



Technical Support Ticketing System User Guide for Customers and DFAE

Lattice Semiconductor Technical Support
March 2025



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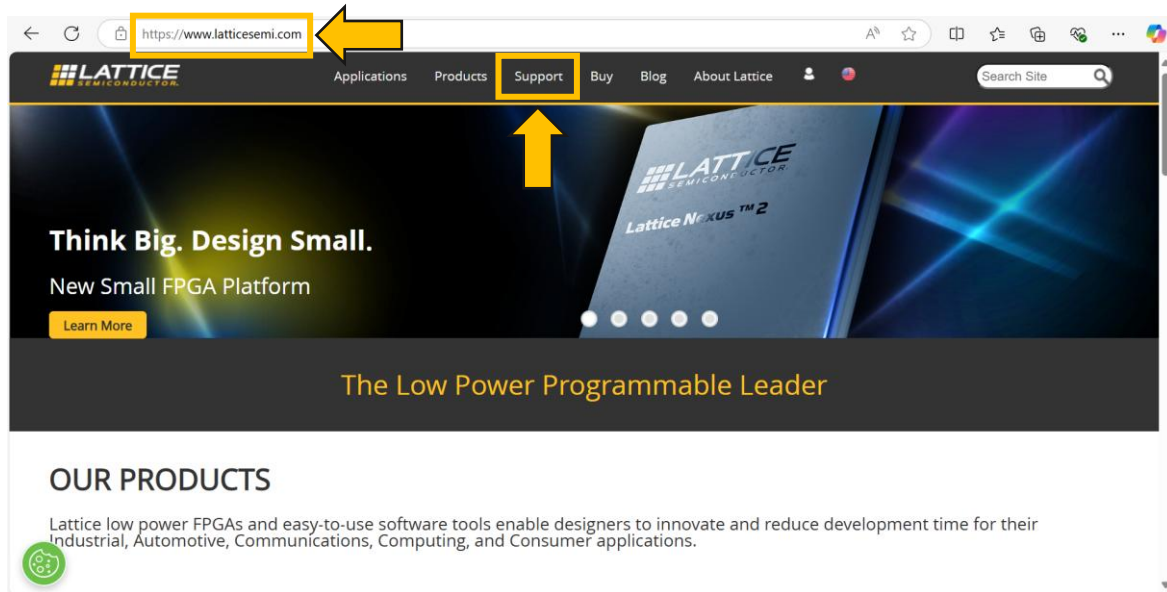
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KEY THINGS TO TAKE NOTE

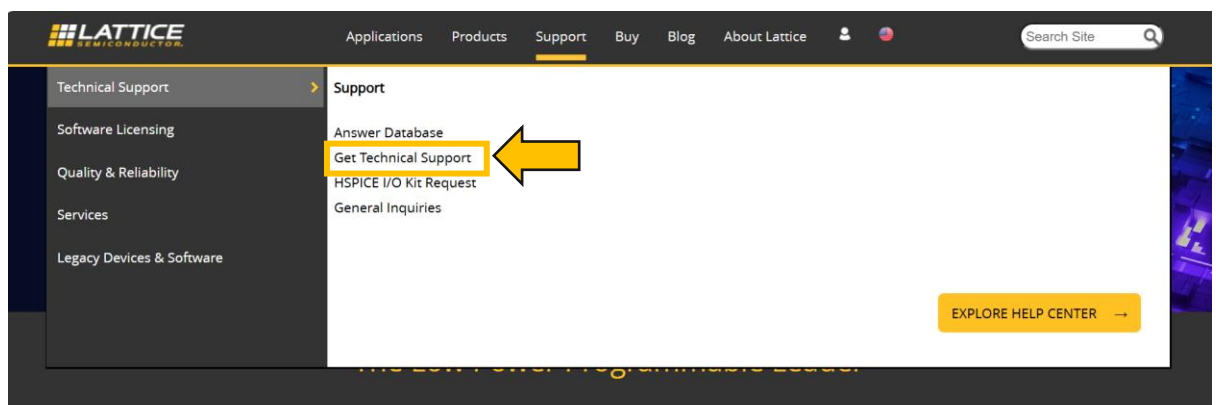
1. Lattice Semiconductor Ticketing System is now transitioned to a new system hosted by Zoho Desk.
2. To access your previous records in the new system, create an account with the same email address you've been using for the www.latticesemi.com portal.
3. **Enhanced Landing Page for Customers:**
 - a. The **FAQ and Search Bar** are prominently displayed to encourage users to find solutions before submitting a ticket.
 - b. **Tickets and FAQ pages** can now be quickly accessed via the top panel.
 - c. **Advanced Search Capabilities:** Zoho Desk now **supports multiple keywords** for better accuracy, displays a sneak peek of the most relevant results below the search bar, and sort results by relevance and categorized by technical areas for easy navigation.
 - d. Easy access to **Guided Conversation**, embedded with Debug Flows which was developed by AE to guide users through a series of debugging steps (this feature is currently in beta testing).
4. **Improved Ticket Creation and Response Experience:**
 - a. A more modern, intuitive and user-friendly interface.
 - b. The new system provides suggestions/hints through **"Related Articles"**, relevant to the inquiry for faster resolution.
 - c. **Full-fledged edit functions** are now available within the ticket form. Users can paste picture snapshots or images directly as inline message.
 - d. It now supports file and attachment uploads up to **40MB**.
 - e. **Secondary contacts** can now be added.
 - f. **Drafts** are now automatically saved by the system.
 - g. **Auto-reply messages** can now be omitted from the conversation.

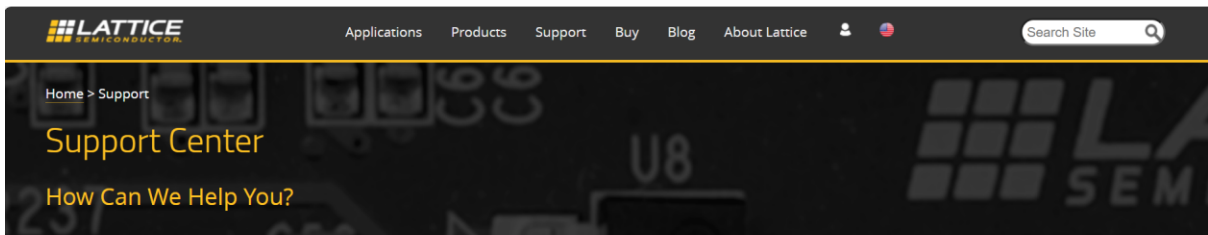
HOW TO ACCESS THE NEW TICKETING SYSTEM

1. In the www.latticesemi.com website, just go to “Support”.




2. Proceed to “Get Technical Support”.






Find the answers, the information and the resources to help you with all your Lattice product needs. We've designed our support center with you in mind. By selecting one of the support options below you'll be able to read frequently asked questions, troubleshoot with one of our trained applications team members, get up to date training material, request a license and more!


Begin by selecting one of the support options:



[Technical Support Request](#)




Need help? We're here to assist you with all your Lattice products.




[Lattice Software Licensing](#)

Find and request all the software and IP license you need.



[Answer Database](#)

Have a question? We've got the answer.

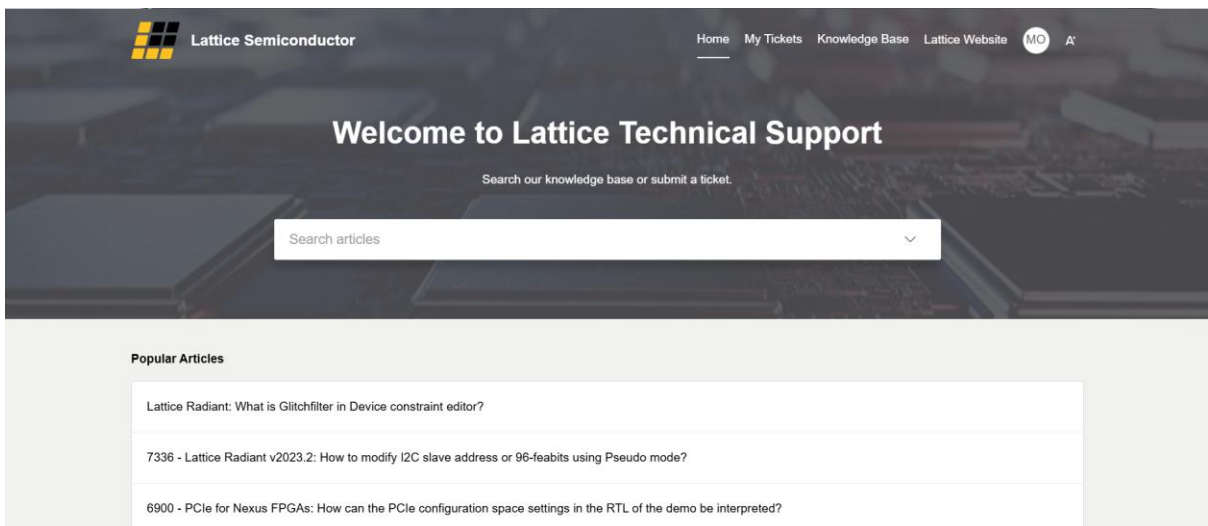


[Design Services](#)

Contact one of our trusted design services partners for assistance.

