

# ADX Portal Customer Reference Guide

Welcome to the all-new Analog Devices Express (ADX) portal for device programming! To ensure you have the smoothest experience possible, the ADX team has put together a quick guide to walk you through the basics of the portal. If you have any additional questions, there are FAQs on the [ADX webpage](#), as well as a support queue available via the portal.

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## Getting Started

Before you can begin an order, you will need to create two things:

1. An ADX account
2. An LTPowerplay® configuration file

To request a new ADX account, send an email to the ADX Customer Service [team](#). Provide them with the following details:

- ▶ Your first and last name\*
- ▶ A direct email address (this will be your login)\*
- ▶ Your company\*
- ▶ Your phone number
- ▶ Optionally, send them your shipping address ahead of time so you don't have to fill this out later

\*Required to open a new account

When your account has been created, you will receive an email like the one below. Click **Get Started** to create a password and begin entering new configuration and preproduction orders!

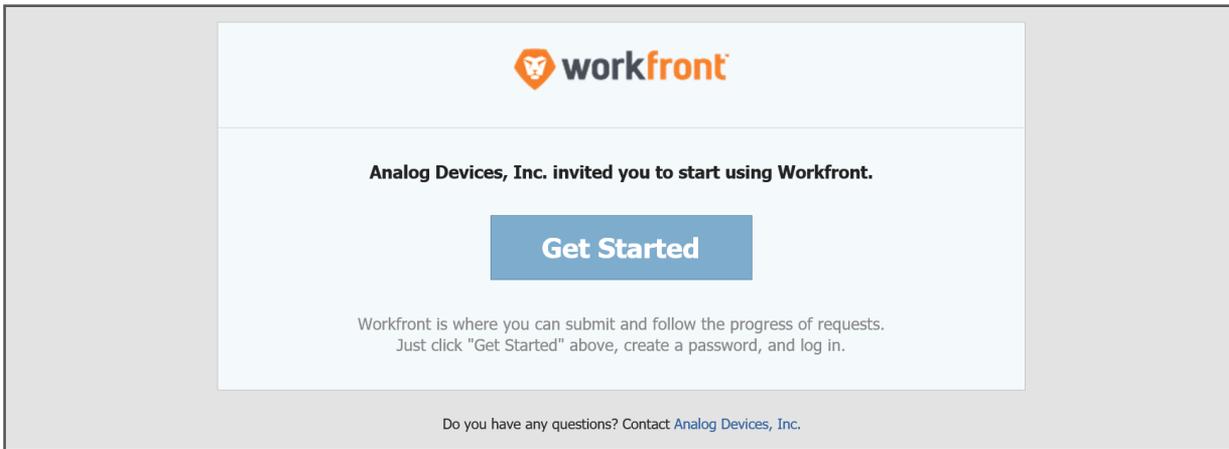


Figure 1. Workfront invitation screen.

## Entering a New Request

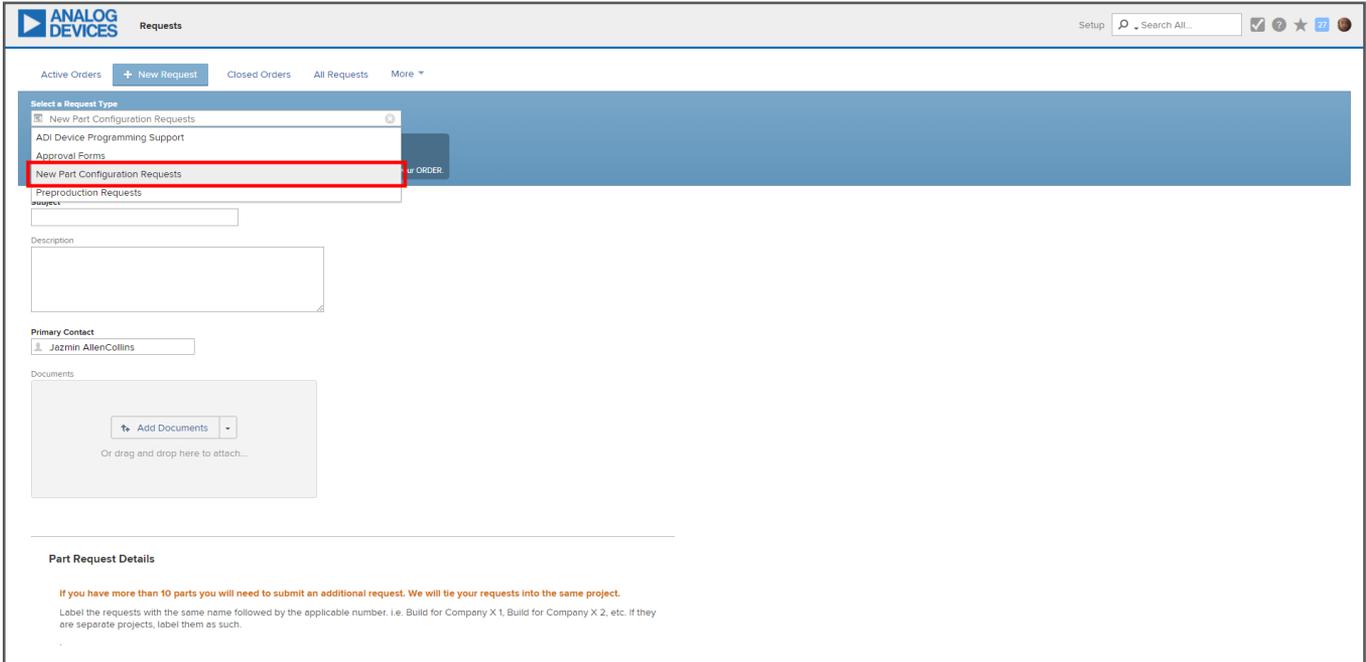
To start a request for a new configuration, preproduction, or production order, navigate to the Requests tab in the main navigation of the portal.

