

R:FTPClient 11



Help Manual



R:FTPClient 11

Manual

by R:BASE Technologies, Inc.

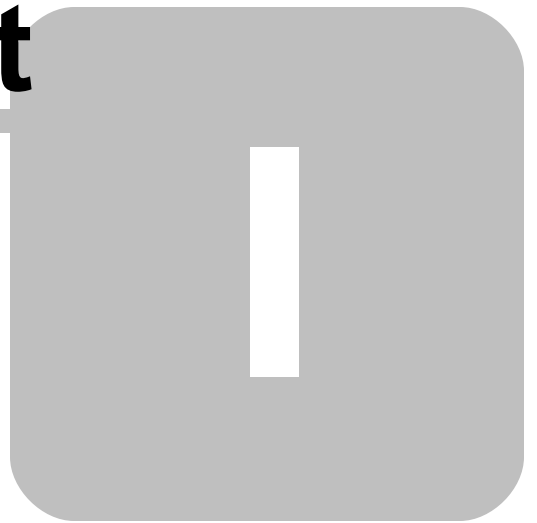
Welcome to R:FTPClient 11!

R:FTPClient is a fully automated FTP client for simple file management both locally and remotely. R:FTPClient gives Internet users the ability to quickly upload, download, delete and rename one or more files as well as create and delete directories on a FTP server.

Table of Contents

Part I Introduction	4
1 Introducing R:FTPClient 11	5
2 Copyrights	5
3 License	6
4 Complimentary Support	9
Part II Installation	11
1 System Requirements	12
2 Things You Will Need	12
3 Software Installation	13
4 Plugin Activation	13
R:BASE	13
R:Compiler for R:BASE	16
Runtime for R:BASE	16
Part III Uninstall	17
Part IV Using R:FTPClient	19
1 Command Syntax	20
Part V Progress Window	22
Part VI Examples	25
1 Example 1	26
2 Example 2	27
3 Example 3	27
Part VII FTP Error Codes	29
Part VIII Technical Support	31
Part IX Useful Resources	33
Part X Feedback	35
Index	37

Part



1 Introduction

1.1 Introducing R:FTPClient 11

R:FTPClient is a fully automated FTP client for file management offering both secure (FTP over SSL) and non-secure transfers. Encrypted file transfers is supported through Secure Sockets Layer (SSL v2/v3) and Transport Layer Security (TLS v1). R:FTPClient gives users the ability to quickly upload, download, delete and rename one or more files as well as create and delete folders.

A progress window, which can be disabled, displays what percentage of files has already been uploaded or downloaded. The progress window contains a "Abort Transmission" button to cease the connection to the FTP server. A FTP log can also be displayed or disabled, as well as saved to a file. A wait parameter is available to momentarily pause FTP transactions.

R:FTPClient is a perfect FTP client solution for software developers as well as Webmasters of all levels.

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First Edition

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- 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.

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- 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.

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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.

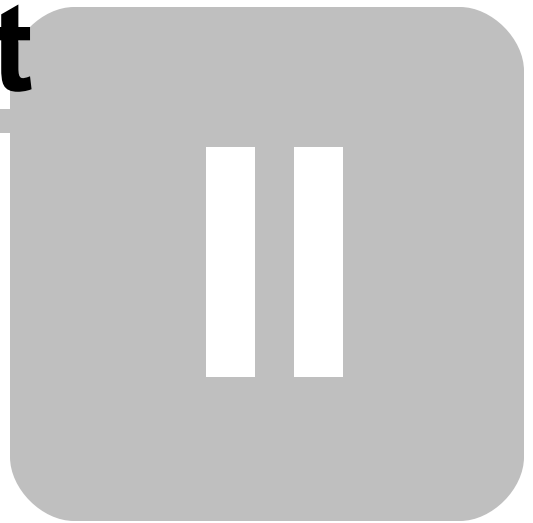
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1. To provide quality assistance in a timely manner to aid in the installation of the product and elementary conversion of database, application, and command files within 30 days of the date of purchase.
2. To provide a reasonable solution for any 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

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 Software Installation

The installation of R:FTPClient 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 to begin the installation process, and read the installer screens for licensing and other information as the program installs.

Installation Directory

C:\RBTI\RFTPClient11

Files Installed

RFTPClient11.rbm
libeay32.dll
ssleay32.dll
RFTPClient11.chm
RFTPClient11.pdf
License.rtf
ReadMe.txt

Requirements:

Plugin and DLLs

The R:FTPClient 11 Plugin file (RFTPClient11.rbm) must be placed in the R:BASE 11 program directory (default: C:\RBTI\RBG11) or the runtime/compiled application directory. The SSL DLLs (libeay32.dll, ssleay32.dll) must also be placed in the folder for FTPS functionality.

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.