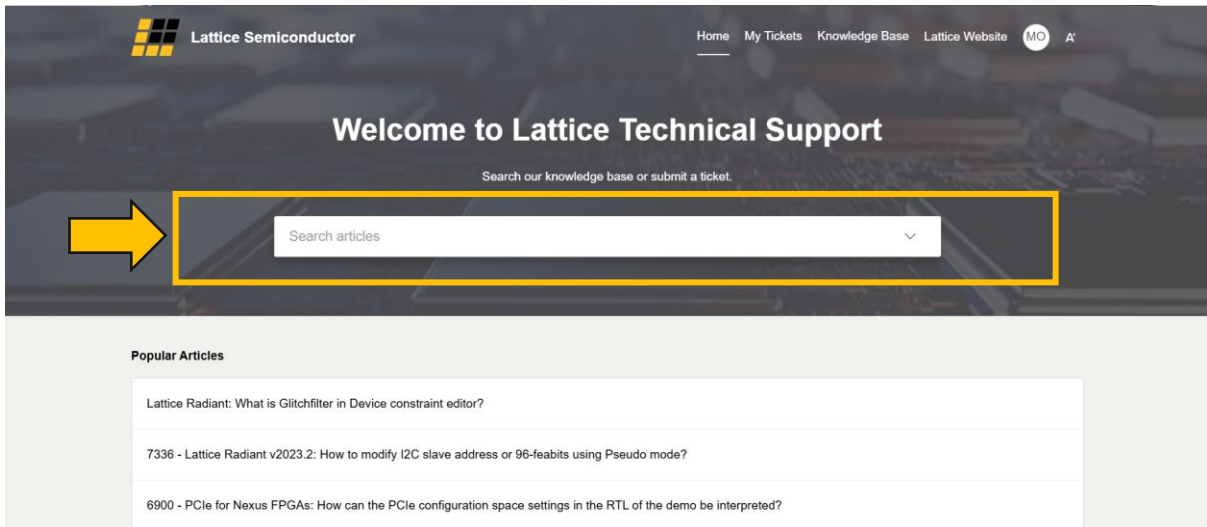
WEB PORTAL VIEW

Below is the view of Lattice Technical Support landing page:

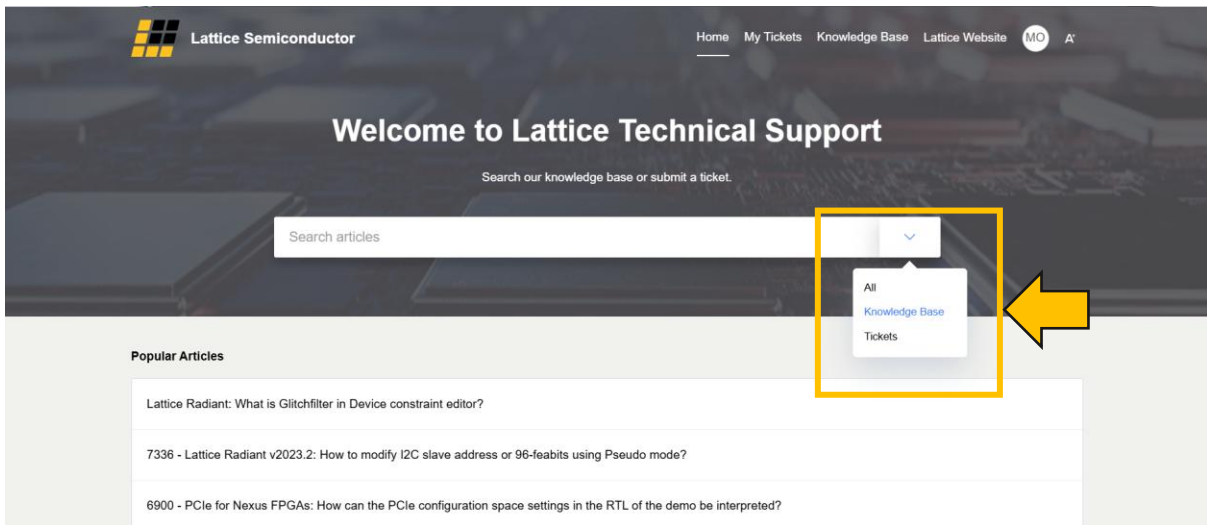


a. Search Bar

- Enter keywords to find specific content (multiple keywords can be separated by spaces; the more keywords used, the more precise the results). By default, the search bar looks for articles.
- You can also **search your previous tickets in the new system** by **entering the original ticket number from the old system into the search bar.**



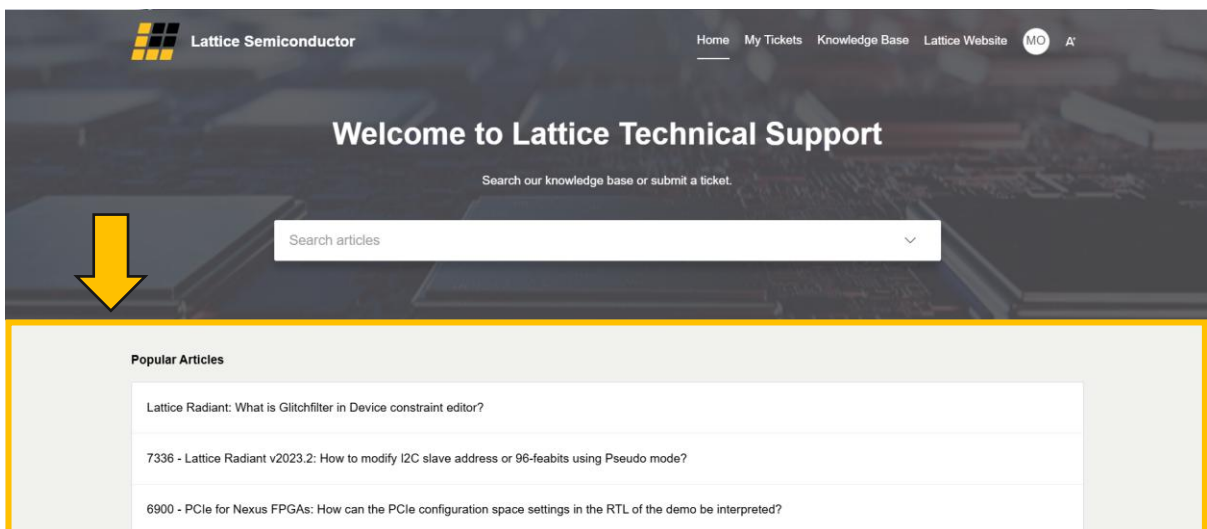
- To search in another area, simply click on the dropdown button and select the option you need. You can choose from:
 - **All:** To search through all available content.
 - **Knowledge Base:** To find FAQs, articles and information in the Knowledge Base.
 - **Tickets:** To look for specific tickets.



- *Customers are advised to search for solutions in existing articles before submitting tickets to the Technical Support team.*

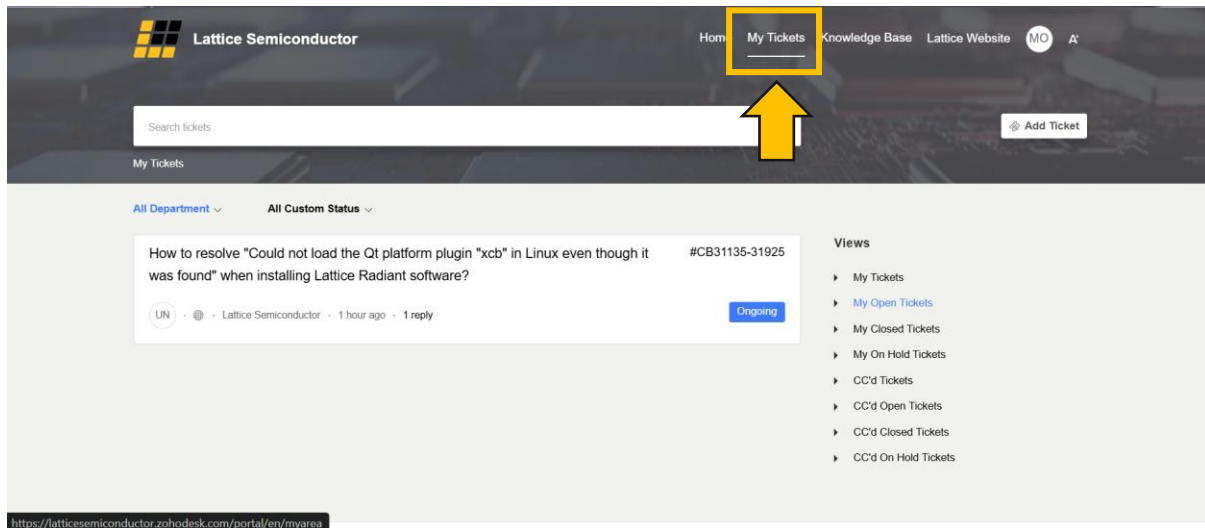
b. Popular Articles

- Displays the most frequently accessed FAQs or articles. For additional FAQs, users can visit the **Knowledge Base** portal.



