

RBIInstaller



Help Manual



R:BASE

R:BASE Installer

Help Manual

by R:BASE Technologies, Inc.

Welcome to R:BASE Installer!

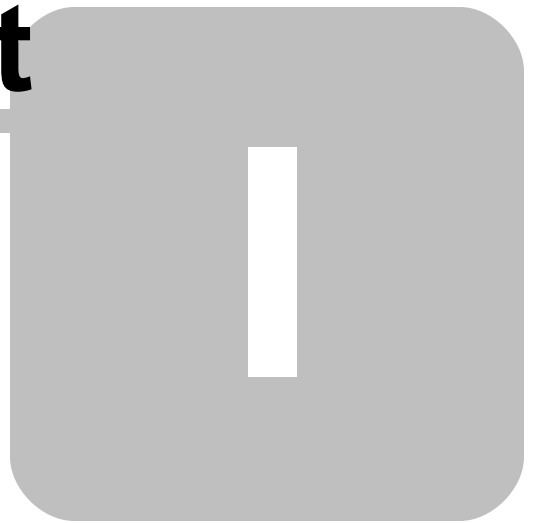
The R:BASE Installer is a Windows Installer authoring tool. It offers a friendly and easy to use graphical user interface for creating and maintaining reliable installation packages for Microsoft Windows desktop and server platforms.

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Part



1 Introduction

1.1 Introducing RBInstaller 2.0

The RBInstaller is a Windows installer authoring tool. It offers a friendly and easy to use graphical user interface for creating and maintaining reliable installation packages for Microsoft Windows desktop and server platforms.

The complexities of RBInstaller are simplified and incorporated into the intuitive interface, so users may easily build an install package without understanding the complicated inner workings of RBInstaller. With a few mouse clicks, the flexible interface will result in a fully-functional installation executable.

Installer projects can be saved and loaded into RBInstaller allowing you to manage multiple product installation packages.

RBInstaller has been used in thousands of setup.exe installations with reliable results.

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First Edition

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- 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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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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Revised Monday, July 07, 2025

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.

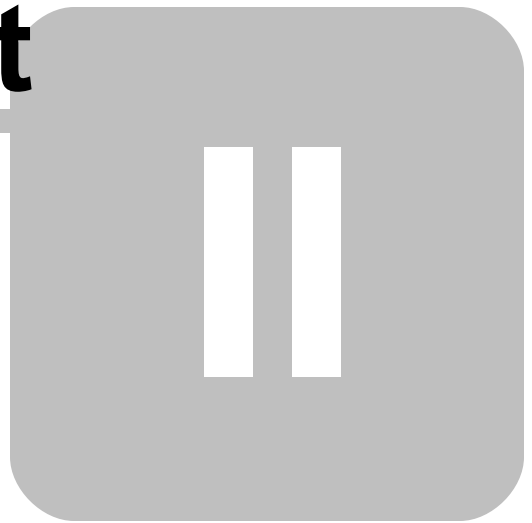
B. R:BASE TECHNOLOGIES, INC. RESPONSIBILITIES.

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.

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2 Installation

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 2025
- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016

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 Software Installation

The installation of RBInstaller 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.

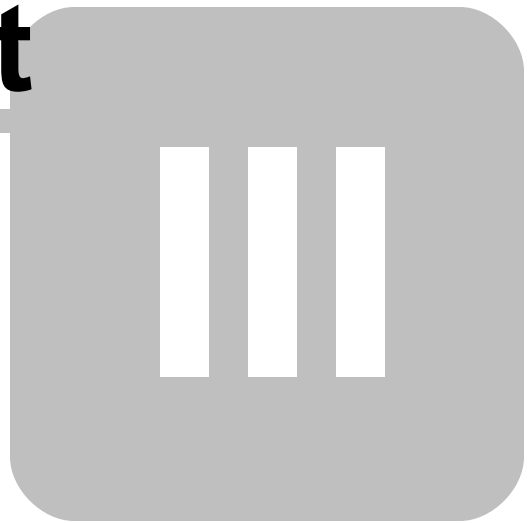
Installation Directory

C:\RBTI\RBInstaller

Files Installed

RBInstaller.exe
RBInstallerConApp.exe
rbuninstall.exe
RBInstaller.chm
RBInstaller.pdf
License.rtf
ReadMe.txt

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3 Getting Started with your Installer Project

Before you begin building your first installer project, it is advised to organize your computer "product" and associated files into an individual product production directory. This would include the product executable, help documentation, database files, plugins, license, "readme" text file, icons, and image files that would be displayed across the top and side of the installer dialog window, etc.

In addition to the product files, you will also be required to include the "[rbuninstall.exe](#)" file into a [\[PROGRAMDATADIR\]](#) destination sub-folder. This will place the executable and a .log file that will take care of uninstalling your product if the end user chooses to do so.

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4 Load/Save Project to XML

On the RBInstaller toolbar there are two options for working XML for the installer project, "Load from XML" and "Save to XML". The options are in place to provide time-saving project changes for major "upgrades" for your program versions.