2.4.1 R:BASE

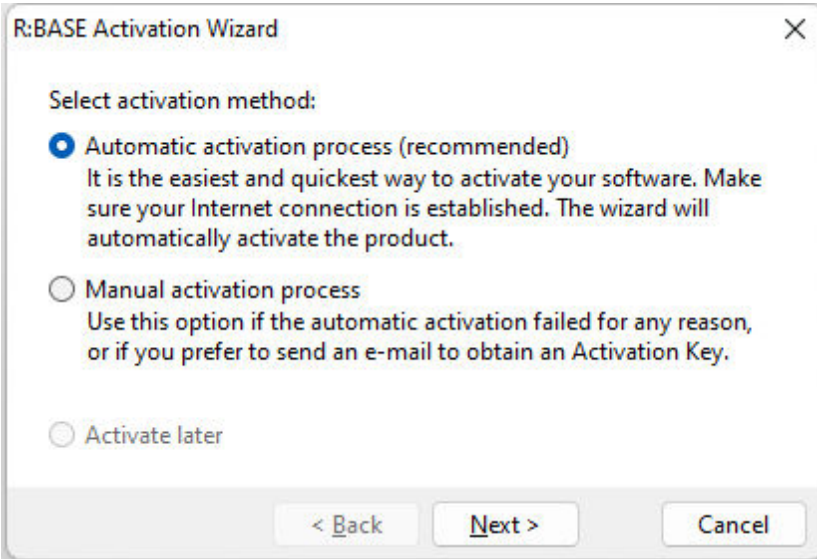
To begin using a plugin product, you must register the software within R:BASE by selecting "Help" > "Product Activation" from the main Menu Bar. In this window, select the "Add New" button where you can enter or copy and paste the License Key you received with your product.

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.



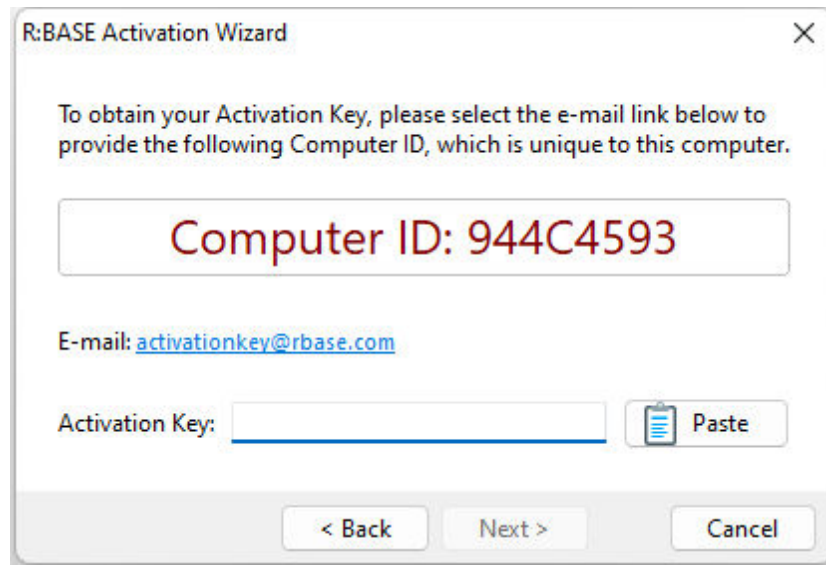
The "License Information" dialog box features a title bar with a close button (X). Below the title bar, the text "Enter License Key:" is followed by a series of seven empty text boxes, each separated by a hyphen. At the bottom of the dialog, there are three buttons: a "Paste" button with a clipboard icon, an "OK" button with a green checkmark, and a "Cancel" button with a red X.

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.

