Service Datasheet: CHORUS® Hot-Line Consulting Service

- ❖On-line consulting by CHORUS experts
- ❖Covers all aspects and uses of CHORUS technology and products
- ❖Convenient electronic mail interactions
- ❖Accelerates progress of CHORUS development teams

The CHORUS Hot-Line Consulting Service has been designed to ease the task and increase efficiency of CHORUS customers' development teams.

The CHORUS Hot-Line Consulting Service covers all aspects and uses of CHORUS technology and products. Support is given for Chorus' complete range of products, including:

- CHORUS Nucleus
- CHORUS/MiX V.4
- CHORUS/Fusion for SCO Open Systems Software

Support is also given at all stages of customers' projects:

- High-level design and prototyping
- Development and debugging of modules
- Integration and testing
- Benchmarking, optimization and tuning
- Maintenance and evolution

Sample questions answered by the CHORUS Hot-Line Consulting Service include:

- Is it possible to share memory between a supervisor actor and a MiX process using the same virtual address?
- Is there any driver available for the Adaptec 1542B SCSI controller?
- Is there any public CHORUS documentation on how to design a fault-tolerant server under CHORUS?
- What is the best/fastest way to allow some actors to communicate via sockets?
- Which OSI applications are known to run on MiX V.4 r2.0?
- Did you ever compile the Nucleus with the Oasys C++ compiler?
- How difficult would it be to port CHORUS/Simulator to my specific UNIX system?
- I'm trying to build a binary-compatible interface, but I can't get the trap handling to work correctly. What am I doing wrong?

The CHORUS Hot-Line Consulting Service provides subscribers with personalized access to Chorus' highly skilled experts :

- Questions addressed by subscribers to the CHORUS Hot-Line Consulting Service are first analyzed by CHORUS engineers specifically familiar with the customer's project, so that questions are put in the proper context.
- Questions requiring specific expertise are passed to appropriate CHORUS experts.
- Answers or clarifying questions are passed back to customers as quickly as possible, usually within less than eight working hours.

E-mail interactions provide a structured and easily traceable way to manage interactions between customers and the CHORUS Hot-Line Consulting Service. Direct telephone conversations may also be used to complement e-mail interactions.

The CHORUS Hot-Line Consulting Service is complementary to other CHORUS support services such as Training, Project Development Support, Binary/Source Evaluation Packages, and Maintenance.

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