

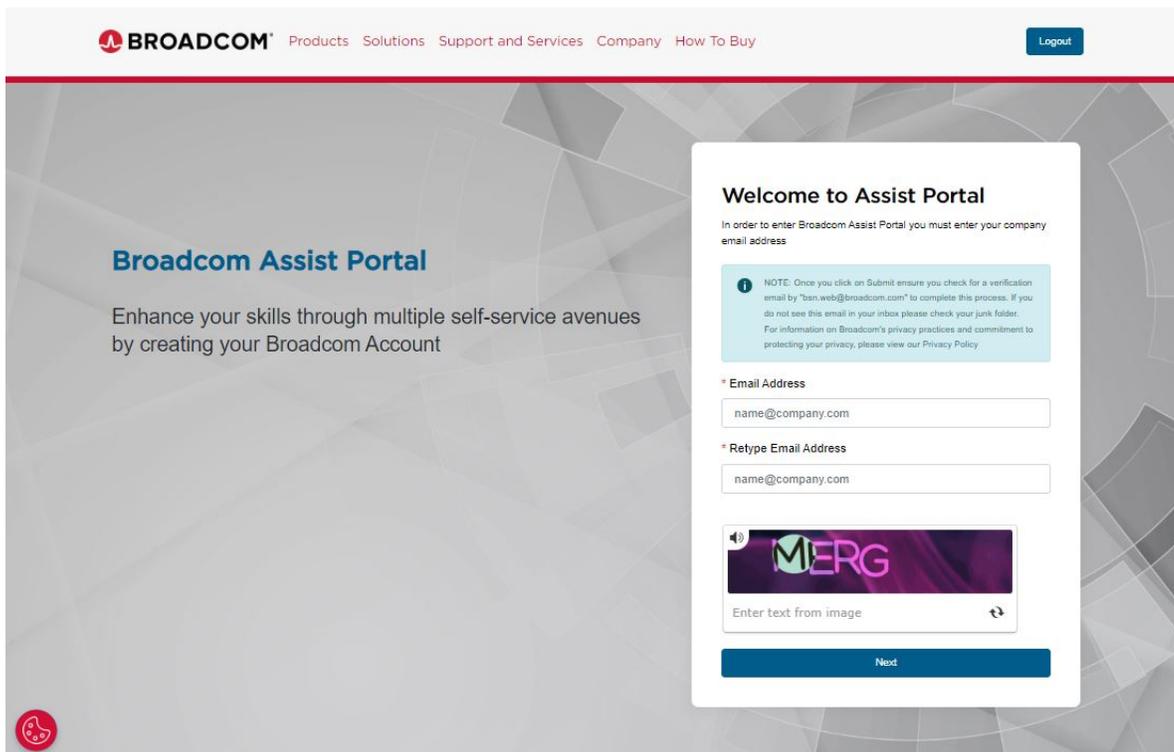
# Broadcom Assist Portal User Guide

## Summary

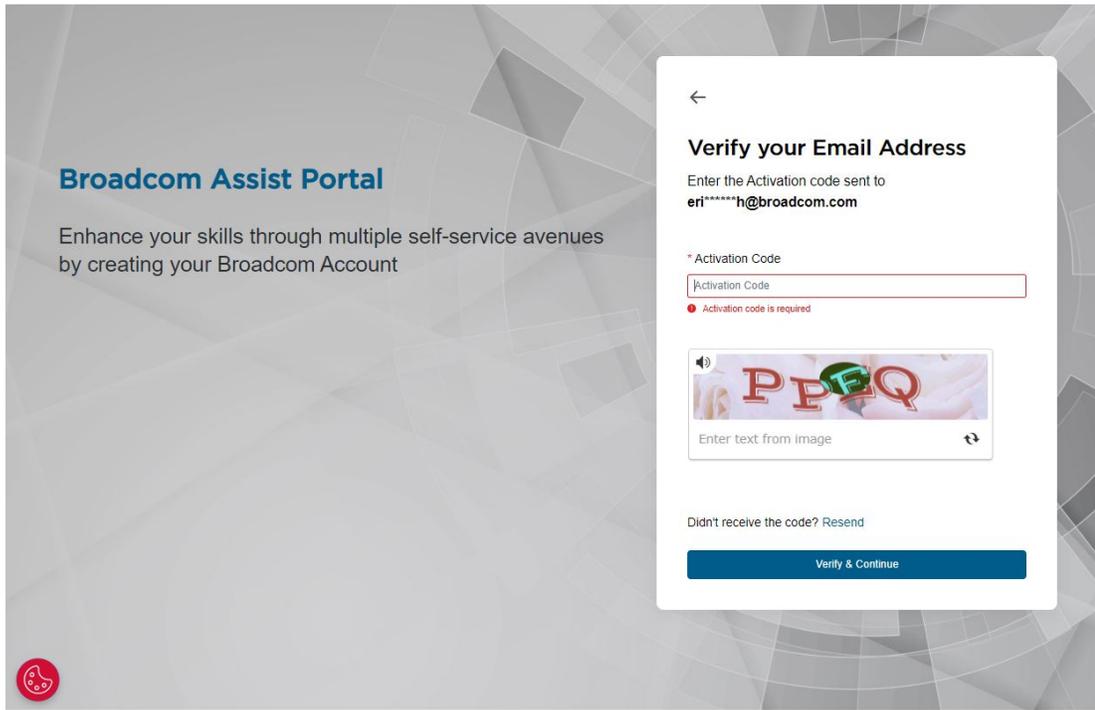
The Broadcom Assist Portal provides software and documentation to OEM customers. This guide details the various features and navigation options available to users through the Assist Portal.

## Accessing the Assist Portal

When users access the Assist Portal site, they are asked to enter their employee business email address.



Two-factor authentication is utilized on the Broadcom Assist Portal. The user is emailed an activation code, which must be entered to log in to the portal.



If this is the first time a user is logging in to the portal, the user must complete the Export Compliance form, click the **I Agree** option, and then click the **Submit** button.

**BROADCOM** Products Solutions Support and Services Company How To Buy [Logout](#)

Export compliance is pending for the user

### Export Compliance

\* First Name  
First Name

\* Last Name  
Last Name

\* Company  
Company

\* Email  
eric.smith@broadcom.com

\* Country  
-Select-

\* Address1  
Address1

Address2  
Address2

Address3  
Address3

\* City  
City

\* State/Province  
State/Province

\* Zip/Postal Code  
Zip/Postal Code

I understand that the export laws and regulations of the United States and other countries apply to the use, export, and re-export of this software (including associated documentation, technical information, and support "Software"). I will not use, export, or re-export the Software, directly or indirectly, except as permitted by United States and other applicable law. In particular, but without limitation, I will not export or re-export the Software, directly or indirectly, (i) into (or to a national or