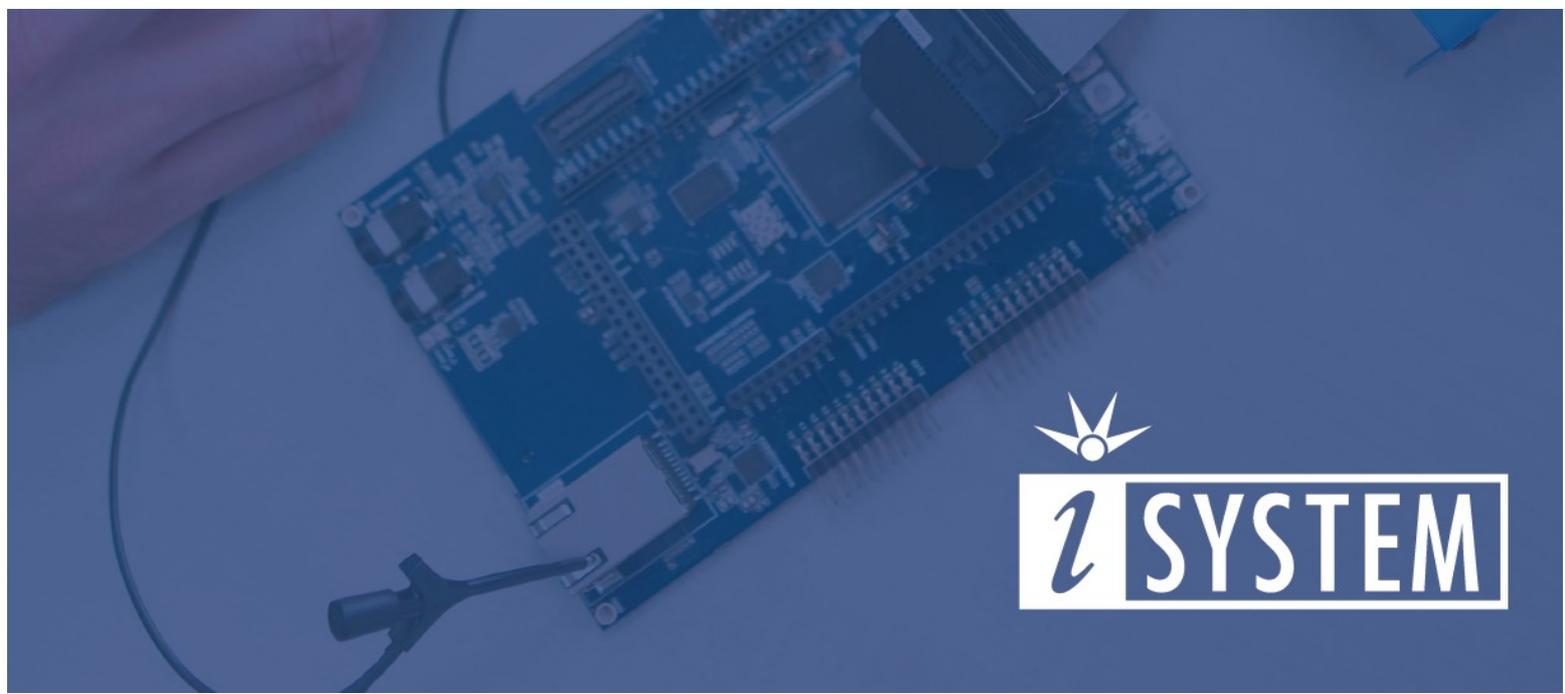




User manual

iSYSTEM Support

Version 1.10.2 - August 2022



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www.isystem.com

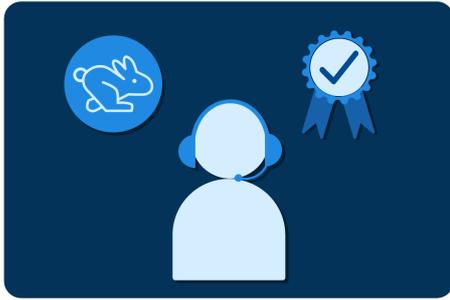
Contents

iSYSTEM Support

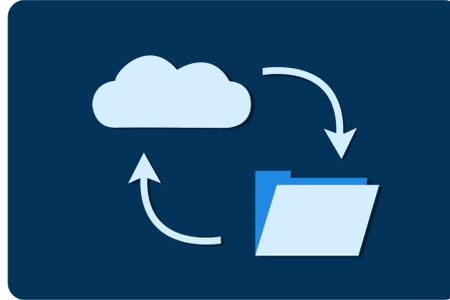
My account	5
Registering as a new user	6
Logging in to the account	8
Resetting the password	9
Editing the profile	11
Activating the account	12
Deleting the account	13
My tickets	14
Creating a new ticket	15
Managing tickets	19
My tickets view	20
Individual ticket view	22
Closing the ticket	24
Reopening the ticket	25
Watchers	26
Giving feedback	28
Knowledge Base	29
Search tips	30
Was the answer helpful?	31

iSYSTEM Support

iSYSTEM Support consists of a [ticketing system](#) and [Knowledge Base](#) where you can report issues with iSYSTEM hardware and software and find solutions to your problems.



