



Version 11

# Getting Started Guide

*Installation, Data Source Setup, and Troubleshooting*

R:BASE Technologies, Inc.



# Oterro 11 for Windows

## Getting Started Guide

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*by R:BASE Technologies, Inc.*

*Welcome to Oterro 11 for Windows!*

*A high-end performance solution for database application developers, Oterro is a relational ODBC database engine ideal for use in a file server environment, with both 64-bit and 32-bit drivers included. Oterro is the solution for programmers who are exceeding the limits of their current engine. It's the sophisticated high-end database engine that you won't outgrow. This engine has been optimized for serious custom application development. Oterro adheres to Codd's theory of true relational database management. Oterro is able to operate in a complex multi-user environment at high capacity and high speed. In short, Oterro 11 is the ODBC driver for the R:BASE database.*

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**Part**



# 1 Introducing Oterro 11

## 1.1 Oterro ODBC Database Engine

A high-end performance solution for database application developers, Oterro is a full relational ODBC database engine ideal for use in a file server environment, with both 64-bit and 32-bit drivers included. Oterro is the solution for programmers who are exceeding the limits of their current engine. It's the sophisticated high-end database engine that you won't outgrow. This engine has been optimized for serious custom application development. Oterro adheres to Codd's theory of true relational database management. Oterro is able to operate in a complex multi-user environment at high capacity and high speed. In short, Oterro 11 is the ODBC driver for the R:BASE 11 database.

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First Edition

## 1.3 R:BASE 11 for Windows

R:BASE is an Industrial-Strength, Multi-User Relational Database. But R:BASE is not just a Database Management System; it is a total GUI development environment for all Windows desktop and network applications. R:BASE 11 for Windows is the ideal Database Management Suite for creating and maintaining your mission critical data with a true graphical user interface. Since its introduction in 1981 as the first PC-based database management system based on Dr. Codd's relational model, R:BASE has led as the first 32-bit DBMS in its class, providing programming-free application development, automatic multi-user capabilities, 4GL (a full-featured programming language in the R:BASE base product) and embedded ANSI SQL. And now with R:BASE 11 for Windows, we have added a whole new look and feel to enhance the applications you develop in R:BASE. You can rapidly produce the type of results that previously would have required various third party development tools. Simply using native controls, you can now design cool applications at a fraction of the cost and development time when compared to other database and development tools available.

## 1.4 Oterro License Summary

Oterro is licensed in a variety of ways allowing for easy customization. You should refer to the license that shipped with your product for exact details on your licensing. In general, there are two types or categories of licensing. The first type allows for a certain number of connections to a database (this number includes all connections, whether made by Oterro or by other R:BASE products). If this count is reached, new connections to the database cannot be made by the limited version of Oterro. Your other unlimited products will not be affected. These numbered versions of Oterro are available in 1, 5, 10, and 25 user counts. These licenses are not cumulative. For example, purchasing a 1 user and a 5 user does not allow 6 users. The second type allows for unlimited connections and comes in three flavors: Site Unlimited (not distributable), Single Application Unlimited (distributable with a single application) and Multi Application Unlimited (which can be distributed with any number of applications).

## 1.5 Complimentary Support

### **30 DAY LIMITED COMPLIMENTARY TECHNICAL SUPPORT**

#### **A. LICENSEE RESPONSIBILITIES.**

1. To help us expedite the process and provide high quality assistance, the licensee must provide proof of purchase. Proof of purchase is defined as the following: registration number, purchase date, version and build number, and company or individual to which product is registered.
2. To have operating system, workstations, and local network installed and functional. R:BASE Technologies will NOT be responsible for resolving issues not pertaining to the software product.
3. Our support staff deals with advanced issues, therefore the person contacting R:BASE Technologies for assistance should be the system administrator or have other R:BASE/SQL experience and be able to understand and implement the advice given.
4. To have the database, application, and command files being reviewed, safely backed-up before attempting assistance. R:BASE Technologies will NOT be held responsible for lost data or corruption as a result of advice given.

