# Table of Contents

1  Product Services by Vector .................................................................................................................. 3  
2  Delivery ............................................................................................................................................. 3  

2.1 Installation and Support with the MICROSAR "Getting Started Package" .............................................. 3  
2.2 Installation and Support with the MICROSAR “V2G Getting Started Package” ...................................................... 4  
2.1 Installation and Support with the CANbedded “Getting Started Package” ......................................................... 4  
2.2 Installation and Support with the Flash Bootloader “Getting Started Package” .................................................... 4  
3  Support .............................................................................................................................................. 4  

3.1 Self-Service Support ......................................................................................................................... 4  
3.2 Helpdesk Support ............................................................................................................................. 5  

4  Coaching .......................................................................................................................................... 5  

4.1 Coaching Packages .......................................................................................................................... 5  

5  Support & Coaching - The Differences at a Glance ............................................................................... 6  

6  Trainings ........................................................................................................................................... 6  

6.1 AUTOSAR Training for the Classic/Adaptive Platform .............................................................................. 7  
6.2 CANbedded Training ......................................................................................................................... 7  
6.3 Flash Bootloader Training ................................................................................................................ 7  
6.4 Vector Certified Partner Program (CSP-E) .......................................................................................... 7  

6.4.1 Prerequisite ................................................................................................................................... 7  
6.4.2 Phases of the Vector Certified Partner Program .................................................................................. 7  
6.4.3 Business Model ............................................................................................................................. 8  

7  Technical Consulting .......................................................................................................................... 9  

8  Extended Integration Package EIP ......................................................................................................... 9  

9  Review of your Configuration ............................................................................................................. 9
1 **Product Services by Vector**

For over 30 years, Vector has been creating software components as well as professional tools, and has been successfully supporting customers worldwide in developing ECU software, ECU hardware and complete networking ECUs. Our experts bring success to your project with individually tailored product services.

![Diagram of product services at Vector](image)

**Figure 1:** Product services at Vector

With our product services, we support you in every phase of your ECU development. Starting after delivery of your Vector software with **Integration Services** like Getting Started or Extended Integration Packages (EIP) or with **Assistance and Knowhow** by support, coaching and technical consulting.

**Your advantages:**

- **Competence** - Benefit from our solid background of many years of professional experience
- **Precision** - Our engineers understand your project and focus on your individual challenges
- **Tempo** - Professional assistance without a long customer learning period
- **Knowledge transfer** - Sustained build-up of know-how for your employees

2 **Delivery**

Vector will deliver a “ready to use” software product and offers additional services to help customers speeding up setup and initial configuration as well.

2.1 **Installation and Support with the MICROSAR “Getting Started Package”**

As part of the package, we work together with you to start up the MICROSAR basic software (BSW) and the RTE on your ECU hardware using the related configuration tools and a sample application. This enables a quickly runnable system, letting you afterwards focus on your application. This support is typically performed at your business site and is done at a fixed price. The main targets of this package are:

- Communication basically works on all busses
- Diagnostics responds on a basic service request
- Non-volatile memory is accessible
Afterwards, our service teams are available to you by telephone or email, which ensures continuous assistance in case you have questions about how to use our products.

### 2.2 Installation and Support with the MICROSAR "V2G Getting Started Package"

Within the scope of this fixed price service package, we will take the MICROSAR.V2G software into operation on your ECU hardware using the related configuration tools and a sample application. This quickly gives you a runnable system, letting you afterwards focus on your application. The project setup is completely performed at Vector site, while the handover workshop can either take place at your business site, at Vector site or by Webex.

The main targets of this package are:

- The PHY chip is able to download firmware from host controller
- A link can be established after SLAC has completed
- V2G communication completes a full session

A detailed offer attachment will describe the prerequisites that have to be fulfilled prior to the start of this service package, in order to ensure successful completion in time.

Afterwards, our helpdesk team is available to you by telephone or email, which ensures continuous support in case you have further questions about how to use our products.

### 2.1 Installation and Support with the CANbedded "Getting Started Package"

Here, we work together with you to start up the CANbedded basic software on your ECU hardware based on your valid input data, using the related configuration tools. This quickly gives you a runnable system, letting you afterwards focus on your application. This service is typically performed in a remote session but can also be done at your business site at a fixed price.

