Wind River Customer Support

USER'S GUIDE

Version 21

Contents

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www.windriver.com

For information on how to contact Customer Support, see:

www.windriver.com/support

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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 and use them most effectively. Services include web support, phone support, request tracking and management, and extended support.

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.

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Wind River Support Services and Offerings

We offer several support options to meet your support and business needs.

2.1.1 e-Support

This is the standard support that is included with a license subscription or maintenance agreement. With e-Support, you receive full access to the Wind River Support Network, including the Knowledge Forum, which is monitored and contributed to by Wind River experts. E-Support includes the ability to open and manage Service Requests online via a web-based Service Request Tool.

2.1.2 Enterprise Support and Enterprise Project Support

This level of support offers person-to-person assistance in addition to e-Support. With Enterprise Support, you can create Service Requests online or via telephone, and you can discuss your specific technical challenges privately, with an experienced support engineer. Service Level Agreements (SLAs) can be found on our support website. For more information on SLAs, see: [Service Level Agreements (SLAs)](#)

2.1.3 Premium Project Support

This program represents our highest level of support for our customers. Premium Project 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, and personal attention. With Premium Project Support, your Premium Project Manager (PPM) is your single contact point for support request status, management, and escalation. Your requests are routed to a designated team of senior engineers who are familiar with your project. The program also provides our fastest SLAs. SLAs can be found on our support website.

Please contact your Wind River account team to get an overview of premium project support and available add-ons to premium project support offering.

2.1.4 Support For Legacy and End Of Life Products

For customers who require full support of a specific product version after the legacy or End of life (EOL) date, we offer long term support and maintenance programs. Customers using the Long Term Support and Long Term Maintenance programs can

continue to receive support, defect resolution, and security fixes after the product is retired. More information on our product lifecycle can be found in the Product Lifecycle section of the Knowledge Library. For more information on product lifecycles, see: Product Support Policies.

For EOL products, please contact your Wind River account team to the discuss support options.

NOTE: Long Term Support does NOT include product maintenance. Long Term Maintenance needs to be purchased additionally if desired for legacy product maintenance.

2.2 Long Term Support, Long Term Maintenance, and EOL Support Programs

The Long Term Support and Long Term Maintenance programs include the following additional services:

- Long Term e-Support
- EOL e-Support
- Long Term Enterprise Support
- EOL Enterprise Project Support
- Long Term Maintenance
- Long Term Security Shield

2.2.1 Long Term e-Support and EOL e-Support

e-Support covers one designated software version, and entitles customers to access the Wind River Support Network, which includes:

- The Wind River Knowledge Library

- The Wind River Knowledge Forum

- Published defects

- Repository of existing patches

One e-Support purchase provides 12 months of access for two named individual logins.

NOTE: e-Support does not include the ability to open Service Requests via the Service Request Tool, does not include live interaction and does not include product maintenance.

2.2.2 Long Term Enterprise Support and EOL Enterprise Project Support

Long Term Enterprise Support and EOL Enterprise Project Support entitle customers to call the customer support organization, receive troubleshooting help from expert engineers, and have issues tracked in the Wind River support system for the designated software version which normally would be the latest generally available version of the legacy product.

One long term enterprise support or EOL Enterprise Project Support purchase provides 12 months of support for two named individuals.

Long term enterprise support and EOL Enterprise Project Support do not include maintenance. It is highly recommended that Long Term Maintenance is purchased with Long Term Enterprise Support when Long Term Maintenance is available for the product. For EOL Enterprise Project Support, maintenance is through Wind River Professional Services.

2.2.3 Long Term Maintenance

Long Term Maintenance is useful for customers who want high-quality fixes from Wind River, but standard maintenance is not available because the customer is using a version of the Wind River product that has been designated as a Legacy product.

Long Term Maintenance provides maintenance for 12 months covering a designated software version. Customers receive fixes for Critical and Severe product defects that have no workaround.

The customer must have active Long Term Enterprise Support or Premium Project Support for the designated software. Defect severities are defined in the *Wind River Support and Maintenance Supplemental Terms and Conditions* on the Wind River Support Network. For more information on defect severities, see: Support and Maintenance Supplemental Terms and Conditions.

Security vulnerabilities are not product defects, and are not covered by the Long Term Maintenance agreement.

