



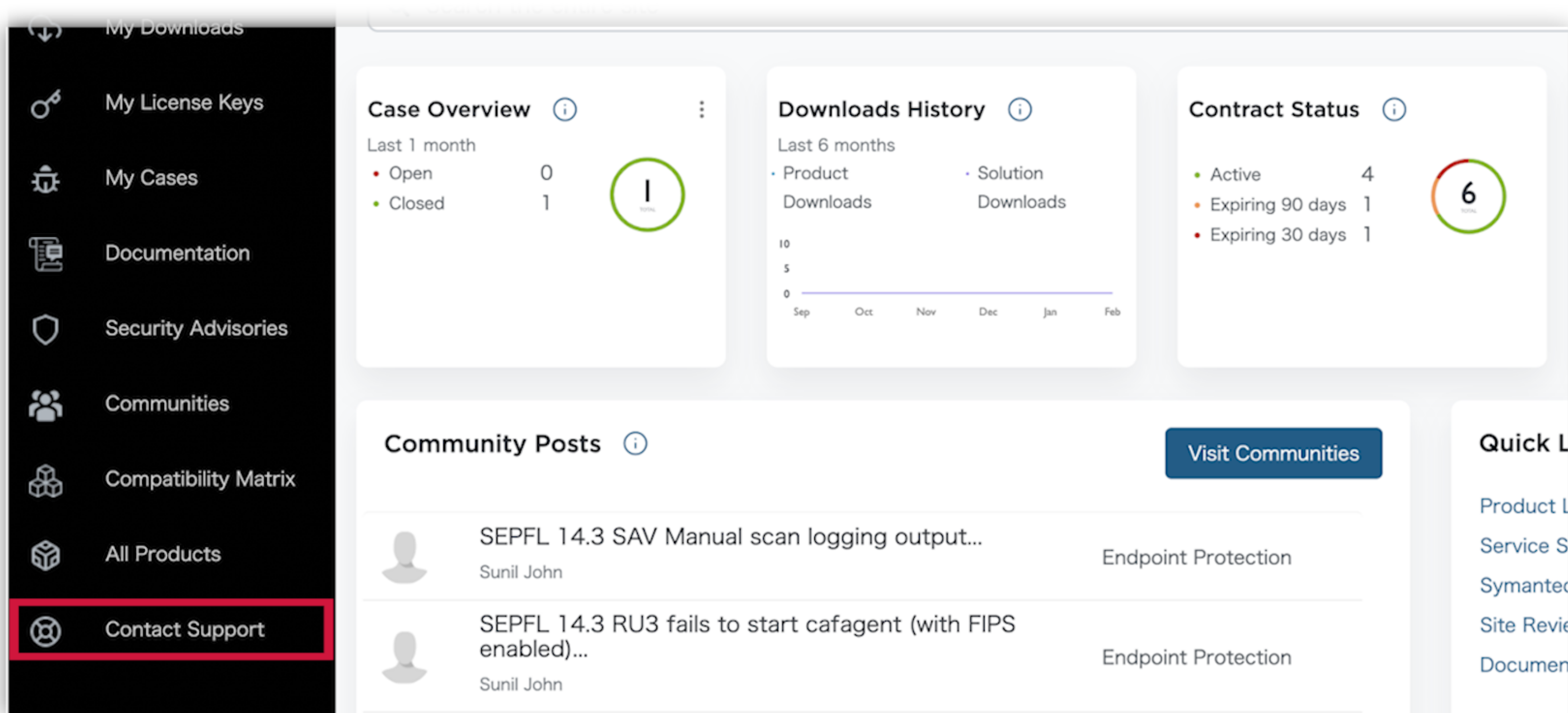
ケース申請方法

ケース申請とは

何らかの問題が発生した時に問い合わせすること

- ✓ 利用している製品ごとに申請
- ✓ 申請履歴を管理できる