Fast and transparent access to the best qualified Support engineer



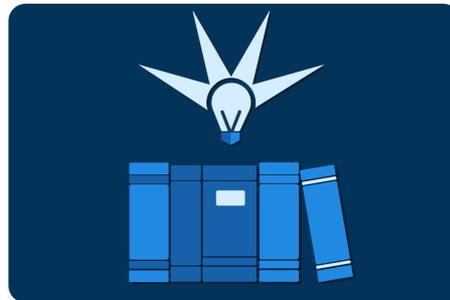
Improved file-exchange experience with sharing files exceeding mail attachment size



24/7 access to all of your tickets



Track, review and manage the fine-tuned statuses of your tickets all in one place



Automatic search of Knowledge Base library for most common technical issues and fast solutions



Become or add a watcher and monitor the progress of a ticket

You can easily create an account and benefit from all advantages mentioned above. Just follow our user-friendly [guided mode application...](#)

The following pages describe how to:

- [Register as a new user](#)
- [Log in to your account](#)
- [Reset your password](#)
- [Edit your profile](#)
- [Activate your account](#)
- [Delete your account](#)

Registering as a new user

If this is your first time using the *iSYSTEM Support*, you need to register and create an account.

1 Open iSYSTEM Support.

Please go to support.isystem.com.

2 Enter the required data.

Title	<input type="text" value="-- Not selected --"/>
Name	<input type="text" value="Your name*"/>
Last name	<input type="text" value="Your last name*"/>
eMail address	<input type="text" value="This will be your login eMail.*"/>
Company name	<input type="text" value="Company name*"/>
Department	<input type="text" value="Department*"/>
Street	<input type="text" value="Company Street*"/>
City	<input type="text" value="Company City*"/>
Zip	<input type="text" value="City Zip*"/>
Country	<input type="text" value="Choose your country.*"/>
Timezone	<input type="text" value="Choose your timezone.*"/>

3 Choose your password and confirm it.

Password	<input type="password" value="Choose your password.*"/>
Confirm password	<input type="password" value="Confirm your password.*"/>

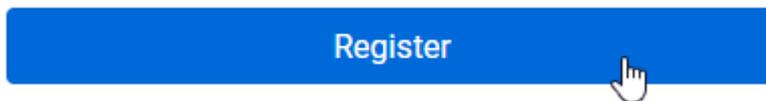
4 Agree with iSYSTEM privacy statement.

Data Privacy Statements

I have read the [iSYSTEM privacy statement](#) and I agree that iSYSTEM stores and uses my personal data for requirements of claiming support and warranty services. No data will be disclosed to third parties.

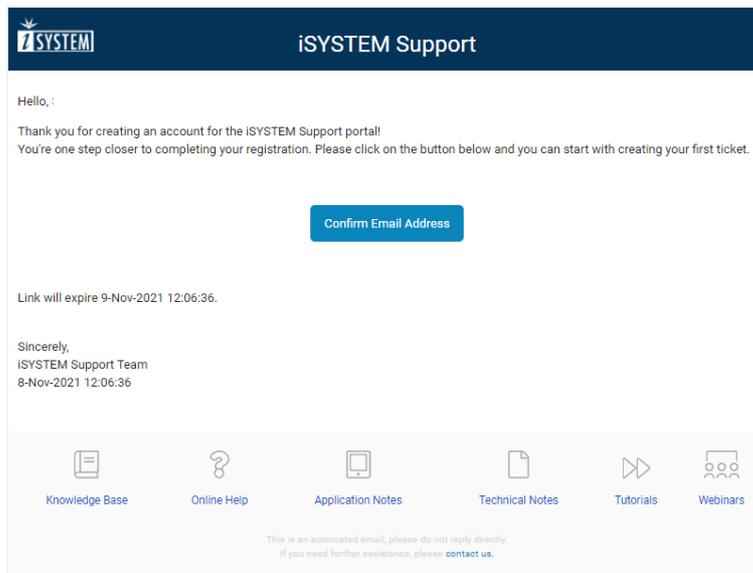
5 Press the Register button.

Use the button to register and confirm that you are not a robot.



6 Confirm your account.

You will receive a confirmation email. Click on the button *Confirm Email Address* and you can start creating your first ticket.



 If you haven't receive a confirmation email check your **Spam** folder. If your confirmation link is no longer valid, **re-send** it.

