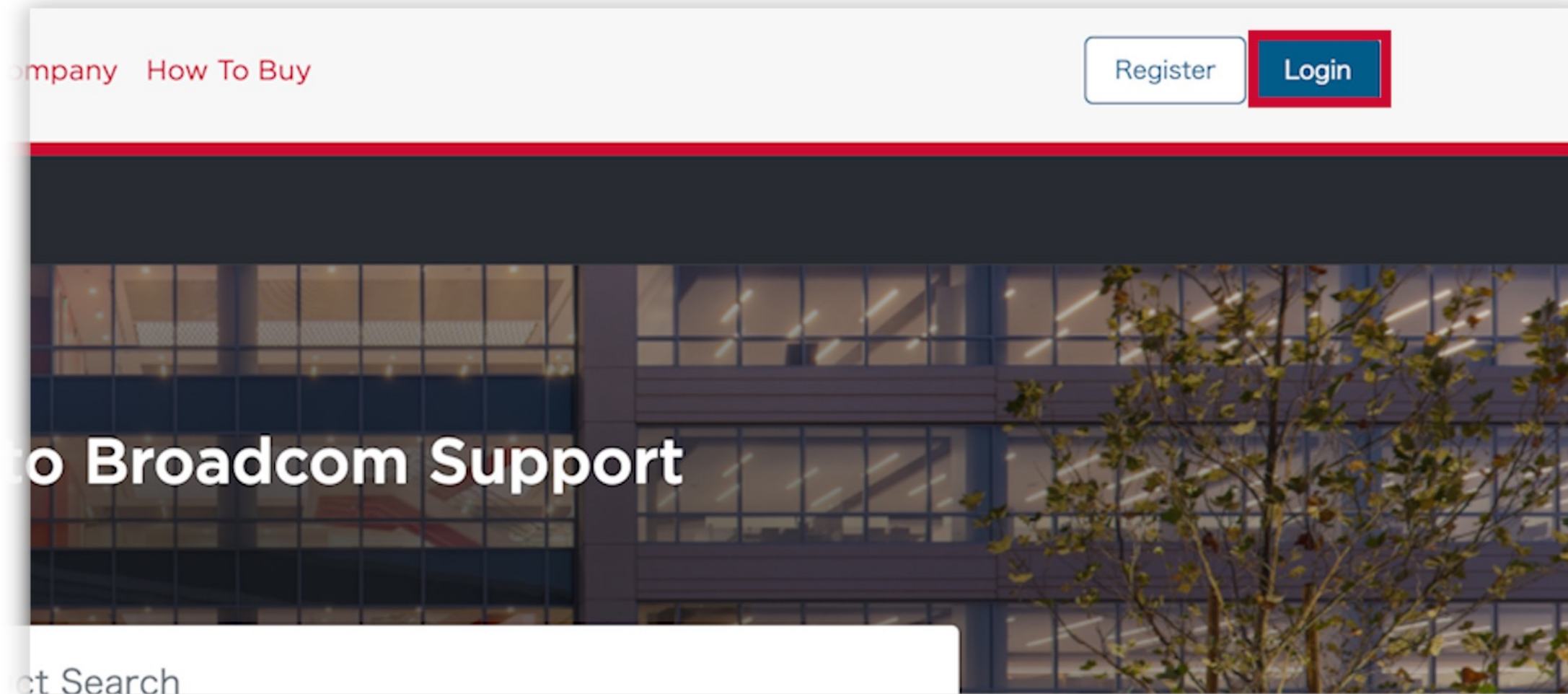


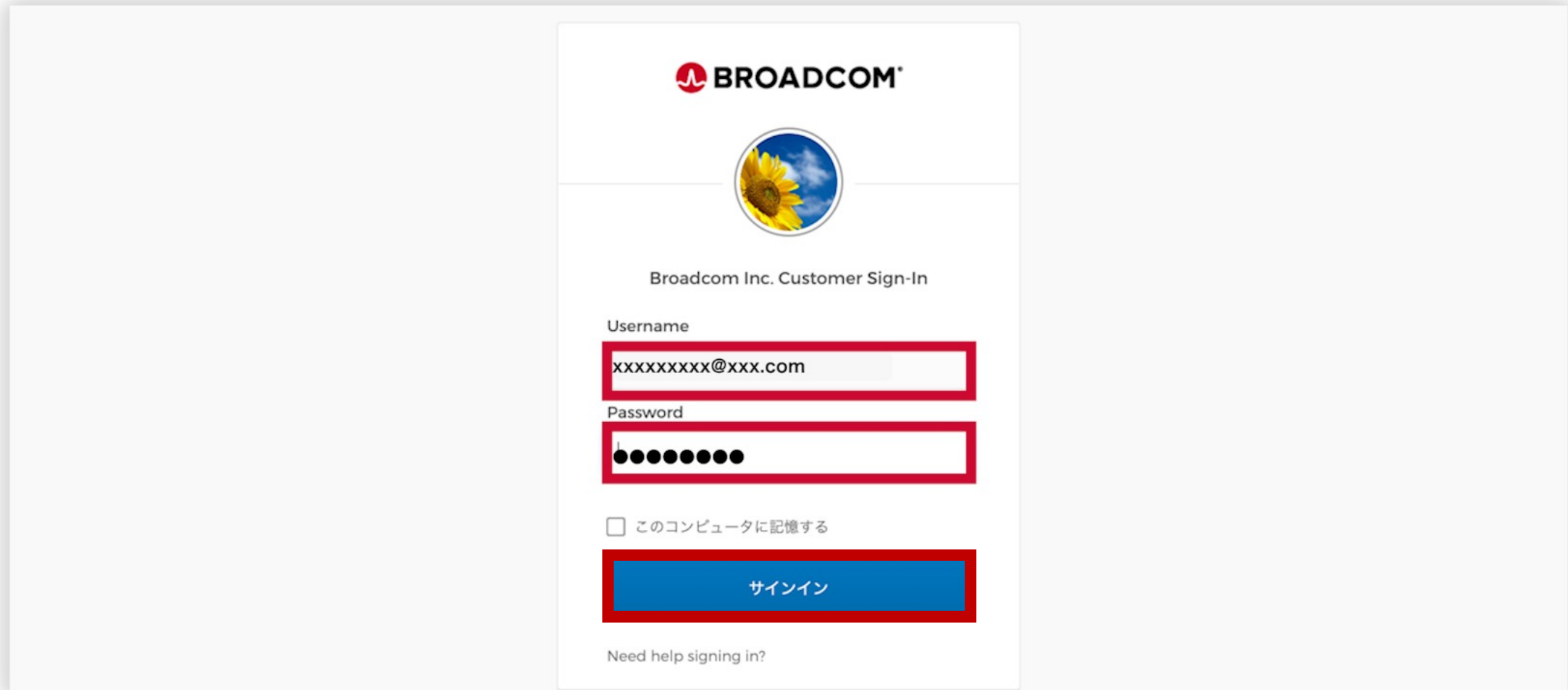



# サポートページの確認方法


Broadcomサポートサイトの画面右上の「Login」をクリックします