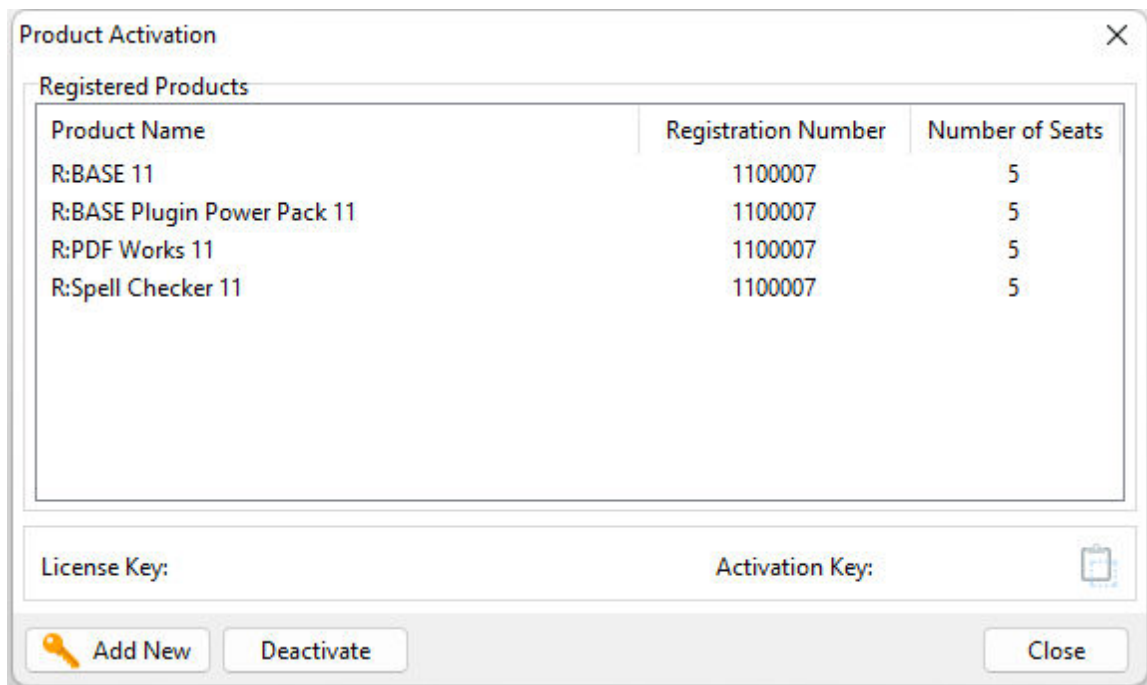


The "R:BASE Activation Wizard" dialog box has a title bar with a close button (X). The main content area is titled "Select activation method:" and contains three radio button options. The first option, "Automatic activation process (recommended)", is selected and includes a descriptive paragraph. The second option, "Manual activation process", includes a descriptive paragraph. The third option, "Activate later", is unselected. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

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.



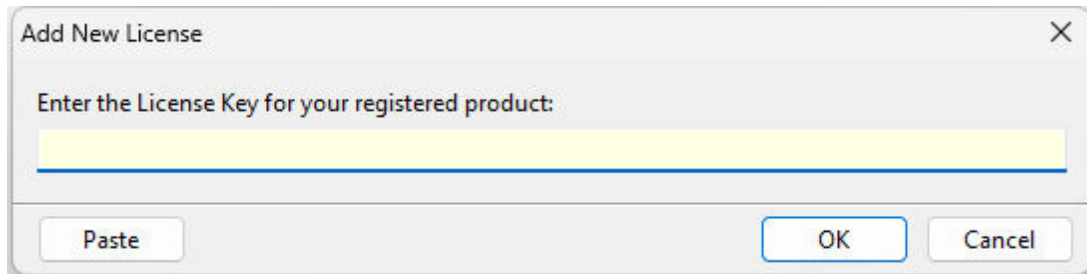
Please be advised that if you are activating multiple workstations, it is highly recommended that you keep records of the computer name, Computer ID and Activation Key for future reference. Access to this information will prove convenient in the event of a hardware failure or license transfer when uninstalling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

Please see: [Uninstall/Reinstall](#)

2.4.2 R:Compiler for R:BASE

Runtime License Key

Runtime license keys for an R:BASE Plugin must be stored within the compiled executable. A specific Runtime License Key would be provided after your purchase of the Runtime software product. Adding a Runtime License to your project can be done by selecting the "Add License" button, and pasting the appropriate Runtime License Key into the displayed dialog window.



After a Runtime License is added as a resource, it will be assigned a "Resource ID". This ID consists of the word "License" and an incrementing value for the number of licenses added to the executable.

Plugin File (.RBM)

R:BASE Plugin files can be added and stored within the compiled executable or included within the R:BASE application directory. The Runtime license key pertaining to the R:BASE Plugin must be stored in the compiled executable.

Adding a Plugin to the list of resources can be performed by selecting the "Add Plugin" button on the Tool Bar. You will be prompted to locate the appropriate Plugin file with the .RBM file extension. After a Plugin file is added as a resource, it will be assigned a "Resource ID". This ID consists of the Plugin file name.

2.4.3 Runtime for R:BASE

After R:BASE Plugins are acquired for Runtime for R:BASE applications, the Plugin file must be included in the Runtime application folder, to be loaded when the Runtime application launches.

To load the Plugin, the License Key must be included into the Runtime for R:BASE session by adding the following PROPERTY command within the application startup file:

```
PROPERTY ADD_LICENSE #####-#####-#####-#####-#####-#####-#####-##### ' '
```