7 Login with your email.

Refer to [Logging in to your account](#) for more information.

Logging in to the account

After you have [confirmed](#) your account you can proceed to log in.

1 Open iSYSTEM Support.

Please go to support.isystem.com.

2 Log in to your account.

Enter your email address and password to be able to create a new ticket or review existing ones.

	<input type="text" value="Email*"/>	
	<input type="password" value="Password*"/>	

Log in

[Register as a new user?](#)

[Forgot your password?](#)

 To create an account please click **Register as a new user**. If you have to reset your password, select **Forgot your password?**

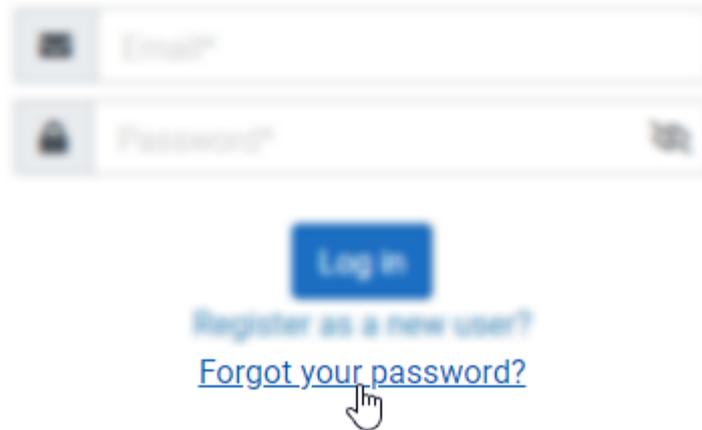
Resetting the password

For security reasons you can change your password or reset it if you forget it.

1 Open iSYSTEM Support.

Please go to support.isystem.com and click on the *Log in* in the upper right corner.

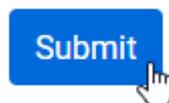
2 Click on the link [Forgot your password?](#)



3 Enter your email.

Make sure you type in the correct email.

4 Press Submit.



After submitting your email, please check your mailbox and your Spam folder to proceed with resetting your password.



iSYSTEM Support

Hello, iSYSTEM Customer!

We received a request for a password reset for your iSYSTEM Support account.

Please click on the button below to reset your password.

[Reset password](#)

Reset password link will expire 19-Nov-2021 10:30:13.

Sincerely,
iSYSTEM Support Team
18-Nov-2021 10:30:13



[Knowledge Base](#)



[Online Help](#)



[Application Notes](#)



[Technical Notes](#)

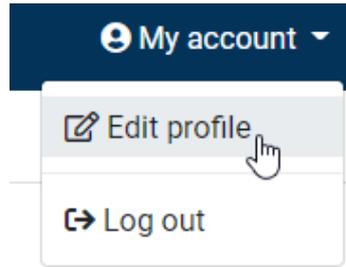


[Tutorials](#)



[Webinars](#)

You can edit your account details via drop-down in the upper banner and selecting *Edit profile*.



General

Edit your general information via the *Edit* button:

- Title
- First name
- Last name
- Country
- Timezone

Company data

Edit your company data via the *Edit* button:

- Company name
- Department
- Street
- Zip code
- City

Security

View your security information:

- Registration date
- Last modified account details
- Last successful login
- Account expiry date



Note that your account will expire after 6 months from the registration date. Reactivation link will be automatically sent to your email. For more information refer to [Account expiration](#).

Activating the account

iSYSTEM Support implements security features to protect your data:

- Account expiration
- Account lockout

In both cases you can activate your account via email.

Account expiration

Account expiration keeps the account secure by *locking* it after 6 months. When your account expires an activation link will be automatically sent to your email.

Account expiration date is indicated in your account details under the [Security](#) tab.

Account lockout

Account lockout keeps the account secure by preventing anyone or anything from guessing the email and password. When your account is locked, you must wait the set amount of time before being able to log into your account again.

After 5 invalid logins attempts you will be locked out for 10 minutes.

After 10 invalid logins attempts you will be locked out for 1 h.

After 15 invalid logins attempts you will be locked out permanently.

Deleting the account

You can delete your account at any time. Deleting the account means:

- Your personal data will be deleted.
- Neither you nor watcher will be able to access your tickets anymore.
- You will not be able to contact iSYSTEM Support anymore.

After deleting your account you will be automatically logged out.

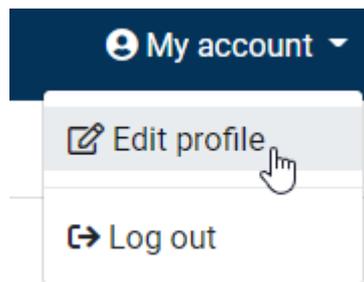


This is a permanent action and you will not be able to recover it.