メールアドレスとパスワードを入力してログインします



 **BROADCOM**



Broadcom Inc. Customer Sign-In

Username  
xxxxxxxx@xxx.com

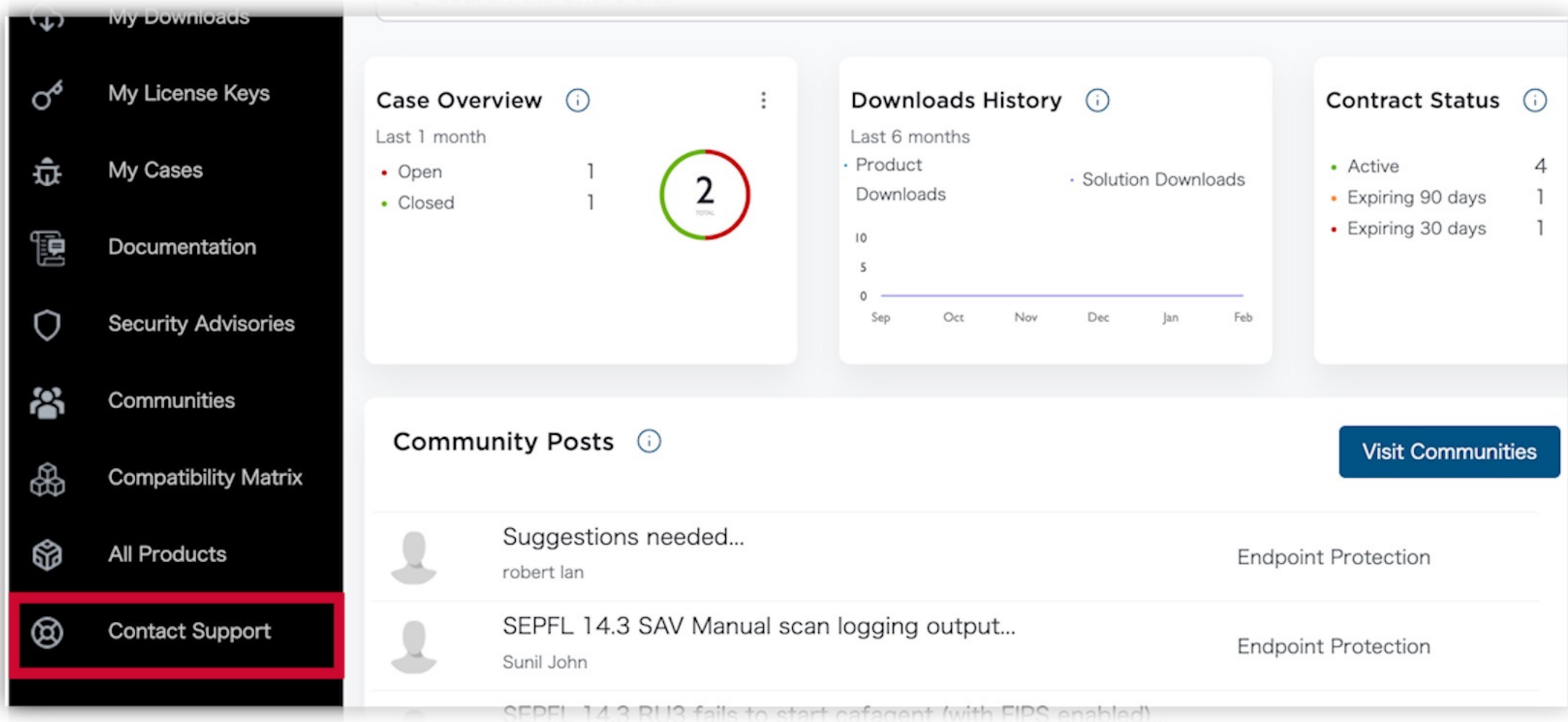
Password  
●●●●●●●●

このコンピュータに記憶する

**サインイン**

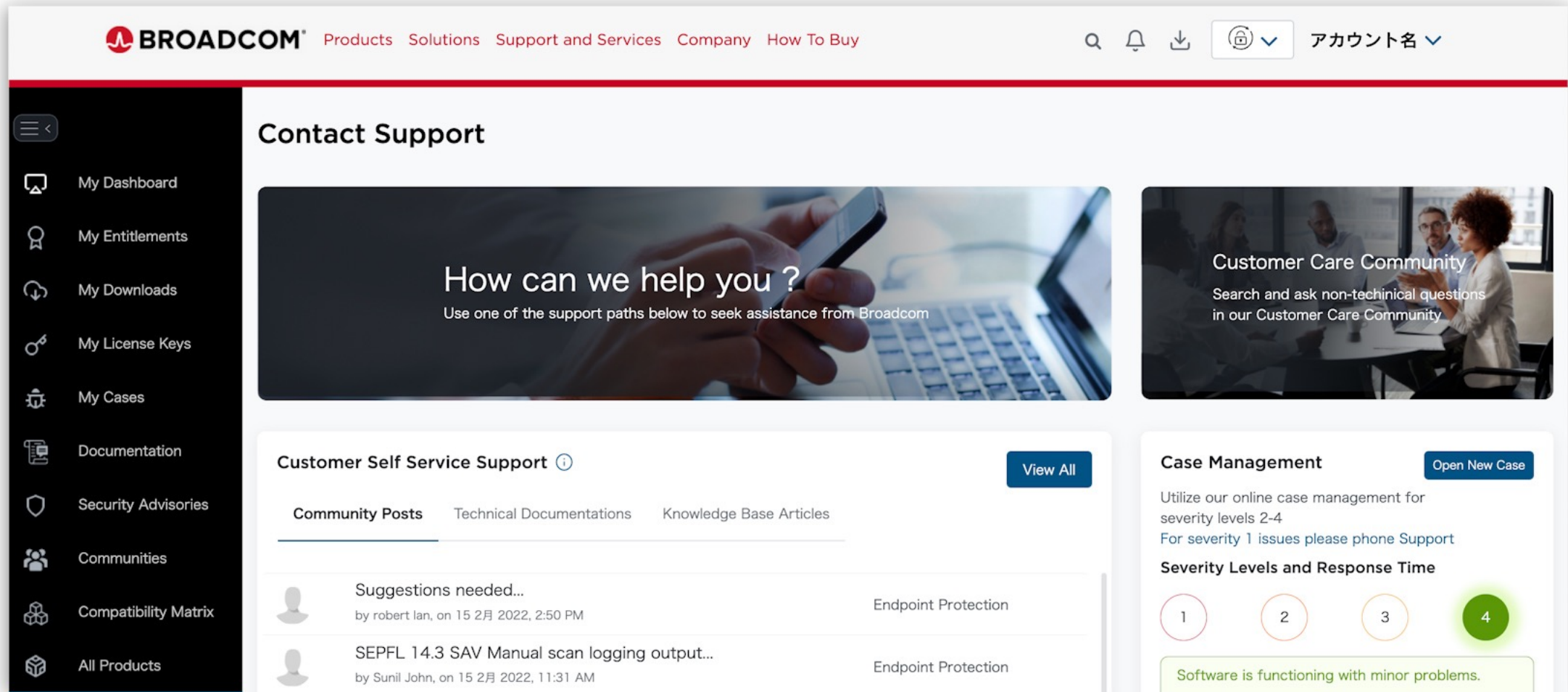
Need help signing in?

