QNX Standard Support Plans User's Guide

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Introduction

Thank you for purchasing QNX Software Systems products. We at QNX take great pride in the QNX support plans, which we designed with the professional developer in mind.

This guide will help you understand what QNX standard support offers and how to take advantage of everything available to you. To make the most of the plan, review this guide and keep it handy so you can refer to it as needed.

In addition, please share this document with any of your colleagues who may need to contact QNX for support.

Please note that this document details how to make the most of your standard support plan; it is an operational guide only, and does not replace your *QNX Development License Agreement* (QDLA) or *Commercial Software Licence Agreement* (CSLA), which provides further details on the terms and conditions of the support plan. A copy of your QDLA or CSLA should be available from your purchasing or legal department. You can also request a copy of the agreement from your QNX support developer or sales representative.

Chapter 1
The Standard Support Plan

As a QNX support plan subscriber — whether standard or priority — you are entitled to dedicated and personalized support.

Our Standard Support Plan is available to you on a per-development seat basis; that is, the cost of your subscription to standard support is based on the number of development seats you have licensed.

Standard support — just like priority support — is provided by our team of dedicated support professionals located in North America, Europe and Asia. Services available to your development team are listed in the table.

Table 1: QNX support plans at a glance

	Standard	Priority	
		Bronze 50	Silver 100
Plan hours	N/A	50	100
Plan duration	12 months	6 months	12 months
Monthly usage reports	No	Yes	Yes
Assigned support developer	No	Yes	Yes
Number of projects	N/A	Unlimited	Unlimited
Number of contacts	1	Unlimited	Unlimited
Target hardware hosting & support	No	Unlimited	Unlimited
QNX beta software support	No	Yes[*]	Yes[*]
Engineering services deliverable support	No[§]	Yes	Yes
Past version support	No	Yes[*]	Yes[*]
Snapshot service	No	No	Available
myQNX support portal	Yes	Yes	Yes
Email support	No	Available	Available
Telephone support	No	Available	Yes
Weekly or bi-weekly conference calls	No	Available	Available
Issue tracking and prioritization	Yes	Yes	Yes
Online case update reports	No	Yes	Yes
QNX-hosted customer meeting	No	Available	Available
On-site support	No	Available	Available
After-hours support	No	Available	Available
Initial response time	No	Yes	Yes
Escalation	No	Yes	Yes
Quarterly support management review	No	No	Available
Maintenance releases	Yes	Yes	Yes
Experimental patches	No	Yes	Yes
Priority support patches	N/A	Yes	Yes

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[*] Response times do not apply.

[§] Unless otherwise noted in your QNX *Custom Engineering Agreement*.

Chapter 2
QNX Support Developers

Our support developers are the cornerstone of our commitment to support you.

They are software developers with computer engineering backgrounds and extensive experience with technology in markets such as automotive, networking, and communications, and general embedded.

Our customers tell us that their QNX support developers dramatically raise both the effectiveness and efficiency of their own internal engineering and support staff.

Your support developers' responsibilities

The primary goal of your support developers is to provide you with solutions for QNX-related issues. For QNX products, your support developers can:

- prioritize customer issues based on a policy of first come, first served
- track and update issues, keeping you informed on their progress via the myQNX support portal
- assist with QNX-related technical questions and issues, and make recommendations on how to use QNX products most effectively in your projects
- isolate and reproduce QNX-related issues on supported reference platforms
- provide pseudo-code or examples of code to assist you with your applications
- create and track customer-related issues in QNX problem reports

Chapter 3
Contacting QNX Standard Support

Timely access to support services developers is vital to the development, progress, and ultimate success of your projects.

The myQNX support portal is the most efficient means of communicating with your QNX support team, whether it's a simple request or a critical development-impacting issue.

Please note that before you can submit issues through the support portal, you need to sign up for a myQNX account and register your QNX standard support plan number with this account.

Please visit the myQNX support portal at www.myQNX.com to open your account and create a secure login ID and password.

myQNX support portal

The myQNX support portal (www.myQNX.com) lets you open cases for your QNX-related issues and makes available to you up-to-date information about these cases, 24 hours a day, 365 days a year.

It includes:

- secure login to a web portal
- a range of support request types, from logging of technical issues to questions
- customer-assigned issue severity based on technical and business impacts
- the ability to upload attachments to cases and download attachments
- real-time case tracking
- case history reports that allow you to view all the cases you have opened with QNX support services

Web forums

In addition to the myQNX support portal, QNX hosts web-based discussion forums where its developer community can exchange information. All QNX customers may make use of the QNX community web forums. Please note, however, that the QNX support team does not actively monitor these forums, and that these forums are not an official channel for communication with your support developers.

Support business hours

QNX support business hours are Monday to Friday:

North America: 9:00 A.M. – 5:00 P.M. ET

Germany: 9:00 A.M. – 5:00 P.M. CET

Asia: 9:00 A.M. – 5:00 P.M. JST

These hours exclude statutory holidays at the relevant QNX office locations.

