

**IMPORTANT - Your ABRCA Root Certificate – Action Required – 5th Reminder and Updated Information**

1 message

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Dear Valued Customer,

This letter is your fifth 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). Below you will find instructions as to how to update each affected product's certificate. You are advised to take action as soon as possible to avoid any system failures when the certificate(s) expire.

**Products Impacted by this Change:**

The table below indicates the Symantec products impacted by this root expiration. It also provides actions you need to take and includes links to Knowledge Base (KB) articles that offer detailed instructions. Upgrade completion dates are indicated as well. Please note that **you must adhere** to these certificate upgrade dates to avoid possible system failures. Depending on the type of appliance you have in your environment, the expiration date is either November 15 or December 18, 2021. **Failure to take action by validating the automatic update is working, taking the specified manual steps, or upgrading to the appropriate software version by the specified date may result in a system outage.** These dates cannot be extended.

It is strongly recommended that you complete the actions below by **August 31, 2021.**

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

Please refer to the chart below. If the product has an automatic update capability, you should confirm that the update applied successfully as per the KB article instructions. If the automatic update does not take place because of a firewall or other connectivity issues, then a manual step is provided for most products.

Software upgrades labeled "Upgrade Required" means that the product must be upgraded to the new software version before the root certificate expires. Additional testing has revealed a scenario where manually updating the appliance certificate and trust package is not sufficient for some products. These products now also require an additional software upgrade to properly validate the certificate during subscription downloads.

Note that some products listed as "Upgrade Required" require a two-step process. The first step is to upgrade to the minimum software version, and then a second step requires verifying the appliance certificate update. Please see the revised table below for products requiring a software update and the KB articles which will provide software versions and availability dates and updated installation instructions.

*Please note: since the last communication, changes have been made to the following products:*

- DLP
- ISG
- ProxySG
- We have added a Recovery Process into the KB Articles for each affected product. The Recovery Process is used in the event your product Appliance Certificate has expired (post November 2021 for Virtual Appliances and December 2021 for Hardware Appliances).

Product Recommendation / Action Plan	Update Available Automatic / Manual	Software Upgrade Recommendation	Availability
<b>ProxySG</b> ProxySG Appliance Birth Registration Certificate Authority (ABRCA) (Last updated August 17, 2021) <a href="https://knowledge.broadcom.com/external/article/207152">https://knowledge.broadcom.com/external/article/207152</a>	AUTOMATIC- YES MANUAL- YES	<b>Recommended</b>	N/A
<b>Advanced Secure Gateway (ASG)</b> ASG Appliance Birth Registration Certificate Authority (ABRCA) Update (Last updated July 7, 2021) <a href="https://knowledge.broadcom.com/external/article/207153">https://knowledge.broadcom.com/external/article/207153</a>	AUTOMATIC- YES MANUAL- YES	<b>Upgrade Required</b>	<b>April 2021</b>
<b>Integrated Secure Gateway (ISG)</b> Integrated Secure Gateway Birth Registration Certificate Authority (ABRCA) (Last updated August 17, 2021) <a href="https://knowledge.broadcom.com/external/article/207145">https://knowledge.broadcom.com/external/article/207145</a>	AUTOMATIC- NO MANUAL- YES	<b>Recommended</b>	<b>May 2021</b>
<b>Content Analysis Appliance</b> Content Analysis Appliance Birth Registration Certificate Authority (ABRCA) Root Certificate Update (Last updated July 7, 2021) <a href="https://knowledge.broadcom.com/external/article/207138">https://knowledge.broadcom.com/external/article/207138</a>	AUTOMATIC- YES MANUAL- YES	<b>Upgrade Required</b>	<b>April 2021</b>
<b>SSL Visibility Appliance</b> 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>	AUTOMATIC- NO MANUAL- NO	<b>Upgrade Required</b>	<b>May 2021</b>
<b>Management Center</b> 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>	AUTOMATIC- NO MANUAL- YES	<b>Upgrade Required</b>	<b>May 2021</b>
<b>Reporter</b> 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>	AUTOMATIC- NO MANUAL- YES	<b>Upgrade Required</b>	<b>April 2021</b>
<b>PacketShaper</b> 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>	AUTOMATIC- NO MANUAL- NO	<b>Upgrade Required</b>	<b>February 2021</b>
<b>PolicyCenter</b> 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>	AUTOMATIC- NO MANUAL- NO	<b>Upgrade Required</b>	<b>March 2021</b>
<b>DLP Appliance (S500 model and Virtual Appliance)</b> 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>	AUTOMATIC- NO MANUAL- YES	<b>Recommended</b>	<b>June 2021</b>
<b>Industrial Control System Protection Neural (ICSP Neural)</b> <a href="https://knowledge.broadcom.com/external/article/219520/">https://knowledge.broadcom.com/external/article/219520/</a>	AUTOMATIC- YES MANUAL- YES	<b>Upgrade Required</b>	<b>Targeted for August 2021</b>

Please expect to receive monthly email reminders regarding this root certificate expiration and upgrade opportunity. 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

[Original ABRCA Customer Update Letter PDF](#)

This is a service or product related message which you are receiving as a result of your use of Symantec products or services. If you are no longer using the Symantec product or service please [contact us](#).

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