

# BROADCOM Support Portal Software User Guide

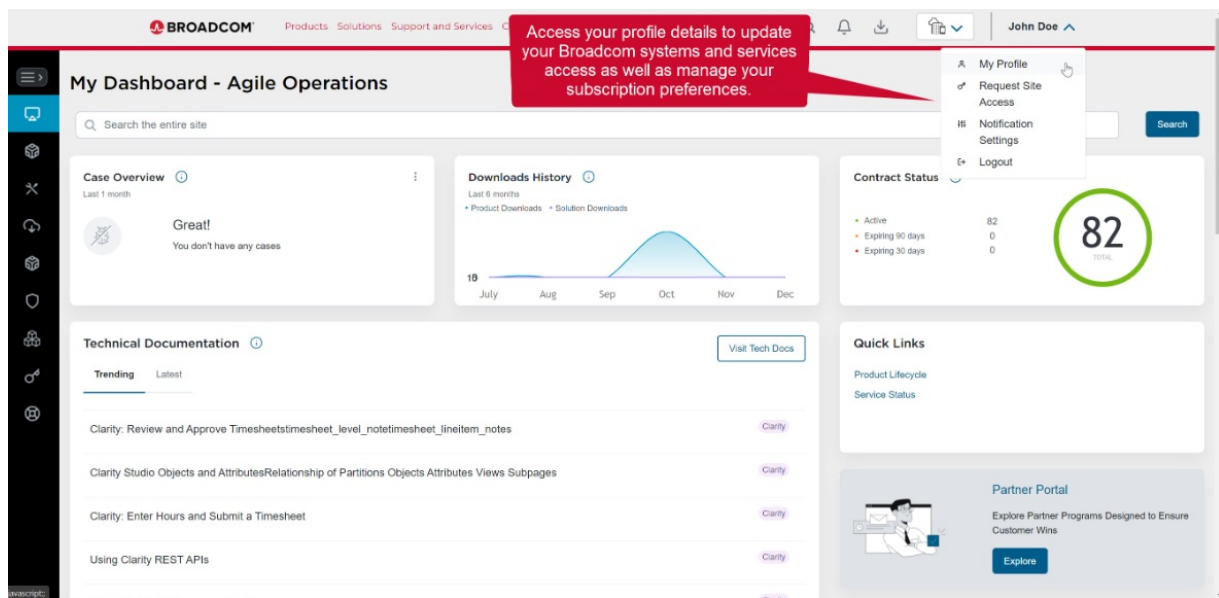
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**BROADCOM Support Portal Software**



## Product Information

### Specifications

- Product Name: Broadcom Support Portal
- Features: Profile Builder, Pre-Login, My Dashboard, Common Tasks, Dashboard – Brocade Storage Networking, Semiconductors & Brocade Support Services and Tools
- Access: Case management, product downloads, license keys, security advisories

## Product Usage Instructions

### Create a Profile

New users: Click Register from the top-right corner of the Pre-Login page. Enter your information, verify your email address, and accept the terms of use. Profile Builder will open to guide you through the rest of the registration process.

### Profile Builder

1. Click “Yes, I want to Build my Profile” to access Profile Builder.
2. Select the checkbox for the appropriate product division(s) and complete the required form(s).
3. Click Submit.

Please allow up to 48 hours for your request to be processed.

### Pre-Login

1. Click Login from the top-right corner of the Pre-Login page.
2. Enter your username, password, and click Sign In.

### FAQ

- **Q: How long does it take for a profile creation request to be processed?**

A: Please allow up to 48 hours for your request to be processed.

- **Q: What services can be accessed after creating a profile?**

A: After building a profile, users can access services such as case management, product downloads, and license keys.

## Broadcom Support Portal

### Get Started with the Broadcom Support Portal

- Welcome to the Broadcom Support portal—simplifying your support experience with a customized view of the information, products, and services relevant to you.
- Complete the registration process or log in with your existing credentials the first time you visit the site.
- For newly registering users: After you create your account, you will have access to services such as license keys, product downloads, and case management.

