

DAVE™ eTicketing Tool

Introduction and Overview

April, 2013

v. 1



What is the DAVE™ eTicketing tool?

- A real bug-tracking tool for DAVE™ and DAVE™ Apps
- Addresses issues from users instead of using forum
- Serves as knowledge base (search issues and solutions for customers)

What issues to log?

- Known and unfixed bugs (s/w errata)
- Known limitations or special handling not fully documented with s/w release
- Issues identified in application

Note: User should discuss unidentified issues in DAVE™3 forum.

What types of users ? How to access ?

■ Levels of users

- Users (registered): can enter issues, can view database entries
- Anonymous users (unregistered): can view database entries only

■ How to access ? How to register ?

- Single registration for DAVE™ eTicketing tool and forum ('single sign on')
 - Users who have logged in to the ticketing system will also be automatically logged in to the forum
 - All profile and user settings will be set, changed and saved in the forum profile
- Link: <http://www.infineonforums.com/support/dave3/index.php>

Anonymous users view Entry page

Enter user name and
password if account
exists

Select function: ticket
manager, knowledge
base and glossary

Login

Username

Password

Remember Me

Login

[Forgot your password?](#)

[Create an account](#)

DAVE™ 3 Knowledge Base and Problem Tracking

Welcome to DAVE™ 3 Knowledge Base and Problem Tracking!

Please use the options below to get to the relevant support page or the login/logout on the left.



Tickets Manager

Track the status of one or any of your existing requests.



Knowledge Base

View our knowledge base articles to resolve your issue.



Glossary

Check the Glossary to learn more about some terms.

If no account, register.
New account can be used
for DAVE Forum as well

Anonymous users view Ticket manager

If not registered or not logged in, only viewing of issues is possible

Text search entry
Any selection or entry must be validated with "Search"

Login

Username

Password

Remember Me

Tickets Manager

Search:

Both Subject only Body only

Status: **All**

Category: **All**

Tickets ID's with category, subject, due date and status

Ticket ID	Category	Subject	Due Date	Status
8874483 2012-07-03 20:51:06	Build Process / Compiler	Testing with a ticket 001	2/8/2012 09:00	Open
7087334 2012-07-03 20:52:32	Others	Testing with a ticket 002	2/8/2012 09:00	Open
5853849 2012-07-03 19:26:00	DAVE Code Engine	test: item 1	2/8/2012 07:30	Open
6869615 2012-07-03 19:28:10	DAVE Apps	test: 2	5/7/2012 07:30	Open

First 1 Last

Status: **All**

- All
- Work in Progress
- Closed
- In progress
- Need feedback
- Open

Issues can be filtered by status – status options shown on the left

Categories include values shown on the right

Category: **All**

- All
- Build Process / Compiler
- Debugger
- DAVE Apps
- DAVE Code Engine
- DAVE IDE
- Others

Anonymous users view Viewing a ticket entry

Issue title and ID

Testing with a ticket 001

Export to PDF is supported



#8874483

Date: 03/07/2012, 20:51:06

Issue information and status

User Krishna Prasad (kp@opentechmedia.com)
Category Build Process / Compiler
Assign To Ticket Assign
Source Website
Priority Low
Status Open

Attachments are visible if present and allowed for external view (see 'managers' section)

Issue history, multiple posts may be present

Activity History Attachs 0



User

Testing with a ticket 001

Created on behalf of the user by the agent Krishna Prasad.

posted at 2012-07-03 20:51:06

As unregistered user, no action possible – end with 'Close'

Close

Anonymous users view Knowledge base articles

DAVE Apps

Search Knowledge Base

Search by keywords (email, server) or type a question (How can I set email)

Simple search



Search

Search by keyword(s):

Include at least one of these words:	<input type="text" value="dave"/>
Include this exact phrase:	<input type="text"/>
Include all of the words:	<input type="text"/>
Exclude these words:	<input type="text"/>

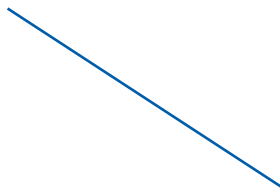
Advanced Search options:

Categories:	<input type="text" value="Top"/>	<input type="button" value="Search"/>
Date:	from: <input type="text"/>	to: <input type="text"/>

No articles for the selected category.

Title	Date Updated	Views	Rating
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Some articles may be visible only to registered users, depending on the settings during article creation



Advanced search



Search

Search by keyword(s):

Include at least one of these words:	<input type="text"/>
Include this exact phrase:	<input type="text" value="dave"/>
Include all of the words:	<input type="text"/>
Exclude these words:	<input type="text"/>

Advanced Search options:

Categories:	<input type="text" value="Top"/>	<input type="button" value="Search"/>
Date:	from: <input type="text"/>	to: <input type="text"/>

Title	Date Updated	Views	Rating
DAVE test article	24/7/2012 06:32	0	Unrated

Glossary

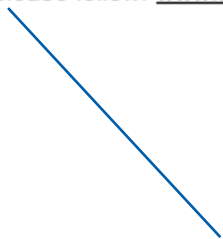
We frequently update our glossary with terms that may be used in our products and in our industry in general.

