

## Fault Reporting

Dear Curtiss-Wright Controls' Customer,

In order to better serve our customers, CWCEC strongly encourages the use of the following Fault Reporting Questionnaire. This questionnaire combines questions about hardware, software, and the customer's system level use. Upon failure of a unit, please locate the sections in the questionnaire that are relevant to this unit's reported fault, and provide any additional information that would aid us in replicating, understanding, or investigating this fault. Feel free to edit this document or insert any information that may assist us in efficiently replicating the fault. The target turn-around times for repair are contingent upon the accuracy and detail of the reported fault.

Kindly return this (marked up) document upon return of this unit back to Curtiss-Wright Controls Embedded Computing.

### 1 - Card Identification

Product Code \_\_\_\_\_ Serial # \_\_\_\_\_ Current ECO \_\_\_\_ Rev

For tracking purposes please identify the product code and serial number.

### 2 - Environment and Repeatability

Does the fault occur at temperature? Yes  No

If yes, at what temperature was the fault observed? \_\_\_\_\_

Does the fault happen at other temperatures? Yes  No

At what temperature does the fault **NOT** occur? \_\_\_\_\_

Does the fault happen at each startup? Yes  No

Indicate the number of hours/days between failures? \_\_\_\_\_

Does the fault show the same symptoms each time? Yes  No

### 3 - Card will not start

Doesn't start the application, but starts the operating system? Yes  No

Has attempted to start the operating system, but did not complete? Yes  No

Started, but did not attempt to start the operating system? Yes  No

Will the card start with all peripherals and expansion cards removed? Yes  No

Will the card start in a plain commercial chassis by itself? Yes  No

Describe the activity on the Fail and Status LED's starting from a power up.  
(e.g. are they on solid, or do they blink in any sequence)

\_\_\_\_\_

Describe the configuration of jumpers on the card, and applied to the card connectors. (P2, P0, etc)

\_\_\_\_\_

Where is the OS located (network interface, Flash file system, SCSI)?

\_\_\_\_\_

What type of interface is used? (10, 100, 1GigE, type of SCSI, gateways, hubs, cabling)?

\_\_\_\_\_

What are the firmware/software numbers of the related boot ROM, BSP and firmware?

\_\_\_\_\_

#### 4 - Card operating history

- Is the card new and this is its first usage? Yes  No
- Are there other cards from the same order that show a similar problem? Yes  No
- Has the card operated properly at all?  
If yes, for how long? \_\_\_\_\_ Yes  No
- Has the card moved to a different chassis or system recently? Yes  No
- Is there a new version of application software being used? Yes  No
- Has the configuration information been updated or corrupted? Yes  No
- Have new peripherals been installed? Yes  No

#### 5 - Unexpected Exceptions and Interrupts

If the fault is unexpected exceptions, interrupts, or bus errors send a capture of the error message.

What devices are expected to be interrupting (PMC cards, other VME cards)?  
\_\_\_\_\_

Are the exceptions being reported from the standard handlers in the BSP?  
Or are these from the application?  
\_\_\_\_\_

If the exceptions are being reported from the application, how does it process and report exceptions?  
\_\_\_\_\_

Can it be modified to capture more detail at the time of the failure?  
(Register contents, fault address, which tasks were active)?  
\_\_\_\_\_

Explain any brief fault report in more detail so we understand what is being reported.  
\_\_\_\_\_

#### 6 - Additional Information

If there is other information that appears useful to document but is not discussed in some of the general questions above, please insert that here.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your assistance,

The Customer Care Group  
Curtiss-Wright Controls Inc. Embedded Computing