For example, if your program migrated from 4.2 to 5.0, you would be able to save the project to an XML file, perform a search and replace for version numbers, file names, etc., then load the XML file back into RBInstaller.

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5 Project Definition

5.1 Files

Use the "Files" option to add your software product files to the installer project. The top half of this screen contains a Directory Tree navigation control on the left for you to navigate to a specific directory where your project files are located. On the right side, a File List control is used to display the list of files for the selected directory in the Directory Tree control. The bottom half of the screen offers directory locations for your application project to be installed on the destination computer. The RBInstaller supports three directories for files to be placed.

- **WINDOWSDIR** - the Windows root directory (e.g. C:\Windows, C:\WINNT)
- **SYSTEMDIR** - the System root directory (e.g. C:\Windows\System32, C:\WINNT\System32, C:\Windows\SysWOW64)
- **SYSTEMDIR64** - the System root directory for 64-bit files (e.g. C:\Windows\System32, C:\WINNT\System32)
- **USERDIR** - the target folder for user configuration files (*.cfg). For the "User Information" dialog > "Anyone who uses this computer", the path is C:\Users\Public. For the "User Information" dialog > "Only for me (User Name)", the path is C:\Users\<UserName>
- **PROGRAMDATADIR** - the target folder for program environment files (*.ini, *.log). For the "User Information" dialog > "Anyone who uses this computer", the path is C:\ProgramData. For the "User Information" dialog > "Only for me (User Name)", the path is C:\Users\<UserName>\AppData\Roaming.
- **TARGETDIR** - the target directory for your software program (e.g. C:\Program Files\Adobe)

Additional sub folders can be added within the USERDIR, PROGRAMDATADIR, and TARGETDIR paths. Only one TARGETDIR can be specified.

In addition to the product files, you will also be required to include the ["rbuninstall.exe"](#) file into a [PROGRAMDATADIR] destination sub-folder. This will place the executable and a .log file that will take care of uninstalling your product if the end user chooses to do so.

Add Files

To add a displayed file from the File List, click and drag the file on top of the selected destination folder using your computer mouse. The destination folder must first be selected in order for the file(s) to be associated to the destination folder. Files can also be added by using the "Add File(s)" button. After files have been added, they will appear in the "Destination Computer" structure.

New Folder

A new folder can be added to the Target Directory by selecting [TARGETDIR] and pressing the "New Folder" button. You can then change the new folder name by selecting it and editing the "Folder Name:" field.

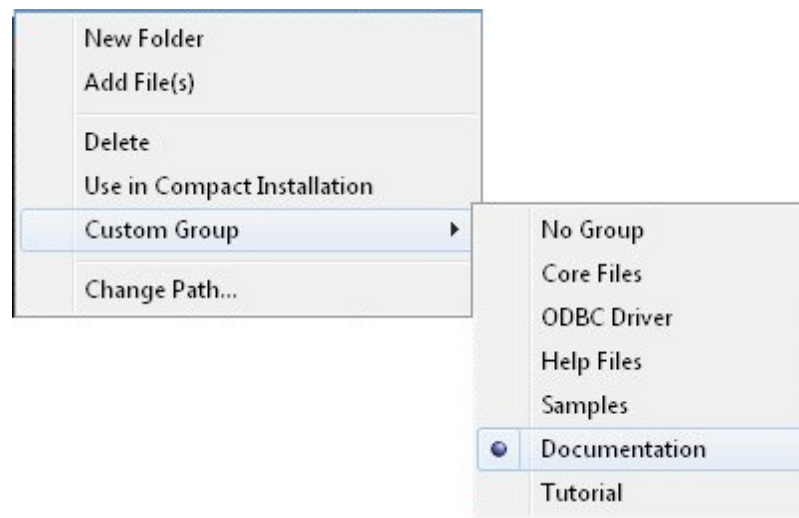
Delete

To delete a file or folder, select the item and press the "Delete" button.

Installation Group

Within this dialog, specific files can be added to to defined [Installation Groups](#). To assign a file to a installation group, right click on the file, select "Custom Group". The list of defined groups will be available. An entire sub-folder for the TARGETDIR can be specified to be added to a group, but the TARGETDIR itself cannot be specified.

The "Use in Compact Installation" option is used to specify limited files that will be installed to minimize the size of the program installation. After files are assigned, an additional "Components" dialog will be displayed in the installation process.



5.2 Product Details

The "Product Details" screen provides options to define product information which will be provided to the end user.

Name:

The complete name of your product application.

Version:

The product application version. A version string has the format "a.b.c.d" where a, b, c and d are numbers. The following are examples of valid version strings: "3", "7.6", "2.11", "5.10.5".

Manufacturer:

The full name of your company.

Default Directory:

The default installation directory for product application. The "Allow Browse" check box will allow users to alter the default installation directory where your product will be installed.