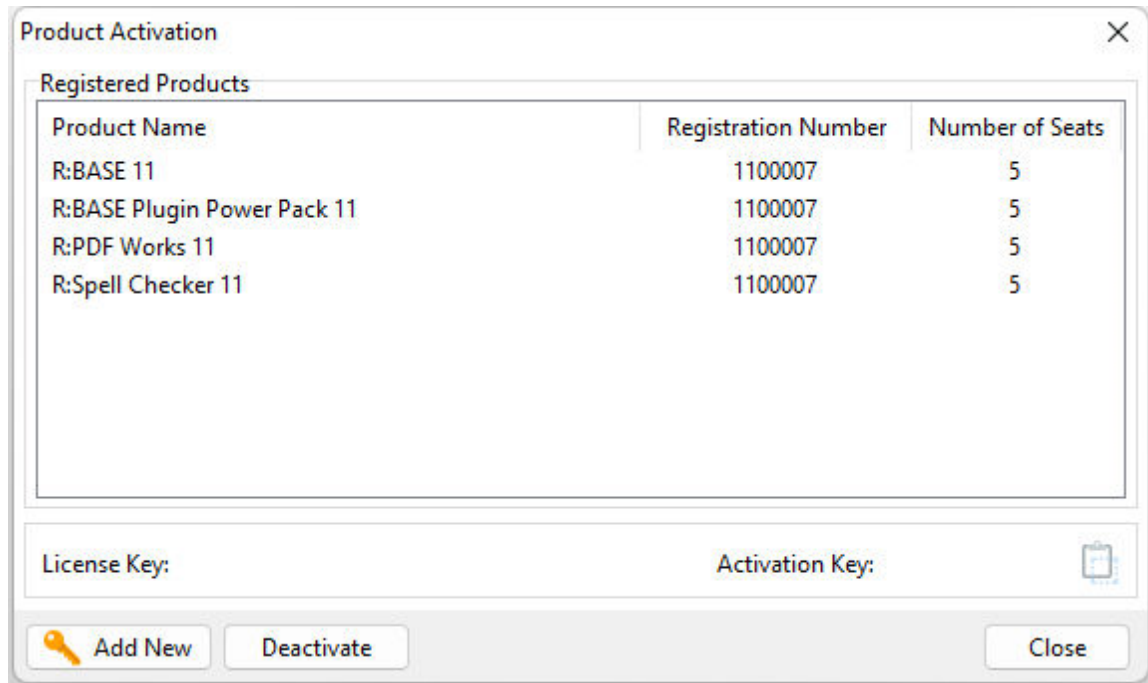

Part



3 Uninstall

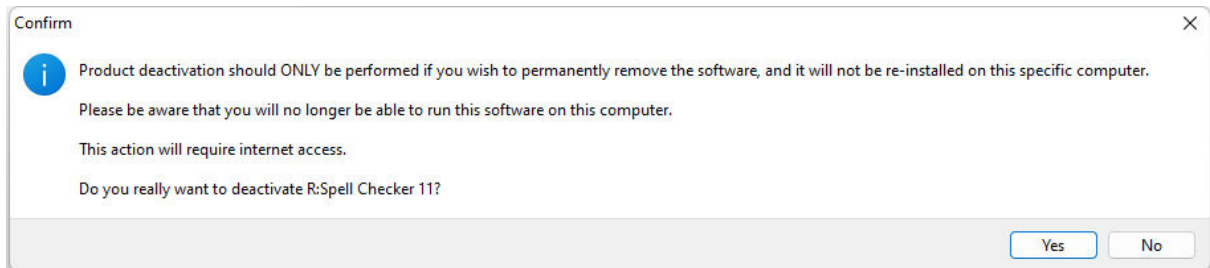
If a computer is no longer using R:FTPClient, through license transfer or hardware failure, the Activation Key that was used on that computer must be submitted to R:BASE Technologies so we can then remove the Activation Key from our log. We will disable the Key, which will then free up that used activation. 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.

Part



4 Using R:FTPClient

4.1 Command Syntax

Syntax:

```
PLUGIN RFTPClient 'VarName|<parameter value>'
```

Where:

- The vResultVar variable name and parameters must be separated by the pipe character "|".
- VarName is the resulting text variable which will return the status of the process, such as 'OK' or the exact -ERROR- message.

Parameters:

Supported Parameters	Values	Description
FTP_USERNAME	value	Specifies the FTP server user name
FTP_PASSWORD	value	Specifies the FTP server password
FTP_HOST	value	Specifies the FTP server address (domain or IP address)
FTP_PORT	value	Specifies the FTP server port (by default 21)
FTP_SECURED	NO IMPLICIT REQUIRE EXPLICIT	Specifies if the FTP connection is secure. The value of NO specifies FTP is used (default). Using either IMPLICIT, REQUIRE, or EXPLICIT will activate FTPS.
FTP_SSL_METHOD	SSL_V2 SSL_V23 SSL_V3 TLS_V1 TLS_V11 TLS_V12 AUTO	Specifies the protocol SSL/TLS version to use. With the AUTO value all supported versions will be tried.
FTP_DATA_PROTECTION	CLEAR PRIVATE	Specifies whether the data transmission is encrypted (private). The default is CLEAR.
FTP_PASSIVE	TRUE FALSE	Specifies if passive mode is used for the transfer
FTP_CONNECT		Connects to the FTP server
FTP_DISCONNECT		Disconnects from the FTP server
FTP_CHDIR	value	Changes the current folder on the FTP server
FTP_MAKEDIR	value	Creates a new FTP server folder
FTP_RENAME	value	Renames an existing file on the FTP server
FTP_REMOVEDIR	value	Deletes a FTP server folder (folder must be empty)
FTP_RENAMEDIR	value	Renames a FTP server folder
FTP_UPLOAD	value	Uploads files to the FTP server from the current folder
FTP_DOWNLOAD	value	Downloads files from the FTP server to the current folder
FTP_DELETE	value	Deletes file(s) on the FTP server
FTP_FILESIZE	file name	Returns the size of a particular file
FTP_FILE_LIST	value	Returns the names of the files in the current remote folder. Folders are included in the list of returned objects. Folders end with a forward slash "/". Wildcards can be used, or the value can be left blank.
FTP_NOOP		Sends NO OPERATIONS to the FTP server to help you keep your connection alive during periods of inactivity
DELETE	value	Deletes file(s) in current folder on the client computer
RENAME	value	Renames file(s) in current folder on the client computer
RENAME_DIR	value	Renames a folder on the client computer
CHDIR	value	Changes current folder on the client computer
MKDIR	value	Creates new folder on the client computer

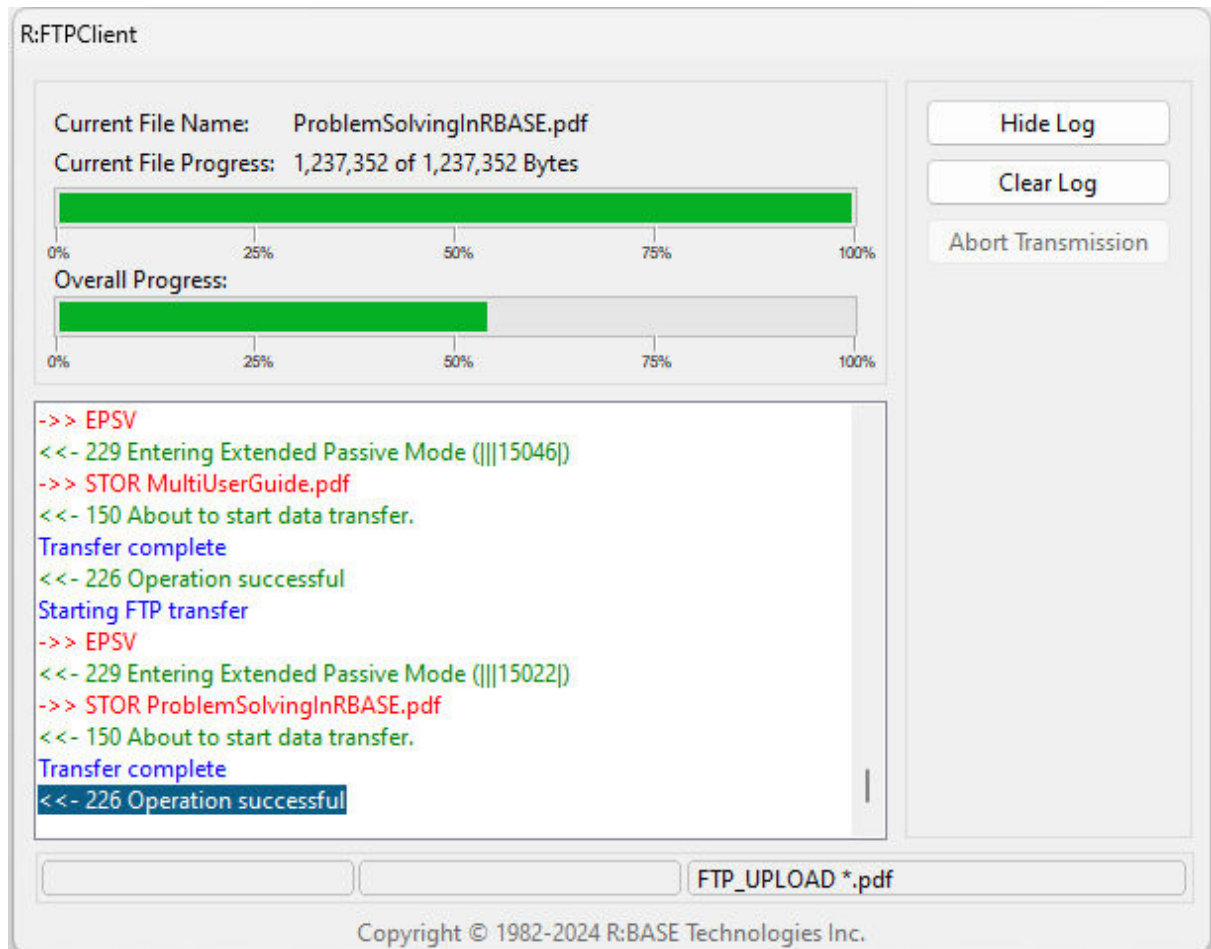
WAIT	value	Specifies to pause in milliseconds (1 sec = 1000 milliseconds)
AUTOREPLACE	TRUE FALSE	Specifies if a file with same name exists in current folder during the download process, that file will be replaced if AUTOREPLACE is TRUE. When uploading files, AUTOREPLACE is not available.
SHOW PROGRESS		Shows the progress window
HIDE PROGRESS		Hides the progress window
TOP	value	Shows the progress window location, in pixels, from the top of the screen down
LEFT	value	Shows the progress window location, in pixels, from the left of the screen over
SHOW LOG		Specifies the FTP log
HIDE LOG		Hides the FTP log
SAVE_LOG	TRUE FALSE	Saves the FTP log
LOG_FILE_NAME	value	Specifies the FTP log file name and folder location