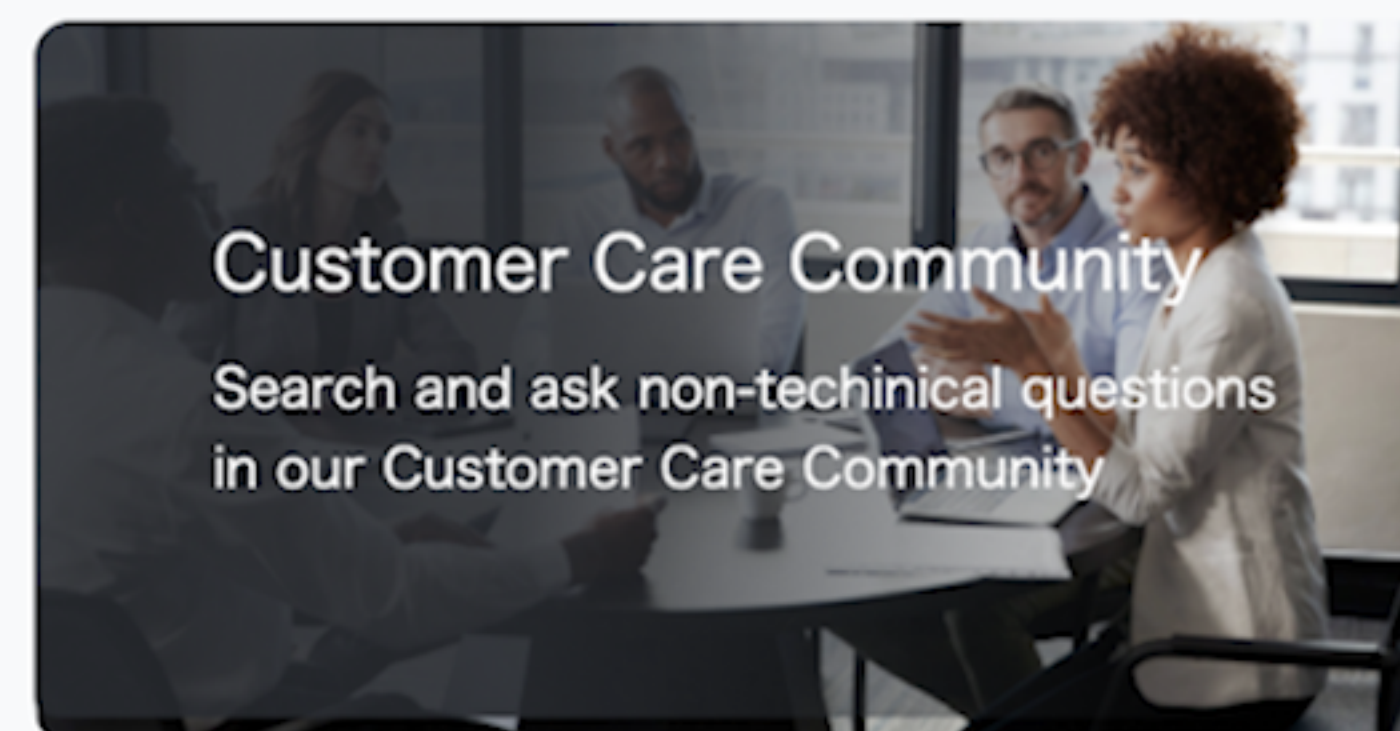
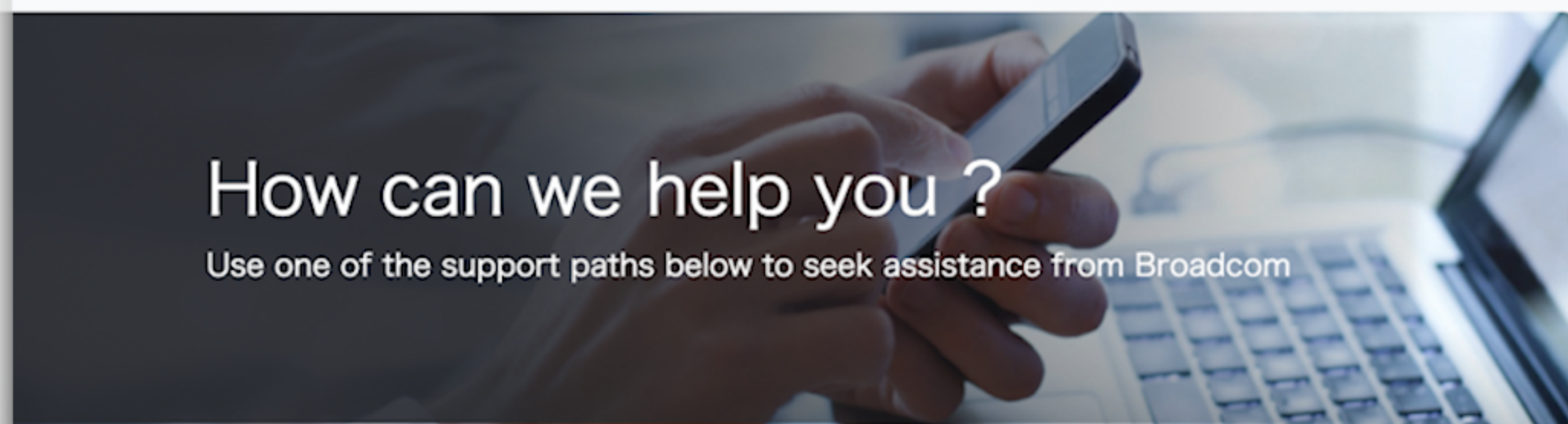
Broadcomサポートポータルにログイン後、「Contact Support」をクリックします



