

Thank you for considering Farnell/Newark for your software needs. We are delighted to present these handy hints and tips to help ensure ordering, delivery and installation run smoothly.

the software team - software@element14.com

Ordering

Xilinx require accurate end user data for the person who will use/administer the software license. Such data includes full name, email address, telephone number, company name and physical address. If you believe the correct data has not been supplied please contact your sales agent or software@element14.com quoting your Farnell/Newark order number and supply any additional information that may be required.

- The email address should be person specific – do not use generic email addresses such as admin@example.com.
- The company address must be a real physical address – PO Boxes are not acceptable.

End user organisations (i.e. the license holders) should order directly from Farnell/Newark and not via a reseller or intermediary due to restrictions imposed by Xilinx.

Delivery

Typical lead times are 1 week and delivery is by email direct from Xilinx. Orders can be delayed due to compliance checks performed by ourselves and Xilinx. Typically this is due to insufficient or inconsistent end user data provided with the order.

The licensed user will receive an email notice to alert them to login to access their license. Licenses are obtained through the customer's account at Xilinx and are not included with the email. The important points to note are:

- Licenses are delivered into a user's Xilinx account.
- The user must create their Xilinx account before license delivery can take place.
- All required fields of the user profile must be completed.
- Xilinx will compliance check the data provided for the account.

Installation

The installation process will vary depending on whether a node locked or floating license was ordered. There is comprehensive documentation on the Xilinx website that should be consulted for how to install and license your software. A useful support article is:

<https://www.xilinx.com/support/answers/41878.html>

Prior to installing ensure your computer meets the minimum system requirements. For example Xilinx Vivado requires a 64-bit operating system including Windows 7 SP1, Windows 10 and selected Linux versions.

<https://www.xilinx.com/support/answers/54242.html>

Technical support for your Xilinx product is provided by the manufacturer via their support portal. Log in to your Xilinx account and use the support pages to access the knowledgebase and raise support cases.

www.xilinx.com/support.html