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PHLRv1Base & PHLRv1Chan

WDF Driver Documentation For the Five-Channel PCIe4L-HOTLink®

Developed with Windows Driver Foundation Ver1.9

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PHLRv1Base, PHLRv1Chan
WDF Device Drivers for the
PCIe4L-HOTLink 5-Channel
HOTLink® Interface

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Introduction

The PHLRv1Base and PHLRv1Chan drivers are Windows device drivers for the PCIe4L-Six-Channel HOTLink design from Dynamic Engineering. These drivers were developed with the Windows Driver Foundation version 1.9 (WDF) from Microsoft, specifically the Kernel-Mode Driver Framework (KMDF).

The HOTLink board has a Xilinx Spartan-6-LX100 FPGA to implement a PCI interface, FIFOs and protocol control/status for five HOTLink channels. The PCI bus is using a 50 MHz clock and interfaces with an onboard PCI-to-PCIe bridge that provides a four-lane PCIe interface.

Each channel has a 16k x 32-bit FIFO for received data and an 8k x 32-bit FIFO for transmit data implemented with FPGA internal RAM. These FIFOs can be accessed using either single-word writes/reads or DMA.

When the PCIe4L-HOTLink-X5 board is recognized by the PCI bus configuration utility it will load the PHLRv1Base driver which will create a device object for each board, initialize the hardware, create child devices for the five I/O channels and request loading of the PHLRv1Chan driver. The PHLRv1Chan driver will create a device object for each of the I/O channels and perform initialization on each channel. IO Control calls (IOCTLs) are used to configure the board and read status. Read and Write calls are used to move blocks of DMA data in and out of the I/O channel devices.

Note

This documentation will provide information about all calls made to the drivers, and how the drivers interact with the device for each of these calls. For more detailed information on the hardware implementation, refer to the PCIe4L-HOTLink-X5 hardware manual.

Driver Installation

There are several files provided in each driver package. These files include PHLRv1Base.inf, PHLRv1Base.cat, PHLRv1Base.sys, PHLRv1BasePublic.h, PHLRv1Chan.inf, PHLRv1Chan.cat, PHLRv1Chan.sys, PHLRv1ChanPublic.h and WdfCoInstaller01009.dll.

PHLRv1BasePublic.h and PHLRv1ChanPublic.h are C header files that define the Application Program Interface (API) for the PHLRv1Base and PHLRv1Chan drivers. These files are required at compile time by any application that wishes to interface with the drivers, but are not needed for driver installation.



Windows 7 Installation

Copy PHLRv1Base.inf, PHLRv1Base.cat, PHLRv1Base.sys, PHLRv1Chan.inf, PHLRv1Chan.cat, PHLRv1Chan.sys and WdfCoInstaller01009.dll (Win7 version) to a removable memory device, or if preferred, another system accessible location.

With the PCIe4L-HOTLink hardware installed, power-on the PCIe host computer.

- Open the **Device Manager** from the control panel.
- Under **Other devices** there should be an **Other PCI Bridge Device***.
- Right-click on the **Other PCI Bridge Device** and select **Update Driver Software**.
- Insert the removable memory device prepared above if necessary.
- Select **Browse my computer for driver software**.
- Select **Browse** and navigate to the location where the driver files can be found
- Select **Next**.
- If a Windows Security alert dialog box is displayed, select **Install**.
- Select **Close** to close the update window.
The system should now display the PHLRv1Chan I/O channels in the Device Manager.
- Right-click on each channel icon, select **Update Driver Software** and proceed as above for each channel as necessary.

* If the **Other PCI Bridge Device** is not displayed, click on the **Scan for hardware changes** icon on the tool-bar.

Driver Startup

Once the drivers have been installed they will start automatically when the system recognizes the hardware. A handle can be opened to a specific board by using the CreateFile() function call and passing in the device name obtained from the system. The interface to the device is identified using globally unique identifiers (GUID), which are defined in PHLRv1BasePublic.h and PHLRv1ChanPublic.h. See main.c in the PcieHLRv1UserApp project for an example of how to acquire handles for the base and five channel devices.

Note: In order to build an application you must link with setupapi.lib.

