

Customer Support User's Guide

Edition 10

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Support Overview

At Wind River, we know that time is critical when it comes to your development cycle. That is why Wind River Customer Support is organized to respond quickly and accurately. Our products are backed by the most comprehensive customer support services in the Device Software Optimization (DSO) industry.

This guide introduces you to the services available from Wind River Customer Support. It tells you how to access those services and how to make the most effective use of them, including the following:

- Wind River Online Support: 24-hour interactive assistance using the Internet
- Person-to-person support with our Customer Support organization
- Support request tracking and management

Get Help Anytime: Wind River Online Support

Wind River Online Support is a 24-hour, interactive, Internet-based self-help service and is the primary access to Wind River Support. Information is updated daily, and new features are added regularly. We encourage you to visit the site frequently to explore the wide range of offerings growing every day.

Online Support Features

Online Support offers services for two types of customers: 1) All customers, and 2) Customers with a maintenance contract. All customers with a current license subscription are also maintenance customers.

1. All Standard Support Customers

All Standard Support customers can obtain a user ID and password to make use of support features such as the following:

- Web-based solution knowledgebase
- Support requests online/through email
- Support Request Manager and alerts
- Patch downloads
- Product manuals, application notes, FAQs, and technical tips
- Product news and alerts
- Software download facility
- What's New?: A list of the latest updates and additions to Online Support (updated monthly)

Self-Service Tools

Wind River offers a wide variety of tools to help you manage support requests and address support-related questions or needs. For additional information on these features of Wind River Support, go to www.windriver.com/support/.

Get Information:

- Product news and information
- What's New?
- Product manuals, application notes, FAQs, and technical tips
- Release information/roadmap
- Application notes
- Tech tips
- Frequently asked questions
- Online bookstore

Download Code:

- Patches, Software Problem Reports (SPRs), security updates
- Board support package (BSP), driver downloads
- Firmware/debugger updates (HAT/SAT)
- Sample code
- Solutions: reference source code, applications, extensions, drivers
- Emulator registry files

Manage Support:

- Web-based solution knowledgebase SPRs including fixed problems
- Support Request Manager
- Support request alerts
- Configuration database

2. Customers with a Maintenance Contract

Customers with a maintenance contract can also take advantage of the following comprehensive Online Support features:

Get Information:

- Additional product information about the entire Wind River product line, including the latest product news, FTP downloads of examples and utilities, release information, and application notes
- Technical tips on how to handle common problems, including a feature for rating each tip

Download Code:

- Sample code
- Access to the full complement of Wind River patches for critical known problems
- Firmware and debugger updates, for hardware-assisted tools

Manage Support:

- SPRs, including fixed problems
- An email and/or Web-based notification system for alerts about SPRs and patches

Accessing Online Support

To use Wind River Online Support, it is necessary to have a valid license number. Locate your company's product license number provided with your signed contract or original product packaging. Check your "Installation Keys" sheet or packing slip. If you do not have access to the product packaging, check with the person(s) in your organization responsible for installing Wind River products.

If you cannot locate your product license number, contact your account manager or [sst@windriver.com](mailto:ssst@windriver.com) during regular business hours. Remember to keep your license number available for future support requests.

Once you have your product license number, you may gain access to Online Support by establishing your unique user ID at <http://www.windriver.com/noAuth/validate.html>.

After you have completed registration of your user ID, you will be provided with a temporary password. Upon initially logging on, it is recommended that you change your password.

All customers can access the website 24 hours a day at <http://www.windriver.com/support>.

When using Online Support, it is important to refer to your installation log file. In most cases, an installation log file is titled `setup.log` and is located in the directory where the product was installed. For example, for a default installation of Wind River Workbench, the `setup.log` file is located in the directory where it was originally installed. This may help you navigate Online Support with the correct product information. Additional guidance on identifying your product information can be found on the main Online Support page under the link [How to Identify Your Product & Version](#).

Person-to-Person Customer Support

This section describes how Wind River provides person-to-person support through the Customer Support organization.

If you purchased products directly from Wind River, Wind River Customer Support is your primary provider. However, if you bought a product from a Wind River distributor, you will obtain support from your distributor.

How to Reach Us

Common questions and issues arise when using our products. Much of this information is available from the Online Support site. Using the site may save you time in addressing your issue (see [Get Help Anytime: Wind River Online Support](#)).

If after checking Online Support you still require assistance, you can file a Technical Support Request (TSR) online at <http://www.windriver.com/windsurf/tsrview>.

You may also contact Wind River dispatch by email or phone. The dispatcher will create a TSR and assign it to a support engineer.

The support engineer will then become the primary contact for your TSR. The support engineer will respond to you within one business day of reassignment with a resolution or status update and arrange a schedule for future contacts. If your support request is determined to be a product defect, the support engineer will create an SPR.