Product Code:

The Product Code is the unique identifier that is assigned to your product. This code is stored in the Windows registry to prevent end users from accidentally reinstalling the program when it is already installed. This value can also be referenced by you in the R:Updater software program.

The registry location where the Product Code will be stored is:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall

Userdata Key:

The Userdata Key is the unique identifier that stores the default installation directory for the product application. This key can be referenced by you in the R:Updater software program.

The registry location where the Userdata Key will be stored is:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Components

Readme text:

The Readme text panel allows you to load an ASCII text file which can contain product information or release notes for your application. The text will be displayed within the [Readme Dialog](#) window during the installation process. The text file must already exist before you load it into your project, and must have the .txt file extension.

If you want to change the Readme text information already listed, you must use the "Clear" button to clear the contents of the panel, and then select the "Load" button to load in a new Readme text file.

Supported OS

The list of supported operating systems for the installer package.

Product Details

The information below is used during installation to identify the product to the user. It is also displayed in Add/Remove Programs in the Control Panel and is used by subsequent patches to identify the product.

Name:

Version:

Manufacturer:

Default Directory: ☐ Allow Browse

Each Windows Installer installation contains a unique product identification code. This code is used to determine if an existing version of the product is installed. Each unique product must have its own unique product code.

Product Code:

Userdata Key:

Readme text:

Supported OS

<input type="checkbox"/> Unknown OS	<input type="checkbox"/> Windows 2000	<input checked="" type="checkbox"/> Windows Server 2008 R2	<input checked="" type="checkbox"/> Windows Server 2016/2019
<input type="checkbox"/> Windows 95	<input type="checkbox"/> Windows XP	<input checked="" type="checkbox"/> Windows 7	<input checked="" type="checkbox"/> Windows 11
<input type="checkbox"/> Windows 98	<input type="checkbox"/> Windows Server 2003	<input checked="" type="checkbox"/> Windows 8	<input checked="" type="checkbox"/> Windows Server 2022
<input type="checkbox"/> Windows Me	<input type="checkbox"/> Windows Vista	<input checked="" type="checkbox"/> Windows Server 2012	
<input type="checkbox"/> Windows NT 4.0	<input checked="" type="checkbox"/> Windows Server 2008	<input checked="" type="checkbox"/> Windows 10	

5.3 General Information

The "General Information" is for specifying detailed information about the executable that is created at the end of the RBInstaller compilation.

The bulleted details below are stored in the "Summary" tab within the compiled executable:

- **Title** - the application title
- **Subject** - a subject for the application
- **Author** - the application author
- **Keywords** - any appropriate application keywords
- **Comments** - the application comments

Use Password - Allows password security for the install package

Output File Name - Specifies the name for the compiled executable

Files Date/Time - Specifies the date/time stamp for the files installed

5.4 Add/Remove Programs

This information is displayed in the list of "Programs" installed within the operating system Control Panel, which can be set to not appear at all.

Display Icon

This is the icon displayed for the product. Choose an .ico or .exe file that has been added to your [TARGETDIR] program folder by using the "Browse" button.

