



How to obtain Intel[®] System Debugger NDA - for NDA customers only

Intel System Studio Support Team
Compute Performance and Developer Products
Part of Intel Architecture, Graphics & Software (IAGS) Group
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Intel[®] System Debugger 2019 NDA Convergence with Intel[®] Platform Validation Toolkit White

This document is made to help customers get access and support when they transition from Intel[®] Platform Validation Toolkit “White” product to Intel[®] System Debugger NDA.

Customers who require a “white” system debug solution for their project can now rely on a single product offering from Intel with Intel[®] System Debugger NDA as their go to solution for system debug.

Intel[®] System Debugger NDA, a component of Intel[®] System Studio, is used for platform bring-up and debugging of hardware, firmware, EFI/UEFI BIOS, operating systems, and device drivers.

For any questions regarding this document please email intelsystemstudio@intel.com

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Overview

- If a corporate NDA is in place, Intel may provide free NDA enabling licenses for customers developing platforms based on not yet released Intel Architecture (IA) processors.
- A customer can obtain an enabling license for *Intel® System Studio NDA* by submitting a request via Intel® Registration Center (IRC).
- The NDA enabling license provides access to the **NDA** version as well as to the **public** version of *Intel® System Studio (ISS)*.
- The NDA enabling license is a named, single user license (one license per user), valid for 1-year.
 - The product will stop working 1 year after license was issued.
If you wish to request a **renewal** (= new 1-year enabling license), go back to the registration page and repeat “Step 2” (see slide # 8).

PRODUCT REQUEST

Step 1: Inform Intel Account Representative about your Product Request

- Before you follow the steps described in this document, please make sure to inform your Intel account representative of your request to get access to *Intel® System Studio NDA* product.
- Your Intel account representative needs to provide information to issnda.access.request@intel.com about your project to the product support team to have your entitlement checked (Target processor, platform form factor, NDA number etc).
- Once confirmed, your Intel account representative will inform you about the next steps.

PRODUCT REGISTRATION

Step 2: Request product access

Click on this link to access the registration form:

<https://registrationcenter.intel.com/en/forms/?productid=2336&SupportCode=ENA&pass=yes>

- Fill out all the required information and click on “Submit” to complete the registration.
- You will see a webpage confirming your registration and you will receive an email response within **two business days**.
- Note: *If you submit a request without prior involvement of your account representative (see Step 1), response will be delayed.*

Intel® System Studio NDA

Already have an account? [Sign In](#)

Don't have an account? Complete the form below to get access to this product.

Email *
Valid email address is needed to complete the installation process and to inform you when product updates are available

First Name *

Last Name *

Country / Region *

Full Company Name *

Target Processor *

Intel values your privacy. By submitting this form, you are confirming that you are an adult 18 years of age or older and that you consent to Intel collecting and using your data ("information") as outlined below.

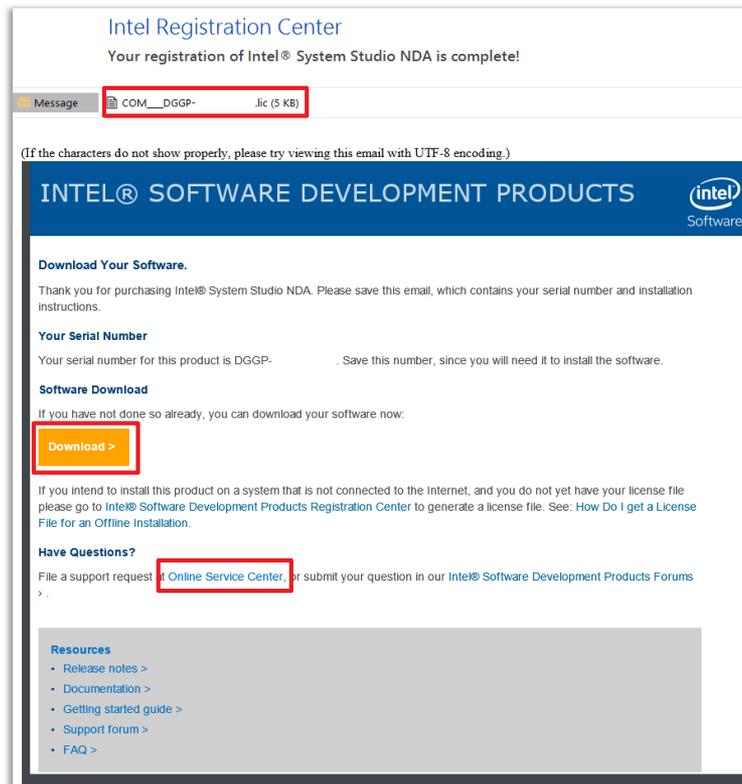
The information will be used to identify you as a user of Intel Software and it will allow us to provide you with technical support services and product update notifications. The information may also be shared with Intel's distributors and resellers for marketing and sales related purposes.