Depending on the specifics of the issue (for example, the ability to reproduce the problem), the support engineer may require assistance from one of our engineering specialists located at an office near you.

How You Can Help Facilitate Your Support Request

When you contact Wind River, you must have a valid license number to obtain support. Your license number must match the product for which you are requesting support.

Locate your company's product license number provided with your signed contract or original product packaging. Check your "Installation Keys" sheet or packing slip. If you do not have access to the product packaging, check with the person(s) in your organization responsible for installing Wind River products. For instructions on obtaining your license number from Wind River if you cannot locate it, see [Accessing Online Support](#).

In addition, if you have the following information ready, it will help us help you more quickly:

- Wind River product and version
- Host platform
- Host OS version (if applicable)
- Target architecture (if applicable)

- BSP and version (if applicable)
- Compiler/toolset and version

If you are requesting support on a Wind River hardware tool, have your serial number available in addition to your license number.

You can help us resolve your question more quickly if you are also prepared with the following:

- A clear description of the problem
- Any associated error codes you encountered
- A test case (a code sample or a quick approach to reproducing the problem)
- A list of the products, versions, and patches installed, which can be found in the setup.log or other appropriate installation log (see [Accessing Online Support](#))

Standard Customer Support

When a customer request for support is received, the Customer Support organization creates a TSR. The TSR is then immediately assigned to a product expert. When feasible, the TSR is assigned to a support engineer located in the same time zone as the customer.

The Wind River Support time frame for a first technical response is based on the severity of the issue reported (see Table 1 below). "Response" is a meaningful technical exchange that provides answers, asks clarifying questions, or gives an update on our investigation. If the TSR is not resolved with the first technical response, a status update is provided to keep the customer informed.

Table 1: Support Resolution Targets

Severity	Description	Response	Resource	Relief Target	Solution (one or more)
Critical-1	Needs immediate attention—cannot do any work without a fix	Initial phone response within four business hours	<ul style="list-style-type: none"> • Phone • Email • Web 	Ongoing assistance until solution reached	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory work-around provided • Answer, fix, or work-around incorporated into knowledge base • Fix incorporated into future release
Severe-2	Problem impacts work, but does not stop all development	Initial phone response within one business day	<ul style="list-style-type: none"> • Phone • Email • Web 	Ongoing assistance until solution reached	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory work-around provided • Answer, fix, or work-around incorporated into knowledge base • Fix incorporated into future release
Standard-3	Problem encountered, but system operational and development continuing	Initial phone response by end of next business day	<ul style="list-style-type: none"> • Phone • Email • Web 	80% of TSRs resolved within 14 days	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory work-around provided • Answer, fix, or work-around incorporated into knowledge base • Fix incorporated into future release
Low-4	System and development not affected, respond when able/request how-to or other information	Initial phone response within two business days	<ul style="list-style-type: none"> • Phone • Email • Web 	80% of TSRs resolved within 17 days	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory work-around provided • Answer, fix, or work-around incorporated into knowledge base • Fix incorporated into future release

Scope of Standard Support

The Customer Support organization helps our customers understand Wind River product features and functionality and helps identify product defects or documentation errors so they may be corrected. For both VxWorks and Wind River Linux-based products, the organization provides support for reference platforms only. A reference platform

- Is the unmodified product source, as supplied by Wind River, except when modified as needed to build and run your system.
- Uses the product on a supported host system. Supported host systems are defined in the product documentation.
- Uses the product on a supported target. Supported targets are defined in the product documentation.

If you are using a nonreference platform or modified product, Customer Support will still assist you as much as possible. We will try to re-create your issue on the closest reference platform. If we can re-create your issue on a reference platform, then we know that the problem exists in the unmodified product source. We will create an SPR and proceed through our standard resolution process. For help with problems on nonreference platforms or for help that is specific to your application, special support arrangements may be the appropriate avenue for support.

All Customers

For all customers, support is available for installation and licensing keys.

For license key issues, use the following email addresses:

- license@windriver.com (North America)
- license-emea@windriver.com (EMEA)
- license-jp@windriver.com (Japan)

Installation procedures sometimes require administrator, root, or super-user permissions. You may want to have your system administrator available when you contact Customer Support.

Customers with a Maintenance Contract

Once the product is installed, support for questions regarding the use of the product requires a maintenance contract. If you want to purchase or modify a support maintenance contract, contact your account manager.

Under the standard Software Support and Maintenance Agreement, customer support includes understanding Wind River product features and functionality and identifying Wind River software product or documentation errors. If relief for specific SPRs is not available, Customer Support may be able to recommend alternative procedures or work-arounds.

For development boards, only the unmodified features are supported. Firmware updates for your hardware-assisted debugging tools are explained in your product's manual. You will find firmware updates on Online Support.

