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

Updated: October 13, 2026

This document outlines the migration of *.automic.com public websites to the consolidated Broadcom support and documentation platforms. Broadcom has merged all automic.com websites, including Automic download, Documentation, and Automation Marketplace sites, onto Broadcom's primary support platforms to provide a more unified experience for accessing product resources.

- **Downloads & Marketplace**: All software downloads, integrations and extension packages have been moved to the Broadcom Support Portal.
- **Documentation**: All online product documentation has transitioned to Broadcom Tech Docs.
- **Docker Registry**: The gcr.io registry has migrated to packages.broadcom.com.

The shutdown of all *.automic.com public services affects 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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Impacted Products, Services by URL

Q: Which products are affected by the changes?

A: This change will affect:.

- 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 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 can I find items formerly hosted on Automation Marketplace?

A: Broadcom-supported downloads from Marketplace are 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)

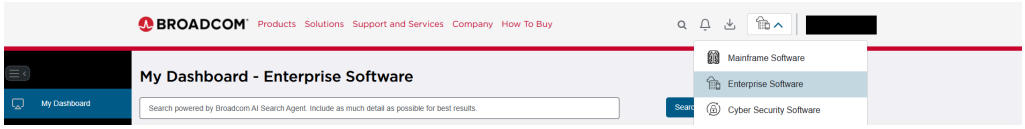
Downloads, APIs, & Release Notes

Q: Where can I download products and components?

A: Product and component downloads are available on the Broadcom Support Portal.

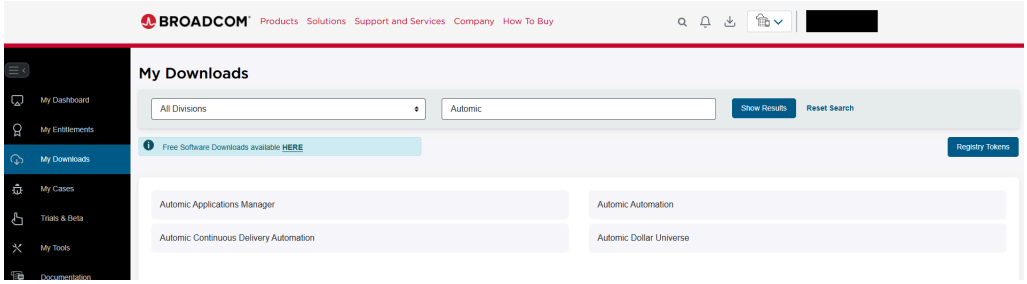
To locate your files, follow the steps below, detailed instructions on Downloading Automic Products (KB 451454) or view a video walkthrough of the download process.

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



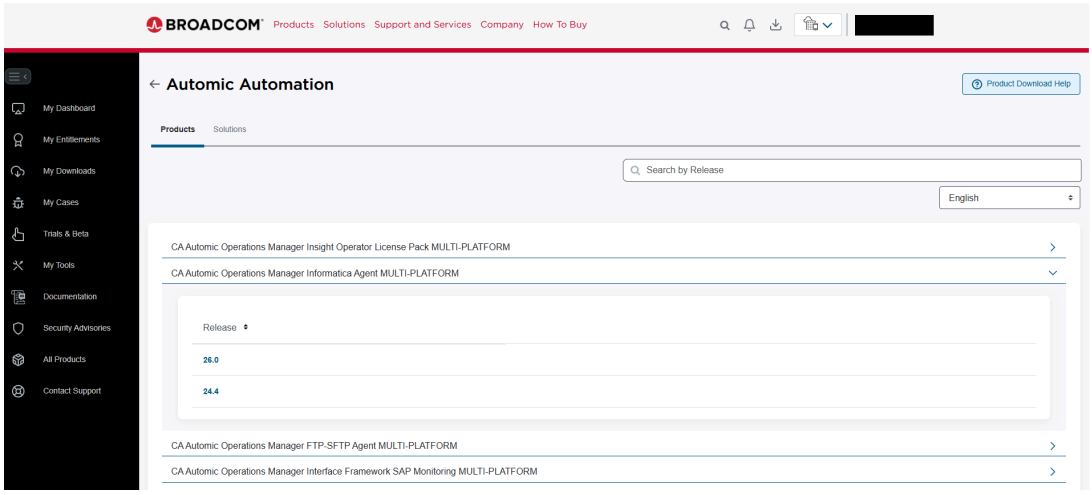
5. Select the product that you are entitled to download

