Scope/Purpose: This document describes how to use the web portal for product development (AE support), quality assurance, and failure analysis support. The web portal can be used to request support, review responses, and to submit documents as necessary to solve problems.

Typical AE Examples: All customer product development related questions (hardware and software), i.e., design-in questions, porting, API, etc.

Typical QA Examples: Reliability data, RoHS or lead-free questions, supplier questionnaires, thermal soldering profiles, device package information, etc.

Typical FA Examples: Requests for failure analysis of devices. QA works with Hifn staff and representatives to help resolve issues.

Who Can Use: Approved customers with user name and password. Customer must be in development or production. If you do not have a user name and password, you can request one from the FAE link on the Hifn website support page link or contact your FAE, salesperson or representative.

How to Use the AE/QA Helpdesk Web Portal: Support requests are called "cases." These instructions shall be used to create a new case, add information to an open case, or review open and closed cases.

All support questions must go through the web portal link at the following address:

http://www.hifn.com/support/index.html

Logging In

1 Login Screen: The following screen displays. Your email address is the User Name, and the password is what was emailed to you.

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2 **Changing Password:** The first time you login, you are given the option to change your password as shown on the screen below. If you do not change your password at this time, you will not be given another opportunity.





Portal Home Page

The Home page is the central location for finding solutions, logging new cases, reviewing existing cases, and your open cases. The following screen displays after login:

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		Logged in: Maria Young from H	ifo
Top Solutions None Found			Lists the five solution
My Open Case			
Number	Subject	Created Date	Lists al

Finding Solution

Clicking on the **Find Solution** option displays the following screen and searchable solutions:

Salesforce.com - Microsoft Internet Explorer	
File Edit View Favorites Tools Help	
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Home Find Solution Log a Case View Cases Logout	
Find Solution	
Search for: in All Solutions Find Solution	Choose: - All Solutions Uncategorized Solutions
Search Solutions	Offeategorized Solutions
All Solutions	
Uncategorized Solutions	
No subcategories in this category.	Choose:
Uncategorized Solutions Sort by: Most Recently Updated V	 Most Recently Updated Most Commonly Used
No records round	



Creating a New Case

If an active case does not exist, and you want to create (log) a new case, choose the **Log a Case** option from the main menu. The following screen displays:

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Log a Case				
QAVAE Support Selection: *None Issue Type: *None V	~	Device: * None Priority: Low		Fields marked with * are "required" fields.
Subject: *			·	
Description:				
	Submit Can	cel		

This section explains the information needed to log a case.

1 *QA/AE Support Selection - Required: Click on \downarrow , scroll down and highlight your choice:

Quality Assurance/Reliability: Selecting this option forwards this case request to Quality Assurance for support.

Failure Analysis: Selecting this option forwards this case request to Quality Assurance for Failure Analysis support.

AE Product Development Support: Selecting this option forwards this case to AE Product Development Support (supporting all active development for customers).

None: None is not a valid selection.

2 *Device – Required: Click on ↓, scroll down and highlight your choice. For QA and FA, your choice does not affect who the support request goes to. For AE Product Development Support, the device you choose will affect which support group within AE the request goes to. If the case is not related to one of the devices in the pick list, or software for a device in the pick list, please select **Other**.

None: None is not a valid selection.



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Hifn Intelligent Secure Networking	Hifn Intelligent Secure Networking	
Home Find Solution Log a Case View	Home Find Solution Log a Case View C	ases Logout
Log a Case	Log a Case	
QA/AE Support Selection: * AE Product Development Support	QA/AE Support Selection: *	Device: *
Issue Type: *	Issue Type: *	None
None	Software	4300
None	Subject *	8300
Hardware Software		8350
MeterFlow	Description:	5NP4G 7855
LZS Software		7815
Documentation Feature Request		7854
Reference Board		7814
NPTools (for 5NP4G)		8155
		8154
		7954
Submit Cancel	Submit Cancel	7955
		9620
		9630
		Other
powered by salesforce.co	powered by sales force.com	None

3 *Issue Type – Required: Click on ↓ and highlight your choice (see pick list above). None, Hardware, Software, MeterFlow, LZS Software, Documentation, Feature Request, Reference Board, or NPTools (for 5NP4G).

None: None is not a valid selection.

