

PRO-SUPPORT PORTAL TRAINING

*PRIORITIZED ACCESS,
KNOWLEDGEABLE
STAFF, FAST ANSWERS*

Q2 - 2018



PRO SUPPORT PORTAL

(WALK-THROUGH)



NewCo Labs

Newco labs sample space

1. Introduction and user instructions
2. Support *Dashboard*
3. Project Members & Roles
4. Recent Content
5. Support Manifest
6. Newest Members
7. New / Open issues
8. Recent Activity
9. Closed Issues

All, welcome to this project! This notice is intended to help you understand how this method of support works and to make a few requests.

General

- Please tell us how you are involved in this project (your role) in a discussion below. Understanding the context of the team helps us do a better job assigning and resolving issues. It's good to know who does what!
- Please do not email or private message support people or submit a Service Request to CRM to get help - submit your questions, comments, ideas, concerns, etc as discussions in this space.
- Each "Support issue" discussion here is assigned to an individual to own the issue, and it is his responsibility to provide an answer.

Support Issue Submitters

- Please provide as much information up front as you can to prevent a bunch of back-and-forths for the issue owner to get all the needed information. For the support team to understand and respond to your issue faster, the following information in your issue description is suggested:
 1. NXP or other standard reference board used
 2. Kernel version and/or BSP release used
 3. Any additional software/application or hardware used
 4. Hardware or software changes made from standard platform
 5. Expected and observed behavior
 6. Steps to reproduce
 7. Frequency of reproducibility (always, usually, sometimes)
 8. Display type and resolution (for video/graphic/display issues)
- When a response has been provided that answers your question, please acknowledge it by marking the question "answered".
- Do not piggy-back unrelated or marginally related questions in the same thread - start a new one.

Please visit [Using NXP Community](#) if you have any questions about using a community feature. Also, if you have any suggestions for how we can improve our support process in this space, we want to hear from you.

[Please DO NOT attempt to join this group! NewCo Labs is a demonstration portal that does not contain "live" data and does not have real members.]

The screenshot shows the 'ASK NEWCO LABS PRIVATE SUPPORT PORTAL' interface. It includes a search bar, a list of unanswered questions (e.g., 'GPU Hardware composer issue...'), a recent activity section, and a list of answered questions (e.g., 'Dashboard Refooting...', 'HAB on i.MX6'). The interface is annotated with large red numbers 1 through 9, corresponding to the list on the left. A 'Support Manifest' section on the left provides details about the project, including the name 'Blackbird', the development board 'i.MX6 Sabre', and the contract start date '5/2018'. The 'RECENTLY JOINED' section lists members like Ed White and Stephen Cox. The 'ANSWERED QUESTIONS' section shows a list of resolved issues with checkmarks and dates. The right sidebar contains a 'SUPPORT DASHBOARD' with a support report, 'PROJECT MEMBERS/ROLES' (Customer, NXP, and HW/SW members), and a 'RECENT' activity feed.



NewCo Labs – Portal Walk-through

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1. Introduction and user instructions

- This space is an introduction and guidance for members. It provides information about how to use the portal and tips on creating efficient support requests. It also contains a link to community training.
- This box is intended to be temporary and may be moved to a document for reference after the site becomes active.

2. Support Dashboard

- This widget contains a graphical representation of the calendar and contract hours remaining in the contract. It is updated daily. By clicking on the chart, a larger view is possible. Below the graphical chart is a link to a detail report of the specific hours / dates entered against each issue.



NewCo Labs Walk-through (continued)

3. Project Members and Roles

- This widget contains the cast members for this support portal. It includes the names of the customer contacts as well as the NXP representatives associated with this Pro Support contract. This contact list can be used for escalations or to check on the status of a specific issue.

4. Recent Content

- Here you will be able to quickly find the latest files that were uploaded to the portal, without the need to search every discussion.

