

RTX Analyzer

README

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Overview

The IntervalZero™ RTX Analyzer is a diagnostic tool used for retrieving information that can help in evaluating system status and identifying potential system inefficiencies or other problem areas.

The RTX Analyzer retrieves operating system information, RTX installation information, Visual Studio information, boot.ini/bcdedit information, processor information, BIOS information, memory information and plug and play device information. It can optionally be used to gather system latency information.

Included Files

The files that perform RTX Analyzer tasks include:

- RtxAnalyzer.exe – the Analyzer program
- Latency.rtss – latency measurement tool
- Latency60.rtss – latency measurement tool
- RtxTlsCmn.dll – library file used by the RTX Analyzer

Version Compatibility

The RTX Analyzer tool is compatible with RTX 7.0 through RTX 2012.

NOTE: The RTX Analyzer is included with RTX 2012 Runtime. The RTX Analyzer Standalone kit is not necessary for this revision or for subsequent revisions unless a newer version of the analyzer has been made available.

Installing, Running and Removing the RTX Analyzer

NOTE: If you have already installed a stand-alone version of the RTX Analyzer, remove it before installing a newer version.

Installing the RTX Analyzer

To begin installation of the RTX Analyzer follow the steps listed below:

1. Double-click on the file `RtxAnalyzer.exe` to begin the installation
2. If you receive a Security Warning, click **Run** to confirm you want to run the installation.
3. Click **Next** in the RTX Analyzer InstallShield Wizard window.
4. Select an installation folder (or use the default folder) and then click **Next**.
5. Click **Install** to begin installing software to your system. A status window will display during installation.
6. Wait for the installation to complete and then click **Finish** to exit the RTX Analyzer installation window.
7. The RTX Analyzer files can now be found in the installation directory.

Running the RTX Analyzer from the Start Menu

The RTX Analyzer can be launched with default behavior (collect all information available) by clicking:

Start > All Programs > IntervalZero > RTX Analyzer > RTX Analyzer

When analysis is complete, a file with default name of `RtxAnalyzer_DATE_TIME.txt` will be written.

If the RTX Analyzer was run using the...	Results will be found...
Start menu shortcut.	On the desktop with the default file name.
Command line using defaults.	In the installation directory with the default file name.
Command line using the /f switch	In the file and path entered in the command line.

Open the output file to see results of the analysis.

Running the RTX Analyzer from the Command Line

1. Open a command prompt
2. Specify the RTX Analyzer installation directory
3. Run RTX Analyzer
4. Use the `/?` option to get usage information

```
C:\>RtxAnalyzer /?
Usage: RtxAnalyzer [/a][/d][/h][/l][/o][/r][/t][/u][/w][/f filename.txt]
/a - Collect all data available
/d - Collect PNP device information
/f filename - Use the filename provided instead of the
              default name "RtxAnalyzer_DATE_TIME.txt"
/h - Collect RTX installation/upgrade history
/l - Collect latency measurements
/o - Collect Operating System information
/r - Collect RTX Subsystem information
/t - Collect RT-TCP/IP stack information
/u - Collect RTX USB stack file information
/w - Collect Windows PNP device information
/? - Print this usage statement
```

If no flags are provided the default behavior is `/a`

Uninstalling the RTX Analyzer

To remove the RTX Analyzer, select **Add or Remove Programs** from the Windows Control Panel. Select the IntervalZero RTX Analyzer program and click **Remove**.

Getting Support

IntervalZero offers a number of support options for RTX users, including technical support and the IntervalZero Web site.

Third-Party Support

If you are a customer who purchased an IntervalZero product through a third-party reseller, contact the reseller for support.

Before Calling Technical Support

Please have the following information ready before calling IntervalZero Technical Support:

Your Support ID

Customers who purchase direct support receive an e-mail address and password for use when accessing the IntervalZero support web site.

The Version Number of Your RTX Software

Before calling technical support, determine the version of RTX installed on your system.

To obtain the RTX version number:

1. Click **Start > All Programs > IntervalZero > RTX 2012 > RTX Properties**.
2. Record the RTX version that is shown in the RTX Properties window.

IntervalZero Web Site

The IntervalZero Customer Support Web page is located at:

<http://www.intervalzero.com/technical-support/>

The IntervalZero support web pages provide electronic access to the latest product releases, documentation, and release notes. With a valid e-mail address and password, you can access the online problem report database to submit new issues or to obtain the status of previously reported issues.

Contacting Technical Support by Phone

For technical support related to installing and using RTX, you can call 1-781-996-4481. At the prompt, press 3 for Support.

Hours are Monday - Friday, 8:30 a.m. – 5:30 p.m. US Eastern time (GMT-500), excluding holidays.