

Get Started with Cadence Online Support



Cadence Online Support

Email: cos_feedback@cadence.com

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The Power to Control Your Support Experience

- **Find it!** Get the answers you need
- **Fix It!** from Cadence Customer Support professionals through Service Requests
- **Learn** – browse content for in-depth information design topics and tasks
- **Access** – use your login id to access <http://www.cadence.com> user community
- **Download** – use your login id to access <http://downloads.cadence.com>

Cadence Online Support is designed to give you more information in less time – with no hassle.



You will learn how to...

- **Register**
- **Set Preferences**
- **Manage Service Requests**
- **Search Effectively**
- **Resources**

Get Started: Register Now at <http://support.cadence.com>

- You will need:
 - Email address you use at work.
 - You may also be asked for your license server Host Id or Reference Key.
- Click “Register Now” link.

The screenshot shows the Cadence Online Support website. At the top, the Cadence logo is on the left, and navigation links for "Japanese Users" and "日本語版へはこちらをクリックしてください" along with a "Help" link are on the right. The main content area is divided into two columns. The left column, titled "Cadence Online Support", contains an "Overview" section, "Related Links" (including "Getting Started Guide (English)", "Getting Started Guide (Français)", "Get the Most from Customer Support (video)", and "Contact Customer Support"), and "Other Sites" (including "Cadence.com", "Cadence User Community", "Education", and "Software Downloads"). The right column, titled "Cadence Log In", contains a login form with fields for "Email" and "Password", a "Remember my email" checkbox, and a "LOG IN" button. Below the login form is a "Forgot your password?" link with a sub-link "Just enter your Email and click on the 'Forgot your password?' link." Below that is a "New User?" section with a "Register Now" link, which is highlighted by a green arrow. At the bottom of the right column is a "Registration Help" section with a "Help" link.

Step 1 – Enter Email Address

Enter the email address you use at work

Read and agree to Terms of Use and click “ACCEPT & CONTINUE”

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[Help](#)

Registration for a New Cadence Account

Welcome to Cadence User Registration

In the account creation process you may be asked to:

- Enter your email address.
- Accept the Terms of Use.
- Enter your Cadence License Server Host ID or the Reference Key provided by your software provider.
- Create a password, and security question and answer.
- Provide your personal details and contact information.

Email

We **strongly** recommend using your corporate or institutional email address.

Site Language

Terms of Use I have read and agree to the [Terms of Use](#)

ACCEPT & CONTINUE ▶

CANCEL

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Register your account

- Check your email **now**. Use the information provided to continue registration process of your online support account.
- If you do not receive an email from us within a few minutes following “Register Now”, check and configure your spam filter to accept messages from “cadence.com”.
- Use your email ID and the one time password provided in the email sent to you by Cadence, to login to Cadence Support website for the first time.

Step 2 – Enter Security Information

cadence [Help](#)

Security Information

Please establish a password and enter a security question and answer that will be used to verify your identity and reset your password, should you ever forget it. The answer is case sensitive. Unacceptable characters are: μ , " < > ;

Email **smart11@ibm.cssotest.com**

Password
[Password Rules](#)

Re-enter Password

Security Question

Answer
Note that the answer is case sensitive

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- Enter your “Password”
- Enter your “Security Question” and “Answer” (used for ‘forgot password’)
- Click “SAVE”

Step 3 – Personal Details :

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Enter Personal Details

Fill in the information below to create your account. Please note fields marked with * are required fields.

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Login ID	<input type="text" value="smart11@ibm.cssotest.com"/>

Company / Institution	<input type="text" value="IBM"/> I am not from this company	Telephone *	<input type="text"/>
Location / Country *	<input type="text" value="- Select a Country -"/>	Extension	<input type="text"/>
Mailing Address *	<input type="text"/>	Mobile	<input type="text"/>
City *	<input type="text"/>	Fax	<input type="text"/>
State *	<input type="text" value="- Select a State -"/>	Job Title *	<input type="text" value="- Select a Job Title -"/>
Postal Code *	<input type="text"/>	Job Function	<input type="text" value="- Select a Job Function -"/>

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- Enter Personal Details and Click Submit
- Data is stored in Customer Support Database

Congratulations! Registration Complete

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Registration Complete

Congratulations!

You have been successfully registered. Click on the link below to continue.

