# Using UART with SmartFusion cSoC SoftConsole Standalone Flow Tutorial



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# Introduction

This tutorial describes the use of Microsemi tools to configure the SmartFusion<sup>®</sup> customizable system-on-chip (cSoC) microcontroller subsystem (MSS) peripherals using the SmartFusion cSoC MSS configurator outside the Libero<sup>®</sup> system-on-chip (SoC) v10.0 flow.

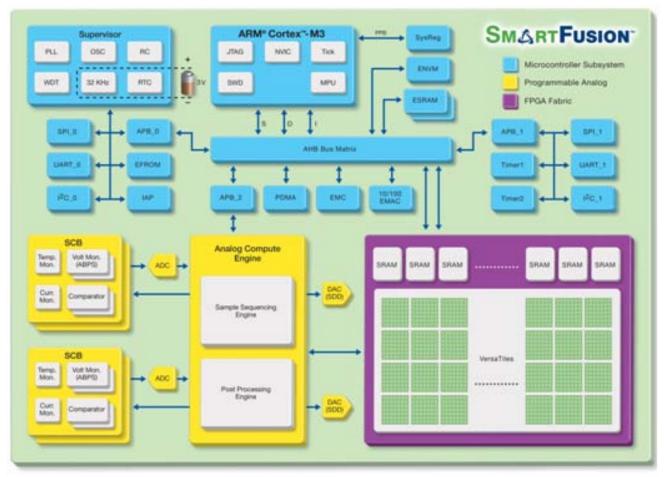


Figure 1 · SmartFusion cSoC Block Diagram

After completing this tutorial, you will be familiar with the following:

- Configuring MSS Configurator.
- Configuring the SmartFusion cSoC MSS
- Generating the programming file on the SmartFusion Kit Board
- Configuring the HyperTerminal program
- Compiling application code
- Creating and launching a debug session
- Debugging the application using the printf statement in SoftConsole



## **Tutorial Requirements**

#### **Software Requirements**

This tutorial requires the following software installed on your PC:

- Libero SoC v10.0 or later, which can be downloaded from www.microsemi.com/soc/download/software/libero/default.aspx
- Microsemi<sup>®</sup> SoftConsole v3.3 or later, which is installed as a part of Libero SoC v10.0 installation or can be downloaded from www.microsemi.com/soc/download/software/softconsole/default.aspx
- FlashPro v10.0 or later, which is often installed as part of the Microsemi Libero SoC installation and can be launched from within Libero SoC or standalone.

#### **Hardware Requirements**

This tutorial requires the following hardware:

- SmartFusion Evaluation Kit Board or SmartFusion Development Kit Board
- Two USB cables (programming and communication) One for connecting the programmer to your PC and the other to connect the universal asynchronous receiver/transmitter (UART) interface on the board to PC.

#### **Associated Project Files**

You can download the associated project files for this tutorial from the Microsemi website at www.microsemi.com/soc/download/rsc/?f=SmartFusion\_UART\_SW\_flow\_tutorial\_DF.

Note: Extract design files to root directory (C:\)

You can download the programming file (\*.stp) in release for this tutorial from the Microsemi website: www.microsemi.com/soc/download/rsc/?f=SmartFusion\_UART\_SW\_flow\_tutorial\_PF.

#### **MSS Components Used**

- ARM<sup>®</sup> Cortex<sup>™</sup>-M3 processor
- · Communications matrix
- Clock conditioning circuit (CCC)
- UART

#### **Target Board**

SmartFusion Evaluation Kit Board (A2F-EVAL-KIT) or SmartFusion Development Kit Board (A2F-DEV-KIT).

#### **Objective**

The objective of this tutorial is to instruct how to configure the SmartFusion cSoC MSS peripherals using the SmartFusion cSoC MSS configurator outside the Libero SoC v10.0 flow.

#### **Design Steps**

Following are the major steps to be executed for this tutorial:

- Invoke MSS Configurator from SoftConsole.
- Configure the SmartFusion peripherals using SmartFusion cSoC MSS configurator.
- Generate the programming file and program the SmartFusion cSoC using FlashPro.
- Debug the application using SoftConsole.



# Working with the Softconsole

## Step 1 - Launching the SoftConsole

1. Click Start > Programs > Microsemi SoftConsole v3.3 > Microsemi SoftConsole IDE.

The SoftConsole Workspace Launcher is displayed, as shown in Figure 2:

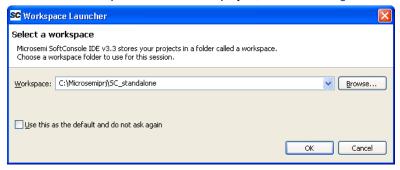


Figure 2 · Specifying the SoftConsole Workspace

Click Browse on the SoftConsole workspace launcher to navigate to your preferred location (where you
will create your project), or enter the location of your workspace. For example,
C:\Microsemiprj\SC\_standalone.

Note: You can also specify the workspace as a default workspace for all your projects by selecting **Use** this as the default and do not ask again.

3. Click **OK**. The SoftConsole window is displayed.

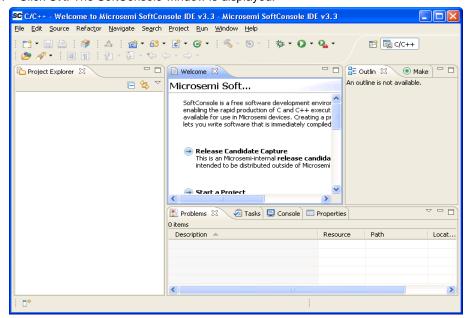


Figure 3 · The SoftConsole GUI

You can switch workspaces within SoftConsole by selecting File > Switch Workspace.



