Broadcom Support Portal

BROADCOM

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

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
Profile Builder	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.
Pre-Login	Pre-Login is the public landing page for Broadcom Support, containing several resource portals for information and support.
Home	Home displays key widgets and statistics along with the status of each product entitlement.
My Profile	Use My Profile to modify your access and notification settings.

Broadcom Support Portal

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

Create a Profile

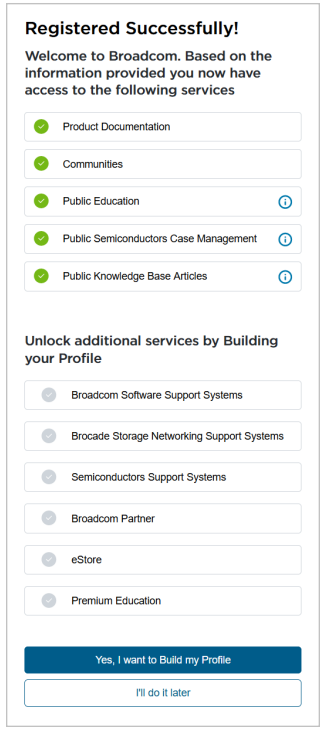
New users: Click **Register** from the top-right corner of the Pre-Login page. Enter your information, verify your email address, and accept the terms of use.

Profile Builder will open to guide you through rest of the registration process.

Profile Builder

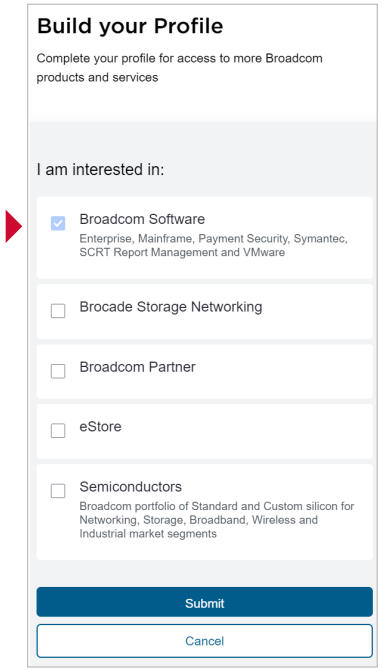
Profile Builder enables access to information and resources based on your business entitlements.

After you build a profile, you can access services such as case management, product downloads, and license keys.



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.



Broadcom Support Portal

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

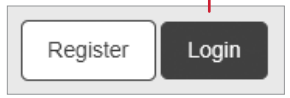
Pre-Login

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**.



Broadcom Support Portal

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

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.

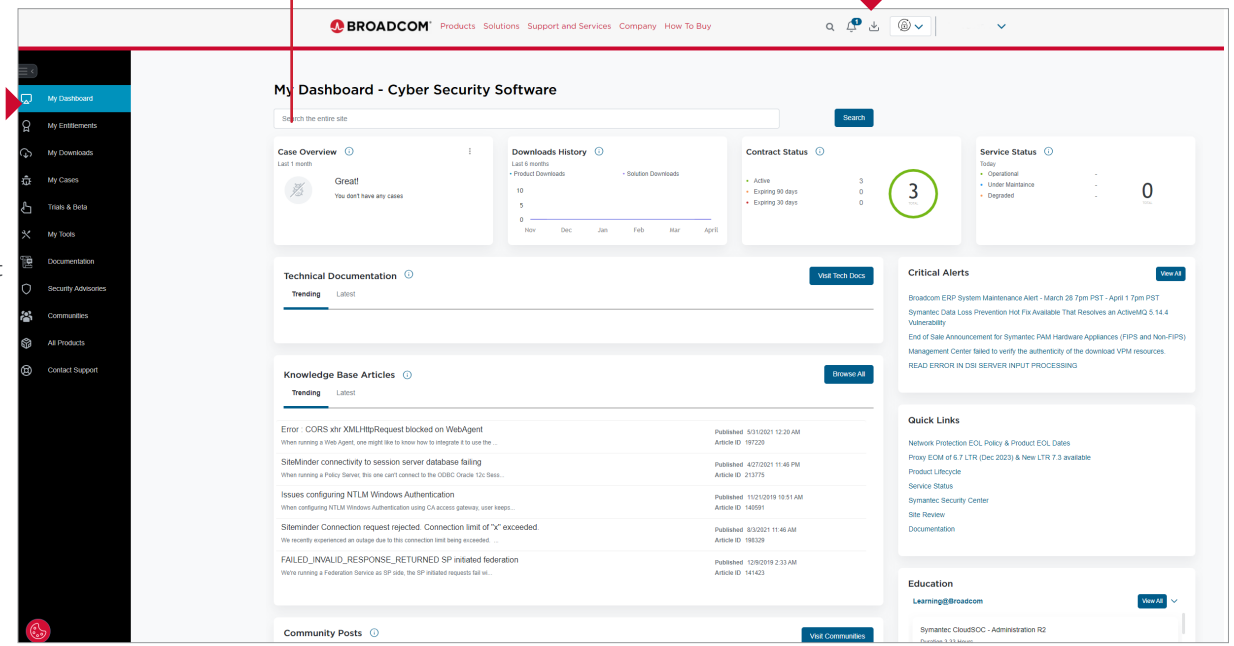
Tip: My Dashboard is configured by Divisions. Use the drop-down menu in the top right panel to change Dashboards.