IO Controls

The drivers use IO Control calls (IOCTLs) to configure the device. IOCTLs refer to a single Device Object, which controls a single board or I/O channel. IOCTLs are called using the Win32 function DeviceIoControl() (see below), and passing in the handle to the device opened with CreateFile() (see above). IOCTLs generally have input parameters, output parameters, or both. Often a custom structure is used.

```
BOOL DeviceIoControl (  
    HANDLE         hDevice,           // Handle opened with CreateFile()  
    DWORD          dwIoControlCode,  // Control code defined in API header file  
    LPVOID         lpInBuffer,       // Pointer to input parameter  
    DWORD         nInBufferSize,    // Size of input parameter  
    LPVOID         lpOutBuffer,     // Pointer to output parameter  
    DWORD         nOutBufferSize,  // Size of output parameter  
    LPDWORD        lpBytesReturned, // Pointer to return length parameter  
    LPOVERLAPPED  lpOverlapped,    // Optional pointer to overlapped structure  
); // used for asynchronous I/O
```

The IOCTLs defined for the PHLRV1Base driver are described below:

IOCTL_PHLRV1_BASE_GET_INFO

Function: Returns the device driver revision, design revision, design ID, user switch value and device instance number.

Input: None

Output: PHLRV1_BASE_DRIVER_DEVICE_INFO structure

Notes: The switch value is the configuration of the 8-bit onboard dipswitch that has been selected by the user (see the board silk screen for bit position and polarity). Instance number is the zero-based device number. See the definition of PHLRV1_BASE_DRIVER_DEVICE_INFO below.

```
// Driver/Device information  
typedef struct _PHLRV1_BASE_DRIVER_DEVICE_INFO {  
    UCHAR    DriverRev;  
    UCHAR    DesignId;  
    UCHAR    DesignRev;  
    UCHAR    SwitchValue;  
    UCHAR    NumChannels; // 1..5  
    UCHAR    InstanceNum;  
} PHLRV1_BASE_DRIVER_DEVICE_INFO, *PPHLRV1_BASE_DRIVER_DEVICE_INFO;
```

IOCTL_PHLRV1_BASE_GET_STATUS

Function: Returns the base status register value.

Input: None

Output: Value of the base status register (unsigned long integer)

Notes: A '1' in any of the low five bits signifies that an interrupt is active for the respective channel. The channel number mask bits report the number of the last channel implemented. See the status bit definitions below.

```
// Status bit definitions
#define BASE_INT_CHAN_0      0x00000001
#define BASE_INT_CHAN_1      0x00000002
#define BASE_INT_CHAN_2      0x00000004
#define BASE_INT_CHAN_3      0x00000008
#define BASE_INT_CHAN_4      0x00000010

#define BASE_INT_CHAN_MASK    0x0000001F

#define BASE_CHAN_NUM_MASK    0x07000000 // Last channel installed

#define BASE_STATUS_MASK      (BASE_INT_CHAN_MASK | BASE_CHAN_NUM_MASK)
```

The IOCTLs defined for the PHLRV1Chan driver are described below:

IOCTL_PHLRV1_CHAN_GET_INFO

Function: Returns the driver revision, channel number, user switch setting and instance number of the device.

Input: None

Output: PHLRV1_CHAN_DRIVER_DEVICE_INFO structure

Notes: Instance number and switch value are passed to the channel driver from the base driver. Instance number is the board instance number. This is used to determine which board the channel device belongs to if there is more than one PCIe4L-HOTLink-RV1 board installed. See the definition of PHLRV1_CHAN_DRIVER_DEVICE_INFO below.

```
// Driver/Device information
typedef struct _PHLRV1_CHAN_DRIVER_DEVICE_INFO {
    UCHAR    DriverRev;
    UCHAR    ChannelNum;
    UCHAR    SwitchValue;    // Board user switch value
    UCHAR    InstanceNum;    // Board instance from base driver
} PHLRV1_CHAN_DRIVER_DEVICE_INFO, *PPHLRV1_CHAN_DRIVER_DEVICE_INFO;
```

IOCTL_PHLRV1_CHAN_SET_CONFIG

Function: Sets the target channel control configuration.

