

RTI Support



As an RTI customer, you can now easily access one of the world's leading DDS customer support teams. You can reach our RTI Support staff via phone, email, or the official RTI Community forums. Support centers in Europe and America 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 expert RTI expert staff and online customer portal. The following are just a few benefits of having an active Support Subscription:

Access to RTI Support Staff

- Technical assistance on how to use RTI ConnexTM DDS software.
- Assistance debugging distributed systems using RTI ConnexTM 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).
- Email access to Support team.

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. Additionally support is offered on a time and material 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:

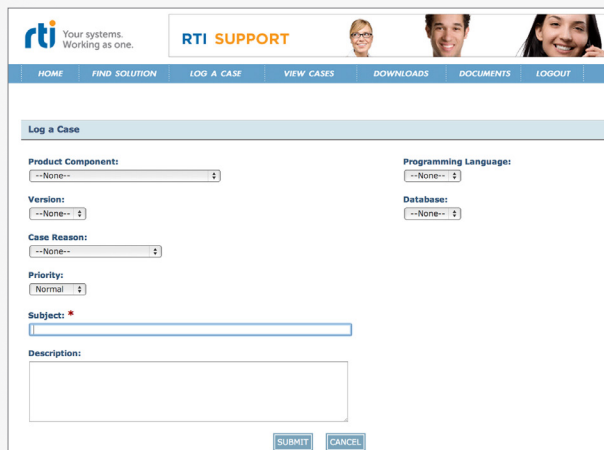
Problem Description:

- 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.

Configuration description:

- Product Version number (e.g., RTI Connex 4.5f).
- Architecture on which the issue is occurring (e.g., i86Linux2.6gcc3.4.3).
- Programming language (e.g., 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 bears upon the problems you are experiencing.
- If the case is in regards to an RTI tool, please include XML configuration file for the tool.

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

The screenshot shows the 'Log a Case' form in the RTI Support portal. The form is titled 'Log a Case' and has a blue header bar with the RTI logo and navigation links: HOME, FIND SOLUTION, LOG A CASE, VIEW CASES, DOWNLOADS, DOCUMENTS, and LOGOUT. The form fields include: Product Component (dropdown menu), Version (dropdown menu), Case Reason (dropdown menu), Priority (dropdown menu, currently set to Normal), Subject (text input field with a red asterisk indicating it is required), and Description (text area). There are also dropdown menus for Programming Language and Database. At the bottom of the form are two buttons: SUBMIT and CANCEL.

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_50040K5ISS: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.

rtiddsping 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 Connexx issues.

For more information, please refer to the online documentation under Modules->Programming Tools.

rtiddsspy “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 online documentation under Modules->Programming Tools.

RTI Analyzer provides an overall picture of your system.

- Highlight discovery problems.
- Visualize datatype representation.
- Detect QoS compatibility issues.

For more information, please refer to the *Getting Started Guide* available on the Support portal.

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 Monitor *Library* and RTI Monitor *Getting Started and User 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](#) and 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 Connexx” in the *RTI Connexx User 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:

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Online RTI Support Portal: <http://support.rti.com>

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

- Knowledge Base/Solutions.
- Code examples.
- Searchable, online documentation.
- Case history, including open and closed cases.
- Downloadable software for all licensed 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)

About RTI

Real-Time Innovations (RTI) is the Industrial Internet of Things (IIoT) connectivity company. The RTI Connex[®] 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 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, California.



Your systems. Working as one.

CORPORATE HEADQUARTERS
232 E. Java Drive
Sunnyvale, CA 94089
Tel: +1 (408) 990-7400
Fax: +1 (408) 990-7402
info@rti.com