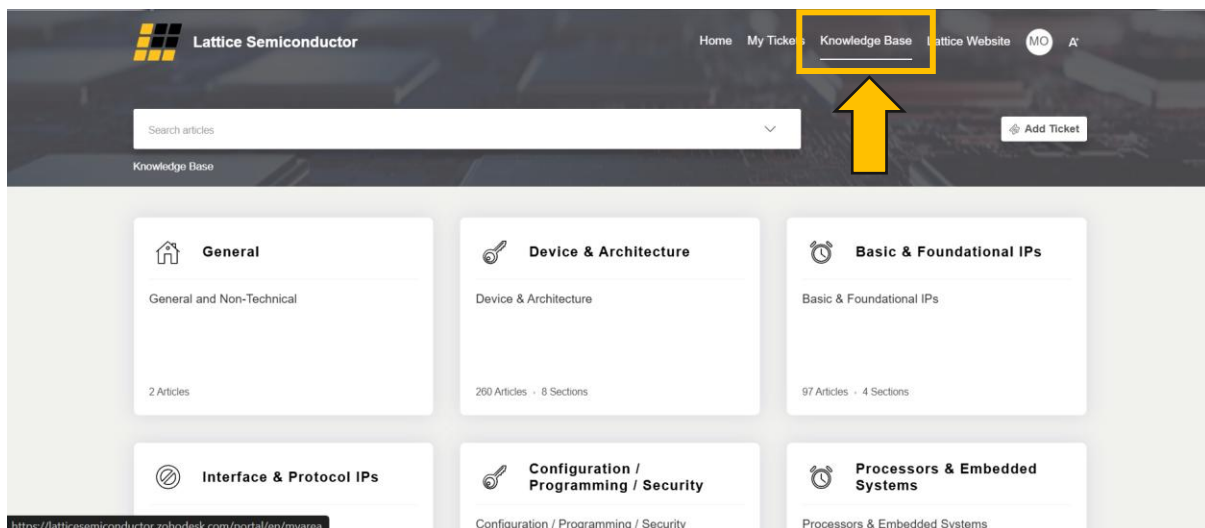
c. My Tickets

- Directs to the Ticket portal where users can view previously submitted tickets and create new ones.



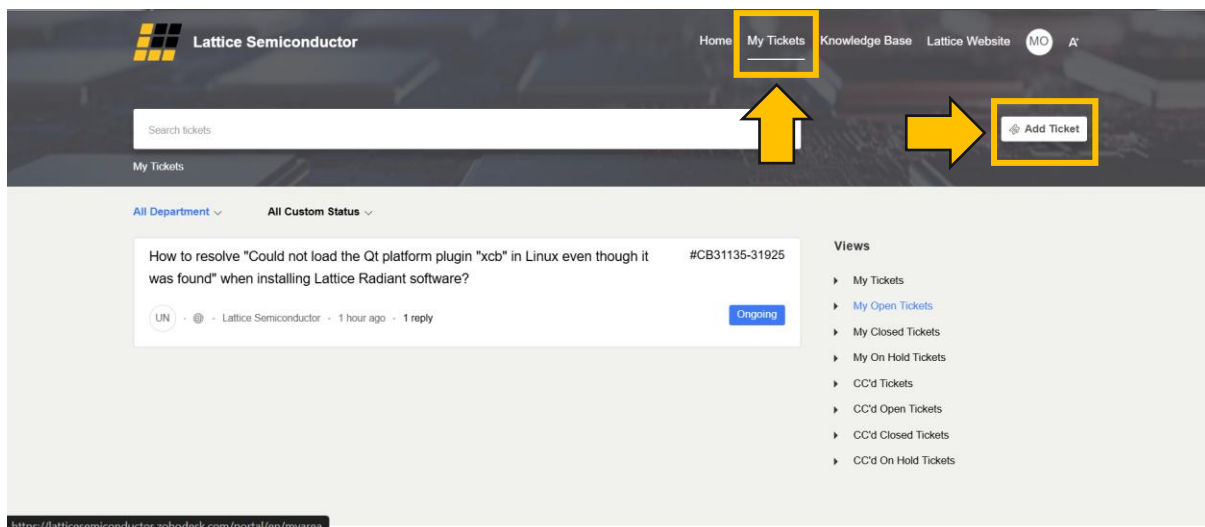
d. Knowledge Base

- Leads to the Knowledge Base or FAQ portal where users can find valuable tips, information, and solutions to related cases.

