

RBAdmin 11



Help Manual



RAdmin 11

Manual

by R:BASE Technologies, Inc.

Welcome to RAdmin 11!

The R:BASE Database Network Administrator Utility!

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Part



1 Introduction

1.1 Introducing RAdmin 11

The RAdmin 11 program is a network database administrator utility for R:BASE 11 databases. It allows a database administrator to view users with open file connections as well as any ODBC connections to R:BASE database files. The available options for the connected databases, ODBC connections, users, and chat provide a great deal of power to R:BASE database administrators.

RAdmin displays the paths to the R:BASE database so an administrator can quickly review a large number of R:BASE databases and the users who have the files open, as well as the network user names, computer names, connection mode, length of time that the users have opened the files, and the number of files opened.

RAdmin includes a plugin providing the ability to capture user connection information from the live database through R:BASE commands. The user count and list of connected users can be captured. The ability to reset the user count, and clear ghost connections is also available. When RBADMIN is ON, users may be disconnected from the database as well.

RAdmin also allows the ability to send a message to any database connected user. This allows a database administrator to speak to, and even warn their users before an untimely disconnection.

Using the R:Chat interface, a database administrator can exchange messages with network users. In addition, network users can exchange messages with one another using the R:Chat Client.

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Printed: April 2024 in Murrysville, PA

First Edition

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The Program requires activation using a unique code. If you purchase a Single Seat License with or without 5 Seat Add-On Licenses, you agree to comply with the license activation and verification procedure described in this section of the Agreement. The activation technology may prevent your use of the Program if you do not follow the activation process described in this Agreement.

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LICENSEE RESPONSIBILITIES

- To help us expedite the process and provide high quality assistance, the licensee must provide proof of purchase when calling. 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.

- To have operating system, workstations, and local network installed and functional. RBTI will NOT be responsible for resolving issues not pertaining to the Program.
- Our support staff deals with advanced issues, therefore the person contacting RBTI for assistance should be the system administrator or have other R:BASE/SQL experience and be able to understand and implement the advice given.

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- To provide quality assistance in a timely manner to aid Licensee in the installation of the product within 30 days of the date of purchase.
- To provide a reasonable solution for any resolvable issue. Not all issues are resolvable, and therefore we will acknowledge the existence of known issues or "bugs" which we are presently aware of, that have no reasonable work-around.

RBTI 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 from 10am. to 6pm. Eastern Time.

2. Fixes for Known Issues

RBTI will provide continued product fixes for known issues or "bugs" for 1 YEAR from the software purchase date. After 1 year, users are urged to acquire the necessary Software Assurance Plan to continue with product support and ongoing activations for reinstallations and license transfers.

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1.4 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.

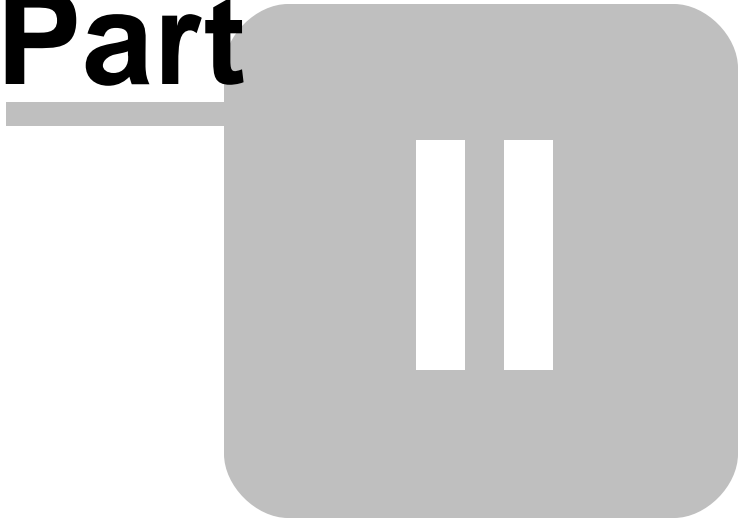
1. To provide quality assistance in a timely manner to aid in the installation of the product and elementary conversion of database, application, and command files within 30 days of the date of purchase.
2. To provide a reasonable solution for any solvable issue. Not all issues may be solved, and therefore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

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.

Part



2 Installation

The RAdmin product contains two separate installers. The primary installer is for RAdmin. RAdmin is the software which will be installed on the server computer where the database files are stored. When installed, the program includes the main RAdmin interface and the R:BASE Messenger components to send messages to users, if needed.

A second installer package is for the RAdmin Client for the workstation/client computers. When installed, the program includes the R:Chat Client and the R:BASE Messenger components to receive messages from the RAdmin interface. The RAdmin Client must be installed on the client computers in order for the end users to receive messages from the RAdmin server interface, or to engage in the R:Chat Client instant messaging.

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 Things You Will Need

- License Key

Before launching the installer, it is recommended that you have your 32-character License Key readily available. The License Key is provided in a document, with the email message, when the software was originally purchased. If you have lost or misplaced your License Key, please contact our Support Staff by email at support@rbase.com.

- Internet Access

The computer where the software will be launched should have access to the Internet for activation. The Internet access is used to visit the R:BASE Technologies Web site to provide your required Activation Key.

In instances where the software will be installed on a computer that is not connected to the Internet, you must then contact R:BASE Technologies to provide information displayed on the computer screen. Please contact our Product Activation Staff by email at activationkey@rbase.com. The Registration Number must be provided. The Registration Number is displayed on the invoice/order slip, and within the email, when the software was originally purchased.

2.3 RAdmin

The installation of RAdmin 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.

Installation Directory

C:\RBTI\RAdmin11

Files Installed

RAdmin11.exe
RAdmin11.RBM
RAdmin11.pdf
RAdmin11.chm
RBASEMessenger_Service.exe
RBASEMessenger.exe
RBASEMessenger_MSFirewallTool.exe
License.rtf
ReadMe.txt

Plugin

The RAdmin 11 Plugin file (RAdmin11.rbm) must be placed in the R:BASE 11 program directory (C:\RBTI\RBG11).

Requirements:

1. The administrator running RAdmin must have Administrator rights on the server where the database files are located.
2. RAdmin must be used on a true Windows NT family server and is not supported for shared external hard drives.
3. RAdmin 11 is only compatible with the R:BASE 11 databases.
4. An additional setting has been added to the R:BASE Engine, specifically for RAdmin.

SET RBADMIN ON/OFF

In order for RAdmin to disconnect users from the database, this setting must be set to ON. All users, whether their setting for RBADMIN is ON or OFF will be seen within RAdmin. It is recommended that this setting be added to a database application startup file for ease of implementation. When RBADMIN is set ON and connections are made to the database, a hidden binary file will be created in the database directory. The name of the file is unique to each database; consisting of "RAdmin_" + dbname + ".bit". The binary file for the ConComp sample database with RBADMIN set on would be "RAdmin_ConComp.bit".

When using RAdmin in Remote Desktop (Terminal Server) environments, please ensure the following for proper use:

- The account using RAdmin must be member of the Administrators or Server Operators local group.
- The "Client for Microsoft Networks" and "File and Printer Sharing for Microsoft Networks" options within on the network device (LAN card) properties should be enabled.
- In the R:BASE application, the database references should be in UNC format. Example: \\hostname\folder\db.rx1

RAdmin uses LAN functions to get file sessions. In a terminal server setup, there is usually only one machine used and all sessions are emulated local sessions. This translates to where database connections are local - C:\Folder\DB.RX1. The LAN functions used cannot see local connections. The workaround is to share the database location in the network and use that as the database location (e.g. \\LocalHost\SharedFolder\Database.RX1 instead of C:\Folder\Database.RX1). Using this method, the LANMAN is aware of the file access.

2.4 Plugin Activation

R:BASE Plugins can be used to enhance, or extend R:BASE operations. Current R:BASE Plugins use the .RBM file extension. To begin using any plugin product, the plugin must be registered for use.