#### **B. R:BASE TECHNOLOGIES, INC. RESPONSIBILITIES.**

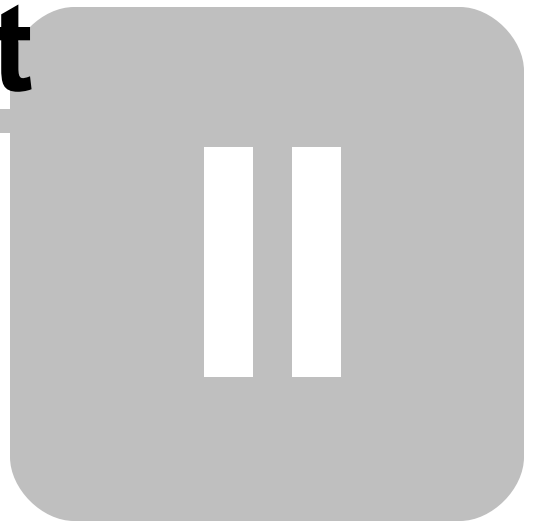
1. To provide quality assistance in a timely manner to aid in the installation of the product and elementary conversion of database, application, and command files within 30 days of the date of purchase.
2. To provide a reasonable solution for any solvable issue. Not all issues may be solved, and therefore we will acknowledge the existence of known issues, or bugs, which we are presently aware of, that have no reasonable work-around.

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R:BASE Technologies reserves the right to limit the amount of support time allotted to a maximum of 2 HOURS during the 30-Day Complimentary Technical Support period. We also reserve the right to limit the quantity of calls from a particular licensee to 30 MINUTES in a single day. Issues are dealt with on a case-by-case basis, and are handled at the discretion of the support agent assigned to the case. Complimentary Support is limited to INSTALLATION and ELEMENTARY CONVERSION related issues ONLY. Our support hours are Monday through Friday, from 10:00 AM to 6:00 PM (EST).

For application, design, or advanced conversion assistance, R:BASE Technologies offers Technical Support Plans of various types to meet your needs. Please visit the Support page at <https://www.rbase.com/support> for details and pricing.

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## 2 Installation

The installation of Oterro is fully automated and does not require user intervention for the initial setup.

Run the installer ".exe", provided by download, while physically sitting at the workstation/server to begin the installation process, and read the installer screens for licensing and other information as the program installs.

### 2.1 System Requirements

The following system specifications are recommended for the optimal use of R:BASE and R:BASE-related software.

#### Workstation Hardware

- 2-Core 2GHz+ CPU
- 2 GB of available RAM (4 GB recommended)
- 2 GB of available hard disk space
- 1024x768 or higher resolution video adapter and display
- Standard mouse or compatible pointing device
- Standard keyboard

#### Server Hardware

- 2-Core 2GHz+ CPU
- 6 GB of available RAM (8 GB recommended)

#### Operating System

- Microsoft Windows 11 (Professional)
- Microsoft Windows 10 (Professional)
- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012, 2012 R2

#### Network

- Ethernet infrastructure (Gigabyte recommended)
- Internet connection recommended, but not required, for license activation, software updates, and support
- Anti-virus programs should exclude the R:BASE program, and any add-on product, executable and database files

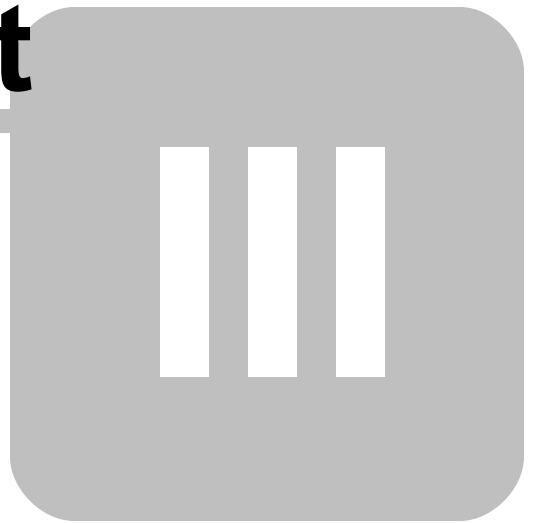
### 2.2 Installing Oterro

Prior to installation, you will need to configure and set up your Windows operating system to handle ODBC. To determine if the ODBC component of Windows is installed, you should go to your operating system Control Panel and look for "Administrative Tools" or "Data Sources" in the name. When you open that, click the "About" Tab or a Version tab or button. You are looking for versions 3.1 or higher. The latest version of the ODBC manager is 3.5, 3.51 or higher depending on which version of the Windows operating system you are running. Other Microsoft products such as Microsoft Office usually install ODBC. However, the ODBC installer can be downloaded by itself from the Microsoft web site.