# Step 2 - Configuring MSS Peripherals

- 1. Open the External Tools dialog box using Run > External Tools > External Tools Configurations.
- 2. Double-click **Program** to create a new configuration.
- 3. Enter MSS\_Configurator in the Name field.
- 4. Click Browse File System in the Location field. The Open dialog box is displayed.
- 5. Navigate to Libero.exe.
- 6. In the **Arguments** field enter the following:
  - STARTED\_BY: SoftConsole
  - PROJECT\_LOCATION: C:\Microsemiprj\SC\_standalone/polled\_uart
  - DESIGN\_NAME: UART
- 7. Click **Apply** and then click **Run**.

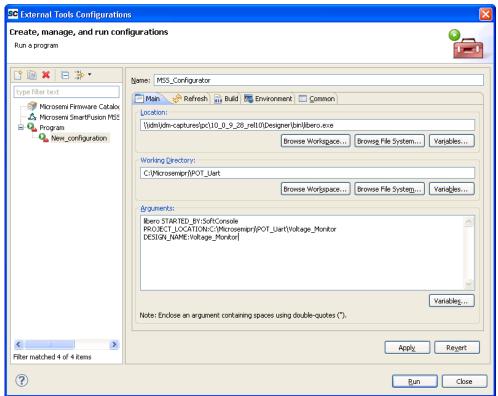
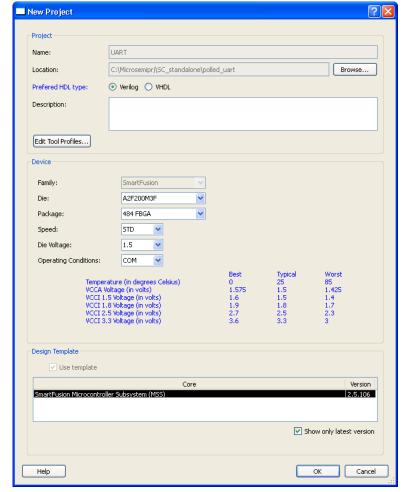


Figure 4 · Running SmartFusion MSS Configurator

- 8. The Libero SoC is displayed with a New Project dialog box, as shown in Figure 5. Select:
  - Die: If you are using SmartFusion Evaluation Kit Board, enter A2F200M3F; if you are using SmartFusion Development Kit Board, enter A2F500M3F.
  - Package: 484 FBGA
  - Speed: STD
  - Die Voltage: 1.5

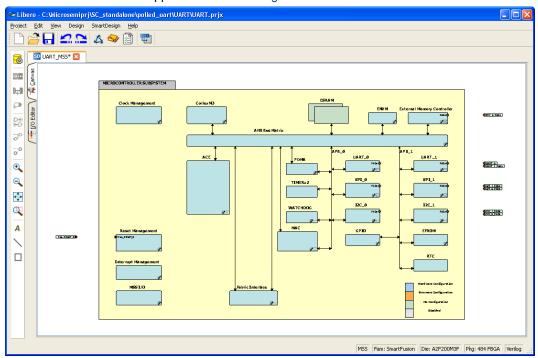


9. The **Project Name** and **Project Directory** parameters are already specified. Click **OK**.

Figure 5 · New Project Dialog Window

Note: If you do not see the latest MSS version (v2.5.106 or above), you need to change your repositories settings. Steps for setting up repositories are described in Appendix A – Libero SoC Vault/Repository Settings.

If your vault does not have MSS core then double click on MSS name in the Design Template to download the core.



The MSS canvas appears as shown in Figure 6:

Figure 6 · MSS in the SmartDesign Canvas

The enabled MSS peripherals are highlighted in blue, and can be configured in hardware. The disabled peripherals are shown in gray.

To disable a peripheral that is not required, select the peripheral, right-click, and clear the Enabled check box, in the lower right corner of the peripheral box. The box turns grey to indicate a peripheral has been disabled. Disabled peripherals can be enabled by repeating the procedure.

An enabled peripheral looks as shown in Figure 7.

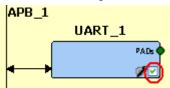


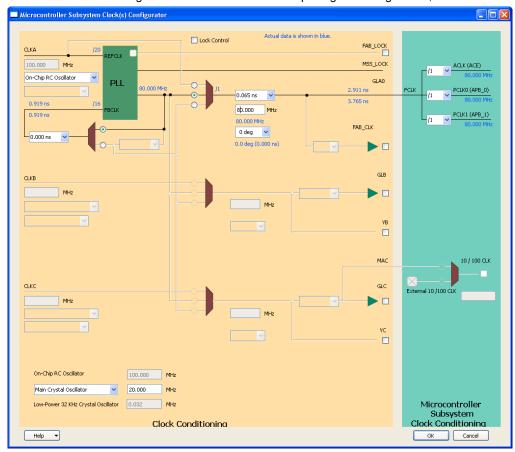
Figure 7 · Enabling a Peripheral

For this design we will be using the ACE, UART\_0, and clock management peripherals.

For this tutorial, disable the following peripherals: analog compute engine (ACE), MAC, EMC, fabric interface, UART\_1, SPI\_0, SPI\_1, I2C\_0, and I2C\_1.

Configure the MSS CCC by double-clicking the Clock Management block. Configure the clocks as shown below.

- · CLKA: On-chip RC Oscillator
- MSS clock source: PLL output (VCO output)
- MSS clock frequency: 80 MHz



Use default settings for all other fields. After completing the configuration, click OK.