Part

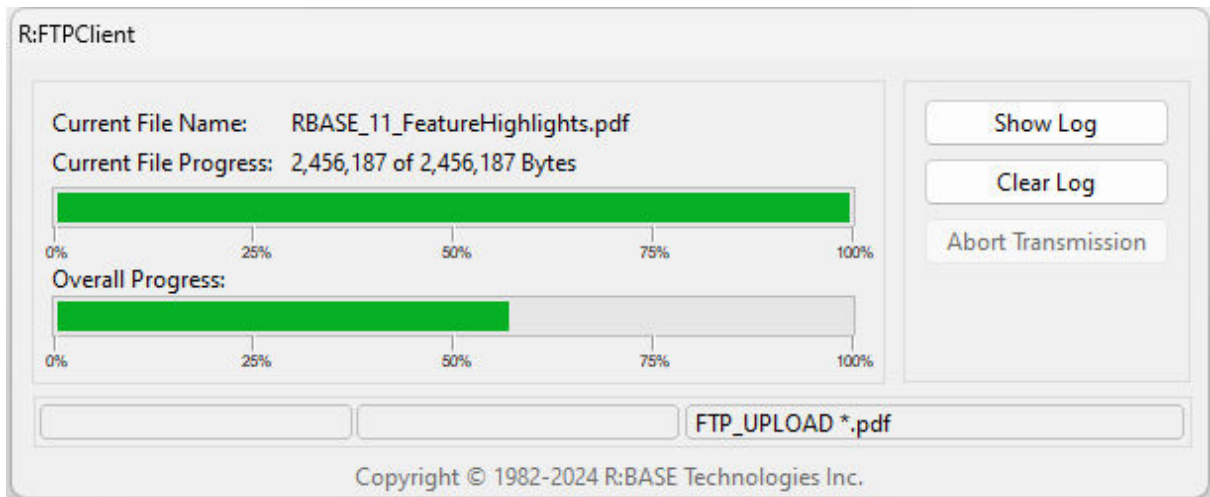


5 Progress Window

A progress window, which can be disabled, displays what percentage of files has already been uploaded or downloaded. The progress window contains a "Abort Transmission" button to cease the connection to the FTP server.



The "Hide Log" button can be used to minimize the progress window for a smaller display.



Part



6 Examples

6.1 Example 1

-- Connects to the FTP site, make a new directory on the client computer and download files

```

PLUGIN RFTPClient 'v1 | LOG_FILE_NAME c:\temp\RFTP.log'
PLUGIN RFTPClient 'v1 | SAVE_LOG TRUE'
PLUGIN RFTPClient 'v1 | SHOW_PROGRESS'
PLUGIN RFTPClient 'v1 | FTP_USERNAME ftpadmin'
PLUGIN RFTPClient 'v1 | FTP_PASSWORD ftppasswd'
PLUGIN RFTPClient 'v1 | FTP_HOST ftp.domain.com'
PLUGIN RFTPClient 'v1 | FTP_PORT 21'
PLUGIN RFTPClient 'v1 | FTP_SECURED EXPLICIT'
PLUGIN RFTPClient 'v1 | FTP_SSL_METHOD AUTO'
PLUGIN RFTPClient 'v1 | FTP_CONNECT'
PLUGIN RFTPClient 'v1 | FTP_PASSIVE TRUE'
PLUGIN RFTPClient 'v1 | FTP_DATA_PROTECTION PRIVATE'
PLUGIN RFTPClient 'v1 | WAIT 2000'
PLUGIN RFTPClient 'v1 | FTP_CHDIR IMAGES'
PLUGIN RFTPClient 'v1 | AUTOREPLACE FALSE'
PLUGIN RFTPClient 'v1 | FTP_DOWNLOAD 0*.jpg'
PLUGIN RFTPClient 'v1 | WAIT 2000'
PLUGIN RFTPClient 'v1 | FTP_DOWNLOAD 1*.jpg'
PLUGIN RFTPClient 'v1 | WAIT 2000'
PLUGIN RFTPClient 'v1 | AUTOREPLACE TRUE'
PLUGIN RFTPClient 'v1 | FTP_DISCONNECT'
PLUGIN RFTPClient 'v1 | HIDE_PROGRESS'
PLUGIN RFTPClient 'v1 | SAVE_LOG FALSE'

