R:Mail Editor 11

Help Manual

R:Mail Editor 11

Manual
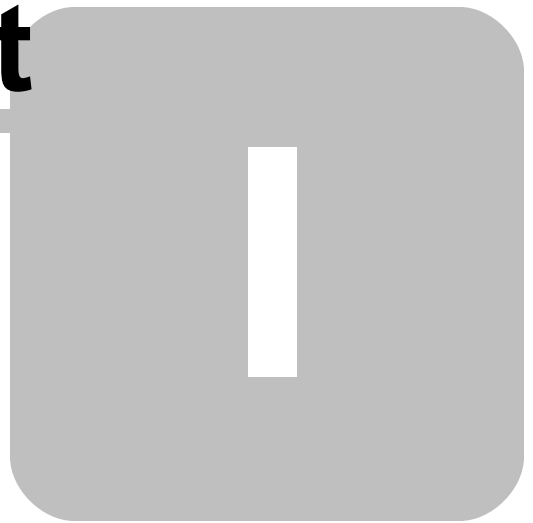
by R:BASE Technologies, Inc.

Welcome to R:Mail Editor 11!

The R:Mail Editor is an add-on to R:Mail that allows users to compose email messages in a graphic user interface. A key feature is the ability to create the body of their messages in an Advanced Rich View Editor. With the this utility, users are no longer required to compose the line-by-line HTML body for their R:Mail messages, and in the process saving many of hours code development.

Table of Contents

Part

I

1   Introduction

1.1   Introducing R:Mail Editor 11

R:Mail Editor is an add-on to R:Mail that allows users to compose email messages in a graphic user interface.

The key feature in R:Mail Editor is the ability to create the body of your messages in the advanced rich text Message Editor. With this utility, users are no longer required to compose the line-by-line HTML body for their R:Mail messages, and in the process, saving many hours of code development. The Message Editor is an editor that allows for the rich formatting of text content, including common structural treatments like lists, formatting treatments like bold and italic text, hyperlinks, and drag-and-drop inclusion and sizing of images. The editor's toolbar is extensive, allowing users to achieve a high degree of customization. A very important feature for all R:BASE users is the ability to insert R:BASE variables.

The R:Mail Editor allows you to specify several email header details, like where the message is being sent from, the recipient list (with CC and BCC options), attachments, and the message body.

When you have populated the R:Mail Editor with your specific settings, all of the values can be saved into a template file to be referenced by the R:Mail Plugin, specifically, the TEMPLATE_NAME parameter.

In instances where you are using R:Mail in a loop, you would continue to use the command file to specify the changing email addresses, and then only use the R:Mail Editor to compose the stylish message body. For any variables that need utilized within the message body, those variables can be inserted using the Message Editor.

The R:Mail Editor is an add-on to R:Mail, and is sold separately.

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First Edition

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<div align="center">

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R:Mail Editor 11
Single Server License

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The availability of software support services is subject to the End of Support (EOS) and End of Life (EOL) product life cycle, and to an active Software Assurance Plan. Where applicable, licensees will be provided with an option to upgrade to the current supported version of a software product.

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1. 30-Day Limited Complimentary Technical Support

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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.

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 <u>2 HOURS</u> during the 30-Day Complimentary Technical Support Period. We also reserve the right to limit the quantity of calls from a particular Licensee to <u>30 MINUTES</u> 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

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R:BASE Technologies, Inc.

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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.

Part II
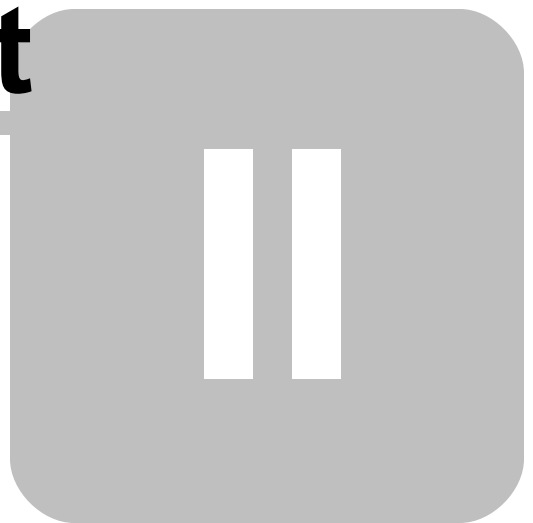
2 Installation

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 R:Mail Editor 11 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\RMailEditor11

