



**BENEFITS:**

- Choose your products once; SupportNet remembers
- Access timely, product specific information
- Navigate instantly to the tasks you do most often
- Quickly troubleshoot technical issues
- Securely download the latest releases
- Easily search documentation
- Rapidly open and search service requests

***Find it fast at SupportNet***

Best-in-class support must be responsive, accurate, and tailored to meet the needs of each design team. Mentor Graphics addresses these requirements with SupportNet, our comprehensive support web site. SupportNet is a great first stop for answers, and provides convenient 24-hours access to technical information to keep your designers productive and your designs moving forward.

SupportNet is fast and easy to use. Thousands of solutions give you instant access to the most up-to-date information on Mentor’s products. SupportNet’s global service request system lets you submit, update, and track issues no matter the time or location, and its backed by our award-winning Customer Support Division. You can readily access the latest releases and patches at your convenience.

***Tailored for the products you use***

During your first visit to SupportNet, login and select the product you use most often. SupportNet remembers your product selection and tailors your support home page with timely technical information about that product.

***Focused on the tasks you do most often***

Research has shown you come to SupportNet to do four primary tasks: troubleshooting, downloading, referencing documentation, and opening Service Requests. SupportNet is oriented to give you quick access to those tasks.

No matter what time of day, you can get the support you need: find it fast at SupportNet!

## The Benefits of SupportNet

SupportNet Features	Benefits
Troubleshoot technical issues	<ul style="list-style-type: none"> <li>• Answer questions with up-to-date technical information</li> <li>• Understand the most frequent issues other users have</li> <li>• Share the problem-solving experience of our CAEs</li> </ul>
Download the latest releases	<ul style="list-style-type: none"> <li>• Protect your investment in Mentor Graphics software</li> <li>• Enhance productivity with the latest improvements</li> <li>• Load crucial patches quickly</li> </ul>
Reference product documentation & AppNotes	<ul style="list-style-type: none"> <li>• Study new products and enhancement releases</li> <li>• Review the latest manuals, release notes, product details</li> <li>• Brush-up on detailed procedures at your convenience</li> </ul>
View self-paced How-tos & Tutorials	<ul style="list-style-type: none"> <li>• Watch short movies to quickly learn new features or methods</li> </ul>
Open and track Service Requests (SRs)	<ul style="list-style-type: none"> <li>• Submit design issues from any location worldwide</li> <li>• Get status of your issues around the clock</li> <li>• Update Service Requests as new details arise</li> <li>• Add test cases or examples easily</li> </ul>
Complete robust, comprehensive searches	<ul style="list-style-type: none"> <li>• Decrease resolution time with accurate search results</li> <li>• Ask questions just as if you were talking with a CAE</li> </ul>
Manage license files & reports	<ul style="list-style-type: none"> <li>• Click and download your site's authorization codes</li> <li>• Manage assets with license and configuration reports</li> </ul>
Access System Administration information	<ul style="list-style-type: none"> <li>• Keep your environment up to date with licensing &amp; installation tips</li> </ul>
Review your site's Order History	<ul style="list-style-type: none"> <li>• Rapid access to your electronic software orders</li> </ul>
Subscribe to SupportPro technical newsletter	<ul style="list-style-type: none"> <li>• Receive automatic technical updates via email</li> <li>• Get notice of the latest releases and patches each week</li> </ul>
Participate in Mentor's community of users	<ul style="list-style-type: none"> <li>• Interact directly with other users to exchange information about methodologies and product use</li> </ul>

## The *Only* 5-STAR Support in EDA

Mentor Graphics offers award-winning support for EDA tools, and provides rapid, expert response to technical product issues for the complete suite of Mentor Graphics products. To help design teams around the world accelerate product development and increase quality, Mentor Graphics delivers regular product enhancements and new releases, timely access to solutions through an expanding array of online support options, and rapid response from technical experts worldwide.

Focus on customer needs has earned Mentor Graphics the prestigious Support Center Practices certification and the industry's only five-time receipt of the STAR Award which recognizes superior technical support performance to customers.



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