resident of) any U.S. embargoed country (ii) to anyone on the U.S. Department of Commerce Table of Denial Orders or the U.S. Treasury Department list of Specially Designated Nationals, Specially Designated Terrorists, or Specially Designated Narcotic Traffickers, or (iii) for any end use that is prohibited by United States or other applicable law. I represent that I am not located in, under control of, or a national or resident of any such country or on any such list and that the U.S. government has not suspended, revoked, or denied my export privileges. I affirm that I will not use the Software for nuclear, missile, chemical, biological, weaponry, or other weapons of mass destruction. (For more information on the U.S. export laws, see the Bureau of Industry and Security's home page.)

I Agree  I Do Not Agree [Submit](#)

Once logged in to the Assist Portal, the user is reminded of the Brocade End User License Agreement (EULA).

The screenshot shows the 'Assist Portal Download Screen' with a navigation bar at the top containing 'BROADCOM', 'Products', 'Solutions', 'Support and Services', 'Company', and 'How To Buy', along with a 'Logout' button. A warning message is displayed: 'Brocade wants to remind you that it is a violation of the Brocade EULA to install Fabric OS on equipment not under active entitlement or past its End of Support (EOS) Date. Excessive software downloads may result in your companies account being suspended.' Below this is a 'Serial Number Verification' section with a dropdown menu, a 'Serial Number' input field containing 'Serial Number', and a 'Search Serial' button. A 'My Downloads' section below shows 'No data found'. The footer contains navigation links, copyright information, and social media icons.