Input: PHLRV1_CHAN_CONFIG structure

Output: None

Notes: Specifies the enabled interrupt sources, DMA preemption behavior, I/O data path, enables and other control parameters. See the definitions of PHLRV1_CHAN_CONFIG and its subordinate structures below.

```
typedef struct _PHLRV1_CHAN_CONFIG {
    BOOLEAN    TxEnable;    // Enable HOTLink transmitter
    BOOLEAN    RxEnable;    // Enable HOTLink receiver
    BOOLEAN    FifoTestEn;    // Enables auto tx->rx FIFO transfer
    BOOLEAN    TxOutEn;    // Enable transmitter output
    BOOLEAN    TxBitEn;    // Built-in-test enable (sends test pattern)
    BOOLEAN    TxLdEn;    // Enables loading of built-in-test data
    BOOLEAN    TxGo;    // Start transmission
    BOOLEAN    TxClearEn;    // Enables clearing Tx Frame request when frame done
    BOOLEAN    RxInASel;    // Selects Rx input '1'=External, '0'=Local Tx
    BOOLEAN    RxBitEn;    // Built-in-test enable (verifies test pattern)
    BOOLEAN    TxBigEndEn;    // Transmit data Big Endian enable
    BOOLEAN    RxBigEndEn;    // Received data Big Endian enable
    PHLRV1_CHAN_INTS    IntConfig;    // Interrupt condition enables
    PHLRV1_DMA_PRMPT    DmaPriority;    // DMA preemption control
} PHLRV1_CHAN_CONFIG, *PPHLRV1_CHAN_CONFIG;
```



```

typedef struct _PHLRV1_CHAN_INTS {
    BOOLEAN  TxAmtInt;    // Transmit FIFO almost empty interrupt
    BOOLEAN  RxAflInt;    // Receive FIFO almost full interrupt
    BOOLEAN  RxOvflInt;   // Receive FIFO overflow interrupt
    BOOLEAN  TxFrmDnInt;  // Transmit frame done interrupt
    BOOLEAN  RxFrmDnInt;  // Receive frame done interrupt
} PHLRV1_CHAN_INTS, *PPHLRV1_CHAN_INTS;

// Channel DMA priority (use sparingly)
typedef enum _PHLRV1_DMA_PRMPT {
    PHLRV1_NONE,        // No priority
    PHLRV1_READ,        // Read DMA has priority
    PHLRV1_WRITE,       // Write DMA has priority
    PHLRV1_RDWR         // Read and Write DMA have priority
} PHLRV1_DMA_PRMPT, *PPHLRV1_DMA_PRMPT;

```

IOCTL_PHLRV1_CHAN_GET_CONFIG

Function: Returns the fields set in the previous call.

Input: None

Output: PHLRV1_CHAN_CONFIG structure

Notes: See the definitions of PHLRV1_INTS, PHLRV1_DMA_PRMPT and PHLRV1_CHAN_CONFIG above.

IOCTL_PHLRV1_CHAN_GET_TX_FRAME_COUNTS

Function: Returns the number of bytes in the header and data sections of the most recently transmitted data-frame.

Input: None

Output: PHLRV1_CHAN_FRAME_COUNTS structure

Notes: See the definition of PHLRV1_CHAN_FRAME_COUNTS below.

```

typedef struct _PHLRV1_CHAN_FRAME_COUNTS {
    ULONG    HeaderByteCount;
    ULONG    DataByteCount;
} PHLRV1_CHAN_FRAME_COUNTS, *PPHLRV1_CHAN_FRAME_COUNTS;

```

IOCTL_PHLRV1_CHAN_GET_RX_FRAME_COUNTS

Function: Returns the number of bytes in the header and data sections of the most recently received data-frame.

Input: None

Output: PHLRV1_CHAN_FRAME_COUNTS structure

Notes: See the definition of PHLRV1_CHAN_FRAME_COUNTS above.

IOCTL_PHLRV1_CHAN_GET_STATUS

Function: Returns the channel's status register value and clears the latched status bits.

Input: None

Output: Value of the channel's status register (unsigned long integer)

