

DocStore 3.4.0

DocStore Full End User Application Manual

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1 Introduction

1.1 Goal

This document is a user manual for the NXP DocStore application, which is part of the NXP.com website. With this application you are able to browse, search, request and retrieve objects (documents) for which the user is authorized by NXP. In this manual a “user” can be read as a third party user (direct/indirect customer of NXP, partner of NXP, ...) or an NXP employee that uses the NXP Portal. The NXP DocStore application provides a kind of object exchange portal between NXP and their customers.

1.2 Audience

The audience for this manual is all customers of NXP, who use identification and security related products and are in need of documentation for these products.

1.3 Purpose

This manual is written for the following purpose: provide a clear guideline on how customers should use NXP DocStore. The scope of this manual is therefore to describe the main features and provide troubleshooting when features behave unexpectedly.

1.4 Structure

The second chapter of this manual describes the NXP DocStore application in general. This information is necessary for the reader to understand the goal of the NXP DocStore application and whether the application is useful for him/her or not.

The third chapter describes the registration process for the NXP DocStore application. A user needs to register with the NXP DocStore application before he/she is able to browse, search, request and retrieve documents about NXP products.

The fourth chapter gives the user a tour through the different parts of the application. Each part of the application will be described in detail in separate paragraphs in this chapter.

The fifth chapter provides some troubleshooting information regarding the NXP DocStore application.

2 General information

The NXP DocStore application is a Web-based application, which runs in the Adobe Flash player plug-in of the browser. This application is provided by NXP for customers to be able to retrieve objects from NXP in a secure way. Objects are mainly documents, but might also be PDF portfolios with arbitrary content (e.g.: documents, Flash movies and ZIP-files).

The NXP DocStore application provides a way for the user to:

- Discover documents
- Browse through the product hierarchy
- View product descriptions
- Making document requests for the object that the user is authorized to see
- Downloading personalized documents
- Viewing historical requests and their status
- Searching for documents that the user is authorized to find

2.1 How DocStore works

The user registration process exists basically out of three steps which are shown in the image below.

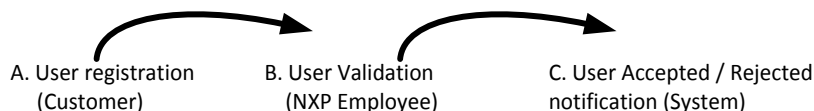


Figure 1: Registration

When a customer is accepted as a DocStore user the user can login and request and retrieve documents.

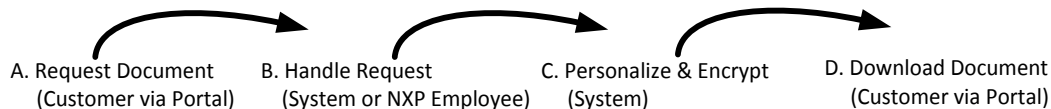


Figure 2: Document Request

2.1.1 Register

Users are able to register themselves at the DocStore Portal. Please note that if one already has a MyNXP account that one still has to register with DocStore as these accounts are not linked in any way.

2.1.2 Validate registration

NXP receives these registrations and checks the identity of the user who registered. If the user is accepted, then an account is provided to the user. Otherwise the user will be informed about the rejection. In the validation process NXP checks the registration details and sets the authorization level for the content classes based upon the user's interest in these content classes.

2.1.3 Request document

If the user is informed that the requested account has been created and activated, then the user is able to discover and request these documents.

2.1.4 Handle request

NXP DocStore will assess each request for documentation. The user will receive the documentation immediately or after a manual approval process at NXP. Whether one receives the documentation

immediately or receives it after manual approval depends on which document is requested and the NDA (Non-Disclosure Agreement) with NXP that has been signed by the company the user belongs to.

2.1.5 Encrypt & Personalize and Sign

Documents that are delivered to a user will be personalized with an account specific certificate. This certificate is generated after a user's registration has been accepted and will be delivered by email. This certificate will be used to secure the requested document. Before securing the document, it is watermarked with some personal and/or company details of the requester.

The documents are signed in a way that Adobe Acrobat and/or Reader can verify that the document has been unaltered.

2.1.6 Deliver document via portal

The document will be available for download at the DocStore Portal. Also the progress of a request can be seen here. (The different states a request can have are described in this manual as well).

For detailed instructions on how to use the different functionalities offered in DocStore please consult chapter three and further. Later in this manual, the word 'object' is used (instead of document) to describe the items a user can discover, request and download, as DocStore can handle various types of files.

3 Registration

3.1 Security

All communication with NXP DocStore is done using SSL secure communication. Before registering with DocStore please check if you are connected to '<https://www.docstore.nxp.com>'. Your browser of choice has a way to show the certificate of the website you are visiting. As shown in the image below the connection to DocStore is encrypted and secure.

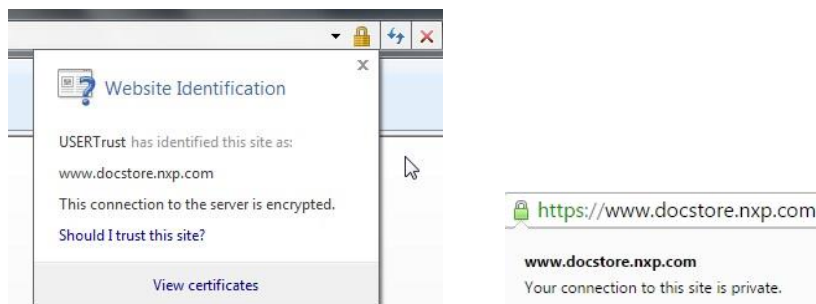


Image 1: HTTPS Connection to DocStore (using Internet Explorer (left) and Chrome (right))

3.2 General

If a user does not have an account for the NXP DocStore application, then this user is able to register with the NXP DocStore application. The user needs to navigate to the “Login”-page of the NXP DocStore application (<https://www.docstore.nxp.com>) and click the link “Register”.

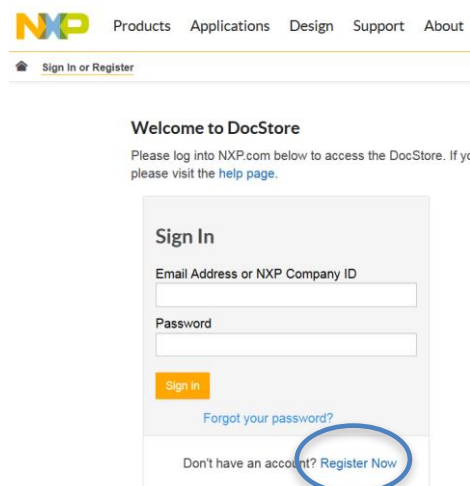


Image 2: “Login”-page.

When the user has clicked the link, he/she will be offered a registration wizard, which will ask for the following necessary information about the new user:

- Account information
The login id (which should be the corporate email address of the user) has to be provided here and a self-chosen password is entered by the user.
- User information
Here information about the user and the company the user works for is entered. Try to be so complete as possible as this might speed up the registration approval process.

- Company information

As of DocStore 3.4.0 the registration consists of 2 parts: registration at NXP.com followed by filling in some additional fields at DocStore.

3.3 Account information

In this part of the registration wizard the user is asked to provide the email address that the user will be using to access the NXP DocStore application and to provide a password.

Note:

The password needs to meet the following conditions:

- Must be minimal 6 characters long
- Must contain at least 1 number
- Must contain at least 1 letter
- Must not contain any spaces

Register to access secure documents and additional site features.

- ✓ Product Samples
- ✓ Software and tools
- ✓ On-demand training and live courses
- ✓ Technical help

Create an Account
Already have an account? [Sign in](#)

First Name *

Last Name *

Email * (Use work email for faster response)

Retype Email *

Password * (Minimum 6 characters, 1 number, 1 letter, no spaces)

Image 3: Registration - Account information.

After providing email address and password the user has the possibility to set some preferences which are detailed below.

Maintenance Notifications

Choose whether to receive notifications when maintenance is planned. This allows you to take action on time and to download any needed documentation before the maintenance has commenced.

Email digest

DocStore is able to send periodic digests with regard to content changes. When a new product or object is added this is considered a content change and this can be communicated in a digest.

It is possible to receive the digest in different frequencies. Please select the digest frequency that works best and choose of Daily, Weekly and Monthly.

The digest can optionally include all content changes or only changes in content classes you have been authorized to. As of DocStore 3.2.1, links to changed or new objects are added to the email that will take you directly to the corresponding object.

Request by co-workers

With the introduction of DocStore 2.2 users are able to request documents on behalf of their colleagues. Checking this box is a consent to the fact that co-workers registered to the same company are allowed to see that you are listed as a co-worker and to request documents for you.

3.4 **User information**

In this part of the registration wizard the user is asked to provide personal information and information about the company he/she is working for.

