



## Guidelines for problem reports

Problem reports containing insufficient information or being forwarded to wrong destinations turned out to cause unnecessary delays and costs.

Please note the following guidelines when issuing a problem report:

- The message should be directed to the email address [support@euros-embedded.com](mailto:support@euros-embedded.com). As several persons may be responsible for a problem we can determine the most suitable person to receive your message. Furthermore we can avoid delays since persons may be absent.
- Questions concerning the handling of compilers usually should be directed to the supplier of the compiler to get more competent information.
- The problem report must contain a complete and detailed description of the problem. „Does not work“ is not a bug report.
- It is recommended to include error messages directly in the email text. Attachments in special file formats (e.g. Word, Excel, BMP from screen shots, ...) should be avoided because we may be unable to open them.

Please provide the following informations:

- Where does the problem occur?
- Which EUROS function was called or was called before.
- Which behaviour did you expect?
- Which behaviour did you notice instead?
- Which conditions have to be met to reproduce the behaviour?
- Which were your attempts to eliminate the problem?
- Which version of the development tool do you use?
- What versions of the EUROS libraries do you use?
- Do you use the debug or no-debug version of the EUROS libraries?
- What messages does the debug version display when the error occurs?
- Please compose a minimal project that enables us to reproduce the problem and send it to [support@euros-embedded.com](mailto:support@euros-embedded.com).

The project should include all C and assembler files (including that of the board directory), batch files, make files, project file of the IDE, executable file and a map file. The executable file and the map file must correspond to the source files of the minimal project.