**To help you navigate the new interface, take a moment to review some key areas of the site:**

FEATURE	DETAILS
<a href="#">Profile Builder</a>	Enable services by building your profile. Profile Builder provides access to specific information based on your business entitlements. After you build a profile, you can access services such as case management, product downloads, and license keys.
<a href="#">Pre-Login</a>	Pre-Login is the public landing page for Broadcom Support, containing several resource portals for information and support.
<a href="#">Home</a>	Home displays key widgets and statistics along with the status of each product entitlement.
<a href="#">My Profile</a>	Use My Profile to modify your access and notification settings.

### Create a Profile

- New users: Click Register from the top-right corner of the Pre-Login page. Enter your information, verify your email address, and accept the terms of use.
- Profile Builder will open to guide you through rest of the registration process.

### Profile Builder

- Profile Builder enables access to information and resources based on your business entitlements.
- After you build a profile, you can access services such as case management, product downloads, and license keys.

## Registered Successfully!

Welcome to Broadcom. Based on the information provided you now have access to the following services

<input checked="" type="checkbox"/>	Product Documentation	
<input checked="" type="checkbox"/>	Communities	
<input checked="" type="checkbox"/>	Public Education	<a href="#">i</a>
<input checked="" type="checkbox"/>	Public Semiconductors Case Management	<a href="#">i</a>
<input checked="" type="checkbox"/>	Public Knowledge Base Articles	<a href="#">i</a>

### Unlock additional services by Building your Profile

<input type="checkbox"/>	Broadcom Software Support Systems
<input type="checkbox"/>	Brocade Storage Networking Support Systems
<input type="checkbox"/>	Semiconductors Support Systems
<input type="checkbox"/>	Broadcom Partner
<input type="checkbox"/>	eStore
<input type="checkbox"/>	Premium Education

Yes, I want to Build my Profile

[I'll do it later](#)

1. Click Yes, I want to Build my Profile to access Profile Builder:
2. Select the checkbox for the appropriate product division(s) and complete the required form(s).
3. Click Submit.

Please allow up to 48 hours for your request to be processed.

## Build your Profile

Complete your profile for access to more Broadcom products and services

I am interested in:



Broadcom Software

Enterprise, Mainframe, Payment Security, Symantec, SCRT Report Management and VMware



Brocade Storage Networking



Broadcom Partner



eStore



Semiconductors

Broadcom portfolio of Standard and Custom silicon for Networking, Storage, Broadband, Wireless and Industrial market segments

Submit

Cancel

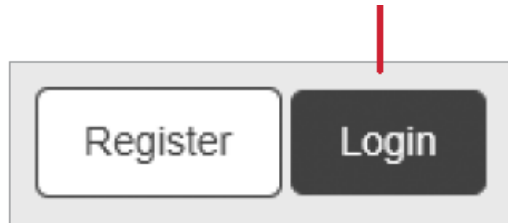
## Pre-Login

The Pre-Login page contains several product and support resources. In order of appearance:

- Product Communities: Discussions, Blogs, and Upcoming Events. Click View All to be taken to the Broadcom Community site—designed by software division and organized by product.
- Technical Documentation: Technical support documentation enhanced with search capability. Click View All to be taken to the Tech Docs portal—designed by software division and organized by product.
- Knowledge: A self-service knowledge base of issues solved by the help desk. Click View All to be taken to the knowledge base search window.
- Broadcom Software Partner Portal: Click Explore to be taken to the Agile Operations and Mainframe Software portal for Broadcom partners.
- Need Personalized Support?: Click Login to access the Support Portal.
- Education: Click Login to open the Enterprise Software Academy.
- Ask our Virtual Agent: Click Chat Now to open a chat dialog with a virtual agent.
- Contact Us: Open the global support portal with access to global support numbers and request forms.