3.5 **Contact person information**

In this part of the registration wizard the user is asked to provide information about the contact he/she might have at NXP (no contact, an NXP employee or a distributor of NXP products). If the contact type "NXP employee" is selected, then the user needs to provide the first name, last name and email address. In the case of the contact type "distributor", then the user needs to provide the distributor name, first name, last name and email address.

Only if you have no contact at all, then select the contact type "no contact". If you do not provide a contact person, then your registration approval might take more time. Please provide your contact person (in case you have one) to speed up the process of registration approval by NXP.

Based on the email address of the contact person that is provided one of the following messages is shown:

1. The contact person you provided is known as an NXP employee with access to DocStore. This contact person is allowed to handle registration requests.
2. The contact person you provided is known as an NXP employee with access to DocStore.
3. The contact person you provided is not known as an NXP employee with access to DocStore.

3.6 Areas of interest

In this part of the registration wizard the user can indicate which product categories are of interest to him/her (e.g. A user can select the content classes that are applicable to the products that are used within his/her organization). In the process that handles the user's registration the NXP product managers will decide what authorizations will be granted for the content classes to the user.

Areas Of Interest

MIFARE ICs

- ☐ MIFARE Classic
- ☐ MIFARE Ultralight
- ☐ MIFARE TEST
- ☐ Mifare RH Edition
- ☐ MIFARE PLUS

Reader Solutions

- ☐ NFC and contactless readers
- ☐ Second Level Content Class

BOC

- ☐ BOC

Hallo Test

- ☐ Rudy Content Class
- ☐ Nacho Content Class

Danny CC 1

- ☐ Danny CC 2
- ☐ Danny CC 3
- ☐ Demo Content Class

Delivery Types

- ☐ Delivery Types
- ☐ Second Level CC (title)

RH Content Class Lvl-1

- ☐ RH Content Class Lvl-2
- ☐ RH Content Class Lvl-1
- ☐ RH Lv2-3

Content Class Family A [EV=Y IV=Y]

- ☐ Content Class Category A1 [EV=Y IV=Y]
- ☐ Content Class Category A2 [EV=Y IV=Y]
- ☐ Content Class Category A3 [EV=Y IV=Y]
- ☐ Content Class Category A4 [EV=Y IV=Y]

Saturn Family

- ☐ Saturn Category

Bleuchips Title

- ☐ Bleuchips
- ☐ auto assign propriety
- ☐ danny CC 55

AutoTesting #CC- L=2 V=Y- - T

- ☐ AutoTesting #CC-N L=3 V=Y- - t

Softwares

- ☐ Software

HITAG M Transponder IC

- ☐ HITAG μ Transponder IC2

Automotive Content Class

- ☐ Automotive Content Class 2
- ☐ RIJA CC1

Docuset

- ☐ wils docuset

Version: 3.4.0 | Terms of Use

Image 4: Registration – Areas of interest.

Besides setting interest to content classes one must provide information on the target application that is being developed. Based on this description NXP can better understand your request and can decide that access to additional content classes should be given by NXP Product Management.

Using the text field labelled with 'Title' one is able to filter / search through the list of available product groups.

3.7 Uploading an NDA file

As of DocStore 3.2.2 it's possible to upload an NDA file while registering to speed up the process. This step is optional.

Accepted file formats are: PDF, JPG/JPEG, and PNG. A maximum of 10mb is allowed for the file size.

3.8 Finalizing the registration

In this final part of the registration wizard the user will be asked to read and agree to the Terms of Use and to check the box to confirm this. By clicking the button "Request account" the registration data will be sent to NXP and the process listed below be initiated.

The screenshot shows the final step of the registration process. It includes sections for 'Cooperation' (Request By Co-workers), 'Target Application' (Reason), 'NDA File Upload', and a 'Terms of Use' checkbox. At the bottom, there are 'Cancel' and 'Register' buttons, and a footer with 'Version: 3.4.0 | Terms of Use'.

Cooperation

Request By Co-workers

DocStore can allow co-workers to request documents for you. By choosing Yes, you give permission to display your name to co-workers and as such be visible as a DocStore user.

☐ Yes ☒ No

Target Application

Please provide a detailed description of your target application. If no detailed information is available, then NXP may decide not to deliver secure objects to you or it may take longer for you to receive authorization on secure objects.

Reason

Example: Development of an own OS for SmartMX2 P60D081 security controller,
Commercial background: Payment solution

NDA File Upload

Already have an NDA in place with NXP? Then you can upload it to speed up the registration process (.pdf, .png, .jpg, .jpeg only, max. 10mb).

No file selected.

☐ I have read and agree to the **Terms of Use**

Version: 3.4.0 | [Terms of Use](#)

Image 5: Registration – Finalizing the registration.

Process steps after submitting registration:

1. Receive email confirmation email with email verification link (validity of verification link is 24 hours and will be sent out directly after clicking the Request account button)
2. Confirm email by clicking verification link
3. Registration details are handled by NXP and account request assessed
4. Welcome Email
5. Registration process completed email

Documents that are distributed using DocStore are always encrypted with a key*. When a user has been accepted in DocStore a user specific certificate that holds the key is generated and delivered by mail.

This certificate is accompanied with certificate installation instructions.

NOTE: Please keep the certificate and the password needed during installation in a safe place and make a backup as you will need the certificate when moving to a new PC due to migration or a system crash.

**Public and proprietary objects are not encrypted and can be opened without having the certificate installed. For public documents goes that these are also not watermarked.*

Documents with a proprietary classification requested and distributed before 2013-11-22 are still encrypted and do require the certificate to be installed. Documents with the same classification but distributed after the given date don't require the certificate to be installed.

4 Usage

4.1 General

This chapter describes the login procedure and the components of the NXP DocStore application that are available to the user after a successful login.

- **Home → What's New**
The "What's New" section is the first page that is always displayed after successful login and can be seen as some kind of landing page. Here information useful to the logged in user is displayed. The user will be presented an overview with: published News Items, new objects added to DocStore, new product categories and recently personalized objects.
- **Welcome to DocStore**
The "Welcome to DocStore" or 1st time use page describes to new users what they can expect when using DocStore and where to find what. The page is automatically no longer displayed when the user has requested ones first object.
- **Products → Product hierarchy**
The user is able to browse the available product hierarchy and view the list of objects belonging to a product that the user is authorized to see.
- **Products → Search for an object**
The user is able to perform a search for certain objects in the NXP DocStore. Clicking on an object in the result will forward the user to the product in the product hierarchy, from where it can be put into the shopping cart.
- **My downloads → Delivered Objects**
The user is able to see a list of all the object requests the user has made in the NXP DocStore application. This list displays the status of the object (request). Besides this the user can see a list of objects, which already have been personalized for the user. These objects can be downloaded separately or be combined into a single ZIP-file.
- **My downloads → Shopping cart**
The user is able to place object requests in a shopping cart, which can be sent to NXP to be validated, after which the user might get new objects to download.
- **Manage user profile**
The user is able to manage his/her profile. Depending on the changes the user made, an account might get temporarily disabled by NXP.

4.2 Security

All communication with NXP DocStore is done using SSL secure communication. When logging in to DocStore please check if you are connected to '<https://www.docstore.nxp.com>'. Your browser of choice has a way to show the certificate of the website you are visiting. As shown in the image below the connection to DocStore is encrypted and secure.

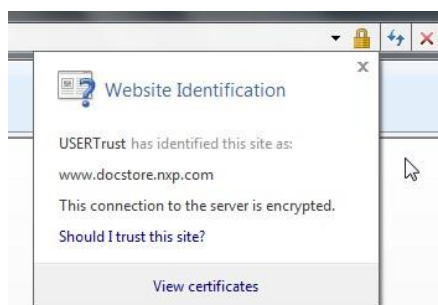


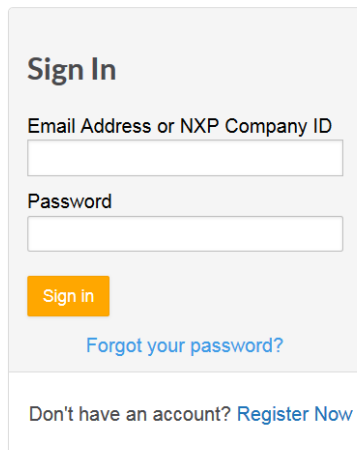
Image 6: HTTPS Connection to DocStore (visiting the website with Internet Explorer)

4.3 Login

When the user is forwarded to the NXP DocStore application from the NXP.com website then the user will be asked for his/her credentials on the “Login”-page to be able to access the NXP DocStore application.

Welcome to DocStore

Please log into NXP.com below to access the information about DocStore, please visit the [h](#)



Sign In

Email Address or NXP Company ID

Password

Sign In

[Forgot your password?](#)

Don't have an account? [Register Now](#)

Image 7: “Login”-page.

To login to the NXP DocStore application, the user must perform the following actions:

1. Enter the email address that one has used to register with the NXP DocStore application.
2. Enter the password that one has entered during the registration process.
3. Click the “Login”-button to login to the NXP DocStore application.

