



Broadcom Support Portal Overview

VMware Integration - External

April 2024

Agenda

- Data Migration & Cutover
- Support Portal Landing Page
- User Registration
- My Dashboard
- Portal Role Management
- My Entitlements
- Fulfillment Dashboard
- Licensing
- My Downloads
- Misc Portal
- Case Management for Customers
- Portal Knowledge Base Articles

Data Migration & Cutover



Data Migration & Cutover / Data Migration

- **Entitlement Account-to-Support Site IDs (SIDs)**
 - VMware manages entitlement access via EA IDs (aka parent account).
 - Broadcom manages entitlement access via SIDs (aka child account).
 - A conversion effort was required to convert EAs to Site IDs as the entire Broadcom customer support experience is managed via Site IDs.
 - As a result of the parent-to-child account conversion, VMware customers may be mapped to one or more additional Site IDs within the Broadcom Support Portal.
- **License Key Management**
 - All active license keys will be migrated to the Broadcom Support Portal but still required an active contract.
 - No notes or labels from the VMware licensing tools will be brought over.
 - The licensing folder will be flat converting from a hierarchy folder from the VMware site.
 - The VMware Customer Connect Folder Management functionality and folder structure will be migrated to the Broadcom Support Portal but will only be available for licensing key management.
 - All other support product, case management, software download access can be managed at the SID level by the User Administrator(s) on the SID.

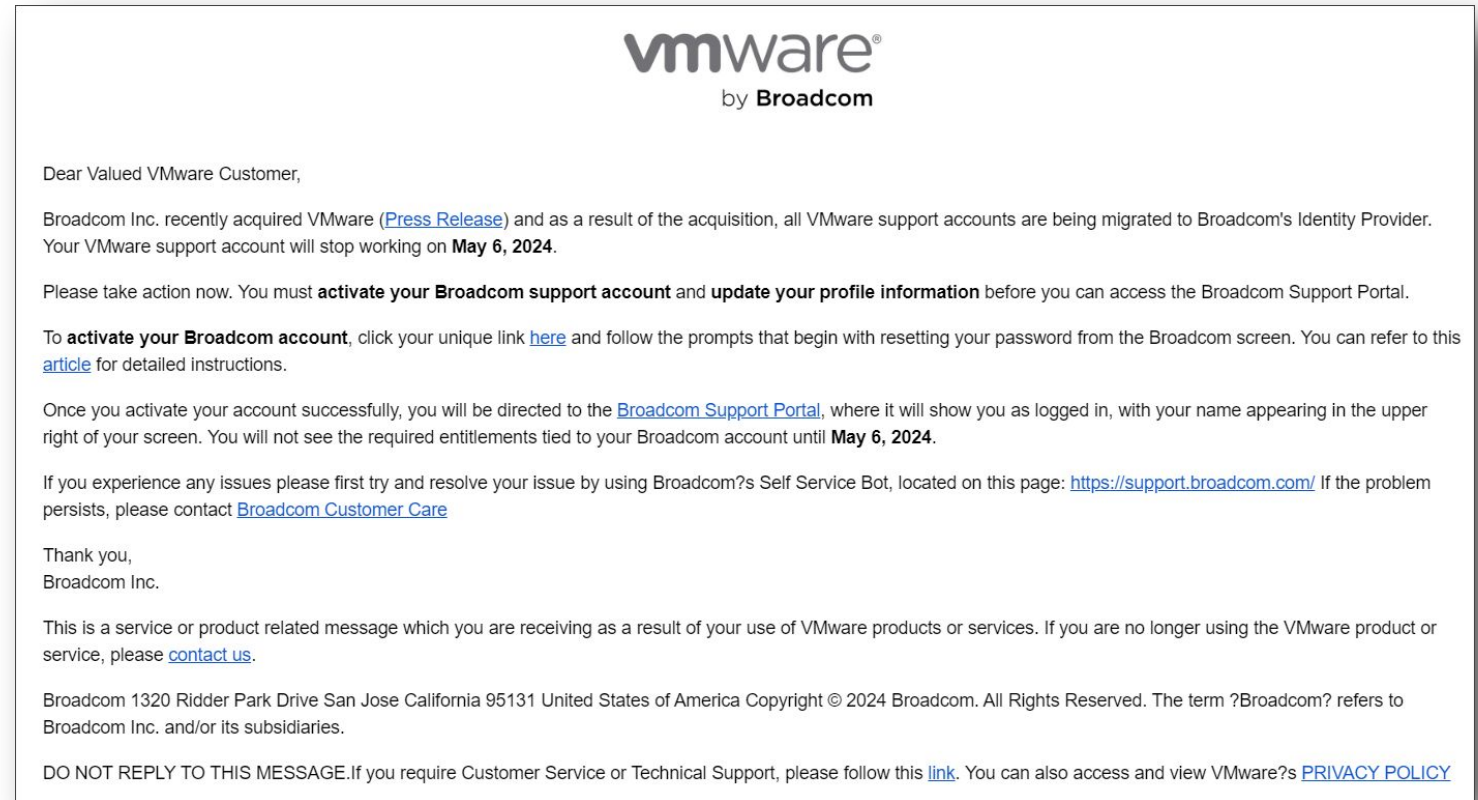
Data Migration & Cutover / User-to-Site Migration

User migration logic (inclusions & exclusions)

Description	Operation
Non-corporate domains Workstation / Fusion	Include
Users who have not logged into Customer Connect within the last 18 months	Exclude
Non-corporate domains	Exclude
VMware, Broadcom, Airwatch domains	Exclude
Customer Connect elevated role assigned	Include
Ship To contact match	Include
License Key activity	Include
Software download activity	Include
Technical support case create	Include
Account to email domain match	Include
Fallout users	Exclude

Data Migration & Cutover / User Profile Migration

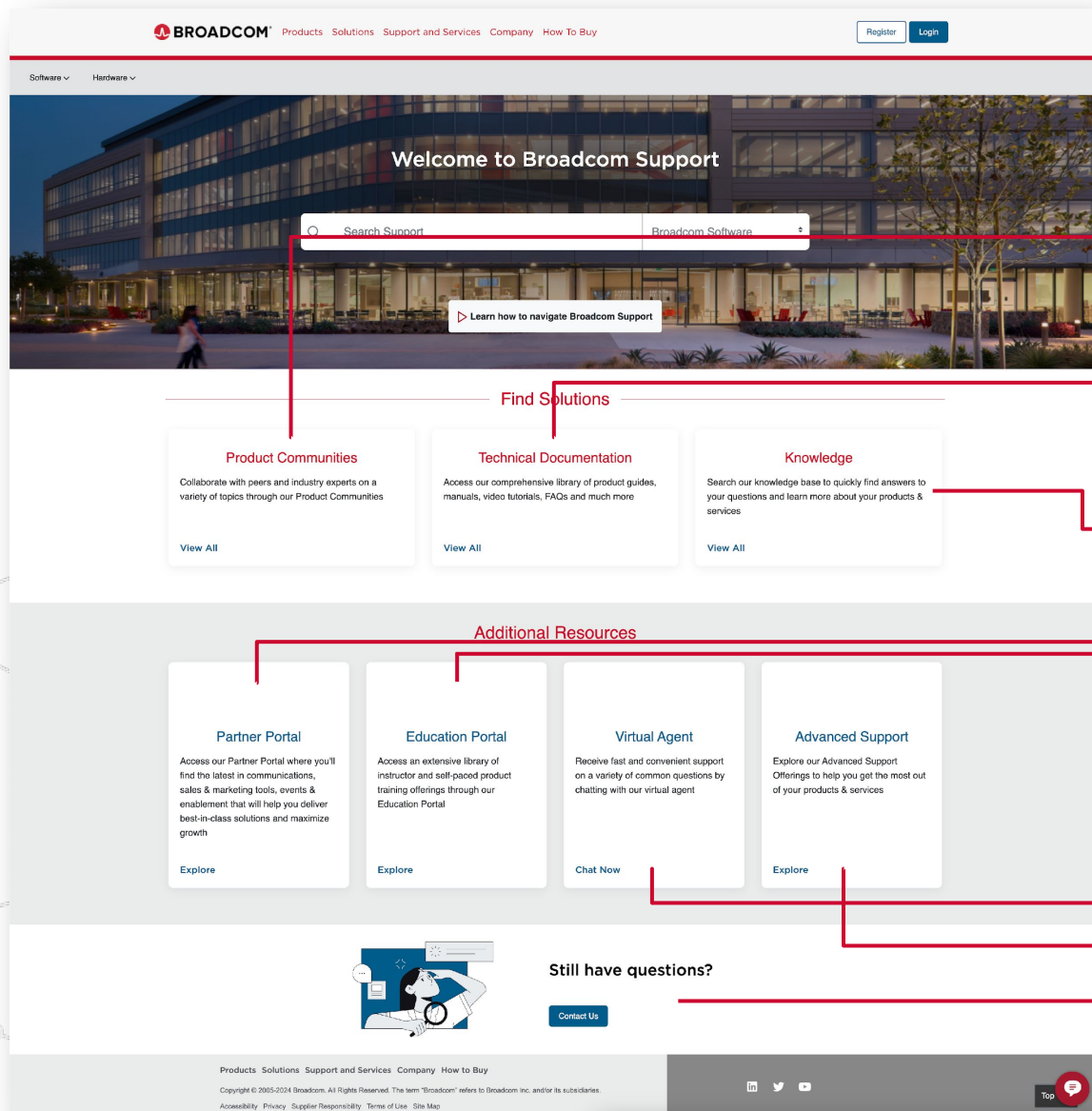
- **Onboarding**
 - Welcome email triggered 4/24 - 5/4
 - Password reset instructions
 - MFA setup instructions
- **Important**
 - Customers should not proactively set up Broadcom Portal accounts, as this could cause conflicts with the migration and prevent being associated with the correct Site IDs.
 - Emails for password resets will start April 26. Please follow the details provided with that communication to update the new portal account password. If an account has already been created the User Admin for the account will be able to invite the user, or they can request access to the Site IDs after the May 6 migration.