The main targets of this package are:

- Communication work basically on the channels described in your dbc-file
- Diagnostics will respond on a basic service request like a TesterPresent or a change to extended session

Afterwards, our helpdesk team is available to you by telephone or email, which ensures continuous support in case you have further questions about how to use our products.

### 2.2 Installation and Support with the Flash Bootloader "Getting Started Package"

As part of the package, we work together with you to start up the Flash Bootloader (FBL) on your ECU hardware using the related configuration tools and a sample application to ensure that you will quickly get a reprogrammable system. This support is typically performed at your business site and is done at a fixed price.

The main targets of this package are:

- Download of existing application software or start application will be possible via the defined bus system
- Return from download with positive response from application software

Afterwards, our helpdesk team is available to you by telephone or email, which ensures continuous support in case you have further questions about how to use our products.

### 3 Support

The product support, regardless whether it is self-service or helpdesk support, is included into the SIP Maintenance, the prototype package and the evaluation package.

The Vector embedded product support consist of two parts:

#### 3.1 Self-Service Support

The self-service support is the easiest and fastest support we provide. You will get access to our Vector portal and you will find steadily growing information in our knowledge database, containing engineering videos, descriptions and frequently asked questions (FAQ). Here you get questions answered like:

- How do I create a support request package?
How do I integrate End-To-End Protection in MICROSAR?

How do I install and update a Vector basic software package?

How do I copy configuration data from one DaVinci project to another?

### 3.2 Helpdesk Support

The helpdesk support bases on our ticket system. You can ask your questions via the Vector portal or e-mail. Your request will be checked by a support dispatcher and assigned to an appropriate support engineer. This support engineer is mainly located at your local Vector subsidiary. Due to the worldwide availability of Vector subsidiaries we can also handle tickets in other subsidiaries and by that we reach a very high availability.

To ensure a fast reaction time for you in helpdesk we hand over requests that require longer lasting assistance to coaching.

### 4 Coaching

In coaching, we accompany your ECU development as long as you wish from first Vector software delivery to SOP. In coaching we’ll focus on handling typical situations that might happen in ECU development and handle them togethet with you and your team. Examples for common coaching activities are:

- Setting up your Vector software package on your hardware based on your requirement
- Integration and configuration of OEM-specific software components
- Individual configuration of the operating system or other basic software clusters
- ECU and mode management in power up and shut down
- Optimization of RAM, ROM consumption and runtime of your basic software system
- Integration of diagnostics, error memory and memory management in your ECU software
- Linking of the applications to watchdog management
- Integration of further standard software from the OEM

If you ordered coaching you will request a service via our helpdesk system, a coach will contact you afterwards to plan the realization.

#### 4.1 Coaching Packages

All coaching actions we offer as coaching packages. You can trigger them by a request to our helpdesk support team or your Vector contact. The following packages are offered and the content will be adjusted to your specific needs:

- **Setup Package**
  A package, including all tasks to make the Vector basic software basically running on your system.

- **Update Package**
  A package to support you especially in updating the input data like ECU-extracts, diagnostic descriptions, etc.

- **Configuration Package**
  Configuration of specific clusters like communication, memory, diagnostics, watchdog, XCP, etc.

- **Optimization Package**
  Analyzing your configuration to improve the memory consumption and/or the runtime behaviour

- **Troubleshooting Package**
  In case of serious troubles with Vector’s basic software our experts will assist you in debugging to find a solution.

- **Walkthrough Package**
  Checking your specific configuration of the Vector basic software and give you feedback. The walkthrough is an informal configuration check that cannot replace an official review demanded by an OEM.

In addition to the telephone and e-mail hotline, our coaching also offers you on-site support by arrangement. Based on the agreed specific objectives, we ensure individual support of your project.
In order to optimally synchronize our supplies and services with your ECU development, we also offer you a customized project management within the scope of coaching. The scope can range from selective coordination to regular management meetings to support in appointments with the respective vehicle manufacturer and can be arranged individually with your responsible Vector project manager.

5 Support & Coaching - The Differences at a Glance

The table below gives an overview of the differences between support and coaching.