Files Installed

 RMailEditor11.exe
 RMailEditor11.pdf
 RMailEditor11.chm
 License.rtf
 Readme.txt

Part III
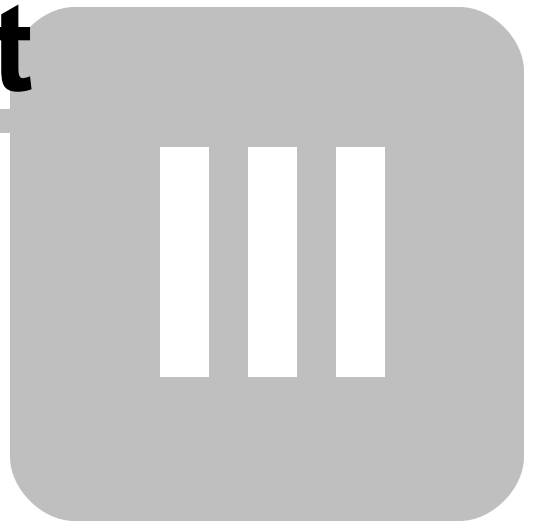
3   Using R:Mail Editor

The R:Mail Editor is an add-on to R:Mail that allows users to compose email messages in a graphic user interface. A key feature is the ability to create the body of their messages in an Advanced Rich View Editor. With the this utility, users are no longer required to compose the line-by-line HTML body for their R:Mail messages, and in the process saving many hours of code development.

The R:Mail Editor allows you to specify all email header details, like where the message is being sent from, the recipient list (with CC and BCC options), attachments, and the message body.

Template Files
When you have populated the R:Mail Editor with your specific settings, all of the values can be saved into a template file (*.rmt) to be referenced by the R:Mail Plugin, specifically, the TEMPLATE_NAME parameter. And, when you intend to use the R:Mail Editor template file, be sure to set your R:Mail MESSAGE_TYPE parameter to "HTML".

The R:Mail Editor template file is a collection of settings where it takes precedence over any message settings/parameters specified in the command file. As such, the TEMPLATE_NAME parameter must be specified first before any other message parameters. The command block should be similar to the below, where the TEMPLATE_NAME parameter is at the top, after the CLEAR_ALL parameter:

```
PLUGIN RMail v1|CLEAR LOG
PLUGIN RMail v1|CLEAR_ALL
PLUGIN RMail v1|SHOW PROGRESS
PLUGIN RMail v1|TEMPLATE_NAME CustomerEmail.rmt
PLUGIN RMail v1|MESSAGE_TYPE HTML
PLUGIN RMail v1|ACCOUNT_NAME EmailServices
```

Template Use
In instances where you are using R:Mail in a WHILE loop, you would continue to use the command file to specify the changing email addresses, and then only use the R:Mail Editor to compose the stylish message body. For any variables that need utilized within the message body, those variables can be inserted using the Message Editor.

3.1   General

The "General" tab allows you to specify the address where the email messages are being sent from, the message subject, and other miscellaneous options, such as return receipt and message priority.