Notes: See the status bit definitions below. Only the bits in CHAN_STAT_MASK will be returned. The bits in CHAN_STAT_LATCH_MASK will be cleared by this call only if they are set when the register was read. This prevents the possibility of missing an interrupt condition that occurs after the register has been read but before the latched register bits are cleared.

```
// Status bit definitions
#define CHAN_STAT_TX_FF_MT          0x00000001
#define CHAN_STAT_TX_FF_AMT        0x00000002
#define CHAN_STAT_TX_FF_FL         0x00000004
#define CHAN_STAT_TX_FF_VLD        0x00000008
#define CHAN_STAT_RX_FF_MT         0x00000010
#define CHAN_STAT_RX_FF_AFL        0x00000020
#define CHAN_STAT_RX_FF_FL         0x00000040
#define CHAN_STAT_RX_FF_VLD        0x00000080
#define CHAN_STAT_TX_AMT_INT       0x00000100
#define CHAN_STAT_RX_AFL_INT       0x00000200
#define CHAN_STAT_RX_OVFL          0x00000400
#define CHAN_STAT_RX_SYM_ERR       0x00000800
#define CHAN_STAT_WR_DMA_INT       0x00001000
#define CHAN_STAT_RD_DMA_INT       0x00002000
#define CHAN_STAT_WR_DMA_ERR       0x00004000
#define CHAN_STAT_RD_DMA_ERR       0x00008000
#define CHAN_STAT_WR_DMA_RDY       0x00010000
#define CHAN_STAT_RD_DMA_RDY       0x00020000
#define CHAN_STAT_RX_DATA_RDY      0x00040000
#define CHAN_STAT_TX_DATA_READ     0x00080000
#define CHAN_STAT_TX_FRAME_DN      0x00100000
#define CHAN_STAT_RX_FRAME_DN      0x00200000
#define CHAN_STAT_RX_ACTIVE        0x00400000
#define CHAN_STAT_RX_SYNCED        0x00800000
#define CHAN_STAT_TX_FRM_ERR       0x01000000
#define CHAN_STAT_RX_FRM_ERR       0x02000000
#define CHAN_STAT_SFP_PRG_ERR      0x04000000
#define CHAN_STAT_SFP_PRG_DN       0x08000000
#define CHAN_STAT_SFP_RDY          0x10000000
#define CHAN_STAT_RX_IO_FULL       0x20000000
#define CHAN_STAT_LOC_INT          0x40000000
#define CHAN_STAT_INT_ACTIVE       0x80000000
```

IOCTL_PHLRV1_CHAN_SET_FIFO_LEVELS

Function: Sets the transmitter almost empty and receiver almost full levels for the channel.

Input: PHLRV1_CHAN_FIFO_LEVELS structure

Output: None

Notes: These values are initialized to the default values $\frac{1}{8}$ FIFO and $\frac{7}{8}$ FIFO respectively when the driver initializes. The FIFO counts are compared to these levels to set the state of the CHAN_STAT_TX_FF_AMT and CHAN_STAT_RX_FF_AFL status bits. If DMA preemption is enabled in the channel configuration, these FIFO level values are used to determine when to give priority to an output or input DMA channel that is running out of data or room to store data. When one of these conditions becomes true the CHAN_STAT_TX_AMT_INT or CHAN_STAT_RX_AFL_INT status bits will be latched. These bits are used for FIFO level interrupt processing. See the definition of PHLRV1_CHAN_FIFO_LEVELS below.

```
typedef struct _PHLRV1_CHAN_FIFO_LEVELS {
    ULONG    AlmostFull;
    ULONG    AlmostEmpty;
} PHLRV1_CHAN_FIFO_LEVELS, *PPHLRV1_CHAN_FIFO_LEVELS;
```

IOCTL_PHLRV1_CHAN_GET_FIFO_LEVELS

Function: Returns the transmitter almost empty and receiver almost full levels for the channel.

Input: None

Output: PHLRV1_CHAN_FIFO_LEVELS structure

Notes: Returns the values set in the previous call.

IOCTL_PHLRV1_CHAN_GET_FIFO_COUNTS

Function: Returns the number of data words in the transmitter and receiver data FIFOs.

Input: None

Output: PHLRV1_CHAN_FIFO_COUNTS structure

Notes: There are three pipe-line latches and a fifteen word auxiliary FIFO in addition to the 8k data FIFO for the transmit data-path and four pipe-line latches and a 16k-1 data FIFO for the receive data-path. These are all counted in the transmit and receive FIFO counts. Hence the transmit count can be a maximum of 8210 32-bit words and the receive count can be a maximum of 16387 32-bit words. See the definition of PHLRV1_CHAN_FIFO_COUNTS below.

```
typedef struct _PHLRV1_CHAN_FIFO_COUNTS {
    ULONG    TxCount;
    ULONG    RxCount;
} PHLRV1_CHAN_FIFO_COUNTS, *PPHLRV1_CHAN_FIFO_COUNTS;
```

IOCTL_PHLRV1_CHAN_RESET_FIFOS

Function: Resets one or both FIFOs for the referenced channel.

