How to report a SW defect or problem

This post will step by step show how to report a software defect or problem to NXP support team. Please take a few minutes to read it. This will help us investigate the issue more efficiently and quickly.

Basically we need prepare:

1. Your IDE version:

   - If you use classic version: Start the IDE and click on Help | About Freescale CodeWarrior. Click on Installed Products. Save all info displayed into a txt file.

   - If you use eclipse version: Start the IDE and click on Help | About CodeWarrior Development Studio or About Kinetis Design Studio. Save the version and build id.

2. Demo Code:

   - Create a demo project to show the problem. Then send the entire sample code folder in zip format.

   - If the problem is in NXP SW package, for example SDK package, please provide the SW version or download link.

3. Mention how to reproduce the problem step by step with the demo code.
4. Error screenshot.

Steps of submitting the case:

1. Go to Sales and Support page, click on Hardware & Software for Submit new ticket: http://www.nxp.com/support/sales-and-support:SUPPORTHOME

Sales and Support

ASK FOR HELP

NXP® Supported Communities

Interact with our support team and industry colleagues.

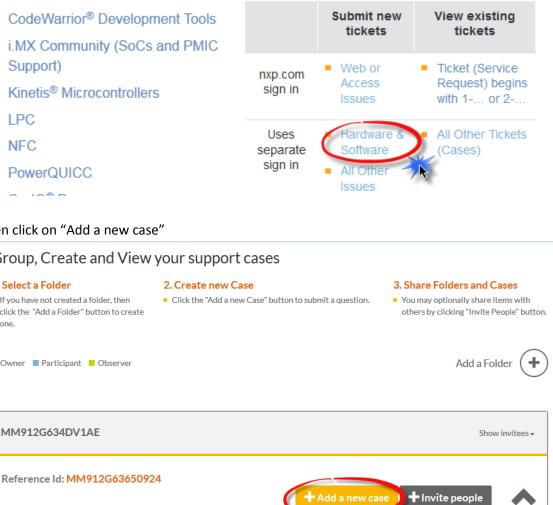Ask technical questions, share your issue and research thousands of answers.

- CodeWarrior® Development Tools
- i.MX Community (SoCs and PMIC Support)
- Kinetis® Microcontrollers
- LPC
- NFC
- PowerQUICC

NXP Support Tickets

Reach the support team through private tickets if you cannot share details publicly. *We may direct tickets to the community that do not contain private information.* Tickets receive the same priority and are answered by the same team as community posts.

	Submit new tickets	View existing tickets
nxp.com sign in	- Web or Access Issues	- Ticket (Service Request) begins with 1-… or 2-…
Uses separate sign in	- Hardware & Software - All Other Issues	- All Other Tickets (Cases)

2. Then click on "Add a new case"

Group, Create and View your support cases

1. Select a Folder
- If you have not created a folder, then click the "Add a Folder" button to create one.

2. Create new Case
- Click the "Add a new Case" button to submit a question.

3. Share Folders and Cases
- You may optionally share items with others by clicking "Invite People" button.

- Owner - Participant - Observer

Add a Folder (+)

MM912G634DV1AE   Show invitees ▾

Reference Id: MM912G63650924

[+ Add a new case]   [+ Invite people]   ︿

3. Fill the New Case form.
   Here is an example:

New Case

Please help shortening the overall resolution time by providing all relevant information needed to analyze your issue.

Case Additional Information

(*) Required Fields

Priority*

| Medium | ▼ |

Topic*

| Software Product Support | ▼ |

Sub Topic

| IDE Tools | ▼ |

Product Level 1 *

| Microcontrollers and Processors | ▼ |

Product Level 2

| ARM Processors | ▼ |

Product Level 3

| Kinetis ARM Cortex-M MCUs | ▼ |

Part Number / Device Family (Recommended Field)

| MK60DN256VLL10 |

Case Description

Subject*

| CodeWarrior 10.7 -Os optimization defect |

Description*

1. Product version: ✔
   Version: 10.7
   Build Id:160721

2. Demo project(!!important!!) ✔
   See attachment.

3. Reproducibility Steps and Observed behavior: ✔
   <Example>
   - In demo code, when enable -Os in compiler setting. build project.
   - Launch debugger via P&E Multilink connection.
   - Step over the code, the program is crashed at "test_crash = CRASHVALUE;" at line 17, main.c

4. Error screenshot ✔
   See attachment.

Attachment

You can add up to 5 attachments below

| Browse... | Optimization_Error.zip | ✔

| Browse... | Optimization_Error.jpg | ✔