NOTE: It might happen that the user is not able to login; due to the fact that the account got disabled (temporarily) by NXP or that the validation of the account has not been performed yet. Please contact NXP in the way as described in chapter 5 “Troubleshooting” if you believe you should have been able to login or use the password reset function.

4.4 What's New

The "What's New" section is the first page that is always displayed after successful login and can be seen as some kind of landing page. Here information useful to the logged in user is displayed. The user will be presented an overview with: published news items, new objects added to DocStore, new product categories and recently personalized objects.

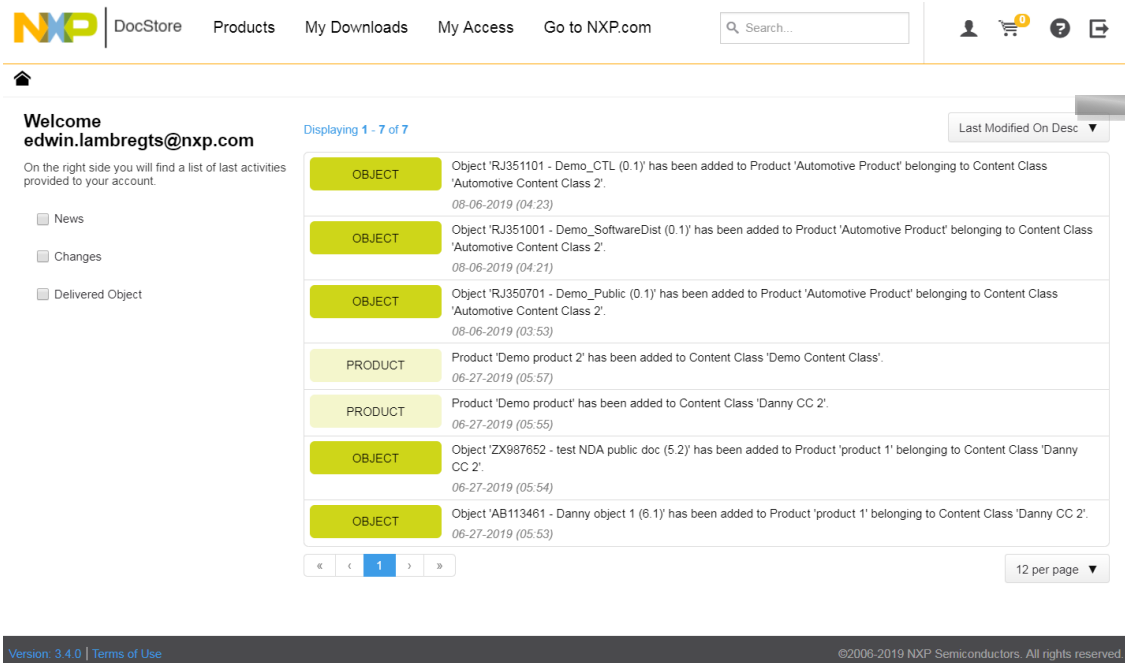


Image 8: What's New Section

News item

The news item category will show items published by NXP that are of interest for DocStore users. The news section distinguishes two different news items:

1. Information messages
This type of message can be used to announce or describe new functionality or to inform users about limited support hours.
2. Maintenance related messages
This type of message is used to inform users about upcoming maintenance. This allows users to retrieve required objects before the maintenance slot.

Content Class

When new content classes are added to the Product Hierarchy these will show up here. When a user has interest in such a new content class access to it can be requested via the My Profile page. The user can also click the message to jump to the Product Hierarchy and see its contents.

Product

When a new product is launched it will be listed here. The content class the product belongs to is displayed as well. When the user clicks the message the user will be forwarded to the Product Hierarchy and the available objects will be displayed.

Object

A new document or object is shown in the product category. Objects that have been added to folders are listed here. When the user clicks the message the user will be forwarded to the Product Hierarchy and the clicked object is highlighted.

Delivered Object

The delivered object category shows objects that:

1. Were requested (on behalf of the user or by the user themselves) and approved and available for retrieval.
2. Were updated to a new version and made available for download automatically

When the user clicks the message the download of the personalized object will be started directly.

Sorting and Filtering

The user can filter the list to only see a certain category. Using the filter the aforementioned categories can be chosen or can be hidden in the overview.

By default the overview will show contents until 2 weeks back. More information can be available to the user. By increasing the time-range by clicking a value from the dropdown list more items could become visible. The following options are available:

- Last week
Show only items added in the last week.
- Last two weeks (default)
Show only items added in the last 2 weeks.
- Last month
Show only items added in the last month.
- Last quarter
Show only items added in the last 3 months.
- Since Last Login
Show only items added since last login.

NOTE: When the users last login was more than three months ago only items of the past 3 months are shown.

The listed items are by default shown by 'Created On'. Newest items will therefore be shown on top. The user is able to apply a different sorting by clicking the table headers.

4.5 Products → Product hierarchy

In this part of the NXP DocStore application the user is able to browse the publicly available product hierarchy and retrieve the list of objects for a product, which the user is authorized to see (see chapter 3 for more information on authorizations).

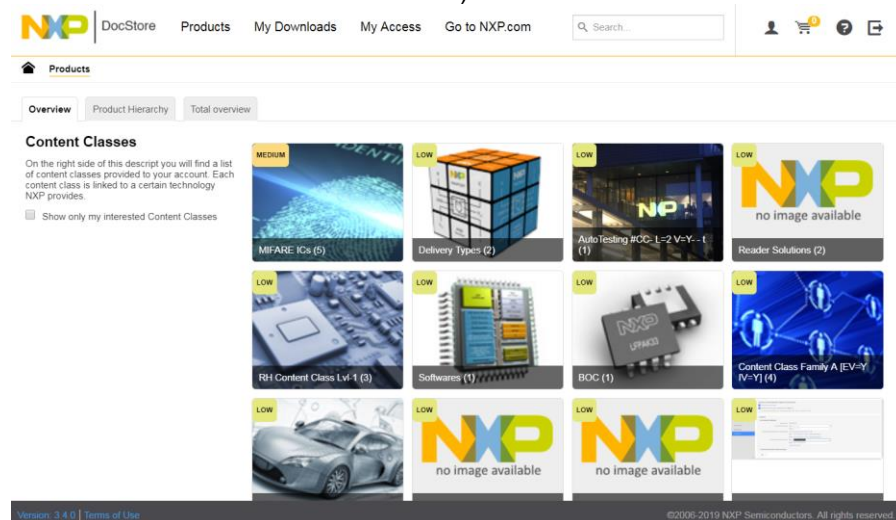


Image 9: "Product hierarchy"-page.

The “Product hierarchy”-page consists of three sections: Product hierarchy, Product description and Object list. In the first section the user is able to browse the available product hierarchy. The user can navigate by choosing one of the available tiles. By clicking a tile, the subfolders will be shown allowing a user to drill down to the required product.

The left side of the interface will display a brief description of the chosen content class / product, which will give the user some information about the product he/she selected. When opening the lowest folder level (the product) the user will be displayed a list of objects that are available for the user, which is based upon the authorizations of the user.

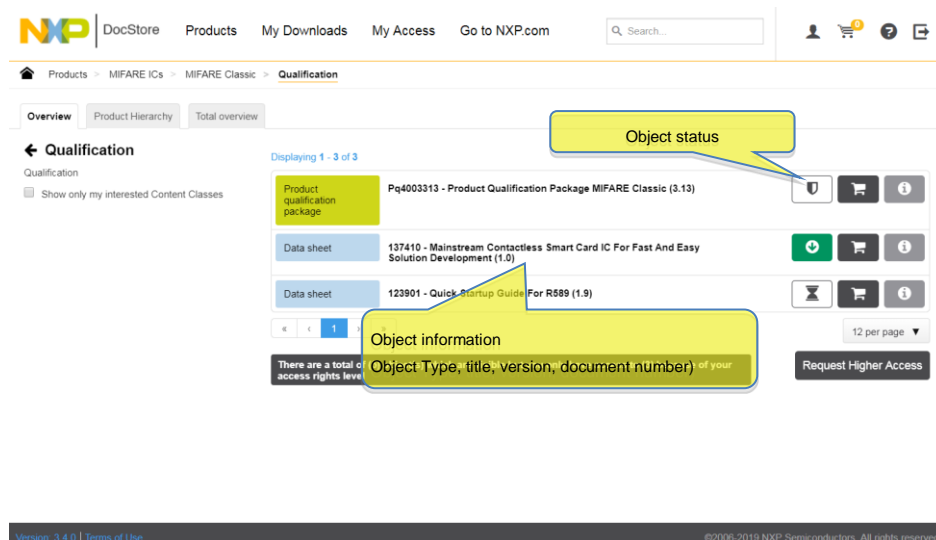


Image 10: The object list (list-view) for a product.