3.2   To: List

To "TO: List" tab allows you to generate a list of recipients of your email.
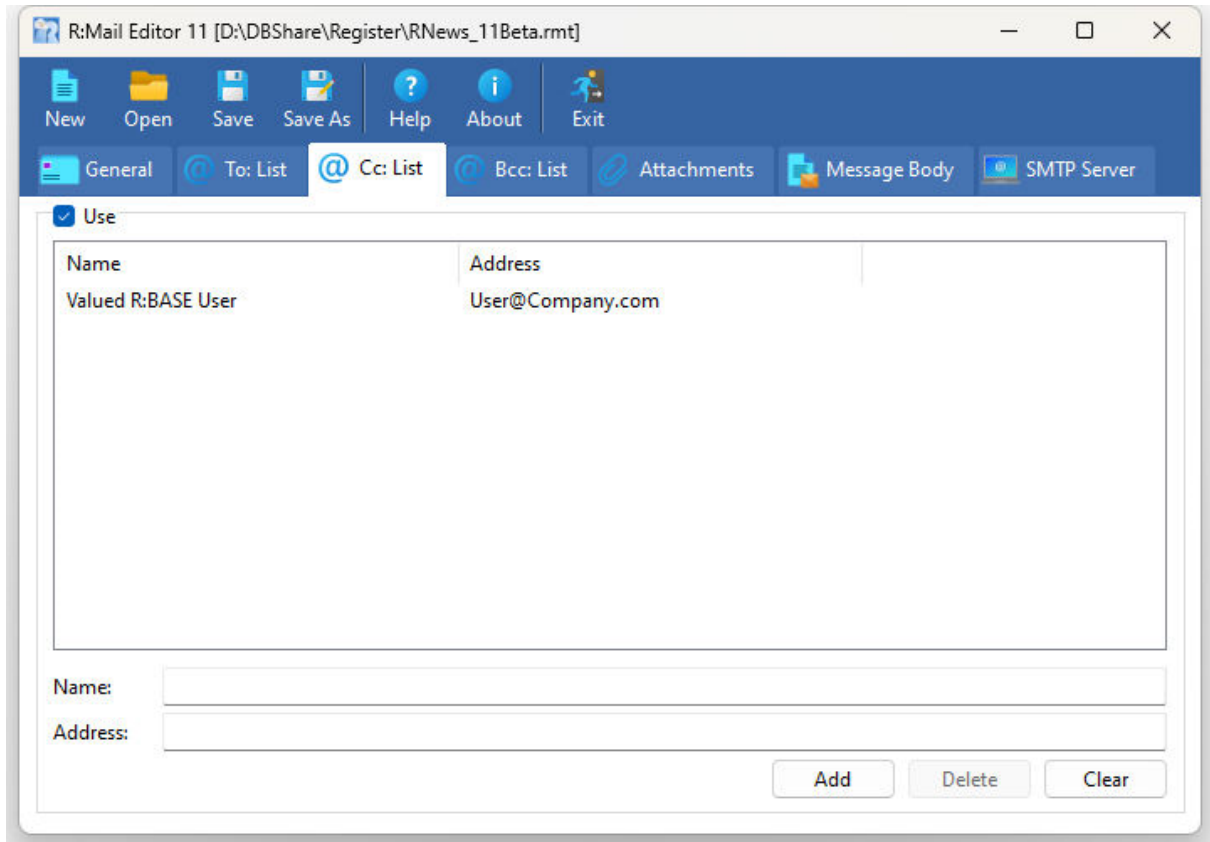
3.3 Cc: List

To "CC: List" tab allows you to generate a list of carbon copy recipients of your email.

3.4   Bcc: List

To "BCC : List" tab allows you to generate a list of blind carbon copy recipients of your email.