ログインができれば「Contact Support」をクリックします



The screenshot displays the Symantec user dashboard. On the left is a dark navigation sidebar with the following items: My Downloads, My License Keys, My Cases, Documentation, Security Advisories, Communities, Compatibility Matrix, All Products, and **Contact Support** (highlighted with a red border). The main content area features three summary cards: 'Case Overview' (Last 1 month, 1 Open, 1 Closed, total 2), 'Downloads History' (Last 6 months, Product and Solution Downloads), and 'Contract Status' (4 Active, 1 Expiring 90 days, 1 Expiring 30 days). Below these is a 'Community Posts' section with a 'Visit Communities' button and a list of posts, including 'Suggestions needed...' and 'SEPFL 14.3 SAV Manual scan logging output...'. A partially visible post at the bottom reads 'SEPFL 14.3 RU3 fails to start safagent (with FIPS enabled)'.

## こちらがサポートページです



The screenshot shows the Symantec support page interface. At the top, there is a navigation bar with the BROADCOM logo and links for Products, Solutions, Support and Services, Company, and How To Buy. On the right side of the navigation bar, there are icons for search, notifications, downloads, and account management (アカウント名). A dark sidebar on the left contains a menu with icons and labels for: My Dashboard, My Entitlements, My Downloads, My License Keys, My Cases, Documentation, Security Advisories, Communities, Compatibility Matrix, and All Products. The main content area is titled "Contact Support" and features a large banner with the text "How can we help you?" and "Use one of the support paths below to seek assistance from Broadcom". Below the banner, there are two main sections: "Customer Self Service Support" and "Case Management". The "Customer Self Service Support" section has tabs for "Community Posts", "Technical Documentations", and "Knowledge Base Articles", and a "View All" button. It displays two community posts: "Suggestions needed..." by robert lan and "SEPFL 14.3 SAV Manual scan logging output..." by Sunil John. The "Case Management" section has an "Open New Case" button and text explaining the severity levels and response times. It shows a progress indicator with four circles, where the fourth circle is highlighted in green, indicating the current status: "Software is functioning with minor problems."

**BROADCOM** Products Solutions Support and Services Company How To Buy

アカウント名

### Contact Support

How can we help you?  
Use one of the support paths below to seek assistance from Broadcom

#### Customer Self Service Support View All

Community Posts Technical Documentations Knowledge Base Articles

Suggestions needed...  
by robert lan, on 15 2月 2022, 2:50 PM Endpoint Protection

SEPFL 14.3 SAV Manual scan logging output...  
by Sunil John, on 15 2月 2022, 11:31 AM Endpoint Protection