1 Log in to iSYSTEM Support.

Please go to support.isystem.com.

2 Go to My Account / Edit profile.



3 Delete your account.

Open the Security tab and press the *Delete your account* button.

General Company data **Security**

Registration date

08-Nov-2021 12:06

Modified date

20-Apr-2022 11:02

Last successful login

20-Apr-2022 11:02

Account expiry date

28-Jul-2022 11:24

Note: Activation link will be sent to your eMail automatically.

[Reset your password](#)

[Delete your account](#)

This chapter describes how to create and manage your tickets after you have successfully [logged in](#) to iSYSTEM Support.

Refer to the following chapters for a more detailed information how to:

- [Create a new ticket](#)
- [Manage your tickets](#)
- [Add watchers](#) to your ticket
- [Give us feedback](#)

What is a ticket?

Ticket is the interaction between you and the iSYSTEM Support team. Each ticket gets an unique ticket number, e.g., ST123456.

Creating a new ticket

Follow below steps to create a new ticket.

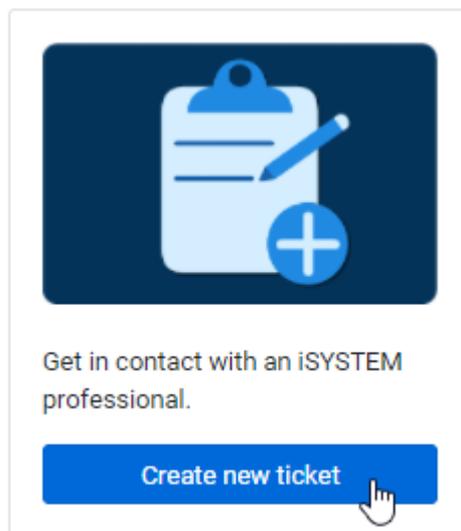
1 Create a new ticket.

Log in to your account and create a new ticket via:

Create new ticket button in the upper right corner

or

Create new ticket icon on the main iSYSTEM Support view



2 Enter a meaningful summary of your ticket.

Make sure the summary of your issue is descriptive, because it is used as the subject of the email notification. Later you can easily identify which support ticket emails relate to as well.

As soon as you start entering a summary of your ticket a list of suggestions from Knowledge Base will appear. If you notice a solution to your problem, click on it and solve your issue in minutes.

*Summary ? Failed to initialize [X]

ARM Cortex: Error 311: CoreSight initialization failed

ARM Cortex-M: LPC devices: Error 258: Failed to initialize debug session

Error 258: Failed to initialize debug session

Initial debug connection fails

Buffer (FIFO) overflows

Infineon TriCore / AURIX TC3xx: Do not use FillMemory to clear UCB section

Active Watchdog issues

How do I report an issue?

Unpredictable CPU behavior due to unintended memory reads

Renesas RH850: The debugger cannot connect to the CPU

3 Enter the required data.

If the above suggestions didn't help, fill out the rest of the fields.

It is very helpful for our Support team to have **detailed** information to speed up the process of solving your issue:

Affected component(s) ⓘ

MCU / SoC Architecture

MCU / SoC derivative

MCU / SoC version (visible markings on the chip) ⓘ

BlueBox serial numbers ⓘ

i Use keyboards shortcuts for the dropdown fields. The list of shortcuts is given above the Summary field.

4 Add a detailed description.

Add a detailed description to speed up the process of solving your issue.

If you are facing a technical issue write down:

- If it worked in the past
- What changed
- What you have already done to try to resolve it

***Description** ⓘ

Rich text editor toolbar with the following options: Undo, Redo, Size, Font, Bold (B), Italic (I), Strikethrough (S), Underline (U), Bulleted list, Numbered list, Indent, Outdent, Font Color, Background Color, Link, Image, Code, Quote, Table, Table of Contents, Table of Contents, Table of Contents, Table of Contents.

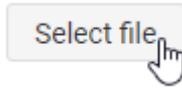
Normal text | Bulleted list | Numbered list | Table of Contents | Font Color | Background Color | Link | Image | Code | Quote

....

5 Add a support file (WSB).

The support file or WSB packs relevant information our Support engineers need to reproduce the issue and speed up the ticket resolution time significantly. [Generate a WSB](#) and attach it to the ticket:

Select a file or



or

Drop the file into the square

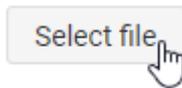


6 Add pictures of your setup.

A picture is worth a thousand words.