A DocuSet is a virtual object that contains multiple objects. A DocuSet can be requested like any other object. However there is a difference in the presentation of a DocuSet, by clicking the icon a popup opens (Image) which displays the objects of the DocuSet

DocuSet Contents

The DocuSet you selected contains the following 3 objects shown below and 1 undisclosed objects. Feel free to request this DocuSet.

Doc. No.	Title	Product	Content Class
DS100222	DocStore Object Title=P Content=1 EC=X000 MMA=1	Product Level 3d (AutoTest)	Content Class Level 2c (AutoTest)
DS100222	DocStore Object Title=P Content=1 EC=X000 MMA=0	Product Level 3d (AutoTest)	Content Class Level 2c (AutoTest)
DS100222	DocStore Object Title=P Content=1 EC=0X00 MMA=0	Product Level 3d (AutoTest)	Content Class Level 2c (AutoTest)

Image 12: The contents of a DocuSet, in this case 4 objects



The objects in the DocuSet will follow the regular path as if they were ordered separately. More information will be given about DocuSet objects in the next chapters.

Icon Explanation









In the Product Hierarchy and My Downloads view an icon explanation link has been added. By clicking this link the user can quickly see the various icons used throughout DocStore and their explanation.

Icon explanation

Document types






	Object	This type of icon is shown for regular DocStore documentation. These PDF objects contain documentation.
	DocuSet	The DocuSet is a virtual object which when requested and approved will trigger delivery of all objects that are referenced in the DocuSet. The USER only has to request one single item after which all contents will be personalized and made available for download.

What statuses can a document have?







	Requestable	The user is able to request the object by clicking on it. The object request will be placed inside the shopping cart.
	Pending	The object request is pending at NXP. The user will be notified when the object request has been handled. As it is pending it cannot be re-requested.
	Authorized	This icon is shown when the object request has been authorized by NXP. The next step will be to personalize this object for the user and make it downloadable. In case of a DocuSet: its objects will be personalized separately.
	Rejected	The object request has been rejected by NXP, one is able to request this object again.
	Downloadable	The object request has been approved by NXP and the user can download the object.
	Direct downloadable	This object can be requested directly without the need of requesting it via the shopping cart. In case the object can be personalized directly for your account, you will be able to download it directly. Otherwise you can monitor the progress via the section 'My Requests'.
	Already obtained	The object request has been approved by NXP and the user already has downloaded this object before.
	Activation needed	The object request has been approved by NXP, but the user needs to enable the download state by clicking the link in the email the user has received from NXP indicating that the object request was approved.

In case the user has lost the email, a new email can be requested by pressing the button in the My Requests screen or in the My Profile section.

Icon explanation

	Personalization needed	An object which this status still needs to be personalized for your use. You are able to trigger the personalization of it by selecting the object. Once the object has been personalized you will be notified about it and from that point onwards you will be able to download it.
	Disposed	The object has been disposed as part of NXP's storage policy. You are still able to download this object.
	Blocked	This icon is shown when NXP has blocked an object for download by the user. The user may inquire at NXP about the reason for this block.
	Cancelled	The object request has been cancelled by the user.
	Deprecated	The object request has been deprecated, because NXP made changes to the Product Hierarchy. Please contact NXP DocStore Support Team in case of any questions.

What other icons are used?

	User Profile	The user is able to view the user profile by clicking ones name or company in the top right corner.
	Access Rights not sufficient	The object cannot be made available without manual approval from NXP. Feel free to request such a document; please take a longer processing time into account.
	NDA not sufficient	For the displayed object (and its parent content class) no valid NDA is in place.
	Export Control Block	The object is Export Controlled and cannot be made available without manual approval from NXP. Feel free to request such a document; please take a possible longer processing time into account.
	New content	When new content is added (this can be a new document, a new version of a document or even a new folder) this icon will be shown for 2 weeks.
	Remove	This icon is shown in the Shopping Cart and allows you to remove an object request from the Shopping Cart.

In what order will the status of a document change?
















Object Request is rejected by NXP.	 > 
Object Request is authorized by NXP and no account activation is needed for the object to become available.	 >  >  > 
Object Request is authorized by NXP and an account activation is needed for the object to become available.	 >  >  >  > 

Image 13: Icon Explanation

The table below gives an overview of the different states of an object in the product hierarchy.

Object types

Icon	Type	Explanation
	PDF Object	This type of icon is shown for regular DocStore documentation. These PDF objects contain documentation.
	DocuSet	The DocuSet is a virtual object which when requested and approved will trigger delivery of all objects that are referenced in the DocuSet. The USER only has to request one single item after which all contents will be personalized and made available for download.
	ZIP archive	The ZIP archive is used to distribute a number of files in one package. The archive can contain multiple types of files and can for example also contain source code and/or binaries.
	Bond Out Chip	This icon is used for Bond Out Chip related objects and is displayed for firmware, software and licenses.

4.5.1 How to request a document

The user needs to perform the following steps to make an object request:

1. Login to the NXP DocStore application
2. Open the page "Products"
3. Browse through the product hierarchy till the desired object is found, or use the search page to search for a keyword.
4. Check the status of the object (see icon explanation)
5. Double-click the object and the object will be placed inside your shopping cart
6. Open the page "Shopping cart"
7. Click the button "Submit"
8. The list will be emptied when everything was received by NXP successfully
9. Refresh the My Downloads section to monitor the object requests progress.

4.5.2 Direct Downloadable & Personalization needed

For objects that the user could retrieve automatically the objects list will show the 'Direct Downloadable' icon. When clicking this icon, the object will be requested at NXP, personalized, and made available for download in one operation. The user does not have to put the item in the shopping cart and requested it from there but can download the object more quickly.

For large(r) objects goes that these are not personalized after request but after clicking the download button or when ordering them with the shopping cart. An object which this status still needs to be personalized for your use. You are able to trigger the personalization of it by selecting the object. Once the object has been personalized you will be notified about it and from that point onwards you will be able to download it using the My Downloads list.

4.6 My Downloads → Delivered Objects

The Delivered Objects page is the part of the NXP DocStore application that the user allows to monitor the status of requested objects and to retrieve documents that have been approved already.

Dependent on the status of each object in this list it can be downloaded separately to the user's desktop by clicking the icon at the most right. It is also possible to combine several objects in a single download as a ZIP-file. In this case the user will need to checkmark the objects that he/she wants to combine in a ZIP-file. After the user has made his/her selection, one clicks the button "Download as a ZIP", which will start the download of the selected objects in a ZIP-file. When no checkbox or download icon is shown this means that the object is not available for download. This can be caused by multiple reasons:

1. Object is still pending
When an object is still under approval by NXP the objects status will be pending.
2. Object is rejected
When an object is rejected it could not be made available to the user. This can have multiple reasons.
3. Object needs activation
In this case an object is approved but requires activation. See **Error! Reference source not found.**

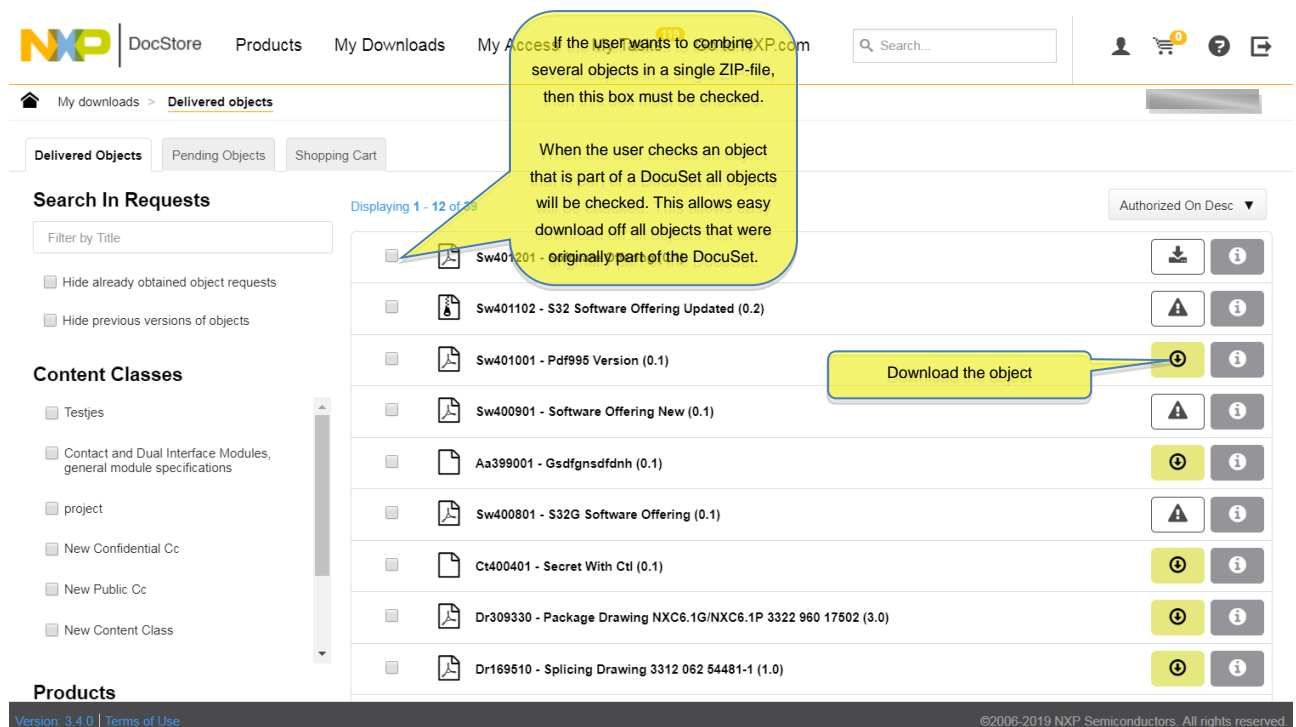


Image 14: My Downloads

Note that this window is not automatically refreshed. If new objects are made available while you are using DocStore (or if an object's status changes), you need to press the 'refresh' button to see the modifications.