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.



Broadcom Support Portal

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

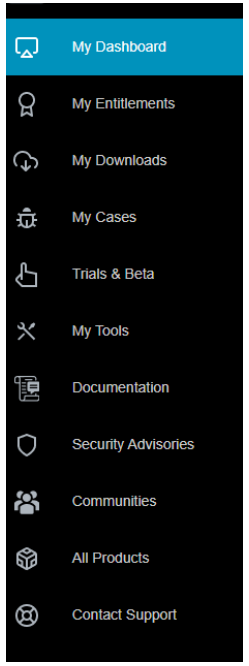
Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

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.

Broadcom Support Portal

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

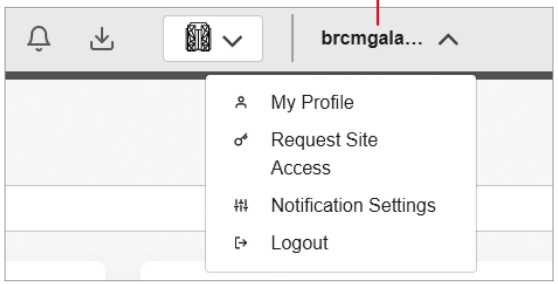
Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

My Profile

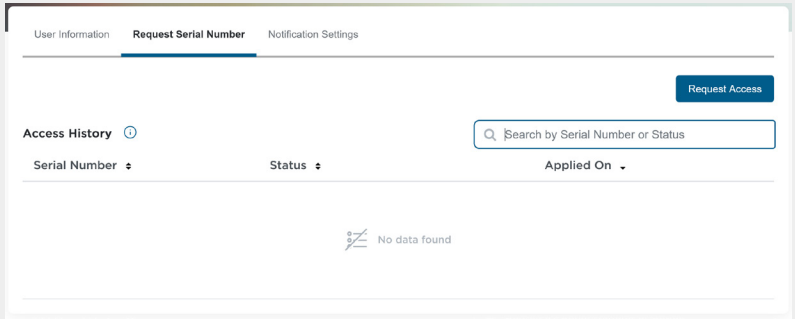
Access your profile by clicking on your username in the top-right corner and selecting **My Profile**.

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



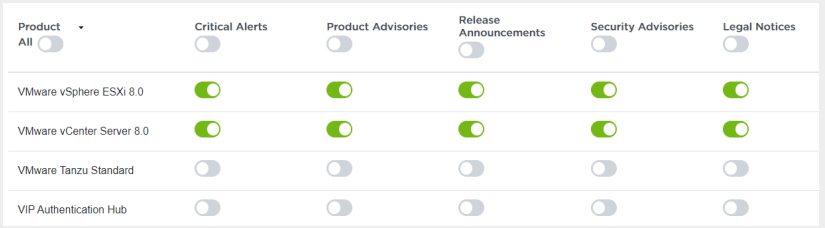
Request Site Access

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.



Broadcom Support Portal – Common Tasks

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

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.

Broadcom Support Portal – Common Tasks

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

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).