The installation of Oterro is fully automated, and does not require user intervention for the initial configuration. Run the installer ".exe", provided by download, while physically sitting at the workstation to begin the installation process, and read the installer screens for licensing and other information as the program installs.

When the process is complete, you will need to create data sources for any database you wish to use with Oterro. Graphical discussions of the installation process and creating data sources are included later in this guide.

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### 3 Check Version

The check version screen can be reached at any time by selecting the "Check Version" utility in your Oterro Program Group in the Start Menu.



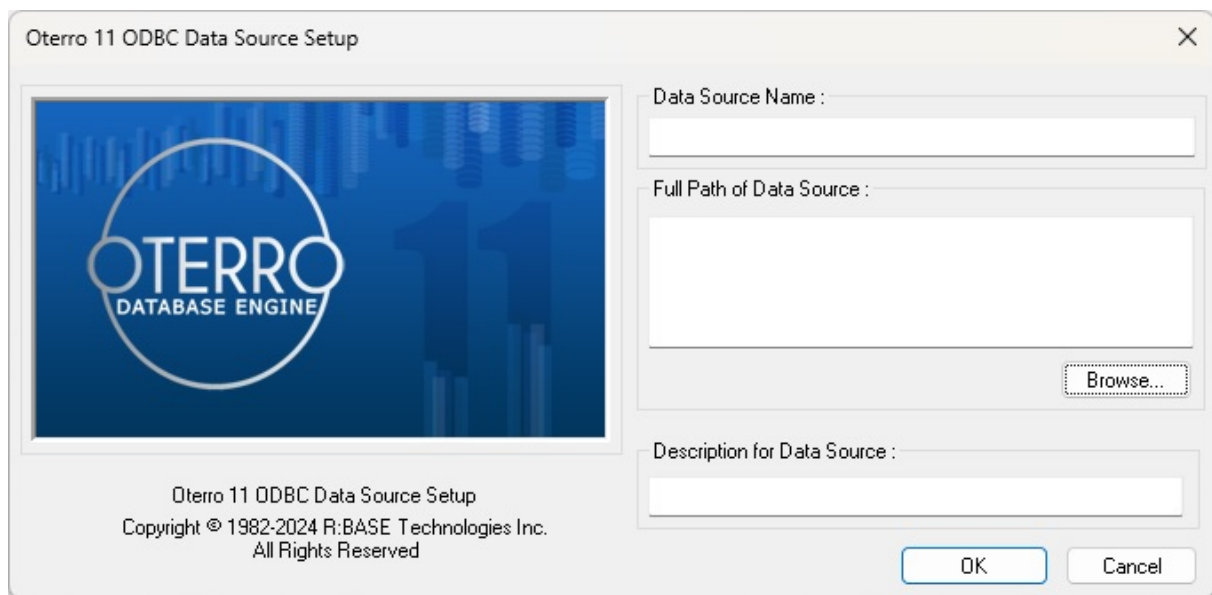
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## 4 Creating a Data Source

When using the Oterro Engine, in most cases, you will need to create a DSN. This is done via the ODBC Data Source Administrator.

1. As stated elsewhere, you need to determine if the application you are working with requires a User or System DSN. Once you decide, click the Add button.
2. The next step in the process is to select the database driver. If you have both Oterro and R:BASE for Windows installed, you will normally want to use the Oterro driver. Select the Oterro 11 Database Driver.
3. Once you click the Finish button, you will be taken to the Oterro DSN configuration screen. You will need to fill in the appropriate information. In some cases, you will need to restrict the name of the Data Source if your development environment does not allow certain characters. The "Full Path of Data Source" should include the RX1 file of your R:BASE database.
4. When you click OK, you will be taken back to the ODBC Control Panel. The listing of Data Sources should include the DSN you have just created.



