

General

Q: *The Technical Support Hotline hours are Monday through Friday, 8:00AM - 5:00PM Pacific time. Is there any way to get technical help outside of these hours?*

A: Xilinx has implemented a fax-back system and an automated email server, both of which operate 24 hours a day. These systems will give you access to the same database used by the Technical Support Engineers.

The XFACTS automated fax-back system can send solution records and application notes directly to your fax machine. Using a touch-tone phone, call 1-408-879-4400 and press "1" to get more information.

The XDOCS email server can send the same information via the internet. For more information on this system, send an email to xdocs@xilinx.com, with the word help in the subject line.

Q: *When I try to install the software on my PC, I get the message "Corrupted file on your media. DSxxx cannot be completely installed." What should I do?*

A: The Install program will give this error message if it cannot write a file or if it cannot verify a file that it has just tried to write. There are three possible causes of this message:

1) You don't have write privileges to the target directory.

Not having write privileges prevents the program from being able to open a new directory or overwrite existing DOS files, so check to make sure none of the file attributes have been set to read-only. If you are installing on a network drive, make sure you are logged in as someone who can write to the destination area.

2) The PC has run out of memory below 640KB.

In addition to being able to start the Install program itself, PCs must have enough memory to decompress the data files stored on the CD or disks. Remove some drivers from the CONFIG.SYS and AUTOEXEC.BAT files, reboot the PC, and try the installation again. If the Install program gets further but still fails, remove more drivers and try again.

3) Problems exist with the setup of the CD-ROM drive.

We have seen multiple cases, especially with the MSCDEX drivers, where the CD-ROM drive software has not been installed correctly. Check to be sure that the proper parameters are set for the driver. If all else fails, call the Technical Support Hotline at 1-800-255-7778 for more assistance.

XABEL

Q: *While running AHDL2X v5.0 on a Pentium 90 MHz PC, I receive a message indicating that my key is not authorized to run XABEL. What could be the cause of this problem?*

(Note: This question appeared in XCELL #16 with an incorrect description of the solution.)

A: The XABEL 5.0 package includes executables supplied to Xilinx by Data I/O. Unfortunately, these programs were compiled with an older version of the Rainbow key software and will not run on some faster machines, like the Pentium-90MHz and IBM PS/2 platforms. These programs have been re-compiled and updated in the XACT 5.1 release. They also are available on the Xilinx BBS as XABEL.ZIP.

Synopsys

Q: I am just starting my first Xilinx design with the Synopsys FPGA Compiler. How should I set up my .synopsys_dc.setup file?

A: Below is a sample .synopsys_dc.setup file for doing an XC4000 family design. Be sure to edit the search path so that it points to the correct location of the libraries.

```
/* EXAMPLE FPGA COMPILER STARTUP FILE - .synopsys_dc.setup */
/* FOR XC4000/A/H/D PARTYPES */
search_path = { . \
    <DS401-XACT-Directory>/synopsys/libraries/syn \
    <SYNOPSIS_Directory>/libraries/syn}
link_library = {xprim_4005-5.db xprim_4000-5.db xgen_4000.db \
    xio_4000-5.db xfpga_4000-5.db}
target_library = {xprim_4005-5.db xprim_4000-5.db xgen_4000.db \
    xio_4000-5.db xfpga_4000-5.db}
symbol_library = xc4000.sdb
define_design_lib WORK -path ./WORK
define_design_lib xblox_4000 -path \
    <DS401-XACT-Directory>/synopsys/libraries/dw/lib/fpga
synthetic_library = {xblox_4000.sldb standard.sldb}
compile_fix_multiple_port_nets = true
xlnx_hier_blknm = 1
xnfout_library_version = "2.0.0"
bus_naming_style = " percents< percentd>"
bus_dimension_separator_style = "><"
bus_inference_style = " percents< percentd>"
```

OVERVIEW OF TECHNICAL SUPPORT FACILITIES

Automated Support Systems

To provide timely support for new, high-growth markets, Xilinx Applications has established a series of E-mail addresses to direct technical inquiries or to request information packets.

Currently, these E-mail addresses include:

Digital Signal Processing applications dsp@xilinx.com
PCI-bus applications pci@xilinx.com
Plug and Play ISA applications pnp@xilinx.com
Asynchronous Transfer Mode applications atm@xilinx.com
General questions should still be routed to hotline@xilinx.com
PCMCIA card applications pcmcia@xilinx.com
Reconfigurable logic/computing applications ... reconfig@xilinx.com

Other Xilinx interactive services include the XDOCS automated document server, the XFACTS fax server, and the Xilinx World Wide Web home page.

To access the XDOCS E-mail document server, send an E-mail to xdocs@xilinx.com with "help" as the only item in the subject header. You will automatically receive full instructions via E-mail. The Xilinx home page is available at <http://www.xilinx.com>. The XFACTS fax server is available by calling 1-408-879-4400.

Hotline Support, United States

Customer Support Hotline: 800-255-7778

Hrs: 8:00 a.m. - 5:00 p.m. Pacific time

Customer Support Fax Number: 408-879-4442

Avail: 24 hrs/day-7 days/week

Electronic Technical Bulletin Board: 408-559-9327

Avail: 24 hrs/day-7 days/week

Customer Service: 408-559-7778, ask for customer service

For software updates, authorization codes, documentation updates, etc.

Hotline Support, Europe

UK, LONDON OFFICE

telephone: (44) 1932 349402

fax: (44) 1932 333530

Bulletin Board Service: (44) 1932 333540

e-mail: ukhelp@xilinx.com

FRANCE, PARIS OFFICE

telephone: (33) 1 3463 0100

fax: (33) 1 3463 0109

e-mail: frhelp@xilinx.com

GERMANY, MUNICH OFFICE

telephone: (49) 89 991 5490

fax: (49) 89 904 4748

e-mail: dlhelp@xilinx.com