Support Portal Landing Page



Support Portal Landing Page / Pre-Login Page



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.
- **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.
- **Need Personalized Support?:** Click Login to access the Support Portal.
- **Contact Us:** Open the global support portal with access to global support numbers and request forms.

User Registration



User Registration / BSP Account Types

There are two primary types of user accounts:

- **Basic User**
 - General user profile with limited access to online support tools
 - Ability to login to the Support Portal and view free resources like Technical Documentation and public KB Articles
 - Ability to participate in the Broadcom Communities
- **Enterprise User**
 - Upgraded Basic User with full access to online support tools
 - Ability to open support cases, generate license keys, download software, subscribe to alerts for products they are entitled to through their Site ID association(s)

All user registration starts the same way

User Registration / Basic User

The screenshot shows the Broadcom Support Portal registration success page. 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 are 'Register' and 'Login' buttons. The main content area features a large heading 'Broadcom Support Portal' and a sub-heading 'Enhance your skills through multiple self-service avenues by creating your Broadcom Account'. A central white box displays the message 'Registered Successfully!' and 'Welcome to Broadcom. Based on the information provided you now have access to the following services'. Below this, there are five service cards, each with a green checkmark and an information icon: Product Documentation, Communities, Public Education, Public Semiconductors Case Management, and Public Knowledge Base Articles. Underneath these is a section titled 'Unlock additional services by Building your Profile' with seven unselected service cards: Broadcom Software Support Systems, Brocade Storage Networking Support Systems, Semiconductors Support Systems, Broadcom Partner, eStore, and Premium Education. At the bottom of the white box are two buttons: 'Yes, I want to Build my Profile' and 'I'll do it later'. A red line connects the 'Yes, I want to Build my Profile' button to the second bullet point in the adjacent text.

- A **Basic User** is created by default after providing the user details such as name, role type, and password.
- To upgrade to an enterprise account, the user must complete the **Profile Builder**.
- An enterprise account is required to access entitlements, support cases, license keys, and downloads.

User Registration / Enterprise Account Upgrade

The screenshot shows a web form for building a user profile. 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, there is a dropdown menu for 'Integration Demo'. The main heading is 'Build your Profile' with a sub-heading 'Complete your profile for access to more Broadcom products and services'. Below this, there is a section 'I am interested in:' with a checked checkbox for 'Broadcom Software' (listing Enterprise, Mainframe, Payment Security, Symantec, SCRT Report Management and VMware). Underneath, there are input fields for 'Site ID' (with a placeholder 'Enter Site ID'), 'Phone Number' (with a placeholder 'Enter Phone Number'), and a 'Preferred Timezone' dropdown menu (with a placeholder 'Select Timezone'). There are also unchecked checkboxes for 'Brocade Storage Networking', 'Broadcom Partner', 'eStore', and 'Semiconductors' (listing Broadcom portfolio of Standard and Custom silicon for Networking, Storage, Broadband, Wireless and Industrial market segments). At the bottom, there are 'Submit' and 'Cancel' buttons.

- Each workflow will prompt the user for unique verification methods (i.e Software requires site ID, Brocade requires serial number, etc.) and will follow unique approval workflows.

• Selecting **Broadcom Software** will prompt the user to enter a valid **Site ID**, **Phone Number**, and **time zone**.

• If the user does not know the Site ID, they can submit a form to be reviewed by the GCA team.

User Registration / Enterprise Account Upgrade

The screenshot shows the Broadcom user registration 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. The page title is 'Integration Demo'. The main content area is titled 'Build your Profile' and includes the text 'Complete your profile for access to more Broadcom products and services'. A modal window titled 'Completed' is displayed, listing services that the user now has access to. The services are categorized into 'Completed' (with green checkmarks) and 'Request sent for approval' (with yellow warning triangles). The 'Completed' services include Product Documentation, Communities, Public Education, Public Semiconductors Case Management, and Public Knowledge Base Articles. The 'Request sent for approval' services include Broadcom Software Case Management, Broadcom Software Licensing, Broadcom Software Product Downloads, and Broadcom Software Premium Education. Below these are four more services with blue checkmarks: Brocade Storage Networking Support Systems, Semiconductors Support Systems, Broadcom Partner, and eStore. A 'Close' button is at the bottom of the modal.

Completed
Based on the information provided you now have access to the following services

- Product Documentation
- Communities
- Public Education
- Public Semiconductors Case Management
- Public Knowledge Base Articles

Request sent for approval

- Broadcom Software Case Management
- Broadcom Software Licensing
- Broadcom Software Product Downloads
- Broadcom Software Premium Education

Completed

- Brocade Storage Networking Support Systems
- Semiconductors Support Systems
- Broadcom Partner
- eStore

Close

- After the request is submitted, the Broadcom Customer Care team (GCA) and any Site Administrators will be notified of the request, or the request will be auto-approved

- **Auto-Approval**

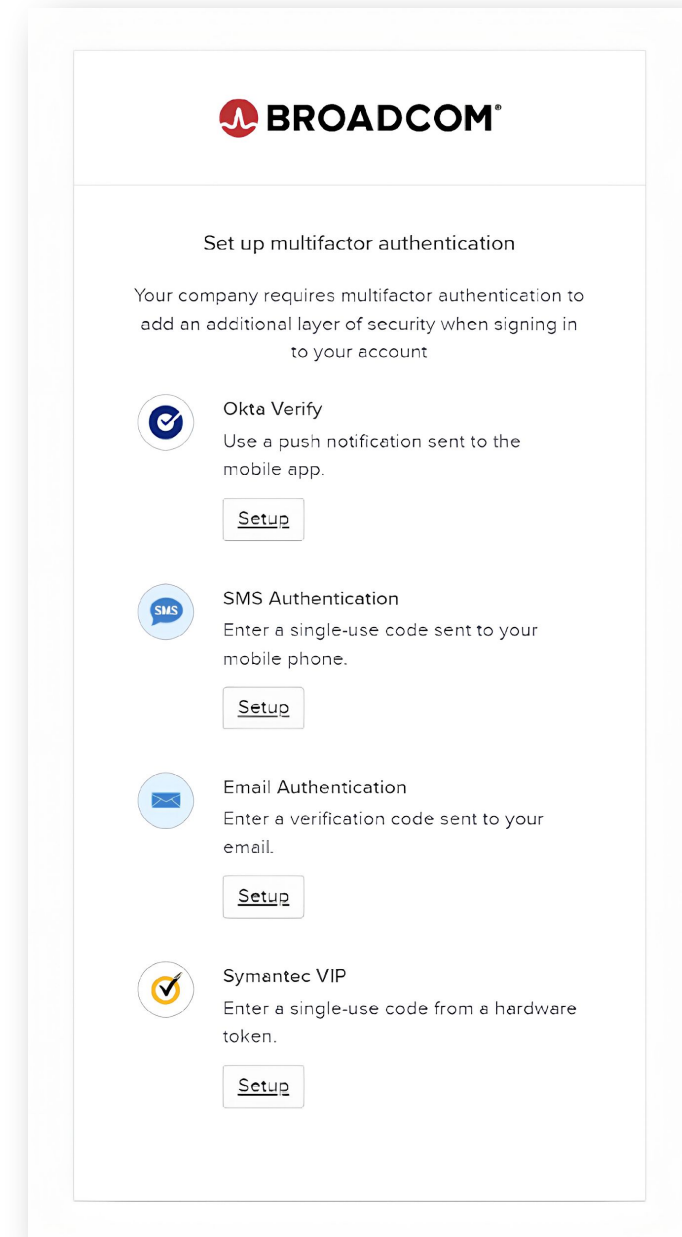
- Pass if domain matches with technical contact
- Pass if domain and site ID match with OEC contact
- Won't Auto-Approve if on public domain list (i.e. @gmail.com)

- **Manual Approval**

- For accounts without a User Administrator, the GCA team will review and approve/reject within 48 hours (more time may be needed if additional information is required from the user)
- User Administrators have 3 business days to approve, then the GCA team will review

User Registration / Multi-Factor Auth

- Once approved by either Customer Care or a Site Administrator, the user will receive an email confirming the approval.
 - The next time the user logs into the Support Portal, they will be prompted to set up at least one form of Multi-factor Authentication (MFA).
 - MFA is triggered based on recent IP and / or country changes
 - MFA is only required for enterprise accounts
- NOTE:** Users can set up multiple MFA types including Okta Verify, Email and Symantec VIP



My Dashboard



My Dashboard / Dashboard Home

BROADCOM Products Solutions Support and Services Company How To Buy

Integratio...