The screenshot shows the "Oterro 11 ODBC Data Source Setup" dialog box. On the left, there is a blue graphic with the Oterro Database Engine logo. Below the graphic, the text reads: "Oterro 11 ODBC Data Source Setup", "Copyright © 1982-2024 R:BASE Technologies Inc.", and "All Rights Reserved". On the right side, there are three input fields: "Data Source Name:", "Full Path of Data Source:", and "Description for Data Source:". The "Full Path of Data Source:" field has a "Browse..." button next to it. At the bottom right, there are "OK" and "Cancel" buttons.

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## 5 Troubleshooting

If you are having problems with Oterro 11, there are several things you should check. The list below is not intended to be exhaustive, but it should cover the common reasons you cannot connect to or use your Oterro databases.

1. Have you created a Data Source Name or DSN? If not, you may need to create one. However, not all products require a DSN. R:BASE and Visual Basic, for example, can utilize DSN-less connections.
  2. Does the program using Oterro have access to the DSN? For example, some applications are installed by default as a system level application. If you create a User DSN, then the system application will not be able to access that data source. Conversely, Visio seems to require User based DSNs. Other programs may vary.
  3. Do the database character settings match the ODBC defaults? To check this, go to an R> Prompt and type SHOW CHAR while connected to the database. QUOTES should be set to ' (the single quote or apostrophe), MANY should be set to the % (the percent sign), SINGLE should be set to \_ (the underscore) and IDQUOTES should be set to ` (the back quote, usually found above the tilde or ~ character).
  4. Can you use the "Check Version" utility to get the Oterro Version? If not, the driver may not be properly installed.
  5. Does the Oterro Driver display a version? If the driver is listed in the ODBC applet, but the version is not, then make sure the Oterro DLLs were installed to your Windows System directory (OTERRO11.DLL and OTERRO11\_INS.DLL in the SysWOW64 folder for 32-bit operating systems and OTERRO11\_64.DLL and OTERRO11\_64\_INS.DLL in the System32 folder for 64-bit operating systems). If these files are not present, be sure you have write or create permissions on the system directory. If you do not, have an Administrator remove and reinstall the program.
  6. Can you connect to the database with R:BASE? Are there errors?
  7. Is there a Multi-User, StaticDB, Transaction or other database mode conflict? To test this, see if you can connect to the sample DSNs with nobody else connected. You are not likely to have other connections with the samples. If you can connect to the sample, check that the other R:BASE or Oterro Engines connected to the database are of the same version (R:BASE 11, Runtime for R:BASE 11, R:Compiler for R:BASE 11, and Oterro 11), and are using the same settings.
  8. Have you exceeded your License Count with a Numbered Version of Oterro 11? If you have, then you will not be able to connect to the database. For example, if you have a 5 User version of Oterro 11 and there are already 5 connections to the database, then you will not be able to connect. It does NOT matter if those other connections were made with Oterro 11 OR R:BASE OR Runtime. Once the user count is reached, Oterro 11 Numbered will not be able to connect.
  9. Is the database itself unhealthy? Check to see if the database is out of sync (Run RBSYNC), if the database needs transaction recovery (Run RECOVER), or is in need of a Pack or Reload.
  10. Can you use R:BASE to connect to the DSN? Use the following commands at the R> Prompt to create a dummy database and attempt to connect to your DSN.
    - CREATE SCHEMA AUTH TestDSN
    - SCONNECT dsn\_name\_here
    - SATTACH a\_table\_name\_in\_your\_database
- If you have an Owner or Password on the database, or if you don't know your DSN Name, then replace step b. with just SCONNECT and you will be prompted. Similarly using just SATTACH will list all available tables.
11. Are you using reserved characters or words in your DSN name? This will vary based on the environment used to connect to the DSN. The Borland Database Engine, for example, doesn't seem to deploy (but you can develop) with a DSN that contains the \_ (underscore character). This may depend on the version or compilation method of the product that you are using as well.



