MPW Services Center for IC / MEMS Prototyping

http://cmp.imag.fr

Grenoble - France
• Technical support is now carried out from a web interface based on a tickets system.

• Improve the quality of the process:
  • 1 unique support platform
  • Flexible
  • Efficient

• Improve the users experience:
  • 1 unique support email address
  • Intuitive and interactive
  • Easy and fast

• **CMP DK Support Center**: new interface between CMP and design-kits users dedicated to the technical support.
Creation of support accounts

• **How to use this new interface?**

  • Ask a support account: send a mail to cmp-support@imag.fr
    • Subject as “Access request to CMP DK Support Center”.

  • CMP will create a personal support account after design-kit access verification.

  • Connect to CMP DK Support Center using the link you received after account creation and complete your profile (define a password, preferences...)
    • Secure web site: https://cmp.imag.fr/support
Connection to CMP DK Support Center

Welcome to the CMP Design Kit Support Center
In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket
Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Check Ticket Status
We provide archives and history of all your current and past support requests complete with responses.

Click here to open a new ticket or to check all the status of yours tickets.

Enter your login and password.

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

Documentation is available here:
[https://cmp.imag.fr/support]

CMP annual users meeting, 5 February 2015, Paris
Open a new ticket

Select the foundry related to your design
User details
Define your working environment
Give all details of your issue
Add here attachments (screen snapshots, log files, testcases...)

CMP annual users meeting, 5 February 2015, Paris
Resolution of your tickets

• CMP will first try to find the answer when already known. If not, CMP will reproduce the issue, to understand and solve it.

• If no solution exists at CMP, the problem is reported to the provider who will provide solutions.

• Tutorials, documentation and user’s guides exist inside the design-kits and design platforms.
Ticket summary tab

Select “Any Status” to see the complete list of your tickets. Otherwise, you can filter out by status.

Ticket status are:
- open
- in progress
- closed

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

<table>
<thead>
<tr>
<th>Ticket #</th>
<th>Create Date</th>
<th>Status</th>
<th>Subject</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>883397</td>
<td>01/26/2016</td>
<td>In Progress</td>
<td>DK Installation Issue</td>
<td>CMP support for ...</td>
</tr>
<tr>
<td>849909</td>
<td>01/26/2015</td>
<td>Closed</td>
<td>Parasitic extraction issue on StarRCXT</td>
<td>CMP support for ...</td>
</tr>
<tr>
<td>916719</td>
<td>01/26/2016</td>
<td>Open</td>
<td>Errors during spectro simulation</td>
<td>CMP support for ...</td>
</tr>
</tbody>
</table>
Ticket thread example

Ticket and user details

Original request

Answer from CMP

Ticket resolved

If needed, you can post a new message here

E-mail notifications are issued each time an update is done on your ticket(s)

User messages

CMP messages
Thank you!