SSP Customer Care

Renesas Synergy™ Platform
Synergy Software
Synergy Software Package (SSP)

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1. Introduction to Customer Care for Renesas Synergy™ Software Package

Renesas qualifies, maintains, and supports the Synergy platform as described in the Renesas Synergy Software Package (SSP) Datasheet. As part of that commitment, technical support is provided to all customers. The Technical Support team helps resolve problems a customer may have in their Synergy software development process. Those problems may arise from the customer code, integration issues, or in some cases, the platform code.

In order to ensure the quality of the Synergy platform code, Renesas has implemented a comprehensive development, test, and release process. Documentation for this process is found in the Synergy Software Quality Handbook and results for each minor release are compiled in the Synergy Quality Summary Report. This process is what allows Renesas to qualify the Synergy code and provide a quality development experience. Consequently, customers and Technical Support can spend more time resolving issues associated with the customer's implementation and not the underlying platform. This document describes the various methods for support and the process for reporting and resolving issues.

2. Customer Support Resources

Technical support is available to all customers, including those potential customers who are evaluating the platform, through a variety of mechanisms including email, chat, website, forums, videos, and Knowledge Base (KB). Email and chat are used to access Renesas Synergy Technical Support Representatives. A support ticket is generated as part of these interactions and tickets are targeted to be closed within six business days.

Support tickets may also be directly entered in the support database by the customer. The website posts technical bulletins, updated release notes, product announcements, and other Synergy related technical and business information. Forums and chat are monitored and supported by experienced Renesas engineers. Additionally, peer support is available on forums on an ad hoc basis. The Knowledge Base contains articles on the use of the SSP components as well as frequently asked questions (FAQs).

![Customer Support Ticketing Flow](image)

3. Customer Support Process

When a customer has a problem that they are unable to resolve via the website, the forums, or a FAQ, they should contact Renesas Synergy Customer Support. This same procedure should be followed if a customer believes there is a discrepancy in the SSP Datasheet. Customer Support has a clearly defined process customer issues are entered into an issue tracking database and resolved. The process is started when the customer contacts the Renesas Technical Support Team via an internet chat session. The customer may also contact their Field Application Engineer (FAE) if they are working with one. The Technical Support Team or FAE will then open a ticket in the Zendesk database to track the issue.
progress of the ticket. Customers may also directly enter a ticket if so desired. The FAE or Support Team will work with the customer to resolve their issue. Some cases may require escalation to an Application Engineer (AE). The Application Engineer will work with the various Synergy teams, including Systems and Software Development, to find a resolution for the customer. Over 90% of all issues are resolved within six business days.

4. Bug Process

In cases where a bug is detected in the SSP software, the issue will be linked to and logged in the Software Development bug database (JIRA). Resolution of the bug follows the standard Renesas Synergy bug lifecycle process. During this time, the Zendesk ticket stays open but the 6th day timer transitions to an “On Hold” state. Development activity will be logged in the JIRA ticket. An initial triage is performed to validate priority and severity of the defect after scoping and release assignment are done.

Severity and priority of the defect are determined based on customer input, engineering and customer support inputs, and guidelines suggested in the following table.

<table>
<thead>
<tr>
<th>Type</th>
<th>Probability</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Certain</td>
<td>Likely</td>
</tr>
<tr>
<td>Customer Impact</td>
<td>Blocker</td>
<td>Blocker</td>
</tr>
<tr>
<td>Requirement flaw</td>
<td>Blocker</td>
<td>Critical</td>
</tr>
<tr>
<td>Design Flaw</td>
<td>Blocker</td>
<td>Critical</td>
</tr>
<tr>
<td>Feature coverage</td>
<td>Critical</td>
<td>Major</td>
</tr>
<tr>
<td>Test/Development Environment</td>
<td>Critical</td>
<td>Major</td>
</tr>
<tr>
<td>Documentation</td>
<td>Critical</td>
<td>Major</td>
</tr>
</tbody>
</table>

As part of this process, the release assignment may be for the current or a future release. The Zendesk ticket will be updated automatically to reflect the JIRA fields including the ticket state, the version the fix is planned for, versions the bug affects, and others. This allows the support representative to inform the customer when and if a fix may be expected as well as any potential work arounds. Implementation of the bug fix will begin as per the plan associated with the release. Testing will commence once implementation is complete.