My Dashboard - VMware Cloud Foundation

Search the entire site [Search](#)

Case Overview

Last 1 month

Great!
You don't have any cases

Downloads History

Last 6 months

Product Downloads Solution Downloads

Month	Product Downloads	Solution Downloads
Nov	10	0
Dec	5	0
Jan	0	0
Feb	0	0
Mar	0	0
April	0	0

Contract Status

Status	Count
Active	1
Expiring 90 days	0
Expiring 30 days	0

Knowledge Base Articles

[Browse All](#)

Trending Latest

Article Title	Published	Article ID
Download the CleanWipe removal tool to uninstall Endpoint Protection	9/24/2021 1:28 PM	178870
Help and support for Brocade products	7/26/2021 10:18 AM	207322
LiveUpdate Administrator fails to download SEP 14.x content files	5/26/2021 2:41 AM	215609
Site ID Request Form	1/28/2021 1:32 AM	197283
Advanced Secure Gateway upgrade path	5/4/2021 3:33 PM	214293

Critical Alerts

[View All](#)

Test1
tet
test 1
TEST DATA
Broadcom ERP System Maintenance Alert - March 28 7pm PST - April 1 7pm PST

Quick Links

[Product Lifecycle](#)
[Technical Documentation](#)

Education

[Learning@Broadcom](#) [View All](#)

Community Posts

[Visit Communities](#)

Product Division

- Entitled to multiple Broadcom Software products? Refresh your dashboard by selecting another product division from the menu. This will change the content displayed/accessible in your dashboard.

My Profile

- Access your profile details to update your Broadcom systems and services access as well as confirm and manage your subscription preferences.

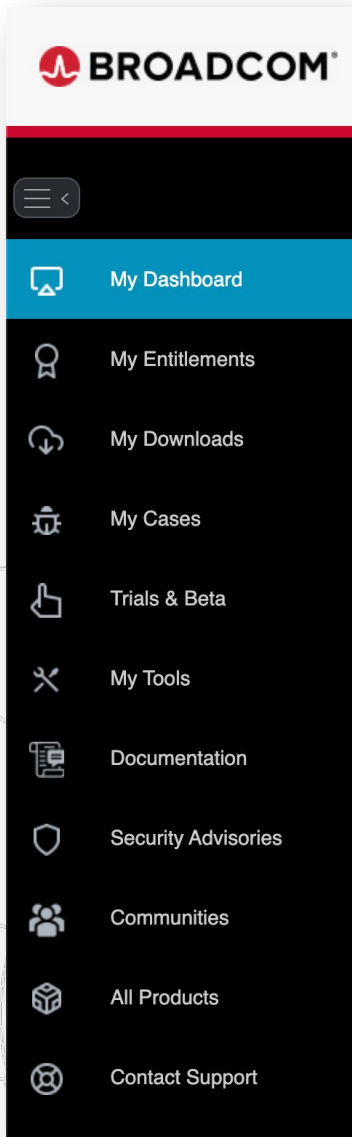
Search, Notifications, Downloads

- Check any notifications you may have missed from the bell icon and view the Download Manager for your Download history or pending files. If you get lost, or want to jump to something else, use the search icon to get started.

Widgets

- Stay informed on support cases, download history, expiring contracts, and more. Click each widget to jump to the specific pages that contain more details on each item.

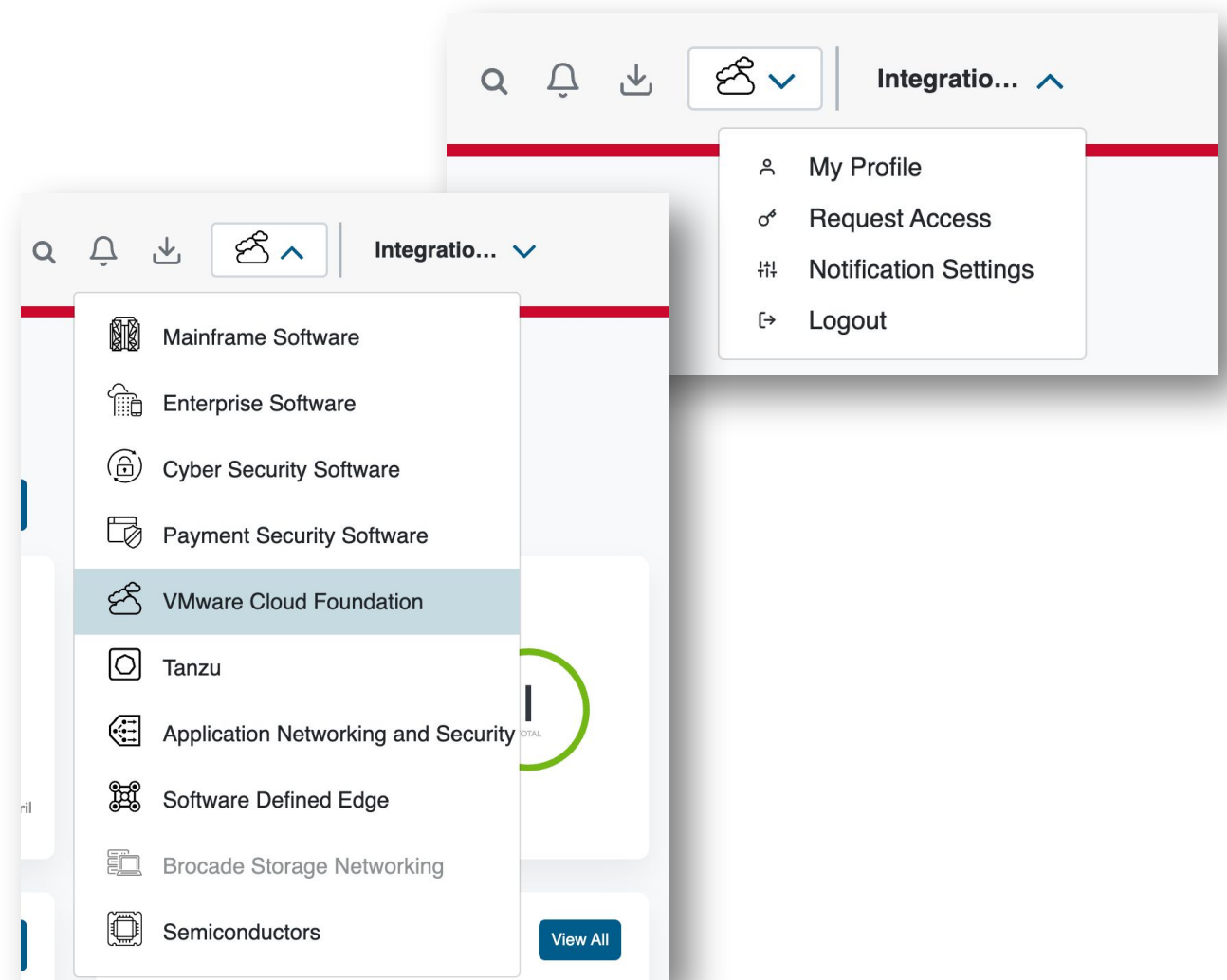
My Dashboard / Left Toolbar



- **My Dashboard:** Return to your home Dashboard.
- **My Entitlements:** View a comprehensive list of your entitlements, access licenses, and the fulfillment dashboard.
- **My Downloads:** Downloads and solutions organized by version.
- **My Cases:** Access to open, view, or update support cases.
- **Trials & Beta:** View active and available product trials and betas.
- **My Tools:** User Administrator tools to manage requests, users, and permissions.
- **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.

My Dashboard / Top Toolbar

- **My Profile:** Edit personal and company details, launch Build your Profile, configure Multi-factor Auth.
- **Request Access:** Request Side ID, User Admin, or Product Admin permissions.
- **Notification Settings:** Adjust notification settings by product to ensure you are getting important announcements.
- **Logout:** Safely logout of your current session.
- **Division Selector:** Each division has a personalized dashboard; select the division of the products you want to see.



Portal Role Management / Notification Settings

Product Notifications

Note: When subscribing to all notifications for a particular alert type, these settings will be applied to any additional products added to your profile.

Product	Critical Alerts	Product Advisories	Release Announcements	Security Advisories	Legal Notices
All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware Desktop Hypervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware vSAN 8.x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware vSphere Foundation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware Data Services Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware Cloud Foundation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
VMware vSAN 6.x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware VeloCloud SD-WAN Edge Appliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware vSAN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VMware Workstation 17.x Pro (for Windows)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Notification settings can be applied to any products entitled to Site IDs the user is associated with.
- When subscribing to all notifications for a particular alert type, these settings will be applied to any additional products added to your profile.
- Users are notified via the **Bell** icon within the Support Portal and receive an email notification.
- Clicking the **Bell** icon will show the notifications panel where users can view/manage past alerts.

Portal Role Management



Portal Role Management / Elevated Role Types

- Two additional roles can be assigned to Enterprise Users within the Support Portal:
 - **User Administrator:** This role allows users to approve/reject site and role requests, invite users, and manage their access across a variety of services.
NOTE: User Admins cannot approve/reject their own requests.
 - **Product Administrator** - This role provides the ability to manage PLA products and grants access to the fulfillment dashboard tab.

