Symantec.
A Division of **Broadcom**

Valued Customer,

This letter is to inform you that the root certificate for one or more of your Symantec products will be expiring. Dependent on the type of appliance in your environment, this will occur on either November 15 or December 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.

What is a root certificate?

A root certificate is the first link in the chain of trust. Unlike other certificates, the root certificate is self-signed, meaning the issuer and subject are the same. It is a type of X.509 certificate that issues other certificates. Root certificates are a necessary part of the certificate chain, and they are expected to expire at some point within the typical lifecycle of a product. Root certificates typically last for 10 to 20 years. However, when they expire or need replacing, the entire certificate chain is affected. We are informing you of the process and upcoming expiration now so that you will have ample time to take appropriate steps to update each of your affected Symantec products.

What is the ABRCA certificate?

The ABRCA (Appliance Birth Registration Certificate Authority) Root CA is the ultimate root of trust for all certificates used by Symantec products (ProxySG, Content Analysis (CAS), SSL Visibility Appliance (SSLV), Management Center (MC), etc.). If this CA expires, certain appliance-to-back-end and appliance-to-appliance communication flows that use the certificate for authentication will fail. Depending on the product and version in use, and if default settings have been changed, failures such as (but not limited to) the following may occur:

- Appliance certificate update
- Licensing automatic update
- Subscription updates
- Diagnostics and Heartbeat uploads
- ProxySG ADN
- ProxySG to SSLV offload

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 have planned and completed the actions below by **August 31, 2021.***

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 "recommended" provide additional functionality to add automatic updates or further optimizations to simplify manual update steps. Upgrades labeled as critical must occur before the root certificate expires.

Product Recommendation / Action Plan	Update Available Automatic / Manual	Software Upgrade Recommendation	Availability
ProxySG ProxySG Appliance Birth Registration Certificate Authority (ABRCA) https://knowledge.broadcom.com/external/article/207152	AUTOMATIC- YES MANUAL- YES	No Upgrade Necessary	N/A
Advanced Secure Gateway (ASG) ASG Appliance Birth Registration Certificate Authority (ABRCA) Update https://knowledge.broadcom.com/external/article/207153	AUTOMATIC- YES MANUAL- YES	Recommended	April 2021
Integrated Secure Gateway (ISG) Integrated Secure Gateway Birth Registration Certificate Authority (ABRCA) https://knowledge.broadcom.com/external/article/207145	AUTOMATIC- NO MANUAL- YES	Recommended	May 2021
Content Analysis Appliance Content Analysis Appliance Birth Registration Certificate Authority (ABRCA) Root Certificate Update https://knowledge.broadcom.com/external/article/207138	AUTOMATIC- YES MANUAL- YES	Recommended	TBD
SSL Visibility Appliance SSL Visibility Appliance Birth Registration Certificate Authority (ABRCA) https://knowledge.broadcom.com/external/article/207140	AUTOMATIC- NO MANUAL- NO	Critical	April 2021
Management Center Management Center Appliance Birth Registration Certificate Authority (ABRCA) Update https://knowledge.broadcom.com/external/article/207144	AUTOMATIC- NO MANUAL- YES	Recommended	April 2021
Reporter Reporter Appliance Birth Registration Certificate Authority (ABRCA) Update https://knowledge.broadcom.com/external/article/207141	AUTOMATIC- NO MANUAL- YES	Recommended	April 2021
PacketShaper PacketShaper Appliance Birth Registration Certificate Authority (ABRCA) Update https://knowledge.broadcom.com/external/article/207670	AUTOMATIC- NO MANUAL- NO	Critical	February 2021
PolicyCenter PolicyCenter Appliance Birth Registration Certificate Authority (ABRCA) Update https://knowledge.broadcom.com/external/article/207671	AUTOMATIC- NO MANUAL- NO	Critical	February 2021
DLP Appliance (S500 model only) A patch release that updates the certificate will be available in May. Instructions for manually updating the certificate will be provided in May 2021. *This applies to the DLP S500 appliance only.*	AUTOMATIC- NO MANUAL- YES	Recommended	Targeted for May 2021

You will receive a second communication from Broadcom in March, 2021. This communication will alert you to further instructions available within the KB article in addition to timelines for software version availability.

Also, 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.

Thank you for using Symantec products and services.

Sincerely,

The Symantec Network Security Team