

DYNAMIC ENGINEERING

150 DuBois, Suite C
Santa Cruz, CA 95060
(831) 457-8891 Fax (831) 457-4793

<http://www.dyneng.com>

sales@dyneng.com

Est. 1988

Pci3lp, Pci5lp, Pc104plp, Pc104p4lp, cPci2lp, cPci4lp and PcieCar

IndustryPack Carrier Device Drivers

WDF Driver Documentation

Developed with Windows Driver Foundation Ver1.9

Revision A

Corresponding Hardware:

PCI3IP	10-1999-0404	Revision D	Firmware: Revision G
PCI5IP	10-2002-0306	Revision F	Firmware: Revision F
cPCI2IP	10-2002-0805	Revision E	Firmware: Revision E
cPCI4IP	10-2004-0903	Revision C	Firmware: Revision B
PC104pIP	10-2005-0401	Revision A	Firmware: Revision A
PC104p4IP	10-2003-0503	Revision C	Firmware: Revision B
PCle3IP	10-2014-0202	Revision B	Firmware: Revision A

PCIe5IP 10-2015-1601 Revision A Firmware: Revision A

**Pci3lp, Pci5lp, cPci2lp, cPci4lp,
Pc104plp, Pc104p4lp, PcieCar**
WDF Device/Bus Drivers for PCI/PCIe
based IndustryPack Module Carriers
from Dynamic Engineering

Dynamic Engineering
150 DuBois, Suite C
Santa Cruz, CA 95060
831-457-8891
831-457-4793 FAX

©2016 by Dynamic Engineering.
Trademarks and registered trademarks are owned by
their respective manufacturers.
Manual Revision A. Revised June 9, 2016.

This document contains information of proprietary interest to Dynamic Engineering. It has been supplied in confidence and the recipient, by accepting this material, agrees that the subject matter will not be copied or reproduced, in whole or in part, nor its contents revealed in any manner or to any person except to meet the purpose for which it was delivered.

Dynamic Engineering has made every effort to ensure that this manual is accurate and complete. Still, the company reserves the right to make improvements or changes in the product described in this document at any time and without notice. Furthermore, Dynamic Engineering assumes no liability arising out of the application or use of the device described herein.

The electronic equipment described herein generates, uses, and can radiate radio frequency energy. Operation of this equipment in a residential area is likely to cause radio interference, in which case the user, at his own expense, will be required to take whatever measures may be required to correct the interference.

Dynamic Engineering's products are not authorized for use as critical components in life support devices or systems without the express written approval of the president of Dynamic Engineering.

This product has been designed to operate with IP Module carriers and compatible user-provided equipment. Connection of incompatible hardware is likely to cause serious damage.



Table of Contents

Introduction	5
Notes	5
Driver Installation	6
Note	6
Windows 7 Installation	6
Driver Startup	7
IO Controls	8
IOCTL_CARRIERNAME_GET_INFO	8
IOCTL_CARRIERNAME_GET_SW_ID	8
IOCTL_CARRIERNAME_SET_CONFIG	9
IOCTL_CARRIERNAME_GET_CONFIG	9
IOCTL_CARRIERNAME_GET_INT_STATUS	10
IOCTL_CARRIERNAME_REGISTER_EVENT	13
IOCTL_CARRIERNAME_FORCE_INTERRUPT	13
IOCTL_CARRIERNAME_READ_ID_PROM	13
IOCTL_CARRIERNAME_RESET_ALL_IPS	13
IOCTL_CARRIERNAME_IDENTIFY	14
IOCTL_CARRIERNAME_REINIT_IPS	14
IOCTL_CARRIERNAME_GET_ISR_STATUS	14
WARRANTY AND REPAIR	15
Service Policy	15
Support	15
For Service Contact:	15

Introduction

Pci3lp, Pci5lp, cPci2lp, cPci4lp, Pc104plp, Pc104p4lp and PcieCar are Win7 device drivers for their respective PCI/PCIe based Industry-Pack (IP) module carriers from Dynamic Engineering. These drivers were developed with the Windows Driver Foundation version 1.9 (WDF) from Microsoft, specifically the Kernel-Mode Driver Framework (KMDF).

