Migration of Automic.com Docs, Downloads & Automation Marketplace sites to Broadcom.com Customer FAQ

Updated: August 20, 2026

This document outlines the migration of *.automic.com public websites to the consolidated Broadcom support and documentation platforms. The shutdown of all *.automic.com public services is scheduled for 2026-08-24 and will affect the following sites and products:

- downloads.automic.com products & component download for
  - Automic Automation (incl. Kubernetes Edition)
  - Automic Continuous Delivery Automation
  - Automic Applications Manager
  - Automic Dollar Universe
- docs.automic.com online and offline documentation (including context sensitive help) for
  - Automic Automation (incl. Kubernetes Edition)
  - Automic Continuous Delivery Automation
- marketplace.automic.com action packs, plugins, integrations and plugin extensions for
  - Automic Automation
  - Automic Continuous Delivery Automation
  - AutoSys Workload Automation
  - ESP dSeries Workload Automation
  - CA 7 Workload Automation
  - ESP Workload Automation

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General Transition Overview

Q: What is happening?

A: Broadcom is merging automic.com websites, specifically Automic download, Documentation, and Automation Marketplace sites, onto Broadcom's primary support platforms. This transition is designed to provide a more unified experience for accessing product resources.

- Downloads & Marketplace: All software downloads, integrations and extension packages are moving to the Broadcom Support Portal.
- Documentation: All online product documentation is transitioning to Broadcom Tech Docs.
- Docker Registry: The gcr.io registry is migrating to packages.broadcom.com.

Q: Who will be affected by the changes?

A: This change will affect Automic Automation, CDA, AutoSys, dSeries, AppWorx, Dollar Universe, ESP, CA7 and AAI customers.

- Automic Applications Manager
- Automic Automation
- Automic Continuous Delivery Automation
- Automic Dollar Universe
- Automic Release Automation For Z Systems
- Automic SaaS
- Autosys Workload Automation
- CA Automic Sysload
- CA Workload Automation Advanced Integration
- CA Workload Automation Advanced Integration for Hadoop
- ESP dSeries Workload Automation
- Workload Automation Agent
- ESP Workload Automation
- CA 7 Workload Automation
- Automation Analytics & Intelligence

Q: Which automic.com public websites will be decommissioned?

A: The following websites will be removed:

- Product and component downloads: https://downloads.automic.com/
- Product and component documentation: https://docs.automic.com/
- In-product content and extensions: https://marketplace.automic.com/

Q: Where can I find the new replacements for these websites?

A: All services are transitioning to centralized Broadcom platforms:

- Product and component downloads are moving to the Broadcom Support Portal
- Product and component documentation is moving to Broadcom Tech Docs
- In-product content and extensions are moving to the Broadcom Support Portal

Impacted Products, Services by URL

Q: Which services are affected by the decommissioning of downloads.automic.com?

A: The transition impacts the following services and tools:

- Downloads > Product Downloads
- Downloads > Component Downloads
- Downloads > Product Support Lifecycle
- Downloads > Component Support Lifecycle
- Downloads > Third-Party Licenses
- Tools > Compatibility Matrix
- Tools > Release Notes
- Tools > Automic DB Metric Visualization
- Downloads > Download API Documentation
- Docker registry hosted on gcr.io
- Docker registry access token management for gcr.io
- In-Product changes
- Automic GIthub Index

Q: Which services are affected by the decommissioning of docs.automic.com?

A: The transition impacts all documentation delivery methods:

- Online and offline product documentation
- In-Product documentation (context-sensitive help in Automic Web Interface, script editor help)

Q: Which products & services are affected by the decommissioning of marketplace.automic.com?

A: Downloads of product extensions and integrations such as:

- Automic Integrations
- Automic Action Packs
- Plugin Extensions for AutoSys, dSeries, CA 7, ESP

Q: Where will I be able to find items from the marketplace after the decommissioning of marketplace.automic.com?
A: Broadcom-supported downloads from Marketplace will be available on https://support.broadcom.com under their corresponding products & SKUs.

