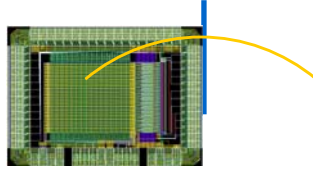
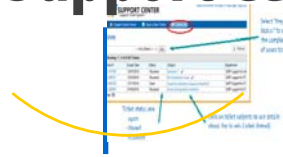




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# Design Kit Support Center



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 Website: <https://mycmp.fr/requests/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@mycmp.fr](mailto:cmp-support@mycmp.fr) with subject like **"Access request to CMP DK Support Center"** and specifying the used technology.



- 1) A personal support account is created if or once a valid NDA/CLA is signed by the institution of requester ,
- 2) A link for a first connection is sent to the address email given,
- 3) For each ticket created and message posted, a notification is sent by email to users.

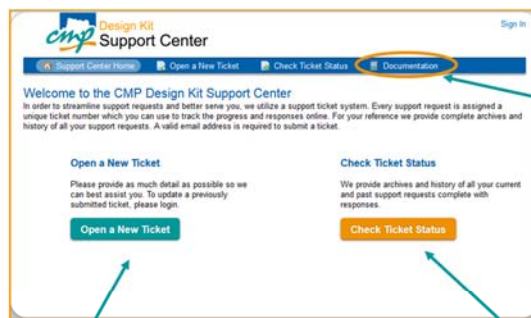


**CMP** first tries to find answers and solutions when already known. If not, CMP tries to reproduce the issue, tries to investigate and to solve it. If no solution exists at CMP, then the problem is reported to the technology provider who will help to provide the solution.

Tutorials, documentation and user's guides are included in 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 your tickets status

Please enter your login and password.

Click here to see a specific ticket thread.

Please enter the ticket owner e-mail address and the ticket number. An automatic link will be sent to this e-mail address to access the ticket.

E-Mail Address:  
  
 Ticket Number:

Design kit support



2. Open a new ticket:

Select the corresponding foundry

Provide the working environment

Provide support request details

Add attachments if any, (ex. 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

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

Click on a ticket subject to see details about the corresponding ticket (ticket thread)

4. Ticket thread example:

Ticket and user details

Original request

Answer from CMP

Ticket resolved

If needed, you can post a new comment here

User messages

CMP messages