Figure 8 · MSS Clock Configuration

10. Click File > Save to save SmartFusion\_UART\_MSS.

#### **Generating the MSS Component**

1. Click **Design > Configure Firmware** as shown in Figure 9.



Figure 9 · Firmware Tab

On the DESIGN\_FIRMWARE tab, clear the Generate check boxes for all the peripherals for which you
do not need to generate the firmware. Click Configuration on the SmartFusion\_CMSIS\_PAL\_0
instance and select SoftConsole as the configuration.

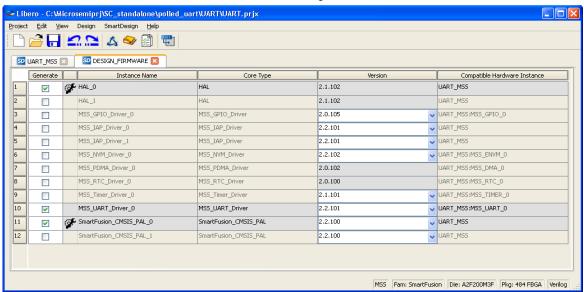


Figure 10 · Configuring SmartFusion\_CMSIS\_PAL\_0

Note: Check whether or not you are able to see the latest version of the drivers without any warning or error indicating that firmware is missing from the Vault. If missing, refer to Appendix B — Firmware Catalog Settings to set your repositories. If you are opening the SmartDesign for the first time then you need to download the all firmware drivers from the Firmware tab in the SmartDesign.

- 3. Click OK.
- 4. Click File > Save to save the DESIGN\_FIRMWARE.
- Save the design and generate the MSS component by clicking Generate Component or click SmartDesign > Generate Component.

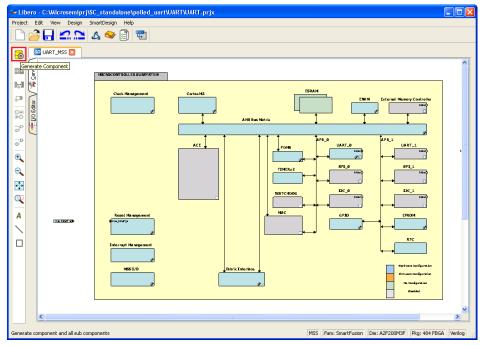


Figure 11 · Select SoftConsole in the Configuration Window



Confirm that the design was successfully generated.

Note: If errors are indicated, open the log window (**View > Log Window**) to get additional information. Open the memory map for the design (**Design > Reports**). Scroll in the window to become familiar with the locations of the peripherals. Close the window when finished.

6. Close Libero (File > Exit).

# Step 3 - Programming SmartFusion Board Using FlashPro

#### **Jumper Settings for SmartFusion Evaluation Kit Board**

Before you proceed with programming the device, ensure that LCPS or FlashPro4 is properly connected to the board. Use the following details to ensure the correct jumper settings.

Refer to the SmartFusion Evaluation Kit User's Guide and SmartFusion Development Kit User's Guide for additional information.

- JP10: Connect pin 1 and 2.
- JP7: Connect pin 1 and 2 for LCPS programming mode.
- J6: Connect pins 1 and 2 with the jumper.
- JP6: Connect pins 2 and 3 with the jumper.
- J13: Connect USB cable to the J13 connector. When the cable is connected, the FlashPro drivers might be installed if they are not already installed.
- J14: Connect one end of USB mini B cable to J14.

#### **Jumper Settings for SmartFusion Development Kit**

SW9 must be off (JTAGSEL = H) in order to program the SmartFusion device. SW9 remains in the off position for Libero SoC and SoftConsole programming. Make the jumper settings as shown in Table 1:

Factory Default	Factory Default	Factory Default
JP1: 1–2	JP12: 1–2	JP21: 1–2
JP2: 1–2	JP13: 1–2	JP22: 2-3
JP4: 1-3; 7-9	JP14: 1-2	JP23: 1-2
JP5: 1-2; 3-4	JP15: 1–2	JP24: 1–2
JP6: 2-3	JP16: 2-3	JP27: 1–2
J7: 2–3; 6–7; 10–11; 14–15	JP17: 2-3	JP28: 1-2
JP7: 1–2	JP18: 1–2	J32: 1-2; 3-4; 5-6
JP8: 3-4; 7-8; 11-12; 15-16	JP19: 2-3	_
JP11: 1-2	JP20: 1–2	_

Table 1 · Jumper Settings for Development Kit Board

#### **Programming the Device**

1. Click Program Device as shown in Figure 12 or select Design > Program Device.



Figure 12 · Select SoftConsole in the Configuration Window

Note: If errors are indicated, open the Reports (Design > Reports) to get additional information.

- 2. Click Yes when it prompts I/O and Timing constraints not set
- 3. Close Libero (File > Exit).



# Step 4 - Building the Project

Invoke the SoftConsole project generated by Libero SoC v10.0 using File > Switch Workspace > Other... and browse to the SoftConsole workspace as shown in Figure 13.

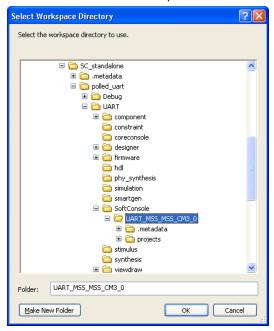


Figure 13 · Specifying the Workspace

The SoftConsole window looks as shown in Figure 14.

