



SYNITI DATA REPLICATION & DATA CONNECTIVITY SUPPORT

QUICK GUIDE TO [SUPPORT.HITSW.COM](https://support.hitsw.com)

In this guide, you will learn how to:

- [search the website](#)
- [create an account](#)
- [open a ticket](#)
- [CC colleagues on a ticket](#)
- [review tickets](#)
- [download a product update](#)

SUPPORTED BROWSERS

The Help Center can be used in the following browsers:

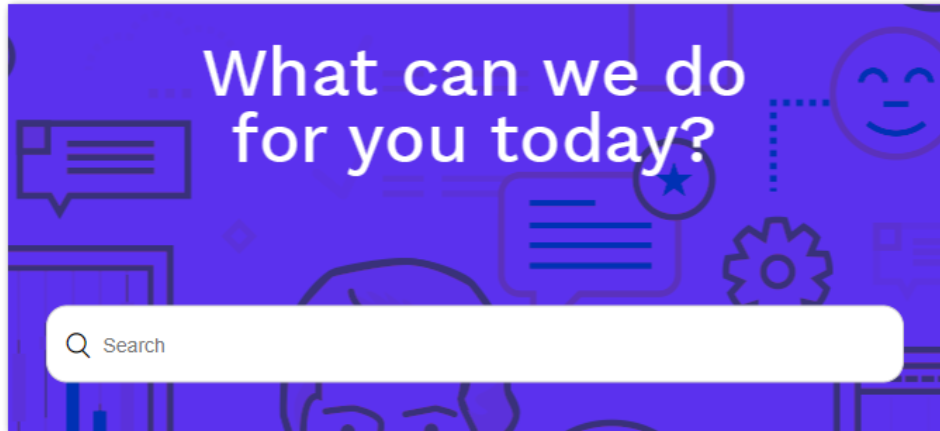
Desktop	Mobile
<ul style="list-style-type: none">• Google Chrome: latest two versions• Mozilla Firefox: latest two versions• Apple Safari: latest two versions• Microsoft Edge: latest two versions	<ul style="list-style-type: none">• iOS 9 and higher• Chrome Mobile for Android: latest version

SEARCH THE WEBSITE

No account is required to search through all of the latest documentation for the Syniti Data Replication and Syniti Data Connectivity products. Your search results will also include our knowledge base articles.

NOTE: Older documentation can be requested by opening a ticket, which does require an account.

On the home page, you will find the search box front and center.



You can also browse documentation and articles by clicking on the 'Quick Links', 'Data Replication', & 'Data Connectivity' buttons immediately below the search box. These buttons are available in plain text at the very top of every page.



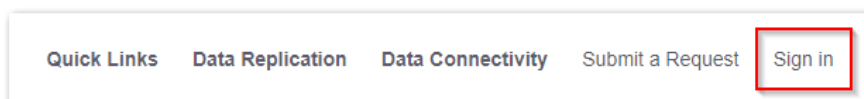
CREATE AN ACCOUNT

Creating an account provides you with several benefits. You can:

- click the 'Follow' button on any Section, Article, User, or Organization to receive emails when content is added
- upvote, downvote, or comment on Articles
- open a support ticket

If you wish to create an account, simply follow these steps.

1. Navigate to <https://support.hitsw.com/>.
2. Click the 'Sign in' button at the very top of any page.



3. Click the 'Sign up' link in the window that pops up.

Sign in to Data Replication & DBConnectivity

Email

Password

[Sign in](#)

[Forgot my password](#)

New to Data Replication & DBConnectivity? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

4. Enter your name and corporate email address in the next window.

NOTE: We do not permit distribution group emails to be used for membership, only individual emails. This is to guarantee security of your company's information and secure access to our site. There is no limit to how many accounts each customer may have, so please always use individual email addresses.

5. Click the 'Sign up' button.

Sign up to Data Replication &
DBConnectivity

Please fill out this form, and we'll send you a
welcome email so you can verify your email address
and sign in.

