NI SRM

Starting on 1 January 2024, the primary way to obtain technical support for USRP devices will be through the NI Service Request Manager (SRM).

Requests for USRP-related documentation -- including but not limited to schematics, some CAD / STP models, and V&V data/plots -- will generally require a non-disclosure agreement (NDA), and will be considered per specific request only and the release of which will be determined on a case-by-case basis only. Note that we do not have documentation on all USRPs and daughterboards, and requesting any document does not guarantee that Ettus Research / NI / Emerson will honor any such request with or without an NDA.

For technical support of any type, including requests for USRP-related documentation, please use the NI Technical Support Website. From there, you can access the NI Service Request Manager and submit your service request in three steps:

Step 1: Scroll down to "Request Support", and click "Open A Service Request". You will be prompted to log in with your NI account. If you do not yet have an NI account, then you *must* create one, which includes providing valid serial number(s) for your NI/Ettus product(s). For more information about this process visit Creating and Managing Your ni.com Account.

Step 2: Select the desired service (either "Request Technical Support" or "Repair" [RMA]). To start an RMA for a USRP device, login to NI SRM, and select "Repair".

Step 3: Enter your USRP model number(s) under "Supported Hardware Models", and click "Next" to proceed. Someone from the NI/Ettus technical support team will respond to your query within two business days. We are often able to respond more quickly than that, depending on our current workload and backlog, holidays, and weekends.

For more details about how to open a service request, please visit Open a Service Request Case Using the NI Service Request Manager (SRM).

The NI/Ettus USRP hardware is entitled to the NI Hardware Warranty Program, which currently includes one year of standard technical support. To learn more about this program, please visit Hardware Service Programs.

There are also paid technical support and consulting options available, which provide more in-depth and customized technical support coverage. For more information about this, please submit a service request asking for further details.

There are also several Mailing Lists which provide a free and informative channel for getting technical support from NI / Ettus Research engineers as well as from many experts in the SDR community.