Chapter 4
Reporting and Tracking Issues

Resolutions to issues you encounter with a QNX product depend not just on your support developer's technical knowledge and expertise, but also on the quality of the information you provide and on the developer's ability to isolate and reproduce the issue.

Providing information

The information you provide us is the key to a faster resolution. To help us start working on a solution for you, we recommend that you provide us with the following information as a minimum:

- A synopsis that briefly and accurately describes the issue.
- A detailed description of the issue, with its symptoms and characteristics.
- The specific hardware you are working with and the software versions you are using.
- Syslog files, core files, system logger (slog) files, and any error files that may have been produced at the time the problem occurred.
- The test case that appears to have triggered the issue — perhaps the most important piece of information you can provide.

  It is in your best interest to isolate the problem as much as possible. The test case should provide exact steps to reproduce the problem accurately and isolate it as much as possible to a specific source area. A test case that is too broad — or no test case at all — means additional effort and investigation for your support developer.

If you are reporting multiple issues, separate them into different cases and provide all the relevant information for each, as described above.

Creating and tracking cases

QNX support uses cases to track customer issues from start to finish; each case records the issue's history, updates, progress, and current status.

A unique case is created for every issue you report, and you are sent the case number. Our support portal uses this case number to track all communications about the issue, and records them in the case. You, the customer, can use the myQNX support portal to track the progress of the case, viewing communications and updates and checking status at any time.[*]

Case priority

Your support developer assigns each case a priority based on the severity of the issue — its impact on your project. This priority determines the urgency of the work to resolve the issue and the frequency of updates on progress you receive. Though our standard support plan offers no response time or problem resolution time guarantees, our support developers always endeavor to provide you with timely updates and to resolve your issue as quickly as possible.

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[*] For a more detailed discussion on the management of cases, refer to "Appendix A: Customer Issue Management: Cases."

Isolating and reproducing issues

Ideally, when submitting an issue and opening a case, you have been able to isolate and reproduce the problem, and you can provide your technical support developer with a test case that identifies the offending area of software.

We highly recommended that you provide as much detail as possible. The better the information you provide, the less time it will take to isolate the issue.

If you have not been able to isolate a problem and create a reproducible test case, you may request assistance from your support developer.

QNX problem reports

After you have submitted a case, a support developer will attempt to reproduce the issue and isolate the offending code. After confirming that the issue is indeed a QNX error, the support developer will open a QNX problem report on your behalf, indicating the issue's severity and priority. He or she will then plan a course of action, workaround, or solution based on the issue's severity, and keep you posted on progress through updates to the case.

If your support developer determines that the cause of an issue you submitted is not a QNX product (that is, the error is in your application or a third-party product), then he or she will promptly inform you of this finding so that you can resolve the problem.

Priority support plan subscribers may escalate a case. If you are covered by a standard support plan and you believe that you need to escalate a case, please speak to your QNX sales representative.

Reference targets

While you may present issues found on custom hardware and custom code, for standard support plan subscribers, our support developers attempt to isolate and reproduce issues only on a standard reference target platform with commercially available QNX software.

On-site support

While the QNX standard support plan does not include on-site consulting or training, these services are available to all our customers. For more information, please see the Professional Services section of our website (www.qnx.com/services/) or speak with your QNX sales representative.

QNX software version support

The QNX standard support plan provides varying support for the latest commercial releases of QNX products. We offer best-effort support for previous commercial releases.

Chapter 5
Solutions

The goal of QNX support plans is to provide you, the customer, with solutions to issues you encounter with QNX products.

These solutions must be cost-effective, of the highest possible quality, accurately respond to your needs, and meet your timelines. The following are brief descriptions of the types of solutions QNX support provides.

Workarounds

To get you up and running, our support developers may provide you with a workaround solution. A workaround is a solution that may serve as a short -term fix or, in some instances, a long-term fix.

A workaround may not provide the optimal solution, but in situations where you have encountered a critical issue that impacts operations or development, it will allow operations and development to resume and reduce the severity of the reported issue. Typically, our support developers provide you with a workaround within a short time frame, along with a longer-term plan for a complete solution.

Maintenance releases

Customers with active QNX development seats or any active QNX support plan are automatically entitled to receive QNX product maintenance releases. Maintenance releases are periodically released, fully tested maintenance packages that roll up previous patches and fixes and may contain new features or enhancements.

Details of fixes, new features, and enhancements in a maintenance release are described in the release notes for that release. You can download maintenance releases along with their release notes from the QNX web site at www.qnx.com (either via QNX Software Center or an independent download, depending on the software being updated).

If you are not sure if you should download a maintenance release, please contact our support team. Your support developer will help you determine if a maintenance release is relevant to your project.

Engineering services

The QNX engineering services team can assist you if you require new features or specific enhancements to QNX products. Please contact your QNX sales representative for further details.

Unless otherwise noted in your *Engineering Services Agreement*, software delivered by engineering services is fully covered only by custom support plans.

Chapter 6
Training Services

To maximize the benefit of your support plan, QNX highly recommends that your developers take advantage of QNX training services.

