

**Broadcom**  
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San Jose, CA 95131  
**broadcom.com**

## **Network Security Group Customer Communications**

**SUBJECT:** IMPORTANT - Your Symantec ABRCA Root Certificate is about to Expire – Action Required

Dear Valued Customer,

You may lose product functionality as early as Sunday, November 14th 2021 if you do not update your Symantec product to use the new ABRCA root certificate. Please review the table below for a list of affected products with links to expiration prevention and recovery steps and current expiration dates.

***If you have not started your ABRCA upgrade and are at risk for missing the November and December 2021 deadline dates, please contact your Broadcom account team immediately.***

How to use the table below:

- If your product has an automatic update capability, confirm that the update applied successfully. If the automatic update does not take place because of a firewall or other connectivity issues, then follow the manual steps provided in the article for your product.
- If your product is labeled "Upgrade Required," you must upgrade to the new software version before the root certificate expires to ensure uninterrupted operation. Some products require additional steps as outlined in the corresponding article.
- If your ABRCA Root Certificate has expired, follow the recovery steps provided in the Knowledge Base article for your product.

Product	Recommendation / Action Plan	Automatic Update Available	Manual Update Available	Software Upgrade Recommendation	Availability
ProxySG	ProxySG Appliance Birth Registration Certificate Authority (ABRCA) <a href="https://knowledge.broadcom.com/external/article/207152">https://knowledge.broadcom.com/external/article/207152</a>  (last updated Oct 7, 2021)	Yes	Yes	Recommended	N/A
Advanced Secure Gateway (ASG)	ASG Appliance Birth Registration Certificate Authority (ABRCA) Update <a href="https://knowledge.broadcom.com/external/article/207153">https://knowledge.broadcom.com/external/article/207153</a>  (last updated Oct 19, 2021)	Yes	Yes	Upgrade Required	April 2021
Integrated Secure Gateway (ISG)	Integrated Secure Gateway Birth Registration Certificate Authority (ABRCA) <a href="https://knowledge.broadcom.com/external/article/207145">https://knowledge.broadcom.com/external/article/207145</a>  (last updated Nov 1, 2021)	No	Yes	Recommended	May 2021
Content Analysis Appliance	Content Analysis Appliance Birth Registration Certificate Authority (ABRCA) Root Certificate Update <a href="https://knowledge.broadcom.com/external/article/207138">https://knowledge.broadcom.com/external/article/207138</a>  (last updated Oct 13, 2021)	Yes	Yes	Upgrade Required	April 2021
SSL Visibility Appliance	SSL Visibility Appliance Birth Registration Certificate Authority (ABRCA) <a href="https://knowledge.broadcom.com/external/article/207140">https://knowledge.broadcom.com/external/article/207140</a>  (last updated Oct 22, 2021)	No	No	Upgrade Required	May 2021
Management Center	Management Center Appliance Birth Registration Certificate Authority (ABRCA) Update <a href="https://knowledge.broadcom.com/external/article/207144">https://knowledge.broadcom.com/external/article/207144</a>  (last updated Nov 1, 2021)	No	Yes	Upgrade Required	May 2021
Reporter	Reporter Appliance Birth Registration Certificate Authority (ABRCA) Update <a href="https://knowledge.broadcom.com/external/article/207141">https://knowledge.broadcom.com/external/article/207141</a>  (last updated Nov 1, 2021)	No	Yes	Upgrade Required	April 2021
PacketShaper	PacketShaper Appliance Birth Registration Certificate Authority (ABRCA) Update <a href="https://knowledge.broadcom.com/external/article/207670">https://knowledge.broadcom.com/external/article/207670</a>  (last updated Sep 16, 2021)	No	No	Upgrade Required	Feb 2021

PolicyCenter	PolicyCenter Appliance Birth Registration Certificate Authority (ABRCA) Update <a href="https://knowledge.broadcom.com/external/article/207671">https://knowledge.broadcom.com/external/article/207671</a>  (last updated Sep 16, 2021)	No	No	Upgrade Required	Mar 2021
DLP Appliance (S500 model and Virtual Appliance)	DLP Appliance (S500 model and Virtual Appliance) Birth Registration Certificate Authority (ABRCA) Update <a href="https://knowledge.broadcom.com/external/article/216067/">https://knowledge.broadcom.com/external/article/216067/</a>	No	Yes	Recommended	June 2021
Industrial Control System Protection Neural (ICSP Neural)	A manual and/or patch release is now available. <a href="https://knowledge.broadcom.com/external/article/219520">https://knowledge.broadcom.com/external/article/219520</a>  (last updated Sep 14, 2021)	Yes	Yes	Upgrade Required	August 2021

This letter is your ninth reminder that the root certificate for one or more of your Symantec products will be expiring (attached is the original email dated February 18, 2021).

Symantec Systems Engineers and Symantec Partners may also be contacting you directly to assess your update status and explain the importance of completing this task as soon as possible.

If you wish to be removed from future ABRCA communications, please email [abrca.opt-out@broadcom.com](mailto:abrca.opt-out@broadcom.com) and state 'remove' in the subject line.

Thank you for using Symantec products and services.

Sincerely,

The Symantec Network Security Team