Users can request User or Product Admin roles by Site ID

The screenshot displays the Broadcom Support Portal interface. At the top, the navigation bar includes the Broadcom logo, menu items (Products, Solutions, Support and Services, Company, How To Buy), search, notification, and user profile icons, and a dropdown menu for 'Integratio...'. A red line points from the text 'Users can request User or Product Admin roles by Site ID' to the 'User Administrator' tab in the 'Request Access' section.

The 'Request Access' section has two tabs: 'Request Access' (active) and 'Notification Settings'. Below the tabs are three buttons: 'Support Site ID', 'User Administrator' (selected), and 'Product Administrator'. An 'Update Access' button is located on the right.

A light blue informational banner states: 'User Administrators within your organization will have 3 business days to process the request. After this time, Broadcom Customer Care will process the request accordingly.'

The 'User Administrator Access Request' section features a search bar with the placeholder text 'Search by Site Name, Site ID or Status'. Below the search bar is a table with columns for 'Site Name', 'Site ID', and 'Status'. The table contains one record with a redacted Site Name, a redacted Site ID, and a status of 'Approved'.

At the bottom of the table, it shows '1 to 1 of 1 records' and navigation controls (back, 1, forward).

Portal Role Management / Request Site ID Access without Profile Builder

The screenshot displays the Broadcom portal 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. A user profile dropdown menu is open, showing options: My Profile, Request Access (highlighted with a red box), Notification Settings, and Logout. Below the navigation, there is a 'Basic Information' sidebar for user 'BST ONE' with an email address ending in '@yahoo.com'. The main content area is titled 'Request Access' and includes tabs for 'Support Site ID', 'User Administrator', and 'Product Administrator'. A 'Request Access' button is highlighted with a red box. Below this, there is an 'Access History' table with a search bar and a table listing requests with columns for Site Name, Site ID, Status, and Applied On.

Site Name	Site ID	Status	Applied On
[REDACTED]	[REDACTED]	Approved	30 March 2024
[REDACTED]	[REDACTED]	Approved	13 April 2024
[REDACTED]	[REDACTED]	Approved	03 April 2024
[REDACTED]	[REDACTED]	Rejected	30 March 2024

- Use the **Request Access** > **Support Site ID** tab to request Site ID access to use product downloads, license keys, and support cases.
- Once you click **Request Access** on the page, you will be required to enter a valid **Site ID** and **comment**.
- Your request is sent to the User Administrators for the Site ID you requested, as well as the GCA team.

Portal Role Management / Request User and Product Admin Roles

The screenshot displays the Broadcom portal interface. At the top, the navigation bar includes the Broadcom logo and links for Products, Solutions, Support and Services, Company, and How To Buy. A user profile dropdown menu is open, showing options for My Profile, Request Access, Notification Settings, and Logout. The main content area is titled 'Request Access' and features tabs for 'Support Site ID', 'User Administrator', and 'Product Administrator'. A blue 'Update Access' button is highlighted with a red box. Below the tabs, a notification states: 'User Administrators within your organization will have 3 business days to process the request. After this time, Broadcom Customer Care will process the request accordingly.' The 'User Administrator Access Request' section includes a search bar and a table with columns for Site Name, Site ID, and Status. The table contains three rows: the first and third rows show 'Approved' status, while the second row shows 'Not Requested'. A pagination control at the bottom indicates '1 to 3 of 3 records'.

- Use the **Request Access > User Administrator** or **Product Administrator** tabs to request role access.
- Once you click **Update Access** on the page, you will use the Status toggles and comment field to request role access on specific Site IDs.
- Your request is sent to the User Administrators for the Site ID you requested, as well as the GCA team.

Portal Role Management / Site ID and Role Access Approval

The screenshot displays the Broadcom Administration portal. The top navigation bar includes the Broadcom logo and links for Products, Solutions, Support and Services, Company, and How To Buy. A search bar and a dropdown menu for Integrations are also present. The left sidebar contains navigation options: My Dashboard, My Entitlements, My Downloads, My Cases, Trials & Beta, My Tools (highlighted in blue), Documentation, Security Advisories, Communities, All Products, and Contact Support. The main content area is titled 'Administration' and has sub-tabs for Registration Requests, Users and Permissions, Audit Reporting, and Invite User. The 'Registration Requests' tab is active, showing a table with the following data:

Site Id / Company	Serial Number	First Name	Last Name	Email	Request Type	Date	
[Redacted]	[Redacted]	Verona	Nine	[Redacted]@yahoo.com	Product Administrator	04-14-2024	[Edit]
[Redacted]	[Redacted]	Verona	Nine	[Redacted]@yahoo.com	User Administrator	04-14-2024	[Edit]
[Redacted]	[Redacted]	BST	ONE	[Redacted]@yahoo.com	Additional Site Access	04-14-2024	[Edit]

At the bottom of the table, it indicates '1 to 3 of 3 records' and includes navigation arrows.

- When access to a Site ID or role is requested, the User Administrator and the GCA team will be notified, and the request will show in the **My Tools > Registration Requests** tab.
- Requests are generated by users in the **Profile Builder** or by selecting **Request Access** in the Profile drop-down.
- User Admins can review user comments and approve/reject using the **Edit** button.
- If the request is not approved/rejected within 3 business days, the GCA team will review and action.

Portal Role Management / Search Users and Permissions

The screenshot shows the 'Administration' page with the 'Users and Permissions' tab selected. The search interface includes the following filters and options:

- Search by company/site ID (dropdown)
- Search by First Name (text input)
- Search by Last Name (text input)
- @yahoo.com (text input)
- Search by Site Type (text input)
- Product Administrator - All (dropdown)
- User Administrator - All (dropdown)
- Group Site Enabled - All (dropdown)
- Export List (button)
- Reset Search (button)
- Show results (button)

Site Id / Company	Business Group	First Name	Last Name	Email	Site Type	Product Administrator	User Administrator	Group Site Enabled
[Redacted]	[Redacted]	Integration	Demo	[Redacted]@yahoo.com	[Redacted]	Yes	Yes	No
[Redacted]	[Redacted]	Verona	Nine	[Redacted]@yahoo.com	[Redacted]	No	No	No

1 to 2 of 2 records

- The **My Tools > Users and Permissions** tab allows User Admins to modify access for downloads, licensing, case management, site ID, and role.
- User Administrators can view and manage access only for users associated with the Site IDs they are administrators for.
- **Search** results can be filtered, sorted, and exported.

Portal Role Management / Modifying User Permissions

The screenshot displays the 'User Details' page for a user named 'BST ONE'. The page is divided into two main sections: 'Common Services Access' and 'Site and Role Access'. The 'Common Services Access' section includes three main categories: Downloads, Licensing, and Case Management. Under 'Downloads', there are four sub-items: Mainframe Software, Enterprise Software, Cyber Security Software, and Payment Security Software, each with a toggle switch. The 'Licensing' and 'Case Management' categories also have toggle switches. The 'Site and Role Access' section features a search bar and a table with columns for Site ID / Site, Site Access, Product Administrator, User Administrator, Credit Dashboard, Consumption Portal, and Usage Feed. The table shows one site with Site Access enabled and the other roles disabled.

Site ID / Site	Site Access	Product Administrator	User Administrator	Credit Dashboard	Consumption Portal	Usage Feed
[Redacted]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Common Services Access** changes will be applied to all Site ID associations for that user.
 - Downloads
 - Licensing
 - Case Management
- **Site and Role Access**
 - Site Access
 - Product Admin
 - User Admin
 - Credit Dashboard
 - Consumption Dashboard
 - Usage Feed
- Changes are automatically saved; it is recommended that the user logout and back in to see the new access.

Portal Role Management / Audit Reporting and Inviting Users

The top screenshot displays the 'Administration' page with the 'Audit Reporting' tab selected. It features a table with the following columns: Site Id / Site, Business Group, First Name, Last Name, Email, Description, Approver, Audit Date, Comments, and User Administrator. A row of data is visible, showing a user with the last name 'ONE' and email '@y ahoo.com' who was approved on 2024-04-13.

Site Id / Site	Business Group	First Name	Last Name	Email	Description	Approver	Audit Date	Comments	User Administrator
[Redacted]	[Redacted]	BST	ONE	[Redacted]@y ahoo.com	Additional Site Access Request Approved	[Redacted]@y ahoo.com	2024-04-13		No

The bottom screenshot shows the 'Administration' page with the 'Invite User' tab selected. It includes a form with the following fields: 'Enter Site ID to Invite User' (with a sub-field for '* Site Details'), and '* Email ID' (with a sub-field for 'Enter Email ID'). There are 'Reset' and 'Invite User' buttons at the bottom of the form.

- **Audit Reporting**

- Review any user access changes performed by all User Administrators.

- **Invite User**

- User Admins can directly invite users to a Site ID as long as that user already has an enterprise account.

My Entitlements



My Entitlements / Landing Page

The screenshot displays the 'My Entitlements' page in the Broadcom portal. At the top, there's a navigation bar with the Broadcom logo and links for Products, Solutions, Support and Services, Company, and How To Buy. A search bar contains 'VMware'. Below the search bar, the page shows details for Site ID 4123434, including the Site Name 'Broadcom' and the product 'VMware Cloud Foundation'. A table lists entitlements with columns for Serial Number, Status (Active), PLA Details, Contract Details, Downloads, Licenses, and Cases. Below the table, a list of products is shown, each with 'Entitlement Details' and 'Product Details' buttons. A red line points from the 'Cases' column in the table to the list of products.