## Firmware Downloads

Go to the **Serial Number** field, enter the serial number of the asset that requires the firmware, and then click the **Search Serial** button.

This screenshot is similar to the first one but shows the search form filled out. The 'Serial Number' input field now contains 'CCD5541K055' and the 'Search Serial' button is highlighted with a red box. The 'My Downloads' section now displays 'Brocade Switches' with a right-pointing arrow. The rest of the page layout, including the navigation bar and footer, remains the same.

Go to the My Downloads section, and click **Brocade Switches**.

### My Downloads



A list of the firmware versions that are available for download is displayed. This list is generated based on the asset serial number.

### ← Brocade Switches

Search by Release or Language

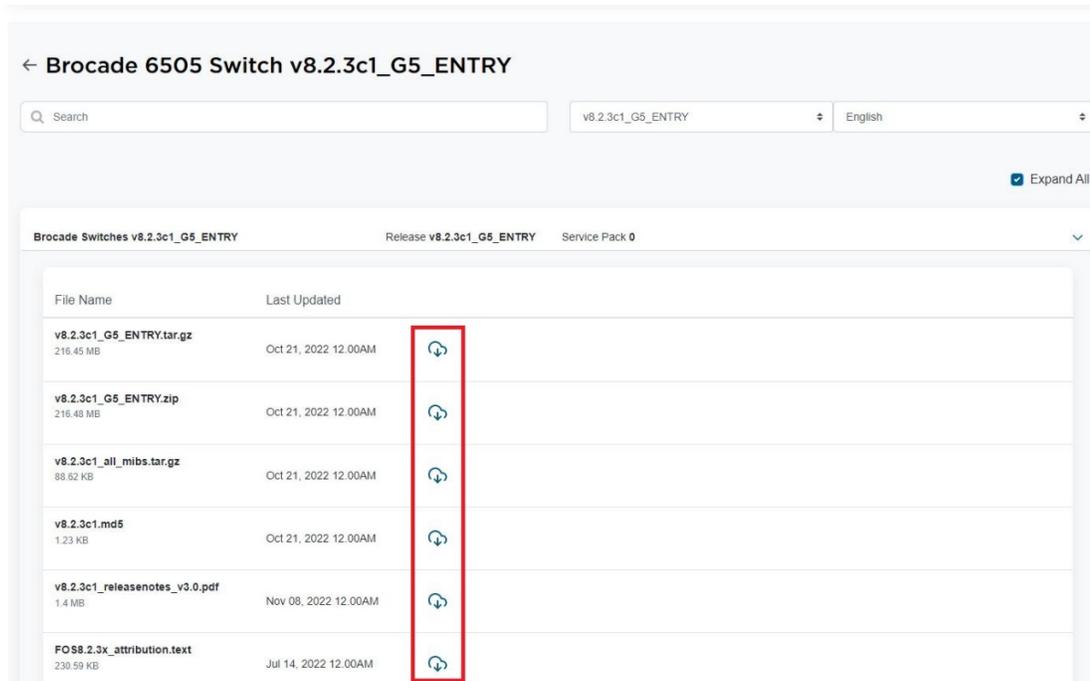
Brocade 6505 Switch

Release	Language
v8.2.3c1_G5_ENTRY	English
v8.2.3b_G5_ENTRY	English

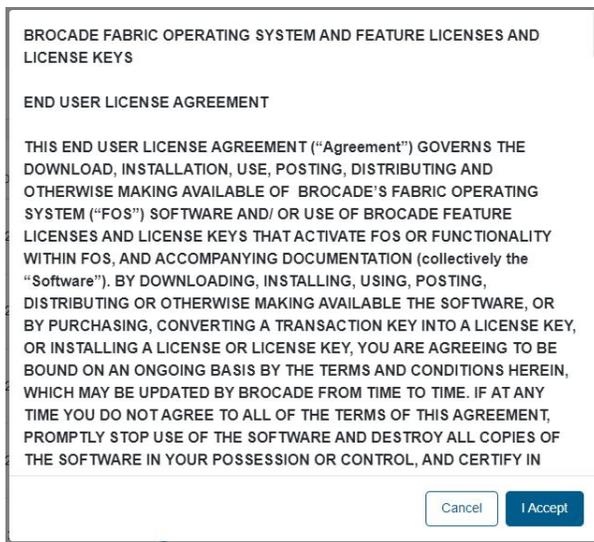
Click the appropriate firmware option. Download options for the following files are shown:

