DATASHEET

RTI Support

TECHNICAL ASSISTANCE TO KEEP YOUR SYSTEMS RUNNING

HIGHLIGHTS

Technical assistance on how to use RTI Connext® DDS software

Assistance debugging distributed systems using RTI Connext DDS software

Advice on general implementation questions or workarounds to known issues

Assistance installing and configuring RTI software

RTI phone support 9:00am - 6:00pm Pacific Time (GMT-7) and 9:00 - 18:00 Central European Time (GMT+2) (Madrid, Spain)

As an RTI customer, you can easily access one of the world's leading DDS customer support teams. Our RTI Support staff is available via phone, email or the official RTI Community forums. Support centers in Europe and the U.S. ensure that you can reach us almost any time. This document provides an overview of our support process and serves as a quick reference on how to contact us quickly and easily.

WHAT DO YOU GET WITH A SUPPORT SUBSCRIPTION CONTRACT?

Customers with an active Support Subscription have access to the world class RTI Support department – including RTI expert staff and online customer portal. The following are just a few benefits of having an active Support Subscription:

ACCESS TO THE RTI ONLINE CUSTOMER PORTAL

- Online access through the RTI Support portal to file and track your support cases.

- Access to new and updated software versions of the licensed RTI products.

- Access to patches and engineering releases.

HOW DO YOU PURCHASE MAINTENANCE AND SUPPORT?

RTI offers various types of maintenance and support contracts, typically offered on an annual renewal basis. Additional support is offered on a time and materials basis. Custom and emergency support agreements are available. Please contact your account manager or sales office (http://www.rti.com/company/contact/index.html) for further information.

HOW DO YOU FILE A SUPPORT CASE?

To get the fastest possible responses from RTI Support and an efficient resolution to your case, please be sure to provide the following information to your initial Support contact via email, phone or the support portal:
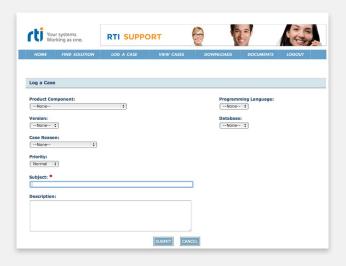
1. PROBLEM DESCRIPTION

- What's the problem?

- Any error/warning messages? Attaching an Error Log can be the simplest method of providing this information.

- Describe your scenario. How often does it happen? When does it happen (startup, steady state...)?

- Is it easy to reproduce? How is the problem reproduced? If possible, please provide a HelloWorld-style reproducer.

- If using the RTI Monitoring library, attaching the log from RTI Monitor GUI is useful.

2. CONFIGURATION DESCRIPTION

- Product Version number (e.g., RTI Connext DDS 6.0.0).

- Architecture on which the issue is occurring (e.g., x64Linux4gcc7.3.0).

- Programming language (e.g., C, C++, C#, Java).

- QoS settings for your applications. Attaching your QoS XML configuration file, if you are using one, is the simplest method of providing this information.

- IDL/Data types used.

- Description of your test environment (e.g., number of hosts and processes).

- Any special circumstances or configuration that you feel impacts the problems you are experiencing.

- If the case is in regards to the Connext Tools, please include XML configuration file for the tool.

When submitting a case through the online portal, you will see the following screen:

Here, you should enter the following:

- Product component

- Version

- Case reason

- Priority

- Programming language

- Database

- Subject and description

After submitting the case, you can make additional comments and attach files to the case.

After submitting a support case via email or through the Support portal, you will receive an automatic reply email confirming that the case has been successfully submitted. This email will contain two important items: the case number and a magic string in the subject line. When responding to case emails from the Support team, please ensure that the magic string is located in the subject line. This allows all information related to a support case to be automatically tracked. The magic string will begin with "[ref:" and end with ":ref]". For example: [ref:_00D3065k0._50040K5lSS:ref]

RTI Support strives to provide a response within 24 hours of the initial case submission. Responses can be delayed from the US support office during US federal holidays. Responses from our EMEA support office may be delayed during official Spanish holidays. For a complete list of holiday closures, please contact RTI Support.