Broadcom Support Portal – Common Tasks

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

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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Broadcom Support Portal

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

Dashboard - Brocade Storage Neworking

Left Navigation Panel

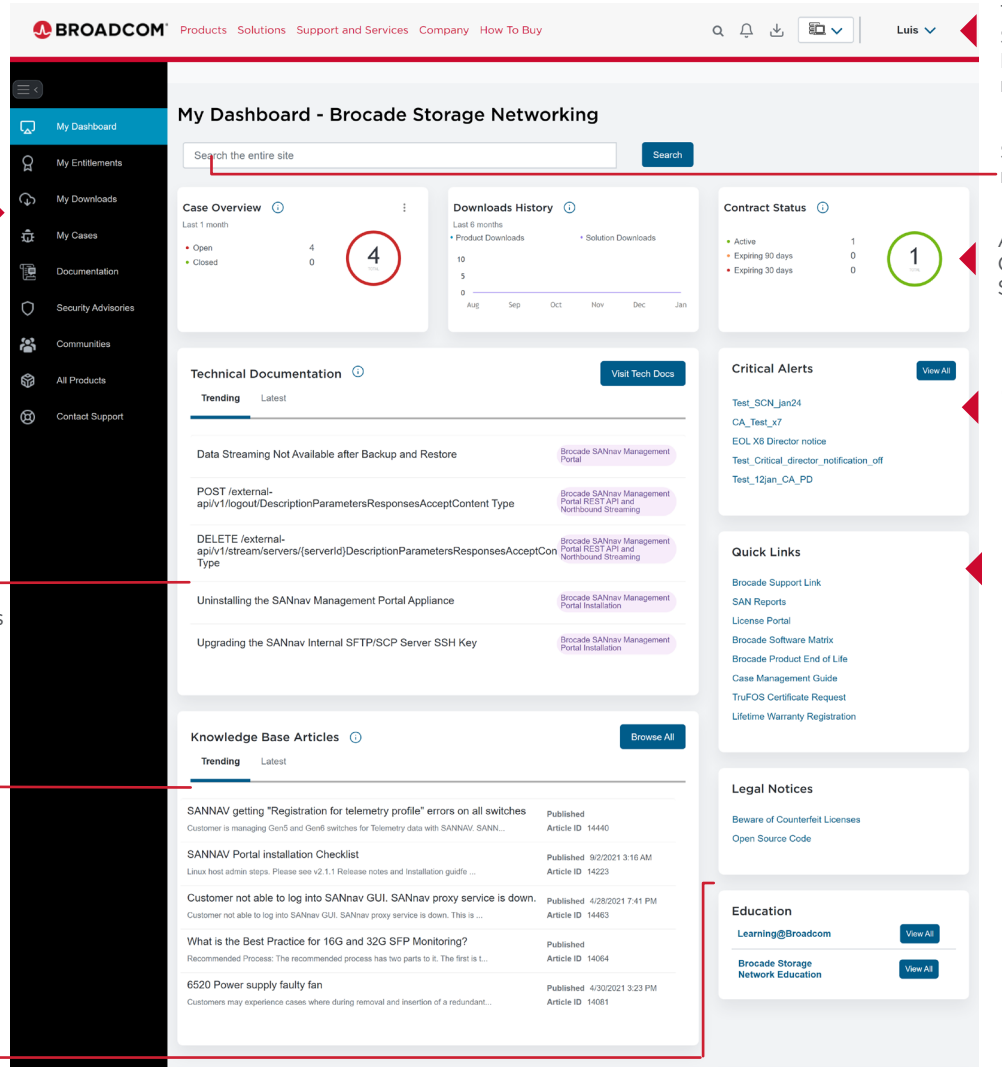
Access to primary tools, services and information:

- 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 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 glace 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

Broadcom Support Portal

CONTENTS

Welcome

Create a Profile
Profile Builder

Pre-Login

Log In

My Dashboard
Navigation Panels

My Profile
Request Site Access

Set Notifications

Common Tasks
Create a Case

View My Entitlements

Download Software

Access the Download Manager

Generate License Keys

View Security Advisories

Dashboard - Brocade Storage Networking

Semiconductors & Brocade
Support Services and Tools

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.
- **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.