- Release notes
- FOS package in Linux format
- FOS package in Windows format
- Checksum file
- MIBs

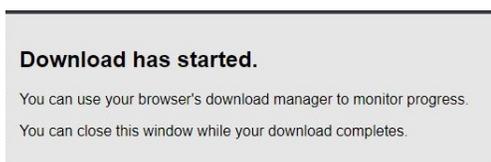
Click on the cloud icon to start the download process.



The Assist Portal then prompts the user to review and accept the End User License Agreement (EULA).



After you accept the EULA, the selected file is downloaded.



# Brocade<sup>®</sup> SANnav<sup>™</sup> Software Downloads

Go to the **Serial Number** field, enter the serial number of the SANnav instance that requires the SANnav<sup>™</sup> software, and then click the **Search Serial** button.

The screenshot displays the Brocade Assist Portal interface. At the top, the Brocade logo is followed by navigation links: Products, Solutions, Support and Services, Company, and How To Buy. A Logout button is located in the top right corner. Below the navigation bar, the page title is "Assist Portal Download Screen". A warning message states: "Brocade wants to remind you that it is a violation of the Brocade EULA to install Fabric OS on equipment not under active entitlement or past its End of Support (EOS) Date. Excessive software downloads may result in your companies account being suspended." A link for "Request Trusted FOS (TruFOS) Certificate" is provided. A note suggests contacting a service provider for assistance if there are issues. The main content area features a "Serial Number Verification" dropdown menu. Below it, a text input field labeled "\* Serial Number" contains the value "FMU0SCHMEIC". A "Search Serial" button is positioned to the right of the input field. The "My Downloads" section below shows a single item, "Brocade SANnav", with a right-pointing arrow. The footer contains navigation links, copyright information (© 2005-2023 Broadcom), and social media icons for LinkedIn, Twitter, and YouTube.

Go to the My Downloads section, and click **Brocade SANnav**.

This is a close-up view of the "My Downloads" section. It shows a single item, "Brocade SANnav", with a right-pointing arrow. The entire item is enclosed in a red rectangular box.

A list of the SANnav versions that are available for download is displayed.

## ← Brocade SANnav

 English Only

Release	Language
v2.2.2.1	English
v2.2.2	English
v2.2.1	English

Click the appropriate SANnav version.

Click the cloud icon next to the appropriate file to begin the download process.

## ← SANnav v2.2.2.1

v2.2.2.1

English

 Expand All

Brocade SANnav v2.2.2.1

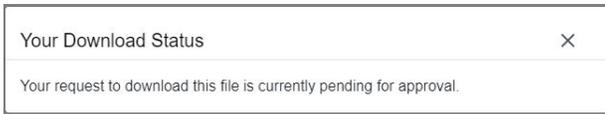
Release v2.2.2.1

Service Pack 0

File Name	Last Updated	
<b>Portal_2.2.2.1-csi-patch.tar.gz</b> 2.94 GB	Dec 16, 2022 12:00AM	
<b>Portal_2.2.2.1-csi-patch.md5</b> 68 Bytes	Dec 16, 2022 12:00AM	
<b>Portal_2.2.2.1_releasenotes_v1.0.pdf</b> 732.5 KB	Dec 16, 2022 12:00AM	

## Approval Process

The first time users select a file to download, they will see the following pop-up informing them that their request requires approval. Most requests are handled the same business day.