This will load by default on your initial log in, but as you navigate to other areas, it will always be available at the top. Clicking the Analog Devices logo will also take you to your dashboards and **New Request** area.

## New Part Configurations (First Articles)

(This can be found in the LTPP zip (Configuration IDs))

For all brand-new configuration requests (First Articles), use the **New Part Configuration Requests** option. You can order up to ten (10) unique configurations at a time and up to a quantity of ten (10) programmed parts per configuration. If you need to order more than ten (10) unique configurations as part of one order, you will need to enter multiple requests with similar names (Project X part 1, Project X part 2, etc.).



The screenshot shows the 'Requests' page in the Analog Devices portal. The 'New Request' button is active. A dropdown menu is open, showing 'New Part Configuration Requests' selected and highlighted with a red box. Below the dropdown, there are fields for 'Description', 'Primary Contact' (Jazmin AllenCollins), and 'Documents'. At the bottom, there is a section for 'Part Request Details' with a note: 'If you have more than 10 parts you will need to submit an additional request. We will tie your requests into the same project. Label the requests with the same name followed by the applicable number. i.e. Build for Company X 1, Build for Company X 2, etc. If they are separate projects, label them as such.'

Figure 2. First Article request.

## LTPP File Details

You will need to upload the customer's LTpowerPlay® configuration zip file along with the part number(s) and configuration ID(s). The configuration ID and base plus temperature grade for each part configured can be found in the **contents.xml** file inside the LTPP file.

in-system-programming	File folder		
lt-programming	File folder		
oem-programming	File folder		
proj_file	File folder		
contents.xml	XML Document	1 KB No	1 KB 38%

Figure 3. Contents.xml file in the LTPP zip file.

```
<?xml version="1.0" encoding="UTF-8"?>
<system isp_file="in-system-programming\Order_04-27-2020_11-11-24.isphex" proj_file="proj_file\Order_04-27-2020_11-11-24.proj">
  <chip oem_file="oem-programming\LTC2977_U0_(0x5C)_DPCRC32-344CB936.oem" ltprod_file="lt-programming\LTC2977_F30C2D42.ltprod" config-id="6B4E84B8"
    dp-crc32="344CB936" sl-crc="F30C2D42" address="0x5C" modelnum="LTC2977" name="U0"/>
</system>
```

Figure 4. Configuration ID and base part number in contents.xml file.

# Preproduction Orders (Ordering Existing -ES Parts)

The screenshot shows the 'Requests' page in the Analog Devices portal. At the top, there is a navigation bar with the Analog Devices logo, the word 'Requests', a search bar, and utility icons. Below the navigation bar, there are tabs for 'Active Orders', '+ New Request', 'Closed Orders', 'All Requests', and 'More'. A dropdown menu titled 'Select a Request Type' is open, showing options: 'Preproduction Requests', 'ADI Device Programming Support', 'Approval Forms', 'New Part Configuration Requests', and 'Preproduction Requests' (highlighted with a red box). Below the dropdown is a 'Subject' input field. The main content area is titled 'Preproduction Details' and contains the following text: 'If you are ordering parts from multiple projects with different reference numbers, you will need separate requests.' It then asks 'Are you a contract manufacturer or FSE/FAE ordering existing ES parts on behalf of your customer?' with a dropdown menu set to '-- Select --'. Below that is a question: 'Is this a preproduction order for a First Article completed before Feb. 2020?' with radio buttons for 'Yes' and 'No'. The final question is 'Have you submitted a FAAF for each part you are looking to move to Pre-Production?' with radio buttons for 'Yes' and 'Not yet'.

