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Software Integrity Group (SIG) Support overview

The Software Integrity Group provides supporting resources and services aimed to maximize the full value out of all Synopsys AppSec tools. Through a combination of expertise and robust support materials our Customer Success team provides unmatched onboarding, implementation, deployment, adoption, and troubleshooting assistance to address needs at all stages of a customer’s journey.

For the most expedient response, we encourage customers to visit the Synopsys Software Integrity Community to submit technical support tickets, manage their cases, and gain access to a collaborative community complete with forums and helpful digital resources. Accessible resources include materials such as documentation, release notes, on-demand product courses, getting started guides, best practices information, and more.

Contact SIG Support

Web support

Go directly to https://community.synopsys.com
• For fastest response: Submit a ticket through the community
• Click here to learn how to submit a support ticket

Phone support (country specific)
• U.S. +1 800.873.7793 or +1 415.321.5239
• China +86.27.5986.4996
• Japan +81 3.6746.3666
• Korea +82 2.3404.9332
• India +91.80.4018.5502
• EMEA +44 1276.400352 (U.K.)

Email support (language specific)
• English software-integrity-support@synopsys.com
• Japanese software-integrity-support-japan@synopsys.com
• Korean software-integrity-support-korea@synopsys.com
• Mandarin software-integrity-support-china@synopsys.com

Business hours
• U.S./Canada: Monday–Friday, 9 a.m.–5 p.m. Pacific time
• Other countries: Monday–Friday, 9 a.m.–5 p.m. local time
  – Premium Support has extended hours up to 24/7: See here
• Closed on all public holidays
Support case management

First response times

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.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>First response</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Critical issue affecting all users, including system unavailability, with no workaround available</td>
<td>1 business day</td>
</tr>
<tr>
<td>P2</td>
<td>Major functionality is affected or significant performance degradation is experienced</td>
<td>1 business day</td>
</tr>
<tr>
<td>P3</td>
<td>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</td>
<td>2 business days</td>
</tr>
<tr>
<td>P4</td>
<td>Enhancement request</td>
<td>3 business days</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Escalation path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
</tr>
<tr>
<td>Level 1</td>
</tr>
<tr>
<td>Level 2</td>
</tr>
<tr>
<td>Level 3</td>
</tr>
</tbody>
</table>

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

Support and maintenance programs

Synopsys is committed to customer success. As a leading vendor in the AppSec industry for both R&D investment and development, Synopsys provides customers with continuous innovation and the highest levels of support across the full suite of Synopsys AppSec tools.

Beyond providing complimentary Standard Support, Synopsys also offers Premium Support and Dedicated Support Engineer programs to meet customer requests and expectations.

**Standard Support**

Global support Monday through Friday from 9 a.m. to 5 p.m. local time, and includes local language support for Japanese, Korean, and Mandarin.

**Premium Support and Dedicated Support Engineer programs**

Premium Support and Dedicated Support Engineer programs are available to customers in need of a higher level of availability and responsiveness or that require specialized technical, tactical, and operational knowledge.
Premium Support programs

For customers with mission critical or distributed development environments, Synopsys can provide additional support coverage though the Premium Support program.

In addition to the capabilities delivered by Standard Support, Premium Support provides greater levels of coverage, enhanced service level objective (SLO) for critical (P1) issues, and access to a designated engineer.

<table>
<thead>
<tr>
<th>Premium Support</th>
<th>Premium Plus Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased coverage to 24/5</td>
<td>Increased coverage to 24/7</td>
</tr>
<tr>
<td>P1 SLO 4 hours</td>
<td>P1 SLO 4 hours</td>
</tr>
<tr>
<td>Access to designated support engineer</td>
<td>Access to designated support engineer</td>
</tr>
</tbody>
</table>