Is your hardware connected as it should be? Take a picture of your setup and make sure that all parts are **clearly visible**. Attach picture(s) to the ticket:

Select file(s) or



or

Drop files(s) into the square

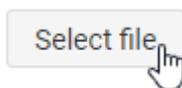


7 Add other attachments.

Add any other attachments which are relevant to your issues:

- Script(s)
- Additional pictures
- ORTI file or/and an OS description XML file for Operating system related issues
- YAML file for testIDEA related issues

Select file(s)



or

Drop files(s) into the square



8 Submit your ticket.

Submit ticket

After you have submitted the ticket:

- You can add any additional information or attachments to your created ticket.
- Information and conversation history with a iSYSTEM Support engineer of your created ticket can be viewed in the [Individual ticket view](#).

Email notification with the summary of your ticket is sent to your email.



iSYSTEM Support

Hello,

Thank you for reaching out to us.

We are confirming we received a ticket [Failed to initialize debug session](#) from you with a ticket number [ST000523](#). Shortly a support engineer will be assigned to your ticket.

To view the full ticket or add additional comments, please click on the button below.

[View ticket](#)

Below is a copy of the message.

....

Attachments: [SUPPORT.wsb](#)

Sincerely,
iSYSTEM Support Team
8-Nov-2021 13:20:59

This chapter describes how to manage your tickets via:

[My tickets view](#)

My tickets

Ticket #	Summary	Status	Created on	Category	Last activity	RMA	Actions
ST000799	GUI Breakpoint issue	In progress	16-Nov-2021 09:54	Technical problem	2 days ago		Close ticket

My watched tickets

Ticket #	Summary	Status	Created on	Category	Last activity
No data					

[Individual ticket view](#)

ST000799 - GUI Breakpoint Issue

Ticket posts

Support engineer → Ticket post submitted → Hi, We forward your issue to our GUI design... 16-Nov-2021 10:11

Me → Ticket created → winIDEA does not allow setting breakpoints in the source code. The ... 16-Nov-2021 09:54

Add new post

Write your comment here...

Select... or drop file(s) here

[Post](#)

[Close ticket...](#)

Ticket info

Status: In progress

Created: 16-Nov-2021 09:54

Modified: 16-Nov-2021 10:11

Problem category: Technical problem

Affected component(s): winIDEA

MCU / SoC Architecture: Irrelevant

Watchers: List watcher emails. For each one... [Close](#) [X](#)

[Close ticket...](#)

Sort posts from oldest to newest

[Switch to detailed view](#)

[Back to my tickets](#)

My tickets view

This chapter describes *My tickets* view which allows you to:

- View all created tickets with its status, creation date, category, last activity, etc.
- [Reorder columns](#)
- [Filter](#)
- [Sort](#)
- [Search](#)
- Quickly close or reopen a ticket and much more.

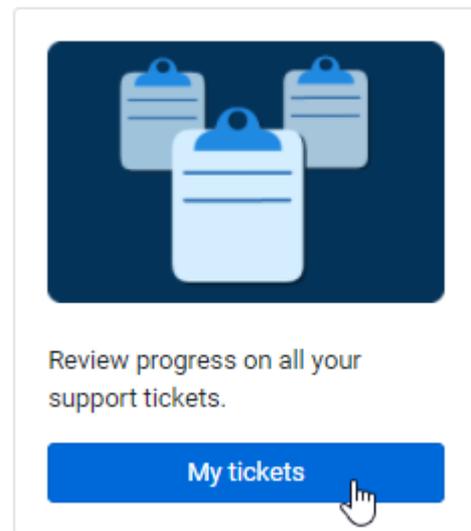
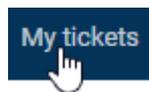
Viewing your tickets via interactive grid layout

To view and/or edit your tickets click:

My tickets in the upper right corner

or

My tickets icon on the main iSYSTEM Support.



Reordering columns

You can reorder columns by dragging and dropping them left or right.

My tickets

Ticket #	Subject	Status	Created on	Category	Last activity	Stack	Actions
ST000525	Register Dump in winIDEA	Created	15-Nov-2021 14:13	Technical question	19 hours ago		Close ticket
ST000524	Port problem	Closed	15-Nov-2021 14:11	Technical problem	18 hours ago		Give feedback
ST000523	Failed to initialize debug session	In progress	08-Nov-2021 13:20	Technical problem	4 days ago		Close ticket

Filtering

Header filter

Header filter allows you to filter values in an individual column by including or excluding them from the applied filter. You can simply click on the filter icon , select values and confirm with OK.

My tickets

Ticket #	Status	Summary	Created on	Category	Last activity	RMA	Actions
		Register Dump in winDEA	15-Nov-2021 14:13	Technical question	19 hours ago		Close ticket
		Port problem	15-Nov-2021 14:11	Technical problem	18 hours ago		Give feedback
		Failed to initialize debug session	08-Nov-2021 13:20	Technical problem	4 days ago		Close ticket

Select All
 Closed
 Created
 In progress

OK Cancel

Sorting

Click a column header to sort by the column. Subsequent clicks on the same header reverse the sort order. Arrow icon indicates the order.