When selecting a DocuSet object for download all objects belonging to that DocuSet will be checked for download. It is not possible to check or select a subset of objects from a DocuSet. If a user wants to download a single object from a DocuSet the download icon should be used to initiate a single download.

Over time the 'My Downloads' list might increase in length. To keep a clear overview of the objects available to the user the list can be filtered:

1. Content Class
Uncheck the items where appropriate. The list is repopulated when a second / third filter is applied.
2. Product
Uncheck the items where appropriate. The list is repopulated when a second / third filter is applied.
3. Title
By typing a (partial) document title the list is filtered.

Additionally, two checkboxes are available to:

1. Hide objects that are already obtained
All objects with status 'ALREADY OBTAINED' are filtered from the list. Only objects that haven't been retrieved before will be visible.
2. Hide previous versions
For all objects that have previous versions in the list only the latest version will be shown. This way the user can be confident that the latest version is retrieved from the list.

4.6.1 Subscriptions and request origin

The user is automatically subscribed to all objects that are delivered. These updates will be delivered automatically to the user. If the user does not want to receive updates of a specific object, then the user can toggle its subscription status from the *My Requests* page.

If a user made the request for the object, then the "Req. Type" section will show USER. If it was by an automatic update, then it will show AUTO-ORDER.

4.6.2 Resending a lost object activation email

Using the button next to the Download as ZIP button in the screen above the user can request a resend of a lost object activation email. The popup shown below will be visible when the request was sent. This functionality is also available in My Profile under Account Activation.

Account Activation Request (Success)

The request has been accepted by NXP DocStore and within some minutes you will receive an email containing a link, which can be used to activate the object(s).



Image 15: Request successful

4.7 Shopping cart

In this part of the NXP DocStore application the user's shopping cart will be shown. The shopping cart contains the list of objects that the user wants to have. The object request will be handed to NXP by clicking the "Submit"-button.



Image 16: "Shopping cart"-page.

At the left side of the interface a list of co-workers is displayed will be displayed. Here co-workers can be selected by enabling the checkbox in front of each of the person's names.

After selecting the appropriate co-workers submit the request by clicking *Submit*.

NOTE: It is possible that not all co-workers can be found in the list. A DocStore user must give consent to be displayed in this section during registration or by changing the preference available in the 'Account settings' of My Profile. When a user has given consent and the account status is ENABLED the co-worker will be listed.

When all objects were requested successfully they will be removed from the shopping cart. Failed requests will be kept and can be submitted again by clicking *Submit*.

Object states

Icon	State	Explanation
	Failure	The object request could not be made. The user might want to try to request the object again. If the problem persists, then please contact NXP using the Support button at the NXP DocStore Front-End.

NOTE: The contents of the Shopping Cart are not saved when closing the browser or logging out of the DocStore application. The Shopping Cart will be empty after every login. However, the user is prompted with a warning if objects are in the Shopping Cart and clicks logout.

4.8 Search for an object

In this part of the NXP DocStore application the user has the option to search for an object. The user must provide a (partial) name or document number of the object or the name of the content class of the desired object.

By searching here, search will be started

The (partial) name of the object or content class or document number

By single clicking on the product level, the user will be forwarded to the product family in the product hierarchy

Use the available filter options to limit down the results. Filters can be applied by Content Class, Product and File Type.

By clicking on the download icon objects can be directly downloaded

Image 17: "Search for an object"-page.

When the user searches for an object the following queries can be entered:

- Name of the object
- Name of the content class
- Document number

When objects are returned that are already available to the user (in My Objects) these objects can be downloaded directly from the Search for an Object tab by clicking the DOWNLOADABLE / ALREADY OBTAINED icon.

By clicking the objects title and/or content class title the user will be forwarded to the Product Hierarchy section of the DocStore portal. From there the object can be added to the shopping cart.

4.8.1 Using wildcards

It is not possible to use a wildcards and /or operators when the user is searching for objects.

4.9 User profile management

By clicking the User icon or the users First, Last Name and Company Name in the top right corner of the NXP DocStore application the user will be shown a settings panel for his/her account.

NOTE: When a user updates either the last name, email address, the name of the company or the country of the company, then the account will be disabled temporarily by NXP. When NXP has approved the changes to the profile, then the account will be enabled again and the user is notified.

NOTE: When changes are made to the user profile in some cases it is mandatory to confirm the changes by clicking an activation link in an email which is sent when the profile is saved.

4.9.1 Update User Information

The user can change his/her company and personal information by providing the new information and clicking Save.

Image 18: Update User Information

NOTE: In case the company name or country is changed, the account will be disabled temporarily. An NXP employee will check the change and determine if the change can be accepted. In that case the account will be enabled again. It is possible you will be contacted by NXP before the account is enabled again.

NOTE: In case the email address is changed, the account will be disabled temporarily. An NXP employee will check the change and determine if the change can be accepted. In that case the account will be enabled again. It is possible you will be contacted by NXP before the account is enabled again.

4.9.2 Update Contact Person Information

The user can change his/her contact information by providing the new information and clicking save.

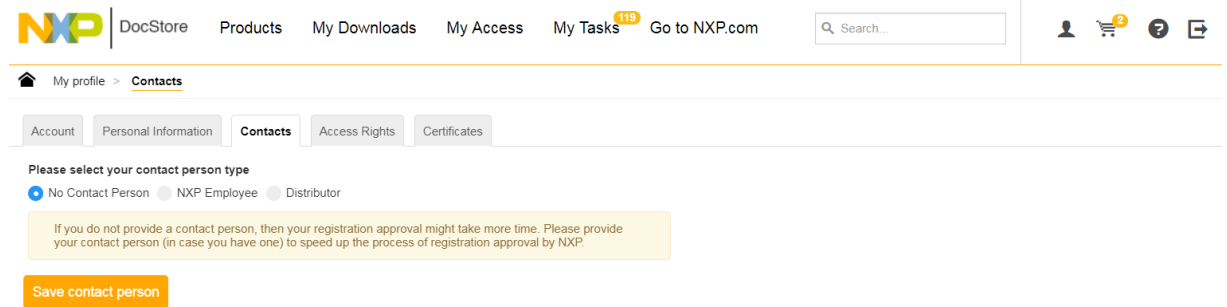


Image 19: Update Contact Person Information

4.9.1 Update Content Classes Information

The user can change his/her interest in specific content classes. If a content class is added to list of content classes the user is interested in, then an authorization process for accessing the secure content will be started for the appropriate NXP Employee. After the approval process the user may be able to discover secure content for the content class added to the list.

In the image shown below the content classes for the user are visible with Low / Medium / High indicator. The user can tick checkboxes in case the user has interest in certain product areas. Whether access is being given or not, these areas of interest do not change. A user can still have interest but not have access rights. This is shown so it is clear to the user for which content classes (s)he already has access to.

In case access was requested but not granted, access can be re-requested by toggling the checkbox. This is only to be done after a conversation with NXP from which it is clear that access rights will be given this time.