12. Are you using reserved characters or words in your Table and Column names? For example, R:BASE cannot use columns from another DBMS that contain spaces or that exceed 128 characters in length.
13. Are you using SQL that is compatible with the Oterro 11 engine? For example, some other DBMSs use the following syntax to denote a date: {d 12/27/2000}. Oterro will not understand this format. Check the Oterro documentation for a complete listing of supported commands and functions. Crystal Reports is notorious for generating syntax that Oterro does not comprehend. A well-developed tool such as Crystal Reports will allow you to at least view, if not edit, the SQL that is sent to the Oterro 11 Engine.

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## 6 Uninstalling Oterro

When uninstalling Oterro 11, there are two steps that must be followed.

First, you must remove all Data Source Names or DSNs created with Oterro 11. This includes all File, User and System DSNs. On a machine with multiple users, you may need to have each user log onto the machine and remove their system and file DSNs. An administrator can remove all system DSNs. If this is not done before you uninstall Oterro, you will need to edit the registry to remove the DSNs. As with any registry edit, be sure you are familiar with the registry, and be sure you have a backup. Editing the Registry is only for advanced users. In the instructions below, HKEY\_LOCAL\_MACHINE is abbreviated HKLM and HKEY\_USERS is abbreviated HKU.

For 64-bit DSNs, navigating to HKLM\Software\ODBC\ODBC.INI and deleting the key that corresponds to the DSN can remove system DSNs. You will then need to open the HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\ODBC\ODBC.INI\ODBC Data Sources key and remove the values for the DSNs you have removed. For 32-bit DSNs, navigating to HKLM\SOFTWARE\Wow6432Node\ODBC\ODBC.INI and deleting the key that corresponds to the DSN can remove system DSNs. You will then need to open the HKLM\SOFTWARE\Wow6432Node\ODBC\ODBC.INI\ODBC Data Sources key and remove the values for the DSNs you have removed.

User DSNs can be removed from the HKU\\Software\ODBC\ODBC.INI key in the same fashion as system DSNs.

File DSNs are stored as actual files and will most likely have a DSN extension. These can simply be deleted from your disk.

Once you have removed the DSNs, either automatically via the ODBC control panel or manually via the Registry, you are ready to remove the product. Going to the Add/Remove Programs Control Panel applet can do this. The uninstaller will remove Oterro 11 from your machine.

If the uninstallation fails for any reason, you will need to check the following.

1. Look for the Oterro DLLs (OTERRO11.DLL and OTERRO11\_INS.DLL in the SysWOW64 folder for 32-bit operating systems and OTERRO11\_64.DLL and OTERRO11\_64\_INS.DLL in the System32 folder for 64-bit operating systems). These can be deleted.
2. Look for the Oterro installation directory, C:\RBTI\OterroXE by default. This can be deleted.
3. Look in the ODBC control panel on the Drivers tab. If this exists you can remove it with RegEdit by navigating to HKLM\Software\ODBC\ODBCINST.INI and removing the "Oterro 11 Database Driver (\*.rx1)" key and then removing the same named value from the ODBC Drivers key.

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## 7 Frequently Asked Questions

**Q1:** Each client accessing the common Oterro 11 engine will require a copy of the ODBC driver. How is this to be installed and set up?

**A1:** When installing an Oterro 11 application onto a client's computer, you will need to use the Oterro 11 ODBC installer. If you have purchased a distributable version of the Oterro 11 engine, you will find an installer that does not include samples or documentation in your installation directory that can be used on the client's machine.

**Q2:** I understand constraints and rules can be set up using R:BASE. Can I insert rules and constraints when using another program to link to my database via ODBC?

**A2:** R:BASE is a better way of managing your constraints and rules, as well as working with other aspects of the Oterro database. RBDefine provides a GUI interface for working with your database. As for doing this through Access, Visual Basic or any other program, there are SQL commands for doing everything except rules.

**Q3:** Does Oterro 11 store triggers and stored procedures within its schema? How are these written and installed?

**A3:** Oterro 11 stores triggers and stored procedures in the database itself. The stored procedures originate in ASCII files and are inserted using the PUT command. Once a Stored Procedure has been added to the Database, it can be made to function as a Trigger by using the ALTER TABLE command, where you can identify Stored Procedure to be associated with the table to be launched at an UPDATE, INSERT or DELETE.