- **Automic Action Packs**: Automic Automation & Continuous Delivery Automation
- **Automic Integrations:** Automic Automation & Continuous Delivery Automation
- **Plugin Extensions:**
    - AutoSys Workload Automation Server
    - AutoSys Workload Automation Production Server
    - AutoSys Workload Automation Test/Development Server
    - AutoSys Workload Automation Agent for z/Linux
    - ESP dSeries Workload Automation Agent for z/Linux
    - Workload Automation Agent SE (Mainframe)
    - Workload Automation Agent EE (Mainframe)
    - Workload Automation Agent for SAP

- How to access Cloud Integrations for Automic Automation (KB 451454)
- How to access Cloud Integrations for AutoSys Workload Automation and dSeries ESP Workload Automation (KB 452316)
- How to access Cloud Integrations for Mainframe CA 7 Workload Automation and ESP Workload Automation (KB 451846)

Downloads, APIs, & Release Notes

Q: Where can I download products and components after the transition?
A: Product and component downloads will be available on the Broadcom Support Portal.

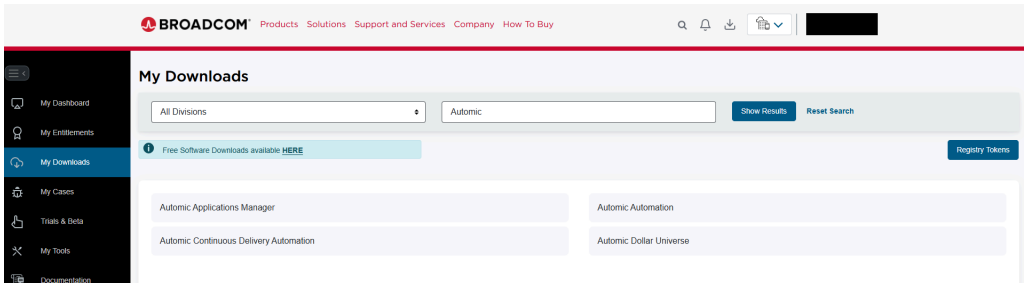
To locate your files, follow the steps below, detailed instructions on Downloading Automic Products (KB 451454) or view a video walkthrough of the download process.

1. Go to the Broadcom Download Portal.
2. Select “Enterprise Software” in the dropdown on the top right



3. Click “My Downloads” in the navigation on the left
4. Search for **"Automic"** to display all products associated with your entitlements.
   Automic Automation - will be entitled for AA and AAKE product bundles
   Automic Continuous Delivery Automation - will be entitled for CDA product bundles
   Automic Applications Manager - will be entitled for AM product bundles

Automic Dollar Universe - will be entitled for DU product bundles



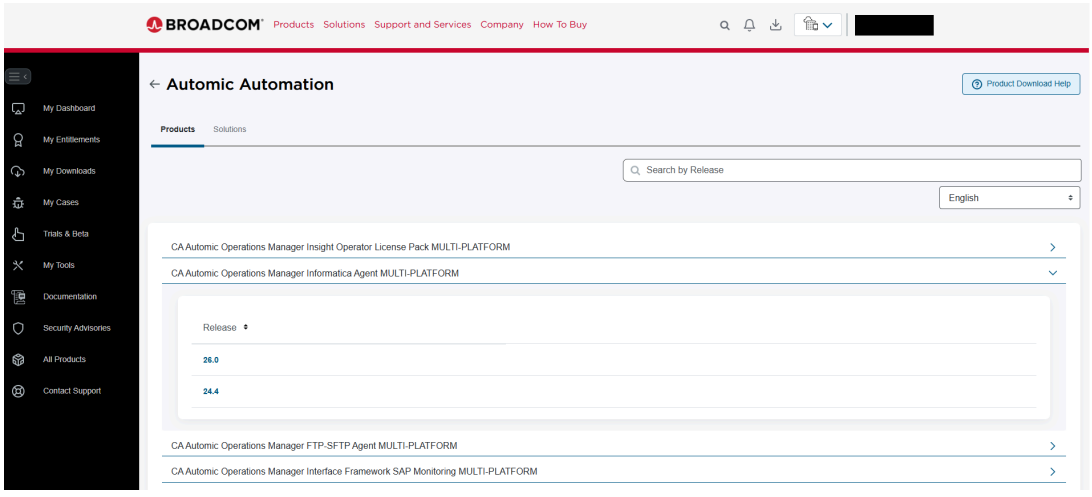
5. Select the product that you are entitled to download