Each carrier can hold 1-5 IP modules (corresponding to the number preceding the Ip designation). When a carrier board is recognized by the system, it will start the appropriate carrier driver, which creates an IP bus to communicate with the IP modules. The carrier driver then enumerates the IP bus by reading the ID prom of each installed IP module to discover the device type. If an IP module is recognized and the driver has been previously installed, it will be started and a Device Object will be created for each matching IP. If an IP module is not recognized, i.e. the contents of the ID prom do not appear on the list of IP module drivers in the IpCarriers.inf file, the IpGeneric driver will be used to communicate with that IP module.

A separate handle to the IP carrier and to each IP module can be obtained using CreateFile() calls. IO Control calls (IOCTLs) are used to configure the IP carrier and read the carrier's status. The IP carrier driver is responsible for reading its user switch setting, operating the onboard LEDs, and a few other operations, but the IP carrier's main function is to act as a PCI/PCIe ↔ IP Bus bridge device providing resources for the installed IP modules. These modules operate independently through their own file handles. See the appropriate IP driver documentation for information on the capabilities of a particular IP module.

Notes

This document will provide information about all calls made to the driver(s), and how the driver(s) interact with the device(s) for each of these calls. For more detailed information on the hardware implementation, refer to the user manual for the specific carrier you are using.

The following terms will be used throughout this document as placeholders for a specific IP carrier driver name.

CARRIERNAME: PC104PIP, CPCI2IP, CPCI4IP, PCI3IP, PC104P4IP, PCI5IP or PCIECAR.

CarrierName: Pc104plp cPci2lp, Pci3lp, cPci4lp, Pc104p4lp, Pci5lp or PcieCar.

The PcieCar driver controls multiple PCIe based IP carriers. Currently this includes PCIe3IP and PCIe5IP.



Driver Installation

There are several files provided in the driver package. These files include Pci3lp.sys, Pci5lp.sys, cPci2lp.sys, cPci4lp.sys, Pc104plp.sys, Pc104p4lp.sys, PcieCar.sys, Pci3lpPublic.h, Pci5lpPublic.h, cPci2lpPublic.h, cPci4lpPublic.h, Pc104plpPublic.h, Pc104p4lpPublic.h, PcieCarPublic.h, IpPublic.h, WdfCoInstaller01009.dll, IpCarriers.inf and IpCarriers.cat. The [*CarrierName*]Public.h files are Cqheader files that define the Application Program Interfaces (API) to the drivers. These files are required at compile time by any application that wishes to interface with the drivers, but are not needed for driver installation.

Note

Several IP carrier drivers are included in the driver package. Since they were all signed together, they must all be present at installation to validate the digital signature.

Windows 7 Installation

Copy IpCarriers.inf, IpCarriers.cat, WdfCoInstaller01009.dll, and all the IP carrier driver files (*.sys) to a removable memory device, or other accessible location as preferred.

With one or more of the supported IP carriers installed, power-on the host computer.

- Open the **Device Manager** from the control panel.
- Under **Other devices** there should be a **PCI Bridge Other** or **PCI to NUBUS Bridge** device*.
- Right-click on the **PCI Bridge Other** or **PCI to NUBUS Bridge** device and select **Update Driver Software**.
- Insert the removable memory device prepared above if necessary.
- Select **Browse my computer for driver software**.
- Select **Browse** and navigate to the location where the appropriate files are stored.
- Select **Next**. The *CarrierName* device driver should now be installed.
- Select **Close** to close the update window.
The Device Manager should now display the carrier slots that contain valid IP modules.
- Right-click on each IP slot icon, select **Update Driver Software** and proceed as above for each IP module as necessary.

* If neither of these devices is displayed, click on the **Scan for hardware changes** icon on the tool-bar or select it in the Action menu.

Driver Startup

Once the driver has been installed it will start automatically when the system recognizes the hardware.

A handle can be opened to a specific board by using the `CreateFile()` function call and passing in the device name obtained from the system.

The interface to the device is identified using a globally unique identifier (GUID), which is defined in *CarrierNamePublic.h*.

The *main.c* file provided with the user test software is designed to work with our test menu and includes user interaction steps to allow the user to select which board is being tested in a multiple board environment. The integrator can hardcode for single board systems or use an automatic loop to operate in multiple board systems without requiring user interaction. For multiple user systems it is suggested that the board number is associated with the user switch setting so the calls can be associated with a specific physical device.