**Q4:** What is a trigger?

**A4:** A trigger is an action, placed on a table, to automatically execute upon insert, delete, or update of a row of data in the table. A trigger executes a stored procedure. The stored procedure contains the commands to execute upon the trigger action.

**Q5:** Does Oterro 11 support timestamps? SQL Server does support timestamps. ORACLE does not. I presume Oterro does not in the manner in which they're used in SQL Server. These allow Access (JET) to determine if a record was changed since checking only the unique index value and timestamp last retrieved it. Otherwise, without timestamp, all of the fields must be checked. This is an optional feature, which can be implemented at the discretion of the designer and is not a mandatory requirement. Just wanted to try and clarify. See MS Knowledge Base Q128808.

**A5:** Correct. Oterro 11 does not implement them in the same fashion as SQL Server. However, Oterro 11 provides support for them for when you are using optimistic concurrency and SQLSpecialColumns. Oterro 11 also provides the SYS\_ROWVER column that contains the version of the row. This computed column is added to a table when the table is ALTERed and the AUTOROWVER setting is ON.

**Q6:** Does Oterro 11 support database replication?

**A6:** Oterro 11 does not have a built-in function for database replication, although you can certainly do this through your Visual Basic code. Oterro 11 is a robust, multi-user database engine with optimistic concurrency control and intelligent, automatic, and dynamic locking. With Oterro 11, you do not need to use database replication as a work around for poor multi-user performance.

**Q7:** How long can my column and table names be in an Oterro database?

**A7:** Table, view, and column names are limited to 128 characters at this time.

**Q8:** Does Oterro support the use of names with embedded spaces?

**A8:** Yes. Oterro supports the use of table and column names with embedded spaces, as long as the name is enclosed with the identifier quote character whenever the name is used. The default identifier quote character is a backwards-single quote (`). We recommend, however, that you replace the spaces in names with underscores (\_) for ease of use.

**Q9:** In converting my database to the Oterro 11 format, I get a message about "illegal column name". Apparently one of my columns is a reserved word. Is there any way I can get around this limitation?

**A9:** Yes. The Oterro 11 documentation includes a complete list of reserved words. You can minimize the list by adding the keyword ANSI OFF to your OTERRO11.CFG file. This is not recommended, but can be used as a way to safely rename the column or table. You may also be able to use the ALTER TABLE or RENAME commands by enclosing the illegal name in IDQUOTES. If your IDQUOTES is set to the DEFAULT of ` , then the command RENAME COLUMN `ZIP` TO ZipCode should work. (ZIP is a reserved word)

**Q10:** I get an error when I end any SQL statement with a semi colon (;). Why?

**A10:** The semi colon is only used to end a multi-line SQL command. The Oterro engine does not support multi-line commands.

**Q11:** If I already have an application written for the Jet engine, what would I need to do to replace the Jet databases with an Oterro X Enterprise database? What about the bound controls?

**A11:** All you should need to do if you are accessing a database through an ODBC connection is to replace the database name in the connect string. When using DAO or RDO controls, you would replace the database name with an ODBC connection to the Oterro 11 database. So long as the table and field names remain the same, you should not need to change any of the properties of the bound controls. There may be other code changes, if you are using DAO functions, which are specific to an Access/Jet database.

**Q12:** Our work is done in Visual C++. Can we access the full capabilities of Oterro from C++?

**A12:** Any ODBC 2.5 or higher front-end development tool can access Oterro 11. All the functionality is available regardless of the front-end tool. Oterro does ship with an H file for use with C++.

**Q13:** I've already got an Application built in R:BASE. Can I use this with Oterro?

**A13:** Yes and No. Oterro can be used in a Multi-User situation where users of R:BASE and Oterro are connecting simultaneously. This does not mean that you can use the application developed in R:BASE without conversion. You will need to redevelop the user interface and much of the application flow (menus and the like) in your new environment.