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

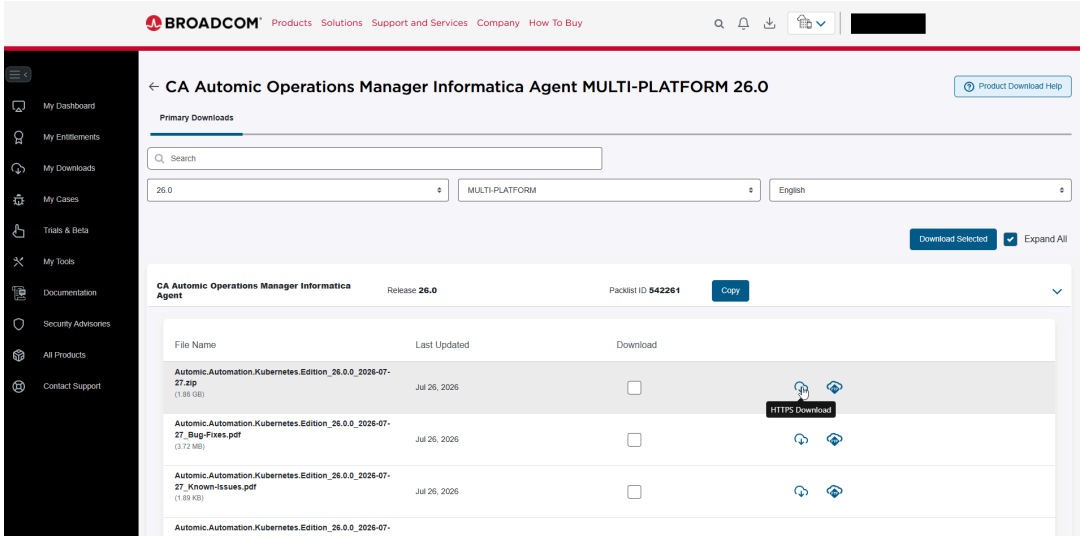
- Under the **Products** Tab you will find the Automic Product Bundles for download
  E.g.
  Automic Automation
  Automic.Automation_26.0.0_2026-07-27.zip
- Under the **Solutions** Tab you will find the individual component downloads
  E.g.
  Automation Engine > Agent AS400
  Automation.Engine_Agent_AS400_26_0_0+build.1774201500804.zip

Q: Where can I download Automic Offering bundles?

