

# **Freescale MQX™ RTOS**

---

## **Support User's Guide**



### ***How to Reach Us:***

#### **Home Page:**

[freescale.com](http://freescale.com)

#### **Web Support:**

[freescale.com/support](http://freescale.com/support)

Information in this document is provided solely to enable system and software implementers to use Freescale products. There are no express or implied copyright licenses granted hereunder to design or fabricate any integrated circuits based on the information in this document.

Freescale reserves the right to make changes without further notice to any products herein. Freescale makes no warranty, representation, or guarantee regarding the suitability of its products for any particular purpose, nor does Freescale assume any liability arising out of the application or use of any product or circuit, and specifically disclaims any and all liability, including without limitation consequential or incidental damages. "Typical" parameters that may be provided in Freescale data sheets and/or specifications can and do vary in different applications, and actual performance may vary over time. All operating parameters, including "typicals," must be validated for each customer application by customer's technical experts. Freescale does not convey any license under its patent rights nor the rights of others. Freescale sells products pursuant to standard terms and conditions of sale, which can be found at the following address: [freescale.com/SalesTermsandConditions](http://freescale.com/SalesTermsandConditions).

Freescale and the Freescale logo are trademarks of Freescale Semiconductor, Inc., Reg. U.S. Pat. & Tm. Off. All other product or service names are the property of their respective owners.

© 2014 Freescale Semiconductor, Inc.

# Table of Contents

<b>1</b>	<b>Freescale MQX RTOS Support Overview.....</b>	<b>6</b>
1.1	Audience.....	6
1.2	Subject Matter.....	6
1.3	Technical Support Services .....	6
1.4	Supported Software.....	6
1.5	Supported Software Release Versions.....	7
1.6	Freescale MQX RTOS Support Reference Documents .....	7
1.7	Freescale MQX Support Model.....	7
1.8	Freescale MQX Support Packages Overview.....	8
1.9	On-Site Training and Support .....	8
1.10	Professional Engineering Services Overview .....	9
<b>2</b>	<b>Freescale MQX Level 1 Support (Free) .....</b>	<b>10</b>
2.1	Freescale MQX Online Community.....	10
2.2	Service Requests .....	11
<b>3</b>	<b>Freescale MQX Level 2 Support.....</b>	<b>12</b>
3.1	Scope of Support Package .....	13
3.1.1	Per Project Only.....	13
3.1.2	Customer Contacts .....	13
3.1.3	Support Package Terms .....	13
3.2	Details of Benefits.....	13
3.2.1	Releases .....	13
3.2.2	Private Support Portal.....	13
3.2.3	Telephone Communication .....	14
3.2.4	Types of resolutions .....	14
3.2.5	Reporting Issues.....	14
3.2.6	Response Times.....	15
3.2.7	Maximum Hours of Support Engineer's Time.....	15
3.2.8	Web Conferencing to debug issue .....	15
3.2.9	Hands-on Support of Customer-Provided Hardware sent to Freescale Support.....	15
3.3	Special Situations .....	16
3.3.1	Proprietary Hardware and Software .....	16
3.3.2	Contacting MQX Level 2 Support Manager.....	16
3.3.3	Surveys.....	16
<b>4</b>	<b>Freescale MQX Level 2 Support Instructions .....</b>	<b>17</b>
4.1	How to Buy Support.....	17
4.2	How to Activate.....	18
4.2.1	Register your Support Package .....	18
4.2.2	Email your Project Details .....	19
4.3	How to gain access to your private support portal .....	19
4.3.1	Finding your private portal page .....	20
4.4	How to post a question .....	20
<b>5</b>	<b>Freescale MQX Level 2 Support FAQ .....</b>	<b>21</b>

# List of Figures

Figure 1. Freescale MQX Support Structure .....	7
Figure 2. MQX Level 2 Private Portal (AKA Private Community) .....	14
Figure 3. Purchase Support from MQX Download Record .....	17
Figure 4. Select Package Choice .....	17
Figure 5. Find Support Purchase Record .....	18
Figure 6. Entitlement ID of Support Purchase .....	18
Figure 7. Register Entitlement ID to Activate Support .....	18
Figure 8. Email with Private Portal Access Details .....	20

# List of Tables

Table 1. MQX Support Packages Overview .....	8
--	---

## Revision History

Revision	Date	Changes
1.0	1-August-2013	Initial release.