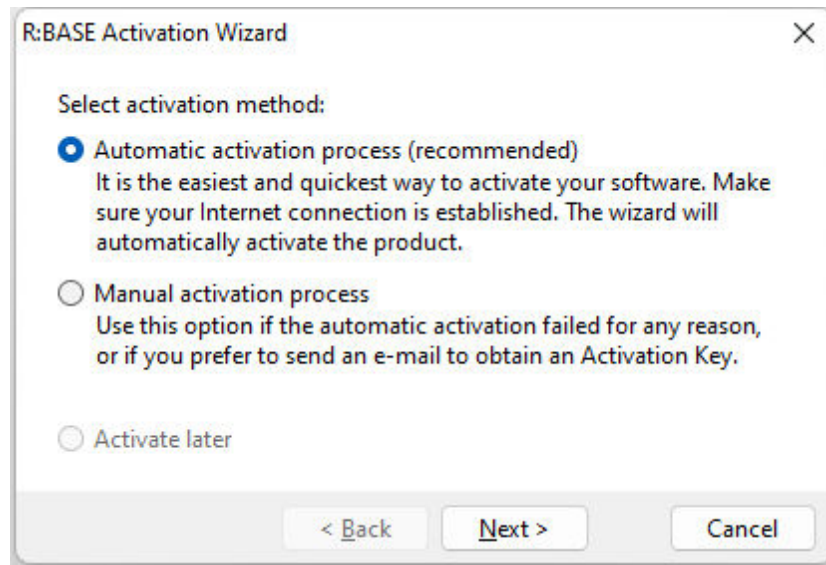
The license type for R:BASE and R:BASE plugin products must match. The license keys supplied with Single Seat and 5 Seat plugin products will only be accepted within Single Seat and 5 Seat versions of R:BASE, and are not accepted within R:Compiler for R:BASE or Runtime for R:BASE programs. The same license structure is also in place for Runtime License Keys for plugin products, where the key will not be accepted within Single Seat and 5 Seat Licenses R:BASE.

To begin using a plugin product, you must register the software within R:BASE by selecting "Help" > "Product Activation" from the main Menu Bar. In this window, select the "Add New" button where you can enter or copy and paste the License Key you received with your product.

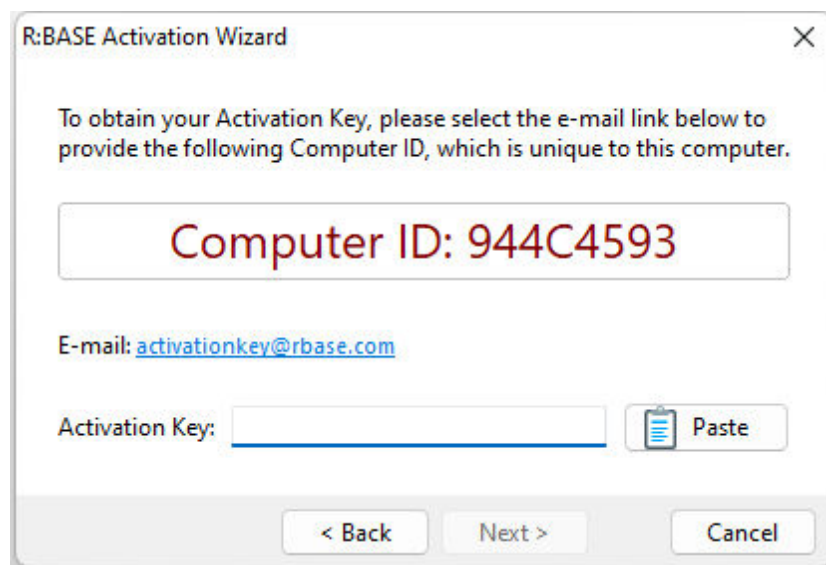
Only "Per Seat" License Keys are valid for this entry screen. All "Runtime" License Keys must be registered within R:Compiler for R:BASE or within Runtime for R:BASE separately.



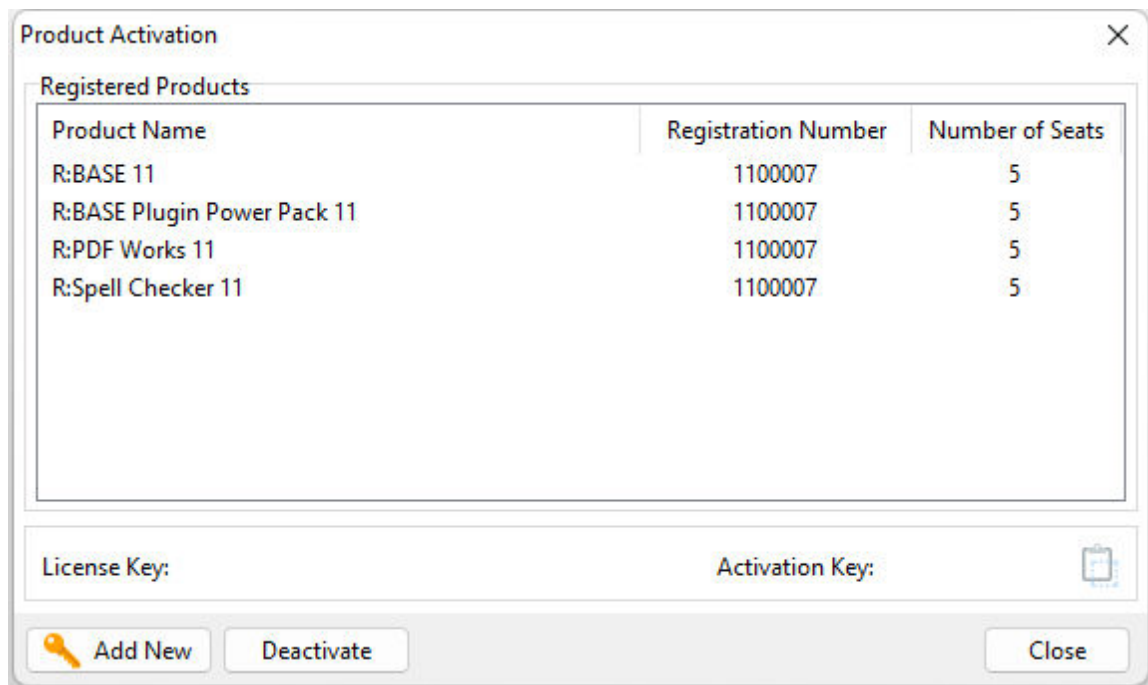
After entering the License Key, you will see a dialog to prompt for your activation method. The software can be activated automatically over the Internet, or manually by retrieving an Activation Key from R:BASE Technologies by email or over the phone. If you select "Later", you will be reminded each time R:BASE starts to activate your copy.



When activating the software manually, you select the e-mail link to launch your email client and send a pre-formatted message to R:BASE Technologies that will contain your License Key and the displayed Computer ID. You will need to provide your R:BASE Registration Number and Computer ID.



At any time, you can review your product information by starting R:BASE, and from the Menu Bar clicking on "Help" > "Product Activation". Your R:BASE Registration Number is displayed on the window. You can also enter additional License Keys for R:BASE add-on products.



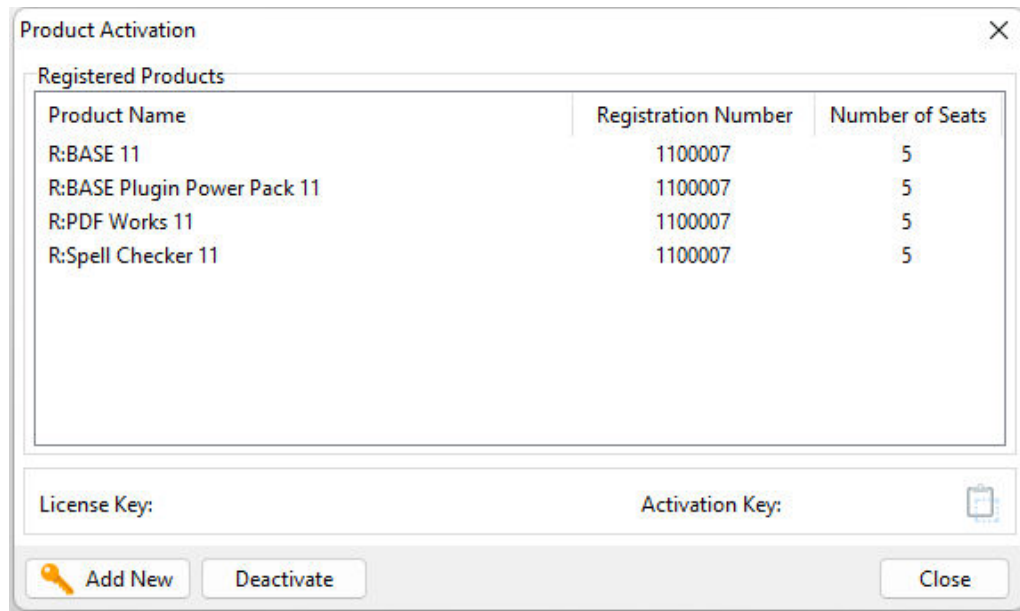
Please be advised that if you are activating multiple workstations, it is highly recommended that you keep records of the computer name, Computer ID and Activation Key for future reference. Access to this information will prove convenient in the event of a hardware failure or license transfer when uninstalling R:BASE.

