

# **Dos and Don'ts for Communicating Issues & Queries to the Texas Instruments E2E Community Forums**

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- Help solve problems with fellow engineers and TI experts



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MSP Low-Power Microcontroller Forum

Bluetooth® low energy Forum

Linux forum

SimpleLink™ WiFi CC31xx/CC32xx Forum

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# DO include vital information in initial issue report

- Specify the following:
  - TI Evaluation Module (EVM) or custom board
  - If the issue appears to hardware-related, does the problem occur on multiple boards?
  - Linux: SDK/Kernel version or mainline kernel?
  - `dmesg` log showing the boot process
  - Kernel `.config`: `/proc/config.gz`
  - Kernel code changes, if any
- And, of course, describe the specific issue and the procedure to trigger it.

# DON'T report issue as "It doesn't work"

Submit

Linux/AM3352: Issue with MBF-H04 USB hub

Answer Suggested



 Intellectual 910 points  
Community Member

**Part Number:** [AM3352](#)

**Tool/software:** Linux

Hi,

MBF-H04 hub does not operate normally.  
Is there a relevant kernel patch?

my environment:

[AM3352](#)

linux-3.14.26-g2489c02

 linux, AM3352

3/8/2017 8:08 PM

Like

Reply

More



 Intellectual 910 points  
Community Member

# DO be informative in the issue description!

- ~~“doesn’t work”~~
- What was expected?
- What happened instead?
- Does it happen all the time?
- How long does it take to happen?
- What diagnosis/debug has been done?

# Issue description: Bad example

Linux/AM3358: AM3358BZCZ100

 Answer Suggest



Prodigy 20 points



Community Member

**Part Number:** [AM3358](#)

**Tool/software:** Linux

WE ARE NOT ABLE TO LOAD UBOOT. HELP

 [linux, AM3358](#)

Mar 15, 2017 8:57 PM



Prodigy 20 points



Community Member

Reply

# Copy/paste versus attaching logs

- Short log: Copy/paste
- Long log: Copy/paste the highlights, attach the full logs
- How long is long? Maybe 500 lines?
- Applicable to both E2E postings and emails

# Should logs be compressed?

DON'T if the log is only a few hundred lines long.

# DO use diff/patch files to show code changes

Here is the snippet of the device tree file:

```
musb: usb@47400000 {
    status = "okay";

    control@44e10620 {
        status = "okay";
    };

    usb-phy@47401300 {
        status = "okay";
    };

    usb-phy@47401b00 {
        status = "okay";
    };

    usb@47401000 {
        status = "okay";
        /* USB 0 is peripheral */
        dr_mode = "peripheral";
    };

    usb@47401800 {
        status = "okay";
        /* USB 1 is host */
        dr_mode = "host";
    };
};
```

```
diff --git a/arch/arm/boot/dts/am335x-evm.dts
      b/arch/arm/boot/dts/am335x-evm.dts
index e8c1edcac9e9..1213c22dee56 100644
--- a/arch/arm/boot/dts/am335x-evm.dts
+++ b/arch/arm/boot/dts/am335x-evm.dts
@@ -426,6 +426,7 @@
 
     &usb0 {
         status = "okay";
+        dr_mode = "peripheral";
     };

    &usb1 {
```

# DO use text formatting

- Pay attention to text formatting and indentation when posting logs.
- Use `<pre>` or `<code>` html tags on E2E posts to preserve indentation.
- Use a fixed-width style font:
  - Courier New
  - Consolas
  - Lucida Console
- Text-only format emails are preferred:
  - The HTML tags are annoying in Vim
  - Easy for text processing

# Text formatting: Bad example

Reading symbols from /media/33827ac5-8e83-4855-b681-c4a081115ad2/ti-sdk-am335  
support/dev/drivers/usb/musb/musb\_hdrc.ko...done.

```
(gdb) list *(musb_g_rx+0x88)
```

```
0x7cdc is in musb_g_rx (drivers/usb/musb/musb_gadget.c:873).
```

```
868 /* csr |= MUSB_RXCSR_P_WZC_BITS; */
```

```
869 csr &= ~MUSB_RXCSR_P_OVERRUN;
```

```
870 musb_writew(epio, MUSB_RXCSR, csr);
```

```
871
```

```
872 dev_dbg(musb->controller, "%s iso overrun on %p\n", musb_ep->name, request);
```

```
873 if (request->status == -EINPROGRESS)
```

```
874 request->status = -EOVERFLOW;
```