QNX training is usually held at QNX headquarters in Ottawa, Canada. Courses usually last four days and accommodate up to 12 students.

You may choose, however, to have a QNX instructor teach on your premises[*], and you may request some customizations to the course syllabus and materials. If one is available, QNX will provide an instructor to teach in your preferred language.

Please contact your QNX sales representative to arrange for training.

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[*] The cost of the instructor's travel and for shipping training materials are the responsibility of the customer.

Chapter 7
Feedback

The QNX support team wants to ensure that you receive optimal service and support.

If you wish to provide feedback on the services received or if you have any questions, please contact your sales representative or services@qnx.com. In addition, you can use the survey provided at the end of a case to provide feedback on the individual case.

Appendix A
Customer Issue Management: Cases

QNX support uses cases to track customer issues from start to finish; each case records the issue's history, updates, progress, and current status.

A unique case is created for every issue you report. You can use the myQNX support portal to follow the progress of all your cases.

Cases are an important support tool that your support developer uses to manage support for your project and to ensure that issues are resolved and closed. They are also a means for you to update and manage the progress of solutions to issues you have reported.

Cases are defined by type, state, and severity, and can be associated with specific hardware and source versions.

Case types

Case types are used to categorize a customer issue. You can select the case type when you create or update a case in myQNX. Case types are described in the table below.

Bug	The customer or the support developer believes the issue is related to a QNX error.
Design consultation	The customer is requesting QNX application assistance for a specific product component. For example: "How do I best configure hypervisor and my various virtual machines based on my requirements?"
Documentation	The customer has a question or issue relating to QNX documentation.
Product installation	The customer has a question or issue relating to QNX product installation.
Patch request	The customer is requesting a source patch (priority support plans only).
Licensing issue	The customer has a question relating to product licensing, including FLEX*lm*.
Feature request	The customer is requesting a feature change or the creation of a new feature. These requests are not formally tracked by the support developer and are usually addressed by QNX engineering services. You should send feature requests (including urgent feature requests) to your QNX sales representative.
General question/other	The customer has a question or issue which does not fall into any of the above categories.

Case states

Cases take on various states throughout the life of the customer issue. These states indicate the progress of work on an issue, and who is responsible for performing the next action to move the case towards resolution and closure. Case states are described in the table below.

Unassigned	The customer has reported an issue and the case is waiting for the support developer to commence investigation.
Ongoing	The case has been assigned and accepted by the support developer. Issue investigation is in progress.
Customer action required	The support developer is unable to continue investigation until more information is provided by the customer.
Verification for closure	The support developer has provided the customer with a workaround or solution that is believed to have resolved the problem. The customer is to verify the workaround or solution and provide feedback to the support developer on acceptance or rejection. The support developer will request that the customer provide a response within one week. If a response is not provided to the support developer, the case will be closed. If necessary, the case can be reopened at any time by either the customer or the support developer.
Closed	The customer has accepted and confirmed the workaround or solution.

Case severity levels

Case severity is determined by the impact of the issue on the development, release, and operation of your product. The table below defines case severity levels.

Critical	The customer has encountered an issue isolated to a QNX product and is unable to continue the development or release of a product, or the issue completely halts the product's field operation until a solution is provided.
Serious	The customer has encountered an issue isolated to a QNX product; this issue affects major product functionality (but does not halt customer product development or release), or the issue significantly impacts the product's field operation. This severity level would typically be assigned to a critical issue for which a workaround is available.
Non-critical	The customer has encountered an issue isolated to a QNX product that is an inconvenience but does not stop customer product development or release, or has minimal impact on the product's field operation.

Appendix B
Scope of Support: Hardware, Software, and Exceptions

QNX support plans, in conjunction with your *Support Agreement* and the support services provided by the support developer, are limited by the conditions noted below.

Source modifications	Your support developer does not officially support or fix problems caused by source modifications made to QNX products by you or by third parties. Code not originally from QNX is not supported.
Product changes, feature requests, and new development	If you require a product modification, such as an enhancement or new feature, your support developer may direct you to your sales representative or our engineering services group to discuss how your request can be addressed.
Non-commercial release products	Unless otherwise noted, non-commercial software (e.g., alpha, experimental, and test software) is not supported under your priority support plan. However, you may be able to receive support through other channels.
Engineering services and development	Support developers will not perform custom development (custom drivers, new board support packages (BSPs), etc.). Consulting and engineering services are outside the scope of QNX support plans, except as expressly stated in your plan's *Support Agreement*. QNX Engineering Services or third-party consultants may provide engineering and development services. Please contact your QNX sales representative for more information.
Customer code	QNX or your support developer will not create, debug, test, or fix customer code or applications. Your support developer can provide you with examples and suggestions, but cannot take the responsibility for your code.
Customer hardware changes	Your support developer is not responsible for issues on customer hardware that cannot be reproduced on reference hardware.
Custom hardware	QNX cannot modify or repair your custom hardware. You remain responsible for making any required hardware fixes at your expense.
Roadmaps, product, and feature schedules	Please contact your QNX sales representative for this information.