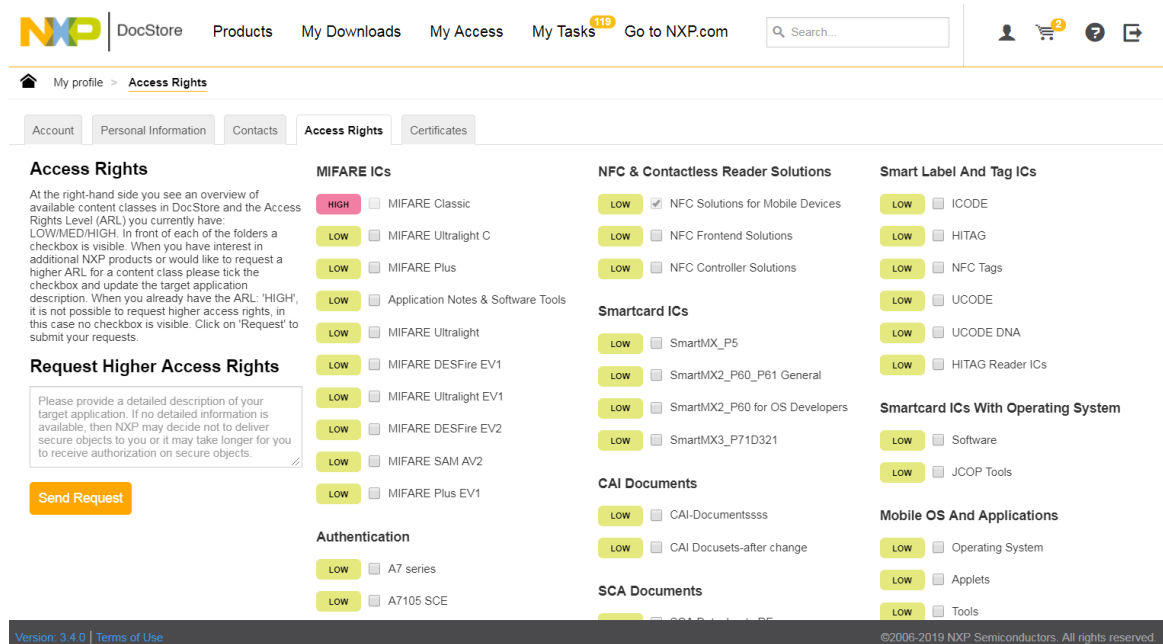


Image 20: Content classes overview

After each of the content classes a black info icon is displayed. By hovering over this icon a content class description is shown which can help you make the correct selection of content classes the user requires access to.

Access Rights Levels

Icon	Explanation
LOW	Classified objects are not visible with this type of access. The Low Access Rights level is equal to publicly available. For the content classes / products a user has a Low Access rights Level the same content can be expected as is available at the nxp.com public website.
MEDIUM	Some classified objects are visible with this type of access. The Medium Access Rights level results in objects being available for request and for download and will include items not publicly available at nxp.com.
HIGH	All classified objects are visible with this type of access. The High Access Rights level results in objects being available for request and for download and will include items not publicly available at nxp.com.

4.9.2 Update Account Settings

In the Account Settings section, the user can set various preferences.

The preferences that can be set here are also part of the wizard used to register for an account. For accounts registered before May 2015 here some new options can be observed.

NXP DocStore Products My Downloads My Access My Tasks ¹¹⁹ Go to NXP.com Search...

My profile > **Account**

Account Personal Information Contacts Access Rights Certificates

Preferences | Activate your account | Close your account

Preferences

Notifications

Maintenance
DocStore can inform you about maintenance notifications by mail.
☒ Yes ☐ No

Digest
DocStore can inform you about changes in the Product Hierarchy by mail. Please select your preferred type of digest and frequency.

Digest type
☒ Send me no digest
☐ Send a digest related to my interests
☐ Send a digest related to all changes

Digest frequency
☐ Daily ☐ Weekly ☐ Monthly

Cooperation

Request By Co-Workers
DocStore can allow co-workers to request documents for you. By choosing Yes, you give permission to display your name to co-workers and as such be visible as a DocStore user.
☐ Yes ☒ No

Version: 3.4.0 | Terms of Use ©2006-2019 NXP Semiconductors. All rights reserved.

Image 21: Update Account Settings

Send me maintenance notifications per e-mail

Tick this box to receive notifications when maintenance is planned. This allows you to take action on time and to download any needed documentation before the maintenance has commenced.

Periodic Digest with DocStore changes

DocStore is able to send periodic digests with regard to content changes. When a new product or object is added this is considered a content change and this can be communicated in a digest.

It is possible to receive the digest in different frequencies. Please select your preferred digest frequency by choosing between Daily, Weekly and Monthly

The digest can optionally include all content changes or only changes in content classes you have been authorized to.

Allow my co-workers to request documents for me

With the introduction of DocStore 2.2 users are able to request documents on behalf of their colleagues. Checking this box is a consent to the fact that co-workers registered to the same company are allowed to see that you are listed as a co-worker and to request documents for you.

Account Activation

In this part of the application the user can ask for an Account Activation Request email. If a user has Object Requests of a higher level than confidential and his account has not been activated during the last 30 days, the user will see a pop-up on his next login which will automatically send him an activation email and explain why he is seeing the pop-up. The link in the email can be used to renew the last activation timestamp for one's account. During the 30 days thereafter confidential objects can be delivered to the user without the need for a reactivation.

When a confidential object is requested after that time-period the DocStore system will send out the account activation email automatically. When desired the user can already refresh the timestamp any moment in time.

Close Account

In this part of the User Profile Management (UPM) console the user has the possibility to close his/her account. When the user for any reason wants to close his/her DocStore account this can be done by clicking Close Account. By doing so the account is disabled; logging in, discovering, requesting and downloading of documents is no longer possible.

Once an account is closed, the associated e-mail address cannot be used for new registrations. In case re-enabling is required please contact NXP DocStore Support.

4.9.3 Certificate information

In this part of the user profile management the user can retrieve the password for the certificate that the user received after the registration was handled by NXP. Additionally, the user can request this certificate to be sent again to him/her per email, for example in case it would have been lost or deleted.

NOTE: The visibility of the password used for installing the certificate is limited. To mitigate security risks the password is only shown for 7 days after one of the following events have occurred:

- b. Completion of registration*
- c. Request Certificate → Certificate request process proved to be valid*

The request certificate process is a manual process handled by an NXP employee when the users account status is not ENABLED. For ENABLED users the certificate process will flow automatically. In other cases during the process you may be contacted by NXP. Follow the steps below to request a resend of your certificate or to have your certificate password made visible again.

1. Provide a reason for requesting the certificate
2. Click Request certificate
3. Click OK to confirm.

A popup will show and inform you about the request being received by NXP. Additionally, a confirmation email is sent. For starting this process no activation is required, your request will immediately be sent to the handling NXP employee.

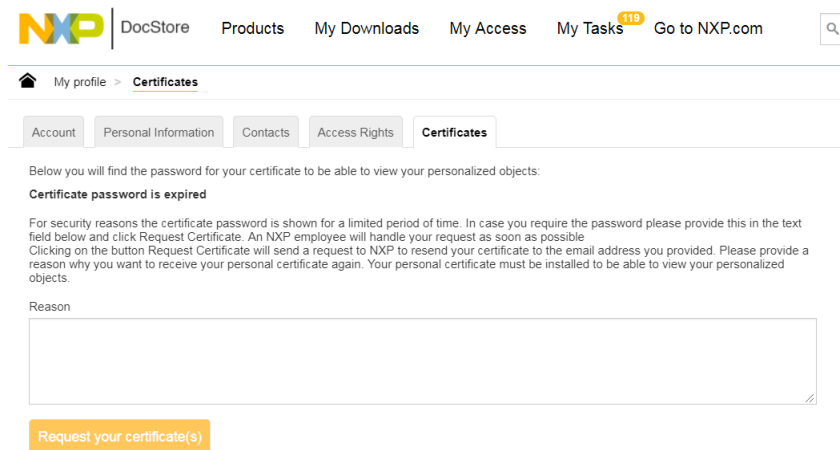


Image 22: Request Certificate using the DocStore Portal

5 Troubleshooting

5.1 General

This chapter describes several troubleshooting topics, which can occur in the daily use of the NXP DocStore application. When the problems persist, then one should contact NXP by clicking the @ symbol in the DocStore portal login page, or by sending a mail to support.docstore@nxp.com.

5.2 Available Help

When logged in to DocStore the help icon is always available at the top of every page of the Portal.