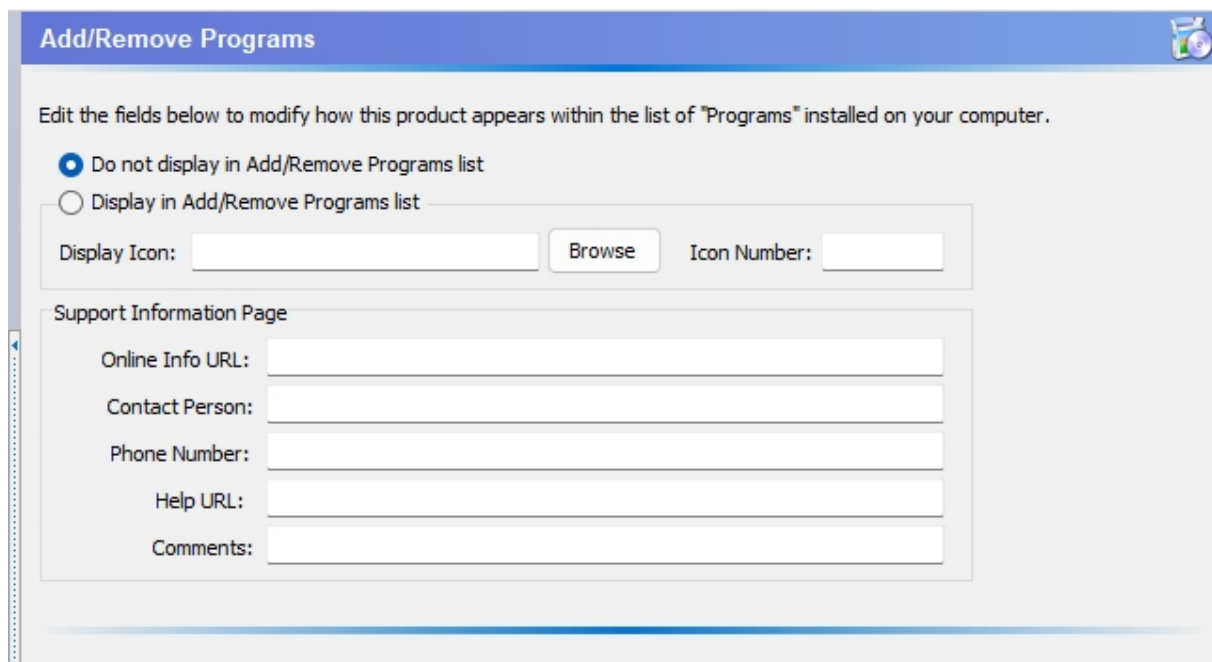
Icon Number

The icon number is the numeric value for the selected ico/exe file. If you select an executable, there is a possibility that there is more than one icon stored within the executable, so different icon numbers would be presented to you. Otherwise, the icon number will always be zero (0).

Support Information Page

This information is displayed when a user selects the "Support Information" option when selecting your program in the "Add/Remove Programs" applet.

- Online Info URL - The URL of the application's home page
- Contact Person - The contact person for technical support
- Phone Number - The phone number where the user can get technical support
- Help URL - The URL where the user can get technical support
- Comments - A more detailed description of the application



5.5 Resources

The "Resources" menu provides options to load a Rich Text license agreement, and images that will be displayed during the installation process.

Rich Text License

The "Rich Text License" panel will load an RTF file which contains a product license agreement. The license will be displayed within the [License Dialog](#) window during the installation process. The rich text file must already exist before it is loaded it into your project, and must have the .rtf file extension.

To change the license information already listed, use the "Clear" button to clear the contents of the panel, and then select the "Load" button to load in a new license file.

Dialog Images

The "Dialog Images" panel loads images that are displayed across the top and to left of the installer screen dialogs. The same or multiple images can be displayed within the [Dialog](#) windows during the installation process. The image files must already exist before they are loaded it into the project, and must have the .bmp file extension.

Load - changes an existing bitmap

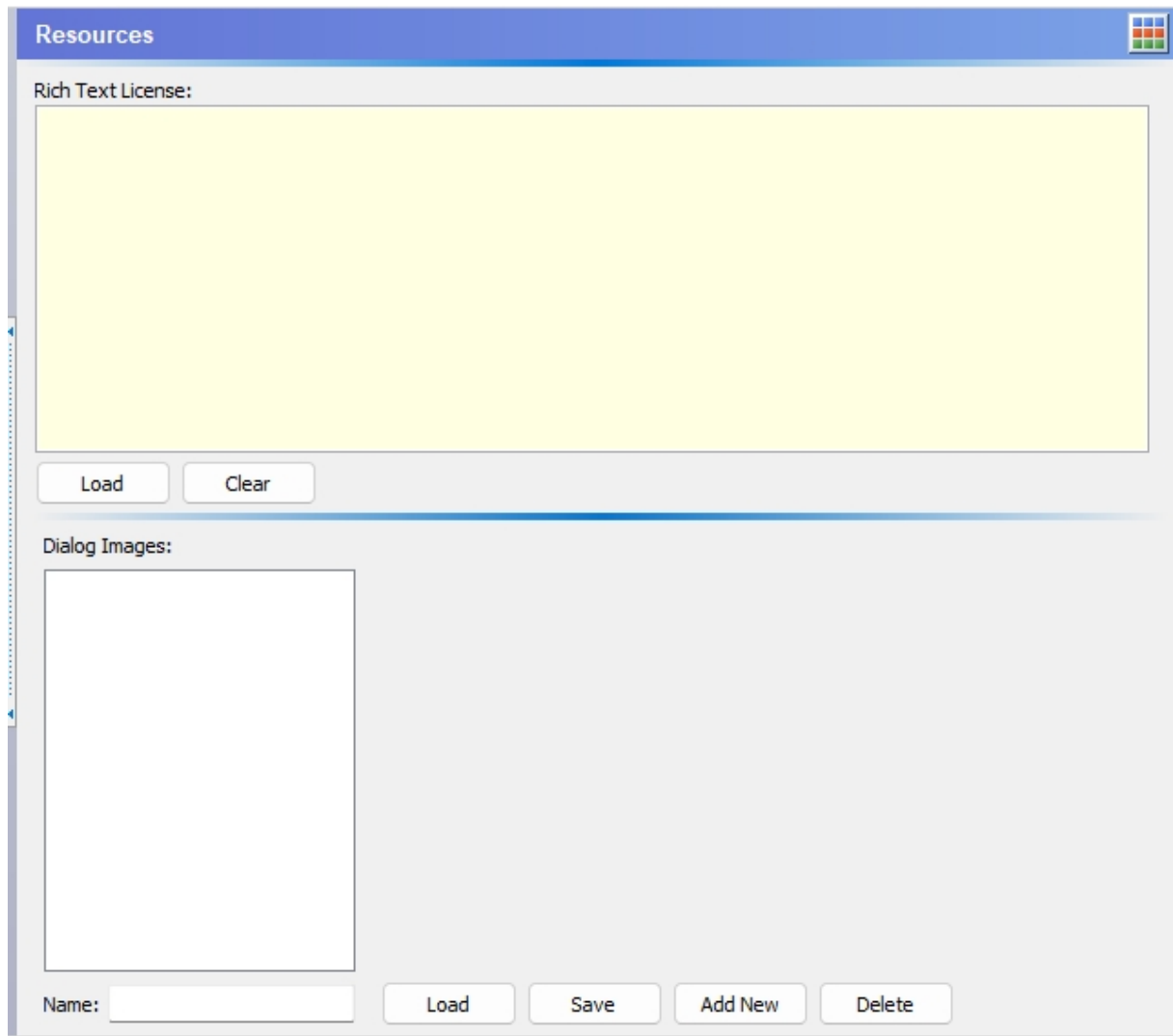
Save - saves the new image that was just loaded