Figure 5. Preproduction requests.

If you have already gone through the First Article phase with your customer for a unique configuration, you will need to select **Preproduction Requests** to order additional parts. You can order up to ten (10) unique existing -ES parts at a time at any quantity desired. Note: if the company you're ordering for has ordered 500 parts across all its historical orders, the ADX team will evaluate if ordering more can be approved.

If you have not yet configured parts and received the -ES part numbers, start at **New Part Configurations**.

Note: you will need to submit a signed First Article Approval Form (FAAF) prior to submitting the preproduction request.

## Legacy Preproduction Orders

If you or your customer finalized the First Article phase prior to February 2020, you will need to select **Yes** for the legacy question. These orders will have a legacy project set up in the system and a reference number will be provided to you after you submit, at minimum, your FAAF.

This screenshot is similar to Figure 5, showing the 'Preproduction Requests' selection process. The 'Select a Request Type' dropdown is set to 'Preproduction Requests'. The main content area is titled 'Preproduction Details' and contains the same text as Figure 5. However, the question 'Is this a preproduction order for a First Article completed before Feb. 2020?' is highlighted with a red box, and the 'Yes' radio button is selected. The other questions and options are the same as in Figure 5.

Figure 6. Identifying a legacy order.

# Approval Forms

## First Article Approval Form (FAAF)

The screenshot shows the 'Requests' page in the Analog Devices portal. At the top, there is a search bar and navigation icons. Below the header, there are tabs for 'Active Orders', '+ New Request', 'Closed Orders', 'All Requests', and 'More'. A 'Select a Request Type' dropdown menu is set to 'Approval Forms'. A blue banner contains a welcome message and instructions: 'Welcome to the Approval Forms Queue! Sign-off on configured parts and/or reorder more with the options below. NOTE: we need one FAAF per approved part. In addition, you can submit your production requests here. Note: The Subject field is the TITLE of your REQUEST. Example: FAAF for LTC2977 for Company A. Description field is the SUMMARY of your REQUEST.' Below this, the 'Approval Forms' dropdown is expanded, showing 'First Article Approval Form' (highlighted with a red box), 'Production Requests', and 'Documents'. There is also an 'Add Documents' button and a drag-and-drop area for attachments. The main content area is titled 'First Article Approval Form' and contains a message: 'You will need one FAAF per part you want to move to the Pre-Production stage.' It also includes a dropdown for 'Are you submitting a First Article approval on behalf of a customer?' (set to 'No, I am the customer') and a question 'Is this a FAAF for a First Article order completed before Feb. 2020?' with 'Yes' and 'No' radio buttons.

Figure 7. Starting a FAAF.

Once you are satisfied that the programmed parts will meet your needs, you will need to approve the First Articles before more parts can be ordered. If you would like to try a different configuration, a new First Article request will need to be completed. Fill out this form with the reference number provided to you from your original configuration order. This will be available to you via your dashboard for future reference.

## Production Request

If you are ready to proceed to production, you will need to fill out one final form (per configuration). Limited updates will be provided through the portal.

The screenshot shows the 'Requests' page in the Analog Devices portal. At the top, there is a search bar and navigation icons. Below the header, there are tabs for 'Active Orders', '+ New Request', 'Closed Orders', 'All Requests', and 'More'. A 'Select a Request Type' dropdown menu is set to 'Approval Forms'. A blue banner contains a welcome message and instructions: 'Welcome to the First Article Approval and Reorders Queue! Sign-off on configured parts and/or reorder more with the options below. Note: we need one FAAF per approved part. Note: The Subject field is the TITLE of your REQUEST. Example: FAAF for LTC2977 for Company A. Description field is the SUMMARY of your REQUEST.' Below this, the 'Approval Forms' dropdown is expanded, showing 'Production Requests' (highlighted with a red box), 'First Article Approval Form', and 'Documents'. There is also an 'Add Documents' button and a drag-and-drop area for attachments. The main content area is titled 'Production Request Form'.

Figure 8. Move to production request.

## Viewing Your Requests and Approval Forms

You can view your customer orders, support tickets, and approval forms on your dashboards. If you are in your dashboard, you can see all available dashboards just under the main navigation.