The screenshot shows the Symantec support portal 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, 0 Open, 1 Closed, total 1), 'Downloads History' (Last 6 months, bar chart showing 0 downloads from Sep to Feb), and 'Contract Status' (4 Active, 1 Expiring 90 days, 1 Expiring 30 days, total 6). Below these is a 'Community Posts' section with two posts by Sunil John regarding SEPFL 14.3 SAV and RU3. A 'Quick Links' sidebar on the right contains links for Product Life, Service Sta, Symantec S, Site Review, and Documenta.

「Open New Case」をクリックすると、ポップアップ画面が表示されます

Contact Support



Customer Self Service Support ⓘ

View All

Community Posts

Technical Documentations

Knowledge Base Articles

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

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

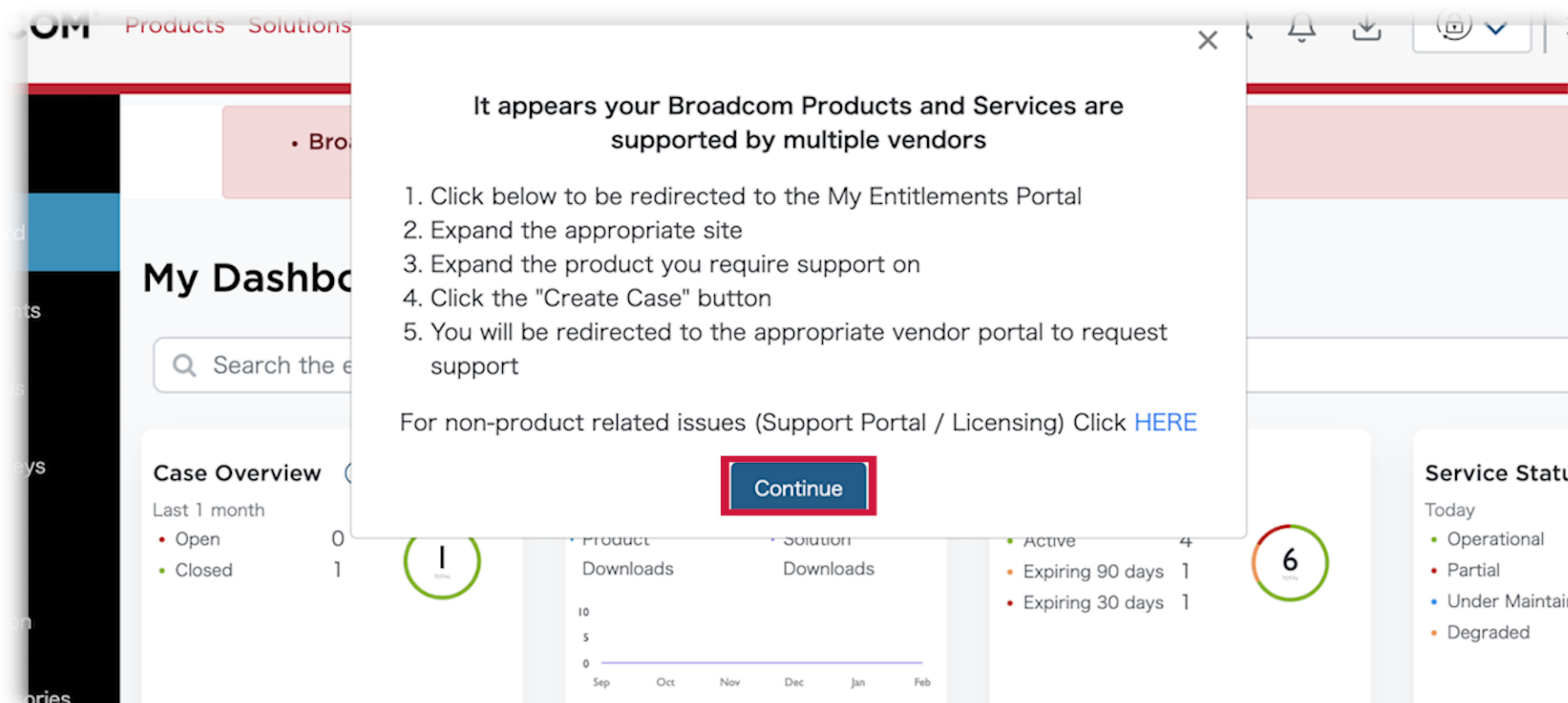
1

2

3

4

「Continue」をクリックします



It appears your Broadcom Products and Services are supported by multiple vendors

1. Click below to be redirected to the My Entitlements Portal
2. Expand the appropriate site
3. Expand the product you require support on
4. Click the "Create Case" button
5. You will be redirected to the appropriate vendor portal to request support

For non-product related issues (Support Portal / Licensing) Click [HERE](#)