## Log In

1. Click Login from the top-right corner of the Pre-Login page.



2. Enter your username, password, and click Sign In.

## My Dashboard

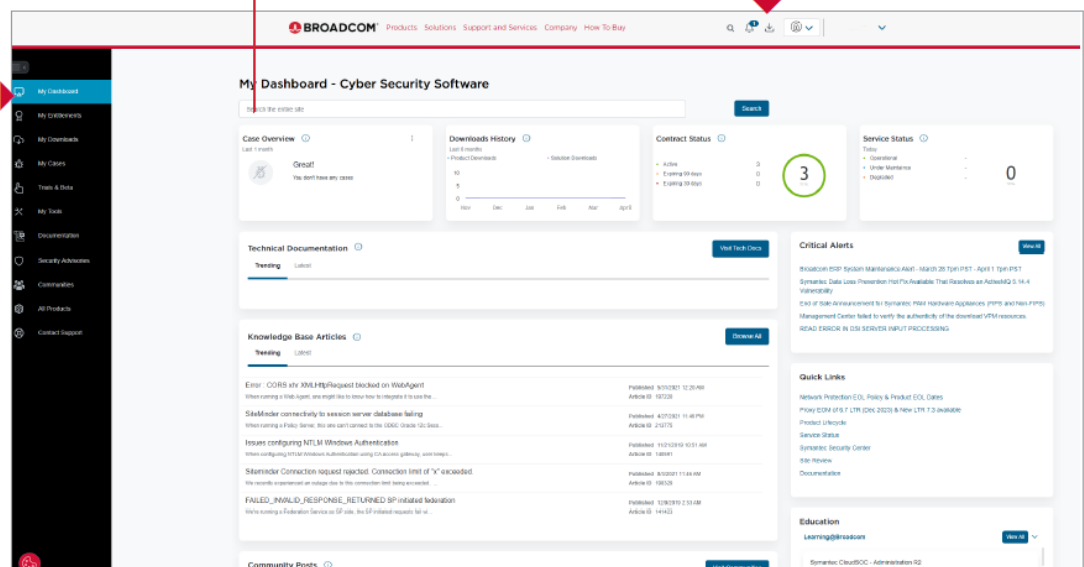
- My Dashboard displays widgets and statistics along with the contract status of your product entitlements.
- Below the featured statistics are widgets for trending support documentation, and KB articles. To find an answer to a specific issue or question, click the info icon in the top-right corner of any widget.
- **Tip:** My Dashboard is configured by Divisions. Use the drop-down menu in the top right panel to change Dashboards.

Search a variety of knowledge repositories from one easy location.

The top navigation panel contains Search, Alerts, Download Manager, Division drop-down menu, and Profile drop-down menu.

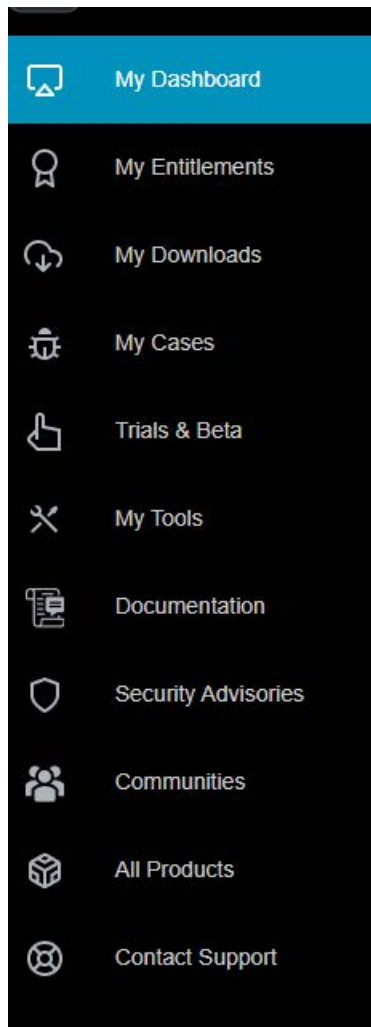
The left panel is where common tools and services are organized. This menu is always available and serves as easy access to important resources.

**Tip:** Use the top button flyout to expand the menu or hover over each icon to reveal each option's name.



## Home: Left Navigation Panel

- My Dashboard: Return to your home Dashboard.
- My Entitlements: View a comprehensive list of your entitlements.
- My Downloads: Downloads and solutions organized by version. My Cases: Jump to open, view, or update support cases.
- Trials & Beta: Download and install any available beta or trial software.
- Documentation: Technical support documentation enhanced with search capability.
- Security Advisories: Obtain detailed information on security alerts organized by date.
- Communities: Access Broadcom Software discussions, blogs, and upcoming events (Currently not available for Brocade Storage Networking).
- All Products: View and search through a comprehensive list of all product offerings.
- Contact Support: Access a variety of support contact methods.



