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# Software Integrity Group Support

# Welcome to Synopsys SIG Support!

This Synopsys SIG Support Guide describes best practices for working with our Support team.

## Contact SIG Support

- Web [community.synopsys.com](https://community.synopsys.com)
- Email [software-integrity-support@synopsys.com](mailto:software-integrity-support@synopsys.com)
- Phone
  - U.S. +1 800.873.7793 or +1 415.321.5239
  - China +86 400.696.6606
  - Japan +81 3.6746.3666
  - Korea +82 2.3404.9332
  - India +91 80.6751.1888 or +1 800.419.4311
  - EMEA +44 1276.400352 (U.K.)

## Business hours

- U.S./Canada: Monday–Friday, 7 a.m.–6 p.m. Pacific Time
- Other countries: Monday–Friday, 9 a.m.–5 p.m. local time
- Closed on all public holidays

## Email support (language-specific)

- Japanese [software-integrity-support-japan@synopsys.com](mailto:software-integrity-support-japan@synopsys.com)
- Korean [software-integrity-support-korea@synopsys.com](mailto:software-integrity-support-korea@synopsys.com)
- Mandarin [software-integrity-support-china@synopsys.com](mailto:software-integrity-support-china@synopsys.com)

## Web support

- [Click here to learn how to submit a support ticket](#)

## Support case management

### First response times

What does “first response” mean?

First response means that we’ve analyzed your issue and are attempting to solve it. Our response could be in the form of an immediate solution, a remediation action plan, or a request for more information to better understand your issue.

Based on the technical impact of your issue, please expect the first response as noted below.

Priority	Description	First response
<b>P1</b>	Critical issue affecting all users, including system unavailability, with no workaround available	1 business day
<b>P2</b>	Major functionality is affected, or significant performance degradation is experienced	1 business day
<b>P3</b>	General usage questions, no impact on business operations, issue affecting some but not all users, reasonable workaround available, or short-term workaround is available but not scalable	2 business days
<b>P4</b>	Enhancement request	3 business days

## Case escalation

If we are not meeting your expectations in terms of response or resolution time, please request an escalation.

A duty manager will respond within 60 minutes and work with you to create a suitable action plan. The duty manager will execute the action plan by enlisting the help of internal resources as necessary.

## Escalation path

Level	Management level	P1	P2	P3
Level 1	Managers	0–1 hour	0–1 hour	0–1 hour
Level 2	Directors	4 hours	2 days	5 days
Level 3	VP	8 hours	4 days	10 days

Escalations will continue progressing to the next level as noted until we provide an action plan, including a clear path to resolution, and is provided and you, the customer, agree to it.

## Support and maintenance programs

Synopsys is committed to our customers' success. We lead the industry in investment in both research and development and support services for development testing so that we may provide our customers with continuous innovation and the highest levels of support.

Synopsys offers 24x5 support from Monday 9 a.m. JST to Friday 6 p.m. PT through our Global Support Team, including local language support in Japanese, Korean, and Mandarin.

We offer our customers online and self-help support in addition to online case tracking tools for case submission, monitoring, and updating. Our developer community and online knowledge base enable our customers to look up their own answers and post questions to their peers.

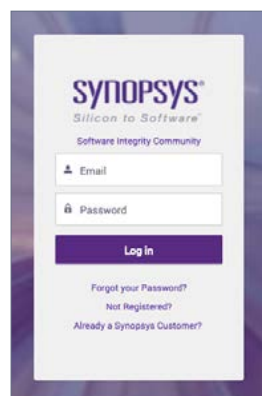
## How to log in to the community

**Step 1:** Go to [community.synopsys.com/s/](https://community.synopsys.com/s/) and click **Login** in the upper right-hand corner.