Continue

Case Overview
Last 1 month

• Open	0
• Closed	1

Service Status
Today

• Operational	4
• Partial	1
• Under Maintenance	1
• Degraded	1

6 TOTAL

「Continue」をクリックします



It appears your Broadcom Products and Services are supported by multiple vendors

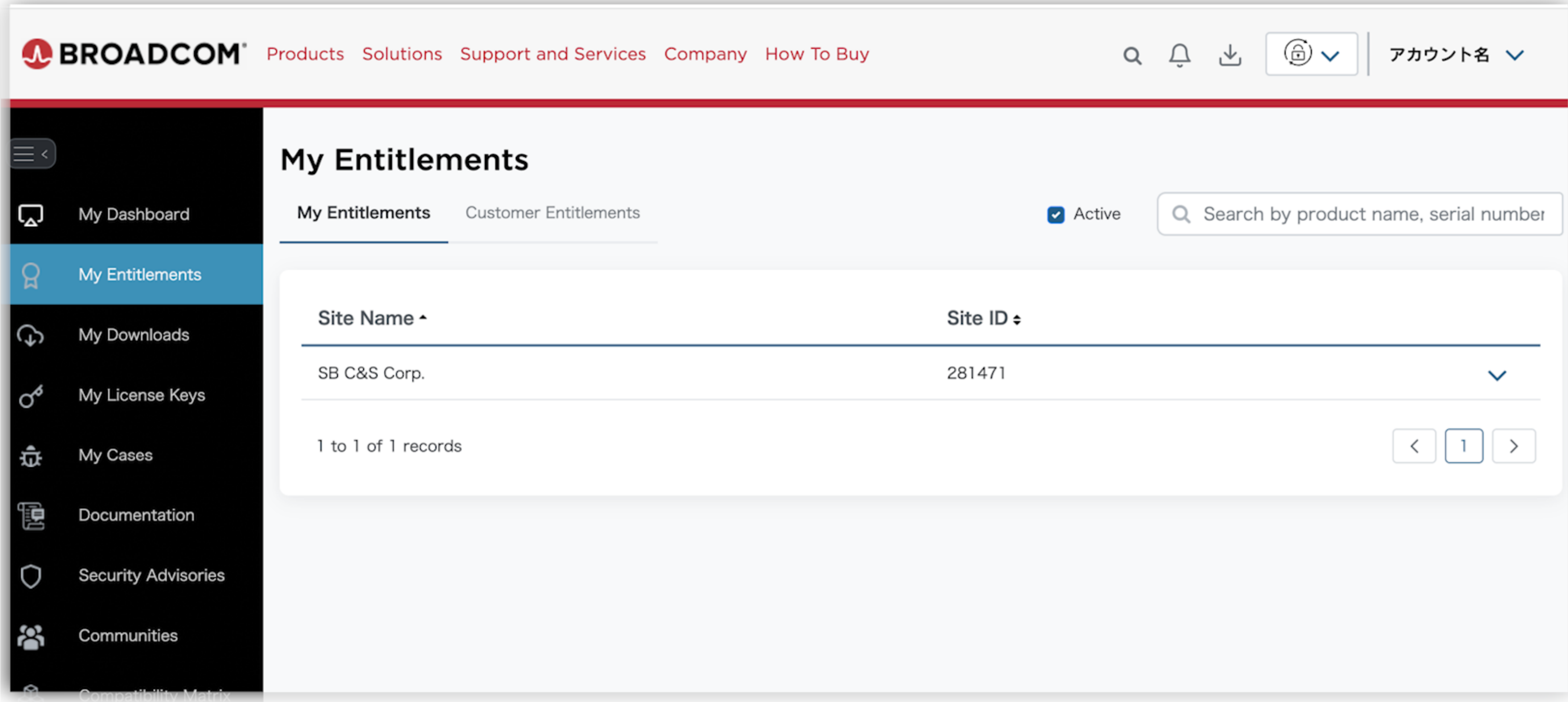
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4. Click the "Create Case" button
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For non-product related issues (Support Portal / Licensing) Click [HERE](#)

Continue

※ここで「HERE」をクリックすると異なる画面に遷移しますので、ご注意ください

「My Entitlements」の画面が表示されます



The screenshot shows the 'My Entitlements' page in the Symantec/Broadcom portal. The page features a navigation menu on the left with options like 'My Dashboard', 'My Entitlements', 'My Downloads', 'My License Keys', 'My Cases', 'Documentation', 'Security Advisories', and 'Communities'. The main content area displays a table with columns for 'Site Name' and 'Site ID'. A search bar is available for filtering by product name or serial number. The table shows one record for 'SB C&S Corp.' with Site ID '281471'. The page also includes a '1 to 1 of 1 records' indicator and pagination controls.

BROADCOM Products Solutions Support and Services Company How To Buy

アカウント名

My Entitlements

My Entitlements Customer Entitlements

Active

Search by product name, serial number

Site Name ^	Site ID ⇅
SB C&S Corp.	281471

1 to 1 of 1 records

< 1 >

企業名・Site IDの右側にある下向き矢印を選択すると、
登録されている製品名一覧が表示されます

Products Solutions Support and Services Company How To Buy

アカウント名

My Entitlements

My Entitlements Customer Entitlements

Active

Search by product name, serial number

Site Name ^	Site ID ↕	
SB C&S Corp.	281471	▼

1 to 1 of 1 records

< 1 >

問い合わせしたい製品名をクリックすると、詳細が表示されます

My Entitlements

My Entitlements

Customer Entitlements

Active

🔍 Search by product name, serial number

Site Name ^

Site ID ↕

SB C&S Corp.