Image 4: Help Icon

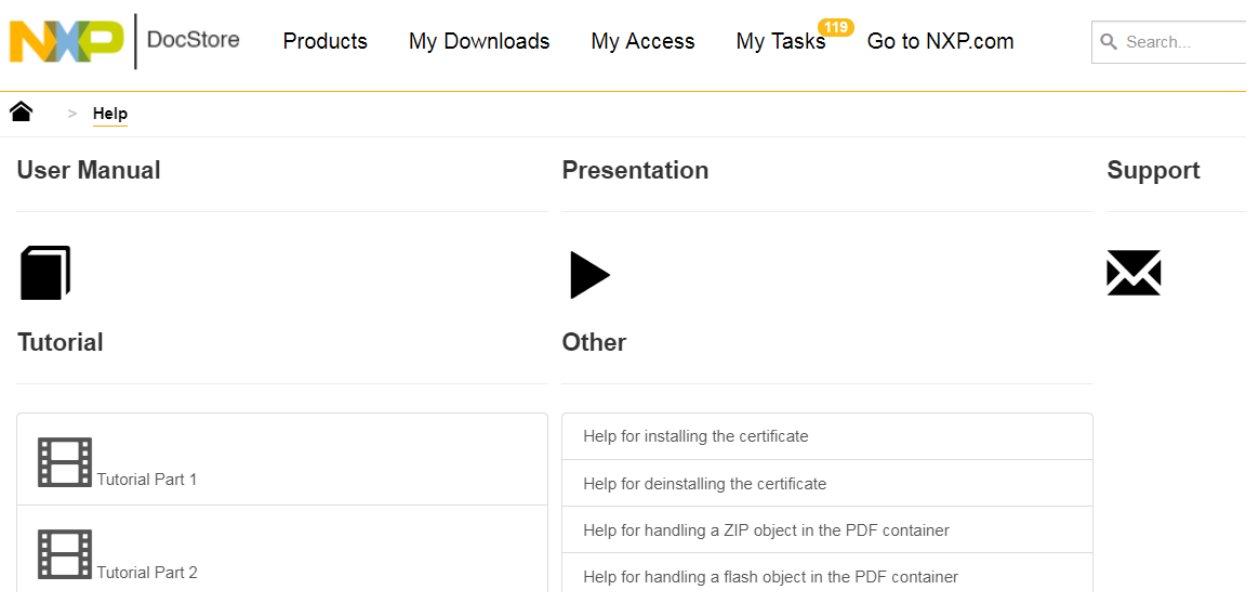


Image 23: Help Topics

Item	Explanation
Tutorial	When clicking this info icon a Tutorial PDF on how to work with DocStore is opened in your browser or you are prompted to save / download the file.
DocStore Help	When clicking this link the full DocStore end-user manual is opened in your browser or you are prompted to save / download the file. (This is the file you are reading now).
DocStore registration instruction video	Click to navigate to YouTube and watch the registration instruction video.
DocStore portal instruction video	Click to navigate to YouTube and watch the portal instruction video.
Icon Explanation	When clicking this link the icon explanation window is shown. The icons used in DocStore are clarified and the statuses an object request can have are described.
First Time Use	The First Time Use section details the steps a new user should take to discover, request and retrieve an object request.
Help for handling ZIP objects in the PDF container	When clicking link a help-file is opened / downloaded that provided more information on how ZIP files are attached to PDF files.
Help for handling Flash objects in the PDF container	When clicking link a help-file is opened / downloaded that provided more information on how Flash files are embedded in PDF files.
+Contact Support	Click this to start a new email message to contact the DocStore support team.

5.3 Forgotten or Lost password

It is possible that one has forgotten or lost the password to login to the NXP DocStore application. The NXP DocStore application provides a way to reset your password from the "Login"-page of the NXP DocStore application. The user will need to take the following steps to reset the password belonging to the account:

1. Click the link "Forgot your password?" to go to the "Password request"-page.

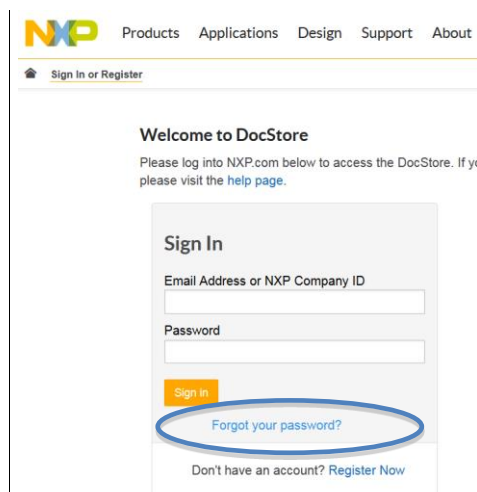


Image 24: "Login"-page.

2. An email will be sent to the email address provided in the this step. The email will contain a verification link. This link must be accessed within 24 hours to acknowledge the request.

Password Reset

If there is an account associated with jimmy3033@newco.com, you will receive an email with a link to reset your password.

If you have not received the email, please verify the email address provided while resetting the password.

[Back](#)

[Still having trouble?](#)

Image 25: Forgot Password Request Confirmed

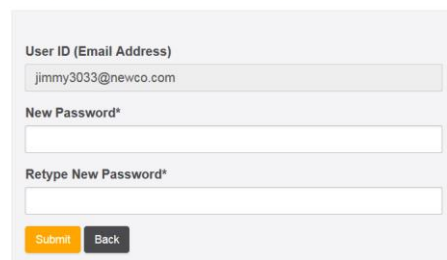
3. NXP may contact you to discuss the lost Password request, but will be processed immediately when your account status is ENABLED. In other cases the request is manually checked and when the request is found to be eligible an email will be sent with a link to a Password reset page.
4. In the "Password reset"-page the user will be asked to provide the email address that was used in the NXP DocStore application, and to provide a new password for the account.

Reset Password

Please enter the required information below to change your password.

Note: Password Requirements:

- It must be at least 6 characters long.
- It must contain at least one numeric and one alphabetic character.
- It cannot contain any spaces or special characters.



User ID (Email Address)
jimmy3033@newco.com

New Password*

Retype New Password*

[Submit](#) [Back](#)

Image 26: "Password reset"-page.

NOTE: Follow the password guidelines as described in this document.

5. On success the following screen will be shown to the user.

Password Changed Successfully

Your password has been reset successfully. Please [click here](#) to sign in with your new credentials.

Image 27: Successful change of the password.

6. On failure please contact NXP as described in the paragraph "General" of this chapter.

5.4 Unable to login to the NXP DocStore application

When a user is unable to login to the NXP DocStore application three possible causes can be applicable:

1. NXP decided to disable the account (temporarily or permanently).
2. Validation of the registration details is not performed yet.
3. The authentication service is temporarily unavailable (or other technical difficulties)

In the 1st scenario a user might want to contact NXP to inform on the status of his/her account.

In case of the 2nd scenario please wait for NXP to complete checking the registration of the account. After this procedure is finished the outcome will be sent to the user. Only after receiving the account ENABLED confirmation by email the account is suitable for login.

In the 3rd scenario one first has to refresh the browser and try again and when that does not resolve the issue try at a later time, since it might be the case that NXP has planned maintenance on the authentication service or DocStore is facing other technical difficulties. If the problem persists, then please contact NXP as described in the paragraph "General" of this chapter.

5.5 Supported browsers and other system requirements

When the DocStore application is behaving unexpectedly please check the supported browsers which are shown below:

ID	MINIMUM REQUIREMENTS
1	Adobe Acrobat Reader 9 or higher We recommend that you use the latest version of Adobe Reader / Acrobat to open DocStore secured documents.
2	When using a Microsoft Windows Operating System; One of the following browsers: <ul style="list-style-type: none"> • Internet Explorer 11 or higher • Edge 14 or higher • Firefox 60 or higher • Chrome 67 or higher • Opera 54 or higher We recommend applying all Microsoft Security Patches at all times.
3	When using an Apple Operating System; One of the following browsers: <ul style="list-style-type: none"> • Firefox 60 or higher • Safari 11 or higher • Chrome 67 or higher • Opera 54 or higher We recommend applying all Apple Security Patches at all times.
4	When using a Linux Operating System; One of the following browsers: <ul style="list-style-type: none"> • Firefox 60 or higher • Chrome 67 or higher • Opera 54 or higher We recommend applying all Linux Security Patches at all times.
5	Minimal screen resolution of 1280 x 800.

NOTE: The DocStore application checks the browser version that is being used to visit the portal. When the browser version is considered to be obsolete access to the portal is blocked and a message is shown. For security reasons NXP asks NXP DocStore Portal users to use an up to date browser and to upgrade when the currently used browser is being blocked.

NOTE: It is possible that the table above suggests that the browser being used is supported but that the user is still being forwarded to the "Browser Not Supported Landing Page". In urgent cases a browser (version) will be immediately excluded where this documentation will be updated afterwards.

5.5.1 DocStore and Compatibility View in Internet Explorer

Because of the browser (version) exclusion functionality that is implemented (for security reasons) in DocStore it is possible that you cannot access the DocStore Front End Portal using Internet Explorer 8 and/or Internet Explorer 9/10/11 although this is a supported browser. This is caused by the built-in

compatibility view mode which, when switched on, identifies the browser as an older version (v7.x) of the browser.