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

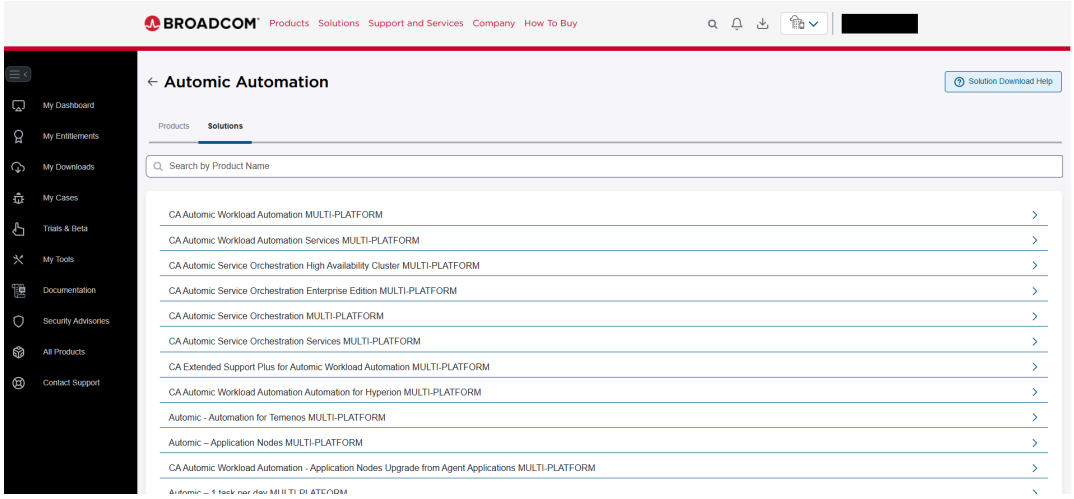


5. **Products Tab:**
   Select this tab to download a large comprehensive bundle containing all components for the latest version.
   E.g. Automic.Automation_26.0.0_2026-07-27.zip



Q: Where can I download Automic components?

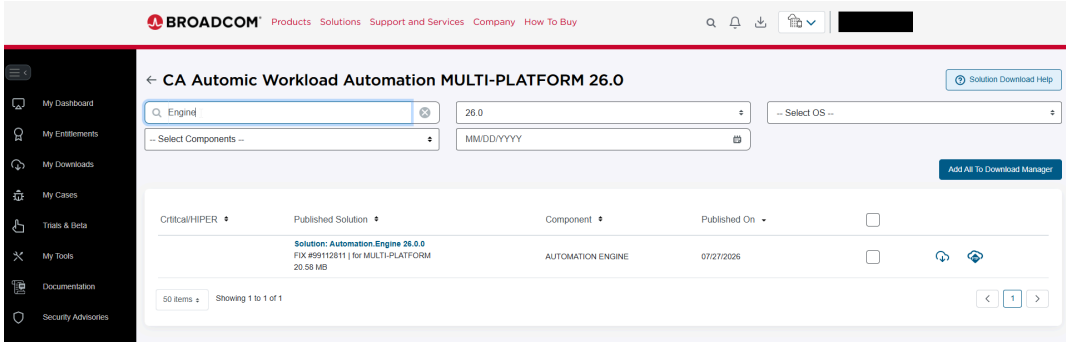
1. Go to the Broadcom Download Portal.
2. Search for **"Automic"** to display all products associated with your entitlements.
3. Click on the specific product you wish to download. E.g. Automic Automation
   The latest released major.minor versions that are under maintenance for the product should be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



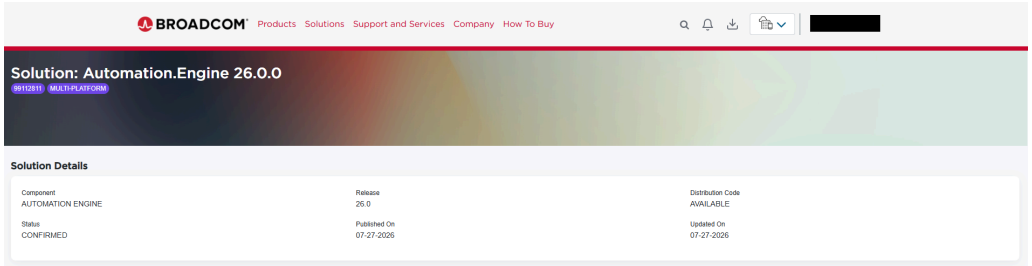
6. Solutions Download Page:

   This page is divided into multiple sections:

   - Solution Details
   - Solution Description
   - Solution Downloads

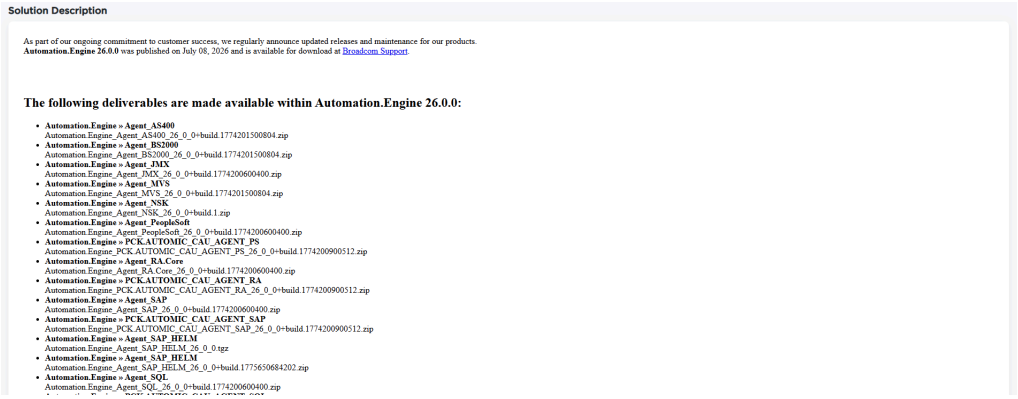
Solution Details

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 Description

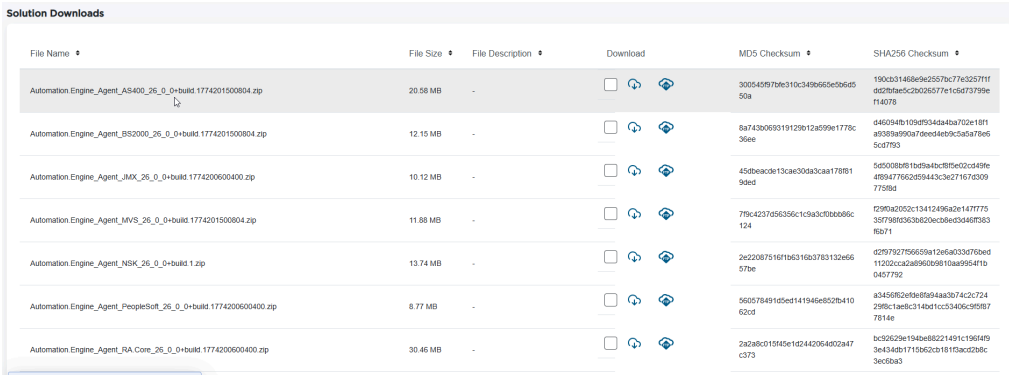
As part of our ongoing commitment to customer success, we regularly announce updated releases and maintenance for our products.
Automation.Engine 26.0.0 was published on July 08, 2026 and is available for download at Broadcom Support.

The following deliverables are made available within Automation.Engine 26.0.0:

- **Automation.Engine » Agent_AS400**
  Automation.Engine_Agent_AS400_26_0_0+build.1774201500804.zip
- **Automation.Engine » Agent_BS2000**
  Automation.Engine_Agent_BS2000_26_0_0+build.1774201500804.zip
- **Automation.Engine » Agent_JMX**
  Automation.Engine_Agent_JMX_26_0_0+build.1774200600400.zip
- **Automation.Engine » Agent_MVS**
  Automation.Engine_Agent_MVS_26_0_0+build.1774201500804.zip
- **Automation.Engine » Agent_NSK**
  Automation.Engine_Agent_NSK_26_0_0+build.1.zip
- **Automation.Engine » Agent_PeopleSoft**
  Automation.Engine_Agent_PeopleSoft_26_0_0+build.1774200600400.zip
- **Automation.Engine » PCK.AUTOMIC_CAU_AGENT_PS**
  Automation.Engine_PCK.AUTOMIC_CAU_AGENT_PS_26_0_0+build.1774200900512.zip
- **Automation.Engine » Agent_RA.Core**
  Automation.Engine_Agent_RA.Core_26_0_0+build.1774200600400.zip
- **Automation.Engine » PCK.AUTOMIC_CAU_AGENT_RA**
  Automation.Engine_PCK.AUTOMIC_CAU_AGENT_RA_26_0_0+build.1774200900512.zip
- **Automation.Engine » Agent_SAP**
  Automation.Engine_Agent_SAP_26_0_0+build.1774200600400.zip
- **Automation.Engine » PCK.AUTOMIC_CAU_AGENT_SAP**
  Automation.Engine_PCK.AUTOMIC_CAU_AGENT_SAP_26_0_0+build.1774200900512.zip
- **Automation.Engine » Agent_SAP_HELM**
  Automation.Engine_Agent_SAP_HELM_26_0_0.tgz
- **Automation.Engine » Agent_SAP_HELM**
  Automation.Engine_Agent_SAP_HELM_26_0_0+build.1775650684202.zip
- **Automation.Engine » Agent_SQL**
  Automation.Engine_Agent_SQL_26_0_0+build.1774200600400.zip