Intel will retain the information indefinitely until you withdraw your consent using the link <https://registrationcenter.intel.com/accounts/clearall/>. Once you withdraw your consent, Intel will delete the information from its customer registration database within 30-days and you will no longer receive technical support services and product update notifications. For more information on Intel's Privacy practices, please visit <http://www.intel.com/privacy>.

I am an adult 18 years of age or older and I consent to Intel collecting my information (if you do NOT consent, your product sign up will be canceled and you will be unable to install)

Step 3: Receive Emails with License File and Online Service Center

- Once the product support team approves your registration, you will receive an email from _intel.registration.center@intel.com (IRC):
 - Containing your license file and download instructions – (see Step 4 for download instead).
 - including Online Service Center link (<https://supporttickets.intel.com/>) where you can submit questions and problem reports for this product directly.



PRODUCT DOWNLOAD

Step 4a: Initial Download

- When you click Download bottom in received mail, you will see Intel System Studio NDA download page.
- Click drop-down list to choose which software component you need. In this case it is "Intel® System Debugger NDA" and choose a Version.
Note : Please download the latest and greatest version of the product unless otherwise advised.
- Click on the file name to start downloading installer package, release notes and associated documents.

Please select a Product

Please select a Product

- Intel® SoC Watch NDA - Energy analyzer collector, Android* target
- Intel® SoC Watch NDA - Energy analyzer collector, Chrome* or Linux* target
- Intel® SoC Watch NDA - Energy analyzer collector, Windows* target
- Intel® System Debugger NDA**
- Intel® System Studio Ultimate Edition (Linux* host)
- Intel® System Studio Ultimate Edition (Windows* host)
- Intel® System Studio Ultimate Edition for Windows*
- Intel® VTune™ Amplifier NDA

Intel® System Debugger NDA

Intel® System Studio NDA
2019

Your registration for the Intel® System Studio NDA has been approved. You will receive an email with download instructions for future reference.

Serial number : DPTR-C8RB3PCG

- Save this serial number. You may need it to activate your product in the installer.
- For your reference, you will receive an email that includes your serial number and download instructions.

Choose Product to Download

Intel® System Debugger NDA

Choose a Version

2019 U1941

Build date:10 Oct 2019

Choose a Download Option

Intel(R) System Debugger NDA - Windows* Host	1214 MB
Intel(R) System Debugger NDA - Linux* Host	688 MB

Related downloads ▶

Step 4b: Download

- Go to IRC at <https://registrationcenter.intel.com/RegCenter/> and login with your User ID and password.
- Note: User ID is usually the email address you used at registration, and the password was sent to you together with your license file (for a newly created account).

The image shows two side-by-side screenshots of the Intel registration center interface. The left screenshot is titled "Register a Product" and contains a form with fields for email (pre-filled with "someone@example.com") and a serial number (pre-filled with "####-#####"). Below the form is a checkbox for "Yes, I would like to be contacted to learn about additional Intel® software products and training." and a "Register Product" button. The right screenshot is titled "Sign In" and contains fields for "User ID" and "Password", both with "Forgot Your..." links. It also has a "Remember Me" checkbox and a "Sign In" button. A navigation menu is visible between the two screenshots, with "Sign In" highlighted by a red box and a red arrow pointing to the "Sign In" button on the right page.