IO Controls

The drivers use IO Control calls (IOCTLs) to configure their devices. IOCTLs refer to a single Device Object, which controls a single module. IOCTLs are called using the Win32 function DeviceIoControl() (see below), and passing in the handle to the device opened with CreateFile() (see above). IOCTLs generally have input parameters, output parameters, or both. Often a custom structure is used.

```
BOOL DeviceIoControl(  
    HANDLE        hDevice,           // Handle opened with CreateFile()  
    DWORD         dwIoControlCode,  // Control code defined in API header file  
    LPVOID        lpInBuffer,       // Pointer to input parameter  
    DWORD         nInBufferSize,    // Size of input parameter  
    LPVOID        lpOutBuffer,      // Pointer to output parameter  
    DWORD         nOutBufferSize,   // Size of output parameter  
    LPDWORD       lpBytesReturned,  // Pointer to return length parameter  
    LPOVERLAPPED lpOverlapped,     // Optional pointer to overlapped structure  
);
```

The IOCTLs defined in the IP carrier drivers are described below:

IOCTL_CARRIERNAME_GET_INFO

Function: Returns the Driver and Firmware revisions, Switch value, Instance number and number of IP slots supported.

Input: None

Output: DRIVER_CARRIER_DEVICE_INFO structure

Notes: Switch value is the configuration of the onboard dipswitch that has been selected by the user (see the board silk screen for bit position and polarity). The Firmware revision is a 16-bit value; the upper 8 bits are the CPLD revision and the lower 8 bits are the FPGA revision. This field is currently only valid for the PcieCar driver. See the definition of DRIVER_CARRIER_DEVICE_INFO below.

```
// Driver revision and instance/slot information  
typedef struct _DRIVER_CARRIER_DEVICE_INFO {  
    USHORT    DriverRev;  
    USHORT    FirmwareRev;  
    USHORT    InstanceNum;  
    UCHAR     SwitchValue;  
    UCHAR     NumIpSlots;  
} DRIVER_CARRIER_DEVICE_INFO, *PDRIVER_CARRIER_DEVICE_INFO;
```

IOCTL_CARRIERNAME_GET_SW_ID

Function: Returns the user switch value.

Input: None

Output: Eight-bit switch value (unsigned character)

Notes: The value returned is the user-selected configuration of the 8-bit onboard dipswitch. See the board silk screen for bit position and polarity.

IOCTL_CARRIERNAME_SET_CONFIG

Function: Specifies various control parameters for the IP carrier.

Input: CARRIERNAME_CONFIG structure

Output: None

Notes: Specifies the LED configuration and other controls. The configuration parameters for the PcieCar driver are different than the other IP carrier drivers and include interrupt aggregation and de-assert characteristics, LED source and user. See the definition of LED_MUX, PCIECAR_CONFIG and CARRIERNAME_CONFIG below.

```
// LED source selector
typedef enum _LED_MUX {
    BD_STAT      = 0x0,
    USR_LED      = 0x1,
    USR_SW       = 0x2,
    FLSH_SW      = 0x3,
    IP0_STAT     = 0x4,
    IP1_STAT     = 0x5,
    IP2_STAT     = 0x6,
    RESERVED     = 0x7,
    PST_HD_CRDT  = 0x8,
    NPST_HD_CRDT = 0x9,
    CPLT_HD_CRDT = 0xA,
    PST_DT_CRDT  = 0xB,
    NPST_DT_CRDT = 0xC,
    CPLT_DT_CRDT = 0xD,
    SCRATCH_0    = 0xE,
    SCRATCH_1    = 0xF
} LED_MUX, *PLED_MUX;

// PcieCar Carrier Configuration
typedef struct _PCIECAR_CONFIG {
    UCHAR      UserLed;
    LED_MUX    LedSrc;
    BOOLEAN    IntAgEn;    // Interrupt aggregation timer enable
    UCHAR      AgTimer;    // Interrupt aggregation timer
    UCHAR      IntDasTme; // Interrupt de-assert time
} PCIECAR_CONFIG, *PPCIECAR_CONFIG;

// CARRIERNAME Configuration
typedef struct _CARRIERNAME_CONFIG {
    UCHAR      UserLed; // Configuration of the eight user LEDs
    BOOLEAN    BusErrIntEn; // Enable the bus error timeout interrupt
    BOOLEAN    BusErrStatClr; // Write clears the interrupt latch/status
} CARRIERNAME_CONFIG, *PCARRIERNAME_CONFIG;
```

IOCTL_CARRIERNAME_GET_CONFIG

Function: Returns the fields set in the previous call.

Input: None

Output: CARRIERNAME_CONFIG structure

Notes: See the definitions of LED_MUX, PCIECAR_CONFIG and CARRIERNAME_CONFIG above.