#### Case Management Open New Case

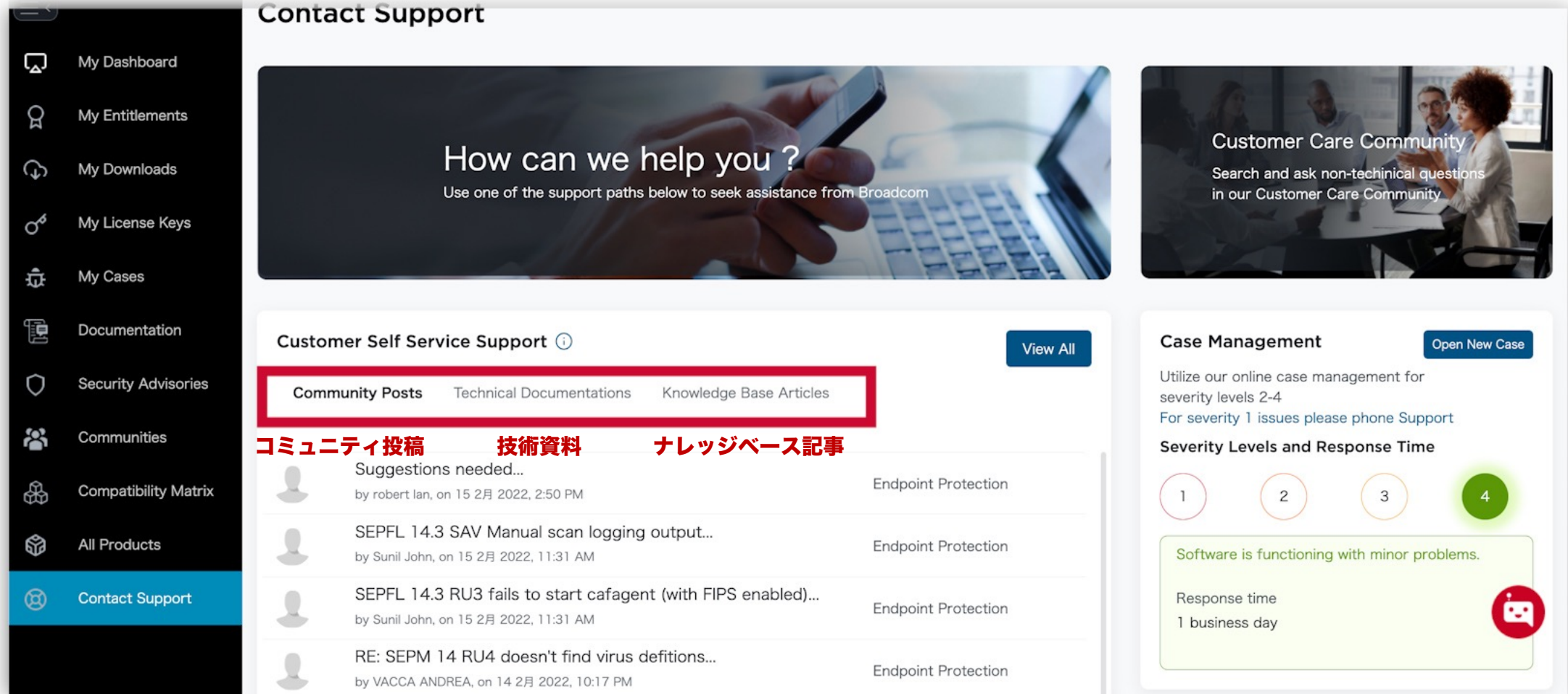
Utilize our online case management for severity levels 2-4  
For severity 1 issues please phone Support

##### Severity Levels and Response Time

1 2 3 4

Software is functioning with minor problems.

こちらのタブを切り替えることで  
「コミュニティ投稿」「技術資料」「ナレッジベース記事」を確認できます



The screenshot shows the Symantec support portal interface. On the left is a dark sidebar with navigation items: My Dashboard, My Entitlements, My Downloads, My License Keys, My Cases, Documentation, Security Advisories, Communities, Compatibility Matrix, All Products, and Contact Support (highlighted in blue). The main content area is titled "Contact Support" and features a large banner with the text "How can we help you? Use one of the support paths below to seek assistance from Broadcom". Below the banner are three tabs: "Community Posts", "Technical Documentations", and "Knowledge Base Articles". The "Community Posts" tab is selected and highlighted with a red box. Below the tabs, there are four community post entries, each with a user profile icon, a title, a byline, and a category. The "Case Management" section on the right includes a "View All" button, a "Case Management" header with an "Open New Case" button, and a severity level indicator showing levels 1, 2, 3, and 4, with level 4 being the active state. A green box below the indicator states "Software is functioning with minor problems." and "Response time 1 business day".