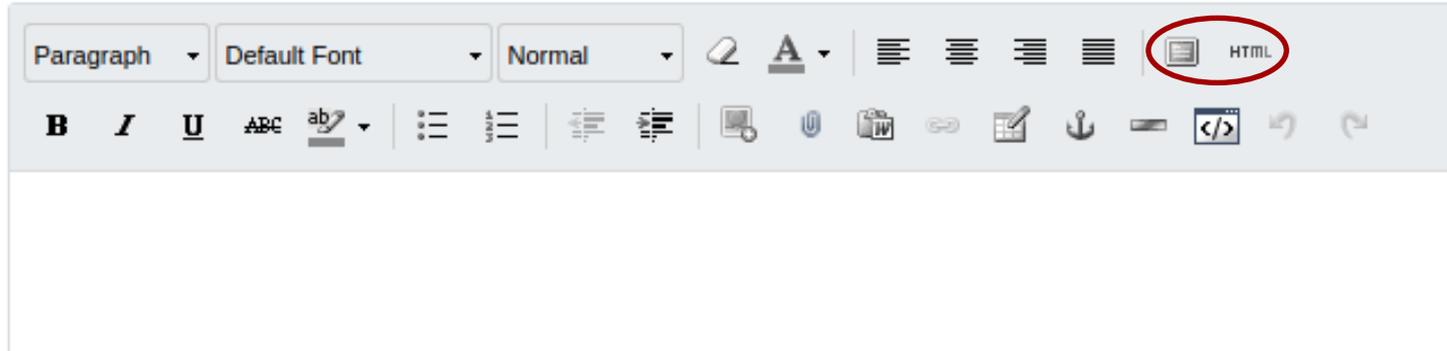
```
875 }
```

```
867     if (csr & MUSB_RXCSR_P_OVERRUN) {
868         /* csr |= MUSB_RXCSR_P_WZC_BITS; */
869         csr &= ~MUSB_RXCSR_P_OVERRUN;
870         musb_writew(epio, MUSB_RXCSR, csr);
871
872         dev_dbg(musb->controller, "%s iso overru
873 if (request->status == -EINPROGRESS)
874             request->status = -EOVERFLOW;
875     }
876     if (csr & MUSB_RXCSR_INCOMPRX) {
```

# DO use <pre> or <code> tags on E2E posts (1)

\*Description

If you need to paste information in from a Microsoft Office Product pl



# DO use `<pre>` or `<code>` tags on E2E posts (2)

HTML Source Editor

```
<pre>
    oppnitro@1000000000 {
        opp-hz = /bits/ 64 <1000000000>;
        opp-microvolt = <1325000 1298500 1351500>;
        opp-supported-hw = <0x04 0x0200>;
    };
};
pmu {
    compatible = "arm,cortex-a8-pmu";
    interrupts = <3>;
};
</pre>
```

Update Cancel

# DO use text format for console logs

- Capture console logs in text format:
  - DON'T use jpeg screenshots
  - DON'T save in MS Word .doc format
- Text format is helpful for searching.
- Easy for use of Linux text processing tools: grep, awk, sed ...
- To capture an output stream to file:
  - Minicom: Ctrl-A L  
<http://packages.ubuntu.com/precise/comm/minicom>
  - Tera Term: File → Log  
<https://ttssh2.osdn.jp/index.html.en>

# DON'T use screenshots for source code

then I modify the kernel like that, and it is OK now!

```
--- a/arch/arm/boot/dts/am57xx-beagle-x15-common.dtsi
+++ b/arch/arm/boot/dts/am57xx-beagle-x15-common.dtsi
@@ -62,6 +62,18 @@
+
+         reusable;
+         status = "okay";
+     };
+
+     cmem_block_mem_0: cmem_block_mem@a0000000 {
+         reg = <0x0 0xa0000000 0x0 0xc0000000>;
+         no-map;
+         status = "okay";
+     };
+
+     cmem_block_mem_1_ocmc3: cmem_block_mem@40500000 {
+         reg = <0x0 0x40500000 0x0 0x1000000>;
+         no-map;
+         status = "okay";
+     };
+
+ };
```

# Summary

- Be informative and specific in the initial issue report.
- No picture/screenshot for text information/logs.
- Plain text format works best for Linux text processing tools

# Summary

- Be informative and specific in the initial issue report.
- No picture/screenshot for text information/logs.
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Let us work together to solve the issue  
quickly and efficiently!

# For more information

- E2E Community Forums: <http://e2e.ti.com>
- Processor SDK Training Series:  
<http://training.ti.com/processor-sdk-training-series>
- Debugging Embedded Linux Training Series:  
<http://training.ti.com/debug-embedded-linux-training-series>



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