IOCTL_CARRIERNAME_GET_INT_STATUS

Function: Returns the IP interrupt status register value and clears the bits that were read.

Input: None

Output: Value of the IP module interrupt status register (unsigned long integer)

Notes: PcieCar: See the status bit definitions below. A bit will be cleared by this call only if it was set when the register was read. This prevents the possibility of missing an interrupt condition that occurs after the register has been read but before the latched bits are cleared.

```
// PcieCar IP interrupt status defines
#define INTERRUPT_IP0_IREQ0 0x00000001 // Interrupt 0 from IP 0
#define INTERRUPT_IP0_IREQ1 0x00000002 // Interrupt 1 from IP 0
#define INTERRUPT_IP0_BUSERR 0x00000004 // Bus error interrupt from IP 0
#define INTERRUPT_IP0_FORCE 0x00000008 // Force interrupt from IP 0
#define INTERRUPT_IP1_IREQ0 0x00000010 // Interrupt 0 from IP 1
#define INTERRUPT_IP1_IREQ1 0x00000020 // Interrupt 1 from IP 1
#define INTERRUPT_IP1_BUSERR 0x00000040 // Bus error interrupt from IP 1
#define INTERRUPT_IP1_FORCE 0x00000080 // Force interrupt from IP 1
#define INTERRUPT_IP2_IREQ0 0x00000100 // Interrupt 0 from IP 2
#define INTERRUPT_IP2_IREQ1 0x00000200 // Interrupt 1 from IP 2
#define INTERRUPT_IP2_BUSERR 0x00000400 // Bus error interrupt from IP 2
#define INTERRUPT_IP2_FORCE 0x00000800 // Force interrupt from IP 2
#define INTERRUPT_IP3_IREQ0 0x00001000 // Interrupt 0 from IP 3
#define INTERRUPT_IP3_IREQ1 0x00002000 // Interrupt 1 from IP 3
#define INTERRUPT_IP3_BUSERR 0x00004000 // Bus error interrupt from IP 3
#define INTERRUPT_IP3_FORCE 0x00008000 // Force interrupt from IP 3
#define INTERRUPT_IP4_IREQ0 0x00010000 // Interrupt 0 from IP 4
#define INTERRUPT_IP4_IREQ1 0x00020000 // Interrupt 1 from IP 4
#define INTERRUPT_IP4_BUSERR 0x00040000 // Bus error interrupt from IP 4
#define INTERRUPT_IP4_FORCE 0x00080000 // Force interrupt from IP 4
#define INTERRUPT_IP5_IREQ0 0x00100000 // Interrupt 0 from IP 5
#define INTERRUPT_IP5_IREQ1 0x00200000 // Interrupt 1 from IP 5
#define INTERRUPT_IP5_BUSERR 0x00400000 // Bus error interrupt from IP 5
#define INTERRUPT_IP5_FORCE 0x00800000 // Force interrupt from IP 5
#define INTERRUPT_IP6_IREQ0 0x01000000 // Interrupt 0 from IP 6
#define INTERRUPT_IP6_IREQ1 0x02000000 // Interrupt 1 from IP 6
#define INTERRUPT_IP6_BUSERR 0x04000000 // Bus error interrupt from IP 6
#define INTERRUPT_IP6_FORCE 0x08000000 // Force interrupt from IP 6
#define INTERRUPT_IP7_IREQ0 0x10000000 // Interrupt 0 from IP 7
#define INTERRUPT_IP7_IREQ1 0x20000000 // Interrupt 1 from IP 7
#define INTERRUPT_IP7_BUSERR 0x40000000 // Bus error interrupt from IP 7
#define INTERRUPT_IP7_FORCE 0x80000000 // Force interrupt from IP 7
```