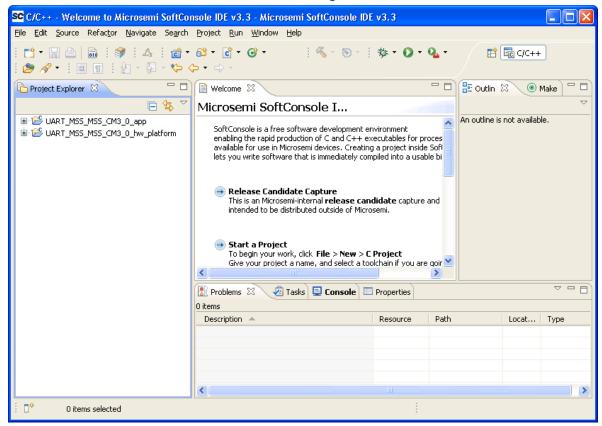
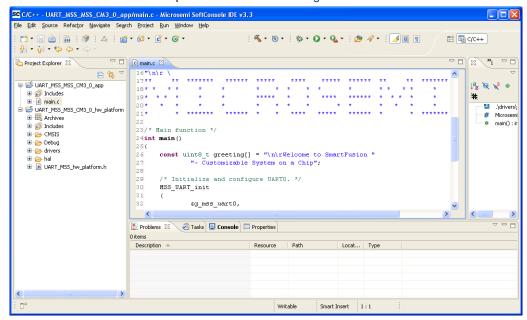


Figure 14 · SoftConsole Window



Enter the code provided below in the main.c file in the UART\_MSS\_MSS\_CM3\_0\_app project.

```
#include "mss_uart.h"
#define Microsemi_logo \
"\n\r \
                                                                        ***** \n\r \
                                                                                 \n\r
                                                                                 \n\r \
                                                                                 \n\r \
/* Main function */
int main()
   const uint8_t greeting[] = "\n\rWelcome to SmartFusion "
                   "- customizable system-on-chip(cSoC)";
    /* Initialize and configure UARTO. */
   MSS_UART_init
                  &g_mss_uart0,
           MSS_UART_57600_BAUD,
            MSS_UART_DATA_8_BITS | MSS_UART_NO_PARITY | MSS_UART_ONE_STOP_BIT
    );
    /* Send the Microsemi Logo over the UART_0 */
   MSS_UART_polled_tx_string( &g_mss_uart0, (const uint8_t *)Microsemi_logo);
    /* Send greeting message over the UART_0 */
   MSS_UART_polled_tx( &g_mss_uart0, greeting, sizeof(greeting) );
   while(1)
   }
   return 0;
```



The SoftConsole Workspace looks as shown in Figure 15.

Figure 15 · SoftConsole Workspace

2. Perform a clean build by selecting **Project > Clean**. Accept the default settings in the **clean** dialog box and click **OK**.

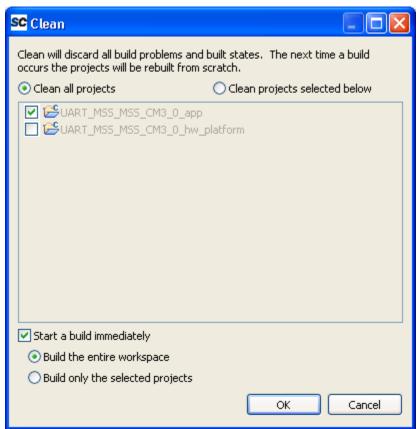


Figure 16 · Setting for a Clean Build

Make sure there are no errors and warnings.

Note: If there are any compile errors regarding the file or missing directories then use the SoftConsole directories including feature from Project options > C/C++ Build > settings > GNU C Compiler > Directories to include the header file directories. This enables the compiler to look in to added directories for the included header files.

# Step 5 - Configuring Serial Terminal Emulation Program

Prior to running the application program, you need to configure the terminal emulator program (HyperTerminal, included with Windows®) on your PC. Perform the following steps to use the SmartFusion Evaluation Kit Board or the SmartFusion Development Kit Board:

- 1. Connect a second mini USB cable between the USB connector on the SmartFusion Evaluation Kit Board (or the SmartFusion Development Kit Board) and a USB port of your PC. If Windows prompts you to connect to Windows Update, select No, not at this time and click Next.
- If the SFE USB to RS232 Controller drivers are automatically detected (this can be verified in Device Manager), as shown in Figure 17. Proceed to next step; otherwise follow Step 6 - Installing Drivers for the USB to RS232 Bridge.

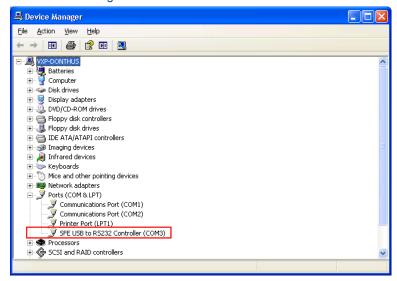


Figure 17 · Device Manager Listing SFE USB to RS232 Controller Drivers

- From the Windows Start menu, select Programs > Accessories > Communications >
   HyperTerminal. This opens HyperTerminal. If your PC does not have HyperTerminal, use any free
   serial terminal emulation program like PuTTY or Tera Term. Refer to the Configuring Serial Terminal
   Emulation Programs tutorial for configuring the HyperTerminal, Tera Term, and PuTTY.
- 4. Enter Hyperterminal in the Name field in the Connection Description dialog box and click OK.



Figure 18 · New Connection

Select the appropriate COM port (to which USB-Rs232 drivers are pointed) from the Connect using drop-down list and click OK.



