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# Joint Collaboration Framework

*Release 0.1*

**Embention**

**2023-08-22**



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**EMBENTION**



## INTRODUCTION

A **Joint Collaboration Framework** (JCF) is a Github Repository for a customer, hosted by Embention.

Embention provides access to **one GitHub user** free of charge by default and is valid for **one year**. If this period needs to be extended or more accounts need to be given access to the JCF, please contact [sales@embention.com](mailto:sales@embention.com).

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**Important:** Each JCF is **confidential**, so **only authorised users** and **Embention support** have access to it.

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In this GitHub repository, the user will find:

- **Issues.** These are **tickets** to be created by users when support is needed or a problem has been found. The user can find more information about tickets in the following section: *Tickets*.
- Documents and files shared by the Embention support team with the customer, such as applications, configurations, XPlane models, etc. These can be found as *releases* or simply as **files** in the different folders.

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**Note:** The support team will notify you if the configuration, HIL model or any file they need to share with you is in the JCF as a release or in a specific folder.

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- A **Readme** file summarizing how the JCF works.

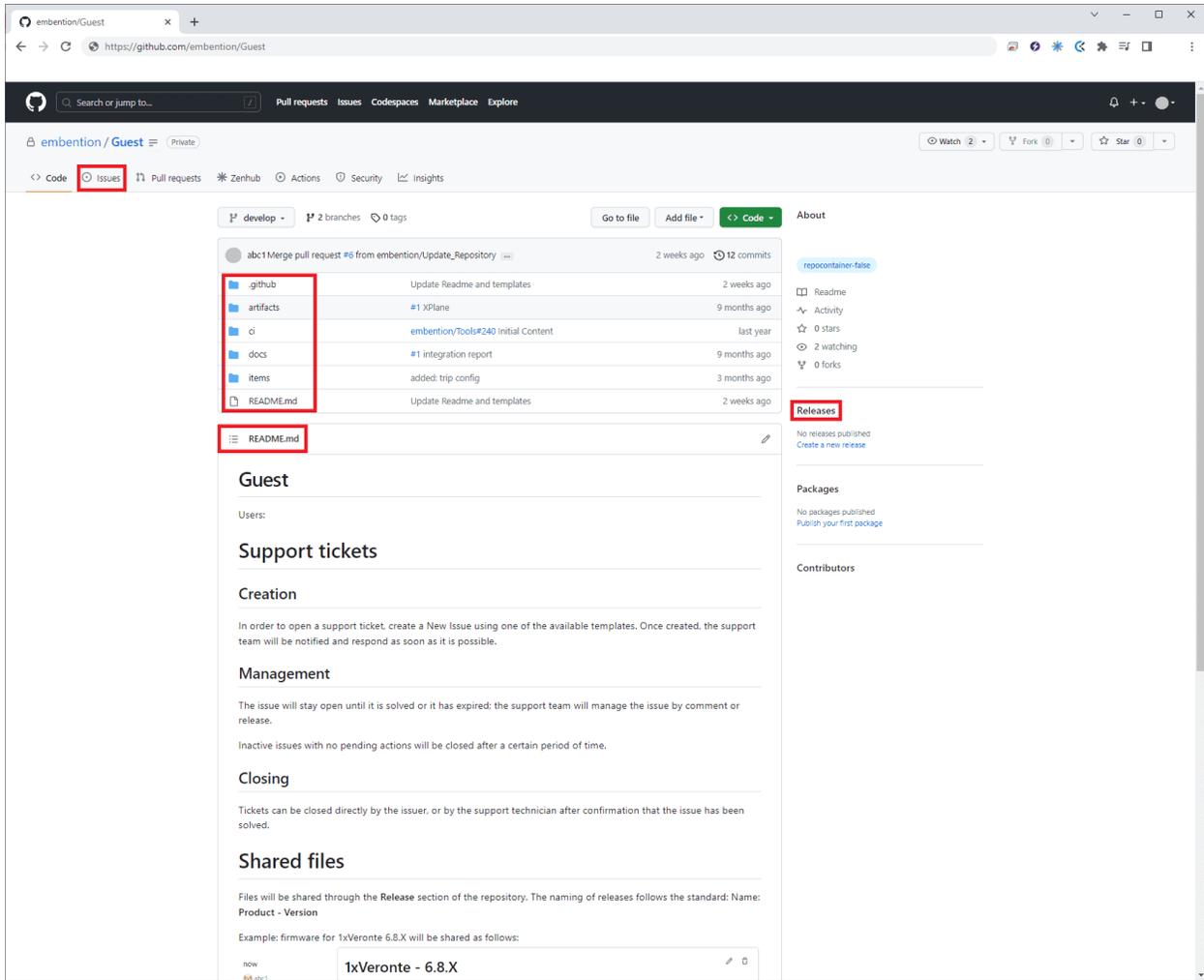


Fig. 1: Joint Collaboration Framework example

## QUICK START

Each Joint Collaboration Framework is created automatically when the customer contracts one of our products/services.

To access it, follow the steps below:

1. First, the customer **is required to have a GitHub account**. If the customer does not have an account, please create one.
2. The customer must notify the support team by email **to which GitHub user** they wish to grant **access to the JCF**.
3. The specified GitHub user will then receive an **email invitation to access the repository**.

If the **invitation is not accepted within 7 days**, it will “**expire**”. To obtain a new invitation, the customer must notify the support team.

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**Note:** If the user does not receive the invitation after a couple of days, please contact [support@embention.com](mailto:support@embention.com).

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From this moment on, it is the customer’s obligation to create a new ticket (issue) every time they want to start a support conversation. Please note that **email support will be discontinued** and any contact may not be answered.



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**Note:** A ticket on GitHub is equal to an issue.

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### 3.1 Creation

To create a support ticket, a **new issue** must be created with the support ticket template.

The following steps described how to create a new support ticket:

1. Go to the **Issues tab** and click **New issue**:

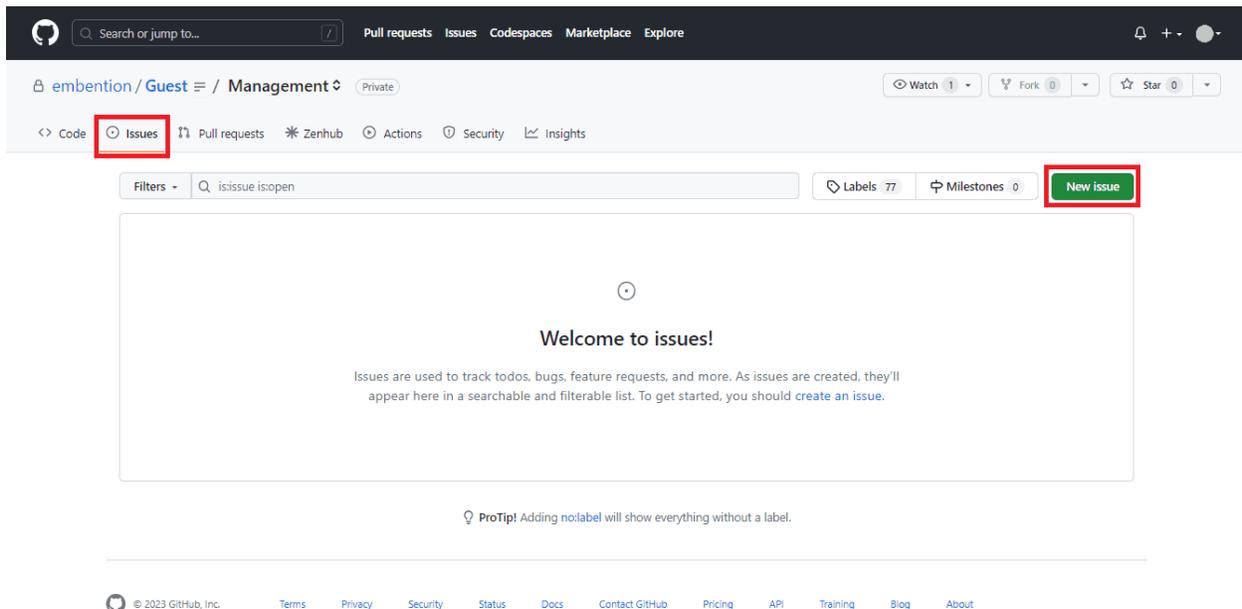


Fig. 1: Issues

2. You will then be presented with 3 ticket templates to choose from:

- **Support Ticket:** Open a support ticket with any questions, concerns or queries you have about any system or software.

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**Note:** We recommend that to first take a look at the [online manuals](#), especially the **Integration examples**, **Troubleshooting** and **FAQ** sections.

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- **Problem Report:** Report a problem you are experiencing with the system. For example, if after following the steps in the manual to connect a stick, you cannot get the variables ‘Stick PPM not detected’ or ‘Stick not detected’ set to TRUE.

For this type of ticket, it would be helpful if you could tell us, if you know them, what steps you have taken to try to reproduce the problem.

- **Support Meeting Request:** Request a support meeting for any query.

Note that the duration of the meeting will be deducted from available support hours. If you have no remaining support time, please contact [sales@embention.com](mailto:sales@embention.com).

Choose the desired template to be filled and then click on **Get started**.

3. The user has to fill in the issue. Depending on the ticket created, users have to fill it in differently:

- For **Support Ticket** and **Problem Report** templates:
  - First of all, **change the title** of ‘Support Ticket’ or ‘Problem report’ to one that is more descriptive of your query.
  - Secondly, please **indicate** which **product** this ticket concerns, as well as its **software**, **firmware** and **hardware version**.
  - Next, you should report the problem in the same way you did by email, attaching as much information as possible.
  - Finally, click on **Submit new issue** to ‘save’ the ticket.

