FAQ

Below you will find some of the most common questions and answers regarding licensing and non-technical customer issues. If you are unable to find the answers you seek here, please reach out to Support!

Q. **What should I do if I cannot see my licences in the Broadcom Portal?**

A. Contact the Broadcom support number here

Q. **What should I do if I cannot access the Broadcom Portal?**

A. Follow the instructions here

Q. **Why can't I log a support ticket on the Broadcom Portal?**

A. Learn how to open and manage support tickets here

Q. **What should I do when Broadcom have rejected my request for access to Site ID?**

A. See the article about Site IDs here

Q. **What should I do if I cannot find my Carbon Black licences in the portal since the transfer from VMware?**

A. Contact the Broadcom support number here

Q. **What should I do if the renewed SAAS products still show the wrong end date?**

A. *TGCA does not possess the capability to update Oracle. Account teams will need to collaborate directly with the Sales Operations contact or the Sales Accounting team for these types of changes.*

Complete the form created by SA here

Q. **It's been years since we were in the Broadcom Portal, we do not know who the original Administrator was, or if they have since left the business. How do we gain access?**

A. Contact the Broadcom support number here

Q. **How do I update my licence keys from the support renewal received?**

A. Read these instructions here