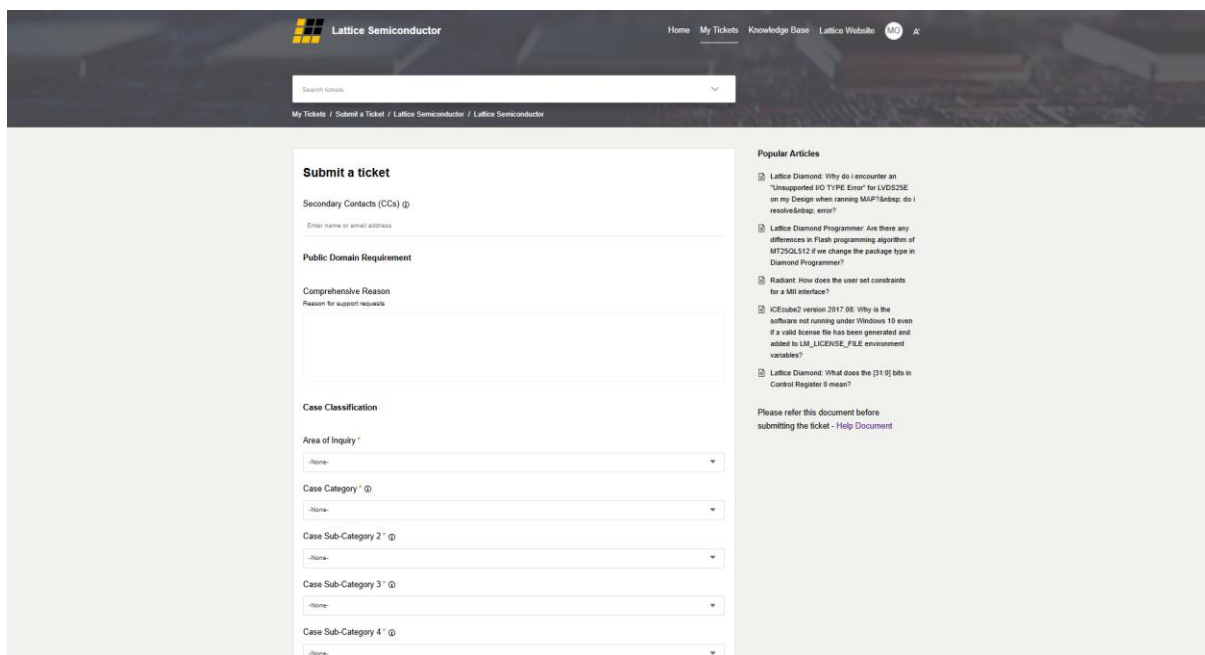


HOW TO SUBMIT NEW TECHNICAL SUPPORT CASE TICKET

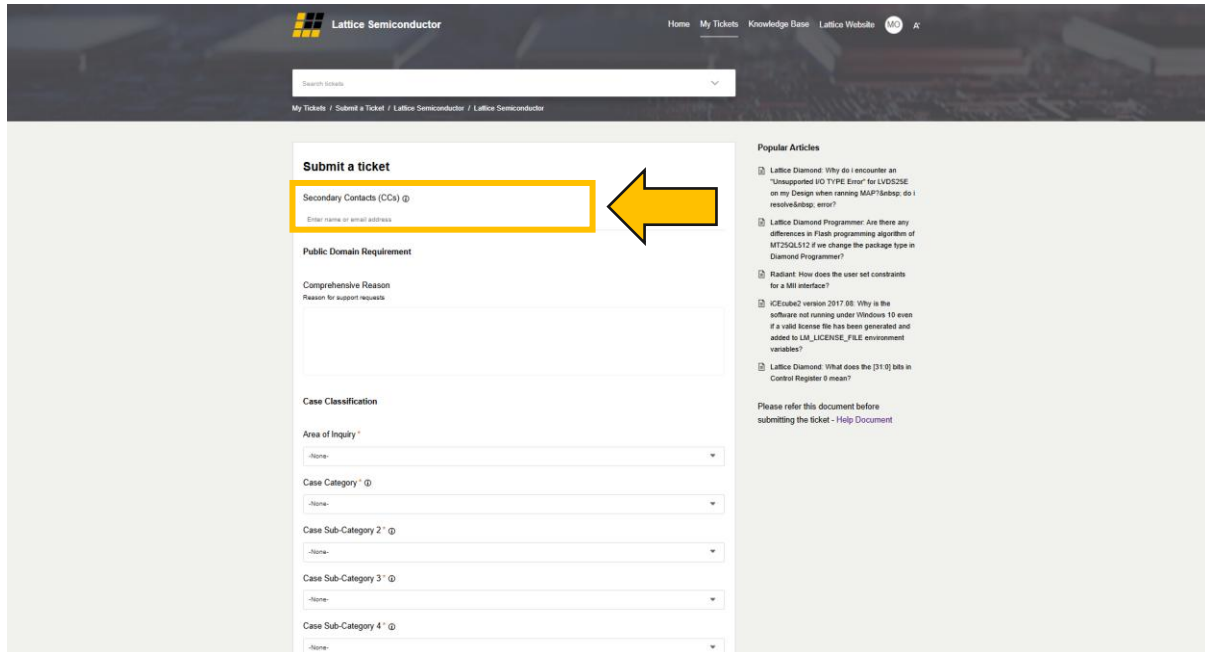
1. On the Lattice Technical Support landing page, click on **“My Tickets”** and click on **“Add Ticket”**.



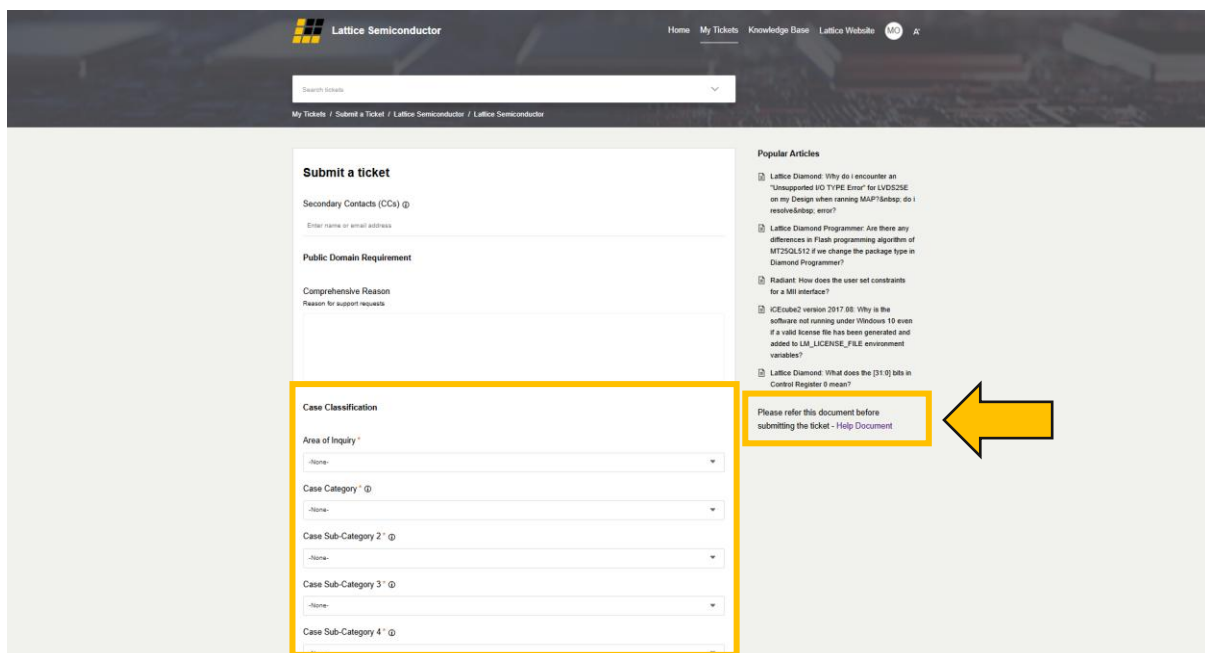
2. Fill out and accomplish the **Technical Support Case Ticket form**.



- a. **Secondary Contacts (CCs):** Can be used to inform other stakeholders about the ticket submission and for subsequent communication.



3. To identify the appropriate **Case Category** and **Sub Category**, you can refer to the **"Help Document"** link located on the right side of the website. This link directs you to a Knowledge Base article that offers detailed descriptions to help you accurately select the appropriate category for your inquiry.



- Users are also required to **provide the software products** and their **versions** that they use, as well as the **operating system and its version**.

The screenshot shows a web form for creating a technical support ticket. The form is divided into several sections. A yellow box highlights the 'System Information' section, which contains four dropdown menus: 'Software Product', 'Software Version', 'OS', and 'OS Version'. A yellow arrow points from the left towards this highlighted section. Below the 'System Information' section are other sections: 'Lattice Device' (with a 'Product' dropdown), 'Other Information' (with 'Is there an Error/Warning Message?', 'Application / Industry', and 'Will this design be used for Military or Civilian?' dropdowns), and 'Case Description' (with 'Subject' and 'Description' text areas). On the right side of the form, there is a 'Popular Articles' section with several links to help articles and a note: 'Please refer this document before submitting the ticket - Help Document'.

- The product, device, and package are all related to **Lattice devices** (ECP5 family, Crosslink, XO family, ICE, etc.).

This screenshot is identical to the one above, showing the same technical support ticketing system form. However, a yellow box highlights the 'Lattice Device' section, which contains a 'Product' dropdown menu. A yellow arrow points from the left towards this highlighted section. The rest of the form, including the 'System Information' section and the 'Other Information' section, remains the same as in the previous image.

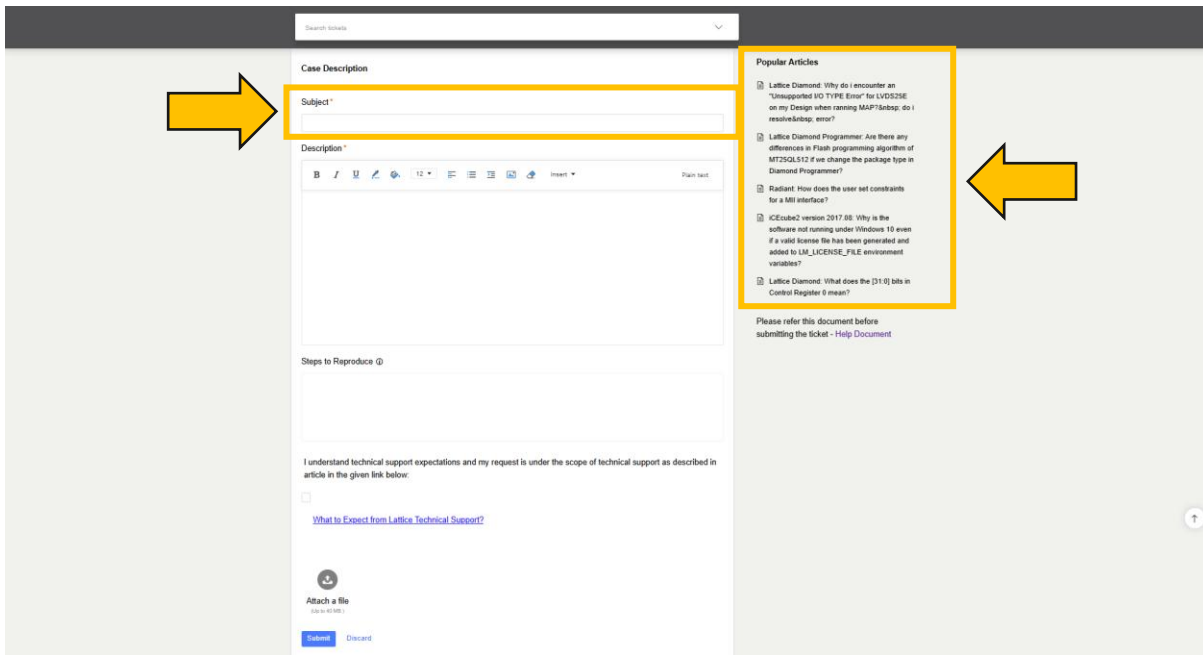
6. Users must also specify if there are any **error or warning messages**, the application or industry in which it is used, and whether the design is intended for **Military or Civilian** purposes.

