

QorIQ Linux SDK Support

Connect with Linux and Freescale experts during your development cycle.

Overview

Tap into Linux® experts for development on QorIQ and QorIQ Qonverge processors. Get direct support from Freescale for the QorIQ Linux software development kit (SDK). By connecting with Freescale experts, you gain key Linux insider information during your development cycle.

If you need something more than support, for example forward or backward porting, please contact us at SDKDload@freescale.com to request more info.

Features

- Priority in front of ALL unpaid support
- Bypasses generic non-Linux SDK support staff
- Next business day engagement with Linux expert staff
- Engagement maintained until a resolution has been made
- Resolutions usually include:
 - Research and answer
 - Workaround recommendations/suggestions
 - Clear identification, acknowledgment and support on bugs in the software, when identified as such
- Engagement with SDK development activities

System Requirements

- A compatible browser for issuing service requests to freescale.com/support
- A valid Freescale.com account, using a business email address

Support Policy

- One year of technical support
- All support submitted via freescale.com/support
- Maximum of three employees submitting support request
- Limited to a single Freescale board and processor per support contract
- Freescale must be able to reproduce or visualize the issue on the Freescale board
- Support is provided ONLY on the latest SDK and prior SDK

Supported Devices

- Power Architecture® QorIQ Platforms
- QorIQ Communications Processors Value-Performance Tier
- QorIQ Communications Processors Mid-Performance Tier
- QorIQ Communications Processors High-Performance Tier
- QorIQ Qonverge B Series
- QorIQ Qonverge BSC Series

For more information, please visit freescale.com

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