The screenshot shows the Analog Devices Requests dashboard. At the top left is the Analog Devices logo. The main navigation bar includes 'Active Orders', '+ New Request', 'Closed Orders', 'All Requests', and 'More'. A red box highlights these navigation options. Below the navigation bar, there are three main sections: 'My Active Orders', 'Part Details for Active Orders', and 'My Signed First Article Approval Forms'. The 'My Active Orders' section contains a table with columns: Reference #, Order Name, Parts Ordered, Entry Date, Order Status, and Estimated Ship Date. The table shows one entry for 'PPP\_TEST Sandy Lane Project' with reference # 6452, parts LTC2977CUP, entry date 2/21/20, status 'In Progress', and ship date 3/10/20. The 'Part Details for Active Orders' section contains a table with columns: Order Type, ES #, Configuration ID, Quantity, and Status. It shows one entry for 'New' with ES # LTC2977CUP#XX00-1PBF-ES, configuration ID ED123AB0, and quantity 6. The 'My Signed First Article Approval Forms' section is currently empty.

Figure 9. Dashboard tabs.

If you are viewing an order request details page or are otherwise not in your dashboard, you can navigate back by clicking the Analog Devices logo in the top-left corner.

This screenshot is identical to Figure 9, showing the Analog Devices Requests dashboard. The main difference is that the Analog Devices logo in the top-left corner is highlighted with a red box, indicating it is the element used to navigate back to the dashboard.

Figure 10. Return to home dashboards.

Once you are on your desired dashboard, you will see all the information relevant to active and closed orders and support tickets.

# Active and Closed Order Dashboards

You will see up to three reports on each dashboard available to you.

## My Active/Closed Orders

The screenshot shows the 'Requests' dashboard for Analog Devices. At the top, there are navigation tabs for 'Active Orders', 'Closed Orders', 'All Requests', and 'More'. Below this, there are two main panels. The left panel, 'My Active Orders', is highlighted with a red box and contains a table with the following data:

Reference #	Order Name	Parts Ordered	Entry Date	Order Status	Estimated Ship Date
6452	PPP_TEST Sandy Lane Project	LTC2977CUP	2/21/20	In Progress	3/10/20

The right panel, 'Part Details for Active Orders', shows details for the selected order, including 'Order Type' (New), 'ES #' (LTC2977CUP#XX00-1PBF-ES), 'Configuration ID' (ED123AB0), 'Quantity' (6), and 'Status' (New).

Figure 11. Active orders.

- ▶ **Reference #:** this carries through the preproduction order(s), FAAF(s), and production request(s) related to the original configuration request. Refer to your **Closed Orders** dashboard to find this in the future.
  - Note: while there are reference numbers listed on preproduction orders, you should disregard these. Use your original new configuration reference number throughout the life of your project.
- ▶ **Order Name:** this cell is hyperlinked to your request. To view additional details, leave/review comments, or upload/review documents, click this to be redirected to that page.
- ▶ **Parts Requested**
- ▶ **Entry Date:** the date the order was entered into the portal.
- ▶ **Order Status:** this is only visible on the **Active Orders** dashboard.
- ▶ **Estimated Ship Date:** this will appear when your **Order Status** changes from **New** to **Under Review**; this is replaced by **Order Completion Date** on your **Closed Orders** dashboard.

## Part Details for Active/Closed Orders

The screenshot shows the 'Requests' dashboard with a navigation bar at the top. Below the navigation bar, there are tabs for 'Active Orders', 'Closed Orders', 'All Requests', and 'More'. The main content area is divided into two panels. The left panel, titled 'My Active Orders', contains a table with columns: Reference #, Order Name, Parts Ordered, Entry Date, Order Status, and Estimated Ship Date. The right panel, titled 'Part Details for Active Orders', contains a table with columns: Order Type, ES #, Configuration ID, Quantity, and Status. The 'Part Details for Active Orders' panel is highlighted with a red border.

Reference #	Order Name	Parts Ordered	Entry Date	Order Status	Estimated Ship Date
6452	PPP_TEST Sandy Lane Project	LTC2977CUP	2/21/20	In Progress	3/10/20

Order Type	ES #	Configuration ID	Quantity	Status
New	LTC2977CUP#XX00-1PBF-ES	ED123AB0	6	New

Figure 12. Part details for active orders.

The headers in this section can be cross-referenced with the orders in your **Active Orders** and **Closed Orders** dashboards. We name the project based on what you named it during submission. Look for the reference number in this dashboard's headers to match the order with the part details. In the example below, PPP\_TEST Sandy Lane Project (#6452), "6452" is the reference number.