- My Entitlements lists all Site IDs and their products that the customer is associated with.
- Search by product name, serial number, Site ID to narrow results.
- Clicking into the **Site ID** and products will show additional details and quick links such as:
 - Status
 - PLA Details
 - Contract Details
 - Downloads
 - Licenses
 - Support Cases

Fulfillment Dashboard



Fulfillment Dashboard / Landing Page

BROADCOM Products Solutions Support and Services Company How To Buy

My Entitlements

My Entitlements PLA Entitlements **Fulfillment Dashboard**

Select Site ID [Redacted] [Reset]

Action Items

- ✔ No Tenants On Hold 0

Provisioning Status Last 1 month

- ✔ Products Complete 11
- ⚠ Products Pending 66

Product Status

- AppNeta -
- Continuous Delivery Director -
- Messaging Gateway ✔ Operational



Overview Show Active Contracts [Export] [Search]

Site Name	Site ID	Contract Number	Creation Date	PLA Availability	Contract Status
[Redacted]	[Redacted]	[Redacted]	2024-04-02	No	Pending Fulfillment
[Redacted]	[Redacted]	[Redacted]	2024-04-02	No	Pending Fulfillment
[Redacted]	[Redacted]	[Redacted]	2024-04-02	No	Pending Fulfillment
[Redacted]	[Redacted]	[Redacted]	2024-04-01	No	Pending Fulfillment
[Redacted]	[Redacted]	[Redacted]	2024-04-01	No	Pending Fulfillment
[Redacted]	[Redacted]	[Redacted]	2024-03-26	No	Active
[Redacted]	[Redacted]	[Redacted]	2024-03-26	No	Active
[Redacted]	[Redacted]	[Redacted]	2024-03-26	No	Active

- Select a **Side ID** to see its associated contracts.
- View the **User Guide** for detailed explanations.
- Review actions required for tenant holds, current provisioning status, and live product status.
- Use the advanced search to filter by contract, product, status, type, etc.
- Click the **arrow** to expand a contract and view details for each line item.

Fulfillment Dashboard / Contract Details

The screenshot displays the 'My Entitlements' section of the Fulfillment Dashboard. It includes a sidebar with navigation options like 'My Dashboard', 'My Entitlements', and 'My Downloads'. The main content area shows a 'Select Site ID' dropdown set to 'Broadcom 4123434'. Below this are three summary cards: 'Action Items' (No Tenants On Hold: 0), 'Provisioning Status' (Products Complete: 11, Products Pending: 66), and 'Product Status' (AppNeta: -, Continuous Delivery Director: -, Messaging Gateway: Operational). An 'Overview' table lists contracts with columns for Site Name, Site ID, Contract Number, Creation Date, PLA Availability, and Contract Status. A detailed table below shows line items for VMware Desktop Hypervisor and VMware vSAN. A tooltip is visible over the 'Pending' status of the first line item, showing 'Order Submitted' and 'Provisioning Pending' timestamps. A red line connects this tooltip to the explanatory text on the right.

- Clicking the **arrow** shows **Complete** and **Pending** line item details by contract.
- Hover over the  icon to see additional details.
- Hover over the  icon to view provisioning case status.

- PLA contracts will have a **View Package** link in the Product/SKU column used to view the product component list.

NOTE: For PLA contracts, line items may appear "Pending" despite the contract being "Active".

Fulfillment Dashboard / Tenant Hold Workflow

← Tenant Selection On Hold

Reset Search

Contract Number Contract Line Customer Account Number Serial Number Search

Select Tenant

Contract Number Customer Account Number Serial Number

New Tenant

New Tenant

Select Tenant

Tenant ID: [Redacted]

Tenant ID: [Redacted]

Tenant ID: [Redacted]

Tenant ID: [Redacted]

Tenant ID: [Redacted]

Cancel Submit

Contract Number	Contract Line	Selected By	Select Tenant
[Redacted]	4	-	[Edit]
[Redacted]	3	-	[Edit]
[Redacted]	3	-	[Edit]
[Redacted]	3	-	[Edit]
[Redacted]	3	-	[Edit]
[Redacted]	3	-	[Edit]
[Redacted]	3	-	[Edit]
[Redacted]	2	-	[Edit]
[Redacted]	2	-	[Edit]
[Redacted]	2	-	[Edit]
[Redacted]	2	-	[Edit]
[Redacted]	1	-	[Edit]
[Redacted]	1	-	[Edit]
[Redacted]	1	-	[Edit]


- The Product Administrator will receive an email notification regarding any on hold requests.
- Logging into the portal, they will have the option to choose one of two actions:
 1. Create a New Tenant
 2. Move the request to an existing Tenant (i.e. capacity addition)
- **Call-to-Action:** Ensure each account has at least one Product Administrator to ensure these holds can be processed in a timely manner.

Licensing



Licensing / Accessing License Keys

The screenshot shows the 'My Entitlements' page in the Broadcom portal. At the top, there's a navigation bar with 'BROADCOM' logo and links for Products, Solutions, Support and Services, Company, and How To Buy. Below that is a search bar and a 'Integratio...' dropdown. The main content area is titled 'My Entitlements' and has sub-tabs for 'My Entitlements', 'PLA Entitlements', and 'Fulfillment Dashboard'. A search filter is set to 'VMware'. The main table lists entitlements for various VMware products, including VMware Cloud Foundation and VMware Aria Operations for Networks. Each row has buttons for 'Entitlement Details' and 'Product Details'. A red arrow points from the 'Site ID' dropdown to the 'Entitlement Details' button for the VMware Cloud Foundation row. Another red arrow points from the 'Licenses' column header to the 'Entitlement Details' button for the VMware Aria Operations for Networks row. A third red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware Aria Suite row. A fourth red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware Cloud Foundation row. A fifth red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware Data Services Manager row. A sixth red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware HCX row. A seventh red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware NSX Networking row. A eighth red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware vCenter Server row. A ninth red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware vSAN row. A tenth red arrow points from the 'Cases' column header to the 'Product Details' button for the VMware Aria Suite row.

- Clicking the **Site ID** arrow will show its associated entitlements.
- Selecting **Entitlement Details** will show a list of entitlements with details and quick links such as:
 - Status
 - PLA Details
 - Contract Details
 - Downloads
 - Licenses
 - Cases
- Click on  to be taken to the Licensing page.
- Clicking **Product Details** will take you to a product page showing alerts, articles, and education.

Licensing / License Key Navigation

The screenshot shows the Broadcom Licensing 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 sidebar with navigation options: My Dashboard, My Entitlements, My Downloads, My Cases, Trials & Beta, My Tools, Documentation, Security Advisories, Communities, All Products, and Contact Support. The main content area is titled "Licensing" and contains a search bar, a "SITE ID" dropdown, and a table of license keys. The table has columns for License Key, Product Name, Quantity, and Contract End Date. The license keys are listed as follows:

License Key	Product Name	Quantity	Contract End Date
[Redacted]	VMware Aria Operations Networks	1 Core	2024-06-24
BETA	VMware Aria Operations Networks	1 Core	2024-06-24
[Redacted]	VMware Aria Operations Networks	1 Core	2024-06-24
Trial/Poc	VMware Aria Operations Networks	1 Core	2024-06-24
[Redacted]	VMware Aria Operations Networks	10 Core	2025-03-25
New	VMware Aria Operations Networks	10 Core	2025-03-25
[Redacted]	VMware Aria Operations Networks	5 Core	2025-03-25
[Redacted]	VMware Aria Operations Networks	10 Core	2024-06-23
Contract Expired	VMware Aria Operations Networks	10 Core	2024-06-23

- Select a **Site ID** to see its folders and associated license keys.
- Expand the **HOME** section to view each folder; click **:** to see options to rename folders and view permissions.
- Use **Search** to filter results by product, key, serial, and contract number.
- Keys will have **badges** to indicate BETA, Trial/POC, New, and Expired.
- Copy text from the column.
- View parent folder name.
- View license history.

Licensing / Self Service License Key Actions

The screenshot displays the Broadcom Licensing Self Service interface. The top navigation bar includes the Broadcom logo and links for Products, Solutions, Support and Services, Company, and How To Buy. A search bar and a notification icon are also present. The main content area is titled "Licensing" and features a sidebar with navigation options like My Dashboard, My Entitlements, My Downloads, My Cases, Trials & Beta, My Tools, Documentation, Security Advisories, Communities, All Products, and Contact Support. The main area shows a "License" tab with buttons for "Merge License" and "Move License". A search bar contains "VMware Aria Operations Networks". Below this is a table of license keys with columns for License Key, Product Name, Quantity, and Contract End Date. A dropdown menu is open for the first row, showing options: Split License, Move License, Copy License, Upgrade License, and Downgrade License.

License Key	Product Name	Quantity	Contract End Date
[Redacted]	VMware Aria Operations Networks	1 Core	2024-06-24
[Redacted]	VMware Aria Operations Networks	10 Core	2024-06-24
[Redacted]	VMware Aria Operations Networks	10 Core	2025-03-25
[Redacted]	VMware Aria Operations Networks	5 Core	2025-03-25
[Redacted]	VMware Aria Operations Networks	10 Core	2024-06-23

- Clicking on will show a list of available options depending on the type of key.
- **Split License:** Split keys into multiple within quantity of the original key.
- **Merge License:** Merge keys into a single key as long as type, site id and end date (term key) are the same.
- **Move License:** Move a license to a new or existing folder.
- **Copy License:** Copy license key text.
- **Upgrade License:** Choose an available upgrade for a given key.
- **Downgrade License:** Choose an available downgrade for a given key.