Figure 19 · Selecting the COM Port

- 6. Set the following in the **COM Properties** window and click **OK**:
  - Bits per second:57600
  - Data bits: 8Parity: NoneStop Bits: 1
  - Flow control: None

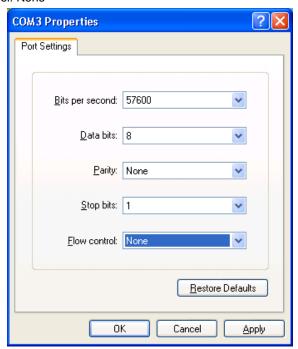


Figure 20 · Setting the COM Properties

7. Click **OK** to close the Hyperterminal Properties dialog box.

Next time you can directly open HyperTerminal (without configuring) by selecting, **Programs > Accessories > Communications > HyperTerminal > Hyperterminal**.



# Step 6 - Installing Drivers for the USB to RS232 Bridge

Note: To install the USB-RS232 drivers, you should have administrative privileges for your PC.

Use the following steps to install drivers for the USB to RS232 Bridge:

- Unzip the USB\_Drivers.zip file and browse to the USB Drivers folder. Refer to the instructions in the readme.txt file contained in the zip file.
- 2. Double-click (run) PreInstaller.exe.
- 3. Accept the default installation location and click Install.
- 4. Click Continue Anyway if prompted.
- When the installation is complete, click **OK**. The Ports (COM & LPT) section of the Device Manager lists SFE USB to RS232 Controller.

## Step 7 - Debugging the Application Using SoftConsole

Follow the steps given below to debug the application project using SoftConsole:

- Select Open Debug Dialog or Debug Configurations from the Run menu of the SoftConsole. The Debug dialog is displayed.
- Double-click on Microsemi Cortex-M3 RAM target. The Debug Configurations window is displayed, as shown in Figure 21.

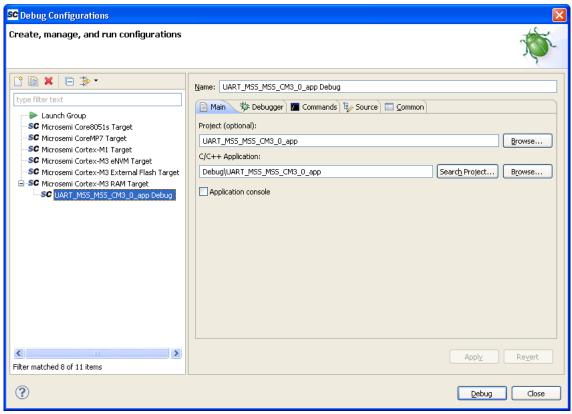


Figure 21 · Debug Configurations Window

 If in case the C/C++ Application project is not displayed (as seen under C/C++ Application) click Search Project to select the program to run.

Note: If you select the project name listed in project explorer and then invoke the debug window, it displays all the fields automatically.

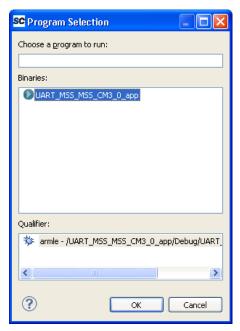
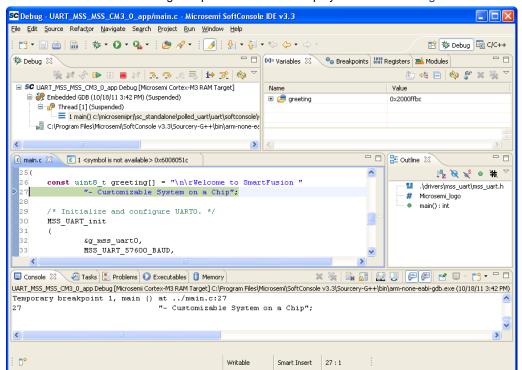


Figure 22 · Select Program

- 4. On the Debug window, click Apply and Debug.
- 5. Click Yes when prompted for Confirm Perspective Switch. This displays the Debug view mode.



Figure 23 · Confirm Perspective Switch



The SoftConsole Debug Perspective window is displayed as shown in Figure 24.

Figure 24 · The SoftConsole Debug Perspective

- 6. Click Resume or press the F8 key to resume debugging.
- 7. Observe the HyperTerminal window. It should display the greeting message with the Microsemi name, as shown in Figure 25.

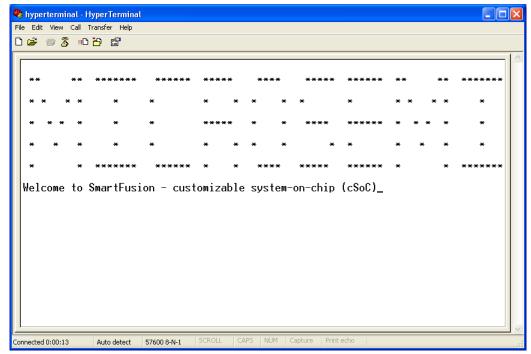


Figure 25 · HyperTerminal with Microsemi Name and Greeting Message

8. Suspend the software application by selecting Run > Suspend from the SoftConsole menu.

Select the Registers tab on the upper right window pane to view the value of the Cortex-M3 internal registers:

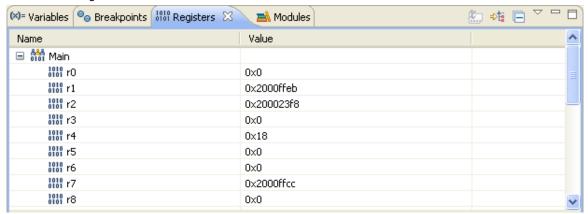


Figure 26 · Values of the Cortex-M3 Internal Registers

10. Select the Variables tab in the upper left window pane to view the value of variables in the source code:

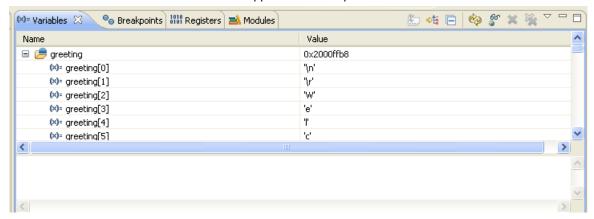


Figure 27 · Values of Variables in the Source Code

11. In the **Debug** window, select **Window > Show View > Disassembly** to display the assembly level instructions. The Assembly window is displayed on the right-side of the Debug perspective.

```
🔠 Outline 🔝 Disassembly 🖂
 0x200004c8 <main+52>: strb.w r2, [r12]
     MSS UART_init
 0x200004cc <main+56>: movw
                               rO, #6368
                                           ; 0x18e0
 0x200004d0 <main+60>: movt
                               r0, #8192
                                           : 0x2000
 0x200004d4 <main+64>: mov.w
                               r1, #57600 ; 0xe100
 0x200004d8 <main+68>: mov.w
                               r2, #3
 0x200004dc <main+72>: bl
                               0x200005bc <MSS_UART_init>
     MSS UART polled tx string( &g mss uart0, (const uint8 t *)Microsemi logo);
 0x200004e0 <main+76>: movw
                               r0, #6368 ; 0x18e0
                               rO, #8192
 0x200004e4 <main+80>: movt
                                           ; 0x2000
                               r1, #5768
                                          ; 0x1688
 0x200004e8 <main+84>: movw
 0x200004ec <main+88>: movt
                               r1, #8192
                                           ; 0x2000
                               0x20000898 <MSS_UART_polled_tx_string>
 0x200004f0 <main+92>: bl
     MSS_UART_polled_tx( &g_mss_uart0, greeting, sizeof(greeting) );
 0x200004f4 <main+96>: add.w r3, r7, #4
 0x200004f8 <main+100>: movw
                               rO, #6368
                                            ; 0x18e0
 0x200004fc <main+104>: movt
                               rO, #8192
                                           ; 0x2000
 0x20000500 <main+108>: mov
                               r1, r3
 Ox20000502 <main+110>: mov.w
                               r2, #57 ; 0x39
 0x20000506 <main+114>: bl
                               0x200007b4 < MSS_UART_polled_tx>
 0x2000050a <main+118>: b.n
                               0x2000050a <main+118>
```

Figure 28 · Assembly Level Instructions



- 12. You can single-step through the source code by choosing Run > Step Into or Run > Step Over or by clicking the Step Into or Step Over icons. Observe the changes in the source code window and Disassembly view. Performing a Step Over allows for stepping over functions; the entire function is executed but there is no need to go through each instruction contained in the function.
- 13. Click the **Instruction Stepping** icon and then perform **Step Into** operations. Observe that **Step Into** now executes a single line of assembly code.
- 14. Click the **Instruction Stepping** icon again to exit the instruction stepping mode. Single-step through the application and observe the instruction sequence in the source code window in the middle of the Debug perspective, and the values of the variables and registers.
- 15. Resume execution of the code by choosing Run > Resume or by clicking the Resume icon.
- 16. Add breakpoints in the application. Enter commands in the HyperTerminal window to force the code to halt, then single step and observe the instruction sequence.
- 17. Select Embedded GDB under the Debug tab in the upper left corner of SoftConsole. Right-click and choose Terminate and Remove to stop the debugger when you are finished.
- 18. Close the HyperTerminal and SoftConsole using File > Exit.

# Step 8 - Debugging the Application Using the printf Statement in SoftConsole

Minor modifications need to be made in the above project in order to debug using the printf function. Refer to the steps below to use printf. You will create a new project to implement this function.

- Follow the steps as described in Step 2 Configuring MSS Peripherals and Step 3 Programming SmartFusion Board Using FlashPro and switch to new SoftConsole workspace. Ensure that you close the previous SoftConsole project and also ensure that the name of the new project is different from the one used earlier.
- Right click <project\_name>\_MSS\_MSS\_hw\_platform and select Properties. Click Settings under C/C++ Build.
- Select Miscellaneous under GNU C Linker in Tool Settings tab.
- To add a symbol, click Add and then type ACTEL\_STDIO\_THRU\_UART in the Add Symbol dialog box. Click OK.

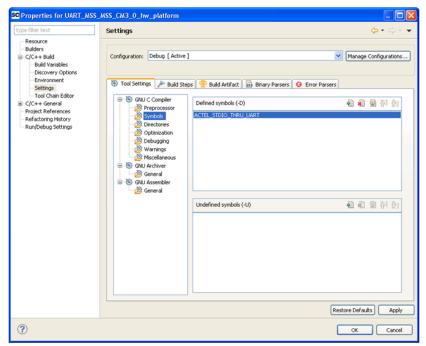


Figure 29 · Properties Window

- 5. Right-click the project\_name\_hw\_platform and select Build Project.
- Right click <project\_name>\_MSS\_MSS\_CM3\_0\_app and select properties. Click Settings under C/C++ Build.
- Select Miscellaneous located under the GNU C Linker and enter the following in the Linker flags field: -T ../../UART\_MSS\_MSS\_CM3\_0\_hw\_platform/CMSIS/startup\_gcc/debug-in-actel-smartfusionenvm Id