Special Support Arrangements

There may be times when you require assistance beyond what is provided under your support and maintenance agreement. For these cases, contact your local account manager to discuss special support arrangements.

For example, issues that may require special support arrangements include the following:

- Assistance in designing, writing, and debugging applications
- Customizing or modifying Wind River products
- Porting BSPs or architectures
- Modifying or creating device drivers
- Design-level information about product internals
- Porting SPR fixes and new functionality into previous product releases
- Integrating products (other than those provided with integrated platforms)

Wind River will engage the appropriate resources to help resolve your problem. Based on your requirements and the type of resources required, an extra fee may be required.

Tracking Customer Support Requests

Wind River Customer Support relies on the following key mechanisms to track support requests:

- The TSR system: This helps us serve you by tracking your inquiries.
- The SPR system: This helps us incorporate your feedback into our software product planning, design, and implementation cycles.
- The Return Material Authorization (RMA) system: This helps us track hardware that is being returned for repair.

Technical Support Requests (TSR)

When you contact Wind River Customer Support, the support engineer assigned to your case opens a TSR. This allows you and Wind River to track progress toward the resolution of your problem.

For a list of TSR urgency and status codes, see [Technical Support Request Urgency Codes, Severity, and Descriptions](#).

When a problem is re-created and found to be a defect in a Wind River product, the support engineer opens an SPR and links it to the appropriate TSR. For details on how SPRs are assigned and processed, see [Software Problem Reports \(SPR\)](#).

In all subsequent written and verbal correspondence on a particular issue, indicate the TSR or SPR number or your license number if no TSR or SPR number has been assigned.

Software Problem Reports (SPR)

If your TSR is associated with a defect or an enhancement in any Wind River product, it is linked to an SPR. The support engineer works with Development Engineering to resolve these SPRs in accordance with guidelines summarized in Software Problem Report Priority Levels and Descriptions.

SPRs are used to track both bugs (defects in the software or documentation) and enhancements (requests for additional features or functions).

Customer Support determines if there is an existing SPR for your issue. If you are reporting a new problem, the support engineer works closely with you to document the problem's symptoms, establish the SPR's priority, identify a test case (when appropriate), and develop a precise technical description of the problem. You can use Wind River Online Support to review online information about known SPRs.

For SPR priorities and descriptions, see Software Problem Report Priority Levels and Descriptions.

If it is important for a customer to get a solution to an SPR faster than Wind River's schedule, we can provide this as an additional service.

Return Material Authorization (RMA)/Hardware Warranty Repair

If you have contacted Wind River Support concerning your hardware development board or run-control tool and the product is still under warranty, a TSR will be created to document and track your issue. If the support engineer determines that the unit needs repair, your contact information will be verified and a short time later you will be provided with an RMA number and instructions on how to return the product. Once the product is repaired, Wind River will pay to ship the product back to you.

Do not send a product back to Wind River without an RMA number.

Exceptional Assistance: Escalating Problems

Occasionally, you may feel you need more assistance resolving a technical issue than you are getting through normal support procedures. When the issue you are working on has an immediate impact on your ability to develop your product, and you have completed a reasonable investigation of the issue that makes you believe the problem is with the Wind River product and no reasonable work-around exists, you, or a Wind River employee representing you, can request that your problem be escalated.

An escalation is a TSR that receives exceptional handling. Wind River will devise a plan to resolve the escalation that will include the following:

- Actions to be taken
- When they will be taken
- The Escalation Manager, the Wind River employee responsible for your escalation
- How Wind River will keep you and other stakeholders informed
- Other information to satisfy your needs and concerns

Escalation Process

Before deciding to escalate an issue, you should have already opened a support request. All requests for support are tracked for resolution reporting. Include an accurate, detailed problem description and test case.

To initiate an escalation

- Notify the support engineer (or ESM). Typically, you can initiate an escalation by telling the support engineer handling your support request that you would like it escalated.
- Have your support request number ready.

We will ask you to help us understand:

- Do we know exactly what the problem is? Do we have an accurate and detailed problem description, and does Wind River have the ability to recreate the problem? We are not asking that you prove the problem is ours, but a reproducible test case allows us to test patches or work-arounds more quickly.
- How is this problem affecting your business, your schedule? Is the problem preventing you from shipping your product? Is your product already in your customers' hands?
- What would be a realistic time frame to have a resolution to your problem?

What to Expect

After you request a formal escalation, you should hear back from Wind River within four business hours to review the escalation process. At that time, you will be expected to have answers to the following questions:

- Can Wind River reproduce the problem?
- What is the problem impact on your development cycle?
- What is your timeline? What is an acceptable solution?

At this meeting, you should also arrange an acceptable communication schedule.

- Your support person will be your point of contact during the escalation unless other arrangements are made.
- The escalation will be complete when the agreed-upon solution to the problem is met. This will result in either the original TSR being closed or the urgency level being decreased to Standard or Low.