Licensing / Managing License Folder Permissions

The screenshot displays the Broadcom Licensing console 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 sidebar with various navigation options including My Dashboard, My Entitlements, My Downloads, My Cases, Trials & Beta, My Tools, Documentation, Security Advisories, Communities, All Products, and Contact Support. The main content area is titled 'Licensing' and shows a 'Users' tab for a specific folder. The 'Users' tab displays a table with columns for 'Email' and 'Permissions'. A modal window titled 'Edit Permissions' is open, showing a list of permissions: 'View', 'Manage Folder', 'Split & Merge', and 'Upgrade & Downgrade', each with a toggle switch. The 'Edit for all folders' checkbox is also visible. A dropdown menu is shown for a user, with options: 'Edit Permission', 'Move User', and 'Remove User'.

- When viewing a folder, click **Users** to view each user's permissions on that folder.
- The **Permissions** column shows the current permissions granted to that user.
- Clicking on **:** will show a list of options to **Edit Permissions**, **Move** or **Remove User**.
- The following permission can be granted to a user:
 - View
 - Manage Folder
 - Split & Merge
 - Upgrade & Downgrade
- While editing, you can choose to apply the changes to all folders.

Licensing / Provisioning Process

- **Provisioning API**

- Contains data pulled directly from the contract (User Information, Serial Number, Transaction Type, etc...).
- Data derived from the Support Portal (Tenant ID, New tenant required Y/N).
- This API runs every 5 mins (Renewal, New, Capacity).

- **Polling API**

- This feed captures the responses from the product and passes it to the endpoints for update.
- This feed runs every 15 mins in the Production Environment.

- **Fetch Tenant**

- This feed captures the Tenant and Product Administrator information and feeds it to the Support Portal so the Multi-Tenant capabilities can be managed by the Customer.
- This also returns the Tenant and Administrator data to the Support Portal allowing for the regular update of information.
- This feed runs every 15 mins in the Production Environment.

My Downloads

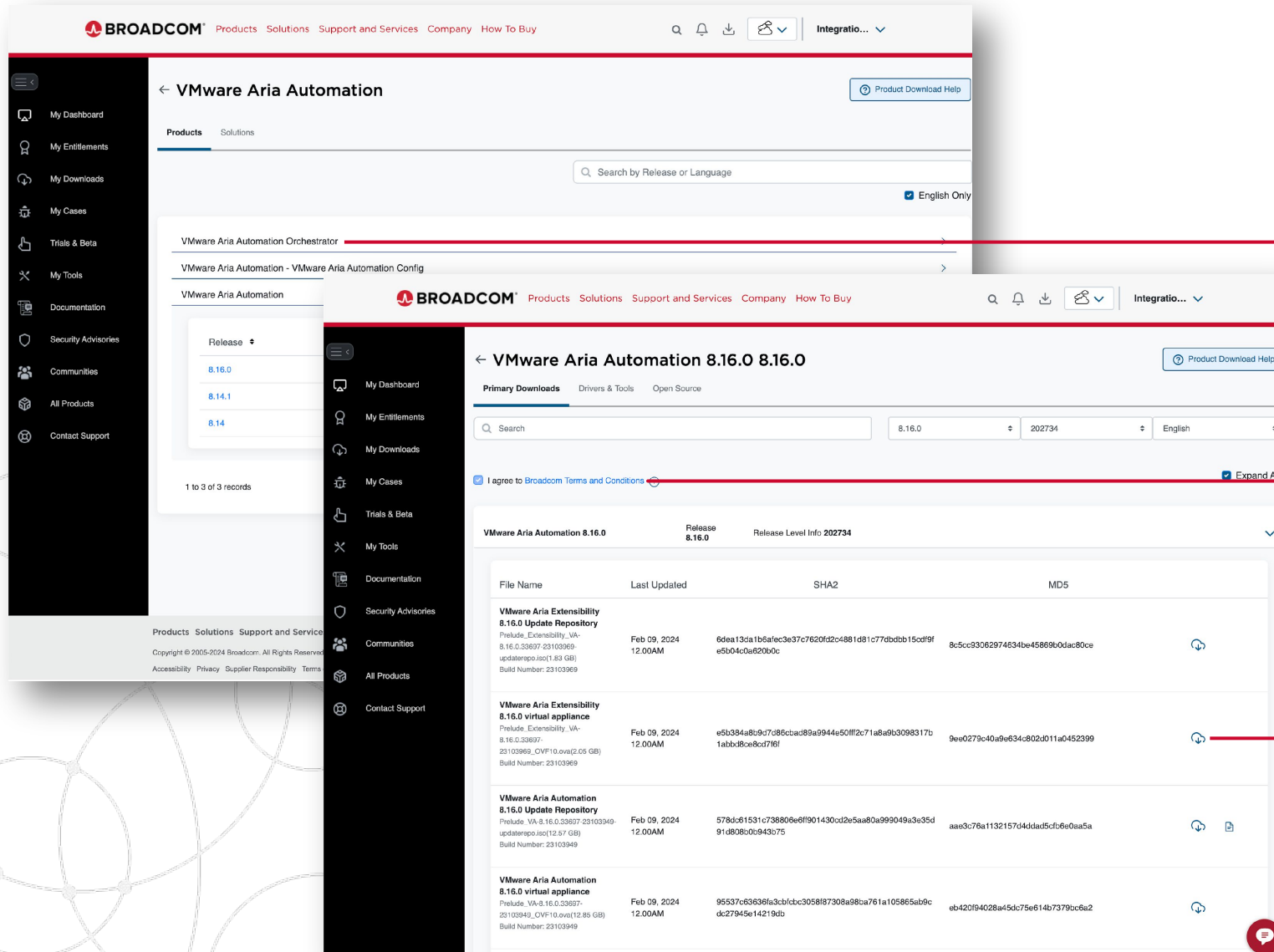



My Downloads / Landing Page

The screenshot displays the 'My Downloads - VMware Cloud Foundation' page. The top navigation bar includes the Broadcom logo and links for Products, Solutions, Support and Services, Company, and How To Buy. A search bar is present with the text 'Search by Product Name'. The left sidebar contains navigation options: My Dashboard, My Entitlements, My Downloads (highlighted), My Cases, Trials & Beta, My Tools, Documentation, Security Advisories, Communities, All Products, and Contact Support. The main content area is a grid of product cards, each with a product name and a 'Free Download Available' status. A red line highlights the 'VMware Aria Automation' product in the top right column.

- The list of products is based on the **Division** selected in the top tool bar.
- Only products & versions the user is entitled to or are free to download are shown.
- Select a **product or product family name** to then choose the specific product or version you want to download.

My Downloads / Product Download Details



- After selecting a **product or product family**, choose the specific product and version you want to download.
- Use the **Search** to filter results.
- To download, users need to agree to the **Broadcom Terms and Conditions**.
- Download options are displayed with file details, GA dates, and checksums.
- Click on  to begin downloading files.

NOTE: Some downloads may offer multiple options such as HTTPS, SFTP, or Token; choose the best one for your situation.



Misc Portals



Misc Portals / Trial & Beta

The screenshot shows the Broadcom Trials & Beta portal for VMware Cloud Foundation. The page features a navigation menu on the left with options like My Dashboard, My Entitlements, My Downloads, My Cases, Trials & Beta (highlighted), Documentation, Security Advisories, Communities, All Products, and Contact Support. The main content area is titled "Trials & Beta - VMware Cloud Foundation" and includes tabs for "Trial" and "Beta". Below these are filters for "My Trials" and "All Trials". The page displays six trial cards, each for a different VMware product, with details such as "Not for Resale" and "Free Trial available for 90 days". Each card includes a "Product Details" link and a "Request Trial" button. A "Trial Instructions" button is located in the top right corner of the main content area. The Broadcom logo and navigation links are visible at the top of the page.

BROADCOM Products Solutions Support and Services Company How To Buy

verona th...

Trials & Beta - VMware Cloud Foundation


[Trial Instructions](#)

Trial Beta

My Trials All Trials

- VMware vSAN**
NFR-VCF-VSAN-8
Not for Resale, VMware vSAN 8
Free Trial available for 90 days
[Product Details](#) [Request Trial](#)
- VMware vSphere Essentials Plus**
NFR-VCF-VSP-ESPL-8
Not for Resale, VMware vSphere Essentials Plus 8
Free Trial available for 90 days
[Product Details](#) [Request Trial](#)
- VMware vSphere Foundation**
NFR-VCF-VSP-FND-8
Not for Resale, VMware vSphere Foundation 8
Free Trial available for 90 days
[Product Details](#) [Request Trial](#)
- VMware vSphere Standard**
NFR-VCF-VSP-STD-8
Not for Resale, VMware vSphere Standard 8
Free Trial available for 90 days
- VMware Cloud Foundation**
VCF-CLD-FND-5
VMware Cloud Foundation 5
Free Trial available for 90 days
- Private AI Foundation**
VCF-PAIFN
VMware Private AI Foundation with NVIDIA and SQL Support
Free Trial available for 90 days

Misc Portals / Credit Redemption Portal

 [Products](#) [Solutions](#) [Support and Services](#) [Company](#) [How To Buy](#) 🔍 🔔 📄 📱 verona th...