Your full name *

Your email *

Sign up

Cancel

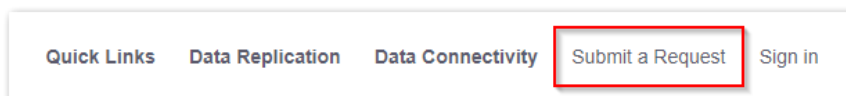
6. On receipt of the welcome email, click the link to verify your email address and set a password.

NOTE: If you urgently need to open a ticket and do not see the “Submit a Request” button in the top-right corner of every page after signing in at <https://support.hitsw.com/>, then please email T1@syniti.com to alert us regarding the pending account and the urgent request.

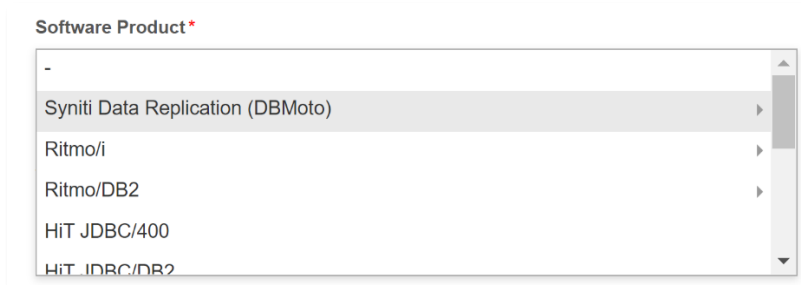
OPEN A TICKET

After you have created an account, you can open a ticket with the following steps.

1. Navigate to <https://support.hitsw.com/>.
2. Click the ‘Submit a Request’ button at the very top of any page.



3. If you are not already signed in, then you'll be prompted to do so now.
4. Select a product from the drop-down menu.



Software Product *

-
- Syniti Data Replication (DBMoto)
- Ritmo/i
- Ritmo/DB2
- HiT JDBC/400
- HiT JDBC/DB2

5. Type a summary of your issue in the **Subject** field.

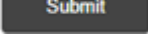
NOTE: Once the Subject field has been populated, the website is searched automatically and suggested results are displayed. Please review the suggestions to see if they can help resolve your question or issue.

6. Type, or copy and paste, details of your issue in the Description field. Include error messages and screenshots, plus any steps you have already taken to solve the issue.

If you would like to include other users in your organization in any communications, add their email addresses in the Description field. A technical support engineer can include them in the CC field of the ticket (as long as they are already Help Center users.)

IMPORTANT: Please include only **ONE issue or question per ticket**. If you have multiple questions or issues, please open a ticket for each one. This allows us to make sure that each issue is properly addressed and tracked to a satisfactory solution.

7. Set a priority for your issue.
8. Attach any relevant files. Note that files larger than 20MB must be submitted as explained in the Help Center article "Uploading Files to the technical support team at Syniti."

9. Click  below the form when you have completed it.

CC COLLEAGUES ON A TICKET

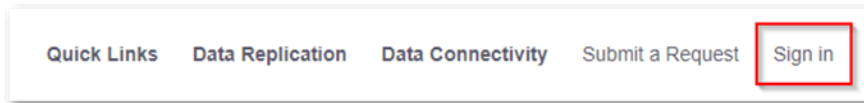
The CC field in a ticket can include additional users, as long as they have a Help Center account. When you submit a ticket in the Help Center, and when you view an open ticket, there is no option to CC colleagues. Therefore, if you would like to include colleagues in the communications, take the following steps:

1. Make sure that any colleague who wants to follow tickets first completes registration with the Help Center. This provides access to all your organization's tickets.
2. Include a request in the body of the ticket when it is submitted with additional people to CC'd on the ticket. An agent will add the users to the CC field and update the ticket.

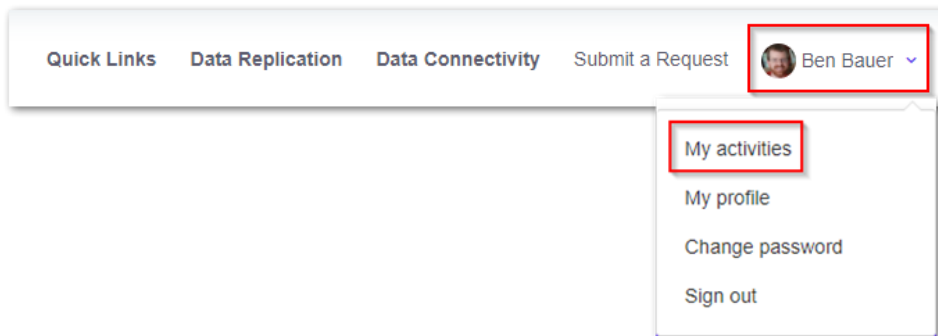
REVIEW TICKETS

After you have created an account, you can review tickets with the following steps.