The screenshot shows the 'Requests' dashboard with a navigation bar at the top. Below the navigation bar, there are tabs for 'Active Orders', 'Closed Orders', 'All Requests', and 'More'. The main content area is divided into two panels. The left panel, titled 'My Active Orders', contains a table with columns: Reference #, Order Name, Parts Ordered, Entry Date, Order Status, and Estimated Ship Date. The right panel, titled 'Part Details for Active Orders', contains a table with columns: Order Type, ES #, Configuration ID, Quantity, and Status. The 'Part Details for Active Orders' panel is highlighted with a red border.

Reference #	Order Name	Parts Ordered	Entry Date	Order Status	Estimated Ship Date
6452	PPP_TEST Sandy Lane Project	LTC2977CUP	2/21/20	In Progress	3/10/20

Order Type	ES #	Configuration ID	Quantity	Status
New	LTC2977CUP#XX00-1PBF-ES	ED123AB0	6	New

Figure 13. Project reference.

- ▶ **Order Type:** this identifies if the part in this project is a new configuration or a preproduction order.
- ▶ **ES #:** this number will be needed later when entering a FAAF or production request; the ADX team generates these.
- ▶ **Configuration ID:** this is the same configuration ID you provided during submission.
- ▶ **Quantity**
- ▶ **Status:** when the part has been shipped, it will move from your Active part details list to your Closed part details list; this status is specific to this part as parts may be shipped at different times.

## My Signed First Article Approval Forms

(Only available on the **Active Orders** dashboard)

All FAFs you sign will appear only on your **Active Orders** dashboard. Reference these later if there is an issue processing a preproduction order.

Reference #	Order Name	Parts Ordered	Entry Date	Order Status	Estimated Ship Date
6452	PPP_TEST Sandy Lane Project	LTC2977CUP	2/21/20	In Progress	3/10/20

Reference Number	Name	Date signed	Approved ES Part #
6459	PPP_TEST FAAF	2/25/20	LTC2937IUP-XX00-#PBF1234

Figure 14. Signed FAFs.

## Support Tickets

You can [enter support tickets](#) at any time to get help with orders, general portal issues, or account setup to ensure your dashboards are enabled. To do so, you can navigate to **Requests** and select **ADI Device Programming Support**.

Your Workfront subscription is due for renewal on 3/18/20. Please contact your Workfront Representative to ensure your timely renewal. Thank you for being a Workfront customer.

ANALOG DEVICES Requests Setup Search All...

Active Orders + New Request Closed Orders All Requests More

Select a Request Type  
ADI Device Programming Support

Welcome to the ADI Device Programming Support Queue!  
Here you can enter requests for help with orders and ordering or technical help with the portal.

Note: The Subject field is the TITLE of your REQUEST. Example: I can't find my most recent order. Description field is the SUMMARY of your REQUEST.

ADI Device Programming Support ?  
-- Select --  
Change Log (Internal Use Only)  
FAE/FSE & Contract Manufacturer Support  
Ordering Support  
Portal Support

Figure 15. Submitting a support ticket.

Alternatively, you can navigate to the **Support Tickets** dashboard via the navigation in your dashboard area. If you do not see an applicable option, select **Other**. Just below the embedded view of the support queue on your **Support Tickets** dashboard you will see your active and closed support tickets.

ANALOG DEVICES Requests

Setup Search All...

Active Orders + New Request Closed Orders Support Tickets More

My Support Tickets As of Mar 7, 2020 4:12 pm Eastern Standard Time

Enter a new ADX Support ticket

ANALOG DEVICES Requests Setup Search All...

Active Orders + New Request Closed Orders Support Tickets More

Select a Request Type  
ADI Device Programming Support

Welcome to the ADI Device Programming Support Queue!  
Here you can enter requests for help with orders and ordering or technical help with the portal.

Note: The Subject field is the TITLE of your REQUEST. Example: I can't find my most recent order. Description field is the SUMMARY of your REQUEST.

ADI Device Programming Support  
-- Select --

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My Open Support Tickets

Details   Summary				
Ref #	Name	Description	Status	Entry
Showing all 0 issues				
No data to display.				

My Closed Support Tickets

Details   Summary				
Ref #	Name	Description	Status	Entry
Showing all 0 issues				
No data to display.				

Figure 16. Support ticket dashboard.

For any additional questions, please read through our FAQs at [analog.com/programming](http://analog.com/programming) or engage with an [ADX customer service representative](#).