Please see: [Uninstall/Reinstall](#)

2.4.1 Uninstall

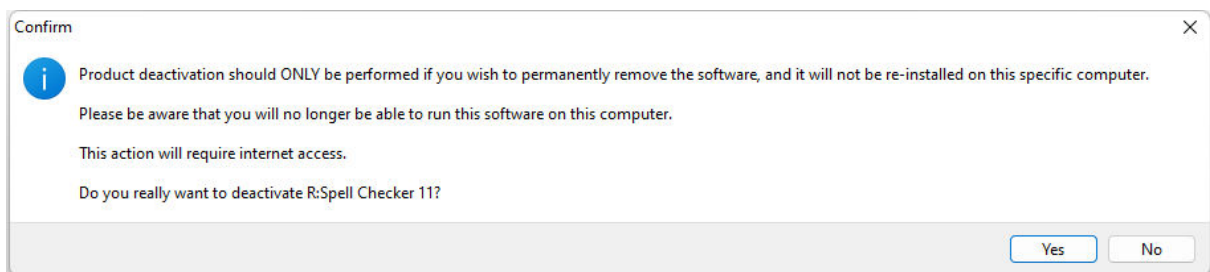
If a computer is no longer using R:Mail, through license transfer or hardware failure, the Activation Key that was used on that computer must be submitted to R:BASE Technologies so we can then remove the Activation Key from our log. We will disable the Key, which will then free up that used activation. Once a key is reported to us as no longer in use and deactivated, it can no longer be used on that computer.

Product deactivation can be performed automatically from within R:BASE. To review your product information select "Help" > "Product Activation" from the Menu Bar. Here, the License Key and Activation Key for a selected product is available for review.



If the License Key for your product is not readily available for the license transfer, select the "Copy License Key" button to send your License Key to the clipboard.

To deactivate a listed product, select it and press the "Deactivate" button. The below confirmation dialog will appear. After selecting "Yes", the product will be removed from the list.



After completing the deactivation of the product, it can be successfully reinstalled and activated.

2.5 RAdmin Client

The installation of the RAdmin Client 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.

Installation Directory

C:\RBTI\RAdminClient11

Files Installed

RChatClient11.exe
 RChatClient11.chm
 RChatClient11.pdf
 RBASEMessenger_Service.exe
 RBASEMessenger.exe
 RBASEMessenger_MSFirewallTool.exe

License.rtf
ReadMe.txt











Requirement:

The user installing RAdmin Client must have Administrator rights on the computer where the files are installed.

Part



3 Tool Bar

Button	Description
	Refreshes RAdmin modules
	Sends a message to a connected user
	R:Chat Server Settings
	Start R:Chat Server
	Stop R:Chat Server
	Saves the chat log to a file
	Clears the chat log
	Launches the RAdmin Help
	Displays product version information
	Exits RAdmin

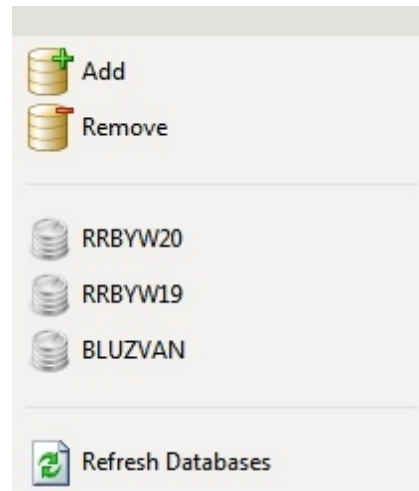
Part



IV

4 RAdmin

The RAdmin Group Bar is central location for monitoring R:BASE database connections and open network resources and provides a chat interface with network users.



4.1 Databases

Databases may be added and removed from the list of databases to monitor within RAdmin. When a database name is selected from the list, the "Database Info" panel will display the name and path of the currently selected database.

When users are connected to the database files, the grid will display the network user name, the computer name, the open mode, and the length of time that the users have opened the files.

Add a Database

To add a database to the list, choose the "Add" menu option.

Remove a Database

To remove a selected database from the list, choose the "Remove" menu option.

Refresh Databases

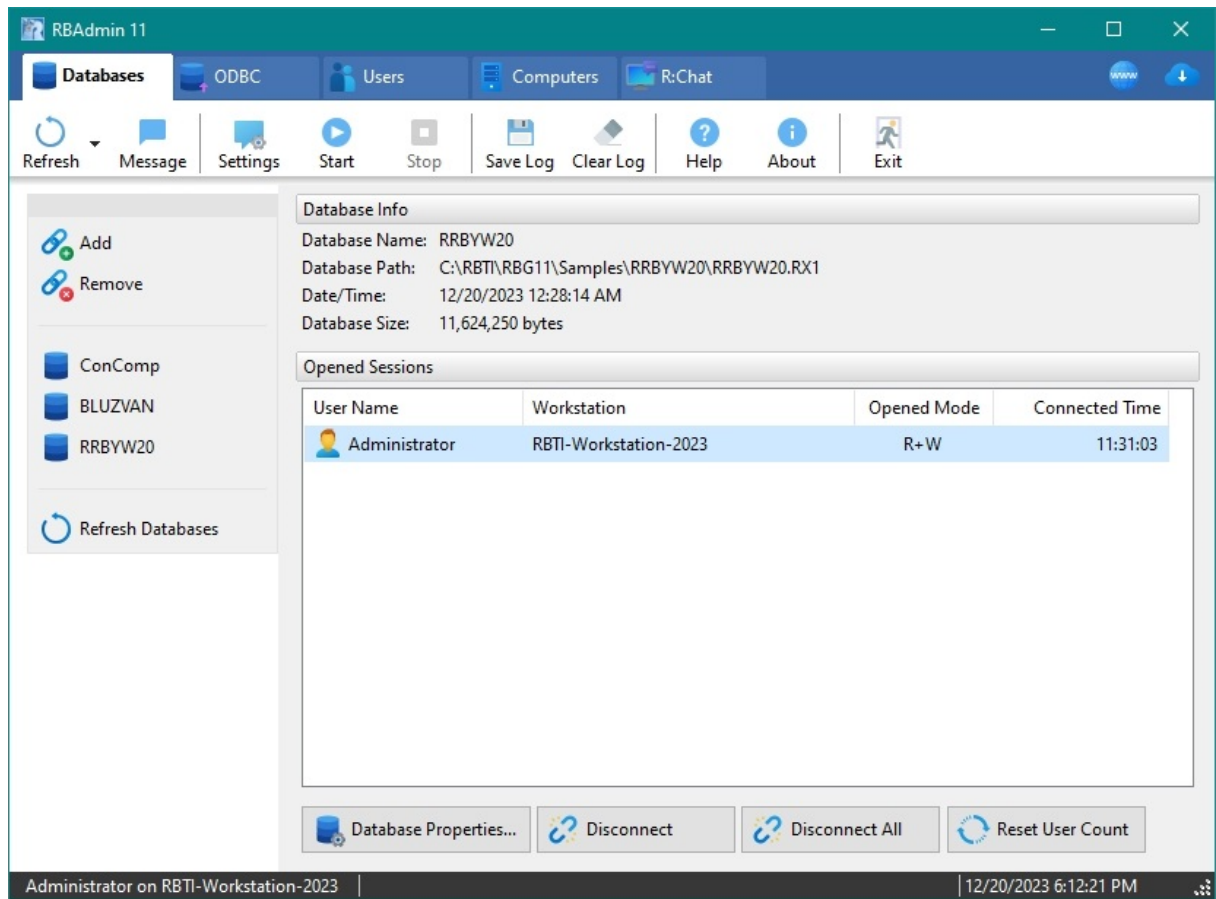
Choose the Refresh Databases menu option to refresh the list of users with R:BASE database connections.

Disconnect Users

To disconnect a user, highlight the user name in the display grid and choose the "Disconnect" button. To disconnect all users in the display grid and choose the "Disconnect All" button.

