence	None	Submit a file to Symantec Security Response

4. The Security Advisory landing page will appear where you can search for SA's by SA ID, Title or keyword.

## Security Advisories

Search Security Advisories

Q

Showing 1 - 50 of 407

« 1 2 3 4 5 6 7 8 9 »

Notification Id	Published	Title	Status	Updated
SYMSA2921	02/07/2020		Close	Few hours ago
SYMSA2913	02/05/2020		Open	2 days ago
SYMSA2908	02/05/2020		Open	2 days ago
SYMSA2906	01/31/2020		Open	7 days ago
SYMSA2905	01/30/2020		Open	7 days ago
SYMSA1635	01/29/2020		Open	9 days ago
SYMSA1633	01/29/2020		Open	9 days ago
SYMSA1626	01/28/2020		Open	10 days ago
SYMSA1502	01/06/2020		CLOSED	24 days ago
SYMSA1501	12/05/2019		CLOSED	1 month 27 days ago

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


[PRODUCTS](#) [SOLUTIONS](#) [SUPPORT](#) [COMPANY](#) [HOW TO BUY](#)

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[PRODUCT INFORMATION](#) [DOCUMENTATION](#) [COMMUNITIES](#) [MY ENTITLEMENTS](#) [CASE MANAGEMENT](#) [DOWNLOADS](#) [CART 1](#) [MY TOOLS](#) ▼

Support / Symantec Enterprise Security

## SYMANTEC ENTERPRISE SECURITY

GENERATE ACCESS CREDENTIALS

INTERNAL TOOLS

SUBSCRIPTION

ADMINISTRATION

Search Support

Q

Critical Notification  
Test for semantec rede:

- 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**.

## Notifications

All Products	Critical Alerts	Advisory	Product Update	Security Advisory
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ACCUCHECK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACF2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACF2 VSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ACM/MLINK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ADVANCED AUTHENTICATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADVANCED AUTHENTICATION MAINFRAME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
AGILE REQUIREMENTS DESIGNER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AION BRE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

## Notifications



**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

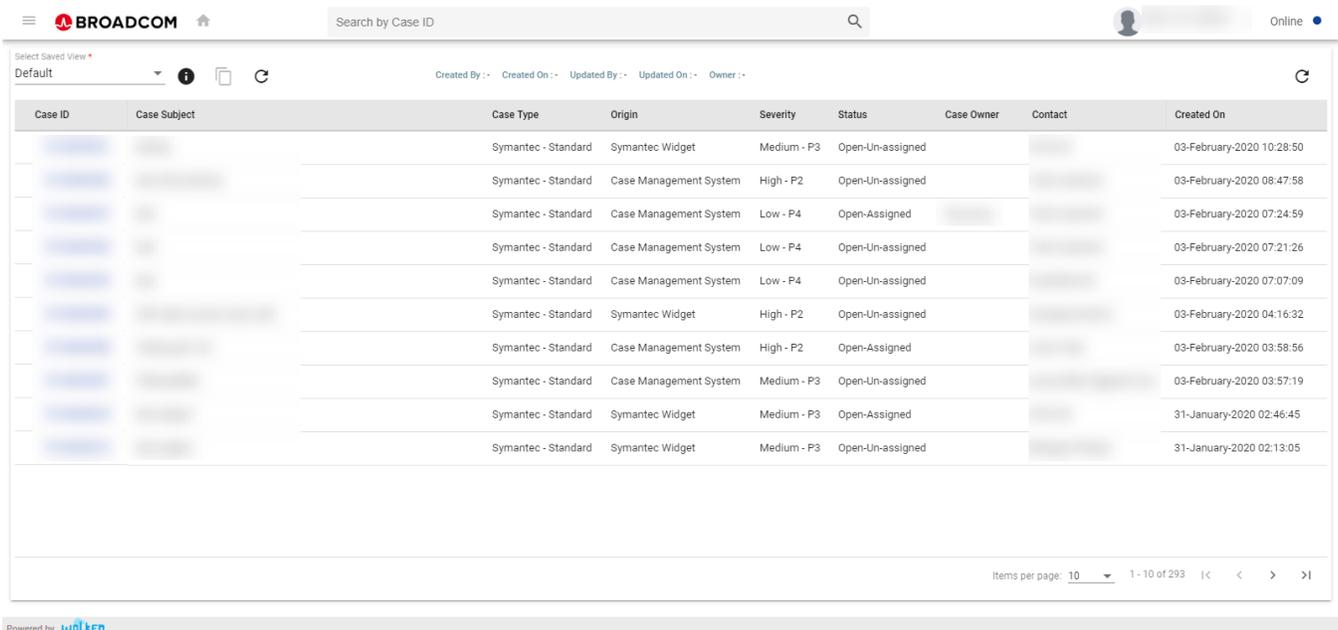
**Symantec Connect** will migrate to the [Broadcom Community](#). Click [HERE](#) to learn more including information regarding your account and rewards migration as well as critical transition dates.