Q: What's the difference between Products and Solutions Tab?

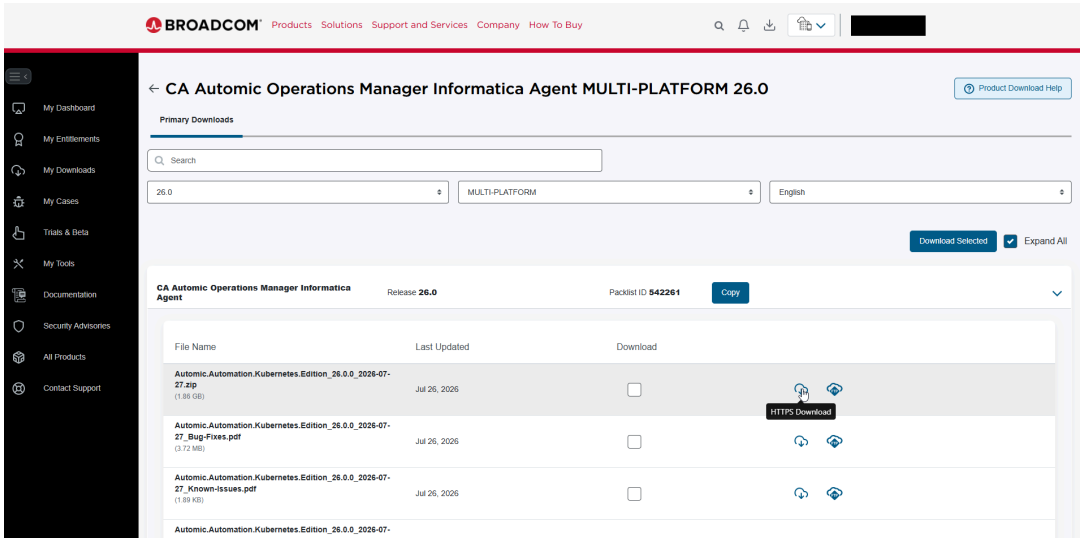
- Under the **Products** Tab you will find the Automic Product Bundles for download
  E.g.
  Automic Automation
  Automic.Automation_26.0.0_2026-07-27.zip
- Under the **Solutions** Tab you will find the individual component downloads
  E.g.
  Automation Engine > Agent AS400
  Automation.Engine_Agent_AS400_26_0_0+build.1774201500804.zip

Q: Where can I download Automic Offering bundles after the transition?

1. Go to the Broadcom Download Portal.
2. Search for **"Automic"** to display all products associated with your entitlements.
3. Click on the specific product you wish to download. E.g. Automic Automation
   The latest released major.minor versions that are under maintenance for the product should be listed
4. Make sure to select the **Products Tab** on top of the page