```

WHERE:

- **LOG_FILE_NAME** specifies a log file name for the file transfer process
- **SAVE_LOG TRUE** saves the FTP data log
- **SHOW_PROGRESS** displays the progress
- **FTP_USERNAME ftpadmin** specifies **ftpadmin** as the user name
- **FTP_PASSWORD ftppasswd** specifies **ftppswrd** as the password
- **FTP_HOST ftp.domain.com** specifies **ftp.domain.com** as the host server
- **FTP_PORT 21** specifies **21** as the port number
- **FTP_SECURED** specifies if the connection is secure (FTP or FTPS)
- **FTP_SSL_METHOD** specifies the protocol SSL/TLS version to use for FTPS
- **FTP_CONNECT** connects to the FTP host server
- **FTP_PASSIVE** specifies that passive mode is used for the transfer
- **FTP_DATA_PROTECTION** specifies that the data transmission is encrypted (private)
- **WAIT** pauses the routine for 2 milliseconds (2 seconds)
- **FTP_CHDIR IMAGES** changes to the **IMAGES** on the FTP host server
- **AUTOREPLACE FALSE** specifies any files with the same name will NOT be overwritten
- **FTP_DOWNLOAD 0*.jpg** downloads all **jpg** files starting with **0** to the FTP host server
- **FTP_DOWNLOAD 1*.jpg** downloads all **jpg** files starting with **1** to the FTP host server
- **AUTOREPLACE TRUE** specifies any files with the same name will be overwritten automatically
- **FTP_DISCONNECT** disconnects from the FTP host server
- **HIDE_PROGRESS** hides the progress
- **SAVE_LOG FALSE** closes the FTP data log

6.2 Example 2

-- Connects to the FTP site, make a new FTP directory uploads PDF documents, and captures the PDF file list

```

PLUGIN RFTPClient 'v1|SHOW PROGRESS'
PLUGIN RFTPClient 'v1|FTP_USERNAME ftpadmin'
PLUGIN RFTPClient 'v1|FTP_PASSWORD ftpsswrld'
PLUGIN RFTPClient 'v1|FTP_HOST ftp.domain.com'
PLUGIN RFTPClient 'v1|FTP_PORT 21'
PLUGIN RFTPClient 'v1|FTP_CONNECT'
PLUGIN RFTPClient 'v1|WAIT 2000'
PLUGIN RFTPClient 'v1|FTP_MAKEDIR abcdef'
PLUGIN RFTPClient 'v1|WAIT 2000'
PLUGIN RFTPClient 'v1|FTP_CHDIR abcdef'
PLUGIN RFTPClient 'v1|FTP_UPLOAD *.PDF'
PLUGIN RFTPClient 'v1|WAIT 2000'
PLUGIN RFTPClient 'vFiles|FTP_FILE_LIST *.pdf'
PLUGIN RFTPClient 'v1|FTP_DISCONNECT'
PLUGIN RFTPClient 'v1|HIDE PROGRESS'

```

WHERE:

- **SHOW PROGRESS** displays the progress
- **FTP_USERNAME ftpadmin** specifies **ftpadmin** as the user name
- **FTP_PASSWORD ftpsswrld** specifies **ftpsswrld** as the password
- **FTP_HOST ftp.domain.com** specifies **ftp.domain.com** as the host server
- **FTP_PORT 21** specifies **21** as the port number
- **FTP_CONNECT** connects to the FTP host server
- **WAIT 2000** specifies a wait time of 2000 milliseconds (2 seconds)
- **FTP_MAKEDIR abcdef** creates the new directory **abcdef** on the FTP host server
- **WAIT 2000** specifies a wait time of 2000 milliseconds
- **FTP_CHDIR abcdef** changes to the directory **abcdef** on the FTP host server
- **FTP_UPLOAD *.PDF** uploads all PDF documents to the FTP host server from the client computer
- **WAIT 2000** specifies a wait time of 2000 milliseconds
- **FTP_FILE_LIST *.pdf** returns the names of PDF files in the folder
- **FTP_DISCONNECT** disconnects from the FTP host server
- **HIDE PROGRESS** hides the progress