## 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.

The screenshot shows the Broadcom Support Portal interface. At the top, there is a search bar labeled "Search by Case ID" and a user profile icon labeled "Online". Below the search bar, there are filters for "Created By", "Created On", "Updated By", "Updated On", and "Owner". The main content is a table with the following columns: Case ID, Case Subject, Case Type, Origin, Severity, Status, Case Owner, Contact, and Created On. The table contains several rows of case data. At the bottom right, there is a pagination control showing "Items per page: 10" and "1 - 10 of 293".

Case ID	Case Subject	Case Type	Origin	Severity	Status	Case Owner	Contact	Created On
		Symantec - Standard	Symantec Widget	Medium - P3	Open-Un-assigned			03-February-2020 10:28:50
		Symantec - Standard	Case Management System	High - P2	Open-Un-assigned			03-February-2020 08:47:58
		Symantec - Standard	Case Management System	Low - P4	Open-Assigned			03-February-2020 07:24:59
		Symantec - Standard	Case Management System	Low - P4	Open-Un-assigned			03-February-2020 07:21:26
		Symantec - Standard	Case Management System	Low - P4	Open-Un-assigned			03-February-2020 07:07:09
		Symantec - Standard	Symantec Widget	High - P2	Open-Un-assigned			03-February-2020 04:16:32
		Symantec - Standard	Case Management System	High - P2	Open-Assigned			03-February-2020 03:58:56
		Symantec - Standard	Case Management System	Medium - P3	Open-Un-assigned			03-February-2020 03:57:19
		Symantec - Standard	Symantec Widget	Medium - P3	Open-Assigned			31-January-2020 02:46:45
		Symantec - Standard	Symantec Widget	Medium - P3	Open-Un-assigned			31-January-2020 02:13:05

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

## 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

## SYMANTEC ENTERPRISE SECURITY

[Symantec customers click here to learn about your new portal experience](#)

The screenshot shows the Symantec Enterprise Security portal interface. At the top, there is a search bar labeled "Search Support" with the placeholder text "Search by Product Name, Solution ID or by Keyword" and a magnifying glass icon. To the right of the search bar, there are two notification banners: "Critical Updates" with a red circle containing the number "2", and "Critical Notification" with the text "Test for semantec redesign". Below the search bar, there is a grid of six tiles. The "My Entitlements" tile is highlighted with a red border. The tiles are: "Case Management" (Open, track and update your cases), "My Entitlements" (Get license keys, guides and information), "Product Information" (Access product specific knowledge and documentation), "Product Downloads" (Obtain the products, upgrades and packages you need), "Communities" (Learn more about Broadcom software products from a community of your peers and submit ideas for new product features), and "Documentation" (View release notes, installation, implementation, administration, user documentation).

4. Search by Serial Number, Site ID or Email

Support / My Entitlements

### My Entitlements

Search bar with magnifying glass icon

My Entitlements

Active

Serial #	Start Date	End Date	Status	Download	License
▼ [blurred]					
▼ Endpoint Security	[blurred]	Feb 03, 2020	Feb 02, 2021	Active	 

5. For Software Downloads, select the **Download** icon. For details on the full software downloads experience please refer to the [Product Downloads](#) section.