The screenshot shows a web-based form for submitting a technical support ticket. The form is organized into several sections:

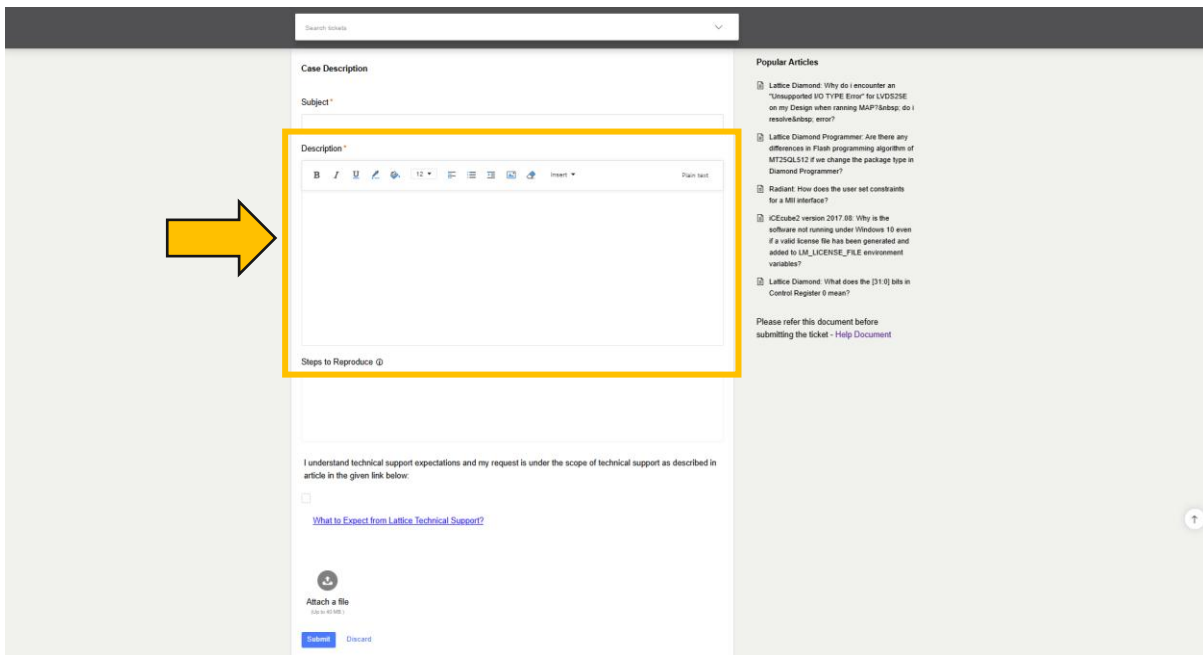
- System Information:** Contains dropdown menus for Software Product, Software Version, OS, OS Version, and Lattice Device Product.
- Other Information:** This section is highlighted with a yellow border and contains three dropdown menus:
 - Is there an Error/Warning Message?
 - Application / Industry @
 - Will this design be used for Military or Civilian?*
- Case Description:** Contains text input fields for Subject and Description.

On the right side of the form, there is a **Popular Articles** section with a list of article titles and a note: "Please refer this document before submitting the ticket - Help Document". A yellow arrow points to the "Other Information" section.

7. When customers key in the **Subject**, the keywords will be used to search for relevant articles, which are automatically displayed on the right under **“Popular Articles”**. Users are encouraged to look for solutions in these articles before submitting tickets.



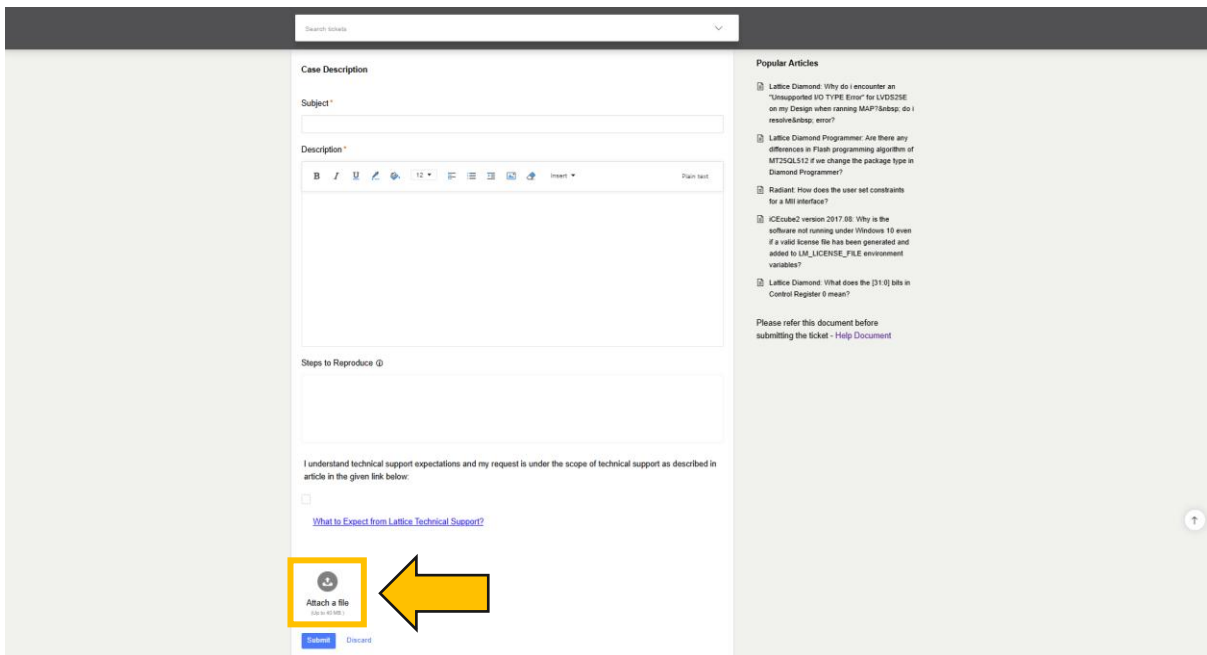
8. In the **Description field**, users can utilize the full-fledged editing functions available for drafting their messages. *Picture snapshots can be conveniently included by either drag-and-drop and pasting as inline images within the message.*



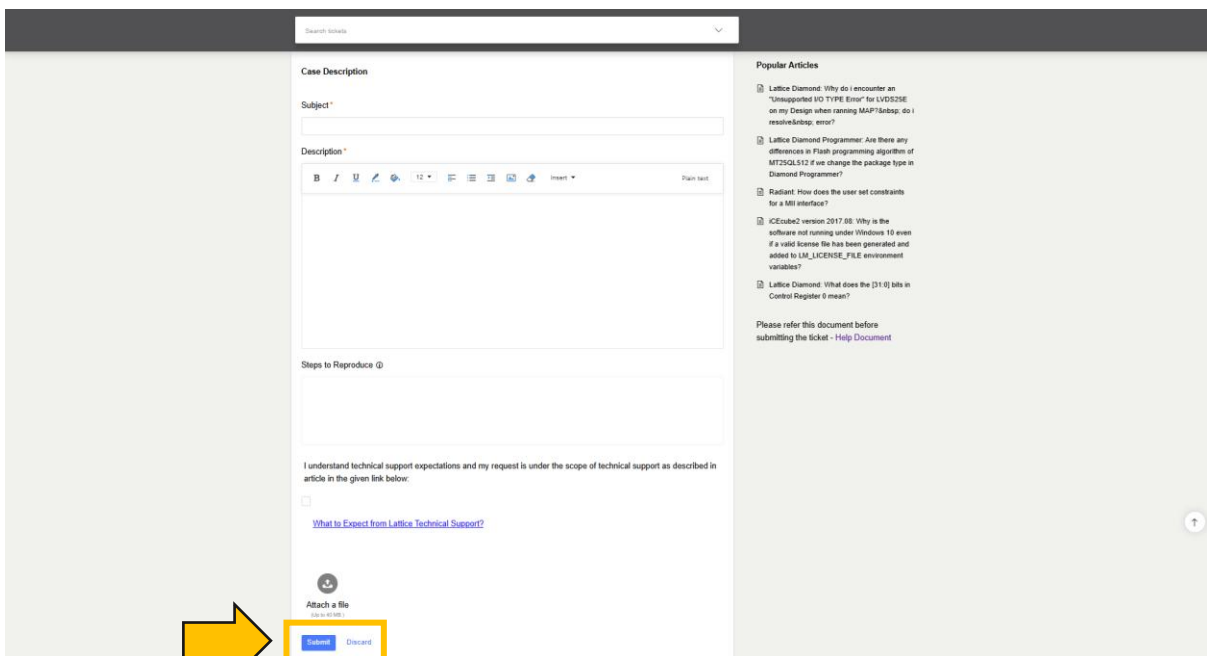
9. After completing the form, take a moment to **review the scope of support** provided by the Lattice Technical Support team. Once reviewed, mark the checkbox to acknowledge your understanding of the expected support coverage.