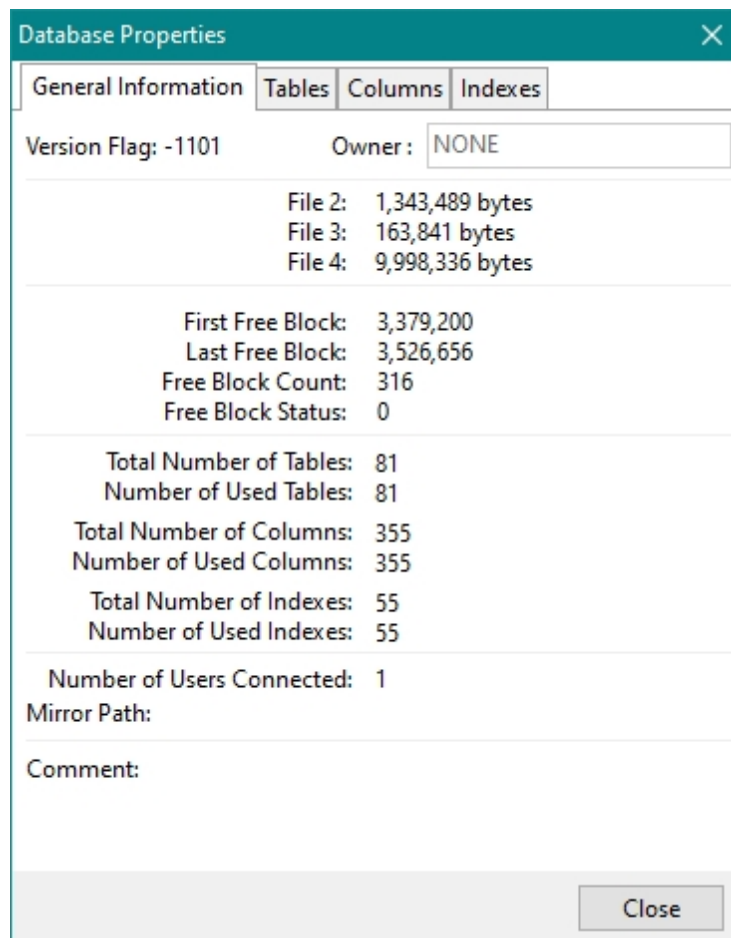
Reset User Count

If needed, the Reset User Count button will reset the connection count displayed in the Database Details dialog window to zero.



Database Details

The Database Details button will display the general information, number of connections, table structure, column structure, and index list for the selected database. When selecting the "Database Details" button, a fast connection is made to the database files to retrieve the current information. That connection will temporarily be displayed in the information.



4.2 ODBC

The ODBC Data Sources area will display a list of defined ODBC data sources for the computer running RBAAdmin. When a ODBC data source name is selected, the "ODBC Database Info" panel will display the database name, path, date/time, size, description, and the ODBC driver for the data source.

When users are connects to the database files through ODBC, the grid will display the network user name, the workstation name, the open mode, and the length of time that the users have opened the files.

Refresh ODBC Sources

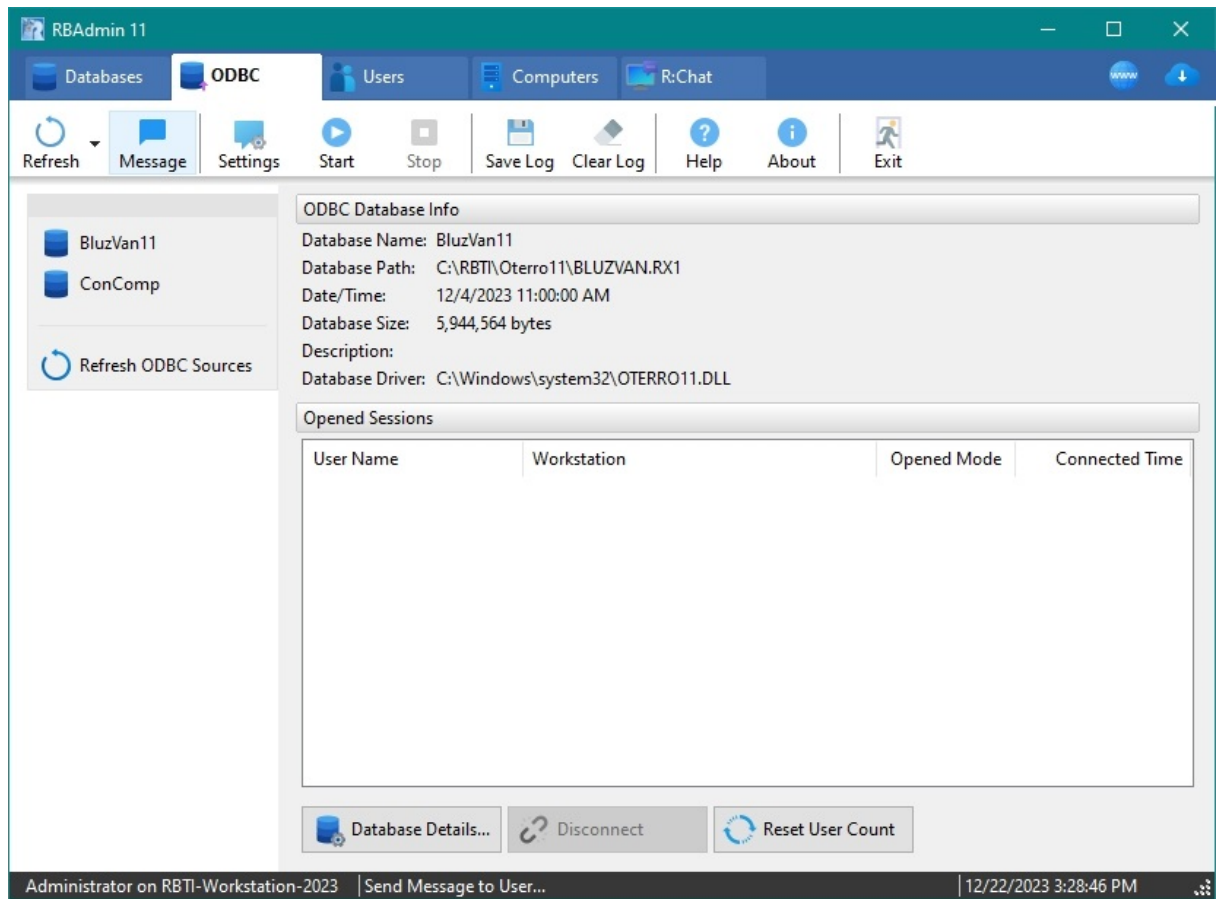
RBAAdmin can be left open during the addition of any new ODBC Data Sources. To refresh the list of ODBC Data Sources, choose the Refresh ODBC Sources menu option.

Disconnect a User

To disconnect a user, highlight the user name in the display grid and choose the Disconnect button.

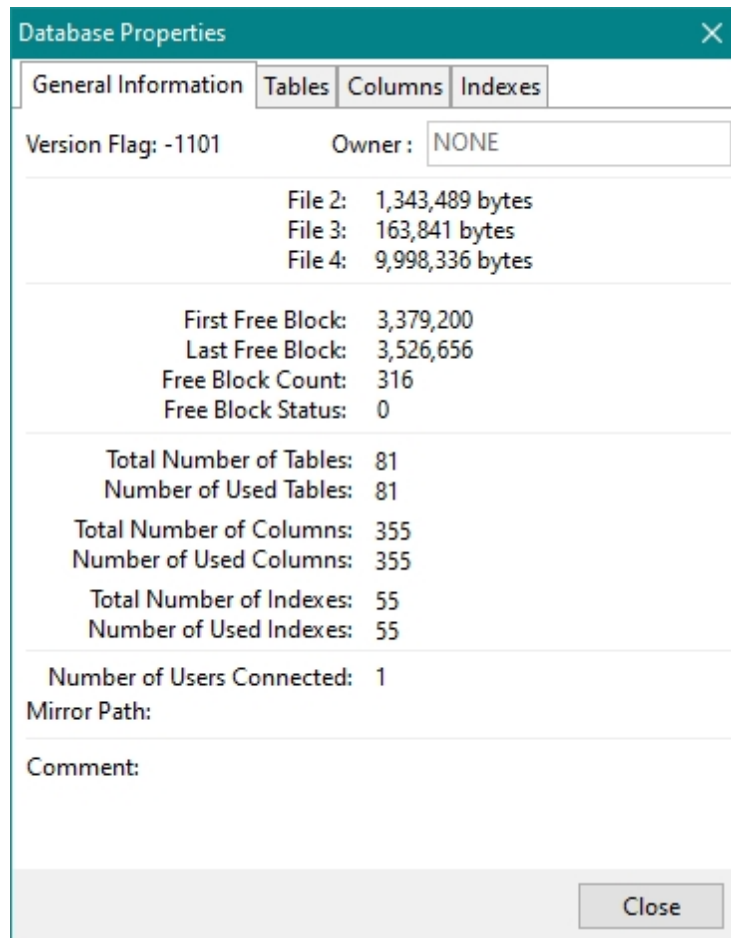
Reset User Count

If needed, the Reset User Count button will reset the connection count displayed in the Database Details dialog window to zero.



Database Details

The Database Details button will display the general information, number of connections, table structure, column structure, and index list for the selected database. When selecting the "Database Details" button, a fast connection is made to the database files to retrieve the current information. That connection will temporarily be displayed in the information.