Download (cont'd)

- Once logged into IRC, a list of components will be displayed. Click on one of the download links next to the component name.
- Note: *The actual list of components and available downloads may be different from the screenshots in this document as new releases are posted.*

Intel® System Studio NDA		
Intel® SoC Watch NDA - Energy analyzer collector, Android* target	Version 2019 (2019.13)	01 Oct 2019
Intel® SoC Watch NDA - Energy analyzer collector, Chrome* or Linux* target	Version 2019 (2019.13)	01 Oct 2019
Intel® SoC Watch NDA - Energy analyzer collector, QNX* target	Version 2019 (2.11.0)	26 Jun 2019
Intel® SoC Watch NDA - Energy analyzer collector, Windows* target	Version 2019 (2019.13)	01 Oct 2019
Intel® System Debugger NDA	Version 2019 (U1941)	14 Oct 2019
Intel® System Studio System Analyzer NDA	No Downloads	
Intel® System Studio Ultimate Edition (Linux* host)	Version 2019 (Update 5)	30 Sep 2019
Intel® System Studio Ultimate Edition (Windows* host)	Version 2019 (Update 5)	30 Sep 2019
Intel® System Studio Ultimate Edition for Windows*	Version 2019 (Update 5)	01 Oct 2019
Intel® VTune™ Amplifier NDA	Version 2019 (Update 7)	09 Oct 2019

Note: The Intel® System Trace Tool (trace viewer tool for Intel® Trace Hub) is included in the component *Intel® System Debugger NDA*.

Download (cont'd)

- Click on the filename to start downloading the installer package.

Intel® System Debugger NDA

The product updates/upgrades below are available based on your support subscription status.

Choose a Version

2019 U1941 ▾

Build date:10 Oct 2019

Choose a Download Option

Intel(R) System Debugger NDA - Windows* Host	1281 MB
Intel(R) System Debugger NDA - Linux* Host	896 MB

Related downloads ▾

- Lauterbach* Support User Guide 78 KB
- Release Notes - System Debugger (Windows* Host) 267 KB
- Release Notes - System Debugger (Linux* Host) 265 KB

- Release notes and associated documents are available as separate downloads.

Caution

- Due to the confidential information contained in this NDA product, some URLs referring to download webpages have a limited lifetime of about 10 minutes. The timer starts running as soon as you login into the Intel® Registration Center (IRC).
- If you get an error message of “Access Denied” when clicking on a download link, this means that the webpage has timed out.
Please logout and login again to IRC to reset the timer.
- The timer does not affect a download once it's in progress.

HOW TO GET HELP AND SUPPORT

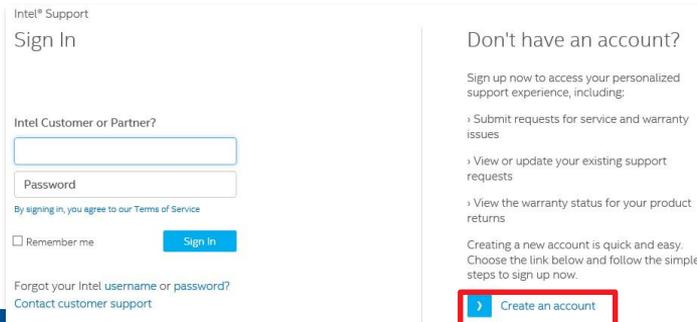
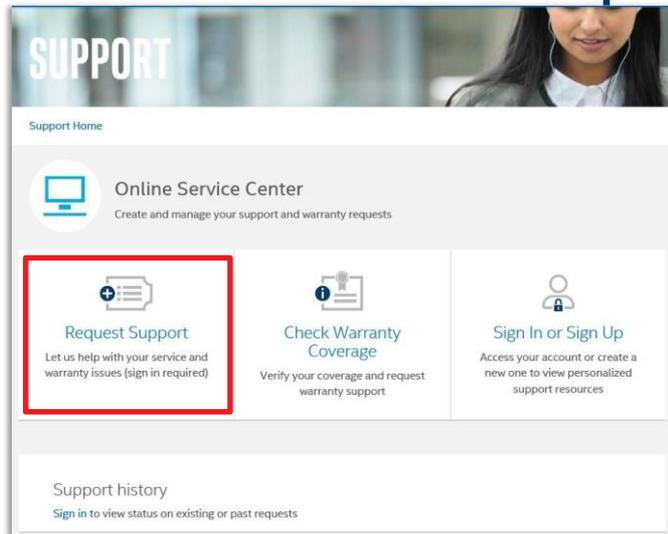
Support for Intel System Studio NDA components

The recommended support process for your project may vary.