# 1 Freescale MQX RTOS Support Overview

## 1.1 Audience

This guide is for anyone who is either evaluating MQX RTOS for use and wants to learn about the available support options or is planning to purchase, or has purchased an MQX Level 2 Support package.

## 1.2 Subject Matter

This Support User's Guide defines the technical support services available from Freescale for Freescale MQX RTOS. It also provides instructions on how to purchase, activate, and gain access to support services. This document is the official source of information for Freescale MQX support packages.

## 1.3 Technical Support Services

MQX RTOS technical support services provided by Freescale help users solve specific technical problems related to MQX RTOS development projects and provide MQX RTOS-based product maintenance activities.

Technical support services are not consulting or training services. No major customizations, intellectual property development, or other professional engineering services are considered to be technical support services.

## 1.4 Supported Software

Support is provided for the following Freescale MQX software:

- Freescale MQX Real-Time Operating System (RTOS)
- Freescale MQX Real-Time TCP/IP Communication Suite (RTCS) - IP Networking Protocol Suite
- Freescale MQX File System (MFS)
- Freescale MQX USB Host / Device Protocol Stack (USB)
- Freescale MQX Command Line Interface (Shell)
- Freescale MQX Flash File System (FFS)
- Freescale MQX Multicore Communication (MMC)

Support is provided exclusively for Freescale MQX software downloaded directly from Freescale websites and is subject to Freescale MQX Support Services Agreement.

### **Note**

MQX-Lite is only eligible for Level 1 support at this time.

## 1.5 Supported Software Release Versions

Support is available for all Freescale MQX release versions, including current and prior versions.

Freescale encourages periodic upgrading to the latest releases (free of charge) to take advantage of potential bug fixes and enhancements. However, if you do not plan to upgrade to the latest MQX version, you can still receive technical support.

Please note that support for older versions may require additional support time.

## 1.6 Freescale MQX RTOS Support Reference Documents

Freescale MQX RTOS Fact Sheet

Freescale MQX RTOS Support User's Guide (this document)

Freescale MQX Support Services Agreement

Freescale MQX Software License Agreement

## 1.7 Freescale MQX Support Model

Freescale MQX support is structured in a two-tier system with Level 1 and Level 2 support teams. The expertise of each team increases at each level.

### Level 1 Overview

Level-1 engineers are technical support professionals. While Level 1 is accessible to customers free of charge, it provides support limited to minimally-modified Freescale MQX software running on Freescale evaluation hardware only. To interact with Level 1 support, use the MQX online community and service requests.

### Level 2 Overview

Level-2 engineers are senior technical support professionals with advanced MQX software development experience. Level 2 supports MQX software customizations and troubleshooting of issues related to customer development projects. Level 2 is accessible directly by purchasing an MQX Level 2 support package.