My tickets

Ticket #	Status	Summary	Created on	Category	Last activity	RMA	Actions
ST000523	In progress	Failed to initialize debug session	08-Nov-2021 13:20	Technical problem	4 days ago		Close ticket
ST000524	Closed	Port problem	15-Nov-2021 14:11	Technical problem	18 hours ago		Give feedback
ST000525	Created	Register Dump in winDEA	15-Nov-2021 14:13	Technical question	19 hours ago		Close ticket

Searching

The Search bar allows searching for values in several columns at once.

My tickets

port

Ticket #	Summary	Status	Created on	Category	Last activity	RMA	Actions
ST000524	Port problem	Created	15-Nov-2021 14:11	Technical problem	35 minutes ago		Close ticket

Resetting filters

To reset the filter deselect the values or press the *home* button  in the upper right corner of the *My tickets* view.

Individual ticket view

This chapter describes Individual tickets view which allows you to:

- View tickets posts or a discussion with an iSYSTEM Support engineer
- View ticket information
- Respond to the ticket
- Toggle between compact or expanded view
- [Add watchers](#)
- [Giving us feedback](#) after closing your ticket

To view and/or edit your ticket go to [My tickets view](#) and open a ticket.

Individual ticket view consists of:

- Headline with ticket ID and a summary of the ticket
- Ticket posts section
- Editor section where you can add new posts and attach additional files
- Ticket information

Ticket posts section

In the Ticket posts section you can see yours, iSYSTEM Support engineer and watchers posts. Posts can be sorted from oldest to newest and toggled between compact / expanded view.

Ticket posts

-  [\[Redacted\]](#) → Ticket created → winIDEA does not allow setting breakp... 📎 16-Nov-2021 09:54
-  **iSYSTEM Support engineer**, Slovenia → Ticket post submitted → Hi, We forward your issue to ... 16-Nov-2021 10:11

Adding a new post

Add new post

↶ ↷ | Size ▾ Font ▾ | **B** *I* ~~S~~ U | ☰ ☰ ☰ ☰ |

Normal text ▾ | ☰ ☰ | 🔄 | Font Color ▾ Background ... ▾ | 🔗 📎 🗑️ <> ”

🔗 📎 🗑️ <> ”

Write your comment here...

Select... or drop file(s) here

Post

Ticket information

Ticket information section consists of status type, creation date, last modified date, problem category, affected components, MCU / SoC Architecture and [Watchers](#) list.

Ticket info

Status
Proposed as resolved

Created
14-Dec-2021 08:24

Modified
14-Dec-2021 08:28

Problem category
Technical problem

Affected component(s)
iC5700

MCU / SoC Architecture
ARM Cortex

MCU / SoC derivative
S32K142 S32K146

Watchers [?](#)

List watcher emails. For each one...

Closing the ticket

When the issue is solved Support engineer will **propose your ticket as resolved**, which will be displayed in your Individual ticket view. If you are satisfied with the solution you can close the ticket via *Close ticket* button at the bottom of the *Ticket posts* or *Ticket info* section.

Ticket posts

Support engineer, iSYSTEM, Slovenia → Ticket proposed as resolved

Close ticket...

Ticket info

Proposed as resolved

Close ticket...

Reopen

You can also close the ticket via:

[My tickets view](#)

or Email notification *Ticket proposed as resolved*

My tickets

Ticket ID	Subject	Status	Created	Category	Last activity	Age	Actions
ST001042	S32K142/S32K146 Download issue	Proposed as resolved	14-Dec-2021 08:24	Technical problem	3 hours ago		✓ Close ticket ↶ Reopen

iSYSTEM SYSTEM Support

Subject: Ticket proposed as resolved

Close ticket Reopen

Reopening the ticket

If your ticket is already proposed as resolved by our Support engineer, but you are not satisfied with the solution or you have an additional question regarding the ticket, you can reopen the ticket via *Reopen* button. Reopen button is placed at the bottom of the *Ticket posts* or *Ticket info* section.

The screenshot shows a ticket interface with two main sections: 'Ticket posts' and 'Ticket info'. The 'Ticket posts' section contains a list of messages, with the top one from a support engineer stating 'Ticket proposed as resolved'. Below the messages is a green 'Close ticket' button and a 'Reopen' button. The 'Ticket info' section on the right lists details like 'Status: Proposed as resolved', 'Created: 14-Dec-2021 08:24', 'Modified: 14-Dec-2021 08:28', 'Problem category: Technical problem', and 'Affected components: S32K142'. At the bottom of this section is another green 'Close ticket' button and a 'Reopen' button.