4.3 Users

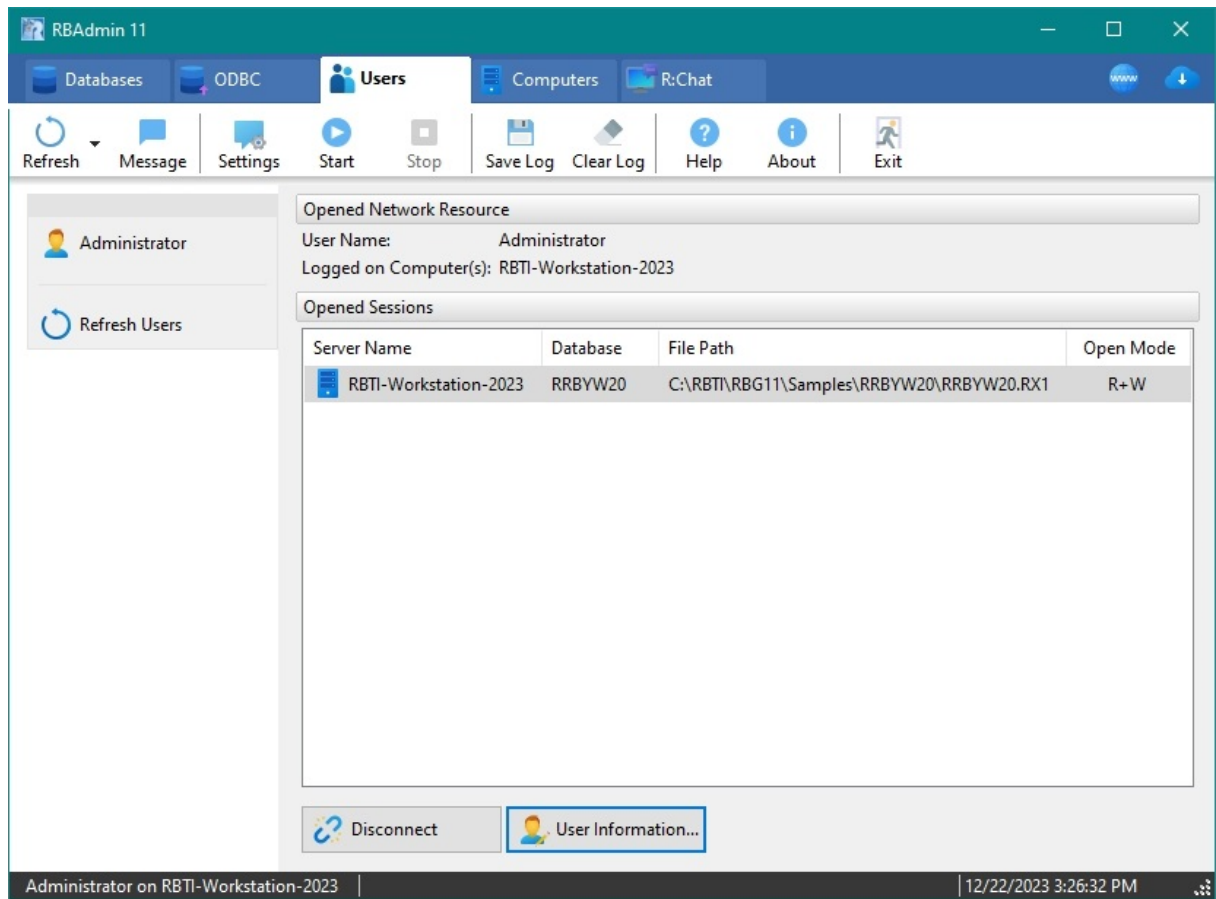
The Users option will display the list of users connected to any of the R:BASE databases in the "Added Databases" list. When users are connected to the database files and a User name is selected from the Group Bar list, the "Opened Network Resource" panel will display the user name and computer name of the connected user. The grid will display the server name, database name, file path, server name, database, file path, and the open mode.

Refresh Users

Choose the "Refresh Users" menu option to refresh the list of users with R:BASE database connections.

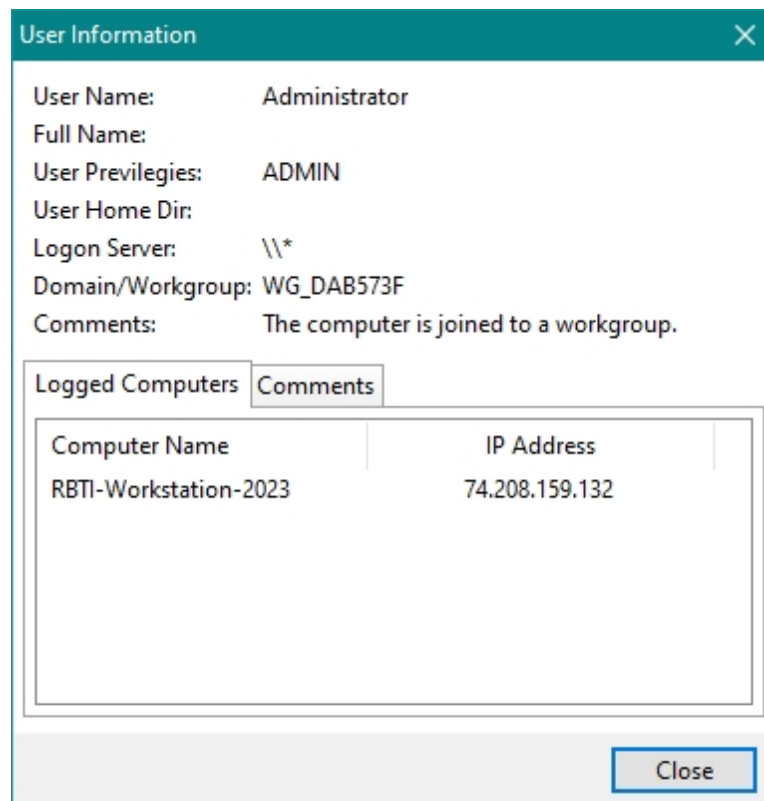
Disconnect a User

To disconnect a user, highlight the user name in the display grid and choose the "Disconnect" button.



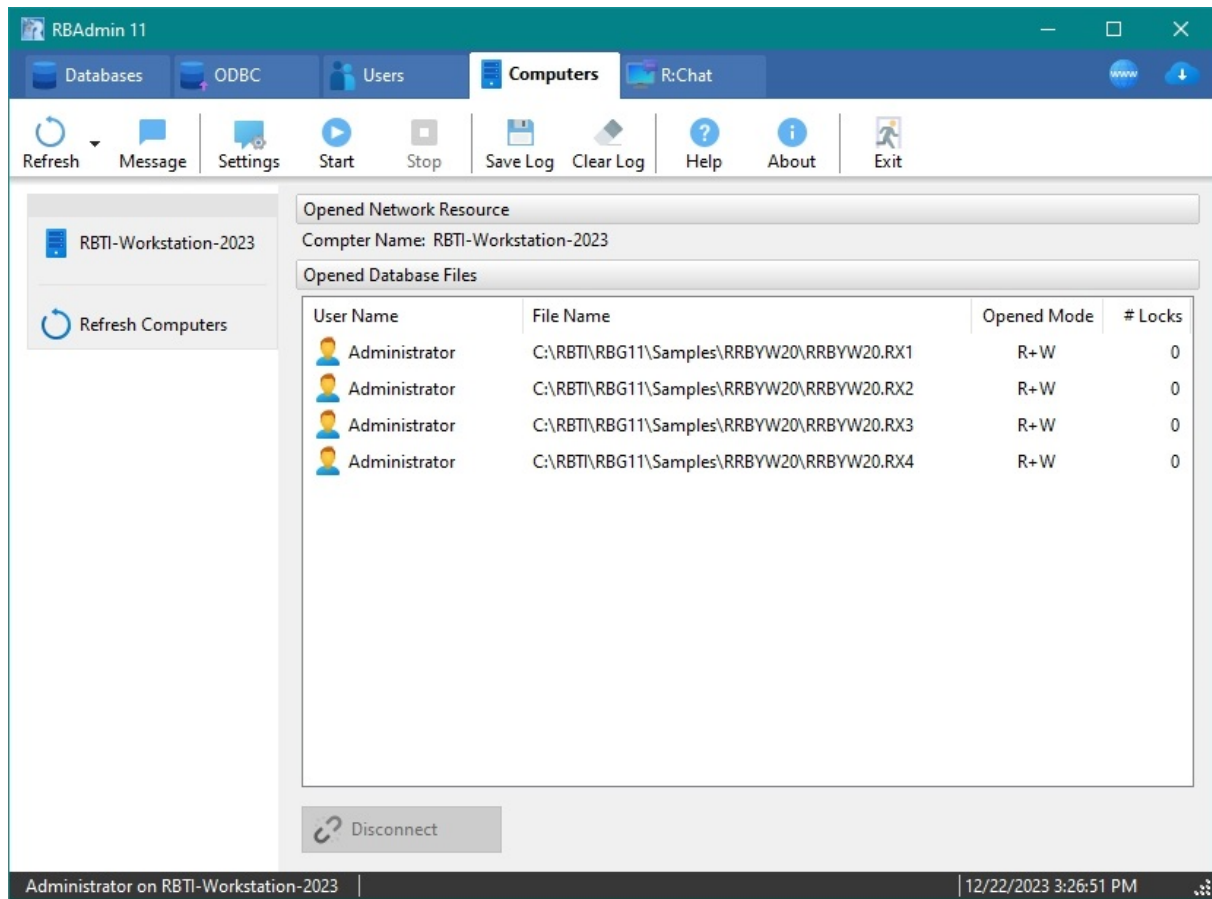
User Information

The User Details button will display the general information, comments, and computer information for the selected user.