Premium Support program comparison

<table>
<thead>
<tr>
<th>Tasks and Activities</th>
<th>Standard</th>
<th>Premium</th>
<th>Premium Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage</td>
<td>9 a.m. - 5 p.m. M-F</td>
<td>24/5</td>
<td>24/7</td>
</tr>
<tr>
<td>P1 SLO</td>
<td>24 hours</td>
<td>4 hours</td>
<td>4 hours</td>
</tr>
<tr>
<td>Phone support</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Case tracking and monitoring</td>
<td>Case management via community</td>
<td>Case management via community</td>
<td>Case management via community</td>
</tr>
<tr>
<td>Access to documentation</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Access to knowledgebase</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Access to support community</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Prioritized case</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Shared access to a Designated Support Engineer</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Best practice guidance</td>
<td>Access to an internal subject matter expert</td>
<td>Access to an internal subject matter expert</td>
<td></td>
</tr>
</tbody>
</table>
| Expedited response times | • 24/5 access  
• Follow-the-sun approach for critical issues  
• Expedited escalation to engineering | • 24/7 access  
• Follow-the-sun-approach for critical issues  
• Expedited escalation to engineering |
| Performance monitoring | Proactive management of day-to-day operations | Proactive management of day-to-day operations |
| VPN remote access   | ●        | ●       | ●            |

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 through optimized product deployment
• Reduced total cost of ownership due to increased uptime, decreased TTR
• Proactive case history reports that identify trends and develop corrective action

Please contact your customer success manager or sales representative for further information on these or other service and support programs.

Introduction to the community

The Synopsys Software Integrity Community is an information security forum for users, experts, and Synopsys employees. Our aim is to create a community where developers can come together to help each other and connect with the folks behind the Synopsys tools they use daily. We want to make sure you have all the tools, resources, and support at your fingertips to continue innovating and changing the world. You can find the community at https://community.synopsys.com.

How to register for the community as a customer

Step 1: Go to https://community.synopsys.com/s/SelfRegistrationForm.

Step 2: Fill out the form. Include your corporate email address (the one associated with your company's license).

• Not sure of your license ID? It's in the license fulfillment email that was sent to your license admin. Your license admin can also find the license ID in their community instance. This article has more information.
• Alternatively, you can leave the license ID blank. We'll file a support ticket on your behalf. Someone will either manually enable your community account or ask further questions to verify your account.
• Still not sure? Email software-integrity-support@synopsys.com for assistance.

Step 3: Once you've filled the form, click Submit. You will receive an email asking you to set up a password.

Note: Unless you're the license admin, you will not have automatic access to the license. Your license admin will need to add you as an authorized user on that license.

Getting started. Our collection of onboarding tutorials and courses will help you get started with various Synopsys products. Most content is free, but some content requires a customer login.
Education. To access Synopsys tutorials or training courses, visit the Education section.
• Synopsys Academy
• Synopsys Education
• Tutorials
  – Black Duck tutorials
  – Black Duck Binary Analysis tutorials
  – Code Sight tutorials
  – Coverity tutorials
  – Defensics tutorials
  – eLearning security tutorials
  – Intelligent Orchestration tutorials
  – Polaris tutorials
  – Seeker tutorials
  – Tinfoil security tutorials

Licenses. Some Synopsys licenses can be managed on the community page. To determine if you can manage your license on the community page, click [here](https://example.com).

Premium downloads. License admins and authorized license users can access downloads here. You can filter downloads by operating system and package.

Support cases. For all product types, users can select the View Cases option to:
• View all your past and current support cases
• See the status and case detail
• Respond to inquiries
• Add case comments associated with your Synopsys account

To submit a support case, select the Submit a Support Case option [here](https://example.com). To see all your team’s support tickets, file a ticket with your request [here](https://example.com).

Documentation. Find all your documentation and user guides [here](https://example.com). You can also find archived documents from earlier versions.

Search bar. Type your question to search the Synopsys Community for your answer. Can’t find what you’re looking for? Post your question to the community.
**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 **Browse the Community** tab. Within a collection, you’ll see multiple options for viewing content. Initially, you’ll see a list of all content types in a collection.

### Announcements

We’ve combined all our product announcements and news into one feed. You’ll see the latest announcements across Synopsys, and have the ability to follow announcements.

Want to follow a specific product? See the list of [all our product announcement feeds](#).