[Go to Online Support](#)

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Set Preferences

Set product and other preferences for improved search results and email notification



Get Started – Set Preferences in 3 Steps

- Setting Preferences helps you get precisely the information you need, when you need it—
- Set your preferences for three main areas:
 1. **Search**—specify list of products and document types for your default searches.
 2. **Email notification**—identify products, document types and frequency for email to be sent to you to when new documents are added to the knowledge database.
 3. **Software update notification**—indicate which releases you want to be alerted to when new or updated releases are ready for download.
- After you login first time, you see “My Account” page where you have “Notification Preferences” and “Search Preferences” tabs to set your preferences.

Set Email Notification Preferences

Select “Notification Preferences” tab

Select the products you wish to receive emails for

Select email format

Select document types and frequency

Select releases and platforms for which you would like to receive email updates

The screenshot shows the 'Set Email Notification Preferences' page. At the top, there is a navigation bar with links for Troubleshooting, Service Requests, Product Page, Resource, Design Task, Software Update, and My Support. Below this is a breadcrumb trail: Support Home > My Support > My Account > Notification Preferences. A secondary navigation bar contains 'My Profile', 'Notification Preference' (highlighted in red), and 'Search Preference'. The main content area is titled 'Set Email Notification Preferences' and includes the following sections:

- Introduction:** 'Email notifications alert you to recently published content and new or updated releases of Cadence Software.' A red asterisk indicates a required step.
- *Step 1: Select Products:** 'My Products: You currently have no product preferences selected.' There is a checkbox for 'Send me email notifications about new product releases' and an 'EDIT PRODUCT LIST' button.
- *Step 2: Select Email Format:** 'Format for emails' is set to 'HTML' via a dropdown menu.
- *Step 3: Select Document Types and Frequency:** 'Choose document types and frequency of delivery for the products selected above.' A note states: 'Note: Critical Troubleshooting documents will be delivered daily.' A table lists document types with checkboxes and frequency dropdowns (all set to 'Daily').
- Step 4: Select Software Updates (Optional):** 'If you like to be notified when updates to certain releases become available, specify your releases here.' There is a 'My Releases:' section and an 'EDIT RELEASE LIST' button.

At the bottom right of the form, there is a 'SAVE' button. A callout box on the right side of the screenshot contains the text: 'Click "SAVE"'.

Set Search Preferences

You may use the same preferences as on “Notification Preferences” tab

Select the products to be used in search

Select document types to be used in search

The screenshot shows the 'Set Search Preferences' page within a user account. The navigation bar includes 'Troubleshooting', 'Service Requests', 'Product Pages', 'Resources', 'Design Tasks', 'Software Updates', and 'My Support'. The breadcrumb trail is 'Support Home > My Support > My Account > Search Preferences'. The 'My Account' section has three tabs: 'My Profile', 'Notification Preferences', and 'Search Preferences' (which is highlighted in red). A callout box points to the 'Search Preferences' tab with the text 'Select “Search Preferences” tab'. Below the tabs, the page title is 'Set Search Preferences'. A note states: 'Any selection you make below will become your default search preferences on the home page search'. There is a checkbox for 'Use same product and document type preferences as my Notification Preferences'. Under 'Select Products', it says 'My Products: You currently have no products stored in your search preferences.' and includes an 'EDIT PRODUCT LIST' button. Under 'Select Document Types', there is a section 'Search on these Document Types' with a list of checkboxes: 'Troubleshooting Info', 'Product Manuals', 'Application Notes', 'Installation and Configuration', 'New or Changed Features', 'Design Info', 'My Viewable Service Requests', and 'Blogs & Forums'. A callout box points to the 'SAVE' button at the bottom right with the text 'Click “SAVE”'.

Service Request Management

Interact directly with Cadence Customer
Support on your reported issues



Service Request Management: Create & View

The screenshot displays the Cadence Support Home interface. At the top, the user is identified as Susan D Nathan. The navigation menu includes 'Service Requests', which is highlighted with a red callout box containing the options 'Create Service Request' and 'View Service Requests/ Change Requests'. A green arrow points from a text box to the 'Create Service Request' link. The main content area features a search bar, filters for document types and products, and a 'My Search History' section. On the right, there are sections for 'Cadence Support News', 'My Support WIKIs', and 'My Favorite Links'. At the bottom, the 'My Service Requests' section includes a 'CREATE SERVICE REQUEST' button and a table of existing requests.