- You should primarily submit problem reports or questions in the issue reporting portal recommended by your Intel representative.
- This could be “Intel Premier Support”(IPS) if you have an existing support channel there already

If there is no such recommendation:

- Submit a problem report in Online Service Center under the product “Intel® System Studio”
- If you are a new user, you need to create an account.



Step 1: Selection

- After Logging in and selecting Request support you will see the some questions, You can answer them as following:

- Question 1:** Choose: I need help with “A product service I already own or use”
- Question 2:** Choose: How would you like to find your product or service? “Search for a product or service by name”
- Question 3:** In the search box, type in “**system studio**” and Select **Intel® System Studio** Product.

The screenshot shows a three-step process for creating a support request. Step 1, 'Selection', is active. It asks the user to identify their product or service. Question 1 offers two options: 'A product or service I already own or use' (selected) and 'A sales inquiry on a product or service I'm considering purchasing'. Question 2 offers three options: 'Search for a product or service by name' (selected), 'Identify by part number, stocking ID, or serial number', and 'I don't know what product or service I have, or I can't find it'. Question 3 is a search box containing 'system studio', with two results: 'Intel® System Studio' and 'Intel® System Studio for Microcontrollers'. At the bottom right, there are 'Cancel request' and 'Save for later' buttons.

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*Other names and brands may be claimed as the property of others.

Step 2: Request

- Answer the first two questions. If you answer, “yes” to either question, please do not attach any files to the support request.
- In the “What steps have you taken to troubleshoot this issue?” dialog box, please describe your issue or question. All support is provided in English

The screenshot shows a three-step process bar at the top: Step 1 Selection (dark blue), Step 2 Request (light grey), and Step 3 Details (light grey). Below the bar, the main content area is titled "Tell us about your issue or question regarding Intel® System Studio". It contains three questions:

1. Do any of your questions relate to the use of Intel products in a military, defense, intelligence, nuclear/biochemical or space item?
 Yes No
2. Will you be providing any technical data that is related to a defense article or any military, defense, intelligence, nuclear/biochemical or space end use?
 Yes No
3. What else can you tell us about your issue or question?

Step 3: Details

- In this section specific questions will be asked based on the product selected. Not all fields are required.
- Update the fields to give us details about your problems like Target Architecture, Host and Target OS etc.

Support Home > Online Service Center



Request Support

Complete these steps to request help with your service issue, warranty return, or question

Step 1
Selection

Step 2
Request

Step 3
Details

Finally, give us some details about Intel® System Studio
Help us identify your product by answering the questions below

Targeted Architecture (Required)

Affected Language (Required)

Client Company Name [and Application Name]

Host OS and Version (Required)

ISS Comment (Required)

Step 3: Details(cont'd)

- **IMPORTANT:** In the ISS Component field please select the component you are having issue with for instance Select Intel® System Debugger - NDA from dropdown menu if you have issue in that product
- Update the details section and attach any supporting files.
- You are not required to enter an answer for the Customer improvement program. This question is regarding the support tool not the Intel® Software Development Tools.
- Please read the privacy policy, and then click **Submit Request**.

ISS Component (Required)

Overall Product
IDE Integration
Intel® C++ Compiler
Intel® IPP
Intel® MKL
Intel® TBB
Intel® VTune® Amplifier
Intel® Energy Profiler
Intel® Inspector
System Analyzer
Frame Analyzer
Platform Analyzer
Intel® System Debugger
GDB*
SVEN
Trace
Intel® System Debugger – NDA

Select the version of Intel® System Studio related to this support request.

MKL Component (if related to application)

Target OS and Version

Target Processor

Customer Priority (Required)

Customer Reference ID

Intel® System Studio version (Required)

Select the version of Intel® System Studio related to this support request.