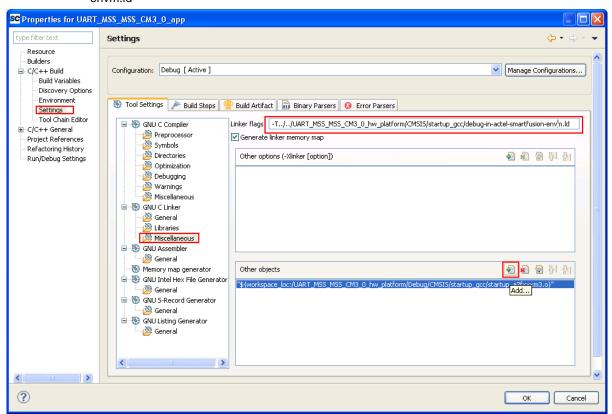


Figure 30 · Specifying Values for the Linker Flags Field

8. Click Add under other objects.

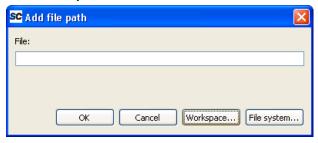
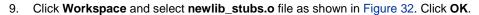


Figure 31 · Add File Path window



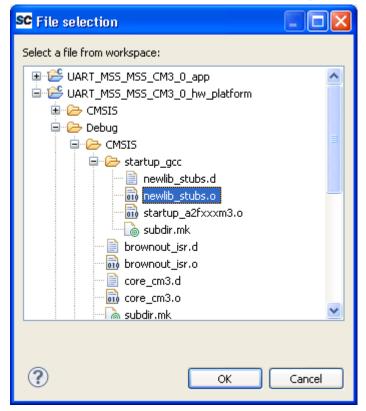


Figure 32 · File Selection Window

- 10. Click **OK** and close the properties window by clicking **Apply**, then **OK**.
- 11. Replace the code of **main.c** in the UART\_MSS\_MSS\_CM3\_0\_app with the following code below:

```
printf(" %d x %d = %d\n\r", i, j, j*i);
}
while(1)
{
}
return 0;
```

12. To build your project, select the project name in the **Project Explorer** tab and click **Project > Clean Project**. Enter the settings as shown in the Figure 33 and click **OK**.

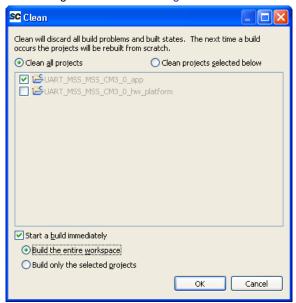
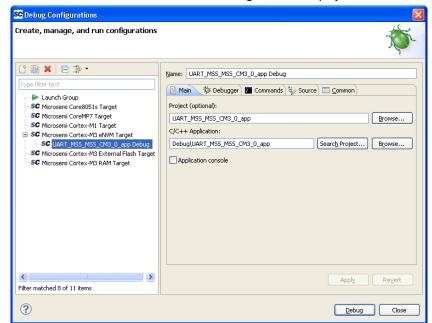


Figure 33 · Building a Clean Project

Ensure that there are no errors and warnings.

13. Select **Open Debug Dialog** or **Debug Configurations** from the **Run** menu. The Debug dialog is displayed.



14. Double-click Microsemi Cortex-M3 eNVM target, which displays a similar screen as Figure 34.

Figure 34 · Microsemi Cortex-M3 eNVM Target

- 15. Click Debug.
- 16. Click Yes when prompted to Confirm Perspective Switch. Ensure that the USB cable is connected to the programmer and the device and also ensure that the HyperTerminal is open and connected.
- 17. The SoftConsole Debug Perspective should now resemble Figure 35.

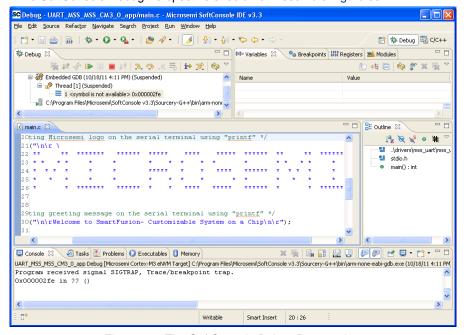


Figure 35 · The SoftConsole Debug Perspective

18. Click Resume or press the F8 key to resume debugging.

Observe the HyperTerminal window; it should display greeting message along with the multiplier table of 8.

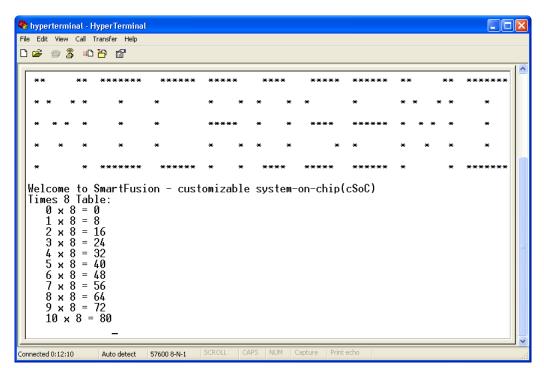


Figure 36 · The HyperTerminal Screen

Refer to Step 7 - Debugging the Application Using SoftConsole for debugging the application.

# Step 9 - Building Executable Image in Release mode

You can build an application executable image in "release mode" and load it into eNVM for executing code in the eNVM of SmartFusion cSoC device. You can load the application executable image into eNVM with the help of eNVM data storage client from SmartDesign MSS Configurator and in-application programming (IAP) or FlashPro programming software. In release mode, you cannot use SoftConsole debugger to load the executable image into eNVM. For steps to build an executable image for our application refer the tutorial SmartFusion: Building Executable Image in Release Mode and Loading into eNVM.