Summary	SR Number	Created On	Status
Test w attachment	42799318	20 Feb 2012	Working
Test	42781240	05 Feb 2012	Closed

Click to Create New SR or View existing SRs and Associated CCRs

Create Service Requests

Online Support: Constant Experience | Home | My Account | Contact Us | Log Out | Search All Content | Search Support | SEARCH

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Troubleshooting | **Service Requests** | Product Pages | Resources | Design Tasks | Software Updates | My Support

Support Home > Service Requests > Create Service Request | Add to Favorites | Feedback | Email | Printer Friendly | Help

Create Service Request

Create a Service Request

Step 1 of 2

* indicates required step

* Product [RESET LIST](#)

- Accelerated Parallel Simulator
- Allegro AMS Simulator
- Allegro Design Entry CIS
- Allegro Design Entry HDL
- Allegro Package Design
- Allegro PCB Editor
- Allegro PCB Router
- Allegro PCB SI
- Allegro System Architect
- AMS Designer
- Analog Design Environment
- Analog IC
- Analog Work Bench
- Aptiviva
- Assura DRC/LVS
- Assura OPC/PSM
- Assura RCX

* Summary
(max 60 characters)

* Stated Problem

[CONTINUE](#)

Step 1:
Choose Product
Write Summary and
Fully Describe
Problem

Create Service Requests – Step 2

Support Home > Service Requests > Create Service Request

[Add to Favorites](#) [Feedback](#) [Email](#) [Printer Friendly](#) [Help](#)

Create Service Request

Create a Service Request

Step 2 of 2

We found possible answers that may solve your problem:

- Cannot Launch Cadence Help after installing SPB 16.01
- Solving difficulties in IBIS models translated for PSpice
- Battery Model: Nominal Voltage, State Of Charge, Intrinsic Resistance, Cold start current, Ambient Temp
- Spurious ringing in MOSFET voltage and current traces
- What is the Transfer Function analysis in PSpice?
- Tips for Transient effect modeling with ABM
- Creating Bode plots in Probe
- Optocoupler modeling tips
- Current markers on pins of hierarchical blocks give ERROR -- Must be a two terminal device
- Solving DC and bias point convergence failures

[View All >](#)

Or you may continue to fill out a Service Request:

* indicates required step

* Product Allegro AMS Simulator

* Product Feature

* Product Version

* Severity

Attach Files

* Summary (max 60 characters)

* Stated Problem

People to notify upon SR creation

My Note on this SR

View documents that may solve your stated problem

•Set additional service request attributes
•Attach files

Click CANCEL or SUBMIT SR

View Service Requests

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Online Support: Susan D Nathan | Home | My Account | Contact Us | Log Out

Search All Content

Search Support

SEARCH

Administration | Impersonate

Troubleshooting

Service Requests

Product Pages

Resources

Design Tasks

Software Updates

My Support

Support Home > Service Requests > View Service Requests/ Change Requests

Add to Favorites

Feedback

Email

Printer Friendly

Help

View Service Requests/ Change Requests

View Service Requests/Change Requests

CREATE SERVICE REQUEST

Download SR list to your desktop

Download as CSV File

View: **Open** | My SRs only | Search SRs for: | SEARCH

Use pull-downs to view your Open and/or Closed Service Requests (SRs)

Display: 10 | 20 | 50 | 100 | Page 1

Summary	SR/CCR	Number	Status	Severity	Customer Name	Product	CCR Type	Planned Release	Opened	Closed
Test w attachment	SR	42799318	Working	Minor	Susan Nathan	Cadence Online Support			20 Feb 2012	
	CCR	163109	Validated	Important			Bug	202605 INCISIVEXE30 349	21 Jul 2004	
Test	SR	42781240	Closed	Minor	Susan Nathan	Cadence Online Support			05 Feb 2012	06 Feb 2012
	CCR	908768	Checked_In	Critical			Bug	IUS10.2-S	21 Jun 2011	
	CCR	890402	Submitted	Minor			Enhancement		18 Apr 2011	
	CCR	77777	Checked_In	Minor			Enhancement		18 Jun 2003	

View Cadence Change Request (CCR) details associated to your SRs

Effective Use of Search

Use search features to find exactly what you are looking for



Search the Knowledgebase

Filter by document types:

- My Document Types, chosen in Preferences
- All Document Types
- Specific Document types, for this search only

Filter by Products

- My Product Preferences
- All Products
- Specific Products, for this search only

cadence® Online Support: Susan D Nathan | My Account | Contact Us | Log Out | Search All Content | Search Support | SEARCH

Administration | Impersonate | Troubleshooting | Service Requests | Product Pages | Resources | Design Tasks | Software Updates | My Support | Add to Favorites | Feedback | Email | Printer Friendly | Help

Support Home

Search [] SEARCH

Filter by Document Types

- My Document Type Preferences [Edit](#)
- All Document Types
- Specific Document Types

Filter by Products

- My Product Preferences [Edit](#)
- All Products
- Select Products (this search only) [Select](#)

My Search History

- schematic constraint
- Schematic Constraint
- release

[View all »](#)

More ways to get help

- [Guide me using design tasks](#)
- [Connect me with other users in the Community Forums](#)

My Service Requests [CREATE SERVICE REQUEST](#)

Summary	SR Number	Created On	Status
11310 test sr	41972032	03 Nov 2010	New
layout problem	41970016	22 Oct 2010	Closed
connection problems	41970010	22 Oct 2010	New
Test SR 2	41950348	20 Feb 2010	Closed

[View all »](#)

You have new alerts

Cadence Support News

[Future of Specman and the "e" language](#)
17 Feb 2010 - Future of Specman and the "e" language [View all »](#)

My Support WIKIs

- [My Administration Tools](#)
- [VCAD Test for Texas Instruments](#)

My Favorite Links [Edit](#)

- [Cadence User Community](#)
- [Download Software](#)
- [Education](#)
- [Getting Started Guide](#)
- [Search Preferences](#)

[View all »](#)

My Search History

- Displays last 3 searches
- Retains search history

Support Home | Contact Us | Site Map | Terms of Use | US Trademarks | Privacy Policy | Cadence.com

Search Results Page

Displays top 4 results of each document type group

Refine search using Product and Date Filters

Further refine search by using Search Within
Or, you can begin new search

More than 1510 results for launch layout.
Search within a new search launch layout

Document Types:

- All (1510+)
- Troubleshooting Info (401)
- Product Manuals (500+)
- Application Notes (28)
- Installation and Configuration (16)
- New or Changed Features (429)
- Design Info (99)
- Bloggs & Forums (37)

Filter By:

Products:

- My Product Preferences (edit)
 - AMS Designer, AMS Environment
 - ATIS, Allegro AMS Simulator, Allegro Design Entry HDL, Allegro PCB Editor, Allegro PCB SI, Allegro System Architect Analog IC, Analog Work Bench (...)
- All Products
- Select Products (edit)

Other:

▲ Date Filters

- All Dates
- 2010
- 2009
- 2008
- 2007
- 2006
- 2005
- 2001 to 2004
- 1997 to 2000
- 1993 to 1996

Troubleshooting Info (401)

41%	Encounter Digital Implementation System Known Problems and Solutions -- Timing Analysis CCRs	11-01-2010
This is because when the data and clock signals on a pin are coming from two different launch points, the software considers max transition only for clock path and ignores any data path max transition when calculating the max transition violations.		
Show Attributes		
41%	Encounter Timing System Known Problems and Solutions -- timing.html	11-01-2010
This is because when the data and clock signals on a pin are coming from two different launch points, the software considers max transition only for clock path and ignores any data path max transition when calculating the max transition violations.		
Show Attributes		
41%	Cadence Help Known Problems and Solutions -- Cadence Help Known Problems and Solutions	10-28-2010
CCR 464467: cdnshelp fails with symbol lookup error: /usr/lib/libfontconfig.so.1: undefined symbol: FT_Get_BDF_Property on RH4 Description: Cadence Help fails to launch on RHEL 4 x86_64.		
Show Attributes		
42%	Cadence Help Known Problems and Solutions -- -- NOTSET	10-28-2010
These topics also contains links to launch multimedia demonstrations. The Cadence Help overview multimedia demonstration can also be launched from the Cadence Help application, however.		
Show Attributes		

[View all Troubleshooting Info](#)

Product Manuals (500+)

