

Wind River Customer Support User's Guide

Edition 14

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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 embedded and mobile software industries.

This guide introduces you to the services available from Wind River Customer Support. It tells you how to access them and how to make the most effective use of them. They include online support, phone support, tracking and management, and extended support.

Wind River Online Support

Wind River Online Support (OLS) is a 24-hour, interactive, Internet-based self-help service and is the primary access to Wind River Customer 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. You can access the site at <http://www.windriver.com/support>.

Online Support offers services for all licensed customers. Customers who have a valid maintenance contract or who are under current subscription will have access to all the features on the OLS site. Customers without a current maintenance agreement will see a subset of the features.

Features

All standard support customers can obtain a user ID and password to make use of support features:

- Online product documentation
 - HTML or PDF versions of Wind River product manuals
- What's New?
 - An updated list of and links to the latest application notes on Online Support

Customers with a maintenance contract can use the following comprehensive Online Support features:

- Get information
 - Product news and information
 - What's New?
 - Product manuals
 - 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
 - Support request manager
 - Support request alerts
 - Configuration database

Access

To use OLS, it is necessary to have a valid license number. Your license number can be found on the "Installation Keys" sheet or packing slip that accompanies your original product packaging. If you do not have access to the product packaging, check with the person in your organization responsible for installing Wind River products. If you use more than one Wind River license number you may attach multiple license numbers to your OLS account. If you cannot locate your product license number, contact your account manager or sst@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>. Your user ID will be your email address.

After you have completed registration of your user ID, you will receive an email with a confirmation link. Remember to look for this email. You will not achieve full entitlement without clicking this link. You will also be provided with a temporary password. Upon initially logging on, it is recommended that you change your password.

When using Online Support, it is important to refer to your installation log file. In most cases this log is found in the installation directory in the file called `setup.log`. This log will help you determine which products and versions are currently installed. When using Online Support, it is beneficial to click your registered license number in your "My License" area of the home page. By clicking your license number you will see what products you have purchased under this license and it will automatically link you to downloads, manuals, defects, technical tips, application notes, and components for these products. This may help you navigate Online Support.

Additional guidance on identifying your product information can be found on the main Online Support page under the link "How to identify your product and version."

Phone Support

Wind River provides person-to-person support through our 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.

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 section "Wind River Online Support"). If after checking Online Support you still require assistance, you can file a technical service request (TSR) online at <http://www.windriver.com/windsurf/tsrview>.

You may also contact Wind River dispatch or phone support. The dispatcher will create a TSR and assign it to a customer support engineer (CSE). The assigned CSE will then become the primary contact for your TSR. He or she will respond to you within one business day with a resolution or a status update and arrange a schedule for future contacts. If your support request is determined to be a product defect, the CSE will create a software problem report (SPR).

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

Phone support is provided to all customers via support centers in their area:

North America, South America

Toll-free:.....800-872-4977 (800-USA-4WRS)
 Direct:510-748-4100
 Fax:.....510-749-2164
 Hours:.....6:00 a.m. to 5:00 p.m. (Pacific time)

Japan

Direct:81 3 5778 6001
 Fax:.....81 3 5778 6003
 Hours:.....9:00 a.m. to 5:30 p.m. (local time)

Europe, Middle East, Africa

Toll-free:.....800 4977 4977
 UK:.....+44 1793 831 393
 UK fax:.....+44 1793 831 808
 France:+33 1 64 86 66 10
 France fax:+33 1 64 86 66 66
 Germany:+49 899 624 45 444
 Germany fax:+49 899 624 45 999
 Israel:.....+972 9741 9561
 Israel fax:+972 9746 0867
 Hours:.....9:00 a.m. to 5:30 p.m. (local time)

Facilitating Your Support Request

To use phone support, it is necessary to have a valid license number. Your license number can be found on the “Installation Keys” sheet or packing slip that accompanies your original product packaging. If you do not have access to the product packaging, check with the person 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 during regular business hours. Remember to keep your license number available for future support requests.