Input: PHLRV1_FIFO_SEL enumeration type

Output: None

Notes: Resets the transmitter or receiver FIFO or both depending on the input parameter selection. See the definition of PHLRV1_CHAN_FIFO_SEL below.

```
// Used for FIFO reset call
typedef enum _PHLRV1_CHAN_FIFO_SEL {
    PHLRV1_TX,
    PHLRV1_RX,
    PHLRV1_BOTH
} PHLRV1_CHAN_FIFO_SEL, *PPHLRV1_CHAN_FIFO_SEL;
```

IOCTL_PHLRV1_CHAN_WRITE_FIFO

Function: Writes a 32-bit data-word to the transmit FIFO.

Input: FIFO word (unsigned long integer)

Output: None

Notes: Used to make single-word accesses to the transmit FIFO instead of using DMA.

IOCTL_PHLRV1_CHAN_READ_FIFO

Function: Returns a 32-bit data word from the receive FIFO.

Input: None

Output: FIFO word (unsigned long integer)

Notes: Used to make single-word accesses to the receive FIFO instead of using DMA.

IOCTL_PHLRV1_CHAN_REGISTER_EVENT

Function: Registers an event to be signaled when a user interrupt occurs.

Input: Handle to the Event object

Output: None

Notes: The caller creates an event with CreateEvent() and supplies the handle returned from that call as the input to this IOCTL. The driver then obtains a system pointer to the event and signals the event when a user interrupt is serviced. The user's interrupt service routine waits on this event, allowing it to respond to the interrupt. The DMA interrupts do not cause this event to be signaled.

IOCTL_PHLRV1_CHAN_ENABLE_INTERRUPT

Function: Enables the channel master interrupt.

Input: None

Output: None

Notes: This command must be run to allow the board to respond to user interrupts. The master interrupt enable is disabled in the driver interrupt service routine when a user interrupt is serviced. Therefore this command must be run after each user interrupt occurs to re-enable it.

IOCTL_PHLRV1_CHAN_DISABLE_INTERRUPT

Function: Disables the channel master interrupt.

Input: None

Output: None

Notes: This call is used when user interrupt processing is no longer desired.

IOCTL_PHLRV1_CHAN_FORCE_INTERRUPT

Function: Causes a system interrupt to occur.

Input: None

Output: None

Notes: Causes an interrupt to be asserted on the PCI bus as long as the channel master interrupt is enabled. This IOCTL is used for development, to test interrupt processing.

IOCTL_PHLRV1_CHAN_GET_ISR_STATUS

Function: Returns the interrupt status read in the ISR from the last user interrupt.

Input: None

Output: Interrupt status value (unsigned long integer)

Notes: Returns the status that was read while servicing the last interrupt caused by one of the user-enabled channel interrupt conditions. The interrupts that deal with the DMA transfers do not affect this value. The new field is true if the stored ISR status has been updated as a result of a serviced interrupt since the last time this call was made. See below for the definition of PHLRV1_CHAN_ISR_STATUS. The status bit definitions were listed in the description of the IOCTL_PHLRV1_CHAN_GET_STATUS call.

```
typedef struct _PHLRV1_CHAN_ISR_STATUS {
    ULONG    Status;    // Value of status register read in ISR
    BOOLEAN  New;      // True if the status has changed since last GetIsrStatus call
} PHLRV1_CHAN_ISR_STATUS, *PPHLRV1_CHAN_ISR_STATUS;
```

IOCTL_PHLRV1_CHAN_CLEAR_RVS_COUNT

Function: Clears the RVS counter.

Input: None

Output: None

Notes: The Received Violation Symbol counter is incremented whenever a symbol error is detected by the receiver. The RVS count field is 24 bits wide. The count will be reset to zero when this call is made.

IOCTL_PHLRV1_CHAN_GET_LINK_STATUS

Function: Returns the values read from the SFP link status register.

Input: None

Output: PHLRV1_CHAN_LINK_STATUS structure

Notes: Returns the values read from the SFP link status register. See structure definition below.

```
typedef struct _PHLRV1_CHAN_LINK_STATUS {
    BOOLEAN  NoSfp;           // SFP module not installed
    BOOLEAN  TxFault;        // Transmitter fault
    BOOLEAN  RxSigLost;      // Receiver loss-of-signal
    BOOLEAN  SfpDatin;       // Reports the level of the sdat input
    BOOLEAN  SfpWrtFull;     // SFP programming data FIFO is full
    BOOLEAN  SfpWrtEmpty;    // SFP programming data FIFO is empty
    BOOLEAN  SfpRdFull;      // SFP read data FIFO is full
    BOOLEAN  SfpRdEmpty;     // SFP read data FIFO is empty
    ULONG    RvsCount;       // Count of received violation symbols
} PHLRV1_CHAN_LINK_STATUS, *PPHLRV1_CHAN_LINK_STATUS;
```

IOCTL_PHLRV1_CHAN_WRITE_SFP_FIFO

Function: Writes a 32-bit data-word to the SFP write FIFO.