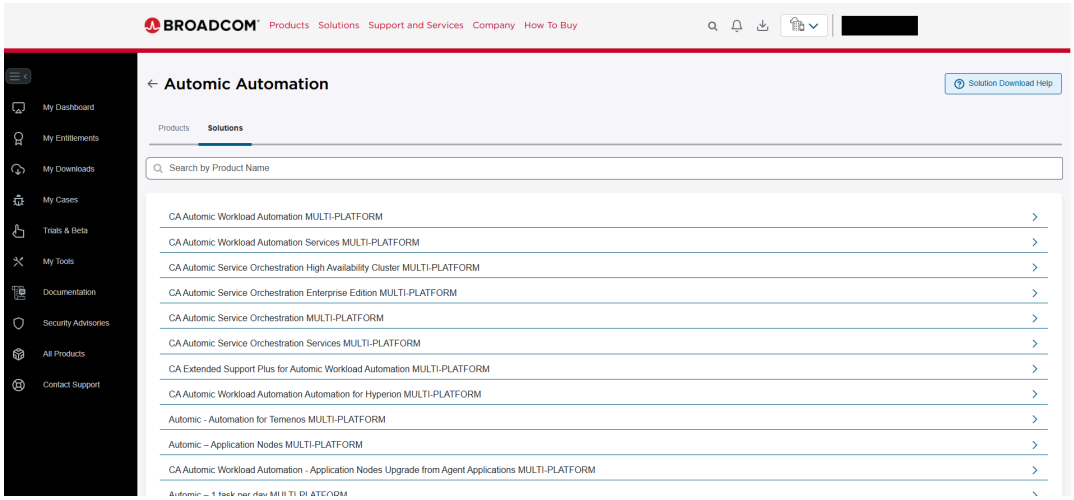


5. **Products Tab:**
   Select this tab to download a large comprehensive bundle containing all components for the latest version.
   E.g. Automic.Automation_26.0.0_2026-07-27.zip



Q: Where can I download Automic components after the transition?

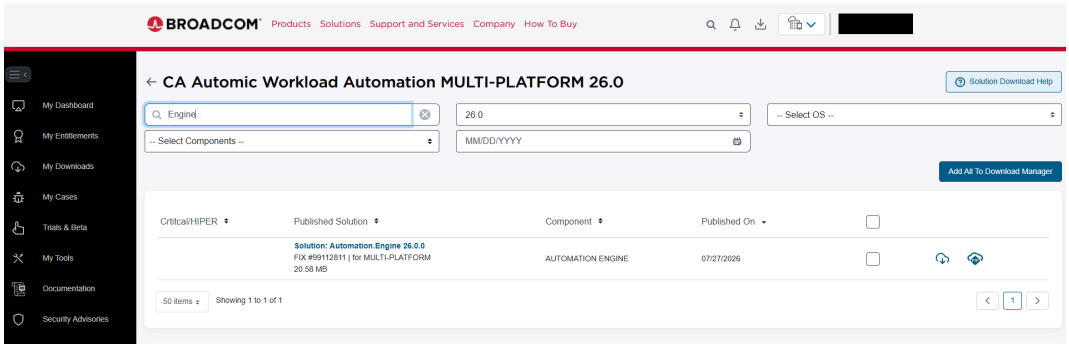
1. Go to the [Broadcom Download Portal](#).
2. Search for **"Automic"** to display all products associated with your entitlements.
3. Click on the specific product you wish to download. E.g. Automic Automation
   The latest released major.minor versions that are under maintenance for the product should be listed
4. Make sure to select the **Solutions Tab** on top of the page



5. **Solutions Tab:**

   Select this tab to download individual components in their latest versions.

   Again you will have to select the desired product and major.minor version to enlist all individual components associated with the product



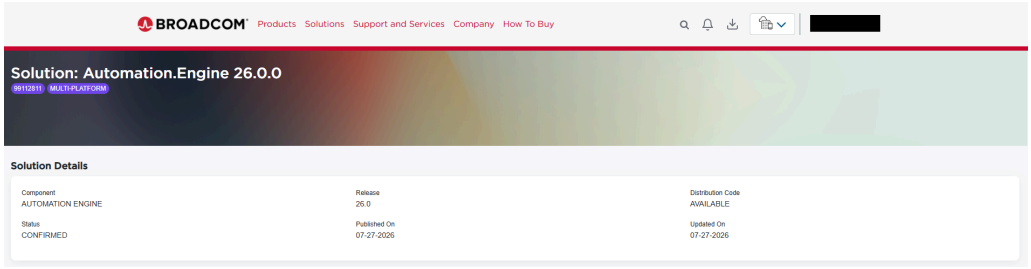
6. Solutions Download Page:

   This page is divided into multiple sections:

   - Solution Details
   - Solution Description
   - Solution Downloads

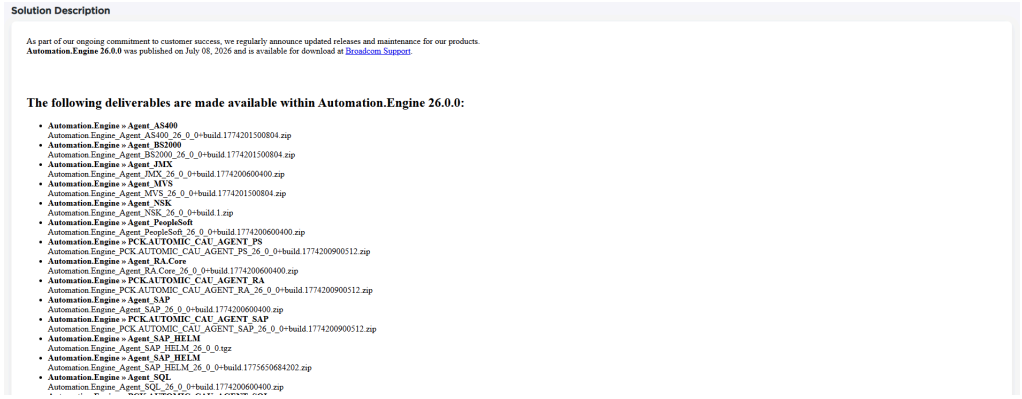
Solution Details

This section lists general details about the component release.



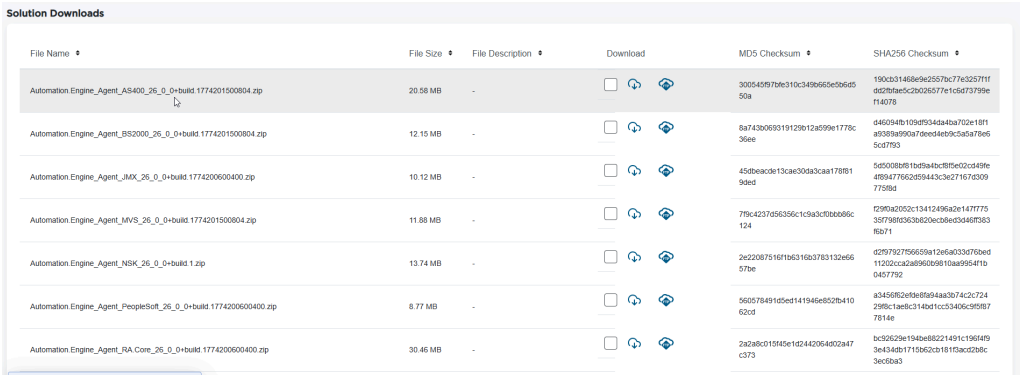
Solution Description

This section lists the filenames and fixlist (former release notes) for the component release.



Solution Downloads

This section lists the files that can be downloaded for the component release.



Q: How can I install action packs after the transition?

The Automic Github Index https://github.com/Broadcom/automic-index will be retired without a replacement. All action packs are now included in the product bundles and can be installed locally via Package Manager.

Q: Will I be able to download software artifacts via a REST API?

A: No. Unfortunately, support.broadcom.com does not provide REST API capabilities for downloading software artifacts. The downloads REST API will be retired without a replacement.

Q: Where can I find the Release Notes Tool?

A: The standalone Release Notes Tool is being retired without a direct replacement. Instead, release notes will now be published directly alongside the corresponding product (PDF) and component downloads (Text).

Q: What can I do if I can't access support.broadcom.com or can't see any downloads?

