

Keysight Technologies

Support Services for EDA Products offers customers several benefits otherwise not available. This service is designed to help you get the most out of your software purchases. By maintaining the support for your software, you are entitled to the following benefits.

EDA Support Services

Updates and Bug Fixes

Software updates to the latest versions of owned licenses. This includes any new features, bug fixes and improvements that are made to the software. New updates are pushed out throughout the year and emergency hot fixes are made available if any critical issues are discovered

Technical Support

Technical Support is provided by Keysight Technologies Technical Support Engineers to assist you in solving problems that arise with the use of Keysight EDA software products. You can escalate technical or business issues and can work with the support engineers to resolve those issues.

Knowledge Center Access

24/7 access to Keysight's online knowledge base that contains up-to-date information including "tips-andtricks", e-learning to help you build your skills in using Keysight EDA's products and examples that help you tap into the capability of our products. To log into the Knowledge Center, please use this [web link](#).

Additional Benefits

- Eligible to receive free replacements for hardware keys and dongles if they are lost, stolen or no longer function
- Waives fee for transferring licenses to different computer servers. Without support you will be required to pay a fee of \$1,235 to transfer your licenses to a new server
- Helps with maintaining the value of the software for trade in allowances towards possible upgrades and reconfigurations

Keysight's tech support business hours: 6 am to 6 pm MST, contact: Toll free: 1-800-473-3763, or Email: eesof-usa_support@keysight.com

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