Input: FIFO word (unsigned long integer)

Output: None

Notes: Data written to this FIFO is read by the SFP programmer when it is commanded to write to the internal memory of the SFP for the referenced channel. Starting at the stored address offset, the programmer writes the specified number of bytes sequentially to the SFP.

IOCTL_PHLRV1_CHAN_READ_SFP_FIFO

Function: Returns a 32-bit data word from the SFP read FIFO.

Input: None

Output: FIFO word (unsigned long integer)

Notes: When a read request is made to the SFP programmer, starting at the stored address offset, the specified number of bytes are read and assembled into long words and written to the SFP read FIFO. This call reads and returns data words from that FIFO.

IOCTL_PHLRV1_CHAN_SFP_ACCESS

Function: Tasks the SFP programmer to write or read data to/from the SFP module.

Input: PHLRV1_CHAN_SFP_CNTRL structure

Output: None

Notes: Address is a byte address. When SfpDiagEn is true, the device ID sent is 0xA2, otherwise the device ID is 0xA0. These ID values access different memory spaces. See the definition of PHLRV1_CHAN_SFP_CNTRL below.

```
typedef struct _PHLRV1_CHAN_SFP_CNTRL {
    UCHAR    Address;    // Address offset
    UCHAR    ByteCount;  // Number of bytes to read/write
    BOOLEAN  SfpDiagEn;  // When true use diagnostic ID (0xA2)
    BOOLEAN  SfpReadEn;  // Read when true, Write when false
} PHLRV1_CHAN_SFP_CNTRL, *PPHLRV1_CHAN_SFP_CNTRL;
```

IOCTL_PHLRV1_CHAN_TEST_SFP

Function: Enables or disables the test function for the SFP control and status signals.

Input: Enable (BOOLEAN)

Output: None

Notes: When enabled, a 10 MHz clock is driven onto the SClk output pin. The RV1 test fixture allows this output pin to be connected to one of four input pins: Rx Signal Lost, Tx Fault, Module Not Installed or SDataIn. When the clock is detected on one of these status inputs, the continuity of that signal is confirmed. The SFP module is external to the board and not available for acceptance testing. This test function allows the integrity of the control and status signals to be verified.

Write

HOTLink DMA data is written to the referenced I/O channel device using the write command. Writes are executed using the Win32 function WriteFile() and passing in the handle to the I/O channel device opened with CreateFile(), a pointer to a pre-allocated buffer containing the data to be written, an unsigned long integer that represents the size of that buffer in bytes, a pointer to an unsigned long integer to contain the number of bytes actually written, and a pointer to an optional Overlapped structure for performing asynchronous IO.

Read

HOTLink DMA data is read from the referenced I/O channel device using the read command. Reads are executed using the Win32 function ReadFile() and passing in the handle to the I/O channel device opened with CreateFile(), a pointer to a pre-allocated buffer that will contain the data read, an unsigned long integer that represents the size of that buffer in bytes, a pointer to an unsigned long integer to contain the number of bytes actually read, and a pointer to an optional Overlapped structure for performing asynchronous IO.

Warranty and Repair

<http://www.dyneng.com/warranty.html>

Service Policy

Before returning a product for repair, verify as well as possible that the driver is at fault. The driver has gone through extensive testing and in most cases it will be “cockpit error” rather than an error with the driver. When you are sure or at least willing to pay to have someone help then call the Customer Service Department and arrange to speak with an engineer. We will work with you to determine the cause of the issue. If the issue is one of a defective driver we will correct the problem and provide an updated module(s) to you [no cost]. If the issue is of the customer’s making [anything that is not the driver] the engineering time will be invoiced to the customer. Pre-approval may be required in some cases depending on the customer’s invoicing policy.

Out of Warranty Repairs

Out of warranty support will be billed. An open PO will be required.

For Service Contact:

Customer Service Department
Dynamic Engineering
150 DuBois, Suite C Santa Cruz, CA 95060
(831) 457-8891 Fax (831) 457-4793
support@dyneng.com

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