Attachments

Please provide any screenshots, photos, or files that may help us to better service your request. If available, please include a request for the Intel® System Support Utility

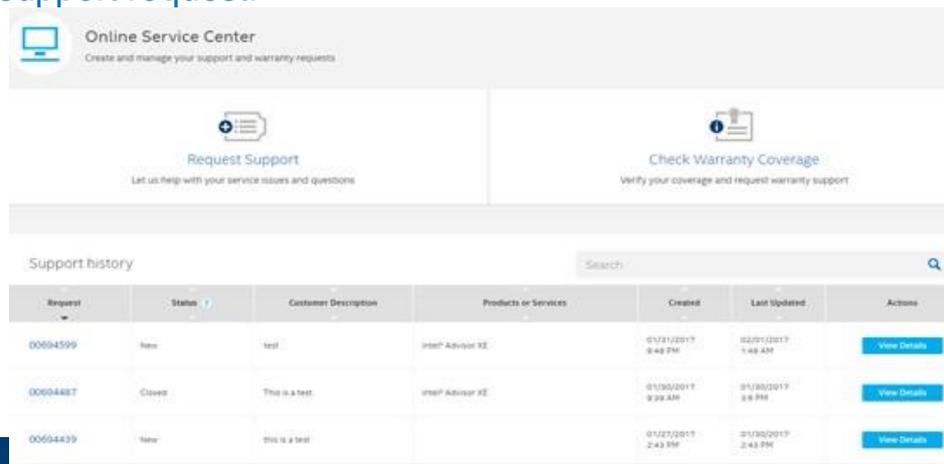
Maximum attachment file size limit: 25 MB*

*You will be able to upload files up to 2GB once your case is submitted.

» Add a file

Step 4: Confirmation

- On submission the support request number will be displayed. You will also receive an email with the support request number.
- To get help on problems with the Intel® Registration Center (IRC), please consult Online Service Center at <https://supporttickets.intel.com/> or contact your Intel account representative.
- Upon submission, the case is routed to a specific Product Queue for an Agent to pick up. You will get a response within 24 hours. Requests are handled during normal business days, Monday - Friday.
- You can return to the Online Service Center to check the status of your open support requests and see updates from Intel®. You can also respond to the email notifications you receive to provide additional information on your support request.



The screenshot displays the Intel Online Service Center interface. At the top, there is a header for "Online Service Center" with the subtext "Create and manage your support and warranty requests". Below this, there are two main navigation options: "Request Support" (with a speech bubble icon) and "Check Warranty Coverage" (with a document icon). The "Request Support" option includes the text "Let us help with your service issues and questions", and the "Check Warranty Coverage" option includes "Verify your coverage and request warranty support".

Below the navigation options is a "Support history" section with a search bar. The support history is presented as a table with the following data:

Request	Status	Customer Description	Products or Services	Created	Last Updated	Actions
00694599	New	test	intel® Advisor XE	01/31/2017 9:48 PM	02/01/2017 1:48 AM	View Details
00694487	Closed	This is a test	intel® Advisor XE	01/30/2017 9:39 AM	01/30/2017 8:8 PM	View Details
00694439	New	this is a test		01/27/2017 2:43 PM	01/30/2017 2:43 PM	View Details

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Intel technologies' features and benefits depend on system configuration and may require enabled hardware, software or service activation. Learn more at intel.com, or from the OEM or retailer.

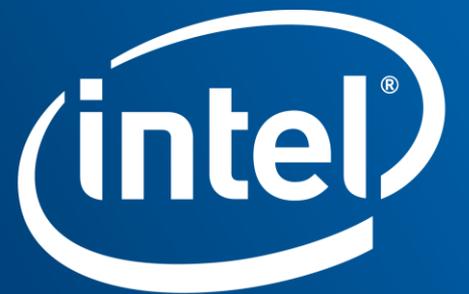
Software and workloads used in performance tests may have been optimized for performance only on Intel microprocessors. Performance tests, such as SYSmark and MobileMark, are measured using specific computer systems, components, software, operations and functions. Any change to any of those factors may cause the results to vary. You should consult other information and performance tests to assist you in fully evaluating your contemplated purchases, including the performance of that product when combined with other products. For more complete information visit www.intel.com/benchmarks.

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Software