Add New - adds a new image to the list

Delete - deletes the selected image

Notes:

- Two sample images are provided with RBInstaller. To use different images, make sure that the same transparency and dimensions are used.
- When using custom images, integrate the naming convention values "Left" or "Side" for images to be assigned to the left side of the dialog windows, and "Top" for images to be assigned to the top of the dialog window. This will allow you to assign the images to the appropriate dialog location much easier in the [Dialogs](#) screen for installer project settings.



The image shows a software window titled "Resources" with a standard Windows-style title bar. The window is divided into two main sections. The top section is labeled "Rich Text License:" and contains a large, empty yellow rectangular area. Below this area are two buttons: "Load" and "Clear". The bottom section is labeled "Dialog Images:" and contains a smaller, empty white rectangular area. Below this area is a "Name:" label followed by a text input field. To the right of the input field are four buttons: "Load", "Save", "Add New", and "Delete". A vertical scrollbar is visible on the left side of the window, indicating that the content can be scrolled vertically.

Resources

Rich Text License:

Load Clear

Dialog Images:

Name:

Load Save Add New Delete

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6 Details

6.1 Registry

The "Registry" screen adds registry keys and values to the install package. Keys and values can be added to any of the following registry hives:

- HKEY_CLASSES_ROOT
- HKEY_CURRENT_USER
- HKEY_LOCAL_MACHINE
- [64]\HKEY_LOCAL_MACHINE
- HKEY_USERS

When a registry key is added, and selected, the below items* will be displayed.

Registry Key Name*

Specifies the key name

Delete On Uninstall*

When checked (default), the uninstall process will remove the key. The font color for the key is black. When unchecked, the key will be retained when the program is uninstalled, where the key font color will be green.

Delete All On Uninstall*

Toggles the status that the uninstall process will remove all of the keys

Keep All On Uninstall*

Toggles the status that the uninstall process will keep all of the keys

Toggle Delete/Keep Status*

Toggles the delete/keep status for all displayed keys

Prompt to delete Registry entries

Displays a prompt for the uninstall process to remove registry keys. When checked, selecting "Remove registry entries" will **delete** all keys regardless of the individual key's delete/keep setting. Selecting to "Keep registry entries" will **keep** all keys regardless of the individual key's delete/keep setting.

Import

Use the "Import" button to import registry entries from a Windows Registration File (.reg).

Export

Use the "Export" button to export any selected registry items from the "Registry" screen to a Windows Registration File (.reg). The functionality is helpful when using different installer projects where the registry keys are common.

DELETE ALL KEYS

Deletes all keys and values.