Contact Support

How can we help you?  
Use one of the support paths below to seek assistance from Broadcom

Customer Self Service Support ⓘ [View All](#)

**Community Posts** Technical Documentations Knowledge Base Articles

**コミュニティ投稿** **技術資料** **ナレッジベース記事**

	Suggestions needed... by robert lan, on 15 2月 2022, 2:50 PM	Endpoint Protection
	SEPFL 14.3 SAV Manual scan logging output... by Sunil John, on 15 2月 2022, 11:31 AM	Endpoint Protection
	SEPFL 14.3 RU3 fails to start cafagent (with FIPS enabled)... by Sunil John, on 15 2月 2022, 11:31 AM	Endpoint Protection
	RE: SEPM 14 RU4 doesn't find virus defitions... by VACCA ANDREA, on 14 2月 2022, 10:17 PM	Endpoint Protection

Case Management [Open New Case](#)

Utilize our online case management for severity levels 2-4  
For severity 1 issues please phone Support

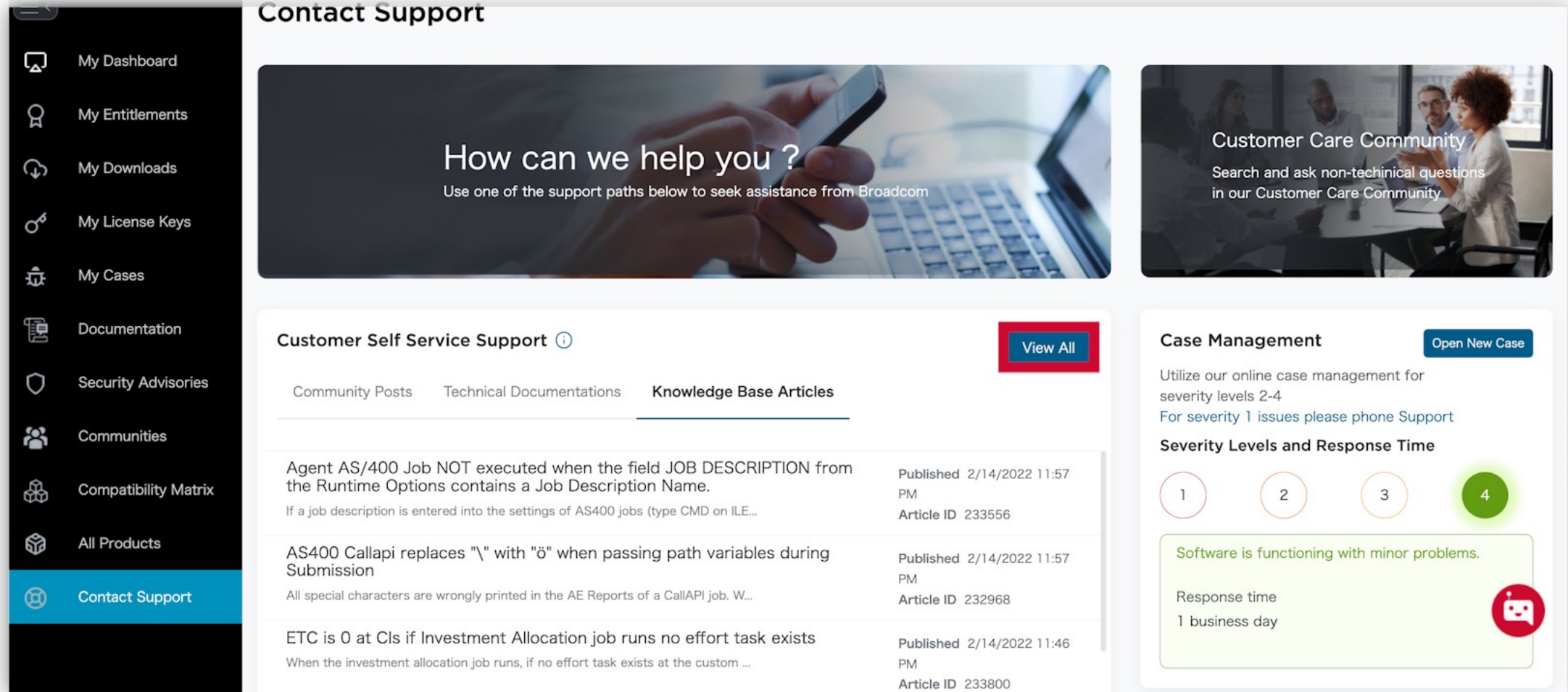
Severity Levels and Response Time

1 2 3 4

Software is functioning with minor problems.