The screenshot shows a web form for creating a technical support ticket. The form is divided into several sections. The top section is 'Case Description', which includes a 'Subject' field and a 'Description' field with a rich text editor. Below the description field is a 'Steps to Reproduce' field. A yellow box highlights a checkbox and a link: 'I understand technical support expectations and my request is under the scope of technical support as described in article in the given link below.' Below this is a checkbox and a link labeled 'What to Expect from Lattice Technical Support?'. A large yellow arrow points to the checkbox. At the bottom of the form, there is an 'Attach a file' button and a 'Submit' button.

10. **Attach file.** Attachment's maximum capacity is 40MB. Note that attachments can only be added using the **"Attach a file"** button at the bottom of the ticket form.



11. Once done with the form, click **“Submit”**. If you would like to cancel your ticket, simply click **“Discard”**.



Search tickets

DFAE - Customer Information

Customer Company Email Address *

Customer Full Name *

Customer Phone

Customer Company Name *

Customer Company Street Address *

Customer Company City *

Customer Company State or Province *

Customer Company Zip or Postal Code *

Customer Company Country *

Case Classification

Popular Articles

- Lattice Diamond: Why do I encounter an "Unrecognized IO TYPE Error" for LVC625E on my Design when causing MAP/Setup, do I resolve-setup, error?
- Lattice Diamond Programmer: Are there any differences in Flash programming algorithm of MP256L12 if we change the package type in Diamond Programmer?
- Radiant: How does the user set constraints for a MI interface?
- CECuda2 version 2017.06: Why is the software not running under Windows 10 even if a valid license file has been generated and added to LM_LICENSE_FILE environment variables?
- Lattice Diamond: What does the (31-0) bits in Control Register 0 mean?

Please refer this document before submitting the ticket - [Help Document](#)

HOW TO VIEW AND REVIEW TECHNICAL SUPPORT TICKETS

1. To view and review current and previous Technical Support Tickets, click on **"My Tickets"**.

Lattice Semiconductor

Home **My Tickets** Knowledge Base Lattice Website MO A

Search tickets

My Tickets

All Department All Custom Status

How to resolve "Could not load the Qt platform plugin "xcb" in Linux even though it was found" when installing Lattice Radiant software? #CB31135-31925

UN - @ - Lattice Semiconductor - 1 hour ago - 1 reply

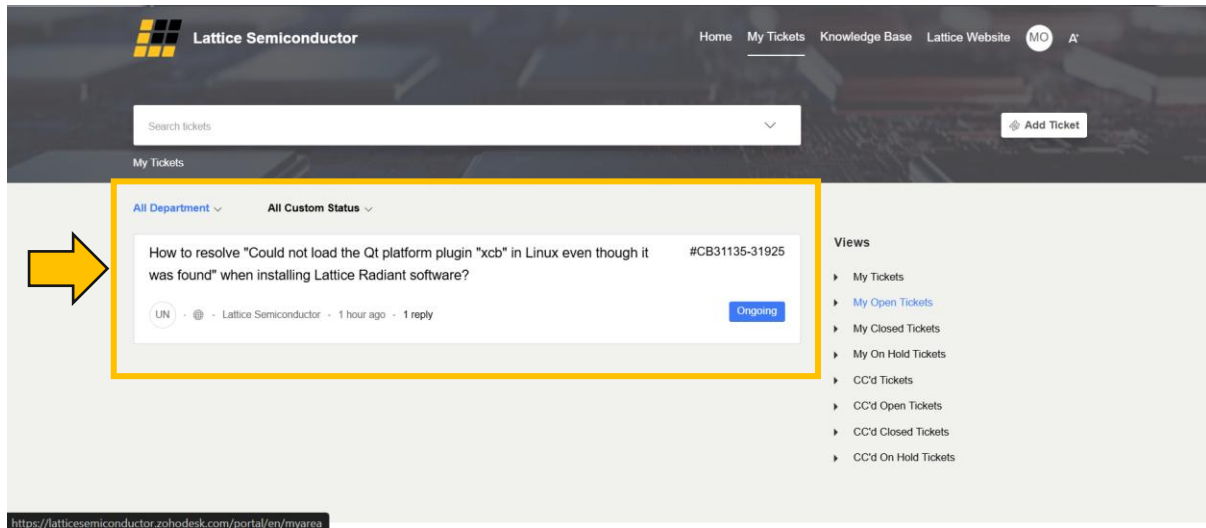
Ongoing

Views

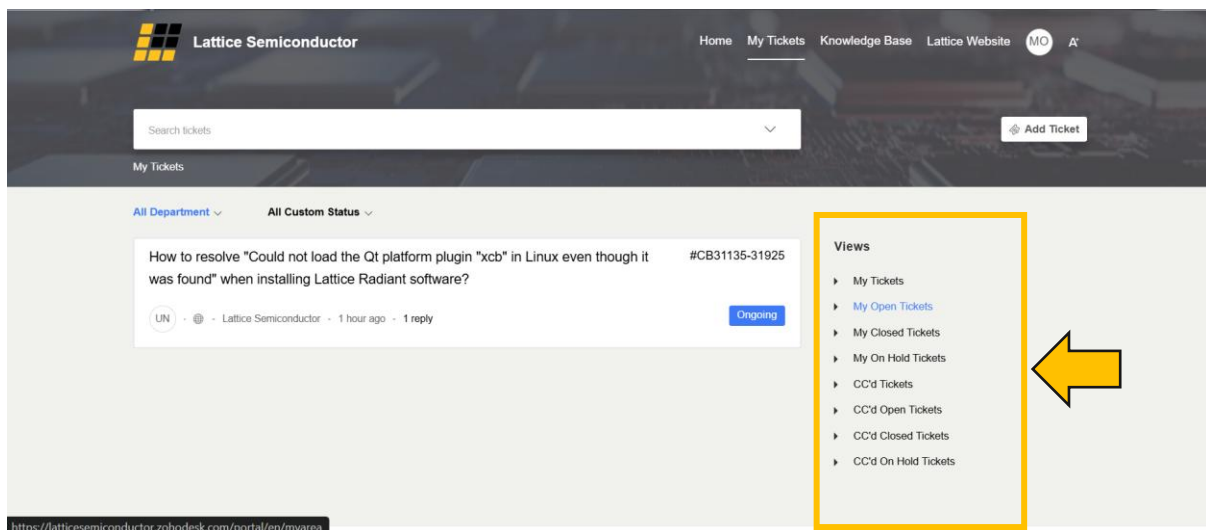
- My Tickets
- My Open Tickets
- My Closed Tickets
- My On Hold Tickets
- CC'd Tickets
- CC'd Open Tickets
- CC'd Closed Tickets
- CC'd On Hold Tickets

<https://latticesemiconductor.zohodesk.com/portal/en/myarea>

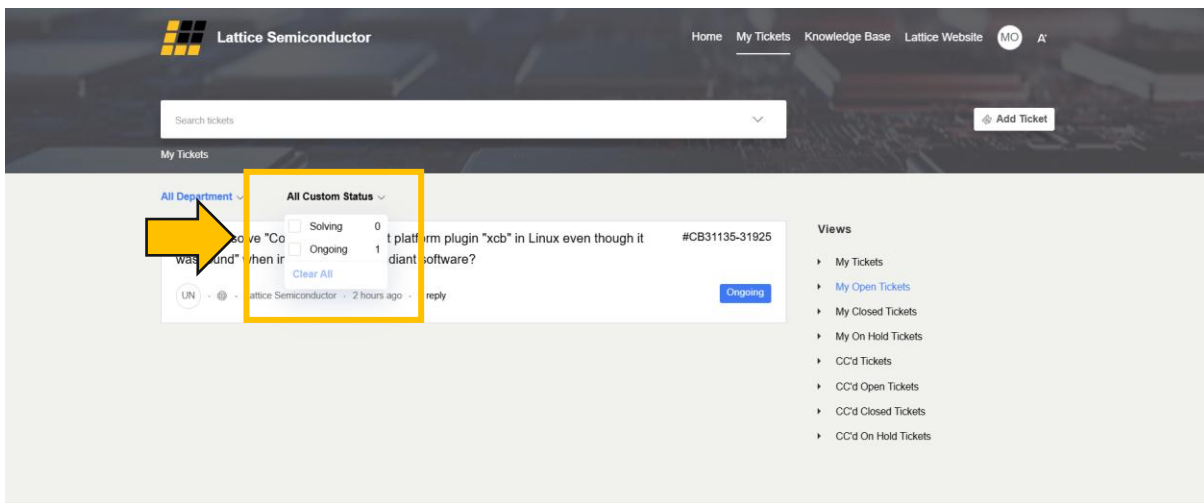
2. Upon clicking "My Tickets," users will see a list of all submitted tickets. *Please note that Tickets migrated from the previous system will also be visible in the same view. The new ticket number in Zoho will be formatted as #CBxxxxxx-xxxxxx, while the old ticket number from the old ticketing system will be displayed within the ticket under the field name "oldCaseId".*



