

Technical Support FAQs

This document is intended for partners and customers who have questions about how technical support should work through Carahsoft

Answers to frequently asked questions:

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1. What is a Site ID, and how do I locate it?

Refer to the KB article [here](#) for the latest information.

The Site ID — also referred to as Support Site ID, Support ID, Enterprise Site ID, or SID — is the unique number associated with your VMware purchase. The Site ID is required to open a Support Ticket, and it can be found in the Electronic Software Delivery (ESD) email from Broadcom Software Delivery at the close of your contract or contract renewal. This email is sent to the "Technical Contact" on the contract. The designated "Technical Contact" who received the email is often in the Purchasing department and not the true technical administrator.

The ESD email contains the following information:

- Enterprise Site ID
- Contract number
- Information you need to register and download your Broadcom products

From the email you can also see your technical support provider:

Your Account Information	
ERP Cust Acct Number:	[REDACTED]
Support Site ID:	[REDACTED]
End User Name:	[REDACTED]
Contact Name:	[REDACTED]
Sold To:	[REDACTED]
Reseller Name:	[REDACTED]
Contract #:	[REDACTED]
PO#:	[REDACTED]
Support Provider Information: BROADCOM; SUPPORT or CREATE A TICKET	

This means you have Broadcom Support

If you cannot locate the Broadcom email with the site ID, you can complete this form to contact Customer Care [Broadcom Customer Care](#).

continued...

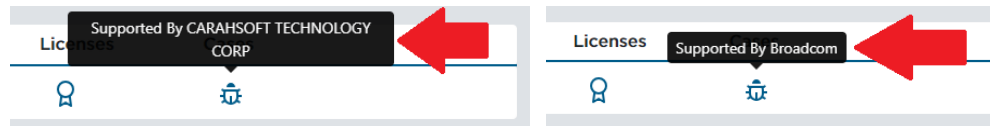
2. How do I know who my technical support provider is - Broadcom or a partner?

There are multiple ways to determine this:

- Look in the Electronic Software Delivery (ESD) email from Broadcom Software Delivery at the close of your contract or contract renewal. Your support provider is listed there.

The image shows two side-by-side screenshots of a 'Your Account Information' form. The left form has a red callout pointing to the 'Support Provider Information' field, which contains 'CARAHSOFT TECHNOLOGY CORP' and a link to 'https://www.carahsoft.com/Broadcom-sup'. The right form has a red callout pointing to the 'Support Provider Information' field, which contains 'BROADCOM; SUPPORT OR CREATE A TICKET'.

- Rollover the “bug” icon on the “My Entitlement” view in the license management portal



- Determine which Support provider’s End User Portal you are in by looking at the URL’s subdomain.
 - Broadcom’s end user portal begins with “broadcomcms-software”, and partner’s, such as Carahsoft Technology Corp, beings with “carahsoft-enduser.” See the images below for examples:

broadcomcms-software.wolkenservicedesk.com/

VS.

carahsoft-enduser.wolkenservicedesk.com/

3. How do I contact Carahsoft?

- <https://www.carahsoft.com/broadcom/technical-support>
- 833.922.8300
- BroadcomSupport@Carahsoft.com

4. What are Broadcom Global Support delivery hours of operation & contact numbers?

[Global Technical Support Hours and Contact Information](#)

5. What is the difference between a Broadcom technical case and a Carahsoft technical case?

Both cases are addressed by highly trained support representatives with special access to backline tools and engineering.

A Broadcom case generally starts with 3#####, and the case is managed directly by a Broadcom-badged engineer. The case information is only visible by the customer and the Broadcom Technical Support team.

A Carahsoft case generally starts with a unique set of numbers (for example: 16000#####), and the case is managed by an Carahsoft-badged engineer. The case information is only visible by the customer and the Carahsoft Technical Support team.

If the case requires Broadcom's Engineering support, a different case is opened between the Carahsoft support team and Broadcom engineering to address the specific issue in question. The customer incident is not transferred to Broadcom. The Carahsoft technical support team maintains customer contact through the entire incident to resolution.

6. What is the process for resolving cases with Carahsoft?

Simply create a support ticket at <https://support.broadcom.com/> as usual. Your case is automatically routed to the appropriate support queue based on the Site ID you enter. Typically, Carahsoft is the first line of Support for technical issues. Carahsoft's Technical Support Engineers will provide frequent updates while they are actively working to resolve the issue. **Note:** The majority of all cases are resolved by this team.