Solution Downloads

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



Solution Downloads

File Name	File Size	File Description	Download	MD5 Checksum	SHA256 Checksum
Automation.Engine_Agent_AS400_26_0_0+build.1774201500804.zip	20.58 MB	-		300545f97bfe310c349b665e5b6d550a	190cb31468e9e2557bc77e3257f1fdd2fbfae5c2b026577e1c6d73799ef14078
Automation.Engine_Agent_BS2000_26_0_0+build.1774201500804.zip	12.15 MB	-		8a743b069319129b12a599e1778c36ee	d46094fb109df934da4ba702e18f1a9389a990a7deed4eb9c5a5a78e65cd7f93
Automation.Engine_Agent_JMX_26_0_0+build.1774200600400.zip	10.12 MB	-		45dbeacde13cae30da3caa178f819ded	5d5008bf81bd9a4bcf8f5e02cd49fe4f89477662d59443c3e27167d309775f8d
Automation.Engine_Agent_MVS_26_0_0+build.1774201500804.zip	11.88 MB	-		7f9c4237d56356c1c9a3cf0bbb86c124	f29f0a2052c13412496a2e147f77535f798fd363b820ecb8ed3d46ff383f6b71
Automation.Engine_Agent_NSK_26_0_0+build.1.zip	13.74 MB	-		2e22087516f1b6316b3783132e6657be	d2f97927f56659a12e6a033d76bed11202cca2a8960b9810aa9954f1b0457792
Automation.Engine_Agent_PeopleSoft_26_0_0+build.1774200600400.zip	8.77 MB	-		560578491d5ed141946e852fb41062cd	a3456f62efde8fa94aa3b74c2c72429f8c1ae8c314bd1cc53406c9f5f877814e
Automation.Engine_Agent_RA.Core_26_0_0+build.1774200600400.zip	30.46 MB	-		2a2a8c015f45e1d2442064d02a47c373	bc92629e194be88221491c196f4f93e434db1715b62cb181f3acd2b8c3ec6ba3

Q: How can I install action packs?

The Automic Github Index https://github.com/Broadcom/automic-index has been 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: Yes. Although, support.broadcom.com itself does not provide REST API capabilities for downloading software artifacts, all Automic downloads can be provided via REST API downloads from https://packages.broadcom.com/ as documented in KB 456756. After obtaining a registry token from https://support.broadcom.com/group/ecx/registry-token You are able to search and download via POST of an AQL statement to the search REST API endpoint.

Q: Searching software artifacts via a REST API?