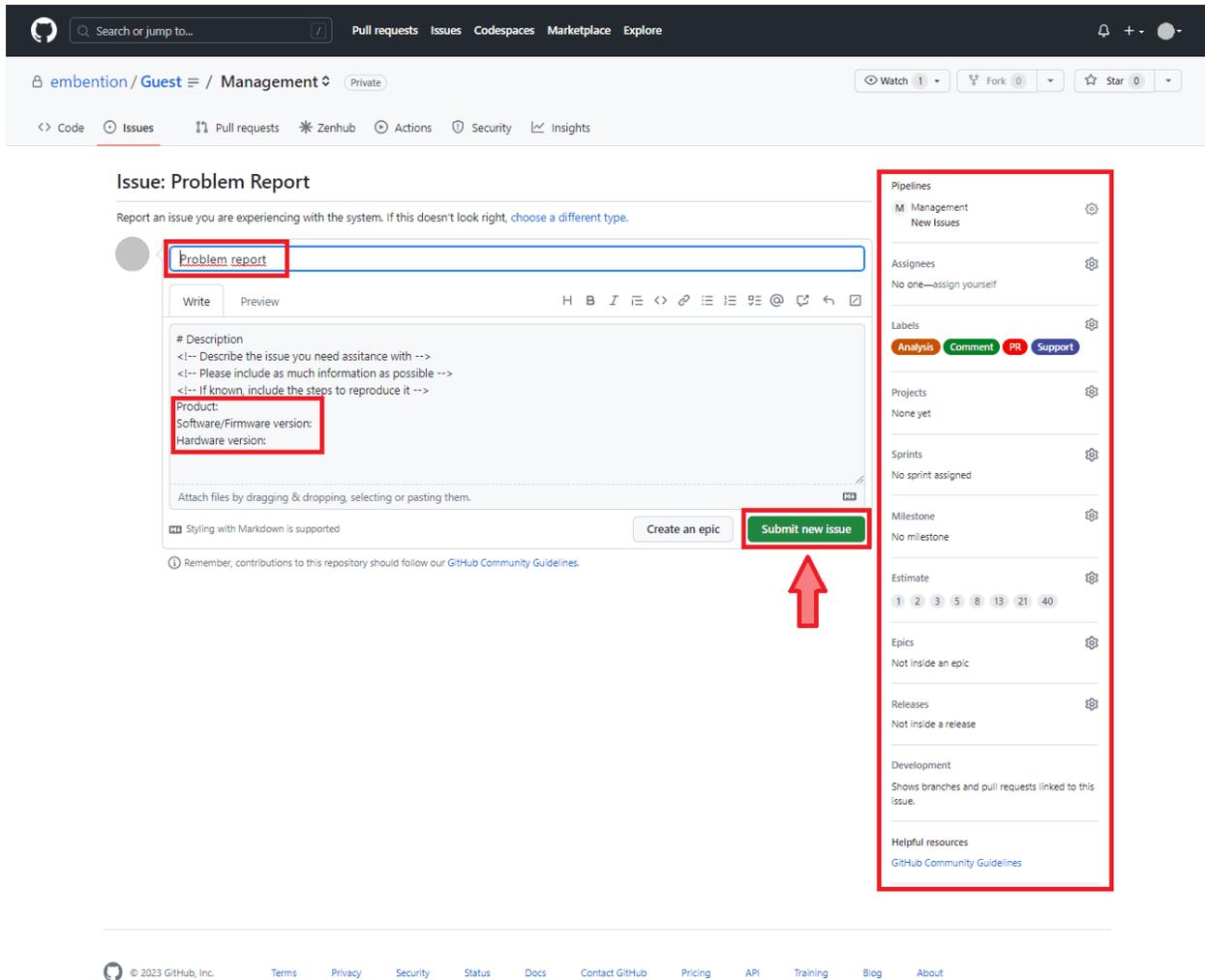


Fig. 2: New issue - Problem Report

• For **Support Meeting Request**:

- First, **add to the title** of ‘Support Meeting Request’ a global subject that briefly describes the reason for the meeting, e.g. *Support Meeting Request: CAN connections to 1xVeronte*.
- Secondly, provide the time of the meeting by indicating the day, time and **time zone**.  
Please note that due to time constraints, the meeting may not be held exactly at the exact date and time requested.
- Next, write down in detail the **points to be discussed during the meeting** and provide the relevant files.
- Finally, click on **Submit new issue** to ‘save’ the ticket.