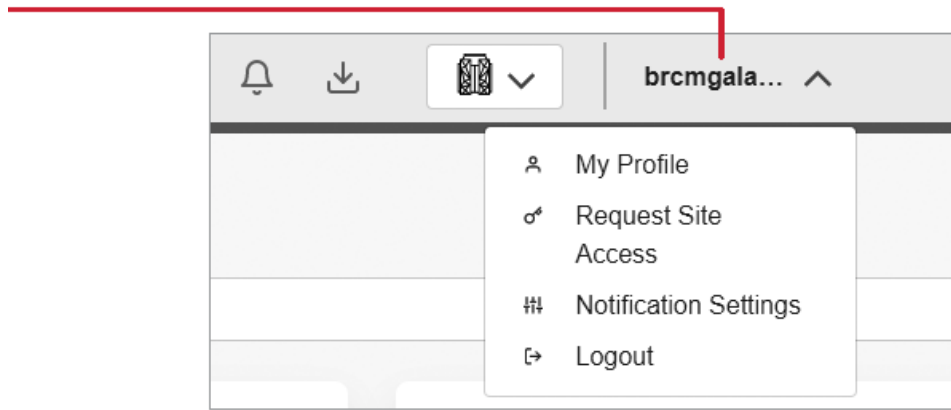
## Home: Top Navigation Panel



- Search: Search across the entire site.
- Alerts (bell icon): View notifications for your entitlements in a particular product line.
- Download Manager (arrow icon): View the status of pending and completed downloads. The Download Manager has been upgraded to a more fluid experience. Note: This feature is not currently available for VMware products.
- Division Drop-down Menu: Switch between product families.
- Profile Drop-down Menu: Access links to My Profile, Request Site Access, and Notification Settings.

## My Profile

- Access your profile by clicking on your username in the top-right corner and selecting My Profile.



- My Profile displays your basic user information as well as a link to the Profile Builder to update your services access.

## Request Site Access

1. Click on your username in the top-right corner and select Request Site Access.
2. Enter the appropriate site ID or Serial Number and click Save.

## Set Notifications

1. Click on your username in the top-right corner and select Notification Settings.
2. Click the appropriate switch icons to activate product notifications by alert type.

Product	Critical Alerts	Product Advisories	Release Announcements	Security Advisories	Legal Notices
All <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VMware vSphere ESXi 8.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
VMware vCenter Server 8.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
VMware Tanzu Standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VIP Authentication Hub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Broadcom Support Portal – Common Tasks

### Create a Case



- Cases are opened and managed through the Broadcom Case Management tool.
- There are three ways to launch the case management tool:
  - Click My Cases from the left navigation panel. Case Management opens in a new tab.
  - Click the Case Overview widget from the home page. Case Management opens in a new tab.
  - Click the case icon from the My Entitlements portal.
- Click here to learn more about our Case Management Portal.

**Q: Where are my cases?**

A: The Case Management tool is specific to the selected division:

- Broadcom Software
- Brocade Storage Networking
- Semiconductors

## View My Entitlements

- **There are two ways to view entitlements:**
  - Click My Entitlements from the left navigation panel.
  - Click the Contract Status widget from the home page.
- **The Entitlements page contains buttons for viewing the following information:**
  - Entitlement Details: View status and start/end dates along with quick links to downloads, licensing, and cases.
  - Product Details: Open the product landing page containing knowledge base articles, webinars, community posts, and technical documentation.
- **Note:** By default, only your Active entitlements display. Uncheck the Active option to view all entitlements.

## Download Software

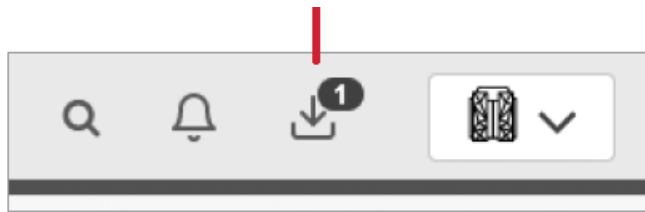
1. Click My Downloads from the left navigation panel to open your available downloads.
2. Select the appropriate product to open the details view.
3. Select the specific release and click Add to add the specific software to the Download Manager. Note: This feature is not currently available for VMware products.
4. Proceed to the Download Manager to complete the download process.