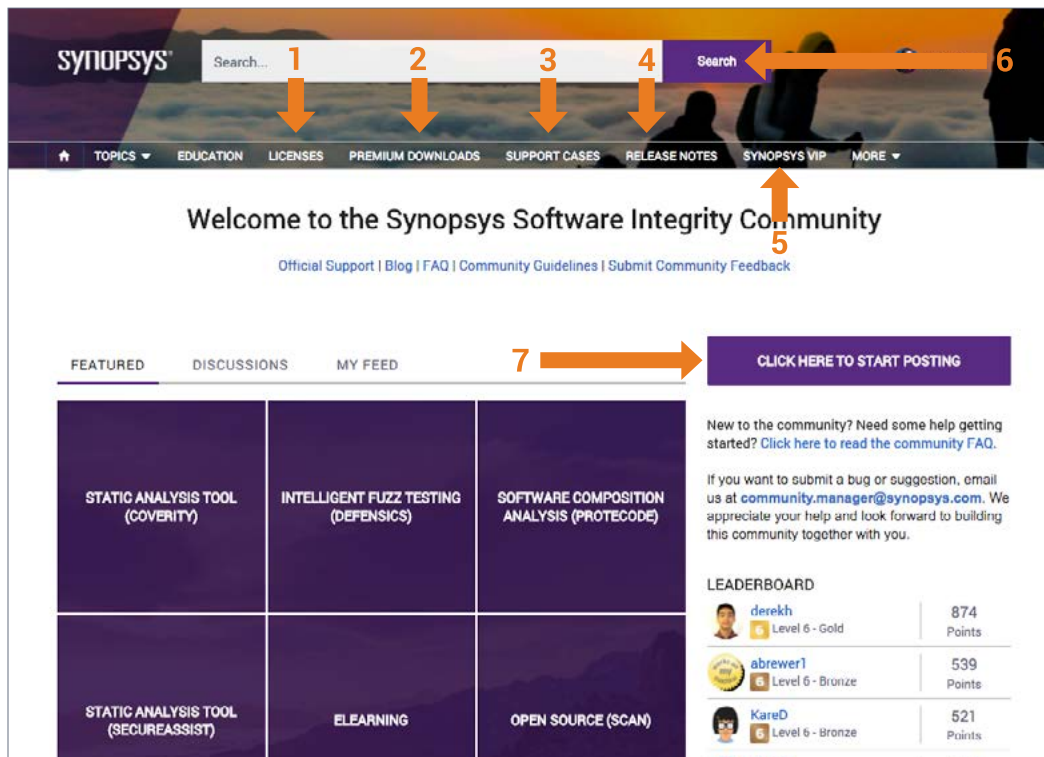


**Step 2:** Log in using your corporate email address associated with your Synopsys account.

- You should have received an email requesting that you finish setting up your Synopsys account. If you did not, please contact your license admin or Synopsys contact to make sure your email is on the account.
- Alternatively, your admin may add you to the account.



# Introduction to the community



1. **Licenses.** Manage your licenses here. Account license admins can also
  - Add/remove users.
  - Assign/revoke admin privileges.
  - View license history.
2. **Premium Downloads.** Access your downloads here. You can filter downloads by operating system and package.
3. **Support Cases.** View all your past and current support cases in this tab. See the status and case details, respond to inquiries, and add case comments associated with your corporate email address. Want to see all your team's support tickets? Email [community.manager@synopsys.com](mailto:community.manager@synopsys.com) to request the feature.
4. **Release Notes.** Available only to Synopsys employees. See the most recent release notes for each Synopsys product.
5. **Synopsys VIP.** Available only to members who have answered more than 200 questions on the community. Synopsys VIP members are eligible to win exclusive Synopsys swag, attend members-only events, and take part in other exclusive offers.
6. **Search bar.** Type your question here to search the Synopsys Community for your answer. Search either by question or by keyword. Can't find your answer? Post it to the community.
7. **Posting to the community.** Click here to post a question to the community. Feel free to add attachments or images to your post. Add as many topics as you like to make your question easily searchable.