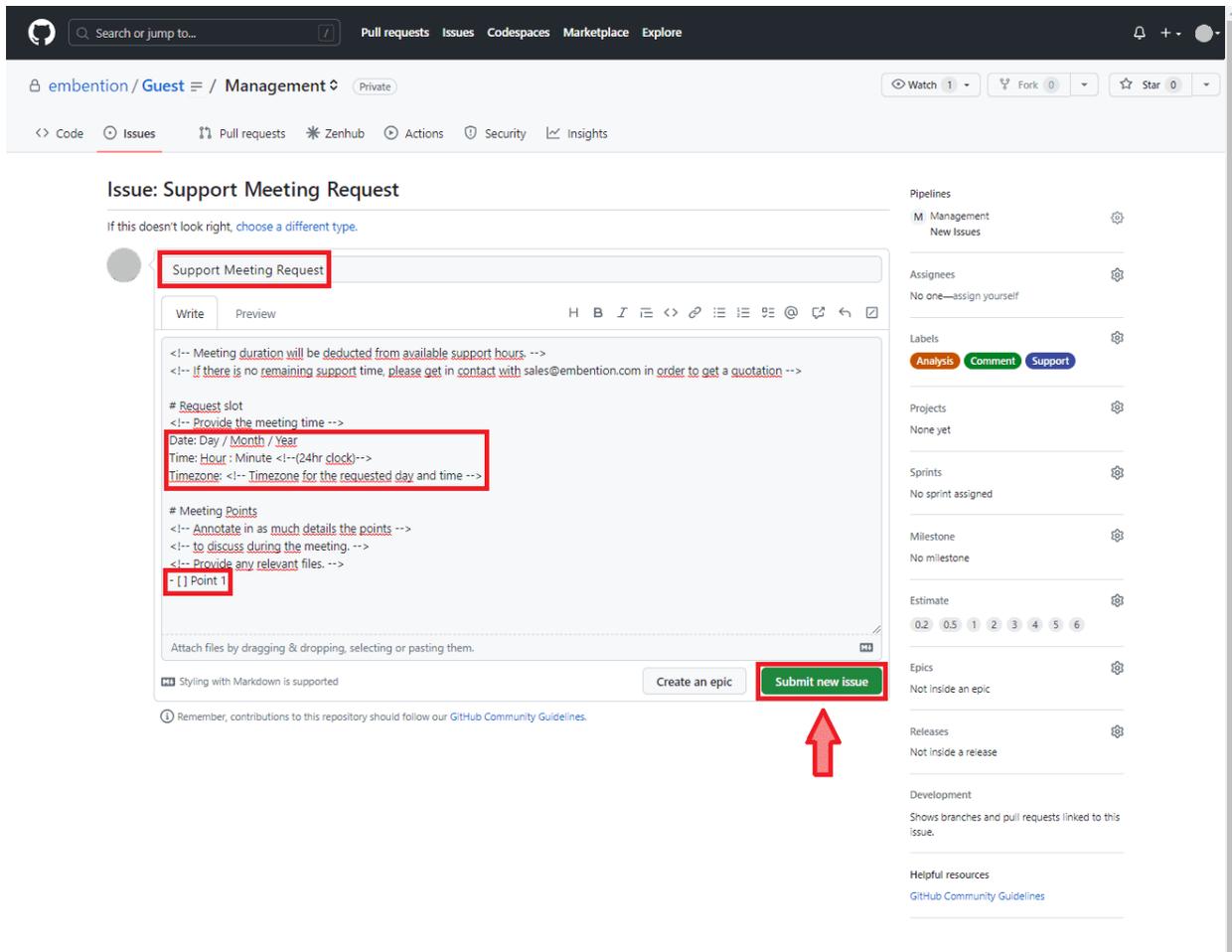


Fig. 3: New issue - Support Meeting Request

**Warning:** The customer does not have to manipulate the contents of the sidebar (right column) of the issues. These will be handled by the Support Representative.

In particular, **do not add or delete any labels**. If the user modifies them, the support team may not be notified of the creation of a new ticket.

Once created, the support team will be notified and **will respond as soon as possible**.

## 3.2 Management

When the Support Representative detects a new support ticket, he/she performs a first analysis of the problem and, if necessary, assigns the appropriate team member to analyse/resolve it.

The support team will then handle the issue by comment or release.

For **Support Meeting Request** tickets, the Support Representative will **arrange a meeting**, if possible, at the requested date and time. If that time is not available, they will discuss a different date and/or time combination that suits both. Then, they will **send a Google meet invitation** for the agreed time.

The issue will remain open unless it has been resolved or has expired.

- If the **support** has been **resolved**, it is the **client's responsibility to close the corresponding issue** or notify the Support Representative to do so.
- If after a response from the Support Representative requiring a reply back, a period longer than 2 weeks goes by without response, a reminder will be sent.

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**Note:** If after this reminder there is no further feedback, the issue will expire. This does not apply if the response from the Support Representative is waited.

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## RELEASES

When the user is notified that a file is shared as a release, it will appear in the **Releases section** of the **Repository**.

