OAR Service

Standard Support

The RTEMS Project follows standard free software practice and maintains the development source as well as the previous two release branches. The Standard Support Subscription provides support for these releases and the development version. There should be no expectation of support from the open RTEMS Project since that is a strictly volunteer effort. If you want to ensure you have timely answers to your questions and fixes or work-arounds for problems you encounter, then you need a Standard Support Subscription.

Your Standard Support Subscription includes a DVD of the RTEMS Development Environment and RTEMS for the development host and release branch you require. This DVD includes the RTEMS Development Environment in an easy to install format which does not require Internet access. OAR designed this DVD to meet the needs of projects and organizations which require configuration control over RTEMS and its Development Environment.

- Access to RTEMS Releases and Development Resources
- RTEMS Development Environment DVD and updates
  - includes RTEMS and Tools
  - easy to install
  - all source for tool binaries and RTEMS included
- RTEMS Development Environment Assistance
- Bug Reporting and Patches
- Direct Contact with RTEMS Engineers
- Timely Response to Questions
  - normally less than 24 hours
  - always within 2 business days
- Rapid Problem Response
  - solutions as quickly as technically possible
- Downloadable RTEMS Documentation
- Covers 4.9 branch, 4.10 branch or development head

OAR has long recognized that real-time embedded systems often have fielded lifespans which often far exceed a decade. If your project continues to use an RTEMS version after it is older than the two release branches covered by Standard Support, you can transition to Legacy Support for long term support. We have designed the Legacy Support service to address the needs of long lifespan projects. After the public project has closed a release branch, OAR moves that release branch into legacy support mode. With Legacy Support, you can report problems and with the older software and receive fixes. Legacy Support is offered for an older branch as long as there is interest.

RTEMS Standard Support is available on an annual subscription basis. Addressing RTEMS issues that impact your development effort or fielded product in a timely manner will save your engineering staff's time and your product's reputation.

Please contact OAR at sales@OARcorp.com for more details.