Support / My Entitlements

### My Entitlements

Search bar with magnifying glass icon

My Entitlements

Active

Serial #	Start Date	End Date	Status	Download	License
▼ [blurred]					
▼ Endpoint Security	[blurred]	Feb 03, 2020	Feb 02, 2021	Active	 

- For License keys and appliance management, select the **License** icon

Support / My Entitlements

## My Entitlements

### My Entitlements

Active

Serial #	Start Date	End Date	Status	Download	License
<ul style="list-style-type: none"> <li>Endpoint Security</li> </ul>	Feb 03, 2020	Feb 02, 2021	Active		

- Available product details are displayed

### Product

Endpoint Security, Initial Hybrid Subscription License with Support, 1,000-2,499 Devices 1 YR

Account	Support/Site ID	Quantity	Serial #	Site Address
		1500		
SKU	Start Date	End Date	Type	Description
SES-NEW-1K-2499-1Y	2020-02-03	2021-02-02	Software	Endpoint Security, Initial Hybrid Subscription License with Support, 1,000-2,499 Devices 1 YR
Subscription ID	Activation Code			
NA				

Download License

Active Keys    Transaction History

KEY NAME	QUANTITY	COMMENT	CREATED BY	START DATE	END DATE	STATUS	ACTION
	1500	In product Licensing	SLK	2020-02-20	2022-02-02	Active	

- For **Legacy Symantec products**, customers can retrieve the existing key by selecting the **Download** icon

## Product

Endpoint Security, Initial Hybrid Subscription License with Support, 1,000-2,499 Devices 1 YR				
Account	Support/Site ID	Quantity	Serial #	Site Address
[REDACTED]	[REDACTED]	1500	[REDACTED]	[REDACTED]
SKU	Start Date	End Date	Type	Description
SES-NEW-1K-2499-1Y	2020-02-03	2021-02-02	Software	Endpoint Security, Initial Hybrid Subscription License with Support, 1,000-2,499 Devices 1 YR
Subscription ID	Activation Code			
NA	[REDACTED]			

Download License

Active Keys Transaction History

KEY NAME	QUANTITY	COMMENT	CREATED BY	START DATE	END DATE	STATUS	ACTION
[REDACTED]	1500	In product Licensing	SLK	2020-02-20	2022-02-02	Active	

## 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.

Blue Coat ASG S400-30, 5000 users				
Account	Support/Site ID	Quantity	Serial #	Site Address
[REDACTED]	[REDACTED]	NA	[REDACTED]	[REDACTED]
SKU	Start Date	End Date	Type	Description
ASG-S400-30-U5000	2017-09-29	2020-11-27	Hardware	Blue Coat ASG S400-30, 5000 users
Subscription ID	Activation Code			
NA	NA			

Download License Software Add Ons Swap

Generate New Key

## 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

# SYMANTEC ENTERPRISE SECURITY

[Symantec customers click here to learn about your new portal experience](#)

### Search Support

**Critical Updates** 2  
[Critical Notification](#)  
[Test for semantec redesign](#)

**Case Management**  
Open, track and update your cases

**My Entitlements**  
Get license keys, guides and information

**Product Information**  
Access product specific knowledge and documentation

**Product Downloads**  
Obtain the products, upgrades and packages you need

**Communities**  
Learn more about Broadcom software products from a community of your peers and submit ideas for new product features

**Documentation**  
View release notes, installation, implementation, administration, user documentation

## 4. Select from entitled list of **Support Products**

- Similar to MySymantec ABEV, a customers 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

Support / Symantec Enterprise Security / Download Management

## Download Management

[Download & Search Solution Help](#)

### Search Your Product

**Endpoint Protection**

Endpoint Protection Cloud

Endpoint Protection Integration Component

Endpoint Protection Mobile

Endpoint Protection Small Business Edition (Cloud)

Endpoint Protection Small Business Edition (On-Premise)

Endpoint Protection for VDI

Endpoint Protection for Windows XP Embedded

Endpoint Protection with Endpoint Detection and Response

Test Endpoint Protection - DNU

5. Select **Version** and **Language**. If language is not applicable to the release then menu will default to **English**.