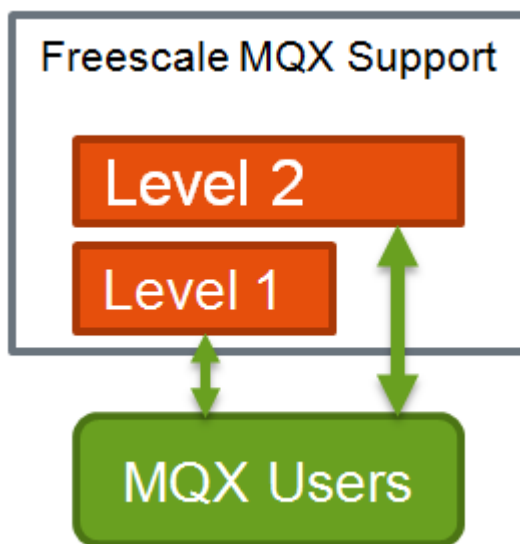


Figure 1. Freescale MQX Support Structure

## 1.8 Freescale MQX Support Packages Overview

Table 1. MQX Support Packages Overview

	Level 1	Level 2		Engineering Services
Plan Overview	Basic	Standard	Premium	Software development services. On-site support/training. Cost based on project definition.
Releases Available	Approx. once a Quarter	Approx. once a Quarter	Early <sup>1</sup>	
Access to MQX Online Community	Yes	Yes	Yes	
Service Requests (SW running on FSL Eval HW only)	Yes	Yes	Yes	
Report bugs for fix in quarterly releases	Yes	Yes	Yes	
Private Support Portal	-	Yes	Yes	
Access to Beta Releases <sup>1</sup>	-	-	Yes	
Hot Fixes <sup>2</sup>	-	Yes	Yes	
Initial Response Time <sup>3</sup>	-	2 Business days	1 Business Day	
Max Hours of Support Engineer's Time <sup>4</sup>	-	20 hours	100 hours	
Web Conferencing to debug issue <sup>5</sup>	-	4 hours	10 hours	
Phone Support <sup>5</sup>	-	Yes	Yes	
Hands-on Support of Customer-Provided Hardware (shipped to Freescale Support)	-	-	Yes	
Support Plan Term	Unlimited	6 Months	12 Months	
Price	Free	\$3,000	\$12,000	
Part Number	-	DL-MQXLVL2-S	DL-MQXLVL2-P	

<sup>1</sup> Access to Beta releases weeks or months before quarterly releases are typically available

<sup>2</sup> Access to bug fixes on issues you report immediately when available

<sup>3</sup> Amount of time needed to receive acknowledgement of the support request

<sup>4</sup> Any time support engineer spends including the time for preparing bug fixes.

<sup>5</sup> Hours counted in the Support Engineers Time

## 1.9 On-Site Training and Support

On-Site MQX Training and Support is available for purchase.

Contact your local Freescale representatives or the MQX Level 2 Support manager at [mqxL2mgr@freescale.com](mailto:mqxL2mgr@freescale.com) for more details.



## 1.10 Professional Engineering Services Overview

Freescale and our partners offer hardware and software engineering services to assist with development projects. These engineering services are not a part of the typical technical support services available through MQX Level 2 support packages. Engineering services include, but are not limited to, the creation of custom board support packages for customer hardware, driver updates for new peripherals, creation of custom boot loaders, application development, integration with third party packages, and porting of legacy application code to MQX. These services are priced based on the project definition.

Contact your local Freescale representatives or the MQX Level 2 Support manager at [mqxL2mgr@freescale.com](mailto:mqxL2mgr@freescale.com) for more details.

## 2 Freescale MQX Level 1 Support (Free)

Freescale MQX Level 1 support is designed to help MQX users get started with MQX RTOS.

### ***What do you get with MQX Level 1 Support?***

- Free access to code examples, application notes, and online video training available at [freescale.com/mqx](http://freescale.com/mqx).
- Moderated online community (see details below).
- Free software releases, approximately every quarter, with Board Support Packages (BSPs) for Freescale evaluation hardware, which are available at [freescale.com/mqx](http://freescale.com/mqx).
- Free support for minimally-modified Freescale MQX software running on Freescale evaluation hardware only.

### ***How do you get MQX Level 1 Support?***

- Free with download of MQX RTOS
- Support provided via:
  - [Freescale MQX Online community](#)
  - [Service Requests](#)
- Response times may vary depending on volume of support activity.

### ***Who provides MQX Level 1 Support?***

Freescale Technical Support Professionals who have expertise with Freescale MQX software including demos, examples, board support packages, libraries, common questions, and common issues.

## 2.1 Freescale MQX Online Community

Free help is available on the Freescale MQX Online Community. Freescale MQX Level 1 support engineers moderate the community. Crowd-sourcing is a very effective way to find solutions and get answers to common problems and questions.

Freescale highly encourages MQX users to contribute and collaborate with the MQX online community.

Freescale MQX Community web link:

[community.freescale.com/community/mqx](http://community.freescale.com/community/mqx)

## 2.2 Service Requests

In some cases, such as reporting bugs or troubleshooting setup issues, you may prefer to submit a service request to Freescale MQX Level 1 support. The submitted service request is assigned a ticket number for tracking purposes.

### ***Reporting bugs for possible fix in quarterly releases***

Bug fixes and feature requests are implemented on, approximately, a quarterly basis. However, no guarantee is provided that a specific fix or request will be made. Fixes are implemented based on severity and priority. Report bugs and feature requests by entering service requests.

For increased probability of a bug fix, please provide a simple software example that demonstrates the bug on a Freescale evaluation board.

Service requests can be entered at:  
[freescale.com/support](http://freescale.com/support)

### 3 Freescale MQX Level 2 Support

MQX Level 2 Support provides commercial-level support for MQX RTOS development projects.