Token Redemption


[Tokens](#) [User Management](#)

List of Funds

Show Expired Funds 📄 Export

All amounts listed below are in USD

Customer Name	Fund ID	Fund Name	Current Balance	Reserved Amount	Fund Start Date	Fund End Date		
[REDACTED]	[REDACTED]	FUND [REDACTED]	\$107,831.24	\$0.00	2020-07-31	2025-07-30	🔄	Redeem
[REDACTED]	[REDACTED]	FUND [REDACTED]	\$317,059.32	\$0.00	2023-10-23	2024-10-22	🔄	Redeem
[REDACTED]	[REDACTED]	FUND [REDACTED]	\$1,071,680.00	\$0.00	2021-10-29	2024-10-28	🔄	Redeem



Case Management for Customers



Case Management for Customers / Landing Page

My Open Cases

Case Id	Site Name	Site Id	Product	Subject	Case Status	Severity	Created On	Last Updated
91207742			VMware vSphere ESXi 8.0	ESXiホストがvCenterより切断...	Open	High - P2	12-April-2024 06:18:26	12-April-2024 06:18:26
91141931			VMware vSphere ESXi	inventory service fails to start	Open	Critical - P1	09-April-2024 21:10:14	09-April-2024 21:18:03
91141861			VMware vSphere ESXi 8.0	ホストが起動しません	Pending Broadcom	High - P2	09-April-2024 00:28:16	10-April-2024 07:48:34
91141860			VMware vSphere ESXi	Yazawat P2 Uplift Test	Open	High - P2	09-April-2024 00:06:43	10-April-2024 18:13:54
90805647			VMware vSphere ESXi	Test case	Open	High - P2	04-April-2024 07:04:53	04-April-2024 07:05:48
90805583			VMware vSphere ESXi 8.0	test	Open	Critical - P1	04-April-2024 00:38:45	04-April-2024 17:30:59
90805581			VMware vCenter Server 8.0	仮想マシンが起動しません	Open	Critical - P1	04-April-2024 00:35:36	04-April-2024 00:35:36
90805531			VMware SD-WAN	P4 - Test SLO and Case Conce...	Open	Low - P4	03-April-2024 15:51:28	04-April-2024 13:52:15
00700005			VMware vSphere ESXi 8.0	Test	Open	Medium - P3	02-April-2024 00:10:18	02-April-2024 00:10:18

My Favourite Articles

No Records to display

Top Rated Articles

- FAQ: VMware vSphere Storage APIs - Data Protection (formerly known...
Article ID: 399303
25K | 1 | 20.2K | 17-Feb-2020
- VMware Workstation and Device/Credential Guard are not compatibl...
Article ID: 363802
4.7K | 208 | 1M | 09-Sep-2020
- CPU Requirements for VMware Workstation 14.x, 15.x & 16.x
Article ID: 399687
3.1K | 52 | 388.3K | 14-Sep-2020
- VMs with side channel mitigations enabled may exhibit performance ...
Article ID: 363953
2.2K | 11K | 1M | 04-Jan-2023
- Installing/Upgrading VMware Tools 10.3.x or Workstation 15.5 in Windo...
Article ID: 399687
2.2K | 11K | 1M | 04-Jan-2023

Top Viewed Articles

- System requirements to install a 64-bit guest operating system on a ...
Article ID: 374153
36 | 2 | 4.2M | 03-Jan-2020
- Enable EtherChannel / Link Aggregation Control Protocol (LACP) in ES...
Article ID: 399972
121 | 14 | 1.3M | 09-Mar-2021
- Build numbers and versions of VMware vCenter Server
Article ID: 394745
892 | 78 | 1.3M | 04-Mar-2024
- "esxcib software vib" commands to patch an ESXi 6.x/7.x host
Article ID: 396967
182 | 10 | 1.2M | 02-Apr-2021
- Increasing the size of a virtual disk partition
Article ID: 396967
182 | 10 | 1.2M | 02-Apr-2021

- After clicking **My Cases** in the Support Portal, users are logged into a customer view of the Wolken Case Management Tool.
- From the landing page users can:
 1. Update their Wolken Profile
 2. View case notifications
 3. Create a case
 4. View cases they opened
 5. View all cases associated with their Site IDs
 6. Access the Support Portal for self-help
 7. View favorite and popular Knowledge Articles

Case Management for Customers / Wolken Profile

BROADCOM PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY

Global Search Search + Create Case ID

Home My Cases All Cases Support ?

Profile

Profile Details Notifications

ID

Integration Demo

Update the "Location" field to set the region for your desired support business hours.

Email : [redacted]@yahoo.com Phone : [redacted]

Location : United States Mobile : -

Time Zone : (GMT-08:00) America/Los Angeles Role : Customer

Submit

Powered by wolken

PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY

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f t in y

- After a customer's first login to **My Cases** (Wolken), users must confirm their **Location** and **Time Zone** fields. This will help ensure proper case routing to engineers working hours aligned to the customer.
- Name, Email, Phone, and Mobile can all be updated in the Support Portal **Profile** page. Changes there will reflect within **My cases** (Wolken).

Case Management for Customers / Creating Cases


- When creating a case, there are several required fields denoted by *.
- Required fields:
 1. **Issue Type:** Select Technical for technical product issues and Non-Technical for all other issues.
 2. **Product:** Only products the user is entitled to will be listed.
 3. **Company:** Automatically entered when choosing a product, users can manually change which Site ID is selected.
 4. **Prod Release:** Version of the product.
 5. **Severity:** Severity definitions are available by clicking the ? icon. If selecting Critical – P1 then users must also answer:
 - Is this a production down?
 - Business Impact
 6. **Component:** Choose the component most similar to the issue being reported.
 7. **Subject:** As you type your subject, the Knowledge search will recommend articles for self-help.
 8. **Description:** Provide as much detail as possible to give the engineer the best chance of a first-call resolution.

Case Management for Customers / Creating Case Views

The screenshot shows the Broadcom Case Management interface. The top navigation bar includes 'BROADCOM', 'PRODUCTS', 'SOLUTIONS', 'SUPPORT', 'COMPANY', and 'HOW TO BUY'. Below this is a search bar and a '+ Create Case' button. The main content area is divided into tabs: 'Home', 'My Cases', 'All Cases', and 'Support'. A filter dropdown is set to 'DEMO View'. A table of cases is displayed with columns: Case Id, Severity, Subject, Support Product, Created On, and Last Updated. A red box highlights the 'Create New View' button in the table's header. Below the table, a detailed view of the 'DEMO View' configuration is shown, including a 'Hide Sort By' toggle, two filter conditions (Status not equals Closed, Severity equals Critical - P1 and High - P2), and sorting options (Last Update, Ascending/Descending). A 'View' button and a 'Save' button are at the bottom right of the configuration panel.

Case Id	Severity	Subject	Support Product	Created On	Last Updated
91207788	Critical - P1	Inventory service fails to st...	VMware vSphere ESXi	14-April-2024 18:41:14	14-April-2024 18:42:03
91207742	High - P2	ESXiホストがvCenterより切...	VMware vSphere ESXi 8.0	12-April-2024 06:18:26	12-April-2024 06:18:26

Case Id	Case Status	Severity	Subject	Support Product	Created On	Last Updated
91207742	Open	High - P2	ESXiホストがvCenterより切断...	VMware vSphere ESXi 8.0	12-April-2024 06:18:26	12-April-2024 06:18:26
90788270	Pending Broadcom	High - P2	Test Case 5	VMware vSAN	27-March-2024 15:26:57	11-April-2024 12:48:44
91141860	Open	High - P2	Yazawat P2 Uplift Test	VMware vSphere ESXi	09-April-2024 00:06:43	10-April-2024 18:13:54

- Case views can be created for **My Cases** or **All Cases** tabs.
- Users can create views with unique filters to best show data that is important to them.
- Select the case view drop-down and click on **Create New View**.
- Default filter is:
 - Status ≠ Closed
- Additional filtering, AND/OR conditions, and sorting can be applied.
- Columns can be modified by clicking on the  icon.
- Click **Apply and Save** to ensure edits are kept.

