

Accessing Online Technical Support



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On-line Technical Support

This document explains how to access and use the QNX Technical Support Portal. This pictorial document will guide you through:

- 1 Setting up your myQNX account
- 2 Registering your support plans
- 3 Accessing and using the Technical Support Portal
- 4 Transferring documents using the myFiles feature on the site

Understanding and following the procedures in this document is important; doing so will ensure that QNX Software Systems can give you the best support possible in an efficient and timely fashion. For more details on QNX Technical Support Service, how to use the service, and other support contact methods such as email or phone, please consult the QNX Standard Support Guide for standard support plans, or the QNX Priority Support Guide for priority support plans.

Getting started

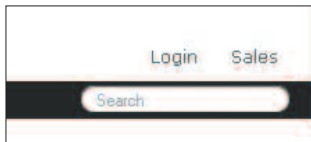
To access the Technical Support Portal, you will need to have an active myQNX account (see the next section for instructions on how to set one up), and you must have purchased a standard or priority support plan. Once logged in, you will need to register your support plan to gain access to the support portal. To register your support plan, you will need your plan numbers and plan passwords:

- For standard support, you should have been shipped a support certificate that includes your plan number and password.
- For priority support, your QNX technical account manager (TAM) will contact you and provide them to you.

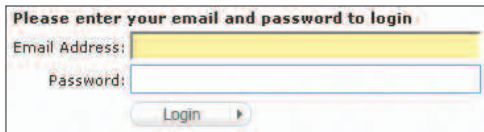
While you have one user ID for accessing myQNX, there are unique plan numbers and passwords for each support plan type. For example, if you've purchased both standard and priority support, you'll have two sets of plan numbers and passwords — one set for each plan type. The plans themselves and related cases are unique, and thus you will need to register each to take advantage of their respective services.

1 Setting up your myQNX account

1. Go to www.qnx.com, and click on **Login** in the top right corner of the page.



2. If you're already a myQNX member, log in with your email address and password.

A screenshot of a login form. At the top, it says 'Please enter your email and password to login'. Below this are two input fields: 'Email Address:' followed by a yellow-highlighted field, and 'Password:' followed by a white field. At the bottom of the form is a 'Login' button with a right-pointing arrow.

Proceed to step 9.

3. If you're new to myQNX, you will need to register to proceed; click on **New Member**.



4. Fill in your email address and choose a password. Note that your password should include only alphanumeric characters.

New to myQNX?

Email:

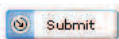
Password:

Verify:

5. When you've finished, click **Create Account**.



6. Fill in your profile information, and then click **Submit**.



7. Check your email for a confirmation key. The message will be from the myQNX Account Center, and the subject will be “Please Activate Your myQNX Account”. Copy and paste or click on the URL to log in.

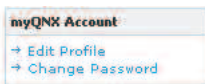


Confirmation Key:

Email:

Password:

8. After the “Congratulations!” message, click **Continue**.
9. Once logged in, you will be taken to the myQNX member profile page. By clicking the items in the navigation bar on the right side of the page, you can edit your profile and change your password.

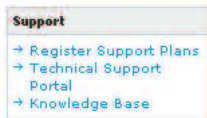


10. From your member profile page, you can register your products. You can also register support plans and transfer files to and from QNX Technical Support, as described in the sections that follow.

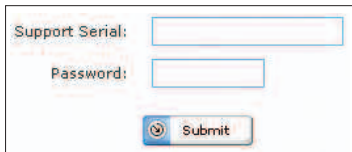
2 Registering your standard and/or priority support plan

In order to gain access to the Technical Support Portal, so that you can enter cases and browse the knowledge base for solutions, you must register your products, as well as the support plans that you've purchased.

1. Go to <http://www.qnx.com>, and click on **Login** in the top right corner of the page.
2. Enter your myQNX account information to gain access to your account. If you don't have a myQNX account, please refer to the previous section of this guide.
3. Click **Register Support Plans**.



- Next you will need to enter both your plan number and plan password in order to register your support plan. The plan number is a 14-digit number (e.g. 102030-12345678), and the password is either a four- or five-digit number. Enter both of these numbers and press **Submit**.