This concludes the tutorial.



# Appendix A - Libero SoC Vault/Repository Settings

Listed below are the steps to show how to configure the vault location and set up the repositories in Libero SoC.

- Click Project > Vault/Repositories Settings.
- The Vault/Repositories Settings window is displayed. Click Repositories and add the following in the address field:
  - www.actel-ip.com/repositories/SgCore
  - www.actel-ip.com/repositories/DirectCore
  - www.actel-ip.com/repositories/Firmware

Note: Click Add after entering each path.

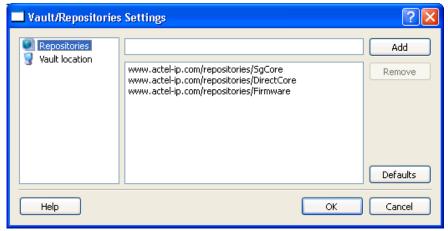


Figure 37 · Setting Repositories

- 3. Click on **Vault location** in the **Vault/Repositories Settings** window. Browse to a location on your PC to set the vault location where the IPs can be downloaded from the repositories.
- 4. Click OK.

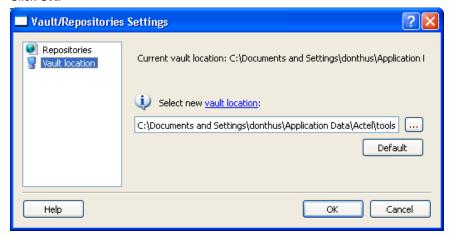


Figure 38 · Setting the Vault Location



# Appendix B - Firmware Catalog Settings

- 1. Open the < Libero Installation directory>\Designer\bin\catalog.exe.
- 2. Select Tools > Vault/Repositories Settings, from the Firmware Catalog widow.

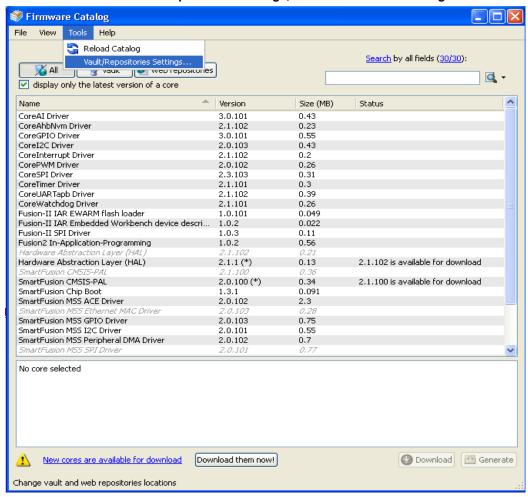


Figure 39 · Firmware Catalog Settings

- 3. Select Repositories in the Vault/Repositories Settings dialog box.
- 4. Confirm that the following repositories are displayed (add them if needed):
  - www.actel-ip.com/repositories/SgCore
  - www.actel-ip.com/repositories/DirectCore
  - · www.actel-ip.com/repositories/Firmware
- Add the above mentioned paths in the address field if required by selecting the repository and clicking Add.

If new cores are available for download, click **Download them now!** to download the new cores to the vault.



# List of Changes

Revision	Changes	Page
Revision 3 (November 2011)	Updated the document for Libero SoC v10.0 (SAR 35049).	NA

Note: The revision number is located in the part number after the hyphen. The part number is displayed at the bottom of the last page of the document. The digits following the slash indicate the month and year of publication.



# **Product Support**

Microsemi SoC Products Group backs its products with various support services, including Customer Service, Customer Technical Support Center, a website, electronic mail, and worldwide sales offices. This appendix contains information about contacting Microsemi SoC Products Group and using these support services.

#### **Customer Service**

Contact Customer Service for non-technical product support, such as product pricing, product upgrades, update information, order status, and authorization.

From North America, call **800-262-1060**From the rest of the world, call **650.318.4460**Fax, from anywhere in the world **650.318.8044** 

# **Customer Technical Support Center**

Microsemi SoC Products Group staffs its Customer Technical Support Center with highly skilled engineers who can help answer your hardware, software, and design questions about Microsemi SoC Products. The Customer Technical Support Center spends a great deal of time creating application notes, common design cycle questions, known issues and various FAQs. So, before you contact us, please visit our online resources. It is very likely we have already answered your questions.

# **Technical Support**

Visit the Microsemi SoC Products Group Customer Support website (www.microsemi.com/soc/support/search/default.aspx) for more information and support. Many answers available on the searchable web resource include diagrams, illustrations, and links to other resources on website.

#### Website

You can browse a variety of technical and non-technical information on the Microsemi SoC Products Group home page, at http://www.microsemi.com/soc/.

## Contacting the Customer Technical Support Center

Highly skilled engineers staff the Technical Support Center. The Technical Support Center can be contacted by email or through the Microsemi SoC Products Group website.

#### **Email**

You can communicate your technical questions to our email address and receive answers back by email, fax, or phone. Also, if you have design problems, you can email your design files to receive assistance. We constantly monitor the email account throughout the day. When sending your request to us, please be sure to include your full name, company name, and your contact information for efficient processing of your request.

The technical support email address is soc\_tech@microsemi.com.



#### **My Cases**

Microsemi SoC Products Group customers may submit and track technical cases online by going to My Cases.

#### Outside the U.S.

Customers needing assistance outside the US time zones can either contact technical support via email (soc\_tech@microsemi.com) or contact a local sales office. Sales office listings can be found at www.microsemi.com/soc/company/contact/default.aspx.

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