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Support (Self-Service + Helpdesk)</th>
<th>Coaching</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail Support</td>
<td>Yes, unknown contact person (Support Engineer) support@&lt;ccTLD&gt;.vector.com</td>
<td>Yes, dedicated contact person (a Coach) <a href="mailto:Firstname.lastname@vector.com">Firstname.lastname@vector.com</a></td>
</tr>
<tr>
<td>Request type</td>
<td>event-driven request, which require short response times</td>
<td>must be planned, mid-term resp. long term activities (e.g. work packages)</td>
</tr>
<tr>
<td>Main focus</td>
<td>troubleshooting</td>
<td>Performed typical and longer lasting tasks together with you, know-how transfer, consulting</td>
</tr>
<tr>
<td>Project details</td>
<td>out of scope, shall be independent of other tickets</td>
<td>known</td>
</tr>
<tr>
<td>Contact</td>
<td>Impersonal via E-Mail or Vector portal</td>
<td>Personal Via phone or E-Mail</td>
</tr>
<tr>
<td>On-Site support</td>
<td>No</td>
<td>Included if necessary</td>
</tr>
<tr>
<td>Self service</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Knowledge database, engineering videos, FAQs</td>
<td>Coaching is an optional support extension</td>
<td></td>
</tr>
<tr>
<td>Limit</td>
<td>Certain limit per ticket (e.g. few hours only)</td>
<td>Limited to the pre-defined Coaching package based on existing budget</td>
</tr>
</tbody>
</table>

6 Trainings

Vector offers different types of training:

> Webcast Training – Videobased Training
The webcast training consists of video-based training sessions, a question & answer session with an expert and practical exercises and tests. This type of training is available for AUTOSAR basic training and AUTOSAR practical training. It enables quickly available trainings, which can be carried out at your own learning pace independent of time and place.

> vVirtual-Training – Content of Classroom Training as Webinar
All contents of the classroom trainings are made available via webinar as vVirtual training. This enables a time independent training. There are no practical tasks available for this type of training. This form of training is available for all offered Vector embedded training courses.
6.1 AUTOSAR Training for the Classic/Adaptive Platform
Vector AUTOSAR training courses provide you with an ideal entry into ECU development with AUTOSAR. Intensive exercises ensure its relevance to practice.

For more information about the AUTOSAR Classic Platform refer to https://vector.com/vi_class_autosar_overview_en.html. There you can find our trainings for AUTOSAR basics, usage of AUTOSAR 4 in practice, OEM related trainings and special topics such as Safety, NV memory and Multi-core.

For more information about the AUTOSAR Adaptive Platform refer to https://vector.com/vi_class_autosar_adaptive_en.html. There you can find our trainings for AUTOSAR adaptive Platform basics as well as the usage of AUTOSAR Adaptive in practice.

6.2 CANbedded Training
In the Vector CANbedded training you will get an introduction to the characteristics and interaction of the CANbedded software components. The training also includes the specific peculiarities for the different OEMs.

For the list of available Vector in-house training courses on the Internet, please visit our website http://vector.com/vi_class_canbedded_en.html.

6.3 Flash Bootloader Training
The Vector flash bootloader training concerns the important aspects of flash programming in the vehicle. Based on selected examples you learn the basics and functionalities of the flash bootloader. You get to know how to integrate the bootloader into an existing application in practice.

For details on the training schedule, please visit our website http://vector.com/vi_class_flash_bootloader_en.html.

6.4 Vector Certified Partner Program (CSP-E)
With the Vector Certified Partner for Embedded (CSP-E) program, you can be trained as an expert in Vector basic software and thus maintain close contact with our development and product management departments.

Your advantages as a Vector Certified Partner are:

- Combining the domain-specific know-how of your employees with the expertise for Vector MICROSAR software
- Availability of Vector special know-how at your location
- Continuous expansion of your knowledge regarding the latest topics through special workshops for certified partners.

6.4.1 Prerequisite
The prerequisite for the Vector Certified Partner for Embedded program is a solid AUTOSAR basic knowledge. You can build this knowledge by participating the Vector MICROSAR Basic Training. Of course, your experience, which you have already gained with AUTOSAR projects, also matters.

6.4.2 Phases of the Vector Certified Partner Program
The Vector Certified Partner program distinguishes between an education- and membership phase.
6.4.2.1 Education Phase

The education phase will start after a welcome webinar that provides you with the necessary information about the eLearning platform and the modalities.