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

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 Customer Support time frame for a first technical response is based on the severity of the issue reported (see Table 1). “Response” is a meaningful technical exchange that provides answers, asks clarifying questions, or gives an update on our investigation. If the request 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	Resources	Resolution Target	Solution (one or more)
Critical-1	Needs immediate attention; cannot do any work without a fix	Initial response within four business hours	<ul style="list-style-type: none"> • Phone • Web 	Ongoing assistance until solution reached	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory workaround provided • Answer, fix, or workaround incorporated into knowledge base • Fix incorporated into future release
Severe-2	Problem impacts work but does not stop all development	Initial response within one business day	<ul style="list-style-type: none"> • Phone • Web 	Ongoing assistance until solution reached	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory workaround provided • Answer, fix, or workaround incorporated into knowledge base • Fix incorporated into future release
Standard-3	Problem encountered but system operational and development continuing	Initial response by end of next business day	<ul style="list-style-type: none"> • Phone • Web 	80% of requests resolved within 14 days	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory workaround provided • Answer, fix, or workaround incorporated into knowledge base • Fix incorporated into future release
Low-4	System and development not affected; respond when able	Initial response within two business days	<ul style="list-style-type: none"> • Phone • Web 	80% of requests resolved within 17 days	<ul style="list-style-type: none"> • Satisfactory answer to question is provided • Satisfactory workaround provided • Answer, fix, or workaround incorporated into knowledge base • Fix incorporated into future release

Scope of Standard Support

Wind River Customer Support 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, Customer Support 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. It uses the product on a supported host system; supported host systems are defined in the product documentation. A reference platform uses the product on a supported target; supported targets are defined in the product documentation.

If you are using a nonreference platform or a modified product, Customer Support will still assist you as much as possible. We will try to recreate your issue on the closest reference platform and then we will know that the problem exists in the unmodified product source. We will create a software problem report 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.

Installation and Licensing Keys

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 Wind River Customer Support.

Maintenance Contracts

Once the product is installed, support for 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 software problem reports (SPRs) is not available, Customer Support may be able to recommend alternative procedures or workarounds.

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.

Support Request Tracking and Management

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

- **Technical service request (TSR):** This helps us serve you by tracking your inquiries.
- **Software problem report (SPR):** This helps us incorporate your feedback into our software product planning, design, and implementation cycles.
- **Return material authorization (RMA):** This helps us track hardware that is being returned for repair.

Technical Service Requests

When you contact Wind River Customer Support, a TSR is opened to track your issue or request. In order to ensure the fastest possible service, refer to your TSR number when contacting Wind River Customer Support about an existing issue.

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

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 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 3: Support Status Codes and Descriptions

Status	Short Description	Detailed Description
Opened	Initial status	A TSR is opened and awaiting assignment or initial response.
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, the TSR may be placed on hold for up to two weeks. After this time, the TSR will be closed but may be reopened at any time.
Canceled	Canceled by customer	The customer requested cancellation for any reason.
Closed	Issue closed	The TSR is resolved, a workaround is provided, or the issue is no longer valid.
Customer Action	Awaiting customer action	The customer has not yet responded to a support engineer request.
Solution Proposed	Awaiting resolution acceptance	The customer has not yet accepted or rejected 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 is made.
Consulting Development	Engineering asked to help with TSR	Development Engineering has not yet provided assistance in resolving a TSR.

When a problem is recreated and found to be a defect in a Wind River product, a software problem report (SPR) is created and linked to your TSR. For details on how SPRs are assigned and processed, see the next section, “Software Problem Reports.”

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

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 SPRs in accordance with guidelines summarized in Table 4.

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.

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

Customer Support determines whether 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, establish the SPR’s priority, identify a test case, and develop a precise technical description of the problem. You can use Wind River Online Support to review online information about known SPRs.