There are different release vehicles depending on the bug and resolution characteristics. These will be discussed in the next section. Once the bug and JIRA ticket have been resolved, the Zendesk ticket is updated with the resolution and the SSP version that will contain the fix, if any.
5. Release Mechanisms

Current software distribution mechanisms are Major Releases, Minor Releases, and Other Releases. Other Releases can include Patch Releases, Hot Fixes, and Private Releases. The severity and priority of the issue will determine which release mechanism is the most appropriate for it. A summary of the releases is found in the table below:

<table>
<thead>
<tr>
<th>Type</th>
<th>Version Indicator</th>
<th>Content</th>
<th>Approximate Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major</td>
<td>Left of first decimal (1.yy.zz)</td>
<td>Significant product line introductions</td>
<td>Every 2 – 3 years</td>
</tr>
<tr>
<td>Minor</td>
<td>Right of first decimal (x.2.zz)</td>
<td>New features</td>
<td>Twice a year</td>
</tr>
<tr>
<td>Patch</td>
<td>Right of second decimal (x.yy.3)</td>
<td>Bug fixes</td>
<td>2 – 4 times per year</td>
</tr>
<tr>
<td>Hot Fix</td>
<td>Right of second decimal (x.yy.3)</td>
<td>Critical bug fixes</td>
<td>As needed</td>
</tr>
<tr>
<td>Private</td>
<td>Right of second decimal (x.yy.3)</td>
<td>Customer specific, varies</td>
<td>As needed</td>
</tr>
</tbody>
</table>

Major releases are designated by a change in the number to the left of the decimal point of the version number (e.g., from 1.0 to 2.0) and are typically used with significant product line introductions.

Minor and Patch releases are regularly scheduled with Minor releases occurring approximately twice a year and Patch releases occurring two to four times a year. Minor releases may contain new features whereas Patch releases normally do not. Minor and Patch releases are available to the public and posted on the Renesas Gallery website. Minor releases are denoted by a change in the number to the right of the first decimal point of the version number (e.g., from 1.2 to 1.3). Patch releases are denoted by a change in the number to the right of the second decimal point of the version number (e.g., from 1.2.1 to 1.2.2). Hot Fixes are released on an ad hoc basis and for production stopping issues. Hot Fixes may be private or public and are posted on the Renesas Synergy Gallery. Hot fixes are generally versioned as a Patch release. Private releases are any releases not available to the public and are distributed to specific customers to resolve critical issues they might have.

As a standard course of practice, bugs are only fixed in the latest version of the SSP code. Exceptions may be made to help customers with shipping products in the field to resolve critical issues.
6. Links to Support Resources

The Renesas Synergy Software Package (SSP) is qualified and maintained to allow customers the opportunity to reduce barriers to entry in the IoT space, reduce their total cost of ownership, and to bring their products to market faster. As part of a commitment to quality, Renesas does not distribute the Synergy Software Package (SSP) “as is” and has a proven customer support process and technical support resources by which customer issues are resolved. Access to those support resources are listed below:

- Synergy Support
- Knowledge base / FAQ
- Renesas Rulz Synergy Forum
- Synergy Technical Bulletin Board
- Module Guides
- Resource Library
- YouTube channel
- Renesas Academy
- Synergy Explorer
- Synergy Book
- IoT Community
- Synergy Chat (from any Synergy page)
- Prof IoT Blog
# Revision History

<table>
<thead>
<tr>
<th>Rev.</th>
<th>Date</th>
<th>Description</th>
<th>Page</th>
<th>Summary</th>
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</thead>
<tbody>
<tr>
<td>1.00</td>
<td>Jan 29, 2018</td>
<td></td>
<td>—</td>
<td>Initial release</td>
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