CarrierName: The status bits of the other carriers are not latched. The status bits of the following carriers are all subsets of the status bits of the Pci5Ip shown below. The bit masks for each of carriers show the valid bits for each carrier.

```
// Pci5Ip, Pci104p4Ip, cPci4Ip, cPci2Ip, Pci104pIp IP interrupt status defines
#define INTERRUPT_MASKED_A0 0x00000001 // Masked interrupt 0 from IP A
#define INTERRUPT_MASKED_A1 0x00000002 // Masked interrupt 1 from IP A
#define INTERRUPT_MASKED_B0 0x00000004 // Masked interrupt 0 from IP B
#define INTERRUPT_MASKED_B1 0x00000008 // Masked interrupt 1 from IP B
#define INTERRUPT_MASKED_C0 0x00000010 // Masked interrupt 0 from IP C
#define INTERRUPT_MASKED_C1 0x00000020 // Masked interrupt 1 from IP C
#define INTERRUPT_MASKED_D0 0x00000040 // Masked interrupt 0 from IP D
#define INTERRUPT_MASKED_D1 0x00000080 // Masked interrupt 1 from IP D
#define INTERRUPT_MASKED_E0 0x00000100 // Masked interrupt 0 from IP E
#define INTERRUPT_MASKED_E1 0x00000200 // Masked interrupt 1 from IP E
#define INTERRUPT_N 0x00000400 // from any IP, bus error, or force
#define INTERRUPT_UNMASKED_A0 0x00001000 // Unmasked interrupt 0 from IP A
#define INTERRUPT_UNMASKED_A1 0x00002000 // Unmasked interrupt 1 from IP A
#define INTERRUPT_UNMASKED_B0 0x00004000 // Unmasked interrupt 0 from IP B
#define INTERRUPT_UNMASKED_B1 0x00008000 // Unmasked interrupt 1 from IP B
#define INTERRUPT_UNMASKED_C0 0x00010000 // Unmasked interrupt 0 from IP C
#define INTERRUPT_UNMASKED_C1 0x00020000 // Unmasked interrupt 1 from IP C
#define INTERRUPT_UNMASKED_D0 0x00040000 // Unmasked interrupt 0 from IP D
#define INTERRUPT_UNMASKED_D1 0x00080000 // Unmasked interrupt 1 from IP D
#define INTERRUPT_UNMASKED_E0 0x00100000 // Unmasked interrupt 0 from IP E
#define INTERRUPT_UNMASKED_E1 0x00200000 // Unmasked interrupt 1 from IP E
#define INTERRUPT_BUS_ERROR 0x00400000 // Bus error 1=occurred, 0=none

#define INTERRUPT_STATUS_MASK 0x007FF7FF // Pci5Ip valid interrupt bits
#define INTERRUPT_STATUS_MASK 0x007FC7FC // Pci104p4Ip valid interrupt bits
#define INTERRUPT_STATUS_MASK 0x004FF4FF // cPci4Ip valid interrupt bits
#define INTERRUPT_STATUS_MASK 0x0040F40F // cPci2Ip valid interrupt bits
#define INTERRUPT_STATUS_MASK 0x0040C40C // Pci104pIp valid interrupt bits
```

Pci3Ip: The status bits for the Pci3Ip are shown below.

```
// Pci3Ip IP interrupt status defines
#define INTERRUPT_MASKED_A0 0x00000001 // Masked interrupt 0 from IP A
#define INTERRUPT_MASKED_A1 0x00000002 // Masked interrupt 1 from IP A
#define INTERRUPT_MASKED_B0 0x00000004 // Masked interrupt 0 from IP B
#define INTERRUPT_MASKED_B1 0x00000008 // Masked interrupt 1 from IP B
#define INTERRUPT_MASKED_C0 0x00000010 // Masked interrupt 0 from IP C
#define INTERRUPT_MASKED_C1 0x00000020 // Masked interrupt 1 from IP C
#define INTERRUPT_FORCE 0x00000040 // Forced interrupt active
#define INTERRUPT_N 0x00000080 // from any IP, bus error, or force
#define INTERRUPT_UNMASKED_A0 0x00000100 // Unmasked interrupt 0 from IP A
#define INTERRUPT_UNMASKED_A1 0x00000200 // Unmasked interrupt 1 from IP A
#define INTERRUPT_UNMASKED_A 0x00000300 // Unmasked interrupt 0, 1 from IP A
#define INTERRUPT_UNMASKED_B0 0x00000400 // Unmasked interrupt 0 from IP B
#define INTERRUPT_UNMASKED_B1 0x00000800 // Unmasked interrupt 1 from IP B
#define INTERRUPT_UNMASKED_B 0x00000C00 // Unmasked interrupt 0, 1 from IP B
#define INTERRUPT_UNMASKED_C0 0x00001000 // Unmasked interrupt 0 from IP C
#define INTERRUPT_UNMASKED_C1 0x00002000 // Unmasked interrupt 1 from IP C
#define INTERRUPT_UNMASKED_C 0x00003000 // Unmasked interrupt 0, 1 from IP C
#define INTERRUPT_BUS_ERROR 0x00004000 // Bus error 1=occurred, 0=none
```



```
#define INTERRUPT_STATUS_MASK 0x00007FFF // Pci3Ip valid interrupt bits
```

IOCTL_CARRIERNAME_REGISTER_EVENT

Function: Registers an event to be signaled when an interrupt occurs.

