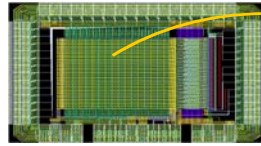


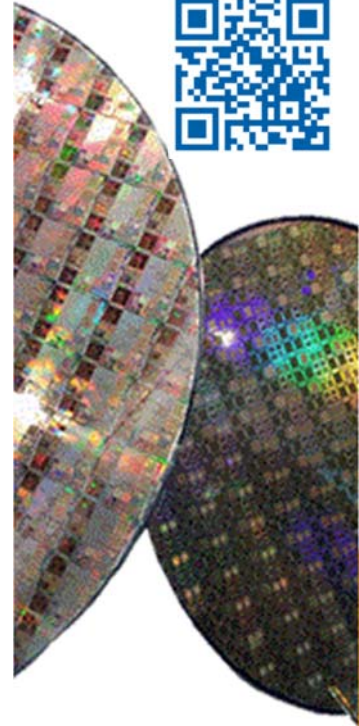
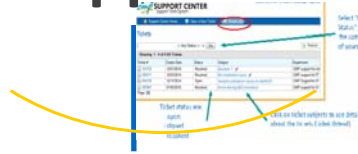
<https://cmp.imag.fr/support>



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Design Kit Support Center



A new interface between **Circuits Multi Projets®/Multi-Project Circuits® (CMP)** and design-kits users, dedicated to technical support, is now available on a secure web site <https://cmp.imag.fr/support>. Several support levels are addressed (e.g. installation issues, use of the technology files or libraries, design-flow, etc.) through different tickets.

CMP DK support center procedure is:



Ask a support account to cmp-support@imag.fr with subject like "Access request to CMP DK Support Center". CMP will create for you a personal support account, connect you to CMP DK Support Center using the link you received by email after your account creation. Notifications by email follow all the steps, pictures below introduce the procedure.

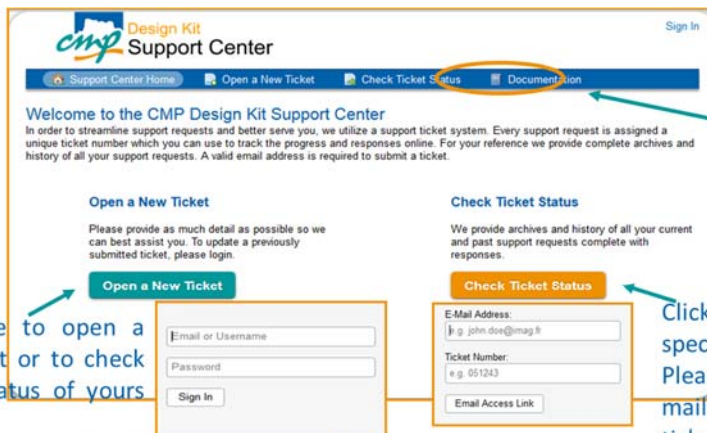


CMP will first try to find the answer and solution when already known. If not, CMP try to reproduce the issue, try to investigate and solve it. If no solution exists at CMP, then the problem is reported to the provider who will help to provide the solution.

Tutorials, documentation and user's guides exist inside the design-kits and design platforms. Some are coming from providers and others are made by CMP.

These materials are useful for starting using the design-kits, showing the different design-flow steps and correct use of tech-files and libraries.

1. Connection:



Documentation is available here

Click here to open a new ticket or to check all the status of your tickets. Please enter your login and password.

Click here to see a specific ticket thread. Please enter your e-mail address and the ticket number. The ticket owner will receive a link to access the ticket.

Design kit support



Jun-15

https://cmp.imag.fr/support



Design Kit Support Center



2. Open a new ticket:

Select the foundry corresponding to your design

User details

Define your working environment

Give all the details of your issue

Add here attachments (screen snapshots, log files, testcases...)

3. Ticket summary tab:

Ticket #	Create Date	Status	Subject	Department
683397	01/26/2015	In Progress	DK installation issue	CMP support for ...
849909	01/26/2015	Closed	Parasitic extraction issue on StarRCXT	CMP support for ...
916719	01/26/2015	Open	Errors during spectre simulation	CMP support for ...

Select "Any Status" to see the complete list of yours tickets

Click on ticket subjects to see details about the tickets (ticket thread)

- Ticket status are:
- open
 - pending DK provider
 - in progress
 - answered
 - closed

4. Ticket thread example:

Ticket and user details

Original request

Answer from CMP

Ticket resolved

If needed, you can post a new message here

User messages

CMP messages