Support / Download Management / Product Download

## Endpoint Protection

Product Download

Download & Search Solution Help

SEARCH :

LANGUAGE : English

PRODUCTS	RELEASE	CART	DOWNLOAD	FTP
Endpoint Protection	1.0 12.1.6 MP10 14.2.0 <b>14.2.1</b> 14.2.1_MP1 14.2.2			

Showing 1 of 1

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

## Endpoint Protection

Release	Service Pack	Language
14.2.1	0	EN

SEARCH:

Add All To Cart Download Package

Symantec Endpoint Protection 14.2 RU1 - International English			Release : 14.2.1	Service Pack : 0		
File	DATE	SHA2	MDS	CART	DOWNLOAD	FTP
Symantec_Endpoint_Protection_14.2.0_RU1_SEPM_EN.exe	May 21 2019 9:14AM	f83372cf3dfbe568871d58e9afe588aa9832700e88bf2ef69c1f7826c93a6eb2	f454e025d118d043fb2c0b116b59bfb4			
Symantec_Endpoint_Protection_14.2.0_RU1_Full_Installation_EN.exe	May 21 2019 9:15AM	fd5183210da7b4e5da72ed2bb3acf013b08cbe73822a3e298260cbf0ddf63138	a78ec808ededef92e1602e1efcd403a7			
Test upload doc.docx	Feb 20 2020 2:57PM	62fc11e92b06d9ea33b99ca3bece7c68df2201451fce9989f60542447ada4fbf	4b3dfa24f4ae9bdf56220b75f1eef40e			
Symantec_Endpoint_Protection_14.2.0_RU1_All_Clients_EN.zip	May 21 2019 9:14AM	3ae25635f5959646cbdb5b5332963ba44ae9e8d66329b31df17f5e7f7a1c14c2	41fda9a32d1d4d6eb0e741d3c4d7dbb4			

Showing 1 - 1 of 1

### 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 contains 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](https://*.status.symantec.com) to [\\*.status.broadcom.com](https://*.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

The screenshot displays the Email Security.cloud dashboard. At the top left is the logo and name 'Email Security.cloud'. The top right shows a language dropdown set to 'English', a user profile icon, a notification bell, and the text 'Welcome, NID0001'. A dark blue sidebar on the left contains navigation icons for home, services, reports, settings, help, and user profile. The main content area is titled 'My Services (5)' and includes a section for 'Service Configuration Health' with a warning that data is temporarily unavailable. Below this are two cards: 'Emails Scanned (7d)' with a warning and 'Web Traffic Scanned' with 'N/A'. A filter bar shows '1 day', '7 days' (selected), '31 days', and '1 year'. The 'Email Threat Detection and Response' card shows 0 critical and 0 high severity incidents. The 'Email Anti Spam' and 'Email Anti Malware' cards both show warnings for unavailable data. On the right, a 'Common Tasks' list includes options like 'Find an email', 'Contact support', and 'Check registered email addresses'. Below that, 'Service Alerts' shows 'Email Security.cloud' and 'ClientNet' with green status indicators. 'Recent Reports' shows 'You have no reports' and 'Request a Report'. 'News Alerts' shows 'There are no current news alerts'. A vertical red 'SUPPORT' tab is visible on the far right edge of the dashboard.

3. Click the **Create Case** button to open a new support case or **View Cases** to manage existing support cases.

The screenshot displays the Email Security.cloud dashboard. On the left is a dark blue navigation sidebar with icons for home, user, reports, charts, settings, help, and profile. The main content area is titled "Email Security.cloud" and features a "My Services (5)" section with a sub-section for "Service Configuration Health" (Data temporarily unavailable). Below this are two cards: "Emails Scanned (7d)" (Data temporarily unavailable) and "Web Traffic Scanned" (N/A). A filter bar shows "1 day", "7 days" (selected), "31 days", and "1 year". The "Email Threat Detection and Response" card shows 0 critical and 0 high severity incidents. Other cards for "Email Anti Spam" and "Email Anti Malware" both show "Data temporarily unavailable". A right-hand "Common Tasks" menu lists actions like "Find an email", "Contact support", and "View my reports". A "Service Alerts" section shows "Email Security.cloud" and "ClientNet" with green status indicators. A "Recent Reports" section states "You have no reports". A "News Alerts" section states "There are no current news alerts".

Overlaid on the right is a red "Support" modal window. It contains a search bar, three buttons: "Create Case" (with an envelope icon), "View Cases" (with a magnifying glass icon), and "Documentation" (with a document icon). Below these is a "Community" section with a star icon. At the bottom, there is a "Suggested articles" section.