#### ***What do you get with MQX Level 2 Support?***

*All the benefits of Level 1 Support plus the following:*

- Support for software customizations and software running on custom hardware
- Help to troubleshoot MQX RTOS porting to hardware
- Faster and more direct access to senior support engineers
- Higher priority for answering questions and bug fixes
- More ways to communicate with support – private portal, phone, web conferencing
- Early access to software releases and bug fixes

#### ***How do you get MQX Level 2 Support?***

- Available for purchase via the instructions in Chapter 4 “[Freescale MQX Level 2 Support Instructions](#)”.
- Support provided via:
  - MQX Level 2 support staff (private portal, telephone, and web conferencing)

#### ***Who provides MQX Level 2 Support?***

Level-2 engineers are senior technical support professionals with advanced MQX software development experience.

#### ***When is Level 2 Support a good idea?***

Either when you are in development of an MQX RTOS-based project and need quick answers to complex questions, or when you are troubleshooting challenging issues.

#### ***When should you consider purchasing MQX Level 2 Support?***

MQX Level 2 Support is recommended for purchase at the start of your development project.

#### ***What plan is right for my project, Standard or Premium?***

When choosing a package, consider the benefits of each package and the number of support hours.

- Level 2 - Standard is well suited for support needs such as the following:
  - Projects with mostly derivative technology (i.e. mostly familiar hardware/software)
  - Questions about hardware and software setup changes
  - Application development guidance
  - BSP porting help – porting to MCU sub-family members or to your hardware
  - Code size optimizations
  - Configuration choices
  - Software integration
  - Questions and troubleshooting issues such as task timing and interrupt priorities

- **Level 2 - Premium** support is recommended for support needs such as the following:
  - Projects which incorporate new technology (i.e. new hardware/software)
  - More questions of greater complexity on anything mentioned above
  - Difficult to isolate problems requiring system diagnosis
  - Questions and troubleshooting issues such as hardware and software integration, memory leaks, timing issues, and networking problems
  - Help to tune performance and make typical customizations and optimizations
  - Projects with important timelines requiring fast and efficient support

## 3.1 Scope of Support Package

### 3.1.1 Per Project Only

A support package must be purchased for each unique customer project. “Customer Project” means a specific customer product using Freescale MQX in connection with a specified processor. If the Customer Project is a module that embeds into other products, it will be considered a single project if the same hardware and software is used within the modules.

### 3.1.2 Customer Contacts

No more than two individuals are allowed to make contact with the Level 2 support team. This keeps communication more efficient.

### 3.1.3 Support Package Terms

The Level 2 Standard package is a 6 month plan.

The Level 2 Premium package is a 12 month plan.

## 3.2 Details of Benefits

### 3.2.1 Releases

#### **General Releases**

General Releases are available approximately every quarter at [freescale.com/mqx](http://freescale.com/mqx).

#### **Beta Releases**

Access to some Beta releases is available to MQX Level 2 customers potentially weeks or months before general releases are typically available. Beta releases are accessible via a special Freescale extranet website with managed access. Level 2 customers receive instructions to access the extranet website.

### 3.2.2 Private Support Portal

Each MQX Level 2 customer gets a unique secure private support portal to post questions, get answers, exchange files, and track interaction with the Level 2 Support team.

The private portals are built using the same technology as Freescale communities, and offer many of the same abilities as community pages. However, access to each portal is limited to two customer contacts, Freescale MQX Level 2 staff, and a limited number of other Freescale support staff.

Posting to the private portal is the primary method of initiating contact with MQX Level 2 Support.

See [How to gain access to your private support portal](#) for instructions to access the private portal website.