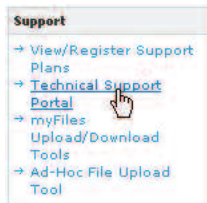
A screenshot of a registration form. It contains two text input fields: the first is labeled "Support Serial:" and the second is labeled "Password:". Below these fields is a "Submit" button with a circular arrow icon on the left.

- You should receive a response that you have successfully registered. If not, please send an email to support@qnx.com or visit our web site: www.qnx.com/company/contact.
- Repeat the above steps for each support plan that you want to register.

Once you've registered your support plan, it will appear in the list of registered products in your myQNX profile. You can click on the entry for a support plan to see a list of the products that it covers. After registration you'll be able to access the support portal.

3 Creating, viewing, and tracking cases

Once you have registered your support plan, you will have access to the QNX Technical Support Portal, via your myQNX member profile page.



Here you and your team can create, track, and view the history of cases. *Note: The previous version of the Technical Support Portal tracked tickets. Any tickets that you created have been converted into cases and given a new identification number.*

To create a new case, do the following:

1. Click on **Create New...**, and select **Case**.



2. This will bring up the case form where you can fill in the details of the issue you wish to report.
3. Select the appropriate drop-downs that match the situation and environment of your issue. Please provide a brief, accurate synopsis that describes the issue. Provide a description of the issue and a test case or steps you have done to isolate and/or reproduce the problem.
4. If you have log files that are smaller than 3MB, you can attach them to the ticket. For larger files, use the myFiles feature, as described in the next section.
5. Once completed, click **Submit**. A new case will be created, and you will be given a case number. For standard plans, the QNX Standard Support Team will be notified of your new case. For priority support plans, your assigned technical account manager will be notified.

To view cases under your support plan, click the **Cases** tab from the top banner, and then select the **All Open Cases** view. The other views include **All Closed Cases** and **Recently Viewed Cases**. You can use the A-Z links to display a subset of cases, based on the currently selected column.

Using the myFiles feature

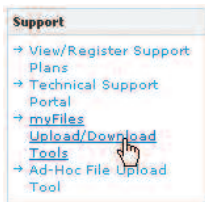
The myFiles feature is similar to an FTP site where you and QNX Technical Support can share files such as large binaries, patches, logfiles, etc. You can use it to upload files, such as ones that are larger than 3MB or that can't be transferred by email. QNX Technical Support can also use it as a repository and/or library that you can download common files from at any time. The content of the myFiles folder is managed by your QNX support representative. Contact your QNX support representative to enable this feature of the plan.

The Ad-Hoc File Upload Tool is a simpler tool that lets you upload files to QNX Technical Support and notify a specific support person that you have done so.

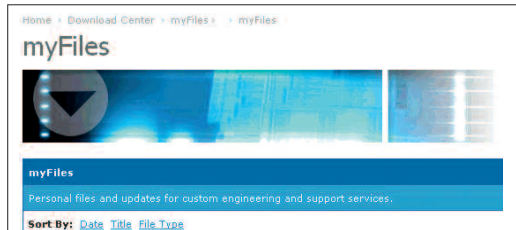
To go to your myFiles page, do the following:

1. Go to www.qnx.com, and click on **Login** in the top right corner of the page.
2. Enter your myQNX account information to gain access to your account.

3. If you've been registered by your QNX support representative to access myFiles, the **myFiles Upload/Download Tools** link will appear in the navigation bar on the right of the page.



4. Click on this link to go to your myFiles download center.



The name of the folder will reflect your customer name. Click on the folder's link to access the contents of the folder or to upload a file.

For more assistance

Please contact your QNX support representative if you require further assistance.
We want to help you from the start, because we are successful only if you are.

Corporate Headquarters

175 Terence Matthews Crescent
Ottawa, Ontario
Canada, K2M 1W8

North America

t: +1 800 676-0566
f: +1 613 591-3579

International

t: +1 613 591-0931
f: +1 613 591-3579

Online

info@qnx.com
www.qnx.com