0-9	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	...
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■ DAVE™

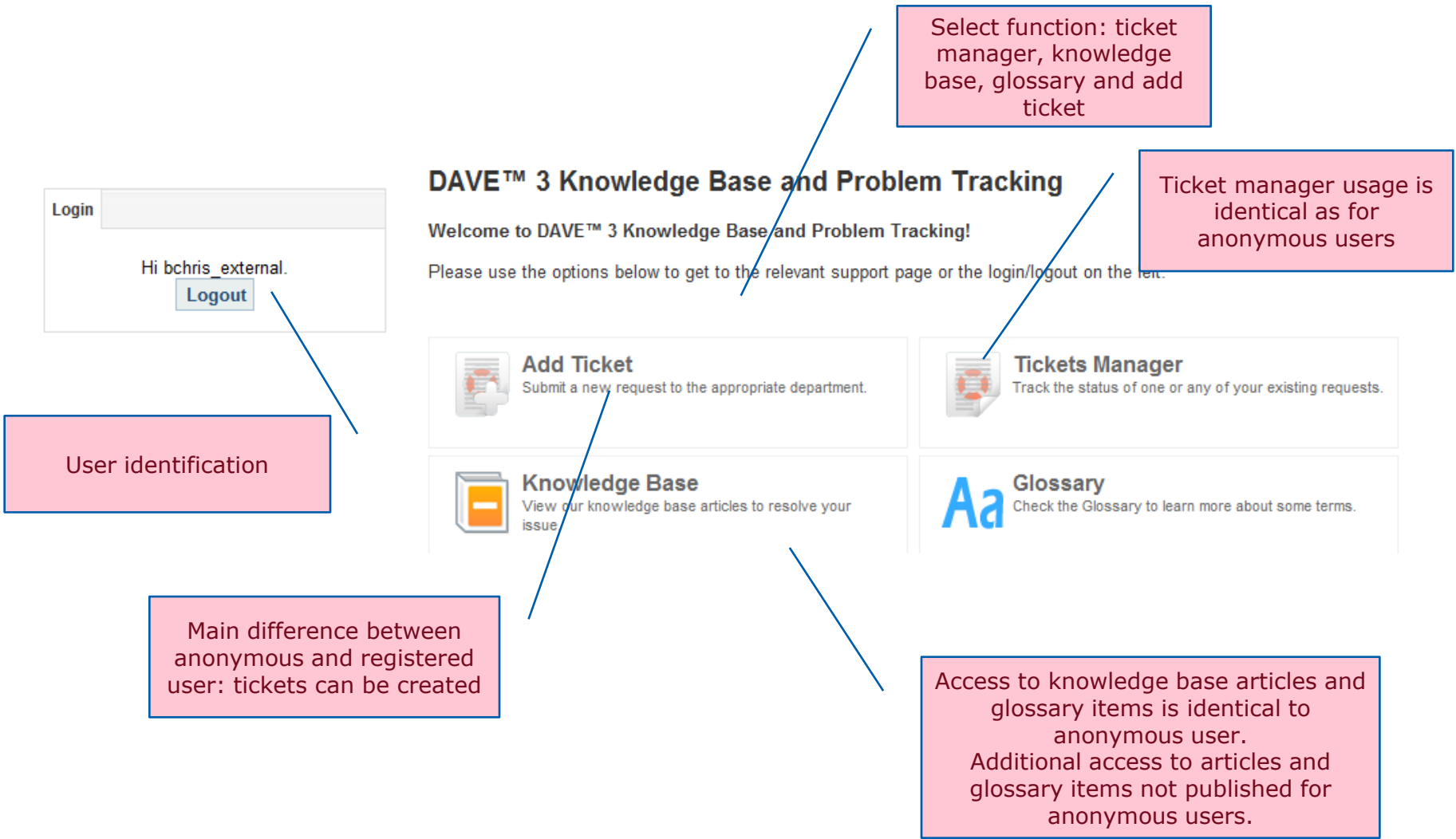
Digital Application Virtual Engineer

For more details, please follow: www.infineon.com/dave



Some glossary items may be visible only to registered users, depending on the settings during creation

Registered users view Entry page



Registered users view Submit a ticket

New

Subject *

Priority *

Category *

Message *

[Add attachment](#)

File (1)

Description

CC

BCC

[Add attachment](#)

- Select -
High
Low
Medium
Urgent

Build Process / Compiler
Debugger
DAVE Apps
DAVE Code Engine
DAVE IDE
Others

*** Required fields.**

All compulsory fields to be filled out

Submit ticket

Cancel submission



ENERGY EFFICIENCY MOBILITY SECURITY

Innovative semiconductor solutions for energy efficiency, mobility and security.