5.5.2 Switch off Compatibility View in IE8

To access DocStore you must switch off compatibility view in IE8 by following the steps below:

1. Navigate to the DocStore Front End Portal (<https://www.docstore.nxp.com>)
2. Locate the icon used to switch between compatibility and normal mode

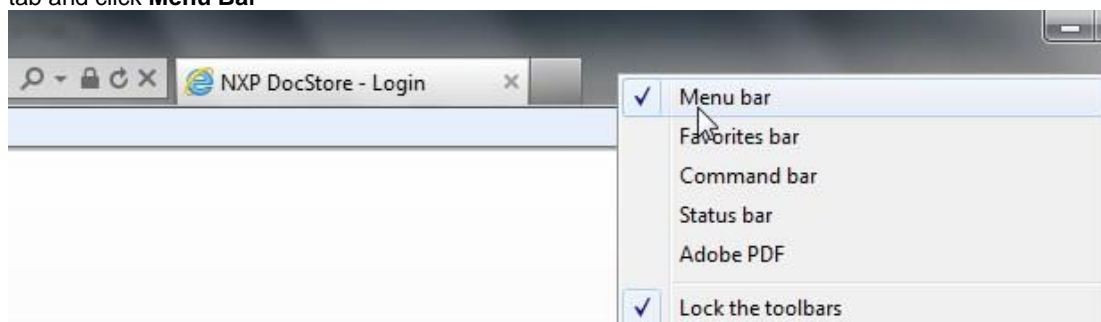


3. Toggle the icon to switch to normal mode
4. Refresh the page
5. The DocStore Login page should now be displayed

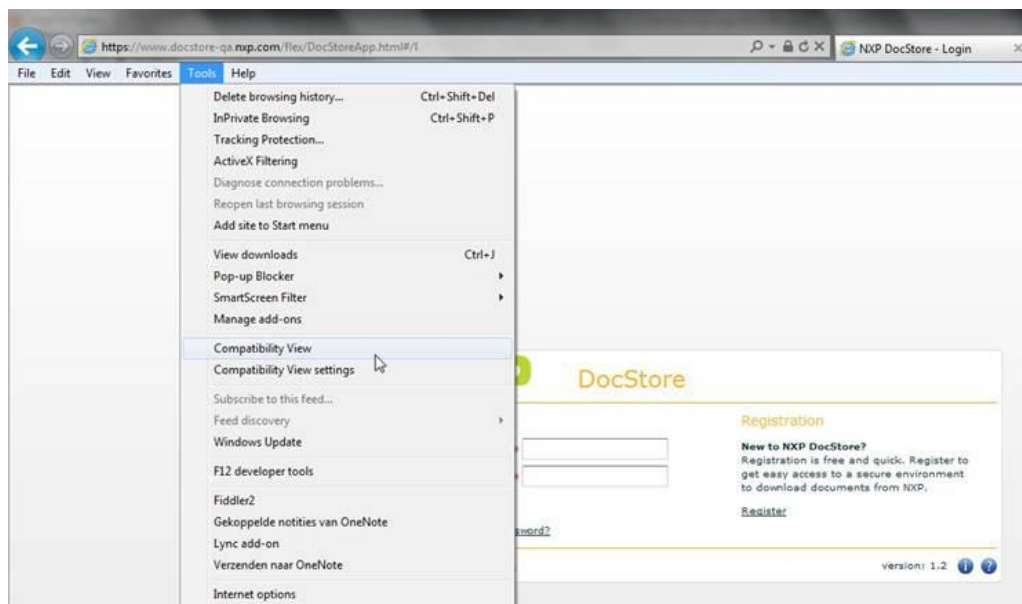
5.5.3 Switch off Compatibility View in IE9/IE10/IE11

To access DocStore you must switch off compatibility view in IE9/IE10/IE11 by following the steps below:

1. Navigate to the DocStore Front End Portal (<https://www.docstore.nxp.com>)
2. Set the Menu bar to visible when the Tools menu is not shown by: right-clicking in the empty space next to a tab and click **Menu Bar**



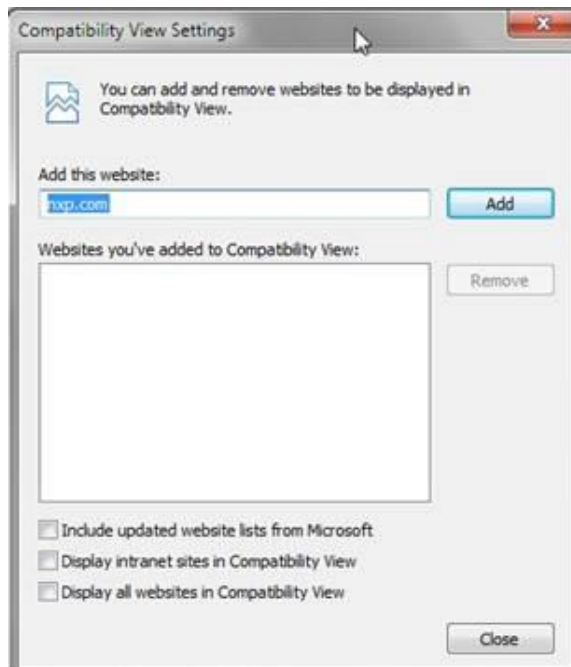
3. Click **Tools** and make sure the **Compatibility View** is switched off



4. Refresh the page
5. The DocStore Login page should now be displayed

5.5.4 When Compatibility View is greyed out or not available (Internet Explorer 11); read this

1. When the compatibility mode is not available because it is grayed out or not available like in Internet Explorer 11; click **Tools**
NOTE: Depending on IE8 / IE9/ IE10/ IE11 this option can be found in the Menu Bar or at the most right side of the screen.
2. Click **Compatibility View Settings**



Do **not** add.nxp.com to the Websites list.

3. Uncheck all checkboxes
4. Click **Close**
5. Compatibility view can now be switched off following previously described steps;

6 Certificate handling

The certificate installation described in this document is based on a default Windows installation. When using a different platform like Linux or OSX, when having issues or when you want to uninstall a certificate please consult one of the URL's at the last page of this document.

A: Save the certificate at your computer

This installation instruction and the certificate itself are attached to the email with subject "NXP Certificate Delivery".

1. Right-click / or click the certificate to download / save it to your computer
Depending on the email client / web based email you use terminology might differ.
2. Store the certificate at an easy accessible location.

B: Retrieve the password needed for installing the certificate

To install the certificate a password is needed, which can be retrieved from the DocStore portal.

1. Open a browser that is supported by DocStore. Navigate to DocStore and login using your credentials.
*A list of supported browsers is available at the DocStore portal.
The address to DocStore is <https://www.docstore.nxp.com>.*
2. When successfully logged in, click your name to open your user profile. This can be found in the upper-right of the application screen.
3. The password for the certificate can be found under the menu-item "Certificate information" in the left menu. Write down or copy this password.

The password is only visible for 7 days after the certificate was sent to you. This will become visible again when a resend of the certificate is performed.

C: Install the certificate

Instructions below are for installing the certificate on Windows. This is also the preferred way.

1. Go to the location where the certificate was saved. Right-click the certificate and select "Install PFX".
2. The Certificate Import Wizard is started. Click "Next" to proceed.
3. The next screen displays the path to the certificate. Click "Next".
4. Enter the password acquired in step B. Leave the bottom checkbox checked and select "Next".
5. Select the option "Automatically select the certificate store based on the type of the certificate" and click "Next".
6. The last screen will show an overview of your settings. Select "Finish" to complete the wizard.
7. The installation and configuration procedure has now been completed.
8. Before opening any DocStore secured PDF please first close all windows of Reader / Acrobat if any were open during installation of the certificate.
9. You are now able to open your personalized copies of secure NXP documentation.

Please keep your certificate in a safe place and make a backup as you will need the certificate when moving to a different computer or operating system (for example when Windows is re-installed).

Other Certificate related instructions

1. Instructions for installing the certificate in Adobe Reader & Acrobat 9 / X / XI (cross-platform)
[Download](#)
2. Instructions for uninstalling a previously installed certificate.
[Download](#)

FREQUENTLY ASKED QUESTIONS

Q: I lost the email that is required to activate my object request

A: Please use the resend email functionality that is available under My Downloads

Q: Is it possible to remember my email-address and password in the DocStore login fields

A: No, this is not possible.

Q: Can I use DocStore with smartphone's or tablets?

A: Yes, this is possible.

Q: Are there some "banned" characters in the mail address (like %, &, #) that cannot be used?

A: DocStore supports all email addresses that are supported by email-providers. These characters are not allowed in email-addresses in general; therefore DocStore does not support them either.

Q: I'm installing the certificate again after migrating to a new client, but the password required for installation is not visible in the DocStore portal.

A: The password is only visible for 7 days after your registration has been handled, and 7 days after a request for resending the certificate was honored. If you require the certificate please login at the DocStore Portal, navigate to Manage Profile and click Certificate Information. Provide a reason for resending the certificate (reinstallation or lost due to system crash for example) and submit the request.

Q: I lost my certificate email and / or my DocStore certificate

A: Please use the request certificate resend feature in the DocStore portal

Q: My browser is in the supported browser and version list but I'm still not able to access DocStore

A: When making use of Internet Explorer please check 5.5.1 Browser versions may be excluded before this document will be updated. Please upgrade to the latest browser version.

Q: I am asked to type in the password every time that I open a document:

A: This is a known issue when certificates are installed in Adobe Acrobat Reader. Please install the certificate in Windows, following the guide found in this document on page 33.