Add Key

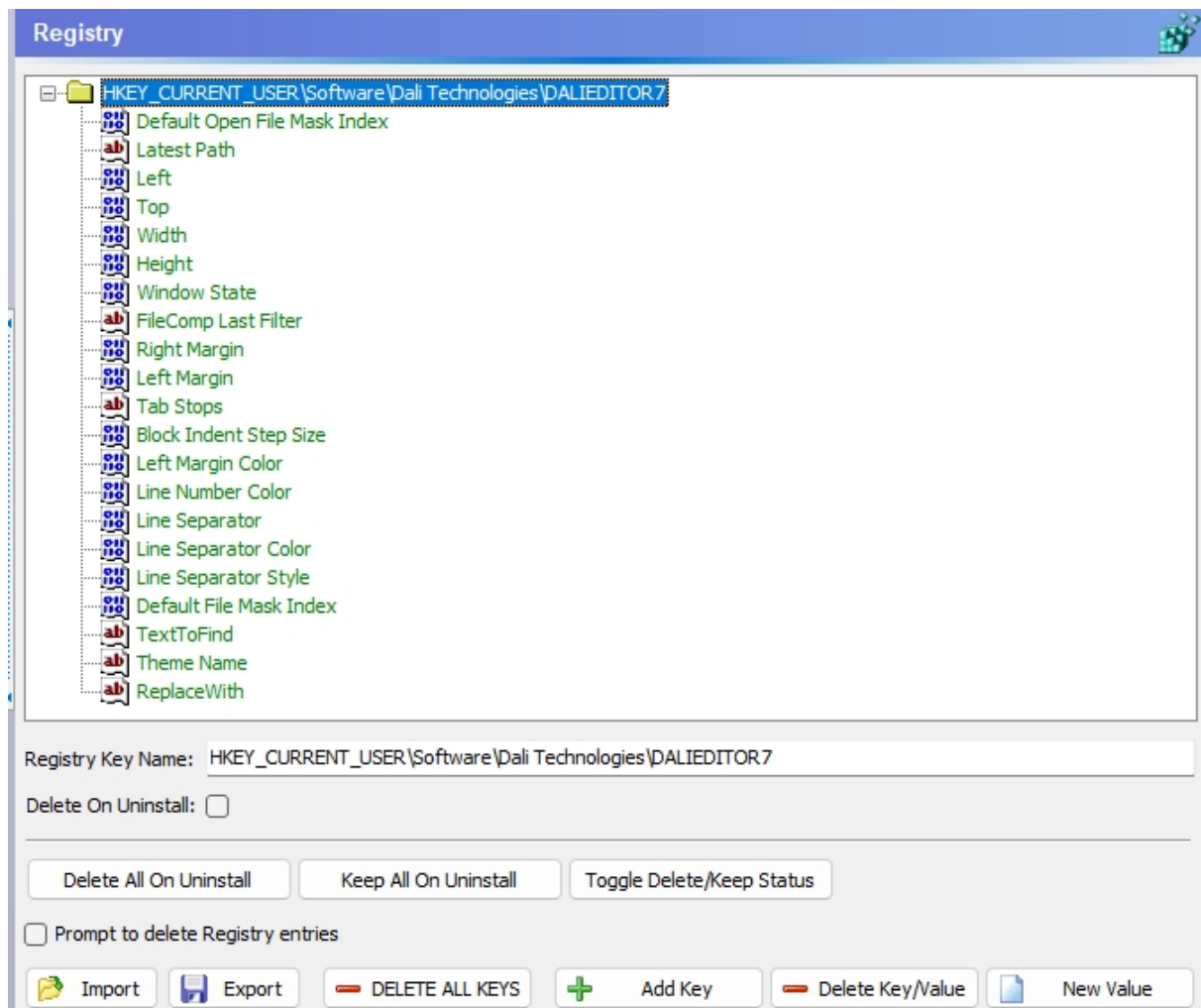
Adds a default key. With the key selected, edit the key name using the "Registry Key Name" field.

Delete Key/Value

Removes a selected key or value.

New Value

While the focus is on the desired Key displayed, a new value is added. With the focus on the registry value, the screen will refresh to define the Value Name, its type (DWord, String, or Hex), and content.



6.2 Shortcuts

The "Shortcuts" screen creates and edits existing desktop shortcuts for files in the installer project.

Adding/Editing a Shortcut

With a shortcut, a dialog is displayed to select the appropriate file from the [TARGETDIR], and define the program shortcut settings for the file.

- **Name** - the name of the shortcut, which will appear on the end user's desktop
- **Target File** - the program executable
- **Dest. Directory** - the destination for the shortcut. The follows values can be used:
 - [STARTPROGRAMS] - places a shortcut to a file within the "Start Programs" group
 - [DESKTOP] - places a shortcut to a file on the desktop
- **Arguments** - the program arguments that appear after the target file, like the "-A" argument
- **Description** - the description of the target program, which is displayed as a hint from the desktop
- **Start In Directory** - the directory where the program will launch from
- **Show Window** - sets the Window display; Normal, Minimized, or Maximized
- **Icon File** - the icon which will appear on the desktop. Choose an .ico or .exe file that has been added to your [TARGETDIR] program folder by using the "Browse" button.

- **Icon Number** - the icon number is the numeric value for the selected ico/exe file. When selecting an executable, there is a possibility that there is more than one icon stored within the executable, so different icon numbers would be presented. Otherwise, the icon number will always be zero (0).

Deleting a Shortcut

Use the "Delete" button to remove a shortcut.

Duplicating a Shortcut

Use the "Duplicate" button to duplicate a selected shortcut.

The up/down arrow buttons will move the shortcut in the list.

6.3 Services

The "Services" screen will install and control Windows native services. Only a file included in the installation can be installed as a service.

Adding/Editing a Service

A dialog is displayed to select the appropriate file from the install file, and define your program service settings for the file. A Service file is usually loaded into the [SYSTEMDIR] location.

- **Service Name** - the service name to be installed by your package
- **Display Name** - the display name to be installed by your package
- **Path** - the path where the service file will be installed
- **Install Action** - specifies the install operation performed (Start, Stop, None)
- **Uninstall Action** - specifies the uninstall operation performed (Start, Stop, None)

Deleting a Service

Use the "Delete" button to remove a service.