281471



Endpoint Security

Entitlement Details

Product Details

Endpoint Security Complete

Entitlement Details

Product Details

Ghost Solution Suite

Entitlement Details

Product Details

WSS add-on - Full Isolation

Entitlement Details

Product Details

1 to 1 of 1 records



「Cases」をクリックします





My Entitlements Customer Entitlements Active

Site Name [▲] Site ID [◆]

SB C&S Corp. 281471 [▲]

Endpoint Security [Entitlement Details](#) [Product Details](#)

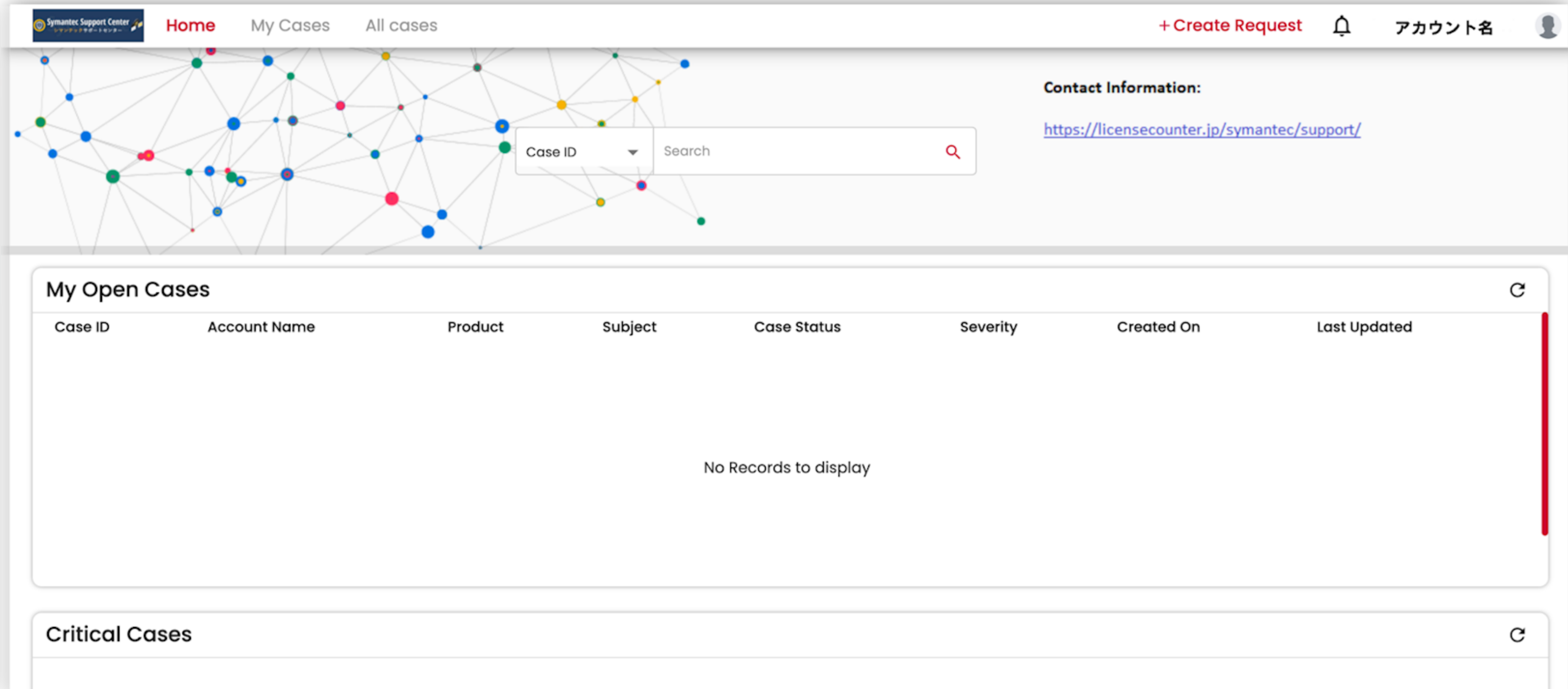
Endpoint Security Complete [Entitlement Details](#) [Product Details](#)

Serial Number [◆]	Start Date [◆]	End Date [◆]	Status [◆]	Contract Details [◆]	Downloads [◆]	Licenses	Cases
B8000288337	2021-01-22	2024-01-21	● Active				