4.4 Computers

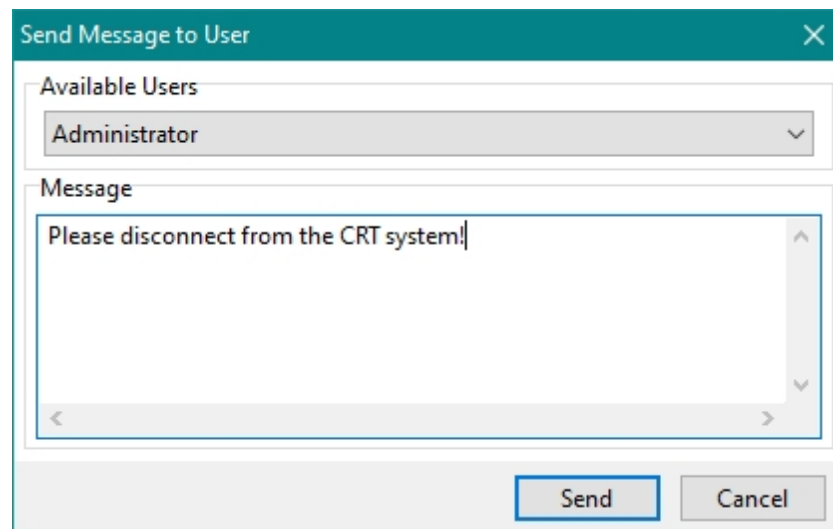
The Computers option will display the list of opened network resources for a server or computer. When users are connected to the database files and a Computer name is selected from the Group Bar list, the "Opened Network Resources" panel will display the selected computer name. The grid will display the user name, file name, file opened mode and number of locks.



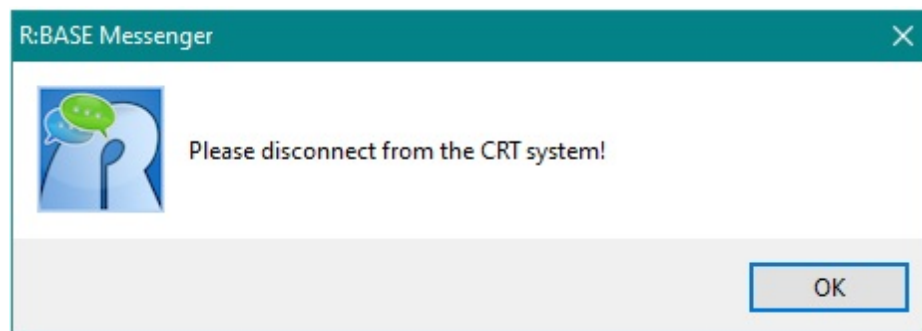
4.5 Send Message

To send a message to a user, choose the "Message" button from the [Tool Bar](#). The message dialog will appear for you to select the user and type your message. The message is limited to 2048 characters. Press the "Send" button to send the message.

NOTE: In order to send and receive messages through this portal, the "R:BASE Messenger" Service must be running on the Administrator and user computers.



On the user's computer, a message dialog will appear.



4.6 R:Chat

R:Chat allows database administrators and network users to chat with one another in an instant message environment. The administrator running RAdmin starts and uses the "R:Chat Server" side to exchange messages with network users. Network users use the "R:Chat Client" side to exchange messages with the administrator and other network users. For network users to chat with one another, the R:Chat Server must be started within RAdmin.

Once the R:Chat Server is started, network users can launch R:Chat Client and configure their R:Chat Server Setting to match the R:Chat Server Settings defined by the Administrator running RAdmin. After the settings are configured, the network users can connect to the R:Chat Server. Once connected, the network users will appear within the RAdmin "R:Chat" Group Bar list and messages can be exchanged. A button is available to select all or unselect all of the available users.

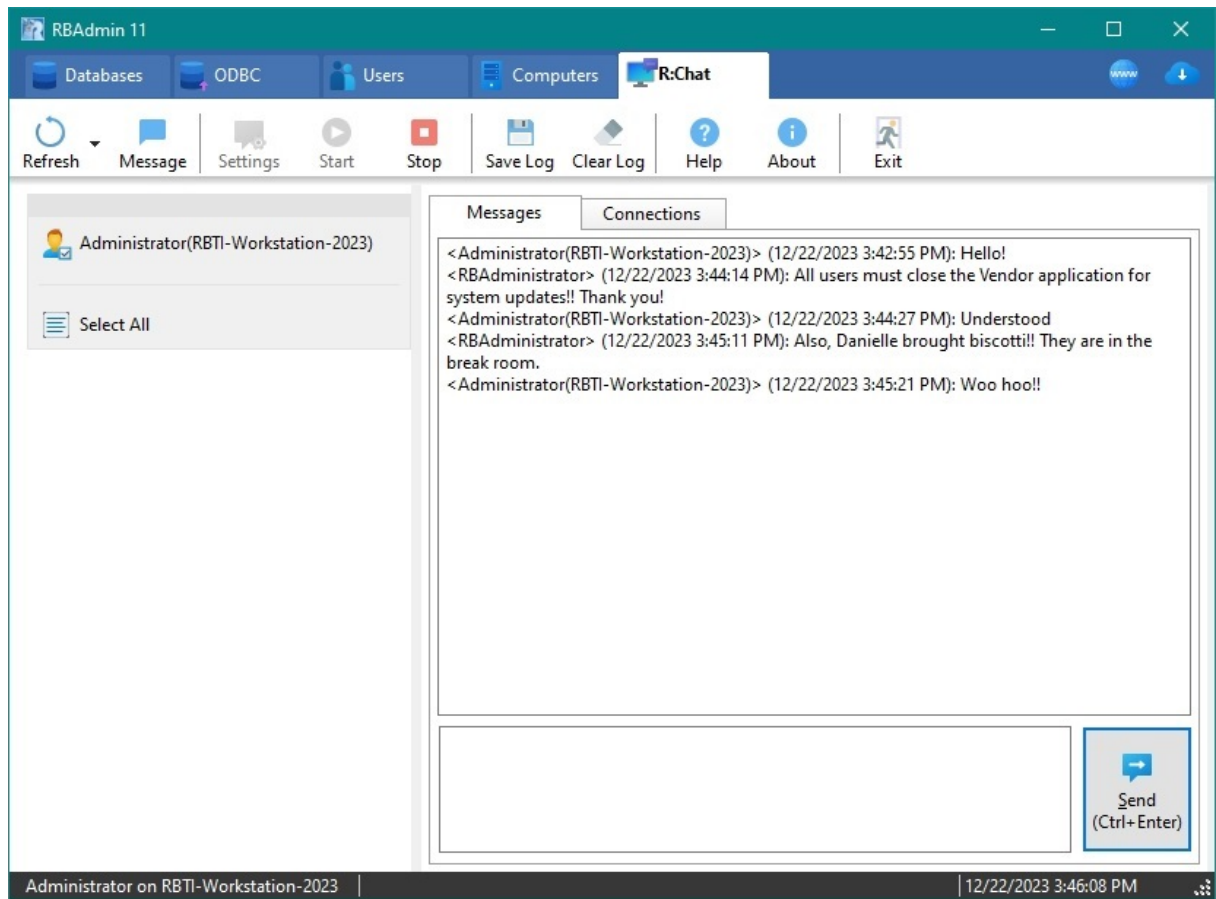
Network users are not required to be connected to a database in order to exchange messages.