Input: Handle to the Event object

Output: None

Notes: The caller creates an event with CreateEvent() and supplies the handle returned from that call as the input to this IOCTL. The driver then obtains a system pointer to the event and signals the event when an interrupt is serviced. The user's interrupt service routine waits on this event, allowing it to respond to the interrupt.

IOCTL_CARRIERNAME_FORCE_INTERRUPT

Function: Causes a system interrupt to occur.

Input: None

Output: None

Notes: Causes an interrupt to be asserted on the PCI bus as long as the channel master interrupt is enabled. This IOCTL is used for development, to test interrupt processing.

IOCTL_CARRIERNAME_READ_ID_PROM

Function: Returns the contents of the IP ID prom for a particular slot.

Input: IP slot [A - H] (WCHAR)

Output: ID PROM contents for specified slot (ID_DATA structure)

Notes: Returns the contents of the requested IP ID prom. The slot [A . H] is passed into this call as a Unicode character and the ID_DATA structure is returned. This structure contains two Boolean fields that indicate if the IP prom is valid (IP signature detected) and if it is capable of 32 MHz operation. It also contains a 12-element array of unsigned characters that contains the ID prom contents, provided the prom was found to be valid. See the definition of ID_DATA below.

```
#define PROM_SZ                12           // ID Prom Size

// ID Prom Data
typedef struct _ID_DATA {
    BOOLEAN  Valid;                // True if IP signature found
    BOOLEAN  Clk32;               // True if IP is 32 MHz capable
    UCHAR    Data[PROM_SZ];      // Prom contents
} ID_DATA, *PID_DATA;
```

IOCTL_CARRIERNAME_RESET_ALL_IPS

Function: Resets all the IP slots.

Input: None

Output: None

Notes: Resets all IP slots by setting and then clearing the reset_ip bit in each slot control register.



IOCTL_CARRIERNAME_IDENTIFY

Function: Flashes all user LEDs three times.

Input: None

Output: None

Notes: This call can be used when more than one IP carrier is installed in a chassis and it is desired to identify the physical location of a particular IP carrier.

IOCTL_CARRIERNAME_REINIT_IPS

Function: Re-enumerate all the IPs on the carrier.

Input: None

Output: None

Notes: All handles referencing any of the IP modules on the carrier must be closed before this call is made in order for the child device object to be updated. This call should be made after the IOCTL_CARRIERNAME_RESET_ALL_IPS call is made in order to properly initialize the device registers and stored driver values.

IOCTL_CARRIERNAME_GET_ISR_STATUS

Function: Returns the interrupt status that was read in the ISR from the last interrupt.

Input: None

Output: Interrupt status value (unsigned long integer)

Notes: Returns the status that was read in the driver Interrupt Service Routine while servicing the last interrupt. This call allows the user to see which interrupt conditions were active when the last interrupt was serviced. See the status bit definitions listed after the description of the IOCTL_CARRIERNAME_GET_INT_STATUS call.

Warranty and Repair

Please refer to the warranty page on our website for the current warranty offered and options. <http://www.dyneng.com/warranty.html>

Service Policy

Before returning a product for repair, verify as well as possible that the driver is at fault. The driver has gone through extensive testing and in most cases it will be a cockpit error rather than an error with the driver. When you are sure or at least willing to pay to have someone help then call the Customer Service Department and arrange to speak with an engineer. We will work with you to determine the cause of the issue. If the issue is one of a defective driver we will correct the problem and provide an updated module(s) to you [no cost]. If the issue is of the customer's making [anything that is not the driver] the engineering time will be invoiced to the customer. Pre-approval may be required in some cases depending on the customer's invoicing policy.

Support

The software described in this manual is provided at no cost to clients who have purchased the corresponding hardware. Minimal support is included along with the documentation. For help with integration into your project please contact sales@dyneng.com for a support contract. Several options are available. With a contract in place Dynamic Engineers can help with system debugging, special software development, or whatever you need to get going.

For Service Contact:

Customer Service Department
Dynamic Engineering
150 DuBois, Suite C
Santa Cruz, CA 95060
(831) 457-8891
(831) 457-4793 fax
support@dyneng.com

All information provided is Copyright Dynamic Engineering