**Q14:** I'm wondering what tools I can use to develop an Oterro 11 application. What would you recommend?

**A14:** Because of the wide variety of situations and needs, we simply can't make one recommendation. Oterro 11 allows you to use the tools you want to develop your application. In general, you should use the tools that you feel most comfortable with, and that are appropriate for your needs. Our clients have reported success using the following tools:

- Active Data Objects and Remote Data Objects
- Active Server Pages
- Adobe ColdFusion
- Microsoft Visual Basic
- Microsoft Visual C++
- Borland C++ Builder
- Borland Delphi
- Other environments using the Borland Database Engine
- Microsoft Office (including Access, Excel and Word)
- R:BASE
- Crystal Reports

**Q15:** Why would you list R:BASE for Windows as a development environment for Oterro 11? Don't they do the same thing?

**A15:** Yes. Both environments allow you to access the same data, but R:BASE provides a complete integrated solution. Oterro 11 can only add to the power of R:BASE itself, and it allows you to expand the native interface. For example, using Oterro, you can create databases for use in R:BASE that dynamically restructure themselves, by adding and removing entire sets of tables, or you can create databases that exceed the storage capacities of your hardware. Another exciting feature is that with the addition of the SCONNECT READ command in R:BASE, you can even use R:BASE to connect to an Oterro X Enterprise database on read only media such as a CD-ROM, allowing you to create offline archives, or network shares that do not provide Write access.

**Q16:** I know you said I could mix and match Oterro 11 and R:BASE in question 13. Could you go into more depth on this?

**A16:** Yes. Both products share a common database engine and can be mixed in a multi-user environment. This allows you the flexibility you need to provide the right solution to every user. The following products can be mixed in a multi-user setting:

- R:BASE 11 for Windows
- Oterro 11 Numbered
- Oterro 11 Unlimited
- R:Compiler for R:BASE 11 for Windows
- Runtime for R:BASE 11 for Windows

**Q17:** Okay. So what is the Oterro 11 Numbered? I don't remember seeing this before. Is this just a new licensing structure for Oterro 11?

**A17:** Yes. The Oterro 11 Numbered is a set of products licensed by user count. This allows us to provide a cost effective solution to those users who need Oterro, but don't need the fully unlimited or distributable versions of Oterro. Typically, this is a small office or single user situation.

**Q18:** Will this Numbered Licensing interfere with my ability to mix and match R:BASE and Oterro?

**A18:** It will not interfere with Oterro 11 Unlimited or any other product's ability to connect to a database. However, it is possible for those other products to interfere with the ability of Oterro 11 Numbered to connect to a database. Oterro 11 Numbered will only connect to a database if the connected user count is lower than its license count. For example, if you purchase the Oterro 11 Five User License, you will only be able to connect if there are less than five users connected. This means that if you have 2 R:BASE users, 1 Oterro User, and 2 Runtime users connected, you would not be able to connect using the Oterro 11 Five User pack, as all five connections have been taken.

**Q19:** How can I tell what version of Oterro I'm using?

**A19:** This may vary based on the version of the ODBC Manager that you are using. To find the version, go into your Control Panel and select the ODBC Data Source Administrator. Then, choose the Drivers tab and find the Driver Name. Look at the Version. A list of Oterro ODBC driver name and versions are listed below.

**Part**





## 8 Technical Support

Please read over the help documentation at least once before seeking support. We have worked very hard to make the help documentation clear and useful, but concise. It is suggested that you reread these instructions once you have become accustomed to using the software, as new uses will become apparent.

If you have further questions, and cannot find the answers in the documentation, you can obtain information from the below sources:

- Email our Technical Support Staff at: [support@rbase.com](mailto:support@rbase.com)
- Access the R:BASE Technologies Support home page online at <https://www.rbase.com/support>

You may be required to purchase a technical support plan. Several support plans are available to suit the needs of all users. [Available Technical Support Plans](#)

Please be prepared to provide the following:

- The product registration number, which is located on the invoice/order slip for the purchased product
- The type of operating system and hardware in use
- Details regarding your operating environment; such as available memory, disk space, your version of R:BASE, local area network, special drivers, related database structures, application files, and other files that are used or accessed by your application

All provide information will be used to better assist you.

