

## Support



*Assistance  
where it is needed*

With our software we want to customize the right tools for you, so that you can get stable solutions as quickly as possible.

Our »RealTime Suite«™ is a complex software product which is a real-time extension. It consists of over 20 different functional modules which in turn already comprise considerably more than 450 functions. It hardly needs mentioning that products of such complex nature have to be outlined in an appropriate manner. To that end, we provide special tools for your support, additionally to our software. We will assist you in realizing the optimal use of the developed functions in your

projects.

In addition to it, real-time applications often test the limits of the corresponding hardware. It is hardly possible to examine all appliance and driver combinations. Here, too, we want to aid you in sounding out the suitability of a real-time system.

The information at hand should clearly indicate which options of developer support we have to offer. We explain what is included in the standard developer support and what other exceeding facilities are available.



## Support

### Developer Support

In the line with the developer support we jointly resolve your questions:

- » Questions about the employment of the software
- » Solutions for incompatibility with the hardware
- » Solutions for system crashes
- » Solutions for potential malfunctioning of the software
- » Vacancies and obscurities in the documentation

Support in various ways:

- » Description by mail or over the service portal
- » Telephone advice service
- » Access to your PC via remote servicing
- » Protocol internal processes with Kernel Tracer
- » Sending of source code extracts
- » Sending of complete systems (behavior reproducible)

According to description (initial inquiry only in written form!), we will discuss with you the solution-oriented way, and we will decide how to proceed.

The developer support can be utilized in the following manner:

- » Up to 2 weeks after purchase: free of charge
- » Purchase of developer support (1, 3, 6 oder 12 months)
- » Call on a direct support hotline (only upon previous consultation of a developer)

Service exceeding the mentioned support is liable for cost. For this purpose, we submit to you the following offer (upon inquiry):

- » Development achievement
- » Instruction in programming language development environment
- » Training/consulting
- » Support on site

### Trainings/consulting

Upon consultation, we offer custom-made trainings. Our trainings are made to measure your needs. We bear in mind your state of knowledge together with your posing of questions and to respond to your individual projects. Experience has shown that 2–3 days suffice completely. We receive up to three guests (developers) on our premises. We recommend trainings at our office. Software and hardware tools can be illustrated optimally. On the grounds of greater efficiency, productivity and a better understanding you will gain more expert knowledge in a shorter amount of time.

The billing is by the hour.

### Building of a frame application

We gladly create a frame application according to your wishes. Since we built the functional modules, we are perfectly suited to reach a working application most rapidly. You are only responsible for building your own frame application. As a consequence you can focus on the crucial part—your application. This gives you an advantage in time.

The billing is by the hour.

### Development achievement

Development achievements that exceed a frame application will also be accepted upon inquiry. This could for instance be an extended communication protocol.

The billing is by the hour.

### Kernel Tracer

If you like to improve and accelerate your development work on your own, our Kernel Tracer is well suited for the task. This way specialized operation reports can be submitted in real-time to for instance protocol content variables or the achievement of certain states. Each report is illustrated by various details: System time in 0.1 microseconds resolution, logical CPU number, thread ID, process ID, serial message number and type, thread or task priority, content data blocks etc. All reports can be filtered, assembled, filed and reloaded. Filtering allows permanent deleting, temporary hiding or colored illustration of messages.

Picture: iStockphoto.com - Daniel Laflor

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