- 4 **Priority:** Click on \downarrow and highlight your choice: low, medium, high, emergency. Priority is the user's perceived priority.
- **5 *Subject Required:** Subject should be clear and descriptive with regard to the issue.
- **6 Description:** The subject and description fields should be detailed enough to provide sufficient information to work on the issue.
- 7 Adding Attachment: In order to add an attachment, you must first submit the case as shown in Step 8 and 10 below.
- 8 **Submitting New Case Request:** Review information on Log a Case screen. When satisfied, click on **Submit**, which then takes you to the View Cases screen shown below. This screen allows you to add additional comments or attachments.



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	Case 00001024		
	Case Number: 00001024	Date/Time Opened: 1/7/2005 3:02 PM	
	Contact Phone: (408) 399-3549	Date/Time Closed:	
	Contact Email: myoung@hifn.com	Last Modified Date: 1/7/2005 3:02 PM	
	QA/AE Support Selection: AE Product Development Support	Device: 4350	
	Issue Type: Software	Priority: Low	
	Subject: Compile Errors on API		
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9 Add Comment: Clicking on Add Comment displays the screen shown below. The Comment field is required and must contain text. Click Cancel if you choose not to enter a comment.

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10 Add Attachment: Clicking on Add Attachment displays the screen shown below:

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Attach File	
 Select the File Type the path of the file or click the Browse button to find the file. 	
Browse	 Click Browse to find attachment
 2. Click the "Attach File" button. Repeat steps 1 and 2 to attach multiple files. (When the upload is complete the file information will appear below.) Attach File	
3. Click the Done button to return to the previous page. (This will cancel an in-progress upload.) Done	
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11 Finding Attachment: Clicking **Browse** opens the **Choose File** menu shown below. Find the document to attach, highlight file, and click on **Open**.

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sjc-myoung	SnagIt Catalog SNP2G-B Marking Instructions.xls 103-000039-01 8350 Schematic.pdf 107-000035-06 8154REF.pub 107-000039-01.cl5	27855 Cisco 1 7855PP6_1s 7855PP6_2r ∲ 7855REF-P6 ∲ 7954_55_5€
My Network Places	File name: 103-000039-01 8350 Schematic.pdf	<u>O</u> pen
	Files of type: All Files (*.*)	Cancel

12 Selecting Attachment: The **Select the File** field is now populated with the path of the file you chose. Next, click on **Attach File** button. An **Uploading** screen will display as shown below.







13 Attachment/Comment Completion: When the file has been uploaded, the screen will display the uploaded file as shown below. To upload more files, repeat choice 1 and 2 on the screen below. Click **Done** when you have uploaded all necessary files.

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Browse		
. Click the "Attach File" button.		
Repeat steps 1 and 2 to attach multiple files.		
(When the upload is complete the file information will appear below.)		
Attach File		
. Click the Done button to return to the previous page.		
(This will cancel an in-progress upload.)		
Done		
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Case Open Notification

Once a case has been submitted, you will receive an email telling you're the case number and verifying we have received case request. Once the support team member has responded to your case, you will receive another email notifying you that the case has been updated. Return to the portal and login. Click on **View Cases** as shown below.



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View Open Case

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Case 00001024	
Case Number:	Date/Time Opened:
00001024	1/7/2005 3:02 PM
Contact Phone: (408) 399-3549	Date/Time Closed:
Contact Email: myoung@hifn.com	Last Modified Date: 1/7/2005 3:48 PM
QA/AE Support Selection: AE Product Development Support	Device: 4350
Issue Type: Software	Priority: Low
Subject: Compile Errors on API	
Description:	
A	dd Comment Add Attachment
Related Comments	
Comment	
1/7/2005 3:48 PM Maria Young this is an internal comment	
Related Attachments	
Name	Size Last Modified
103-000039-01 8350 Schematic.pdf	1.14MB 1/7/2005 3:07 PM



Reviewing and Updating Cases

You can review the comments supplied by the Hifn support staff, and either add more comments and/or attachments, ask questions, notify us to close case, etc. The automatic email and communications will go back and forth until the case is closed.

Forgot Your Password?

If you forgot your password, contact Derek Credico at <u>dcredico@hifn.com</u>. Please allow one (1) business day. After one day, contact Mike Ham at <u>mham@hifn.com</u> for a new password.