86%	Virtuoso Layout Suite SKILL Reference -- chap2.html	09-15-2010
Version: <input type="text" value="6.1.4"/>		
chap2.html		
Chapter: <input type="text" value="- Chapters in order of search relevance"/>		
Use instead. <code>lxLaunchLayoutXL lxLaunchLayoutXL([w_windowID]) => t Description Launches Layout XL from a specified schematic window. Arguments w_windowID ID of the schematic window from which Layout XL is to be launched.</code>		
Show Attributes		
83%	Virtuoso Layout Suite XL User Guide -- Layout XL	09-15-2010

Top 3 Overall Matches

- 1 - [Virtuoso Layout Suite SKILL Reference -- chap2.html](#) [Product Manuals]
- 2 - [Virtuoso Layout Suite XL User Guide -- Layout XL Environment Variables](#) [Product Manuals]
- 3 - [Virtuoso Layout Suite GXL Reference -- Virtuoso Layout Suite GXL Reference](#) [Product Manuals]

Recently Viewed Results for this Search

- 1 - [Cadence Help Known Problems and Solutions -- Cadence Help Known Problems and Solutions](#) (Troubleshooting Info)

• Links to top 3 Overall Matches
• Lists Recently Viewed Results

Resources Home

Online Support: Susan D Nathan | Home | My Account | Contact Us | Log Out | Search All Content | Search Support | SEARCH

Administration | Impersonate

Troubleshooting | Service Requests | Product Pages | **Resources** | Design Topics | Software Updates | My Support

Support Home > Resources > Resources Home

Add to Favorites | Feedback | Email | Printer Friendly | Help

Resources Home

Support Resources

Choose a Resource area to browse:

- Application Notes
- Computing Platforms
- Installation Information
- Links to Other Resources
- Product & Release Lifecycle
- Product Manuals
- SKILL Information
- Technical Info & Whitepapers
- Troubleshooting Information
- Video Library

Resources Home

The Resources area allows you to browse the major types of content available on the Online Support site. Choose any link to the left to begin browsing that area.

• Choose Resource on the left to display homepage for that resource

Additional Help...

The screenshot shows the Cadence Support Home page. At the top, there is a navigation bar with the Cadence logo, links for 'Online Support: Constant Experience', 'My Account', 'Contact Us', and 'Log Out'. There are search boxes for 'Search All Content' and 'Search Support', and a 'SEARCH' button. Below the navigation bar are links for 'Troubleshooting', 'Service Requests', 'Product Pages', 'Resources', 'Design Tasks', 'Software Updates', and 'My Support'. A secondary navigation bar includes 'Add to Favorites', 'Feedback', 'Email', 'Printer Friendly', and 'Help'.

The main content area is titled 'Support Home' and features a large heading: 'Mark Favorites, Give Feedback, Email Documents, Print, and Get Help'. Below this heading, there is a search bar with a 'SEARCH' button. To the left of the search bar are two filter sections: 'Filter by Document Types' and 'Filter by Products'. The 'Filter by Document Types' section has three radio buttons: 'My Document Type Preferences' (with an 'Edit' link), 'All Document Types' (which is selected), and 'Specific Document Types'. The 'Filter by Products' section has three radio buttons: 'My Product Preferences' (with an 'Edit' link), 'All Products' (which is selected), and 'Select Products (this search only)' (with a 'Select' link).

Below the filters, there is a section titled 'More ways to get help' with two bullet points: 'Guide me using design tasks' and 'Connect me with other users in the Community Forums' (with an external link icon). Below this is a section titled 'My Service Requests' with a 'CREATE SERVICE REQUEST' button and the text 'There are no Service Requests to view.' with a 'View all' link.

On the right side of the page, there are three sections: 'You have no new alerts. Manage your alert preferences here', 'Cadence Support News' (with a news item about 'SPB 16.3 is now available for download' dated '15 Dec 2009'), and 'My Favorite Links' (with a list of links: 'Cadence User Community', 'Education', 'Getting Started Guide', 'Search Preferences', and 'Software Downloads', and a 'View all' link).

Three callout boxes are overlaid on the page: one on the left pointing to the 'Design Tasks' and 'Community Forums' links, one on the right pointing to the 'Support News' section, and one at the bottom right pointing to the 'My Favorite Links' section.

Links to **Design Tasks** and **Cadence Community Forums**

Support News Updated Frequently – check back often to stay up to date



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