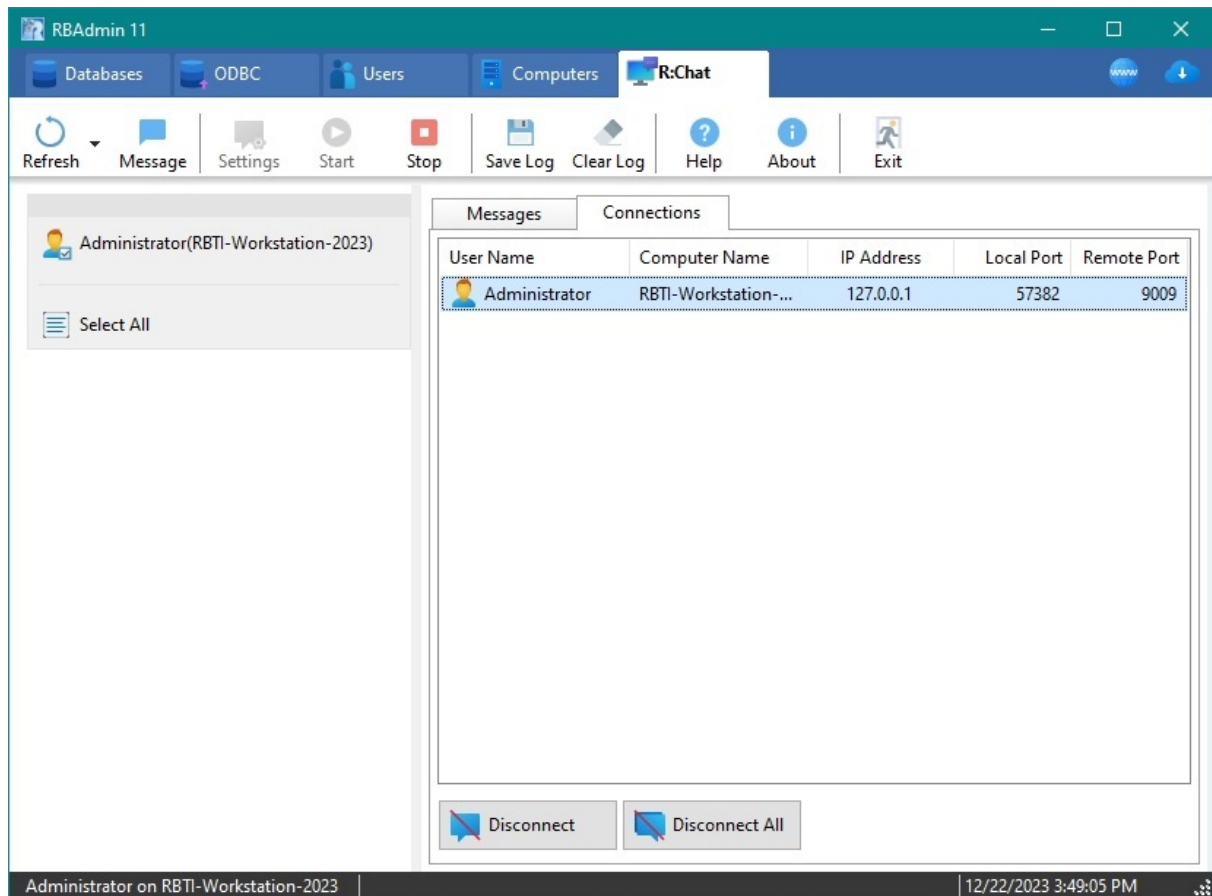
Messages

When exchanging messages with users, the "Messages" tab displays a log of the messages sent and received.

Connections

The "Connections" tab will display the users which are running R:Chat Client. The grid will display the network user name, computer name, local IP Address, local port, and the remote port number. From the bottom of the grid, the administrator can disconnect any, or all, users from the R:Chat Server.



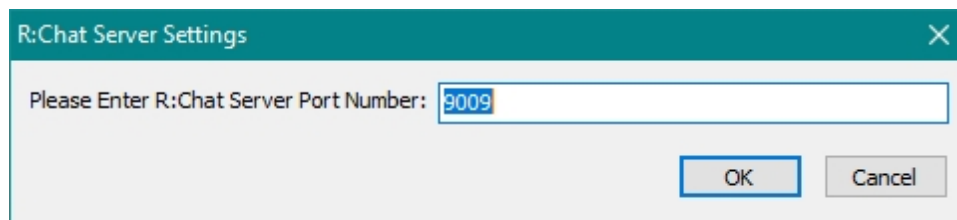


4.6.1 R:Chat Server

The R:Chat Server runs from within RAdmin. The R:Chat Server can only be started by the administrator running RAdmin. The R:Chat Server Settings is defined as a port number. In order for network users to connect to the R:Chat Server, they must be provided with computer name where RAdmin is running, and the Port Number.

R:Chat Server Settings

The open the R:Chat Server Settings, choose the "Settings" button from the [Tool Bar](#). The Port Number 9009 is defined by the administrator running RAdmin.



Start R:Chat Server

To start the R:Chat Server, choose the "Start R:Chat Server" button from the Tool Bar.

Stop R:Chat Server

To stop the R:Chat Server, choose the "Stop R:Chat Server" button from the Tool Bar.

Save Message Log to File

The message log can be saved to a file. To save the message log, choose the "Save Log to File" button from the [Tool Bar](#).

Clear Message Log

When exchanging messages with users, the message log displays the messages sent and received. To clear the message log, choose the "Clear Log" button from the Tool Bar.

4.6.2 R:Chat Client

4.6.2.1 Introduction

R:Chat allows database administrators and network users to chat with one another in an instant message environment. The administrator running RAdmin starts and uses the "R:Chat Server" side to exchange messages with network users. Network users use the "R:Chat Client" side to exchange messages with the administrator and other network users.

The R:Chat Client can connect to the R:Chat Server only after the R:Chat Server is started by the administrator running RAdmin. Once the R:Chat Server is started, network users can launch R:Chat Client and configure their R:Chat Server Settings to match the R:Chat Server Settings defined by the Administrator running RAdmin. After the settings are configured, the network users can connect to the R:Chat Server. Then, messages can be exchanged.

Once connected, the network users will appear within the user list along with the administrator running RAdmin. A value for the administrator is displayed as "RAdministrator".

4.6.2.2 License

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RAdmin Client 11 Single Seat License

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SERVICES PROVIDED WITH PURCHASE

30-Day Limited Complimentary Technical Support

LICENSEE RESPONSIBILITIES

- To help us expedite the process and provide high quality assistance, the licensee must provide proof of purchase when calling. 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.
- To have operating system, workstations, and local network installed and functional. RBTI will NOT be responsible for resolving issues not pertaining to the Program.
- Our support staff deals with advanced issues, therefore the person contacting RBTI for assistance should be the system administrator or have other R:BASE/SQL experience and be able to understand and implement the advice given.
- To have the database(s) being converted, safely backed-up before attempting conversion process. RBTI will NOT be held responsible for lost data or corruption as a result of advice given.
- Once converted, Licensee is responsible for updating command syntax in application, altering forms and report to accommodate the 4-digit year function, and other changes as necessary.

R:BASE TECHNOLOGIES, INC. RESPONSIBILITIES

- To provide quality assistance in a timely manner to aid Licensee in the installation of the product within 30 days of the date of purchase.
- To provide a reasonable solution for any resolvable issue. Not all issues are resolvable, and therefore we will acknowledge the existence of known issues or "bugs" which we are presently aware of, that have no reasonable work-around.

RBTI 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 from 10am. to 6pm. Eastern Time. For assistance on your APPLICATIONS, DESIGN, or ADVANCED CONVERSION issues, we offer Technical Support Plans of various types to meet your needs. Please visit the SUPPORT area of our website at <http://www.rbase.com> for details and pricing.

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The Program and the accompanying files are sold "as is" and without warranties as to performance or merchantability or any other warranties whether expressed or implied. Because of the various hardware and software environments into which the Program may be put, No warranty of fitness for a particular purpose is offered.

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The Program is not fault-tolerant and is not designed, manufactured or intended for use or resale as on-line control equipment in hazardous environments requiring fail-safe performance, such as in the operation of nuclear facilities, air traffic control, aircraft navigation or communication systems, direct life support machines, or weapons systems, in which the failure of the Program could lead directly to death, personal injury, or severe physical or environmental damage ("High Risk Activities"). RBTI specifically disclaims any expression or implied warranty of fitness for High Risk Activities.

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rbaseinfo@rbase.com

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 Revised Friday, April 26, 2024

4.6.2.3 Installation

The installation of the RAdmin Client 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.

Installation Directory

C:\RBTI\RAdminClient11










Files Installed

RChatClient11.exe
 RChatClient11.chm
 RChatClient11.pdf
 RBASEMessenger_Service.exe
 RBASEMessenger.exe
 RBASEMessenger_MSFirewallTool.exe
 License.rtf
 ReadMe.txt

Requirement:

The user installing RAdmin Client must have Administrator rights on the computer where the files are installed.