WHAT TOOLS WILL HELP YOU DEBUG YOUR SUPPORT ISSUE?

Our Support team regularly recommends the following tools for helping debug issues.

DDS Ping helps when two or more applications do not communicate

- Isolate connection problems between applications.

- Rule out network issues.

- Verify issues coming from application configuration rather than RTI Connext issues.

For more information, please refer to the documentation accessible through Connext Launcher.

DDS Spy "spies" all data it sees in the domain when one application is not receiving data

- Verify data received in the receiving system.

- Analyze data exchange problems.

For more information, please refer to the documentation accessible through Connext Launcher.

RTI Administration Console provides an overall picture of your system

- Highlight discovery problems.

- Visualize datatype representation.

- Detect QoS compatibility issues.

For more information, please refer to the Admin Console Help available through the application.

RTI Monitor monitors your applications

- Understand your system.
- Verify your design.
- Tune performance.
- Optimize integration.
- Monitor real-time operations.

For more information, please refer to RTI Monitoring Library section in the RTI Connext DDS Core Libraries User's Manual and RTI Monitor Getting Started Guide and User's Manual available on the support portal.

Wireshark captures a wire trace to analyze the RTPS protocol and gather information

- Discovery protocol.
- Heartbeat and ACK/NACK traffic.
- User-data traffic exchange.
- QoS settings.

For more information, please refer to RTI Wireshark Getting Started Guide.

Use RTI debug libraries to increase logging verbosity: our debug libraries do some extra checking that can help to debug problems and our logging verbosity categories help to focus on specific type of output messages.

For more information, please refer to the section titled "Controlling Messages from Connext DDS" in the RTI Connext DDS Core Libraries User's Manual.

HOW DO YOU CONTACT RTI SUPPORT?

In order to provide the highest level of customer support coverage, RTI has two global support offices: Sunnyvale, CA (USA) and Granada (Spain). Customers also have the flexibility of submitting support requests via three different channels:

1

ONLINE RTI SUPPORT PORTAL: HTTP://SUPPORT.RTI.COM

Through the online Support portal, users have access to the following:

- Searchable, online documentation.
- Case history, including open and closed cases.
- Software downloads for all licensed products and architectures.

2

EMAIL: SUPPORT@RTI.COM

When an email is sent to RTI Support, a new case is automatically created in our case management system. You can access the case information, including current status, assigned support engineer and other valuable information through the RTI Support portal.

3

SUPPORT PHONE LINE

You can reach RTI Support at the following phone numbers:

RTI Support - USA
+1 (408) 990 7444
9:00am - 6:00pm Pacific Time (GMT-7)

RTI Support - EMEA
+34 (958) 27 88 62
9:00 - 18:00 Central European Time (GMT+2)

Visit the RTI Community online (https://community.rti.com) for access to our public knowledge database, product documentation, FAQs, examples and more.

ABOUT RTI

Real-Time Innovations (RTI) is the Industrial Internet of Things (IIoT) connectivity company. The RTI Connext® Databus is a software framework that shares information in real time, making applications work together as one, integrated system. It connects across field, fog and cloud. Its reliability, security, performance and scalability are proven in the most demanding industrial systems. Deployed systems include medical devices and imaging; wind, hydro and solar power; autonomous planes, trains and cars; traffic control; Oil and Gas; robotics, ships, and defense.

RTI lives at the intersection of functional artificial intelligence and pervasive networking[SM].

RTI is the largest vendor of products based on the Object Management Group (OMG) Data Distribution Service™ (DDS) standard. RTI is privately held and headquartered in Sunnyvale, Calif.

Download a free 30-day trial of the latest, fully-functional Connext DDS software today: https://www.rti.com/downloads.

**Your systems.
Working as one.**

CORPORATE HEADQUARTERS

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