3.5 Attachments

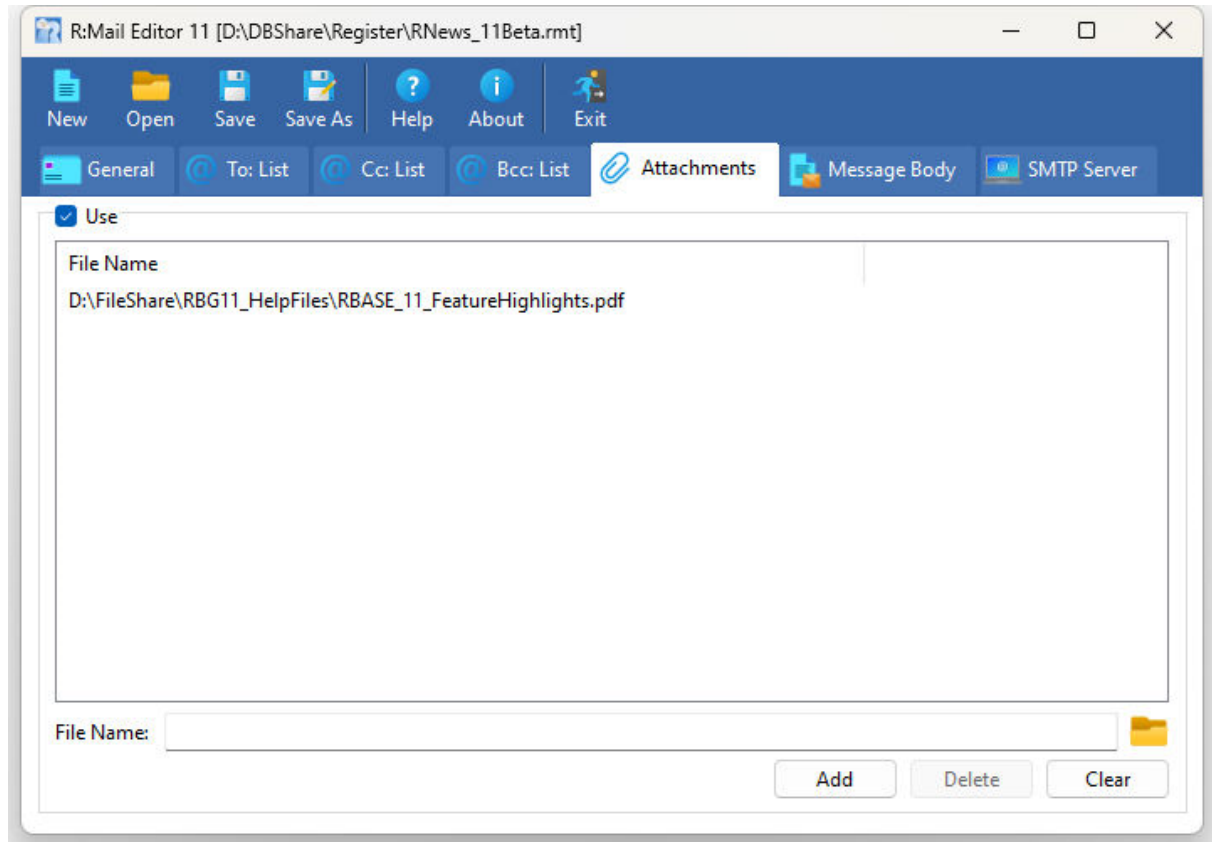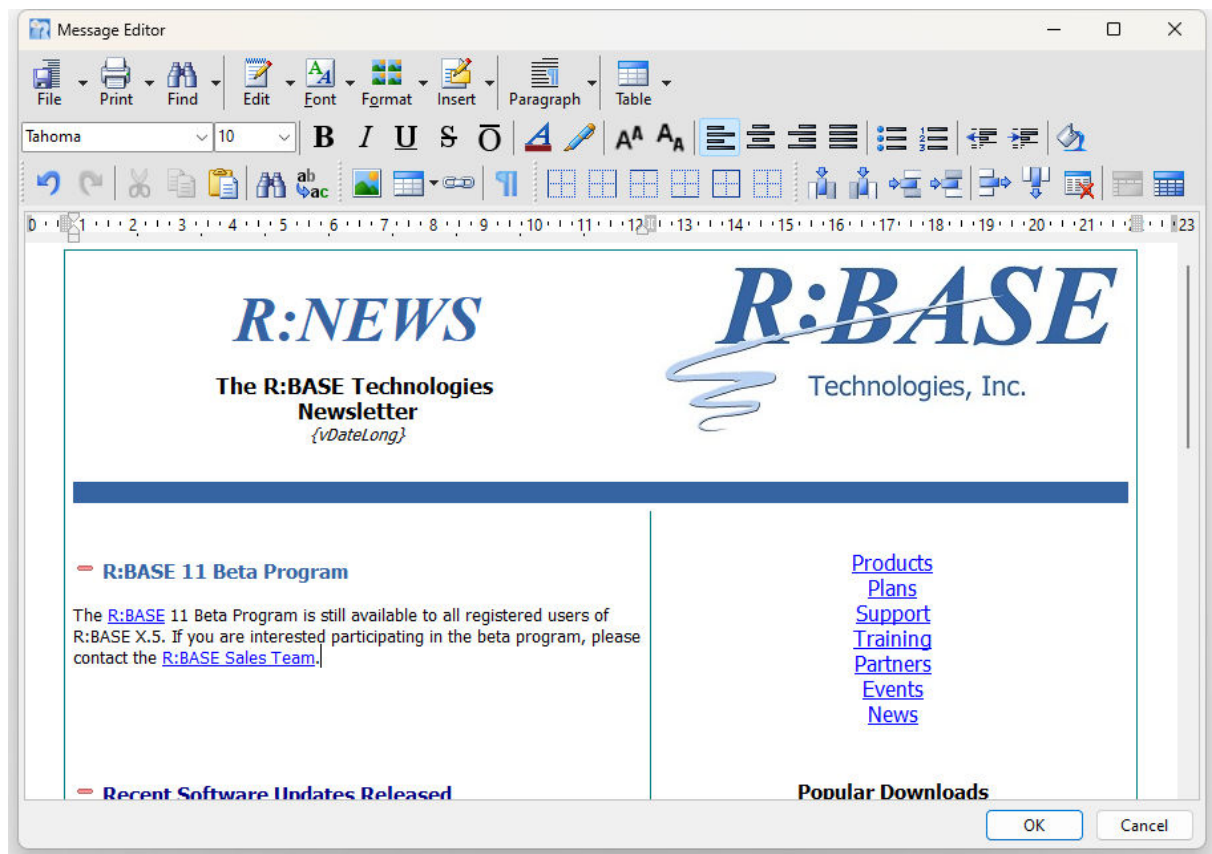The "Attachments" tab allows you to specify if any file attachments are included in your outgoing email.