Your Feedback

Wind River is committed to continually improving your satisfaction with our support services. We welcome your feedback and value your comments.

Contact us at customer_advocate@windriver.com (which can also be found at Online Support).

In addition, as part of our commitment to providing you with the best support possible, Wind River often conducts customer surveys after each closed TSR. Please take the few minutes necessary to answer the questions.

Your feedback will help us maintain the highest level of service.

Technical Support Request Urgency Codes, Severity, and Descriptions

When submitting a TSR, you should communicate to us how this support request affects your ability to develop your product. This is done by selecting an urgency code. Table 2 describes the levels of urgency available. The default urgency level is Standard. Please be realistic when selecting an urgency level so that we can prioritize our responses appropriately.

Table 3 identifies and describes the various status levels that may be given to a TSR. These status levels should help you understand what is happening with your TSR. You can monitor the status of your TSR through the TSR Manager located at <https://secure.windriver.com/windsurf/tsrview>.

Table 2: Urgency Codes and Descriptions

Urgency	Severity	Description
Critical	1	Needs immediate attention—cannot do any work without a fix
Severe	2	Problem impacts work but does not stop all development
Standard	3	Problem encountered but system operational and development continuing
Low	4	System and development not affected, respond when able/request for information

Table 3: Support Status Codes and Descriptions

Status	Short Description	Detailed Description
Opened	Initial status	A TSR is opened and awaiting assignment or initial response to the customer
In Progress	TSR is being worked	The support engineer is working on the TSR, including research and testing
Hold	Customer requests that TSR be placed on hold	When a customer is unable to work with Wind River to resolve a TSR for a time, the TSR may be placed on hold
Cancelled	Cancelled by customer	The customer requested cancellation for any reason
Closed	Issue closed	The TSR is resolved, a work-around is provided, or the issue is no longer valid
Customer Action	Awaiting customer action	Waiting for the customer to respond to a support engineer request
Solution Proposed	Awaiting resolution acceptance	Waiting for the customer to accept or reject a proposed solution
Awaiting Key	Waiting for license	The customer is waiting for a key from Wind River licensing
SPR Filed	SPR filed in engineering	A software problem report has been filed with Development Engineering to fix a defect
Repair	Hardware repair	A request for hardware repair
Consulting Department	Engineering asked to help with TSR	Waiting for Development Engineering to provide assistance in resolving a TSR

Software Problem Report Priority Levels and Descriptions

Table 4 describes the priority levels that an SPR can be given. By understanding the description of each priority level, you

can help determine how the SPR is prioritized. The default priority level is B3 (Standard). You can also determine what the problem relief is for your SPR.

Table 4: SPR Priorities and Descriptions

SPR Type Criteria	Problem Description	Problem Relief
Critical-B1	End customer's production network is down, causing critical impact to business operation if service is not restored quickly. No work-around is available. Customer, end customer, and Wind River will commit full-time resources during business hours to provide a fix, a work-around, or a remedial plan to resolve the issue within the specified time frame.	Mandatory patch or special release (work-around is insufficient)
Severe-B3	End customer's production or development environment is severely degraded, impacting significant aspects of business operations. No work-around is available. Customer, end customer, and Wind River will commit full-time resources during business hours to provide a fix, a work-around, or a remedial plan to resolve the issue within the specified time frame.	Work-around or patch when possible
Standard-B3	End customer's production or development environment is degraded. Functionality is noticeably impaired, but most business operations continue.	Work-around or explanation
Low-B4	Customer or end customer requires information or assistance on software capabilities, installation, or configuration.	SPR filed
Highly Desirable-E1	High-value enhancement.	N/A
Desirable-E2	Medium-value enhancement.	N/A
Suggestion-E3	Low-value enhancement.	N/A

For further information regarding Wind River trademarks, see <http://www.windriver.com/company/terms/trademark.html>.

This product may include software licensed to Wind River by third parties. Relevant notices (if any) are provided in your product installation at the following location: `installDir/product_name/3rd_party_licensor_notice.pdf`.

Wind River may refer to third-party documentation by listing publications or providing links to third-party websites for informational purposes. Wind River accepts no responsibility for the information provided in such third-party documentation.

Corporate Headquarters

Wind River Systems Inc.
500 Wind River Way
Alameda, CA 94501-1153
U.S.A.

Toll-free (U.S.): 800-545-WIND
Telephone: 510-748-4100
Fax: 510-749-2010

For additional contact information, visit Wind River:
<http://www.windriver.com>.

For information on how to contact Customer Support, visit
<http://www.windriver.com/support>.

WIND RIVER

Wind River is the global leader in Device Software Optimization (DSO). We enable companies to develop, run, and manage device software faster, better, at lower cost, and more reliably. www.windriver.com

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