Ghost Solution Suite [Entitlement Details](#) [Product Details](#)

WSS add-on - Full Isolation [Entitlement Details](#) [Product Details](#)

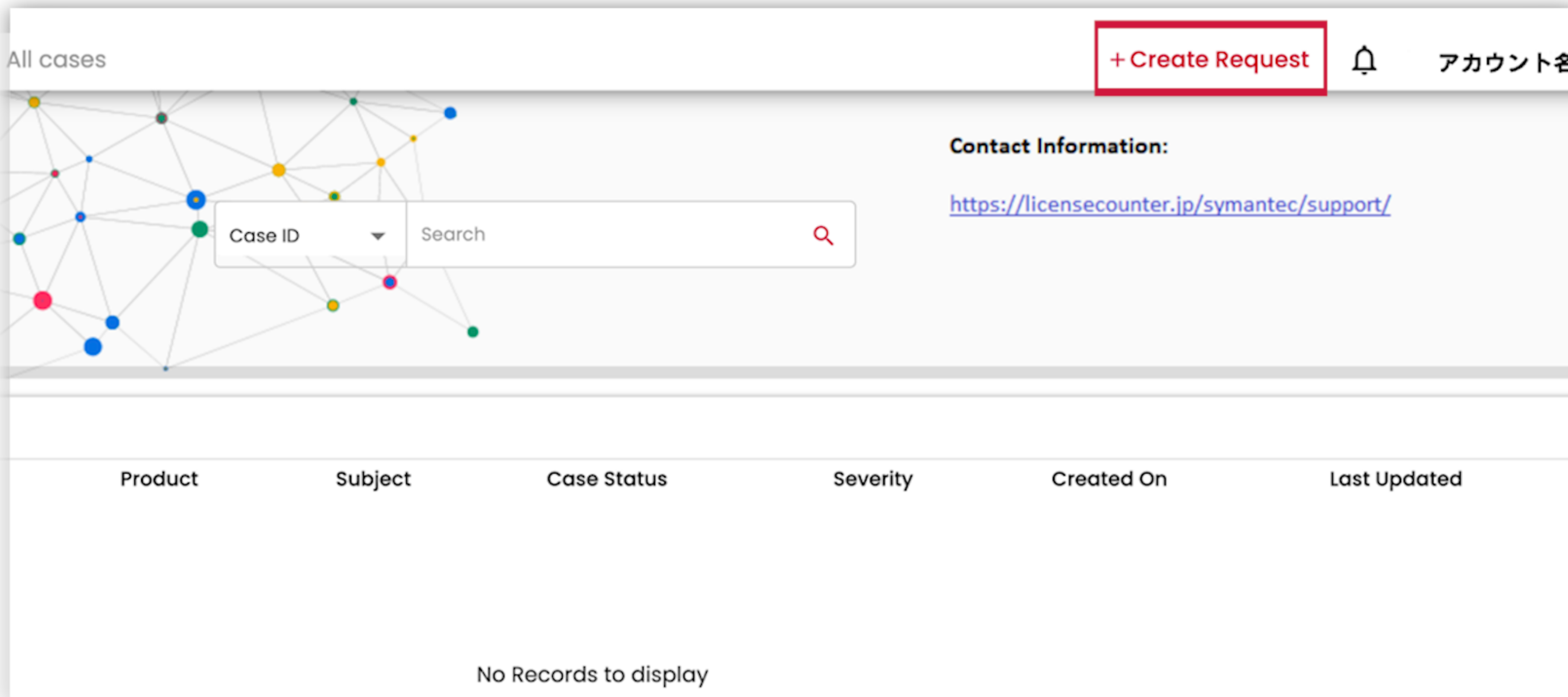
シマンテックサポートサイト (Wolken) の問い合わせ画面へ遷移します



The screenshot displays the Symantec Support Center interface. At the top, there is a navigation bar with 'Home', 'My Cases', and 'All cases' links. On the right side of the navigation bar, there are links for '+ Create Request', a notification bell, and 'アカウント名' (Account Name) with a user profile icon. Below the navigation bar, there is a search bar with a dropdown menu set to 'Case ID' and a search icon. To the right of the search bar, there is a 'Contact Information:' section with a link to <https://licensecounter.jp/symantec/support/>. The main content area is divided into two sections: 'My Open Cases' and 'Critical Cases'. The 'My Open Cases' section contains a table with the following columns: Case ID, Account Name, Product, Subject, Case Status, Severity, Created On, and Last Updated. The table is currently empty, displaying 'No Records to display'. The 'Critical Cases' section is also empty.