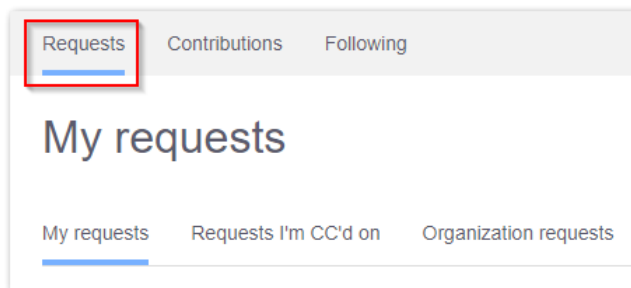
1. Navigate to <https://support.hitsw.com/>.
2. Log in by clicking the 'Sign in' button at the very top of any page.



3. Click your account name at the very top of any page and choose 'My activities'.



4. You will then be able to see the following options (all can be filtered by status).
 - "My requests" - Tickets you have opened.
 - "Requests I'm CC'd on" - Tickets where others have added you in CC.
 - "Organization requests" - Tickets opened by anyone else in your company. This can be filtered by Organization if you're associated with multiple companies/customers.

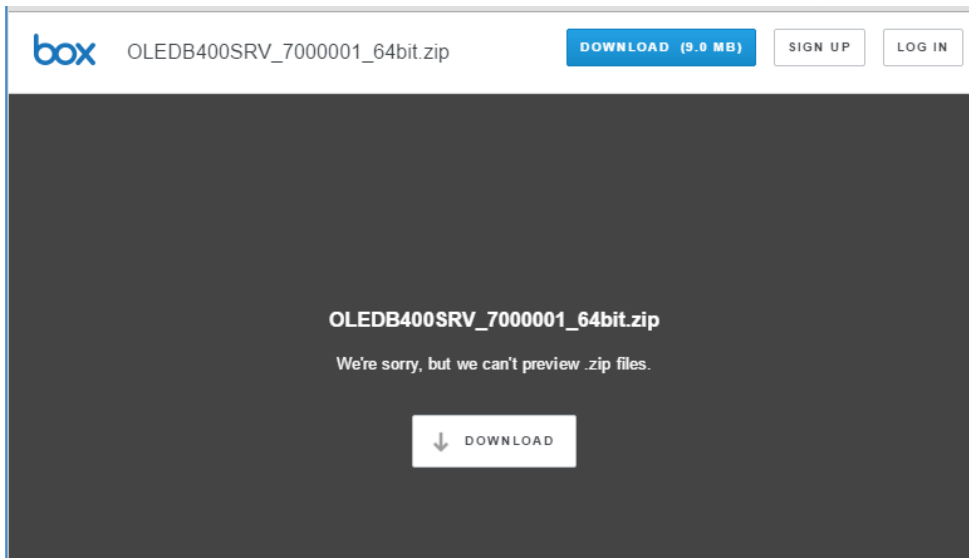


DOWNLOAD A PRODUCT UPDATE

Customers with active AMSP can download new versions of a product by sending in a request to support and then support will provide a link to the product zip file. Here are the complete steps:

1. Log in to the **Help Center** at <https://support.hitsw.com/>.

2. Click **Submit a Request** in the top right corner of the screen.
3. In the Subject line of the request, type "Request <Prod> Download" where <Prod> is the name of the product.
4. In the message body, type the version you want to download, or "latest."
Our support team will send a download link to your email address.
5. When you receive the email with the link, click on the link to see a screen like the following:



6. Click **DOWNLOAD** to download the file using the browser's default method.
7. Install the product by viewing the contents of the zip file and running **setup.exe**.