You can also reopen the ticket via [My tickets view](#):

My tickets

Ticket ID	Summary	Status	Created	Category	Last activity	Actions
ST001042	S32K142/S32K146 Download issue	Proposed as resolved	14-Dec-2021 08:24	Technical problem	3 hours ago	Close ticket Reopen
ST001041	S32K142/S32K146 Download issue	Open	14-Dec-2021 08:24	Technical problem	3 hours ago	

Watchers

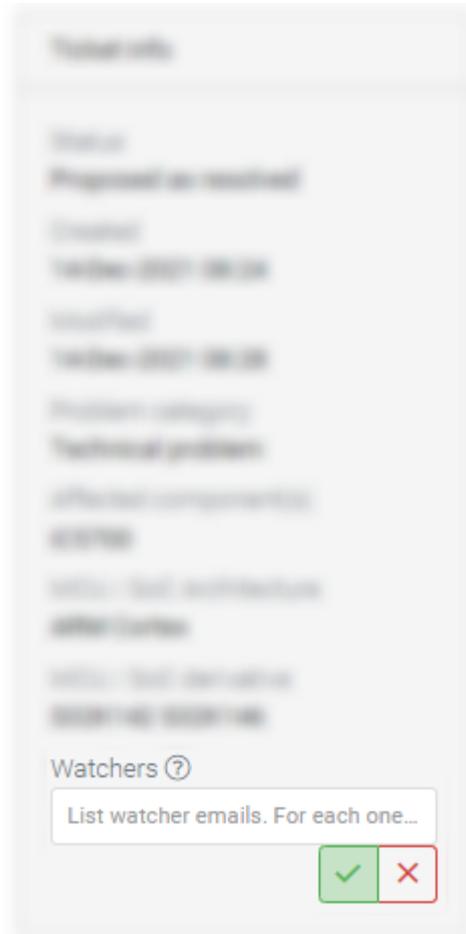
In some cases you might want to add or become a watcher to follow the progress of a ticket.

A watcher can:

- See the ticket
- Participate in the ticket flow
- Add new watchers

Adding a watcher

Anytime during a ticket's lifecycle you can add or remove watcher via Watcher field in the *Ticket info* section.



Becoming a watcher

When you are added as a watcher to a ticket, you will receive email notifications when there is activity on the ticket, like a new post, a change in status, etc. Via email notification you can easily register to the iSYSTEM Support, which will allow you to actively participate in the ticket flow.

My tickets

Ticket #	Summary	Status	Created on	Category	Last activity	View	Actions

No data

My watched tickets

Ticket #	Summary	Status	Created on	Category	Last activity
Q	Q	Q	Q	Q	
ST000799	GUI Breakpoint Issue	In progress	16-Nov-2021 09:54	Technical problem	13 minutes ago

Giving feedback

Your opinion is valuable to us. After closing your ticket you can rate our support. This will help us improve our service in the future.

Give feedback



Were you satisfied with our support? Please let us know.

Rating: 

Submit

Knowledge Base

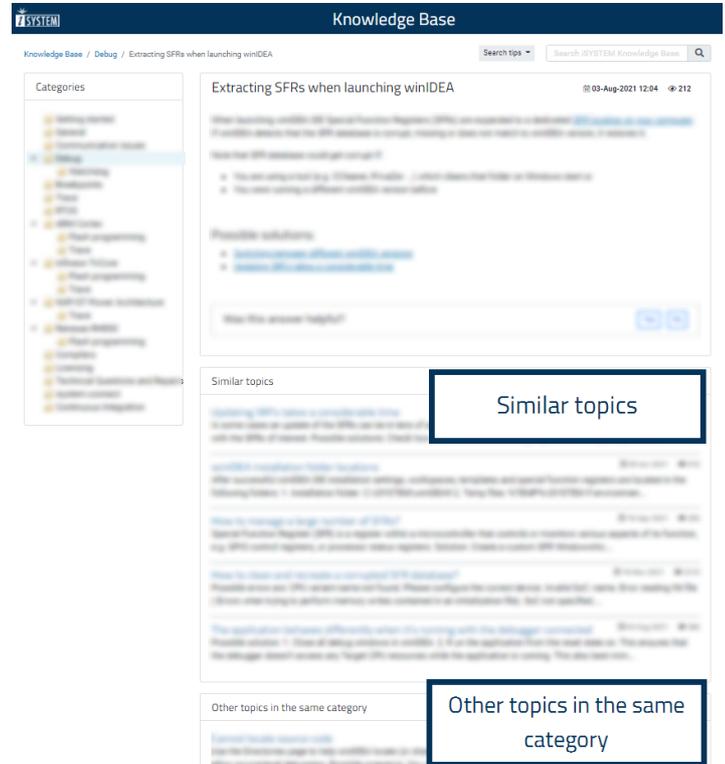
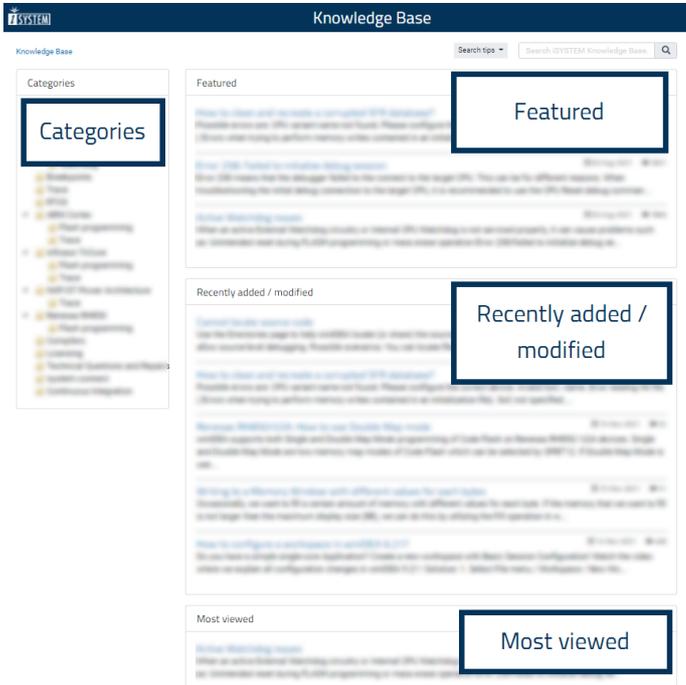
Knowledge Base (KB) gives you a library of articles, tips & tricks on how to solve issues with iSYSTEM hardware and software. Simply surf among the categories or use the search bar in the upper right corner.