8. **Topics.** We've split the community into distinct collections of products. Collections contain discussions, questions, and articles aligned to products or areas of interest. From the home screen, select a collection to view by clicking on the products listed under the **Topics** tab. Within a collection, you'll see multiple options for viewing content. Initially, you will see a list of all content types within a collection. The Questions, Discussions, and Articles tabs allow you to narrow your view to see only the content types you're interested in.
9. **Community FAQ.** We've answered your most frequently asked questions on this page. Still have a question? We're happy to help! Email [community.manager@synopsys.com](mailto:community.manager@synopsys.com), and we'll get back to you as soon as possible.
10. **Getting community support.** Instantly connect with the Synopsys community manager as well as the Community Team by emailing [community.manager@synopsys.com](mailto:community.manager@synopsys.com). Have a question? Have a comment? Found a bug? Just want to say hi? Email us.

## How to get support / submit a Support Desk ticket

**Step 1:** Go to the **Support Cases** tab on the community main page.



**Step 2:** Click **New** to the right.



**Step 3:** Fill out the information about your issue. Please note: Subject, priority, product, and version number are required to submit the ticket. Once you've finished, click **Save**. Your ticket will be submitted, and you will be redirected to the main Support page.

**Create Case: Portal Submission Record Type**

\* Subject  
Enter Subject

**DETAIL**

Case Reason: --None--  
\* Priority: --None--  
Product: --None--  
Host OS: --None--  
Version: --None--  
Source Language: Not Applicable

**ADDITIONAL DETAIL**

Description: Enter description

Cancel Save

## How to manage your support ticket

**Step 1:** Go to the **Support Cases** tab on the community main page



**Step 2:** Click on your support ticket case number.

#	CASE NUMBER	SUBJECT	STATUS	DATE OPENED	CONTACT
1	<a href="#">00000001</a>	Connect Case from community	In Progress	Oct 19, 2017	<a href="#">View Contact</a>
2	<a href="#">00000002</a>	Release Notes with important information	Closed	Oct 19, 2017	<a href="#">View Contact</a>
3	<a href="#">00000003</a>	Web Case submitted not available to case manager	In Progress	Oct 6, 2017	<a href="#">View Contact</a>

On this page, you'll be able to see all your support case details and manage your ticket.

- **To add an attachment:** Scroll to the bottom of the page, and click **Upload Files**. You can add whatever file you wish from there.



- **To add a comment or provide an update:** Go to the comment section, and click **New**. Write your comment, and click **Submit**. Or write your comment in the **Write a new comment** box, and click Comment.



**IMPORTANT:** Refresh your page to see your comment populate on your support ticket. You can also view old comments and feedback from the Support Team.

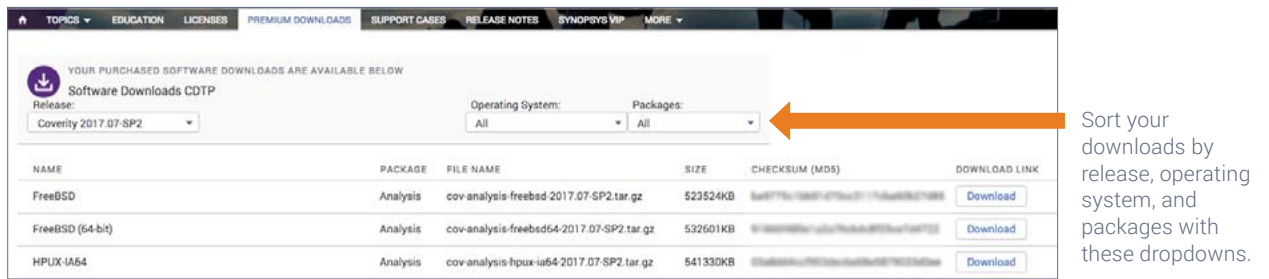
- **To see all the support tickets submitted by your team:** Submit the request via your Synopsys account manager, or email [community.manager@synopsys.com](mailto:community.manager@synopsys.com).

