

Symantec Enterprise Support Resources

Everything you need to hit the ground running.

Technical Support

Severity Level	Self Help	Log Case	Call*	Premium DSE
SEV 1	●		●	For SEV 1 , contact your Designated Support Engineer (formerly known as Technical Account Manager).
SEV 2	●	●		
SEV 3	●	●		For SEV 2 through SEV 4 , follow the standard process and always log a case .
SEV 4	●	●		

*Phone support directly and speak with a Customer Care Agent or leverage the *leave a message* option in the IVR system.

SEV 1 means a problem has occurred where no workaround is immediately available in one of the following situations:

- A production server or other mission-critical system is down or has had a substantial loss of service.
- A substantial portion of mission-critical data is at a significant risk of loss or corruption.

If you do not have an account, create one to be able to create and manage cases. Go to the Broadcom Support Portal [registration page](#).

Visit the [Support Reference Guide](#) to find out more about severity definitions and how to obtain technical support.

Escalations

Unhappy about how your case is handled? Contact your DSE, CSM, or DSE/CSM Manager during business hours.

If you do not have a DSE/CSM, or it is outside of business hours, [contact Customer Care](#) on your local Symantec Support phone number and request to be put in contact with a Support Leader.

TIP: Click the [blue links](#) found throughout this document for fast access to content.

Onboarding and Optimization

Online Resources

- [Getting Started](#) – Accessing, activating, and managing your Symantec solution.
- [Help.Symantec.com](#) – Intuitive, dynamic Help System.
- [Broadcom Support Portal](#) – Create and track support cases, view and manage entitlements, download software, and access license keys.
- [Broadcom Status](#) – Cloud service availability in real time. Subscribe to incident and maintenance notices for your cloud service.

Professional Services

- [Consulting Services](#) – Design, optimize, and implement your security environment to create maximum protection and value from your investment.

Diagnostic Tools

- [SymDiag for On-Premises Products](#) – Identify common issues, product performance, gather data for support-assisted troubleshooting.
- [Diagnostic .cloud for ProxySG](#) – Self-service your device status and assess and monitor issues.

Educational Services

- [Certification Program](#)
- [eLibrary](#)
- Contact Education Services:
 - [Americas](#)
 - [EMEA](#)
 - [APJ](#)
- [Broadcom Community](#)
- [Newsletters and Webinars](#): Current and prior editions of the Product Newsletters and links to on-demand Webinars.