Topics are divided into Categories and are sorted by:

- Featured
- Recently added / modified
- Most viewed

Each topics lists:

- Similar topics
- Other topics in the same category



Search tips

Want to use Knowledge Base search more efficiently and get the search results you want quickly? Below you can find a few search tips and tricks to maximize your search efficiency.

Use the asterisk wildcard

The asterisk wildcard is one of the most useful ones. When you use an asterisk in a search term, it will leave a placeholder that may be automatically filled by the search engine later.

Use a hyphen to exclude words

This tells the search engine to search for a *car* but to remove any results that have the word *engine* in it. It can be wildly helpful when finding information about something without getting information about something else.

Keep it simple

Find results that contain at least one of the two words.

Check your grammar

If your search inquiry did not show any results, make sure you have written the search terms(s) correctly.

Find exact phrase

Use double quotes `"..."` to refine results and force an exact-match search.

Find results with all search terms

Use character `+` to find results which include all your search terms.

Search bar

Search bar is located in the upper right corner will help to quickly find a solution to your issue.

The screenshot shows the Knowledge Base search interface. At the top, there is a search bar with the text "watchdog" and a magnifying glass icon. Below the search bar, there is a sidebar on the left with "Search tips" and a main content area on the right with search results. The search results are for the term "watchdog" and are found in 14 articles. The first article is "MPC55xx Internal Watchdog resets the CPU while debugging" with possible solutions. The second article is "Infraon iX200: How to release Watchdog from the suspended mode?". The third article is "How to disable Internal Watchdog in iX200?". The fourth article is "Active External Watchdog issues". The fifth article is "Infraon Tricore: Error 258: Failed to initialize debug session / DAP initialization failed". The sixth article is "Renesas RH850: The debugger cannot connect to the CPU".

Was the answer helpful?

Our Support and Documentation department strives to give you the most recent and valuable content, tips & tricks to solve your most common issues. Help us improve the content by leaving a feedback!

At the end of each topic you can find a short survey asking you: *Was this answer helpful?*



Was this answer helpful?



More resources

[Online Help](#) ▶

winIDEA, isystem.connect and testIDEA help

[Knowledge Base](#) ▶

Tips & tricks categorized by issue type and architecture

[Licensing](#) ▶

How-tos and troubleshooting tips

[Technical Notes](#) ▶

How-tos for winIDEA functionalities with scripts

[Application Notes](#) ▶

How-to notes on advanced use cases

[Tutorials](#) ▶

From a beginner to an expert

[Webinars](#) ▶

Technical webinars about iSYSTEM tools with use cases

[Video Tutorials](#) ▶

From a beginner to an expert via video

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How to report a problem and troubleshooting tips

iSYSTEM – Provider of tool solutions for embedded software development and test. Specialized in the automotive industry, and any other sector where its customers place value on functional safety or the highest level of software quality.

BlueBox – High-speed connection to the embedded microcontroller platforms that are based on a variety of processor architectures, enabling flash programming, on-chip debug and trace.

winIDEA IDE – Integrated Software Development Environment delivers the visual insights required to debug the embedded application, performs timing analysis, measures code coverage, and visualizes RTOS task states.