Response time  
1 business day

「View All」をクリックすると検索画面に遷移し、  
確認したい項目をキーワードで検索することができます



The screenshot shows the Symantec support portal interface. On the left is a dark sidebar with navigation links: My Dashboard, My Entitlements, My Downloads, My License Keys, My Cases, Documentation, Security Advisories, Communities, Compatibility Matrix, All Products, and Contact Support (highlighted in blue). The main content area is titled "Contact Support" and features a large banner with the text "How can we help you?" and "Use one of the support paths below to seek assistance from Broadcom". To the right of the banner is a "Customer Care Community" section with the text "Search and ask non-technical questions in our Customer Care Community". Below the banner is a "Customer Self Service Support" section with a "View All" button and tabs for "Community Posts", "Technical Documentations", and "Knowledge Base Articles". The "Knowledge Base Articles" tab is active, showing a list of articles with titles, descriptions, and publication dates. To the right of the articles is a "Case Management" section with an "Open New Case" button and a "Severity Levels and Response Time" section showing a progress indicator with levels 1, 2, 3, and 4, where level 4 is highlighted in green. Below the progress indicator is a green box with the text "Software is functioning with minor problems." and a response time of "1 business day".

Contact Support

How can we help you?  
Use one of the support paths below to seek assistance from Broadcom

Customer Care Community  
Search and ask non-technical questions in our Customer Care Community

Customer Self Service Support View All

Community Posts Technical Documentations Knowledge Base Articles

Agent AS/400 Job NOT executed when the field JOB DESCRIPTION from the Runtime Options contains a Job Description Name.  
Published 2/14/2022 11:57 PM  
Article ID 233556  
If a job description is entered into the settings of AS400 jobs (type CMD on ILE...

AS400 Callapi replaces "\" with "ö" when passing path variables during Submission  
Published 2/14/2022 11:57 PM  
Article ID 232968  
All special characters are wrongly printed in the AE Reports of a CallAPI job. W...

ETC is 0 at Cls if Investment Allocation job runs no effort task exists  
Published 2/14/2022 11:46 PM  
Article ID 233800  
When the investment allocation job runs, if no effort task exists at the custom ...

Case Management Open New Case

Utilize our online case management for severity levels 2-4  
For severity 1 issues please phone Support