Table 4: SPR Priorities and Descriptions

SPR Type Criteria	Problem Description	Problem Relief
Critical-B1	The end customer’s production network is down, causing critical impact to business operation if service is not restored quickly. No workaround is available. The customer, end customer, and Wind River will commit full-time resources during business hours to provide a fix, a workaround, or a remedial plan to resolve the issue within the specified time frame.	Mandatory patch or special release (workaround is insufficient)
Severe-B2	The end customer’s production or development environment is severely degraded, impacting significant aspects of business operations. No workaround is available. The customer, end customer, and Wind River will commit full-time resources during business hours to provide a fix, a workaround, or a remedial plan to resolve the issue within the specified time frame.	Workaround or patch when possible
Standard-B3	The end customer’s production or development environment is degraded. Functionality is noticeably impaired, but most business operations continue.	Workaround or explanation
Low-B4	The customer or end customer requires information or assistance on software capabilities, installation, or configuration.	SPR filed
Highly Desirable-E1	High-value enhancement is requested.	N/A
Desirable-E2	Medium-value enhancement is requested.	N/A
Suggestion-E3	Low-value enhancement is requested.	N/A

Return Material Authorization

If you have contacted Wind River Customer 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 you will be provided with a return material authorization (RMA) number. You will also receive instructions on how and where to return the product. Once the product is repaired, Wind River will pay to ship the product back to you. Avoid sending a product back to Wind River without an RMA number.

Escalating Problems

Occasionally you may 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 no reasonable workaround exists, 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
- An assigned 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

Before deciding to escalate an issue, you should have already opened a TSR. In order to provide the fastest possible resolution, make sure your TSR includes a detailed problem description and a test case.

To initiate an escalation, simply notify your assigned customer support engineer (CSE) that your issue requires extra attention. Have your assigned TSR number ready when you request an escalation. The assigned CSE may ask clarifying questions to help understand the severity and impact of the issue.

After you request a formal escalation, you should hear back from Wind River within one business day to review the escalation process. At that time we may ask the following questions to help us understand and prioritize the issue:

- Do we know exactly what the problem is, including an accurate and detailed problem description?
- How is this problem affecting your business or 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 for a resolution to your problem?
- What is your criteria for successful resolution—point patch, workaround, etc?

Extended Support Programs

Customers with large or complex environments often need a high degree of coordination across projects, locations, and business units. These customers need priority handling for their service requests and an enhanced ability to manage their reported issues. In order to resolve issues quickly, onsite support may be required. Ideally all these services need to be delivered in the fastest manner possible.

For these customers, Wind River offers extended support programs that add key features to our standard support services. These features address the needs of our largest, most complex customers. For these customers, we offer the following programs:

- **Premium Support:** Our Premium Support program represents our highest level of commitment to our customers. Premium Support is designed for customers who require our fastest response, a high degree of cross-functional coordination within a development team or across business units, robust self-management tools, and personal attention. Premium Support customers receive the services of a designated enterprise support manager (ESM)—a single contact point for support request status, management, and escalation. The program also gives customers our fastest service level agreements (SLAs), which provides them with an even faster response than what is documented in Table 1.
- **Customer Virtual Lab:** While many customers use commercial off-the-shelf (COTS) hardware for their development, some customers use customized hardware built to their specifications. The Customer Virtual Lab program provides the means for Wind River to use customer-designed hardware for testing, reproducing, and resolving issues.
- **Long-Term Support:** For customers that require full support of a specific product version after the end-of-life (EOL) date, we offer Long-Term Support. Customers using the Long-Term Support program can continue to receive support and defect resolution after the product is retired.
- **Customized Support:** If you have specific support needs not addressed by any of our offered programs, we can create a customized support program tailored to your exact needs.

For additional information on any of our extended support programs, contact your account manager.

Your Feedback

Wind River is committed to continually improving your satisfaction with our support services. We welcome your feedback and value your comments. Upon the closure of your TSR, you may receive a customer satisfaction survey. Please take a few moments to complete the survey and provide any comments, questions, or suggestions you may have. We regularly review and act upon the results of these surveys in order to continually improve the support experience.

For additional comments or feedback, you may also contact us at customer_advocate@windriver.com (which can also be found at Online Support).

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

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

Contact Information

Wind River
500 Wind River Way
Alameda, CA 94501-1153
Toll-free (U.S.): 800-545-WIND
Tel.: 510-748-4100
Fax: 510-749-2010

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

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



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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