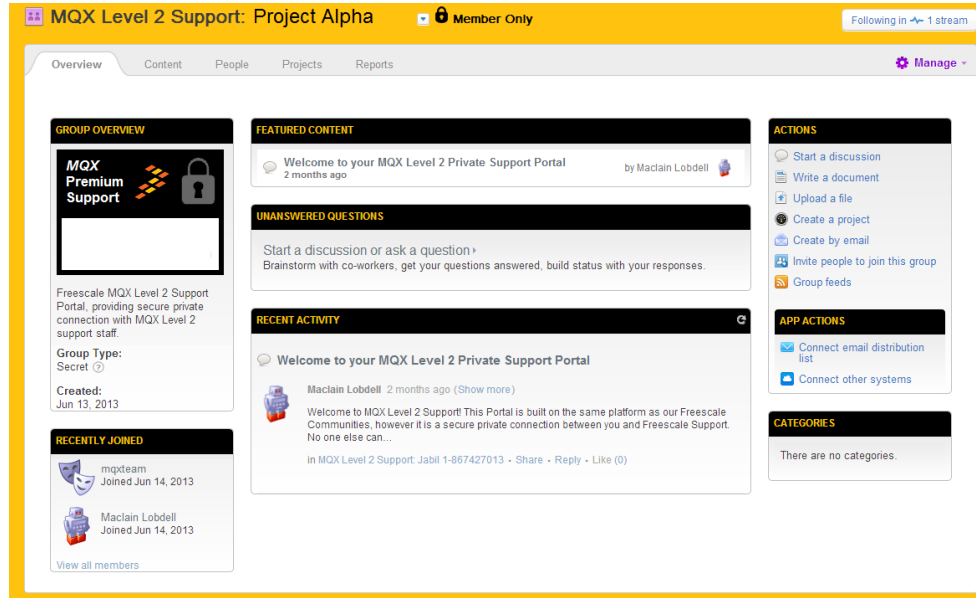


Figure 2. MQX Level 2 Private Portal (AKA Private Community)

### 3.2.3 Telephone Communication

A telephone hot line is not provided by the MQX Level 2 support. However, telephone conversations are encouraged if questions and issues can be more efficiently discussed over the telephone. A special conference call line with special access pin number is available to facilitate telephone calls. To ask your MQX Level 2 support staff to schedule a call with you, post to the private portal.

### 3.2.4 Types of resolutions

#### Hot Fixes

Hot fixes are quick-turnaround releases for specific components of the Supported Software. A Hot Fix release addresses specific errors in the Supported Software to remove any encountered blocking issues. A Hot Fix will only be provided to those specific customers who have encountered the error. Hot Fix releases will be sufficiently tested to ensure that the error is corrected, but may not undergo the complete test suite to which a full release is subjected.

#### Patches

Patches contain a collection of Hot Fixes. Patches may be occasionally provided to all Level 2 support customers to address various issues before a full release is available. Like Hot Fixes, patches will be sufficiently tested to ensure that errors are corrected, but may not undergo the complete test suite to which a full release is subjected.

#### Releases

Full release of all files with a collection of features, enhancements, improvements, and fixes.

### 3.2.5 Reporting Issues

Provide detailed information when reporting issues including your assessment of the severity level - critical, high, medium, or low. Bug fixes are serviced on a priority basis which is determined by the Freescale MQX team.

### 3.2.6 Response Times

#### **First Response**

Freescale will provide an acknowledgment that the support request is received in the following time frames:

- Level 2 Standard - 2 Business days.
- Level 2 Premium - 1 Business day.

#### **Note**

Support team hours of operation are between 8am to 5pm Eastern Standard Time (EST).

#### **Assessment Response**

Depending on the severity and complexity of the issues, an assessment will be provided within 3-6 business days.

#### **Error Resolution**

Because of the variety of potential errors, no guarantee can be made if and when an error can be resolved.

### 3.2.7 Maximum Hours of Support Engineer's Time

The number of hours that the Level 2 support staff is available to work on questions and issues is capped to the following levels. See [Freescale MQX Level 2 Support FAQ](#) for a detailed explanation of Support Engineers' Time.

#### **Level 2 Standard**

- Maximum of 20 hours of total support
- Up to 4 hours of web based debugging support

#### **Level 2 Premium**

- Maximum of 100 hours of total support
- Up to 10 hours of web based debugging support

Support hours used will be communicated via your private support portal. Contact your MQX Level 2 staff to determine what actions can be taken if the support hours are nearing their maximum levels and further support is necessary.

### 3.2.8 Web Conferencing to debug issue

Depending on the type of an issue, your MQX Level 2 support team may recommend a web conferencing session to facilitate debugging. With your permission, an engineer will connect with your computer remotely to view the development environment and step through the code or perform other diagnostic techniques.