**Q: Where is my product?**

A: The My Downloads page is specific to the selected division. Click the division drop-down menu from the top navigation panel to select the appropriate division.

## Access the Download Manager

- There are two ways to access the Download Manager:
  - Click the Download History widget from the Home page.
  - Click the arrow icon from the top navigation panel.



- Find the appropriate product and select the preferred download method (HTTPS, SFTP, Token).



## Generate License Keys

- There are two ways to access license keys:
  - Click My Entitlements from the left navigation panel and then click the appropriate entry or product to view the license key.
  - For Brocade Storage Networking, License Portal is also available via Quick Links on the Dashboard.
- Click [here](#) to learn more about the Licensing Management capacities.

## View Security Advisories

Click Security Advisories from the left navigation panel to open your available security advisories.

### Q: Where are my Security Advisories?

A: The Security Advisories page is specific to the selected division. Click the division drop-down menu from the top navigation panel to select the appropriate division.

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## Dashboard – Brocade Storage Networking

## Left Navigation Panel

Access to primary tools, services and information:

- My Dashboard
- My Entitlements
- My Cases
- Documentation
- Security Advisories
- All Products
- Contact Support

Quick and easy access to Technical Docs available on our Public Website

Knowledge articles trending or recently created. For more, click Browse All

Legal Notices and access to our Online Training and Education center

The screenshot shows the 'My Dashboard - Brocade Storage Networking' interface. The top navigation bar includes links for Products, Solutions, Support and Services, Company, and How To Buy. The dashboard is divided into several sections: 'Case Overview' showing 4 open cases, 'Downloads History' with a 'New Test Drive' button, 'Contract Status' showing 1 active contract, 'Technical Documentation' with a 'View Test Drive' button, 'Knowledge Base Articles' with a 'Browse All' button, and 'Quick Links' with links to Brocade Support Link, SAN Reports, License Portal, Brocade Software Matrix, Brocade Products End of Life (EOL), TruFOS Certificate Request, and Lifetime Warranty Registration. The left navigation panel is visible on the left side of the dashboard.

The top navigation panel contains Search, Alerts, Download Manager, Division drop-down menu, and Profile menu. Locate Brocade here.

Search a variety of knowledge repositories from one easy location.

At a glance widgets with number of Open Cases, Download statistics and Contract Status.

Critical Alerts for Technical Support Bulletins and Advisories

## Quick Links

Quick access to services, guides and forms:

- Brocade Support Link (BSL)
- SAN Reports
- License Portal
- Brocade Software Matrix
- Brocade Products End of Life (EOL)
- TruFOS Certificate Request
- Lifetime Warranty Registration

## Semiconductors – Support Services and Tools

This menu contains several product and support resources. In order of appearance:


- Case Management: Access case management. Open, track, or update a support case.
- Product Downloads: Find product documentation for Semiconductors.
- Contact Support: Contact Semiconductors support teams.

## Brocade Storage Networking – Support Services and Tools

This menu contains several product and support resources:

- Online Case Management: Access case management. Open, track, or update a support case.
- Software & Documentation: Access software and release notes. Public documentation is on [broadcom.com](https://www.broadcom.com).
- Knowledge Base: Access documentation, configuration guides, and technical details.
- Licensing Management: Generate license keys, guides, and licensing information—including TrueFOS certificate generation.
- Brocade Support Link: Access BSL report configurations, scheduling deployment videos, and documentation—including ASC Gateway documentation and software downloads.
- SAN Reports: Obtain an accurate view of your SAN environment, time saving reports, enhanced change tracking, performance graphs, and topology diagrams.
- Brocade G610 Registration: Register lifetime warranty serial numbers.
- Training & Education: Access training, education, and certification courses for Brocade products.

Documents / Resources

	<a href="#">BROADCOM Support Portal Software</a> [pdf] User Guide Support Portal Software, Portal Software, Software
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References

-  [Broadcom Inc. | Connecting Everything](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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