3.6 Message Body

The "Message Body" tab allows you to edit your message body using the Message Editor, which is launched by selecting the "Edit" button.

Message Editor

The Message Editor allows for the rich formatting of text content, including common structural treatments like lists, formatting treatments like bold and italic text, and drag-and-drop inclusion and sizing of images. The toolbar allows users to achieve a high degree of customization. An important feature for R:BASE user is the ability to insert R:BASE variables. Other features include:

Text Formatting

- Paragraphs , Borders, Backgrounds, Indents, Spacing, etc.
- Select the font face and font size and font color for selected text
- Standard formatting (Bold, Italic, Underline, Strike out, Overline)
- Left, Center, Right and Full Alignment of selected text
- Remove formatting from selected text
- Indent and outdent selected text

Table Formatting

- Insert tables
- Insert table row before current row
- Insert table row after current row
- Insert table column before current column
- Insert table column after current column
- Delete current column
- Delete current row
- Edit table properties

Hyperlinks

- Create hyperlinks
- Remove hyperlinks

- Edit Hyperlinks

Images

- Insert images
- Change layout properties such as alignment and spacing

Lists

- Insert numbered lists
- Insert bulleted lists

Other Functionality

- Insert R:BASE variables
- Insert horizontal lines
- Insert symbols from character map
- Undo/Redo
- Cut, copy and paste
- Select all
- Print
- Print Preview
- Page Setup
- Find and Replace
- Toggle the display of not-printing characters

Users may also switch between Delphi or HTML RGB Hex notation. The default is Delphi notation. Most colors (online color combinations) are presented in HTML format (#AARRGGBB), where being able to accept that format directly from a copy/paste source can save time in active development. In Delphi mode, the Color Editor will appear as "$ [.....]" in the bottom right corner. In HTML mode, the Color Editor will appear as "# [.....]".

3.7   SMTP Server

The "SMTP Server" tab allows you to specify the SMTP mail server and port. Encrypted mail is supported through Secure Sockets Layer (SSL v2/v3) and Transport Layer Security (TLS v1). The options to include authentication and the ability to test the SMTP connection are provided.

Part IV

4   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 V

5 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 VI

6 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

Back Cover