### 3.2.9 Hands-on Support of Customer-Provided Hardware sent to Freescale Support (Premium Package Only)

We recommend that you try to duplicate issues you encounter on Freescale evaluation hardware. This allows Freescale engineers to quickly recreate and troubleshoot the issue. However, for challenging issues that can only be replicated on your custom hardware, you may send your hardware to the MQX Level 2 Support team to analyze. Contact the MQX Level 2 Support team for the address and instructions.

## 3.3 Special Situations

### 3.3.1 Proprietary Hardware and Software

Any materials forwarded to Freescale for evaluation under a Level 2 support package that are identified as customer confidential will be treated accordingly under the provisions in the Freescale MQX Support Services Agreement.

### 3.3.2 Contacting MQX Level 2 Support Manager

The MQX Level 2 Support operations are overseen by a business manager. You can contact the manager directly at [mqxL2mgr@freescale.com](mailto:mqxL2mgr@freescale.com). Submit comments and suggestions to the manager.

### 3.3.3 Surveys

You may be asked to fill out a short survey to help Freescale improve our services.



## 4 Freescale MQX Level 2 Support Instructions

### 4.1 How to Buy Support

1. Log in to [freescale.com/](http://freescale.com/). Create an account if you do not have one yet.
2. If you have not already done so, download the latest Freescale MQX release. Go to [freescale.com/mqx](http://freescale.com/mqx), click download, and locate the latest release installer.

#### Note

You must download the latest MQX release, even if you are seeking support for an older release.

3. Locate the record of the download at the Freescale *Software Licensing* page.
  - i) Go to [freescale.com/](http://freescale.com/).
  - ii) Select **My Freescale** in the top right corner.
  - iii) Select **Software Licensing** under **Secure Applications**.
  - iv) Look for the record of your download in the **Enablement Software** area.

Enablement Software					
S/W Product Group	Part Number	Description	Entitlement ID	Version	Support
	DL-MQX-CX	Freescale MQX RTOS 4.0.1	1-1085596621	4.0.1	<a href="#">Purchase Support</a>

Figure 3. Purchase Support from MQX Download Record

4. Select **Purchase Support** and follow on-screen instructions to choose your support package.

For the Orderable Part, please select the support type:

☐ Premium Support

☐ Standard Support

Figure 4. Select Package Choice

5. Click Buy Direct to process your payment.

#### ***What happens next?***

You must register to activate your support package and start receiving support.

# 4.2 How to Activate

## 4.2.1 Register your Support Package

1. Log in to [freescale.com/](http://freescale.com/).
2. Select **My Freescale** in the top right corner.
3. Select **View My Orders** under **Orders**.
4. Click the Order ID of your support purchase.

#	Item	Item Type	Order Qty	Shpd. Qty	Retd. Qty	Status	Unit Price (\$ US)	Discount Amount (\$ US)	Item Total (\$ US)	Actual Ship Date	Scheduled Ship Date	Software Download / Entitlement Id
1	Ordered Part # : DL-MQXLVL2-P Part Description: MQX Level 2 Premium Support -	Tech Support Download	1	--	--	Scheduled	\$12,000.00	--	\$12,000.00	--	18-JUL-2013	<a href="#">Download/Register</a>

Figure 5. Find Support Purchase Record

5. On the Order Details page, click Download/Register.

**Entitlement Details**

#	Entitlement Id
1	DL-MQXLVL2-P_1-1086683831 <a href="#">Click here to activate product.</a>

Close

Figure 6. Entitlement ID of Support Purchase

6. A window will appear with your Support Entitlement ID. Select **Click here to activate product**.

My Software Licensing

Register Product

**Register Product**

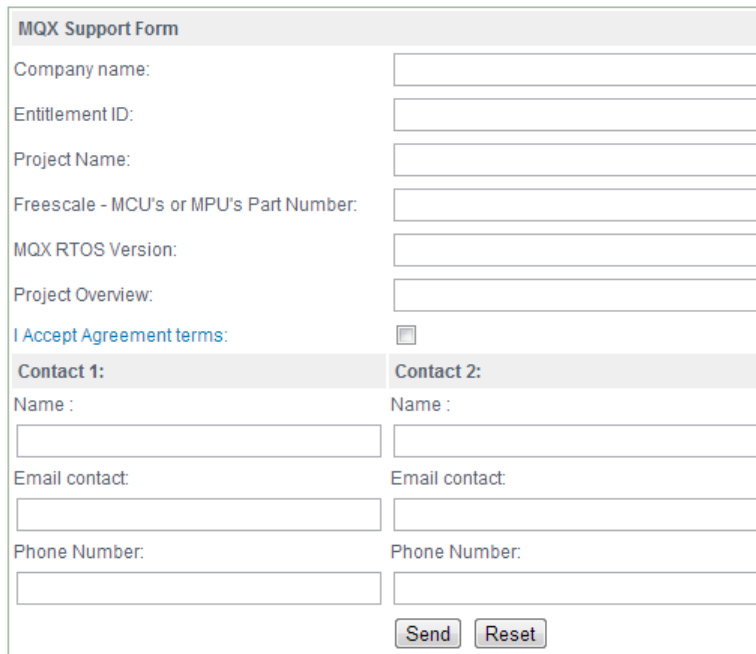
This system will allow you to register / activate your software product and retrieve your license.