If you experience any issues accessing the new support portal, please make sure that your user account is correctly entitled for downloads. See KB article about Using your Broadcom Site ID(s) for full support portal access.

Docker Registries & Tokens

Q: What is happening to the docker registry hosted on gcr.io?

A: Docker images of the latest released version (24.4.4, 24.4.5 and 26.0.0) previously hosted on gcr.io are migrating to a new registry hosted at packages.broadcom.com.

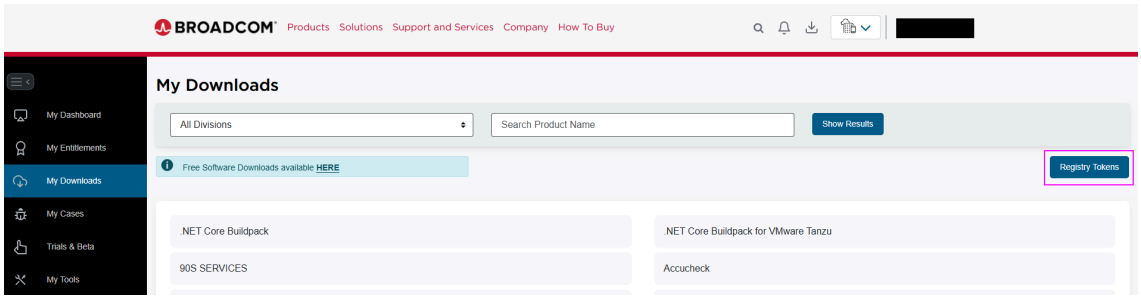
The gcr.io registry utilized Google Artifact Registry, requiring authentication through a GCP service account JSON. This has transitioned to JFrog Artifactory, which uses JWT tokens. Consequently, both the Kubernetes pull secret and the registry URLs within the values.yaml file require updates.

After downloads.automic.com is shut down, it will not be possible to renew access to gcr.io. The gcr.io registry will remain available for 90 days in order to allow transition to the new registry.

Q: Where can I obtain a token for the new registry replacing gcr.io?

A: You can generate a new token on the Broadcom Support Portal:

1. Navigate to the Broadcom Download Portal.
2. Look for the **"Registry Tokens"** button > https://support.broadcom.com/group/ecx/registry-token



3. Your generated token will remain valid for the duration of your active contract.

Q: I am using my own docker registry to host Automic images for my Kubernetes Deployments. Do I have to change my Deployments?

A: No, if your values.yaml overrides and your Deployments in Kubernetes already point to your own docker registry you don't have to change them. Be aware that you'll have to pull images for newer versions from automic-docker.packages.broadcom.com and push them to your own docker registry when preparing for your next upgrade.

Q: My Kubernetes Deployments are pointing to Automic's gcr.io Registry. How do I update from gcr.io to the Broadcom package host?

A: You have two migration paths, both fully documented documented in KB 450468.

1. **Start using your own docker registry to host Automic Images.** This is the recommended way for OnPrem Kubernetes Deployments.
    - Pull the required docker images from gcr.io or automic-docker.packages.broadcom.com and push them to your private docker registry.
    - Update your image pull secrets -> add credentials for your docker registry.
    - Update image references in HELM charts / values.yaml overrides to point to your own docker registry.

2. **Reconfigure your deployments to point to automic-docker.packages.broadcom.com**
    - Generate a Registry Token on https://support.broadcom.com/group/ecx/registry-token .
    - Download updated HELM charts and reconfigure values.yaml overrides.
      The image references in the HELM charts available for download already point to automic-docker.packages.broadcom.com. Please update/replace your local copies accordingly.
    - Also make sure your values.yaml overrides are updated to point to the new Automic repository.
    - Image pull secrets in your Kubernetes namespace(s) have to be adapted accordingly, adding the registry token for packages.broadcom.com.

Lifecycle, Licensing, & Extensions

Q: Where can I find details about the Product Support Lifecycle?