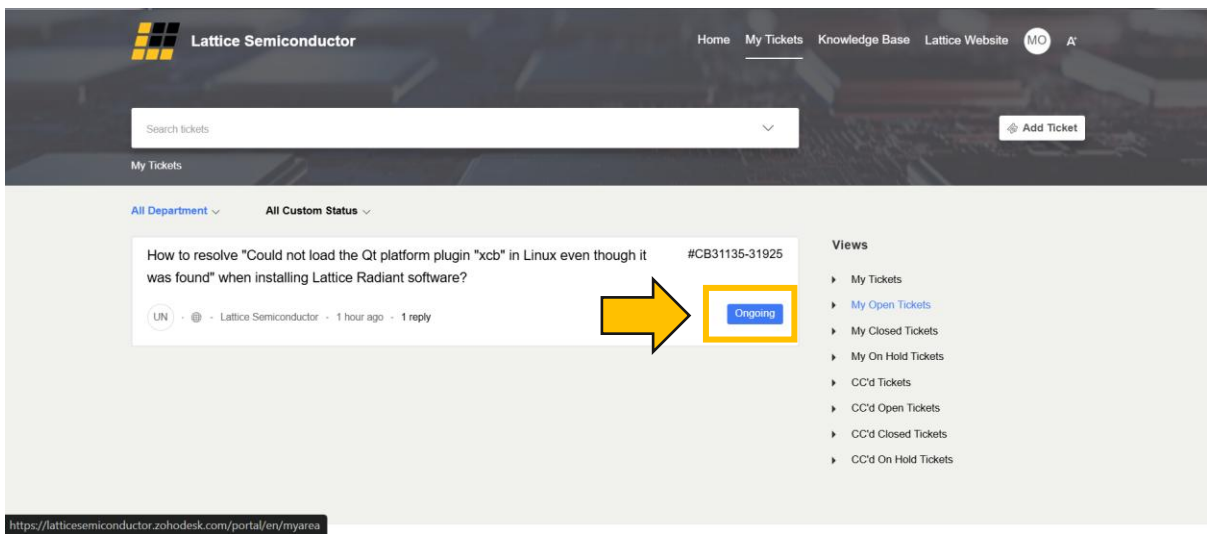
3. To "View" your tickets, simply look at the right part of the portal. Here's a quick guide to what you will find:



- a. **My Tickets:** This is where you will find all your tickets.
 - b. **My Open Tickets:** Shows the tickets that have an **Ongoing** status
 - c. **My Closed Tickets:** Here you can see all your resolved and closed tickets.
 - d. **My On Hold Tickets:** These are the tickets that are waiting for more information or action. They show the tickets with the statuses **Pending Customer** and **Pending Factory**.
 - e. **CC'd Tickets:** This is where you will find all tickets where you are copied (CC'd) for updates.
 - f. **CC'd Open Tickets:** These are the active and unresolved tickets where you are CC'd. They show the tickets with an **Ongoing** status.
 - g. **CC'd Closed Tickets:** Here you can see the resolved and closed tickets where you are CC'd.
 - h. **CC'd On Hold Tickets:** These are the tickets that are temporarily paused where you are CC'd. They show the tickets with the statuses **Pending Customer** and **Pending Factory** or waiting for your response.
4. If you want to see specific tickets, you can filter them by clicking the dropdown button on the "**All Custom Status**".



5. To know the current status of the case or ticket, see the lower portion of the ticket.

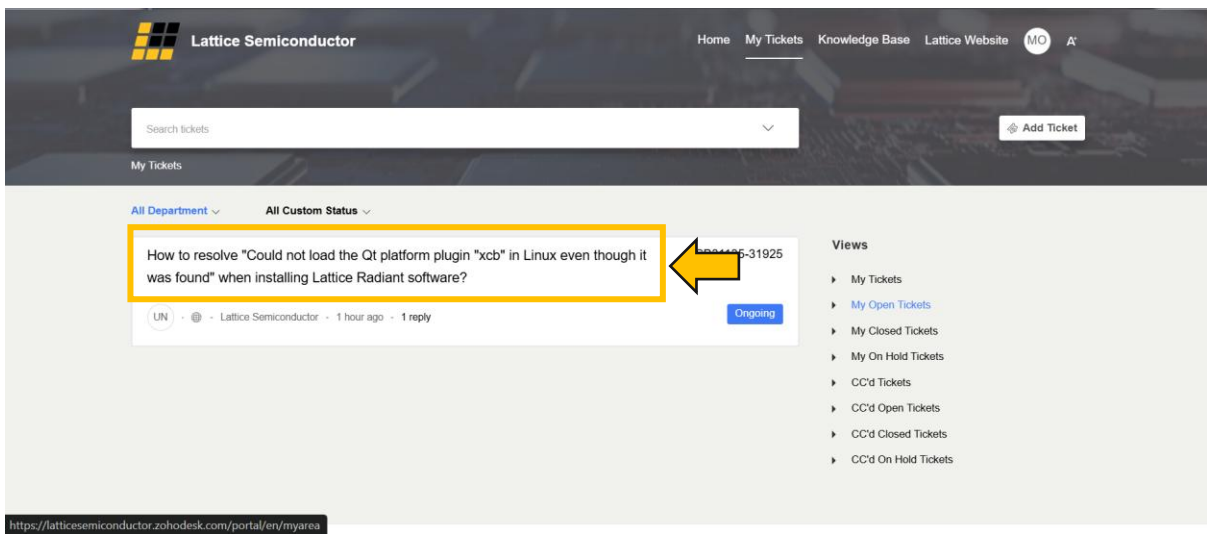


Status – This represents the current state of a case. (Open/Solving/Pending Customer/Pending Factory/Closed)

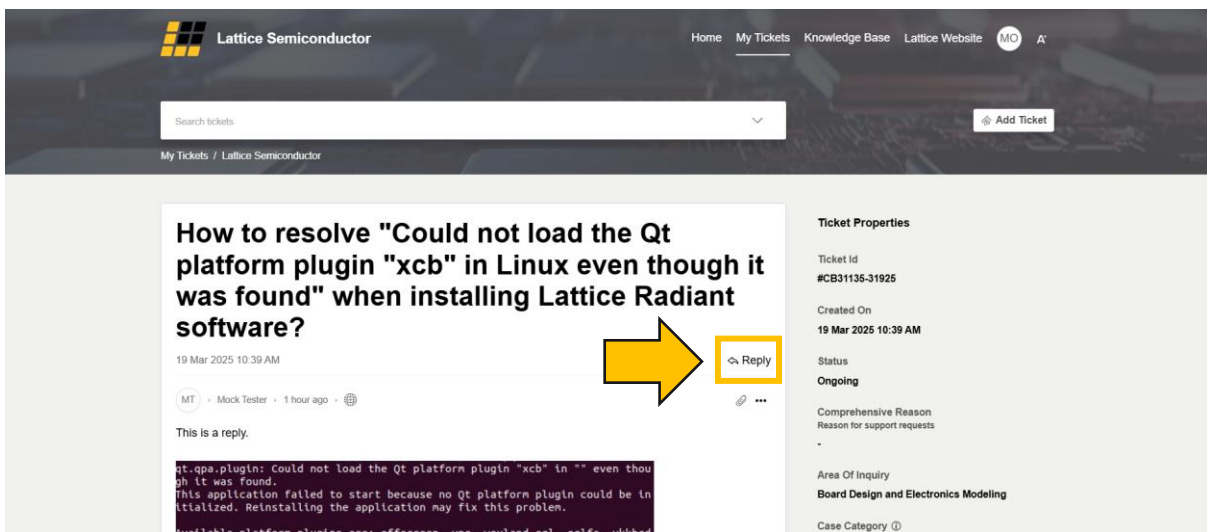
- a. **Ongoing** – This status is used when the case has not yet been assigned or acknowledged by an AE, or when an AE is still working on it.
- b. **Pending Customer** – This indicates that the ticket is waiting for a reply from the FAE/DFAE/Customer after the AE's update.
- c. **Pending Factory** – This status is used when the issue is being handled by the Lattice Factory (IP Team, Software Team, FA Team, etc.).
- d. **Closed** – Indicates that the TS case ticket is closed.