During the training phase you will go through a special program of online learning modules and attendance phases, which will end in exam preparation and certification. The training phase lasts about 10 weeks.

The modules give you access to our modern eLearning platform, which enables the transfer of knowledge through various videos, explanations and helpful animations. Complete your knowledge build-up with expert tips and best practice sequences and check your learning status at any time with numerous self-check questions. In addition to the eLearning platform, the Vector Certified Expert Program offers a real working environment. Practical applications can be simulated directly in a virtual environment via included SIP and Vector DaVinci toolsuite.

This exam preparation phase takes place in a classroom event at Vector with further expert topics, a summary and a further "Ask the Expert" session. The certificate examination then takes place. After successful completion of this examination, you have qualified as Certified Partner for Embedded and enter directly into the membership phase.

6.4.2.2 Membership Phase

As a certified partner, you have further advantages and access to the membership phase:

- 2 times a year exclusive partner workshops at Vector
  The topics of the partner workshops are selected by Vector and the certified partners. The duration of the workshops varies, depending on the topic, between 1 and 3 days. As workshop participants, you will work with your own evaluation bundle and can optionally bring in your own target hardware. The agenda includes a theoretical part, a practical trainer session, as well as a practical work of the participants on your own system and on your own use cases with the support of the trainer.

- Regularly, web-based "Ask the Expert" sessions with Vector experts on current topics and issues
  The topics of the "Ask the Expert" session are proposed by Vector but can also be worked out together with the service partners. Typical contents are an open round of questions in which you can ask your own questions. The same applies to an exchange round in which you can exchange your own experiences with other participants and the Vector experts. Of course, there are also tips and tricks from the Vector experts, news about embedded products, schedules and releases as well as information about similar topics and Vector solutions.

- Networking with other Vector Certified Partners for Embedded

- Access to online training and workshop materials

- Access to Community Events

The membership phase has a duration of 12 months and can be renewed annually.

6.4.3 Business Model

The business model consists of an initial package and an annual update. Both licenses are personal and cannot be shared with others.

- Initial Package (Education Phase)
  The initial package includes access to the embedded online training and participation of the exam, which is valid for
three years after successful completion. In these three years, you have the rights to the evaluation package and receive an annual update.

Annual Update Package (Membership Phase)
With the annual update package, you receive the rights to participate in the expert sessions. In addition, during this time they have access to the current online trainings as well as the possibility to participate in two partner workshops at Vector.

7 Technical Consulting
Within the scope of technical consulting, we can work out together individual, technical solutions to various questions related to AUTOSAR:

- Definition of an AUTOSAR-compliant software architecture
- Optimal use of the AUTOSAR tool chain: DaVinci Developer, Configurator Pro and GENy
- Migration of existing software to the AUTOSAR architecture
- Conceptualization of gateway functions
- Structuring of MATLAB/Simulink models to be linked as software components via the RTE
- Interfacing external peripheral components
- Hardware-dependent sleep and wakeup concepts under consideration of individual quiescent current requirements
- Consideration of aspects related to Functional Safety according to ISO 26262

We are performing these consulting activities as customized workshops. This ensures that the worked-out solutions optimally fit into your ECU project.

8 Extended Integration Package (EIP)
The Extended Integration Package is a predefined (standardized) project work for the integration of the OEM-specific standard software on your ECU. It offers an efficient start for your project and allows an early and successful execution of bench tests with the OEM. For details on the content of this service package, please refer to the separate Product Information MICROSAR at www.vector.com/pi_microsar_en.

9 Review of your Configuration
You have been using our AUTOSAR embedded software for a longer period of time, and you are approaching an important project milestone. Based on prepared checklists, we conduct an integration and configuration review related to the concrete usage of the MICROSAR stack. In this process, we evaluate the completeness, correctness and consistency of the selected settings and the required integration code. In particular, specific aspects of the OEM are considered, such as parameters, configuration settings, as well as provided software components.

Reviews will always be done in close cooperation with the car manufacturer. We’ll offer reviews for the following OEM:

- Porsche
- Audi
- Ford
- Mazda
More Information

Visit our Website for:
> News
> Products
> Demo-Software
> Support
> Training Classes
> Addresses

www.vector.com