**Enter Registration Code / Entitlement Id for your Product\***

DL-MQXLVL2-P\_1-1086599806

Figure 7. Register Entitlement ID to Activate Support

7. The Register Product page will open with your support entitlement ID pre-entered.
8. Fill out the online form to submit your project details. These are necessary to set up your private portal.



The image shows a web form titled "MQX Support Form". It contains several input fields for project details: Company name, Entitlement ID, Project Name, Freescale - MCU's or MPU's Part Number, MQX RTOS Version, and Project Overview. Below these is a checkbox for "I Accept Agreement terms:". The form is divided into two columns for contact information, labeled "Contact 1:" and "Contact 2:". Each column has fields for Name, Email contact, and Phone Number. At the bottom right, there are "Send" and "Reset" buttons.

9. Click **Continue Activation >>**. Your registration is now complete.

### 4.3 How to gain access to your private support portal

Within 2 business days of activating your support, you will receive an email that looks similar to the figure below.

In this email:

- 1) Click the first link to validate your email address.
- 2) Click the last link to gain access to your private portal.

Note: Private portals used for MQX Level 2 support are built by using the same technology as Freescale Communities. They are secure and private, secret, groups with restricted access.

**MacL has invited you to join the group: TechCo - Project Alpha**

From: Freescale Community [admin@community.freescale.com]

To: joecustomer@techco.com

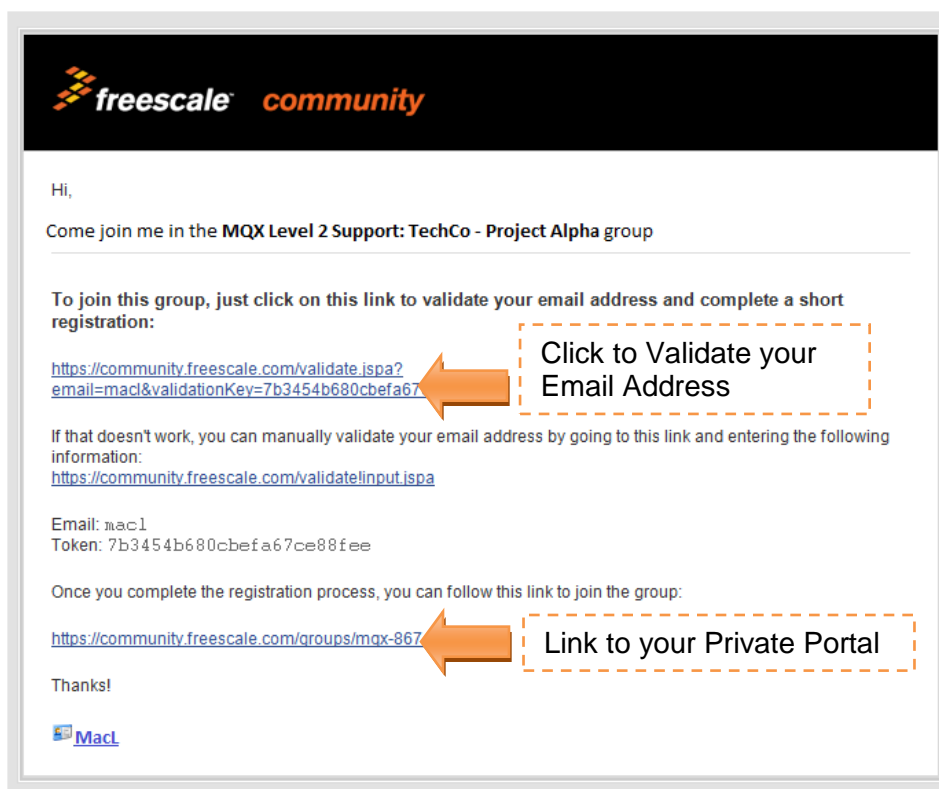


Figure 8. Email with Private Portal Access Details

#### 4.3.1 Finding your private portal page

After you validate your email address and join the private group, bookmark the private group page for later access.