For Long Term Maintenance customers, Wind River provides and test fixes against the latest generally available version of the product, at the date of transition to Legacy status.

2.2.4 Long Term Security Shield

Long Term Security Shield provides proactive monitoring and notification of security vulnerabilities for 12 months covering the designated software version. This package includes unlimited fixes of high- and medium-priority security vulnerabilities. For an explanation of severity and priority definitions, refer to the *Security Vulnerability Response Policy* in the Wind River Knowledge Library. For more information on security vulnerability response polices, see: Security Vulnerability Response Policy.

Patches are created for and validated against the latest generally available version of the product at the date of transition to Legacy status.

The customer must have active Long Term Enterprise Support or Premium Project Support for the designated software.

2.3 Custom Support

If you have specific support needs not addressed by any of our standard programs, we can arrange customized support services tailored to your needs.

2.4 Onsite Support/Mentoring

This option is for customers who need onsite assistance from an expert to resolve issues quickly or provide mentoring assistance.

3
Wind River Support Network

Wind River Support Network 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 here:

www.windriver.com/support

Wind River Support Network offers services for all licensed customers. Customers who have a valid support agreement or who are under a current subscription will have access to all the features on the Wind River Support Network. Customers without a current maintenance agreement will see a subset of features.

Wind River Support Network includes the following key features:

- The Knowledge Library: The content repository for the site, where documentation, defects, application notes, videos, and downloads are located.

- The Service Request Tool (formerly the TSR Manager): The online customer interface for submitting a Service Request (case).

- The Knowledge Forum: A question-and-answer forum, and a quick venue for creating and displaying product-related FAQs.

- Software Downloads by electronic software delivery (ESD): A center enabling customers to download the software they purchased.

- The Licensing Portal: A link to the licensing portal.

- The Simics Forum: A private question and answer forum for customers who have purchased the Wind River Simics product.

All customers with a valid support and maintenance agreement or license subscription can obtain a user ID and password to access Wind River Support Network and use the following features:

- Get information

- Product news and information

- What's New?

- Product manuals

- Release information

- FAQs

- Knowledge Forum

- Defect information

- Maintenance

- Cumulative patches

- Security updates

- Service packs

- Update packs

- Board support package (BSP), driver downloads

- Sample code

- Solutions: reference source code, applications, extensions, drivers

In addition, customers with an Enterprise, Premium Project, or Custom Support agreement can use the Wind River Support Network to manage support requests through the Service Request Tool.

3.1.1 **Access**

To use the Wind River Support Network, it is necessary to have a valid license number. If you have opted for physical delivery of media, your license number can be found in the *Installation Keys* sheet or packing slip that accompanies your original product packaging.

If you have opted for ESD, your license number can be found in the email containing your order details and activation and installation information. If you do not have access to the product packaging or the activation/installation email, check with the person in your organization responsible for installing Wind River products. You can also find more information about finding your license here:

www.windriver.com/support/license-help

If you use more than one Wind River license number, you may attach multiple license numbers to your Wind River Support Network account. If you cannot locate your product license number, contact your account manager or Wind River at the following email address during regular business hours.

license@windriver.com

Remember to keep your license number available for future support requests. Once you have your product license number, you may gain access to the Wind River Support Network by registering on the Wind River Support Network. 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, we highly recommend that you change your password.

When using the Wind River Support Network, 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.

3.2 Getting Assistance from the Customer Support Organization

If you have a valid Enterprise, Premium Project, or Custom Support agreement, Wind River provides person-to-person support through our customer support organization. When you contact Wind River Customer Support, a Service Request (case) is opened to track your issue or request. In order to ensure the fastest possible service, refer to your case number when contacting Customer Support about an existing issue. The best way to log a case is online via the Service Request Tool located here:

www.windriver.force.com/support

If you are unable to log the case online, you may contact us via telephone. Contact information for the support organization can be found on the Wind River Customer Support page located here:

www.windriver.com/support

To open a case, you will need to provide the following information:

- Valid license number

- Wind River product and version

- Host platform

- Host OS version (if applicable)

- Target architecture (if applicable)

- Target platform (if applicable)

- BSP and version (if applicable)

- Compiler/toolset and version

- 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` file or other appropriate installation log

Once a case is created, the case will be assigned to the most appropriate customer support engineer based on your location and the expertise required to resolve the issue. The Customer Support timeframe for a first technical response is based on the severity of the issue reported. The term *Response* means 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 you informed. The response and resolution targets can be found under Support and Maintenance Supplemental Terms and Conditions on our support website.