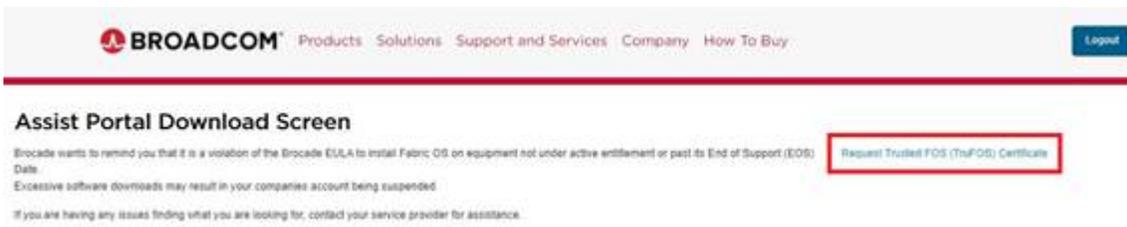


For customers who have purchased products through multiple OEMs or partners, each site login will be subject to the same approval process. Additionally, all users with accounts that have been inactive for 90 days will require a re-approval process and waiting period.

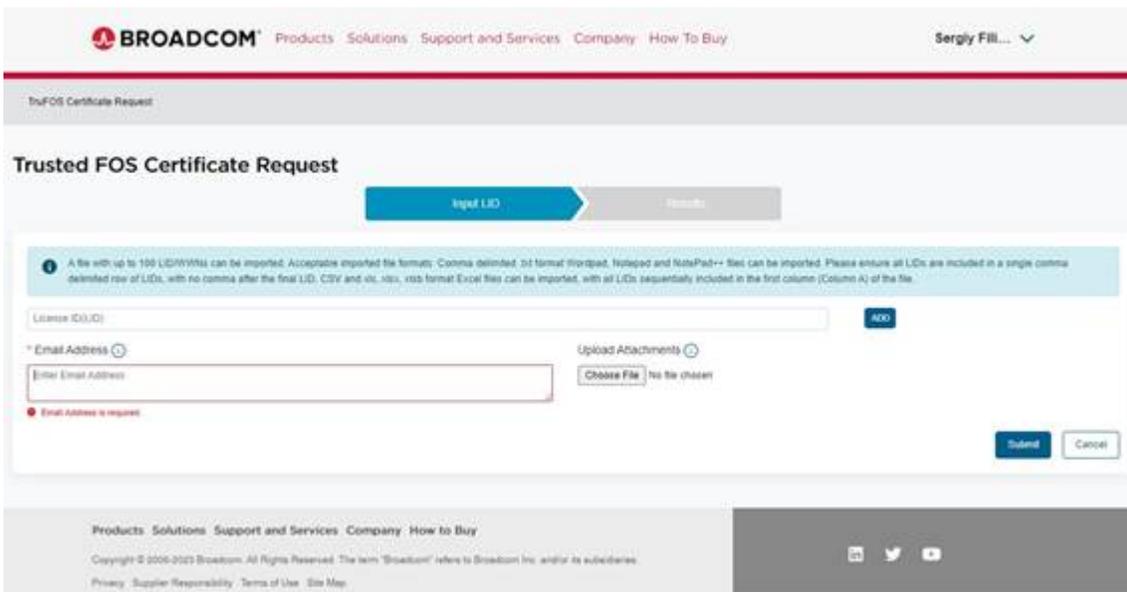
## Requesting a Trusted FOS (TruFOS) Certificate

The Assist Portal - Request Trusted FOS (TruFOS) Certificate page allows the user to generate TruFOS Certificates.

Click the Request Trusted FOS (TruFOS) Certificate link on the upper right corner.



Follow the instructions on the online form.



A product must have an active maintenance contract in order for a TruFOS Certificate to be generated.

## Revision History

### **Broadcom-Assist-Portal-UG105; March 10, 2023**

- Added the “Firmware Downloads” section.
- Added the “Brocade® SANnav™ Software Downloads” section.

### **Broadcom-Assist-Portal-UG104; February 15, 2023**

Updated for changes to the external portal.

### **Broadcom-Assist-Portal-UG103; June 21, 2022**

Updated information on activation codes.

### **Broadcom-Assist-Portal-UG102; January 19, 2022**

Added additional information on the site approval process for customers.

### **Broadcom-Assist-Portal-UG101; November 8, 2021**

- Added a statement about an activation code being required for every login.
- Added the “Requesting a Trusted FOS (TruFOS) Certificate” section.

### **Broadcom-Assist-Portal-UG100; June 26, 2021**

Initial document version.

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