RAMTERA

PRODUCT DOCUMENTATION · PHYSICAL VERIFICATION (LVR)

RAMTERA-LVR-SUP

Support and Maintenance Policy

Severity targets, release trains, and how assistance works

August 2026 · Ramtera PRE engineering

LVR Support and Maintenance Policy

This document states what a support entitlement buys: response targets by severity, the release and hotfix cadence, version support windows, and how deck-level assistance works. It applies to paid pilots and production licenses; 30-day evaluations receive the same channels with best-effort response.

4	N, N–1	hotfix	IST + US
severity classes with targets	supported release trains	path for blocking defects	coverage overlap

Severity classes and response targets

Severity	Definition	First response	Path
S1	production blocked: crash, hang, or wrong results on a production flow with no workaround	next business day	hotfix or workaround on the current train
S2	significant function impaired; workaround exists	2 business days	fix targeted to the next maintenance release
S3	minor defect, cosmetic issue, or documentation gap	5 business days	queued by impact
S4	enhancement request	acknowledged; reviewed in planning	roadmap consideration

What to send with a report

Version string, the log, and — where your confidentiality rules permit — a minimal reproducer. Ramtera support never requires your design database: synthetic or excerpted testcases are the default working material, per the Security and Confidentiality Overview.

Releases and versions

Item	Policy
Maintenance releases	regular cadence carrying defect fixes and deck-compatibility updates; release notes enumerate every behavior change
Hotfixes	S1 defects receive fixes on the current train without waiting for the next release
Support window	current release train (N) and the previous one (N–1); older versions receive S1 assistance and an upgrade path
Compatibility	results-affecting changes are called out explicitly in release notes so signoff teams can requalify deliberately

Deck and flow assistance

Support covers deck bring-up questions, syntax clarifications, and triage of deck-versus-engine discrepancies under the benchmark methodology's root-cause discipline. Porting engagements — adapting proprietary flows, custom results integrations — are scoped separately as services.

ESCALATION — Escalation: any S1 older than its target, or any issue you believe is misclassified, escalates directly to Ramtera engineering leadership — the company is small enough that escalation reaches the people who wrote the code.

About Ramtera

Ramtera Inc. (Delaware, USA), with R&D at Ramtera Design Automation India Pvt Ltd (Bangalore), builds electronic design automation software for physical verification and physical implementation. LVR is Ramtera's physical verification engine (DRC, LVS, ERC, XOR, parasitic extraction); PRE is Ramtera's physical implementation environment (floorplanning, placement, clock tree synthesis, routing, timing analysis and optimization), built on industry-standard command conventions so existing flow scripts and operator skills transfer directly. The company holds granted patents and registered copyrights covering its engines.

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This document reports measurements from Ramtera's engineering environment (Ubuntu 24.04, GCC 13.3, Tcl 8.6) unless stated otherwise. Product behavior and figures are subject to change; no compatibility, certification, or endorsement by any third party is stated or implied.