If the front-line Support Engineer is unable to resolve the issue, it will be escalated to L2 Engineering within Carahsoft for further troubleshooting. If necessary, the L2 Engineer may escalate the case to the Broadcom engineering team for further investigation and resolution, but the Carahsoft support team will maintain contact with you throughout the case.

7. As a reseller working on behalf of their customers, how do you get an update on a Technical Support case?

The best option is for the reseller's customer to include them on the email thread with the support engineer and to add you as a named contact in the Wolken support system for their company. This will provide direct access to the case.

8. How do I get help with Broadcom Licensing issues?

For general understanding of the roles of the various Services and Teams at Broadcom and its Partners see this document: [Technical Support, GCA Team \(Non-technical\), Professional Services, and Educational Services](#).

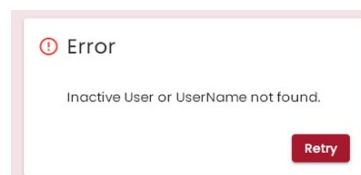
Licensing issues can be resolved by opening a non-technical case with Broadcom. Two options are available:

1. Open a non-technical case via the Broadcom Support Portal [Broadcom Support Portal](#), or
2. Submit a Licensing Request Form > [Broadcom | Support \(wolken servicedesk.com\)](#)

9. How do I resolve an "Inactive User or UserName not found" Error message on the Broadcom Support Portal?

This error may occur when attempting to access the "Cases" on the My Entitlements screen of the Broadcom Support Portal.

Error content: Inactive User or UserName not found.



This error is caused by a missing user account in Wolken support portal. After linking the Site ID on the Broadcom portal, the system automatically creates an account for the support site, but it takes 1 business day from the linking of the Site ID to the completion of the account creation.

10. How do customers obtain Support through a Certified Broadcom Partner?

1. Follow the steps outlined in this guide to obtain support from a Certified Partner [Broadcom Partner Support End-Customer Guide](#)
2. Verify your Site ID is associated with the account used to log into Broadcom's support portal [Manage Broadcom Site IDs or upgrade your account](#) or
3. if you need to add an additional Site ID added to your account [Add additional Site IDs to your profile \(Existing User\) \(broadcom.com\)](#)

11. What is the Service Level Agreement for Broadcom Support Partners?

Carahsoft adheres to all of Broadcom's SLA standards which can be found [here](#).

12. Technical Support vs Services:

Technical support entails break/fix issues where something in the customer's environment is not running how it is supposed to.

Services entail guidance on updates/upgrades, configuration advice/questions, help with installation, health checks etc. If a technical support case is opened and the team deems it a service request, we will reach out to your Account Manager so they can assist in finding a partner that will assist with the request.

13. How do customers escalate a case?

Several options are available for escalating a case.

1. Raise a case concern via the Support Portal

[Raising concerns to escalate a case on the Broadcom Support Portal](#)

2. Live Agent Chat

Customers with partner-associated entitlements can use "Chat Support" exclusively for non-technical (Licensing/ Portal) cases".

3. Reach out to your assigned technician to escalate the case

14. Managing your cases including downloading the ticket into a PDF file

[Creating and managing Broadcom support cases](#)

15. What are the different types of support teams available and what do they each do?

Broadcom uses a multi-faceted support team where the various teams specialize in different types of support to better meet your needs.

[Learn more about these teams and their various roles here](#) (scroll to the bottom of the page)

16. Is there a general user guide for using the Broadcom Portal?

[User Guide for Broadcom Support Portal](#)

17. Any other Broadcom Case Management FAQs?

[Broadcom case management frequently asked questions](#) - The following topics are addressed:

- Creating a support case
- Customizing views on the case management portal
- Viewing closed cases
- Updating or adding comments to an existing case
- Attaching files to cases
- Case attachment size limits
- Changing the severity of a case
- Escalating a case
- Cannot find a case
- Viewing the case timeline
- Adding an alternate contact to be copied on case communications
- Re-opening closed cases
- Closing a case

- Updating contact numbers
- Updating Work Location on Wolken
- Change "Work Location" after it is set the first time
- Will changing "Work Location" after a case is created change supported hours on that case?
- Difference between "Work Location" and "Time Zone" on Case Management portal

18. Additional VMware specific FAQ:

[VMware FAQ](#)