Severity Levels and Response Time

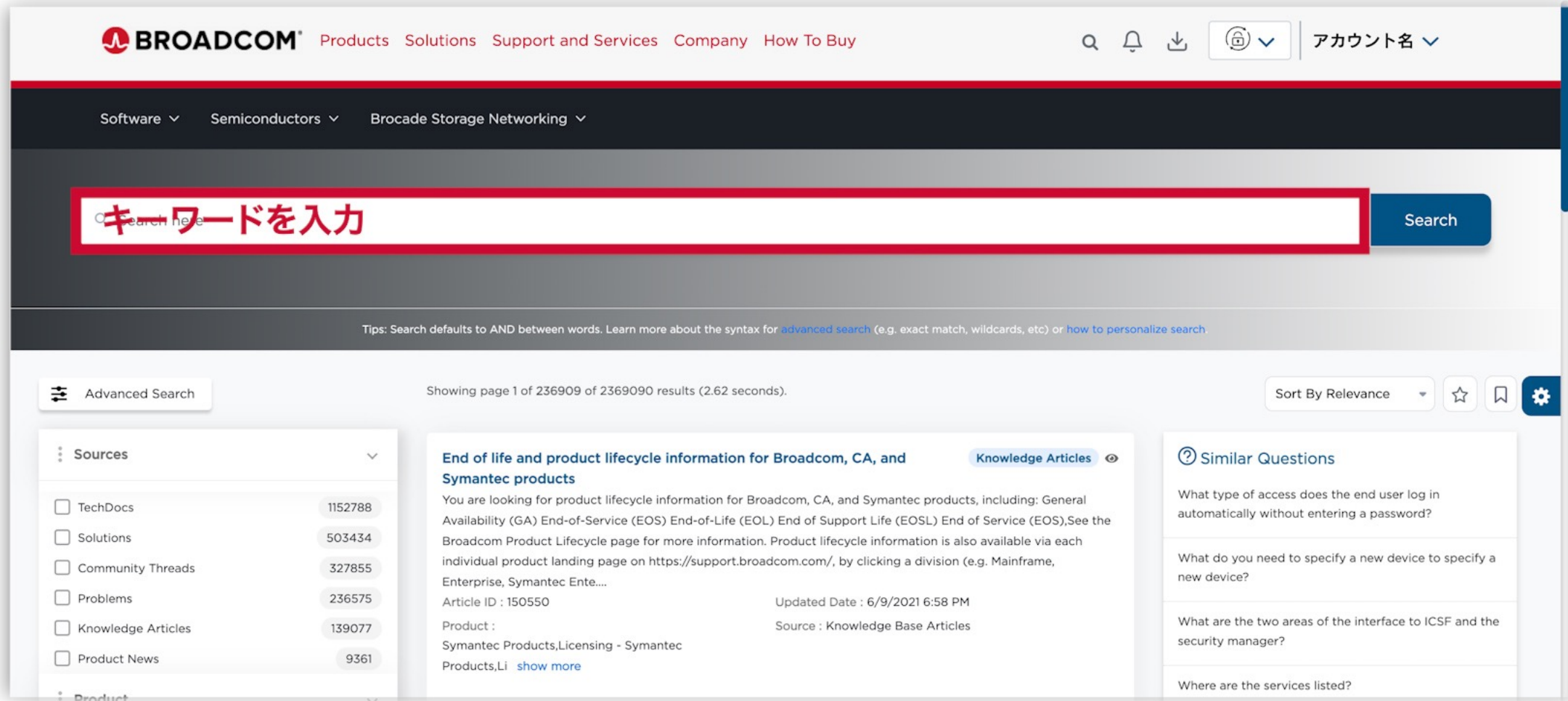
1 2 3 4

Software is functioning with minor problems.

Response time  
1 business day

# サポートページの確認方法

「View All」をクリックすると検索画面に遷移し、  
確認したい項目をキーワードで検索することができます



The screenshot shows the Symantec support page search interface. At the top, there is a navigation bar with the BROADCOM logo and links for Products, Solutions, Support and Services, Company, and How To Buy. Below this is a dark blue header with links for Software, Semiconductors, and Brocade Storage Networking. The main search area features a large white search bar with the placeholder text "キーワードを入力" (Enter keyword) and a blue "Search" button. Below the search bar, there is a tip: "Tips: Search defaults to AND between words. Learn more about the syntax for [advanced search](#) (e.g. exact match, wildcards, etc) or [how to personalize search](#)." The search results section shows "Showing page 1 of 236909 of 2369090 results (2.62 seconds)." and a "Sort By Relevance" dropdown. On the left, there is a "Sources" filter menu with the following items:

Source	Count
<input type="checkbox"/> TechDocs	1152788
<input type="checkbox"/> Solutions	503434
<input type="checkbox"/> Community Threads	327855
<input type="checkbox"/> Problems	236575
<input type="checkbox"/> Knowledge Articles	139077
<input type="checkbox"/> Product News	9361

The main search result is titled "End of life and product lifecycle information for Broadcom, CA, and Symantec products" and is categorized as a "Knowledge Article". The article text states: "You are looking for product lifecycle information for Broadcom, CA, and Symantec products, including: General Availability (GA) End-of-Service (EOS) End-of-Life (EOL) End of Support Life (EOSL) End of Service (EOS). See the Broadcom Product Lifecycle page for more information. Product lifecycle information is also available via each individual product landing page on <https://support.broadcom.com/>, by clicking a division (e.g. Mainframe, Enterprise, Symantec Ente...". The article ID is 150550, updated on 6/9/2021 at 6:58 PM, and the source is "Knowledge Base Articles".

On the right, there is a "Similar Questions" section with the following questions:

- What type of access does the end user log in automatically without entering a password?
- What do you need to specify a new device to specify a new device?
- What are the two areas of the interface to ICSF and the security manager?
- Where are the services listed?



 SB C&S

 **Symantec**<sup>™</sup>  
by Broadcom Software