PROJECT MEMBERS/ROLES

Customer Members:

- Thomas Payne
(tpayne@newcolabs.com)
- Cordelia Vorkosigan
(cv@newcolabs.com)
- Al Fresco
(al@newcolabs.com)

NXP Member

Technical Support Team

Help Desk Manager

- Karina Vera

HW/SW Lead

- Ragan Dunham

Sales and Marketing Support

Field Account Manager(s)

- Nick Danger

Field Application Engineer

- Linus Anthracite

Other Support Members

Commercial Support Manager

- Stephen Cox

RECENT CONTENT

Filter by Categories & Tags

- NXP USA Pro-Support Service Agreement QC FINAL 26.pdf
- Roles Mas Lead - NewCo Labs
- Suggestions to Members - Demo

NewCo Labs Walk-through (continued)

NXP
NewCo Labs

Support Manifest
Project Name: Blackbird
Add-on software package: Vivante Driver Support
NXP Development Board: i.MX6 Sabre
Contract Start Date: 01/15/2014
Contract Period (months): 12
Max Hours: 100

This is a private support space for NewCo Labs related specifically to technical issues with the Linux BSP running on i.MX6 products (Linux BSP 3.0.35_4.1.0).

Owned by:
Ed White ^{NP}, Stephen Cox ^{NP}

Tags:
i.mx, internal_use

Group Type:
Members only

Created:
Jun 26, 2014

RECENTLY JOINED

Ed White
Joined Jun 31, 2017

Stephen Cox
Joined Jun 26, 2014

[View all members](#)

5. Support Manifest

- This is an overview of the Pro-Support Contract. It lists what is being supported, the contract start date (or date of last renewal) and the number of support hours in the contract. It also contains the names of the *portal administrators* (Owned by) These are persons who are authorized to add additional members to the portal

6. Recently Joined

- Lists the most recent members to join, and has a link to “View all members” of this portal.

NewCo Labs Walk-through (continued)

7. New / Open Issues

- At the top of this section is where new issues can be created. Please create a meaningful support question, as this will be the issue title. Pressing the “ask it” button will open a text-box for entering details on the issue.
- A brief summary of open issues will be listed in this section. The number of support issues shown in this box can be controlled by the portal owner. It is a quick way for us to identify the issues that need attention.

8. Recent Activity

- This box will contain a brief summary of the most recent items to receive an update. Very useful when reviewing active discussions.

9. Closed Issues

- Here will be the most recent issues that have been asked and answered in the portal during its existence. This is another widget with a specified number of entries.

The screenshot displays the NewCo Labs Private Support Portal interface. At the top, there is a search bar labeled "Type your question" and an "Ask it" button. Below this is a section titled "UNANSWERED QUESTIONS" with a large pink number "7" overlaid. The first entry is "GPU Hardware composer issue..." by Stephen Cox, posted 1 year ago. Below this is a "RECENT ACTIVITY" section with a "Filter" dropdown. The first entry is "Stephen Cox in NewCo Labs Private Support Portal" from 2 days ago. The second entry is "NXP USA Pro-Support Service Agree... QC FINAL 180126.pdf" with a large pink number "8" overlaid. Below this is a "Like (1) · Comment · Share" section. At the bottom is an "ANSWERED QUESTIONS" section with a large pink number "9" overlaid. The first entry is "Dashboard Retooling..." by Stephen Cox, answered 4 years ago. The second entry is "HAB on i.MX6" by Stephen Cox, answered 4 years ago. The third entry is "Problem playing video using gplay" by grantw, answered 4 years ago.

More Information

- NXP Pro-Support is currently available for i.MX, Kinetis and LPC software and hardware platforms.
- If you have additional questions or need more information on NXP's Pro Support program, please visit www.nxp.com/prosupport or send an email to prosupport@nxp.com
- If you would like information on our Professional Engineering Services, please contact www.nxp.com/services
- For other support options, please visit nxp.com/support
- For general information about using the community tool, Please visit <https://community.nxp.com/community/about>
- Go here to adjust your profile settings: <https://community.nxp.com/docs/DOC-335540>
- Here is how to set up your community notifications: <https://community.nxp.com/docs/DOC-335539>
- If you use Outlook, this plugin might be useful: <https://community.nxp.com/docs/DOC-95194>



SECURE CONNECTIONS
FOR A SMARTER WORLD