4.6.2.4 Tool Bar

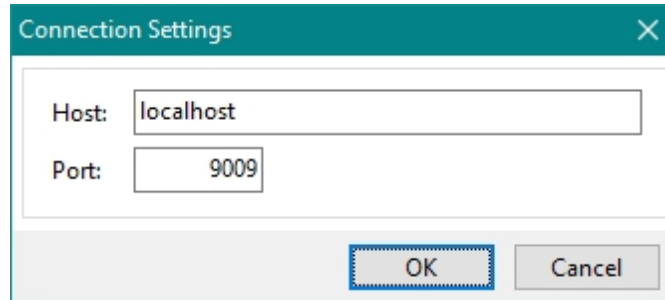
Button	Description
	Connects to the R:Chat Server
	Disconnects from the R:Chat Server
	Saves the chat log to a file
	Clears the message log
	Refreshes the user list
	R:Chat Server Settings
	Launches the R:Chat Client Help
	Displays product version information
	Exits R:Chat Client

4.6.2.5 Using R:Chat Client

Network users can connect to the R:Chat Server through the R:Chat Client program. The R:Chat Client can connect to the R:Chat Server only after the R:Chat Server is started, by the administrator using RAdmin, and after configuring their R:Chat Server Settings to match the R:Chat Server Settings on the computer running RAdmin.

R:Chat Server Settings

To open the R:Chat Server Settings, choose the "Settings" button from the [Tool Bar](#). The Host and Port Number must match the R:Chat Server Settings defined by the administrator running RAdmin. Contact the administrator for these values.



After the settings are configured, the network users can connect to the R:Chat Server.

Connecting to the R:Chat Server

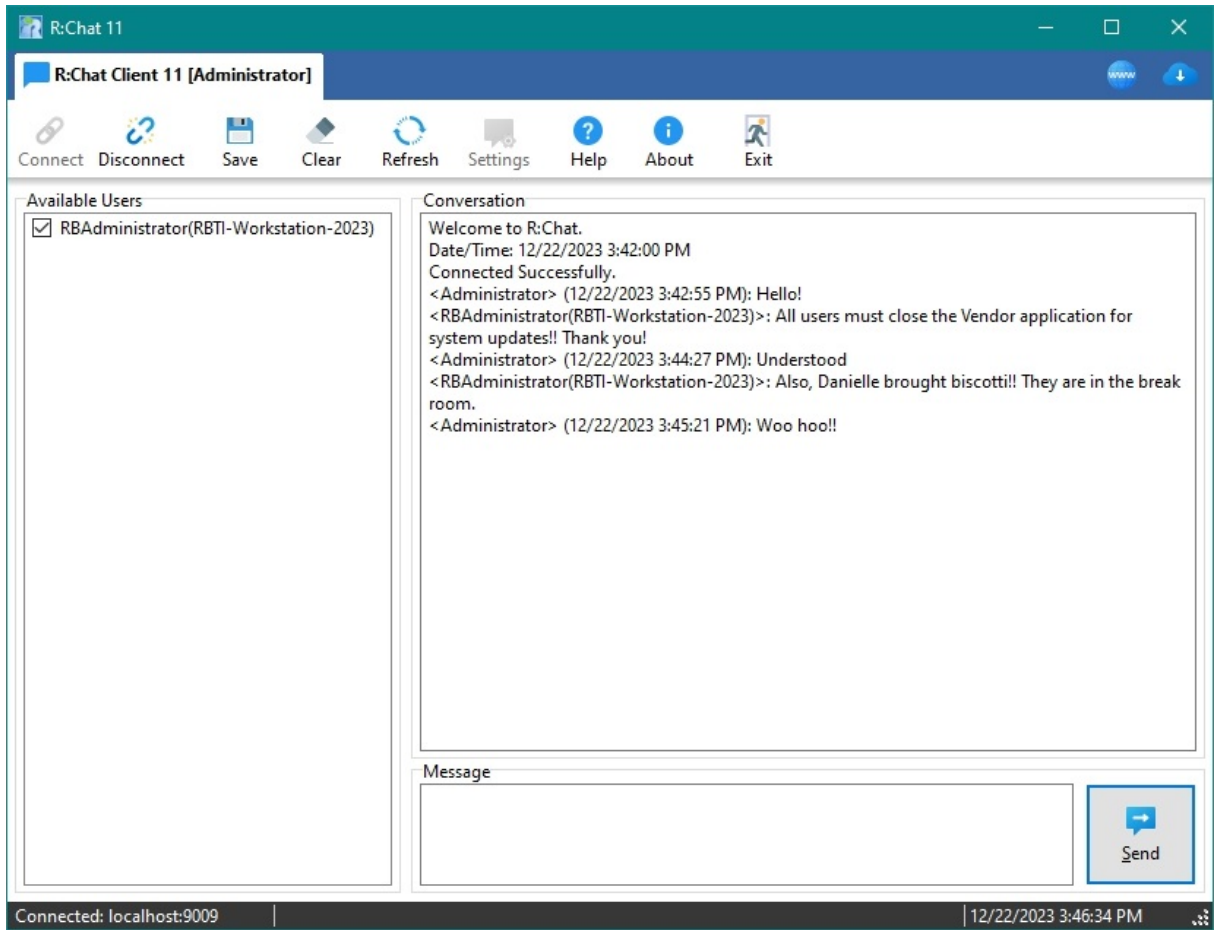
To connect to the R:Chat Server, choose the "Connect" button from the [Tool Bar](#). Once connected, the network users will appear within the user list along with the administrator running RAdmin. A value for the administrator is displayed as "RAdministrator". Messages can be exchanged.

Save Message Log to File

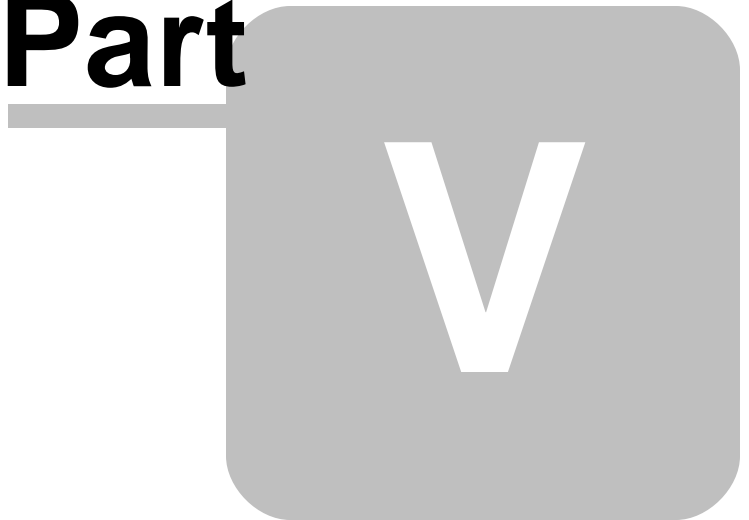
The message log can be saved to a file. To save the message log, choose the "Save Log to File" button from the [Tool Bar](#).

Clear Message Log

When exchanging messages with users, the message log displays the messages sent and received. To clear the message log, choose the "Clear Message Log" button from the [Tool Bar](#).



Part



5 RAdmin Plugin

The RAdmin plugin can return the user count and user names for database connections, and can clear ghost connections. When RBADMIN is ON, users may be disconnected from the database.

Syntax:

```
PLUGIN RAdmin vResult|ACTION <value>|<parameter> <value>
```

Where:

vResult is the text variable to return the status, such as 'OK' or the exact -ERROR- message

Actions:

Action	Parameter	Description
GET_COUNT		Returns the user count to the vRBTUserCount variable
GET_USERS		Returns the comma delimited user names to the vRBTUsers variable
RESET_COUNT		Clears ghost database connections, when one user is connected
DISCONNECT	USERS	Disconnects a user, or a comma delimited list of users. A user name must be specified with the USERS parameter. The DISCONNECT action can terminate the current session if the session's user name is in the list of USERS.
RESET_RBADMIN		Disconnects all users except the current session. The action uses a combination of USERNAME+PATH to identify the current session.

Notes:

- Actions and Parameters must be separated by a "|" pipe character.
- The DISCONNECT action requires for all connections to have RBADMIN ON. The disconnect logic is based in the RBADMIN_*.BIN file. Because users are based on the Windows "User Name", it can't be used to disconnect other sessions of the same user without disconnecting the session that issued the DISCONNECT action. Be sure to DISCONNECT users other than yourself.

Examples:

```
PLUGIN RAdmin vUserCountResult|ACTION GET_COUNT
```

```
PLUGIN RAdmin vGetUsersResult|ACTION GET_USERS
```

```
PLUGIN RAdmin vResetCountResult|ACTION RESET_COUNT
```

```
PLUGIN RAdmin vDisconnectResult|ACTION DISCONNECT|USERS Jim,Bob,Jeff
```

```
PLUGIN RAdmin vResetRAdminResult|ACTION RESET_RBADMIN
```

Part



VI

6 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
- 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/>

Part



7 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/rbg11>
- . 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

VIII

8 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.

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.

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