Case ID	Account Name	Product	Subject	Case Status	Severity	Created On	Last Updated
No Records to display							

「Create Request」をクリックします



All cases

+ Create Request

アカウント名

Contact Information:

<https://licensecounter.jp/symantec/support/>

Case ID Search

Product	Subject	Case Status	Severity	Created On	Last Updated
No Records to display					

必須項目を選択・入力します

My Cases All cases Case ID Search + Create Request

Contact Information

Last Name : Email : Mobile No : -

Product * **製品** Serial No. **シリアル番号**

Company * **会社名**

Severity * **重大度** ⓘ

Subject *

Description * 0/700

File Edit View Insert Tools Table

「Severity」=重大度は、右側にあるインフォメーションマークを選択すると


Contact information

Last Name : Email : Mobile No : -

Product *

Serial No.





Company *

Severity * 重大度 

Subject *

0/700

Description *

File	Edit	View	Insert	Tools	Table							
←	→	B	<i>I</i>	<u>U</u>	S					Paragraph	▼	⋮

指標を確認できます

重大度情報

1-実稼働環境に影響を与えるシステムのダウンまたは動作不能状態。ホームページに掲載されている連絡先からお電話ください。

重大度1のケースは、24時間年中無休で対応され、電話で作成する必要があることに注意してください。重大度2から4のケースは、ケースが最初に作成された時間に基づいて、オンラインまたは電話で通常の営業時間内に対処されます。

2-本番環境に影響を与える可能性のあるビジネスへの影響が大きいと思われる状態

3-断続的または影響の少ない状態

4-使用法に関する軽微な問題または質問

「Subject」「Description」は日本語で入力します

Company *

Severity *



Subject * 件名

Description * 本文

0/700

File Edit View Insert Tools Table



B

I

U

~~S~~



Paragraph



すべての入力が完了したら「SUBMIT」をクリックします

製品のダウンロードについて

13/700

Description *

File Edit View Insert Tools Table




↶ ↷ **B** *I* U ~~S~~  ≡ ≡ ≡ Paragraph ▾ ...

エラーが発生し、ダウンロードができない

RESET

SUBMIT




ケース番号が発行され、サポートセンターに通知されると リクエストの詳細画面が表示されます

 Home **My Cases** All cases Search [+ Create Request](#)  アカウント名 



My Cases > Request Details

Case 210052

(テスト申請) 製品のダウンロードについて

[CLOSE CASE](#)   

Summary

Case Id 210052	Status New	Enduser Contact [redacted]
Contact Phone -	Contact Email [redacted]	Severity  Low - P4
Assigned TAC Agent -	Product Endpoint Security	Release -
Company SB C&S Corp.(281471)	Business Impact  -	Operating System -
Service Pack -	Last updated 18-January-2022 21:38:51	Last Modified By [redacted]

Subject

(テスト申請) 製品のダウンロードについて

Description

サポートセンターの担当者より回答しますので、お待ちください

Symantec Support Center Home **My Cases** All cases Case ID Search + Create Request アカウント名

My Cases > Request Details

Case 210052

(テスト申請) 製品のダウンロードについて

CLOSE CASE

Case Id 210052	Status New	Enduser Contact
Contact Phone -	Contact Email	Severity Low - P4
Assigned TAC Agent -	Product Endpoint Security	Release -
Company SB C&S Corp.(281471)	Business Impact -	Operating System -
Service Pack -	Last updated 18-January-2022 21:38:51	Last Modified By

Subject

(テスト申請) 製品のダウンロードについて

Description

 SB C&S

 **Symantec**[™]
by Broadcom Software