Case Management for Customers / Updating Cases

BROADCOM PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY

Home My Cases All Cases Support

Global Search Search + Create Case

My cases > Case Details

Case 91207788

Inventory service fails to start

1 2 3 4 5

Summary

Case Number: 91207788	Status: Open	Contact Name: [REDACTED]
Contact Phone: [REDACTED]	Contact Email: [REDACTED]	Severity: Critical - P1
Component: Virtual Machine Management	Assigned TAC Agent: -	Product: VMware vSphere ESXi
Release: 8.0U2	Company: [REDACTED]	Business Impact: Unable to manage VMs, meaning we cant bring VMs back online after maintenance.
Operating System: -	Service Pack: -	Date/Time Created: 14-April-2024 18:41:14
Last updated: 14-April-2024 18:41:14	Last Modified By: [REDACTED]	Legacy Number: -
On Behalf of Partner's Customer Site: -		

Subject

Inventory service fails to start

Description

```
org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'instanceUUID' defined in class path resource [server/config/server-config.xml]: Cannot resolve reference to bean 'store' while setting bean property 'targetObject': nested exception is org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'storeFactory' defined in class path resource [server/config/query-server-config.xml]: Invocation of init method failed; nested exception is com.xhive.error.XhiveException: FEDERATION_MQI_P0100: Federation C:\ProgramData\VMware\CenterServer\data\invsvc\vdob\vdob_bootstrap not found
at org.springframework.beans.factory.support.BeanDefinitionValueResolver.resolveReference(BeanDefinitionValueResolver.java:334)
at org.springframework.beans.factory.support.BeanDefinitionValueResolver.resolveValueIfNecessary(BeanDefinitionValueResolver.java:188)
at org.springframework.beans.factory.support.AbstractAutowireCapableBeanFactory.applyPropertyValues(AbstractAutowireCapableBeanFactory.java:1419)
at org.springframework.beans.factory.support.AbstractAutowireCapableBeanFactory.populateBean(AbstractAutowireCapableBeanFactory.java:1108)
at org.springframework.beans.factory.support.AbstractAutowireCapableBeanFactory.doCreateBean(AbstractAutowireCapableBeanFactory.java:519)
at org.springframework.beans.factory.support.AbstractAutowireCapableBeanFactory.createBean(AbstractAutowireCapableBeanFactory.java:458)
at org.springframework.beans.factory.support.AbstractBeanFactory.doGetBean(AbstractBeanFactory.java:293)
at org.springframework.beans.factory.support.DefaultListableBeanRegistry.getBean(DefaultListableBeanRegistry.java:223)
at org.springframework.beans.factory.support.AbstractBeanFactory.getBean(AbstractBeanFactory.java:298)
at org.springframework.beans.factory.support.AbstractBeanFactory.getBean(AbstractBeanFactory.java:191)
at org.springframework.beans.factory.support.DefaultListableBeanRegistry.preInstantiateSingletons(DefaultListableBeanRegistry.java:618)
at org.springframework.context.support.AbstractApplicationContext.finishBeanFactoryInitialization(AbstractApplicationContext.java:994)
at org.springframework.context.support.AbstractApplicationContext.refresh(AbstractApplicationContext.java:479)
at org.springframework.context.support.ClassPathXmlApplicationContext.<init>(ClassPathXmlApplicationContext.java:139)
```

Alternate Contact Details

8 Add Alternate CC email: Alternate Contact #:

Additional Fields

Current Status / Next Steps: -

9 Unified History 10 Comments 11 Knowledge 12 Related Content

No Records to display

File Edit View Insert Tools Table

Paragraph

View / Attach Files

Reset Send

- There are several actions customers can take on open cases:

1. Add Comment
2. Upload files to FTP/SFTP
3. Refresh View
4. Export PDF or Word Doc copy of case details
5. Request case closure
6. Change Severity
7. Update Business Impact
8. Add Alternate Contact Details
9. View engineer and system messages in Unified History
10. View comments from the customer or case owner
11. View linked Knowledge Articles
12. View linked Related Content

- Once a case is closed, the customer is unable to re-open and is recommended to open a new case.

Case Management for Customers / Case Notifications

The screenshot displays the Broadcom Support Portal interface. At the top, there is a navigation bar with the Broadcom logo and links for PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and HOW TO BUY. Below this is a search bar and a '+ Create Case' button. The main content area is titled 'Profile' and is divided into two sections: 'Profile Details' and 'Notifications'. The 'Profile Details' section shows a list of notifications for case 90788032, with one notification selected. The 'Notifications' section shows the details of the selected notification, including the case ID 90788032 and the message: 'Our network team needs another 48hrs of packet capture as we had to schedule a maintenance window to automate additional traffic.' A red box highlights the 'Read' and 'Delete' icons for the selected notification. A red line connects this box to the text in the second bullet point. Another red line connects the 'ID' button in the top right corner to the text in the first bullet point.

- Case notifications will be sent to the contact that opened the case and any alternate contacts the customer added.
- Notifications are sent via email and added to the **Notifications** section of **My Cases**.
 - **NOTE:** Case Notifications are not shown on the Support Portal Dashboard.
- Users can mark notifications as **Read** or **Delete** them.
 - **NOTE:** Users cannot unsubscribe from Case Notifications, only being completely removed from the case will stop notifications.

Case Management for Customers / Changing Case Severity

The screenshot displays the Broadcom Case Management interface. At the top, there is a navigation bar with the Broadcom logo and links for PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and HOW TO BUY. Below this is a search bar and a '+ Create Case' button. The main content area shows 'My Cases > Case Details' for Case 91207788, with the subject 'Inventory service fails to start'. A 'Summary' section contains fields for Case Number, Status (Open), Contact Name, Contact Phone, Contact Email, Component (Virtual Machine Management), Release (8.0U2), Assigned TAC Agent, Company, Operating System, Service Pack, Date/Time Created (14-April-2024 18:41:14), Legacy Number, Last updated (14-April-2024 18:41:14), and Last Modified By. A dropdown menu for 'Priority' is open, showing options: Critical - P1 (selected), High - P2, Medium - P3, and Low - P4. A red box highlights the dropdown menu and the 'CLOSE CASE' button. The 'Subject' and 'Description' sections are also visible at the bottom.

- Customers can change the severity of their case at any time by clicking on the ✎ icon.
- Changing the severity before the SLO is due or met will change the SLO Due Date shown in the internal side of Wolken.
- Changes to SLO due date is based on when the change is made and not when the case was opened.
 - **For example:** If a P2 with 2 hours remaining to meet SLO is raised to a P1, then the new SLO would be due in 30 minutes from when it was raised.
- Critical - P1 cases also require the customer to confirm that production is down and provide a business impact.

Case Management for Customers / Raising Management Concerns

BROADCOM PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY

Q Global Search Search + Create Case ID

Home My Cases All Cases Support

My cases > Case Details

Case 91141931

inventory service fails to start

CLOSE CASE

Summary		
Case Number: 91141931	Status: Open	Contact Name: [REDACTED]
Contact Phone: [REDACTED]	Contact Email: [REDACTED]	Severity: Critical - P1
Component: ESXi Host Management	Assigned TAC Agent: -	Product: VMware vSphere ESXi
Release: 8.0U2 202818	Company: [REDACTED]	Business Impact: unable to manage VMs
Operating System: -	Service Pack: -	Date/Time Created: 09-April-2024 21:10:14
Last updated: 09-April-2024 21:18:03	Last Modified By: [REDACTED]	Legacy Number: -

Unified History Comments Knowledge Related Content

No Records to display

Please DO NOT use the Raise Mgmt Concern button to change the Severity of your case. You can do this by editing the Severity field in the Details section in the right-side panel. If you need to raise the Severity of this case to 1, please call us to ensure fastest response. For local Support telephone numbers, click here: <https://support.broadcom.com/contact-support.html>. You should only use the Raise Mgmt Concern button to notify Support Management that you have a concern with the handling of this case. A Support Manager will contact you within 24 business hours.

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- If a customer has a concern about the handling of their case, they can **Raise a Management Concern** on any open case.
- Case concerns can only be raised by customers after a specific amount of time following case creation. This timer is based on case severity:
 - **Critical - P1 = 12 Hours**
 - **High - P2 = 24 Hours**
 - **Medium - P3 = 48 Hours**
 - **Low - P4 = 48 Hours**
- Case concerns should **NOT** be used to raise the severity of a case; that should only be done by editing the Severity field.
- After the concern details are submitted, the Support Manager will contact the customer within 24 hours.

Portal Knowledge Base Articles



Portal Knowledge Base Articles

The screenshot shows the Broadcom Support Portal search results for 'Knowledge Articles'. The page includes a search bar at the top, a navigation menu with 'Software' and 'Hardware' options, and a search filter sidebar on the left. The sidebar has sections for 'Sources' (with 'Knowledge Articles' selected), 'Product' (with 'Support Portal' selected), and 'TechDocs Language' (with 'English' selected). The main content area displays three search results, each with a title, a brief description, and metadata like 'Article ID' and 'Updated Date'. The first result is titled 'Unable to find/view licenses/Products under My Entitlements for Broadcom, CA, or Symantec products'. The second result is in Japanese and is titled 'パートナーサポートをご利用のお客様向けの技術的なサポートケース作成手順'. The third result is titled 'Multi Factor Authentication (MFA) on the Broadcom Support Portal'.

Use the link below to view the latest external and internal Support Portal Knowledge Base Articles.



[Support Portal Knowledge Articles](https://support.broadcom.com/web/ecx/search?searchString=&activeType=all&from=0&sortBy=_score&orderBy=desc&pageNo=1&aggregations=%5B%7B%22type%22%3A%22productname%22%2C%22filter%22%3A%5B%22Support+Portal%22%5D%7D%5D&uid=d042dbba-f8c4-11ea-beba-0242ac12000b&resultsPerPage=10&exactPhrase=&withOneOrMore=&withoutTheWords=&pageSize=10&language=en&state=9&suCaseCreate=false)

Direct URL:

https://support.broadcom.com/web/ecx/search?searchString=&activeType=all&from=0&sortBy=_score&orderBy=desc&pageNo=1&aggregations=%5B%7B%22type%22%3A%22productname%22%2C%22filter%22%3A%5B%22Support+Portal%22%5D%7D%5D&uid=d042dbba-f8c4-11ea-beba-0242ac12000b&resultsPerPage=10&exactPhrase=&withOneOrMore=&withoutTheWords=&pageSize=10&language=en&state=9&suCaseCreate=false



Thank You





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