A:

- Product support lifecycle information for Automic
- End of Service dates
- KB article with instructions on product lifecycle and end of service

Q: Where can I find details about Third-Party Licenses?

A: Information about Third-Party Licenses on product level can be found here.

Documentation & Compatibility

Q: Where will I find online and offline product documentation for Automic after the transition? once docs.automic.com is removed?

A: The migration of product documentation from docs.automic.com to Broadcom Tech Docs is in progress. Links to available documentation for the affected products are below:

- Automic Automation
- Automic Reference Guides
- Continuous Delivery Automation
- Automation Analytics & Intelligence
- Automic Cloud Integrations
- RA Agents
- Automic Automation Archive Browser
- Automic Automation ServiceNow Service Catalog
- Restart Plus

- **Online Documentation:** Will be hosted on Broadcom Tech Docs.
- **Context-Sensitive Help:** In-product documentation links must be reconfigured to point to the new Broadcom Tech Docs URLs. Details on how to update the configuration are below in the “In-Product Settings” section.
- **Offline Documentation:** Will be available as PDF downloads from Broadcom Tech Docs. Offline documentation will no longer be available as downloads from support.broadcom.com.

After the transition to techdocs.broadcom.com has been completed, docs.automic.com URLs will redirect to a landing page for the corresponding product and version, not to individual pages in the new location. **Direct links to specific documentation URLs as browser bookmarks or in your in-house documentation will require manual updates to point to the new individual page URLs.**

Broadcom Tech Docs does not support syntax color-coding in example scripts at this time but will be implemented in future updates.

If you find missing images or other errors in the documentation, please use the “Documentation Feedback” button at the right on the affected documentation page to let us know.

Q: Where can I find Compatibility Matrix details for my products?

A: The data previously provided by the standalone compatibility matrix is being integrated directly into the new product documentation hosted on Broadcom Tech Docs.

- Automic Automation - Compatibility
- Continuous Delivery Automation - Compatibility
- Automation Analytics & Intelligence - Compatibility
- Cloud Integrations - Compatibility

In-Product changes

Q: What changes are required for AWI's online help once downloads.automic.com is removed?

A: Documentation can no longer be hosted on premises, as help files can no longer be downloaded — all users must have access to techdocs.broadcom.com.

To update AWI's docs base URL configuration on an existing installation, add or update the following keys in your AWI configuration.properties file:

Automic Automation

```
None
helpUrl.pattern =
https://techdocs.broadcom.com/us/en/ca-enterprise-software/intelligent-automation/automic-automation/{1}/automic-automation/Content-_Common-Welcome-CommonWelcomeImageMaps.html
helpUrl.version = x-y
```

Continuous Delivery Automation

```
None
helpUrl.pattern =
https://techdocs.broadcom.com/us/en/ca-enterprise-software/intelligent-automation/CDA/{1}/automic-continuous-delivery-automation/Content-_Common-Welcome-CommonWelcomeImageMaps.html
helpUrl.version = x-y
```

Set helpUrl.version to whichever of the currently published techdocs book versions is closest to your installed Automation Engine version, hyphenated:

Installed AE version	helpUrl.version value
24.4.x	24-4
25.x, 26.0.x, 26.1.x (or newer, until a matching book is published)	26-0

Environment variables can be used instead of editing the file if your deployment manages configuration that way; they take precedence over configuration.properties:

- AUTOMIC_HELPURL_PATTERN
- AUTOMIC_HELPURL_VERSION

No AWI restart is required — log out and back in (or reload the browser tab) to pick up the change.

Temporary, interim configuration!
Deep-linking to the specific help topic for the screen you're on is not yet available, so every Help action currently lands on the general Automic Automation Welcome page on techdocs.broadcom.com rather than a specific topic.

Q: What changes are required for Package Manager once downloads.automic.com is removed?

A: Package Manager will no longer be able to install packages from downloads.automic.com via index update. All action packs are now included in the product bundles and can be installed locally via Package Manager instead.