6.4 Register ActiveX

The "Register ActiveX" screen will install and register a Dynamic Link Library file(.dll) or an Object Linking and Embedding custom control file (.ocx). Only a file included in the installation can be registered.

Add

A dialog is displayed to select the appropriate file from the install files. The file is usually loaded into the [SYSTEMDIR] location.

Delete

Use the "Delete" button to remove the file.

6.5 Environment Variables

The "Environment Variables" screen will add environment variables to the install package. These variables are added on the target machine during install.

Adding/Editing an Environment Variable

With an Environment Variable, a dialog is displayed to define the variable settings.

- **Variable Name** - the variable name to be installed by the package
- **Variable Value** - the variable value to be installed by the package

Deleting an Environment Variable

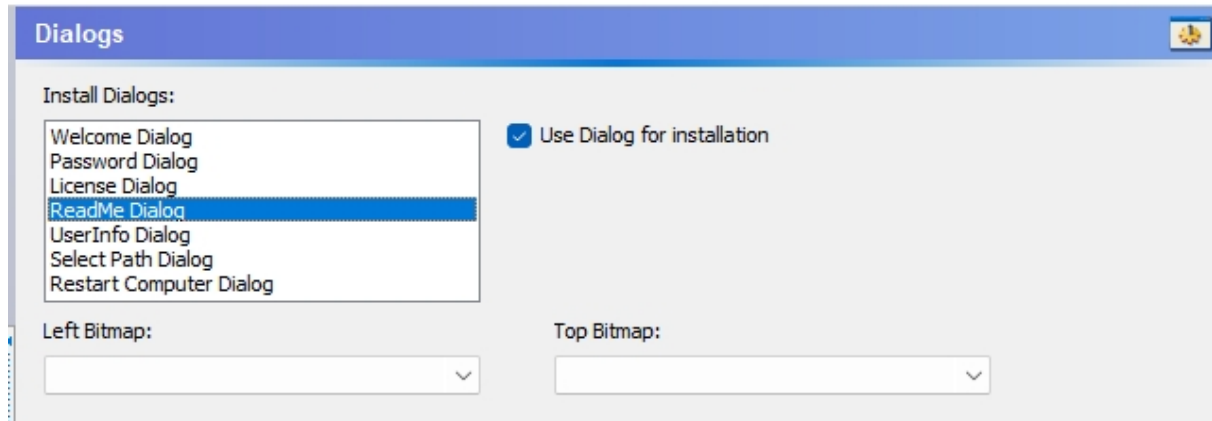
Use the "Delete" button to remove an Environment Variable.

6.6 Dialogs

The "Dialogs" screen will specify which installer dialogs will be displayed during installation process, and what images can be assigned to each.

To enable/disable any of the available dialogs in the installation process, select the appropriate Dialog name from the "Install Dialogs" list box, and toggle the "Use Dialog for installation" check box.

When the desired Dialog name is selected, assign the specific image using the "Left Bitmap" and "Top Bitmap" drop down boxes. The values displayed in the drop down boxes are based upon the [Dialog Images](#) that were added to the installer project.



6.7 Custom Actions

The "Custom Actions" screen will specify a custom action for the installer project after the installation is complete.

Adding a Custom Action

Select the "Add New" button to add a new custom action. The following menu selections will be enabled:

- Action Name** - the custom action name
- File Name** - the custom action file name
- Parameters** - the parameters controlling the custom action
- Wait for Action End** - enables the installation process to wait for the custom action
- Ask About Action** - prompts the user
- Run on Uninstallation** - enables the action when the program is uninstalled
- Message Text** - displays a message

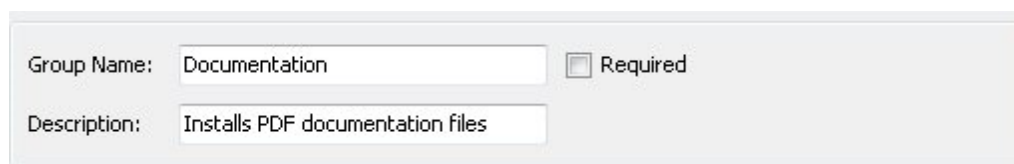
6.8 Uninstall Process

The "Uninstall Process" screen specifies an exclusion list of files that would not be uninstalled when a user uninstalls the program.

6.9 Installation Groups

Specifies a group of files to be listed as an optional package that is loaded on the computer during the installation process. For example, an installer may offer various language packs that a user may not want to include during the installation process.