HOW TO REPLY ON TECHNICAL SUPPORT CASE TICKET UPDATE

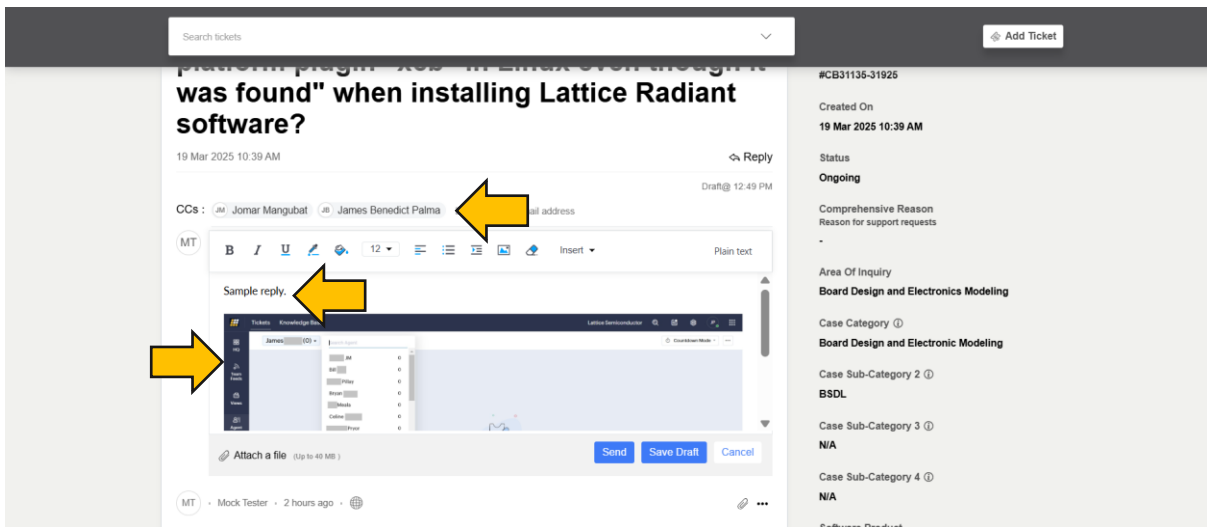
1. To reply on any update from the Technical Support Case Ticket, click on the ticket subject.



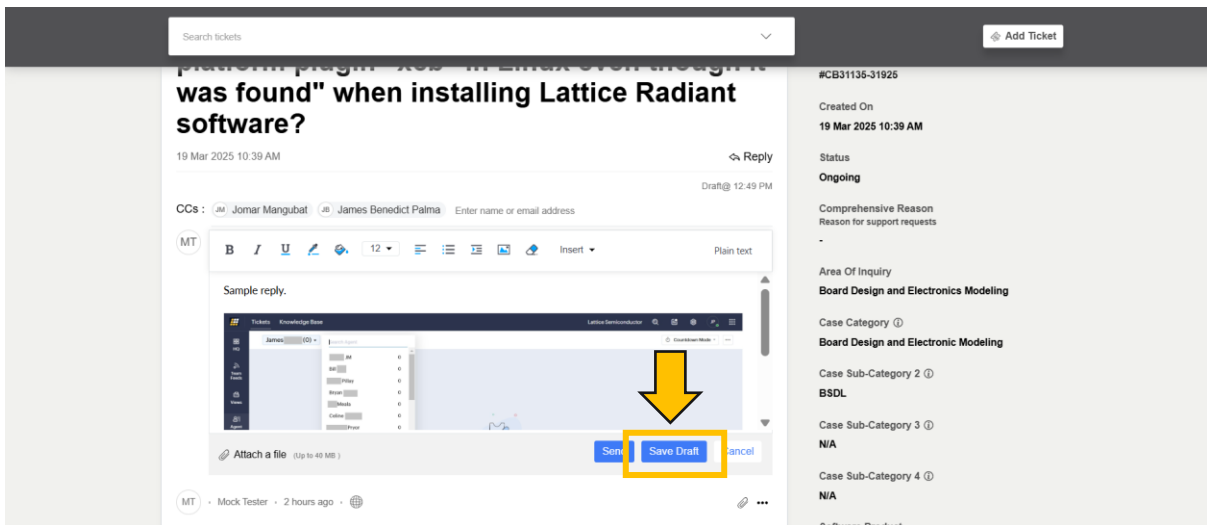
2. Afterwards, click “Reply”.



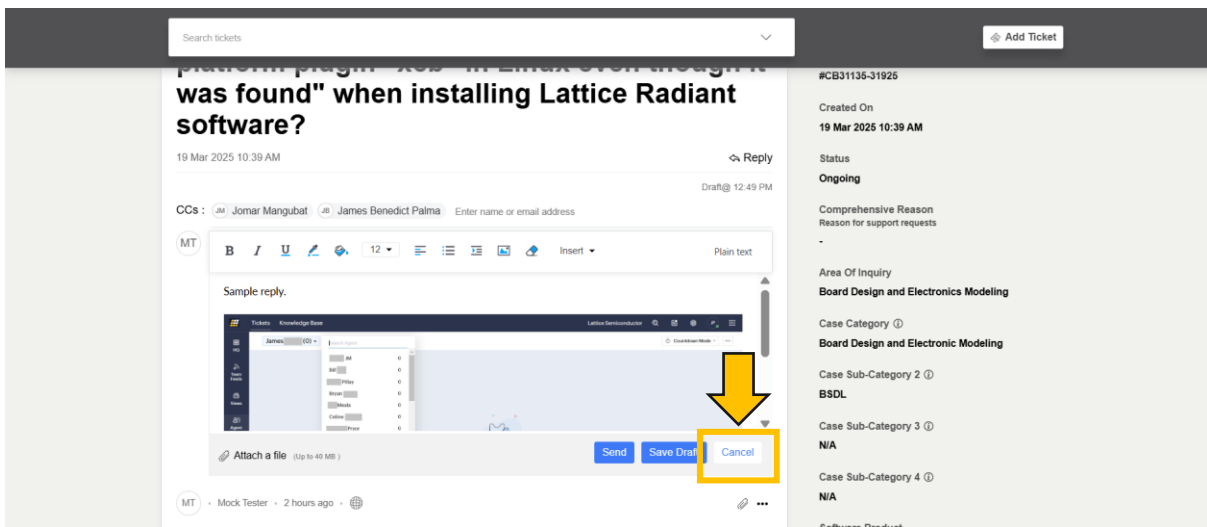
3. **Type your reply** and use the editing functions just like you would when drafting an email. Users are encouraged to **remove any pre-text from previous replies before drafting their response** to help keep the conversation thread clean. Additionally, if the customer wishes to **add or remove people in CC**, they can do so. **Picture snapshots or images can be drag-and-dropped** into the description field as inline attachments.



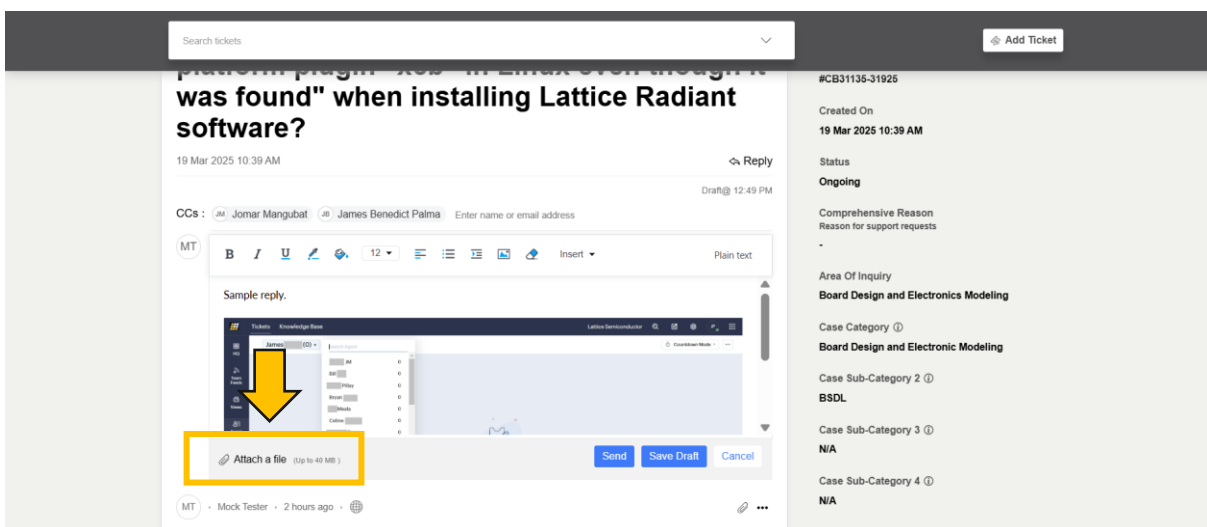
4. If the draft is not yet ready to be sent, click on the **“Save Draft”** button. This will save your draft in the portal, and you can find it later when you re-open the ticket.



5. Click **“Cancel”** to discard any changes you've made.



6. Users can also attach a file, with a maximum capacity of **40MB**. Note that attachments can only be added using the **“Attach a file”** button. *While pasting snapshots into the message box is supported, the drag-and-drop function of files is not available at this time.*



7. Once done with the reply, users must click on **“Send”** and the reply will be submitted.

8. Users can go back to the Lattice website by simply clicking on the Lattice Website button located on the top bar or by just clicking on the Lattice logo.