The releases section can be accessed in two ways:

- Adding `/releases` after your repository URL. For example: `https://github.com/embention/Guest/releases`
- Go to the **Code tab** ⇒ **Releases**:

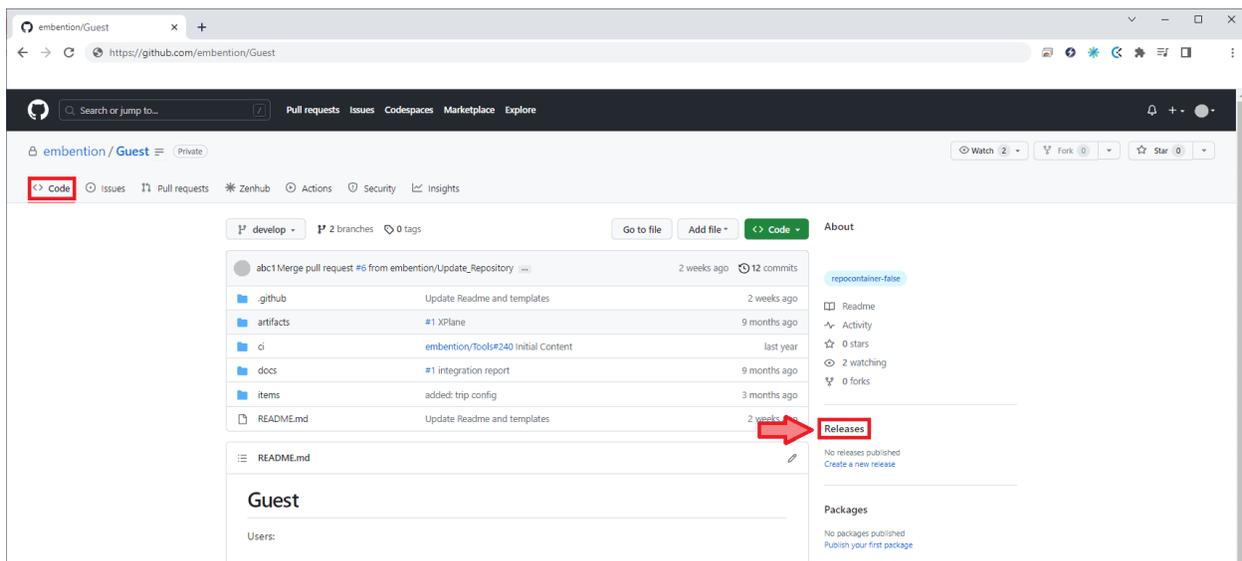


Fig. 1: Releases section

In this section, the user will find all the releases shared by the Embention support team:

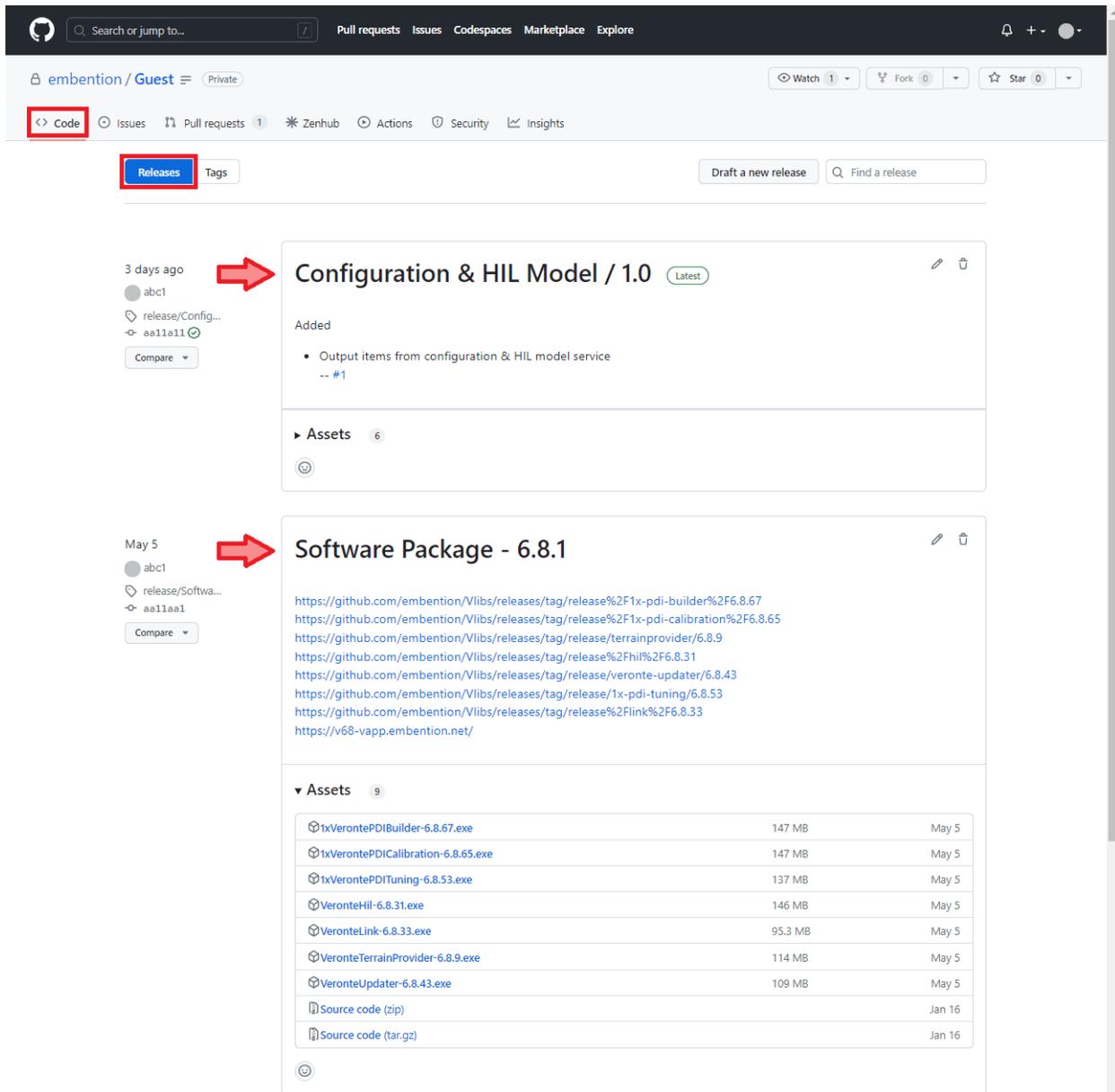


Fig. 2: Releases

The release naming follows the standard:

- Name: **Product - Version**
- Tag: `release/product/version`

**Important:** Users must download the `.update` or `.exe` files. Source code files are automatically generated by GitHub.

So the firmware for 1xVeronte 6.8.X will be shared as:

now

abc1

release/1xVero...

x123y45

Compare

## 1xVeronte - 6.8.X

<https://github.com/embention/1xVeronte/releases/tag/release%2FVeronte%2F6.8.X>

▼ Assets 3

|   |      |        |
|---|------|--------|
|  veronte-v6.8.12X.update | 1 MB | now    |
|  Source code (zip)       |      | Jan 16 |
|  Source code (tar.gz)    |      | Jan 16 |



Fig. 3: Release example



## CONTACT DATA

You can contact Embention if you need further help and support.

Embention contact data is as follows:

Email: [support@embention.com](mailto:support@embention.com)

Telephone: (+34) 965 421 115

Address: [Polígono Industrial Las Atalayas, C/ Chelín, Nº 16, CP 03114, Alicante \(España\)](#).



## ACRONYMS AND DEFINITIONS

|     |                               |
|-----|-------------------------------|
| JCF | Joint Collaboration Framework |
|-----|-------------------------------|