You can also use these steps to find your page:

1. Log into [community.freescale.com](https://community.freescale.com)
2. Click **Places** on the top bar
3. Click **Group Member** on the left bar
4. Find your private group

#### 4.4 How to post a question

Click **Start a discussion or ask a question**.

## 5 Freescale MQX Level 2 Support FAQ

**Q: When is the best time to purchase my MQX Level 2 Support package?**

A: The best time to purchase your support contract is *before* you start your project. Don't wait until you encounter a problem to enroll in the program. Get assurance that your issues and questions will be resolved under your schedule constraints.

**Q: When should I activate my support package?**

A: Freescale recommends you purchase and activate your support package whenever you start your MQX RTOS-based development project. However, you can wait to activate later. Note that it takes a few days to set up support systems after your support package is activated.

**Q: Can I purchase a package any time?**

A: Yes

**Q: Can I upgrade my package from Standard to Premium?**

A: Not at this time. Please contact the [MQX Level 2 Support Manager](#) for options.

**Q: Can I get support for any MQX version?**

A: Support is available for the current major release and one previous major release. Major releases are designated by the first revision number after the decimal - examples 4.1.x, 4.0.x. Contact the [MQX Level 2 Support Manager](#) for options if you do not plan to upgrade MQX from an older version.

**Q: I downloaded MQX 4.0.1 earlier this year. Why doesn't it show up in the My Freescale > Software Licensing page?**

A: On August 16, 2013, Freescale updated its IT system to record Freescale MQX downloads in My Freescale > Software Licensing page allowing the purchase of support. This feature is not available for downloads prior to August 16, 2013.

**Q: If I downloaded MQX before August 16, 2013 do I have to download it again to purchase support?**

A: Yes, any MQX download before that time is not recorded in the My Freescale > Software Licensing page. Therefore, you have to download it again to purchase support.

**Q: Can I get MQX Level 2 Support for MQX Lite?**

A: Not at this time. MQX-Lite is only eligible for Level 1 support.

**Q: How many times can a support contract be renewed?**

A: Contracts can be renewed as many times as you like.

**Q: Are support contracts available for longer than 1-year terms?**

A: No. Plans are available in 6 and 12 month terms, but can be renewed to continue support.

**Q: Our Application crashes after a number of hours or days. Which level of support do I need?**

A: Typically, this is a time consuming diagnosis and the problem could occur because of a memory leak, exhausted resources, or other potential issues. Premium Support package is recommended to diagnose and solve the problem.

**Q: What is the definition of a Support Engineer's Time?**

A: Engineer's Support Time is any time that the support engineer spends including the time fixing bugs found in MQX. If the bug fix is not urgent or critical, it can be submitted to the Freescale MQX development team to be evaluated and possibly fixed in quarterly releases, free of charge, without the use of Support Engineer's Time. See the question about analyzing and fixing bugs.

**Q: Does the time, which is spent analyzing or fixing a bug found in MQX, count towards Support Engineer's Time?**

A: Yes, if a quick MQX software update is requested. Bugs which are reproducible on Freescale hardware can be submitted to the Freescale MQX Level 1 support to be evaluated and possibly fixed in quarterly releases, free of charge, without incurring MQX Level 2 Support Engineer's Time. However, if help is required to isolate an issue or identify a bug, or the bug fix found in Freescale MQX is required more urgently, then Level 2 Support engineer's involvement is required.

**Q: Can I send over my software to the MQX Level 2 support team?**

A: Yes. Contact the MQX Level 2 Support team for details. See confidentiality details in the *Freescale MQX Support Service Agreement*.

**Q: Can I send over my hardware to the MQX Level 2 support team?**

A: Yes. This is reserved for the Premium Support package only. Contact the MQX Level 2 Support team for details and see confidentiality details in the *Freescale MQX Support Service Agreement*.