6.3 Example 3

-- Connects to the FTP (secure) site and capture a XLS file list and download a text file

```

PLUGIN RFTPClient 'v1|SHOW PROGRESS'
PLUGIN RFTPClient 'v1|FTP_USERNAME ftpuser'
PLUGIN RFTPClient 'v1|FTP_PASSWORD ftpsswrld'
PLUGIN RFTPClient 'v1|FTP_HOST ftp.domain.com'
PLUGIN RFTPClient 'v1|FTP_PASSIVE TRUE'
PLUGIN RFTPClient 'v1|FTP_SECURED REQUIRE'
PLUGIN RFTPClient 'v1|FTP_SSL_METHOD TLS_V1'
PLUGIN RFTPClient 'v1|FTP_DATA_PROTECTION PRIVATE'
PLUGIN RFTPClient 'v1|FTP_PORT 21'
PLUGIN RFTPClient 'v1|FTP_CONNECT'
PLUGIN RFTPClient 'vFiles|FTP_FILE_LIST *.xls'
PLUGIN RFTPClient 'v1|WAIT 1000'
PLUGIN RFTPClient 'v1|FTP_DOWNLOAD readme.txt'

```

```
PLUGIN RFTPClient 'v1|FTP_DISCONNECT'  
PLUGIN RFTPClient 'v1|HIDE PROGRESS'
```

WHERE:

- **SHOW PROGRESS** displays the progress
- **FTP_USERNAME ftpuser** specifies **ftpuser** as the user name
- **FTP_PASSWORD ftppasswd** specifies **ftppswrd** as the password
- **FTP_HOST ftp.domain.com** specifies **ftp.domain.com** as the host server
- **FTP_PASSIVE** specifies passive mode is enabled for the transfer
- **FTP_SECURED REQUIRE** specifies the FTP secure connection is required, and activate FTPS
- **FTP_SSL_METHOD TLS_V1** specifies the SSL/TLS protocol to use
- **FTP_DATA_PROTECTION PRIVATE** specifies the data transmission is encrypted
- **FTP_PORT 21** specifies **21** as the port number
- **FTP_CONNECT** connects the the FTP host server
- **FTP_FILE_LIST *.xls** captures the file list of XLS files for the remote folder
- **WAIT 1000** specifies a wait time of 1000 milliseconds (1 second)
- **FTP_DOWNLOAD readme.txt** specifies to download the text file
- **FTP_DISCONNECT** disconnects from the FTP host server
- **HIDE PROGRESS** hides the progress

Part



VII

7 FTP Error Codes

Code	Description
100 Codes - The requested action is being taken. Expect a reply before proceeding with a new command.	
110	Restart marker reply.
120	Service ready in (n) minutes.
125	Data connection already open, transfer starting.
150	File status okay, about to open data connection.
200 Codes - The requested action has been successfully completed.	
200	Command okay.
202	Command not implemented
211	System status, or system help reply.
212	Directory status.
213	File status.
214	Help message.
215	NAME system type. (NAME is an official system name from the list in the Assigned Numbers document.)
220	Service ready for new user.
221	Service closing control connection. (Logged out if appropriate.)
225	Data connection open, no transfer in progress.
226	Closing data connection. Requested file action successful (file transfer, abort, etc.).
227	Entering Passive Mode
230	User logged in, proceed.
250	Requested file action okay, completed.
257	"PATHNAME" created.
300 Codes - The command has been accepted, but the requested action is being held pending receipt of further information.	
331	User name okay, need password.
332	Need account for login.
350	Requested file action pending further information.
400 Codes - The command was not accepted and the requested action did not take place. The error condition is temporary, however, and the action may be requested again.	
421	Service not available, closing control connection. (May be a reply to any command if the service knows it must shut down.)`
425	Can't open data connection.
426	Connection closed, transfer aborted.
500 Codes - The command was not accepted and the requested action did not take place.	
500	Syntax error, command unrecognized. This may include errors such as command line too long.
501	Syntax error in parameters or arguments.
502	Command not implemented.
503	Bad sequence of commands.
504	Command not implemented for that parameter.
530	User not logged in.
532	Need account for storing files.
550	Requested action not taken. File unavailable (e.g., file not found, no access).
552	Requested file action aborted, storage allocation exceeded
553	Requested action not taken. Illegal file name.

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
- 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



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/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



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.

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.

Index

- A -

activate 12, 13
activation 13
Activation Key 13, 18
administrator 12

- C -

Computer ID 13
configuration 13
copyright 5

- D -

deactivation 18
description 20

- E -

encrypted 20
example 26, 27

- F -

feedback 36
FTP Error Codes 30

- I -

install 13
intro 5

- K -

key, activation 12
key, license 12

- L -

license 6, 12

License Key 13, 16, 18
license transfer 18
log 20, 23

- P -

parameter 20
permission 12
PLUGIN 13, 20
Plugin File 16
progress 23
PROPERTY 16

- R -

R:Compiler 16
register 13
registration number 12
requirements 13
Runtime 16

- S -

secure 20
speed 23
SSL 20
support 9, 12
syntax 20
system requirements 12

- T -

TLS 20

- U -

UAC 12
Uninstall 18
User Access Control 12

- V -

value 20

Back Cover