Windows® Hardware Certification Contingency Request Process and Form

Version 8.6 (containing information on the request process and the agreement to be signed should a request be approved)

All fields marked * are required. Incomplete requests could slow processing. Please see Footnotes for further comments.

Contact Information		
*	Date	09/08/2014
*	Company Name	ACCES I/O Products, Inc.
*	Contact Name	John Hentges
*	Email	jhentges@accesio.com
*	Phone	(858) 829 2651
	Microsoft contact assisting with this request	Daniel Whitaker (danielwh@microsoft.com)
Problem Statement		
*	Product or project name [1.]	ACCES PCIe Serial Port Device
*	Hardware ID or PNP ID [1.]	PTL\PTLSER_11D8494F_00011000\0000:0000
*	For which requirement is the product out of compliance?	Device.DevFund.Reliability
	What HCK or WLK test(s) fail?[1]	DF – Concurrent Hardware and Operating System (CHAOS) Test (Certification) DF – Reinstall with IO Before and After (Certification)
	What is the specific error found in the test? (attach the Package as well) [1]	Cause : Machine Rebooted Unexpectedly when Task "Run Test" was running Failure : Task Cancelled Because of an Unexpected Reboot WDTF_DRIVER_SETUP_DEVICE : DriverSetupDevice::Install() call class installer HRESULT=0x800F0228 - There are no compatible drivers for this device.
*	Which OS and architectures are impacted?	Windows 7 Client x86 Windows 7 Client x64
Analysis		
*	How would an end-user's experience differ from the expected Windows scenario?	No expected customer impact or experience
*	In your assessment, is the end-user impact insignificant, limited, or significant?	**Insignificant**: End-user will not notice that this product does not meet all requirements and will consider the product performance as meeting expectations.
*	Forecasted volume of product projected to ship with this problem	several hundred per year, generally to OEM customers

	Will all end-users of this product be exposed to this problem, or does the problem only occur with specific end-user application activity? Describe conditions where the problem is exposed?	
	Is this problem limited by localization, connectivity, or other use conditions?	
*	Are any of the Metro features expected by application developers impacted by this problem?[2.]	No
	Was this requirement failure caused by design decisions to address specific market scenarios?	

How/When will the fix be provided?

*	Will you fix this problem for the end-users of this product? (or is it true that this product will never recover the missing functionality)	The product is not expected to change, no fixes are being made. The original chip manufacturer's driver is being used, and it passed WHQL.
*	Is this problem field addressable via a driver update? (WU delivery)	if any updates are made, they would be driver level, and yes.
*	When will a fixed product be resubmitted for certification?	No fix is expected to be submitted, the problem is insignificant at worst.
*	What are your support plans to deal with end-users confronting this missing functionality? (disclosure documentation, support line, extended warranty, replacement policy , etc.)	We have the best technical phone support in the industry

Disclosure

*	How will the end-users be informed of the missing functionality?	They will not.

Proposed Milestones

	Fix in the field by	
	Resubmission by	
	Stop selling product by	

Signature

Form footnotes:

[1] Note: if project is in early phase, a project name and ID acceptable without exact test details, but the details will need to be provided before a final contingency addendum (beyond pre-approval) can be reached.

[2] Windows 8 sets expectations that certain features are available to any Metro style application. Should this request impact that environmental expectation, the impact must be detailed.

The rest of this document does not need to be returned as part of your request. This is information for your understanding of the process.

Notices to you

Microsoft will contact you for status of the request and any clarifications we find necessary using the contact you provided. Please make sure that your contact information is accurate and up-to date.

Given the number of groups involved in a Contingency request, this is a slow process, regularly taking 6 weeks to completion. Please plan accordingly.

In order to properly assess this request, the Windows Certification Program team will disclose and discuss the information provided on this form with other Microsoft employees.

Should your request be approved, what happens?

If a contingency is approved, Windows will contact you via email with the conditions that are placed on that approval using the template below. The conditions are based on information you placed in the request form, but may have other conditions we have found necessary. This template is a rough approximation of how the addendum will appear on the portal for signing.

Once we have informally agreed on the terms of the contingency, a formal agreement will be created in the Windows Hardwareware Dev Dashboard's legal signing tool for signing. This agreement describes the problem and the terms and conditions for accepting a contingency.

If possible, we will create a filter so any submissions which depend on this contingencywill be processed automatically. Ocassionally the submission will require manual review. The steps you need to take to prepare a manually reviewed contingent submission will be defined in the conditions you receive.