3.3 Scope of 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. Customer Support provides support for reference platforms only. A reference platform is the unmodified product source, as supplied by Wind River, or a partner BSP validated 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.

A list of validated BSPs can be found in the Wind River Marketplace located here:

www.marketplace.windriver.com

If you are using a non-reference 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 whether 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 non-reference platforms, or for help that is specific to your application, special support arrangements may be the appropriate avenue for support.

Wind River offers troubleshooting support for issues that arise relating to BSPs developed and distributed by third parties and independently tested by Wind River for interoperability with Wind River software (*Validated BSPs*). Wind River will work to identify the source of the issue, and if it is found to be a Wind River software product error, then Wind River will proceed with our standard resolution process. Defects attributable to the validated BSP will be referred to the appropriate developing third party.

To receive technical assistance, you must be on a currently supported version of a Wind River product that includes the latest update for the version you are using. For more details on the supported version/update requirements, please review your Software Support and Maintenance Agreement terms.

3.4   Installation Keys

For all customers, support is available for installation keys. For key issues, use the following email address:

license@windriver.com

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 for installation issues.

3.5   Maintenance Agreements

Once the product is installed, support for the use of the product requires a support agreement. If you want to purchase or modify a support agreement, 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 a specific defect or enhancement request is not available, Wind River Customer Support may be able to recommend alternative procedures or workarounds.

3.6   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 new architectures
- Modifying or creating device drivers
- Design-level information about product internals
- Porting defect fixes and new functionality into previous product releases
- Integrating products (other than those provided with integrated platforms)
- Providing person-to-person support when the customer only has e-Support

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 apply.

3.6.1   Service Request (Case) Tracking and Management

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

- A Service Request (case)—helps us serve you by tracking your inquiries.
- A Defect or Enhancement Request—helps us incorporate your feedback into our software product planning, design, and implementation cycles.

3.7   Service Requests

If your Support Agreement so entitles, when you contact Customer Support, a Service Request (case) is opened to track your issue. In order to ensure the fastest possible service, refer to your case number when contacting Customer Support about an existing issue. For more information, see the *Getting Assistance from the Customer Support Organization* section in this document.

When a problem is recreated and found to be a defect or enhancement in a Wind River product, a defect or enhancement record is created and linked to your case. For details on how defects and enhancements are assigned and processed, see *Defects and Enhancement Requests* in this document.

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

3.8   Defects and Enhancement Requests

If your case is associated with a defect or an enhancement in any Wind River product, it is linked to another record known as a Defect or Enhancement Request. The support engineer works with Development Engineering to resolve defects and enhancement requests in accordance with guidelines summarized on our support website.

These guidelines describe the priority levels that a defect or enhancement can be given. By understanding the description of each priority level, you can help determine how a defect or enhancement is prioritized. The default priority level is Standard B-3. You can also determine what the problem relief is for your defect or enhancement.

Customer Support determines whether there is an existing defect or enhancement for your issue. If you are reporting a new problem, the support engineer works closely with you to document the problem, establish the defect's or enhancement's priority, identify a test case, and develop a precise technical description of the problem. You can use the Wind River Support Network to review online information about known defects.

3.9   Service Request Tool

The Service Request Tool documents the communication that occurs during the life of your case. It allows for secure, real-time communication, attaching of files, fixes, or patches, tracking current and past service requests under your license(s) and many other features. You can access the Service Request Tool through the Wind River Support Network.

3.10   Your Feedback

Wind River is committed to continually improving your satisfaction with our support services. We welcome your feedback and value your comments. Upon closure of your case, 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 your support experience.

For additional comments or feedback, you may contact us through any Feedback link found throughout the Wind River Support Network, or via the contact methods listed in *Contact Information* section of this document.

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.

3.11 Contact Information

Wind River

500 Wind River Way Alameda, CA 94501-1153

Toll-free (U.S.): 800-545-WIND Tel.: 510-749-2400

Fax: 510-749-2010

For additional information on how to contact Wind River visit:

www.windriver.com/company/contact