R:BASE Technologies has a number of different services available for R:BASE products. As a registered user, you will receive information about new features for R:BASE and other R:BASE Technologies products. Please remember to register your software. <https://www.rbase.com/register/>

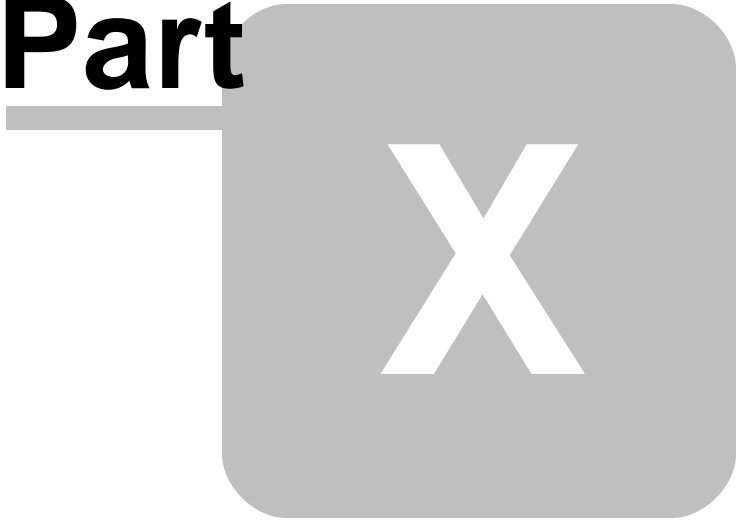
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**IX**

## 9 Useful Resources

- . R:BASE Home Page: <https://www.rbase.com>
- . Up-to-Date R:BASE Updates: <https://www.rbaseupdates.com>
- . Current Product Details and Documentation: <https://www.rbase.com/rbgx5>
- . Support Home Page: <https://www.rbase.com/support>
- . Product Registration: <https://www.rbase.com/register>
- . Official R:BASE Facebook Page: <https://www.facebook.com/rbase>
- . Sample Applications: <https://www.razzak.com/sampleapplications>
- . Technical Documents (From the Edge): <https://www.razzak.com/fte>
- . Education and Training: <https://www.rbase.com/training>
- . Product News: <https://www.rbase.com/news>
- . Upcoming Events: <https://www.rbase.com/events>
- . R:BASE Online Help Manual: <https://www.rbase.com/support/rsyntax>
- . Form Properties Documentation: <https://www.rbase.com/support/FormProperties.pdf>
- . R:BASE Beginners Tutorial: <https://www.rbase.com/support/rtutorial>
- . R:BASE Solutions (Vertical Market Applications): <https://www.rbase.com/products/rbasesolutions>

**Part**



## 10 Feedback

### **Suggestions and Enhancement Requests:**

From time to time, everyone comes up with an idea for something they'd like a software product to do differently.

If you come across an idea that you think might make a nice enhancement, your input is always welcome.

Please submit your suggestion and/or enhancement request to the R:BASE Developers' Corner Crew (R:DCC) and describe what you think might make an ideal enhancement. In R:BASE, the R:DCC Client is fully integrated to communicate with the R:BASE development team. From the main menu bar, choose "Help" > "R:DCC Client". If you do not have a login profile, select "New User" to create one.

If you have a sample you wish to provide, have the files prepared within a zip archive prior to initiating the request. You will be prompted to upload any attachments during the submission process.

Unless additional information is needed, you will not receive a direct response. You can periodically check the status of your submitted enhancement request.

If you are experiencing any difficulties with the R:DCC Client, please send an e-mail to [rdcc@rbase.com](mailto:rdcc@rbase.com).

### **Reporting Bugs:**

If you experience something you think might be a bug, please report it to the R:BASE Developers' Corner Crew. In R:BASE, the R:DCC Client is fully integrated to communicate with the R:BASE development team. From the main menu bar, choose "Help" > "R:DCC Client". If you do not have a login profile, select "New User" to create one.

You will need to describe:

- What you did, what happened, and what you expected to happen
- The product version and build
- Any error message displayed
- The operating system in use
- Anything else you think might be relevant

If you have a sample you wish to provide, have the files prepared within a zip archive prior to initiating the bug report. You will be prompted to upload any attachments during the submission process.

Unless additional information is needed, you will not receive a direct response. You can periodically check the status of your submitted bug.

If you are experiencing any difficulties with the R:DCC Client, please send an e-mail to [rdcc@rbase.com](mailto:rdcc@rbase.com).

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## Notes