## How to use the Downloads tab

**Step 1:** Go to the **Premium Downloads** tab on the community main page.



**Step 2:** To download a file, choose the file, and click **Download** to the far right.



## How to use the Licenses tab

### How to manage your licenses

**Step 1:** If you are the main license admin, go to the **Licenses** tab on the community main page.



**Step 2:** Select the license you wish to work within.

LICENSES #	START	EXPIRES ON	CODE BASE	PRODUCTS	COMPONENT	VERSION	STATUS
...	2015-01-16	2018-01-15	...	Quality Advisor	Platform	8.6.0	Active
...	2015-01-16	2018-01-15	...	Quality Advisor	Platform	8.6.0	Active
...	2015-01-16	2018-01-15	...	Quality Advisor	Platform	8.6.0	Active

Sort by active/pending licenses or view by version #.

You can see all the details about that license and perform actions such as downloading, rehosting, changing the version number, and adding a platform node.

LICENCE INFORMATION		PRODUCT	
STATUS	Active	PRODUCT	Quality Advisor
TYPE	Portable	COMPONENT(S)	All
CONTRACT	...	QUANTITY	3000000 Lines of code
PO NUMBER	...	CODE BASE	...
START DATE	2013-May-17	HOST ID	...
EXPIRATION DATE	2041-May-17	VERSION	2017.07-SP1

## How to add a new user to your account

**Step 1:** If you are the main license admin, go to the **Licenses** tab on the community main page.

**Step 2:** Select the license you wish to add the new user to.

**Step 3:** Scroll down, and click **Add Users** to open a list of all users.

NAME	EMAIL	TYPE	ACTION
Mark Heather	mark.heather@intel.com	Administrator	Revoke
Adrian Hoedegemans	adrian.hoedegemans@intel.com	Administrator	Transfer

**Add Users**

**Step 4:** Scroll down, and click the **Invite a co-worker** link at the bottom.

SELECT	NAME	EMAIL
<input type="checkbox"/>	Mark Heather	mark.heather@intel.com
<input type="checkbox"/>	Mark Heather	mark.heather@intel.com
<input type="checkbox"/>	Adrian Hoedegemans	adrian.hoedegemans@intel.com

Submit Cancel

Can't find the right person? [Invite a co-worker to register as a user.](#)



**Step 5:** Fill out the information, and click **Submit**. The new user will receive an email to finish the registration process.

ADD MORE USERS  
**Invite Co-Worker**

Since we already know who you are, all we need is the first and last name and the email address of your co-worker and we'll take care of the rest.

First Name  
Enter First Name

Last Name  
Enter Last Name

Email  
Enter Email

Submit Cancel

## How to remove a user from your account

To remove a user from your account, please contact [community.manager@synopsys.com](mailto:community.manager@synopsys.com).

## How to add a user to a license

The new user must already have access to your community account. If he or she does not, follow the instructions under **“How to add a new user to your account”** on Page 8.

**Step 1:** If you are the main license admin, go to the **Licenses** tab on the community main page.

**Step 2:** Select the license you wish to add the new user to.

**Step 3:** Scroll down, and click **Add Users** to open a list of all users.

NAME	EMAIL	TYPE	ACTION
Mark Pender	mark.pender@synopsys.com	Administrator	Revoke
Mark Pender	mark.pender@synopsys.com	Administrator	Transfer

Add Users

**Step 4:** Select the box to the left of the user's name, and click **Submit**. The user will receive an email to finish the registration process.

