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Carbon Black Cloud Non-Federated AuthHub Migration Instructions



Christina Hovatter 13 days ago

The following migration instructions are for Super Admins who enters corporate credentials directly into ...

1. Carbon Black Cloud Non-Federated AuthHub Migration Instructions

0 Recommend



Broadcom Employee
Christina Hovatter

ACTIONS

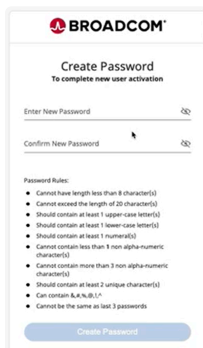
Posted 13 days ago

REPLY

The following migration instructions are for Super Admins who enters corporate credentials directly into CBC login page (Non-Federated):

To further strengthen the protection of your sensitive data, Carbon Black Cloud is implementing **mandatory** multi-factor authentication (MFA) as part of our migration to Broadcom's Authentication Hub (AuthHub) which is **January 21st - April 28th, 2025**.

Every user in your organization will receive an activation email from Broadcom GTO asking you to create a new password.



During login, you will be prompted to choose one of the following MFA methods:

- o Email OTP
- o Use biometrics
- o Use code from mobile app

For the best user experience when choosing a mobile app as an authenticator, we recommend using the VIP Access app. However, we understand that you may prefer to use an alternative authenticator app (i.e. Google Authenticator or Okta Verify) - please select "Use another app." While these third-party apps are expected to work, please note that they are not officially supported by Broadcom.

Use security codes to set VIP Access for Mobile or Desktop as your authenticator



1. Install the VIP Access app. [Learn how](#)

2. Enter Credential ID displayed in the app.
Enter Credential ID

3. Enter the security code generated by the app.
Enter your security code

4. Enter a friendly name for this app.
Enter a friendly name, such as Rob's app

Use another app



1. Install a mobile App.

2. Open the app and scan the QR code to begin registering your device.



Can't scan QR code?

3. Enter the security code generated by the app to validate this is you.
Enter your security code

4. Enter a friendly name for this app.
Enter a name, such as Rob's app

[< Choose another option](#) [Submit](#)

You will then be redirected to the Carbon Black login screen to enter your email address.



You will be redirected to AuthHub to enter your newly set password.

If issues are experienced while logging in, submit a Broadcom Support ticket within the portal.

Your security partners,

Carbon Black by Broadcom

2. RE: Carbon Black Cloud Non-Federated AuthHub Migration Instructions

[0](#) [Recommend](#)



David8264

[ACTIONS](#) ▾

Posted 4 days ago

[REPLY](#) ▾

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3. RE: Carbon Black Cloud Non-Federated AuthHub Migration Instructions

[0](#) [Recommend](#)



haro

ACTIONS ▾

Posted 4 days ago

REPLY ▾

Check the following link for the related discussion:

<https://community.broadcom.com/symantecenterprise/discussion/carbon-black-cloud-non-federated-authhub-migration-instructions>

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