You can search the automic-packages registry using AQL statements.
Artifactory Query Language (AQL) is described here:
https://docs.jfrog.com/artifactory/docs/artifactory-query-language

Example: Search for Agent Windows and Agent Unix in 26.*

```
curl --request POST \
 --url https://packages.broadcom.com/artifactory/api/search/aql \
 --header 'Authorization: Basic <email@domain.com><support-portal-token>' \
 --header 'Content-Type: text/plain' \
 --data 'items.find({
        "repo": "automic-packages",
        "path": {
                "$match": "automic/component/release/AE/26.*"
        },
        "$or": [
                {
                        "name": {
                                "$match": "*Agent_Windows*"
                        }
                },
                {
                        "name": {
                                "$match": "*Agent_Unix*"
                        }
                }
        ]
})'
```

Q: Downloading software artifacts via a REST API?

Folders in the automic-packges registry can be browsed via GET of the actual folder path e.g.
https://packages.broadcom.com/artifactory/automic-packages/automic/component/release/AE/
Files can be downloaded via GET of the actual file path e.g.
https://packages.broadcom.com/artifactory/automic-packages/automic/component/release/AE/24.4.5/+/Automation.Engine_Agent_AS400_24_4_5+build.1782995889360.zip

Example: Download Agent AS400 24.4.5

```
curl --request GET \
 --url
https://packages.broadcom.com/artifactory/automic-packages/automic/component/release/AE/24.4.5/%2B/Automation.Engine_Agent_AS400_24_4_5%2Bbuild.1782995889360.zip \
 --header 'Authorization: Basic <email@domain.com><support-portal-token>'
```

Q: Where can I find the Release Notes Tool?

A: The standalone Release Notes Tool has been retired without a direct replacement. Instead, release notes are now 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 happened 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 have been migrated to the automic-docker registry hosted at packages.broadcom.com.

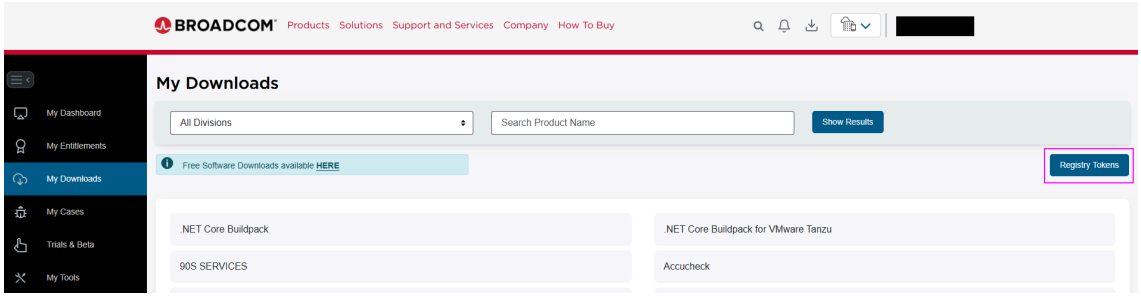
The gcr.io registry utilized Google Artifact Registry, requiring authentication through a GCP service account JSON. The new registry uses JFrog Artifactory, which requires JWT tokens. Consequently, both the Kubernetes pull secret and the registry URLs within the values.yaml file require updates.

The gcr.io registry remains available until November 20, 2026 in order to allow transition to the new registry. It is not possible to renew access to gcr.io.

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 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 can I find online and offline product documentation for Automic?

A: 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:** Now 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 described in Configuring Documentation URL for TechDocs Migration (KB435454)
- **Offline Documentation:** Available as PDF downloads from Broadcom Tech Docs. Offline documentation is no longer available as downloads from support.broadcom.com.

Additional details on Documentation is available in Migration of automic.com Digital Platforms - Downloads & Documentation.

URLs to docs.automic.com 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 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 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?

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.

Note on Scope (Classic Help vs. ICE):
These configuration settings apply to Classic Online Help (external help opened in a browser window) and when IPCE (In-Product Content Experience / Inline Help) is turned off. When IPCE is enabled (default in modern versions), AWI uses the embedded inline help sidebar connecting directly to Broadcom's IPCE service.

Details on how to update the configuration are described in Configuring Documentation URL for TechDocs Migration (KB435454).

Q: What changes are required for Package Manager?

A: Package Manager is no longer 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.