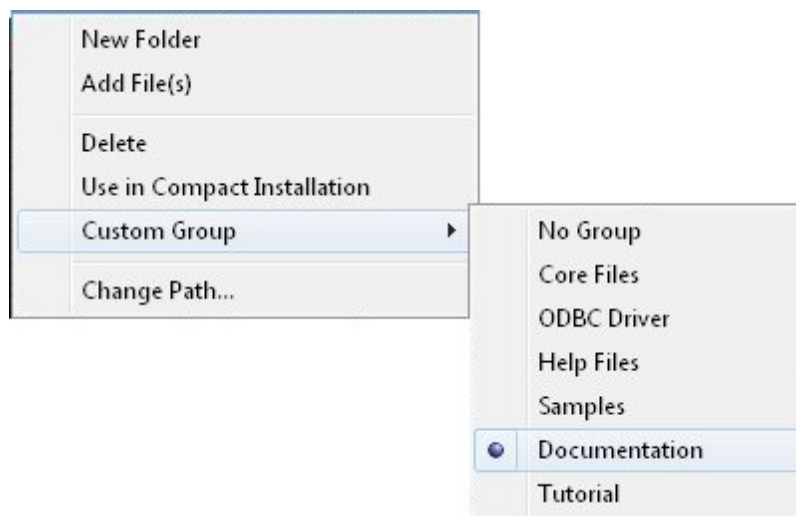
- **Group Name** - specifies the group name
- **Required** - specifies if the group is required, for example, core files that are needed in order for the program to run
- **Description** - specifies the group description



Group Name: ☐ Required

Description:

After a Group Name is defined, the [Files](#) screen must be revisited in order to assign specific files to a defined Group. To assign a file to a installation group, right click on the file, select "Custom Group". A list of groups will be available. An entire sub-folder for the TARGETDIR can be specified to be added to a group, but the TARGETDIR itself cannot be specified.



After the Installation Groups are defined, an additional "Components" dialog will be displayed in the installation process.

6.10 Force Uninstall Items

The "Force Uninstall Items" screen specifies items that are forced to be uninstalled when a user uninstalls the program, even if the uninstall process cannot complete.

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7 Compiling Projects

When compiling installer executable, each compilation can be saved as a project. This allows you to save the custom settings for future compilations, or to make slight changes, and create separate compilation projects. Multiple projects can be used for different products and different versions of your programs.

After your project files are assigned to your project and all other settings have been configured, compile your installer project by selecting either of the available options:

- Choose "Project" > "Compile " from the Menu Bar
- Select the "Compile" button from the Tool Bar

To locate your update executable, there will be a "Compile" folder containing your [Output File Name](#) and a text file containing the same MD5 checksum data. A "Temp" folder will also be created, which is used to stored temporary data during the compile process.

7.1 Saving Projects

After making changes to your existing projects or creating new projects, always save your work. RInstaller project files are saved with the .rui file extension.

To save any changes you make to an existing project, you can perform either of the available options:

- Choose "File" > "Save" from the Menu Bar
- Select the "Save" button from the Tool Bar

To save any changes you make to an existing project as another project name, you can perform either of the available options:

- Choose "File" > "Save As..." from the Menu Bar
- Select the "Save As..." button from the Tool Bar

7.2 Recompiling

The first step to recompiling your installer executable is to open your saved RInstaller project file (.rui). You can load your RInstaller project settings by performing either of the available options:

- Choose "File" > "Open" from the Menu Bar
- Select the "Open" button from the Tool Bar

Next, confirm the loaded settings. If needed, you may need to load a different project file. To compile the project file, you can perform either of the available options:

- Choose "Project" > "Compile " from the Menu Bar
- Select the "Compile" button from the Tool Bar

After testing, the executable is ready for distribution.

7.3 Command Line Options

Command line options are available to run the "RInstallerConApp" executable to automatically compile installer projects from a command line prompt.

Syntax:

```
RInstallerConApp.exe "-parameter value"
```

Parameters:

Parameter	Description
SCRIPT_NAME	specifies the RBInstaller .rui project file
README_FILE_NAME	specifies the README.TXT file
LICENSE_FILE_NAME	specifies the LICENSE.RTF file
OUTPUT_FOLDER	specifies the output directory
OUTPUT_FILE_NAME	specifies the output executable file name
VERSION	specifies the product version number (##.##.##.####)
MD5_OUTPUT	specifies if the MD5 output is generated (ON/OFF)
DATETIME_STAMP	specifies the date and time stamp for installed files
REPLACE_IMAGE	specifies a different top or left image

Sample:

```
C:\RBTI\RBInstaller\RBInstallerConApp.exe "-SCRIPT_NAME C:\RBTI\RBInstaller\Scripts\MyApp8_1.rui" "-README_FILE_NAME C:\RBTI\RBInstaller\ProjectsAndFiles\MyApp8_1\README.TXT" "-LICENSE_FILE_NAME C:\RBTI\RBInstaller\ProjectsAndFiles\MyApp8_1\LICENSE.RTF" "-OUTPUT_FOLDER P:\My_App8_1\" "-OUTPUT_FILE_NAME MyApp8_1_Installer_2024_F2AD963P.exe" "-MD5_OUTPUT ON" "-DATETIME_STAMP 01/06/2024 08:10:00" "-REPLACE_IMAGE|Left.bmp|C:\RBTI\RBInstaller\Version8_Left.bmp" "-REPLACE_IMAGE|Top.bmp|C:\RBTI\RBInstaller\Version8_Top_Icon.bmp"
```


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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
- 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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9 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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