Click **Ask a Question** to submit your question to the community. You’ll need to select the product your question applies to. Our community of experts will chime in and help you resolve your issue or question. We may escalate your issue to a support ticket if it requires more information.

As you engage with the community, you earn points and badges.

- Learn more about our community recognition badge system
- Learn more about our points system

### How to use support tickets

**Submit a support ticket**

Submit ticket [here](#). ***Make sure you’re logged in with your customer profile.***

**Step 1:** Go to the **Support Cases** page under the **More** drop down on the menu bar.

**Step 2:** Click **Submit a Support Case** at the top of the page.

**Step 3:** Fill out the information about your issue. Note: You must fill out the subject, description, priority, and product to submit the ticket.

**Step 4:** Once you’ve finished, click **Submit**.

Your ticket will be submitted, and you’ll be redirected to the main support page. You’ll receive an email confirming we have received your case.
Manage your support ticket

**Step 1:** Go to the Support Cases > View Cases page under the More drop down on the menu bar.

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

On this page, you can 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**.
• To add a comment or provide an update to a ticket: Go to the Case Comments section, write your comment, and click Save.

Note: You may need to 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 edit a comment: Click Edit on the far-right side of the comment. After you've made your edits, click Update, and your comment will be updated.

• To see all the support tickets submitted by your team: Submit the request via your Synopsys account manager or submit a support ticket.

How to use downloads

Step 1: Go to the Premium Downloads tab on the menu bar.

Step 2: To download a file, choose the file, and click Download.

How to use licenses

Manage your licenses

Step 1: If you are the main license admin, go to the Licenses tab on the menu bar. You can sort your downloads by release, operating system, and packages.

Step 2: Select the license you wish to work in by clicking the license name. You can sort by active/pending licenses or view by version number.
Here you’ll see all the details about that license. You can perform actions such as downloading, rehosting, changing the version number, and adding a platform node (when applicable).

**Note:** Some Synopsys products are not for license management on community.synopsys.com. To see if you can manage your license, click [here](#).

**Add a new user to your license**

**Step 1:** If you are a license admin, go to the **Licenses** tab on the menu bar.

**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 contacts associated with your account.

**Step 4:** If you see the contact you wish to add, click the checkbox to the left of their name and click **Submit**. Don’t see the contact you wish to add? Click **Invite a co-worker** at the bottom of the page, fill out the information, and click **Submit**. The new user will receive an email asking them to finish the registration process.
Remove a user from your account
To remove a user from your account, file a support ticket.

Remove a user from a license

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

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

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

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<table>
<thead>
<tr>
<th>NAME</th>
<th>EMAIL</th>
<th>TYPE</th>
<th>ACTION</th>
</tr>
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<tbody>
<tr>
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<tr>
<td></td>
<td></td>
<td>User</td>
<td>Revoke</td>
</tr>
</tbody>
</table>

Add/manage license admins
To add additional admins or transfer admin privileges to another user, contact our licensing team at software-integrity-licensing@synopsys.com.

Quick links
- [Community home page](#)
- [Product directory](#)
- [Licenses](#)
- [Premium downloads](#)
- [Support case management](#)
- [Support case submission](#)
- [Release notes](#)
- [User guides](#)
- [Product tutorials](#)
- [Training courses](#)
- [Getting started guides](#)
Synopsys helps development teams build secure, high-quality software, minimizing risks while maximizing speed and productivity. Synopsys, a recognized leader in application security, provides static analysis, software composition analysis, and dynamic analysis solutions that enable teams to quickly find and fix vulnerabilities and defects in proprietary code, open source components, and application behavior. With a combination of industry-leading tools, services, and expertise, only Synopsys helps organizations optimize security and quality in DevSecOps and throughout the software development life cycle.

For more information, go to www.synopsys.com/software.

Synopsys, Inc.
690 E Middlefield Road
Mountain View, CA 94043 USA

Contact us:
U.S. Sales: 800.873.8193
International Sales: +1 415.321.5237
Email: sig-info@synopsys.com