SELECT	NAME	EMAIL
<input type="checkbox"/>	Mark Pender	mark.pender@synopsys.com
<input type="checkbox"/>	Mark Pender	mark.pender@synopsys.com
<input type="checkbox"/>	Mark Pender	mark.pender@synopsys.com

Submit Cancel

Can't find the right person? [Invite a co-worker to register as a user.](#)

## How to remove a user from a license

**Step 1:** If you are the main license admin, go to the **Licenses** tab on the community main page.

**Step 2:** Select the license you wish to work within.

**Step 3:** Choose the user you wish to remove from the license. Click **Revoke**.



NAME	EMAIL	TYPE	ACTION
Mark Fletcher	mark_fletcher@synopsys.com	Administrator	Revoke
Mark Fletcher	mark_fletcher@synopsys.com	Administrator	Transfer

[Add Users](#)

## How to grant or transfer admin privileges

The new admin must already have access to your community account. If he or she does not, follow the instructions under **“How to add a new user to your account”** on Page 8. If you need additional administrator seats (more than one), contact Licensing or [community.manager@synopsys.com](mailto:community.manager@synopsys.com).

**Step 1:** If you are the main license admin, go to the **Licenses** tab on the community main page.

**Step 2:** Select the license you wish to work within.

**Step 3:** To transfer admin rights, click **Transfer** to the right of a current admin’s name. To add a user as a new admin, click **Add Users** at the bottom of the page.



NAME	EMAIL	TYPE	ACTION
Mark Fletcher	mark_fletcher@synopsys.com	Administrator	Revoke
Mark Fletcher	mark_fletcher@synopsys.com	Administrator	Transfer

[Add Users](#)

**Step 4:** Choose who should receive admin rights, and click **Submit**.



SELECT	NAME	EMAIL
<input type="checkbox"/>	Mark Fletcher	mark_fletcher@synopsys.com
<input type="checkbox"/>	Mark Fletcher	mark_fletcher@synopsys.com
<input type="checkbox"/>	Mark Fletcher	mark_fletcher@synopsys.com

[Submit](#) [Cancel](#)

Can't find the right person? [Invite a co-worker to register as a user.](#)

## How to revoke admin privileges

**Step 1:** If you are the account’s main admin or the main license admin, go to the Licenses tab on the community main page.

**Step 2:** Select the license you wish to work within.

**Step 3:** Choose the user whose admin rights you wish to revoke. Click Revoke.



NAME	EMAIL	TYPE	ACTION
Mark Fletcher	mark_fletcher@synopsys.com	Administrator	Revoke
Mark Fletcher	mark_fletcher@synopsys.com	Administrator	Transfer

[Add Users](#)

## Quick links

- [Community home page](#)
- [Licenses](#)
- [Premium downloads](#)
- [Support](#)
- [Release notes](#)
- [User guides](#)
- [Education/training section](#)

## Additional programs

### Designated Support Engineer Program

A designated support engineer (DSE) is a dedicated remote support specialist and product expert. The DSE is a single point of contact for customers who is intimately familiar with the deployment topology and requirements.

The DSE manages all cases for a customer and has direct access to Synopsys internal teams, such as engineering, to expedite time to resolution.

DSE programs allow a customer to use up to 10 hours per week of a named support engineer. This engineer becomes an integral part of the customer's deployment team and offers guidance, planning, and hands-on support during those hours.

### Quantifiable benefits

- Rapid root cause diagnosis and problem resolution, reduced time to resolution (TTR)
- Increased customer satisfaction (CSAT) through optimized product deployment
- Reduced total cost of ownership (TCO) due to increased uptime, decreased TTR

## The Synopsys difference

Synopsys offers the most comprehensive solution for building integrity—security and quality—into your SDLC and supply chain. We've united leading testing technologies, automated analysis, and experts to create a robust portfolio of products and services. This portfolio enables companies to develop customized programs for detecting and remediating defects and vulnerabilities early in the development process, minimizing risk and maximizing productivity. Synopsys, a recognized leader in application security testing, is uniquely positioned to adapt and apply best practices to new technologies and trends such as IoT, DevOps, CI/CD, and the Cloud. We don't stop when the test is over. We offer onboarding and deployment assistance, targeted remediation guidance, and a variety of training solutions that empower you to optimize your investment. Whether you're just starting your journey or well on your way, our platform will help ensure the integrity of the applications that power your business.

For more information go to [www.synopsys.com/software](http://www.synopsys.com/software).

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