R:Twain2PDF 11

Help Manual

R:Twain2PDF 11

Manual

by R:BASE Technologies, Inc.

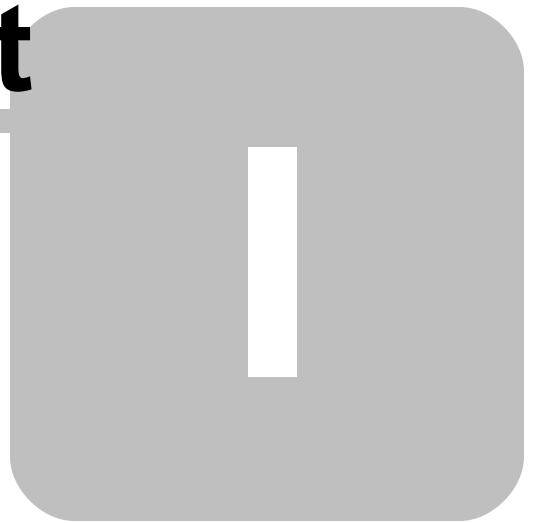*Welcome to R:Twain2PDF 11!*

The R:BASE TWAIN to PDF Output Utility!

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Part I

1 Introduction

1.1 Introducing R:Twain2PDF 11

R:Twain2PDF is a compact utility program placed into a easy-to-use interface for gathering JPG images and TWAIN sources to produce PDF documents, with full ADF (automatic document feeder) support. You can select from a list of available TWAIN sources or from a scanner to capture images. R:Twain2PDF uses the TWAIN driver which is included with your scanner or TWAIN device, and not the actual product software. Image compression options for R:Twain2PDF include Flate and Jpeg.

The PDF Document Properties allow you to add document information to the output. R:Twain2PDF supports encryption level option for 40 bit, 128 bit, 128 bit AES, and 256 bit AES. Permissions may be assigned for users to print, modify the document structure, copy information from the document, and modify annotations. Several Page Layout, Page Mode, and Viewer Preferences are available.

R:Twain2PDF can be launched with the available executable, or can be launched behind the scenes within an application using the available Plugin, both of which that are provided with the software.

Being fully compatible with R:BASE, R:Twain2PDF includes a Plugin for automation of scanning documents within your R:BASE applications. Or, you can use the graphic user interface to quickly create secure PDF documents.

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First Edition

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R:Twain2PDF 11
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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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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.

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 www.rbase.com for details and pricing.

2. Fixes for Known Issues
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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 II
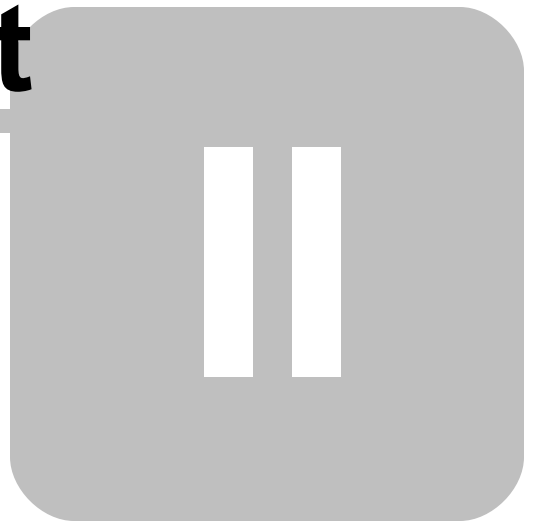
2 Installation

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 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:Twain2PDF 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\RTwain2PDF11

Files Installed

RTwain2PDF11.exe
RTwain2PDF11.rbm
RTwain2PDF11.pdf
RTwain2PDF11.chm
ReadMe.txt
License.rtf

Requirements:

Plugin
The R:Twain2PDF 11 Plugin file (RTwain2PDF11.rbm) must be placed in the R:BASE 11 program directory (default: C:\RBTI\RBG11) or the runtime/compiled application directory.

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.

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.
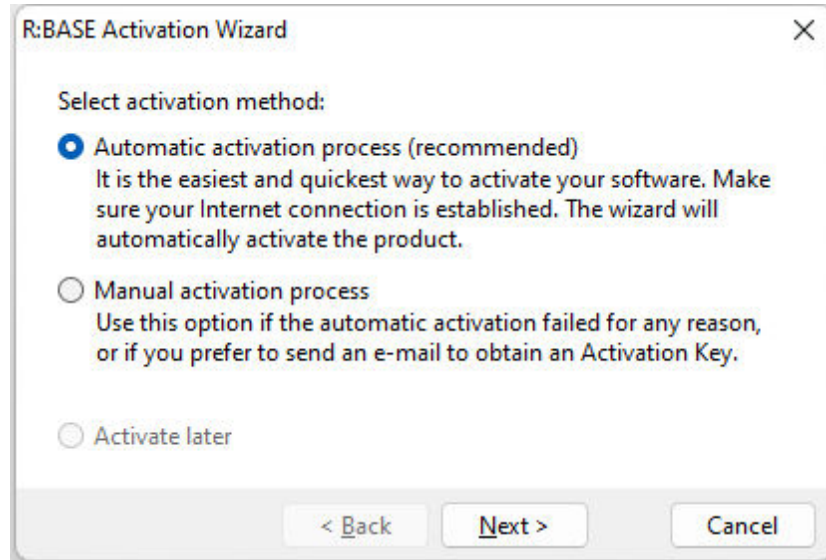
When activating the software manually, you select the e-mail link to launch your email client and send a pre-formatted message to R:BASE Technologies that will contain your License Key and the displayed Computer ID. You will need to provide your R:BASE Registration Number and Computer ID.
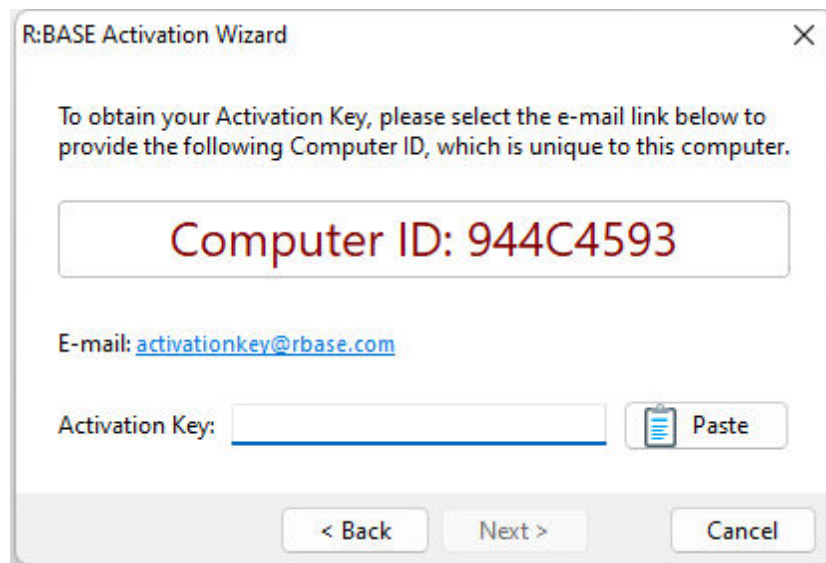
At any time, you can review your product information by starting R:BASE, and from the Menu Bar clicking on "Help" > "Product Activation". Your R:BASE Registration Number is displayed on the window. You can also enter additional License Keys for R:BASE add-on products.
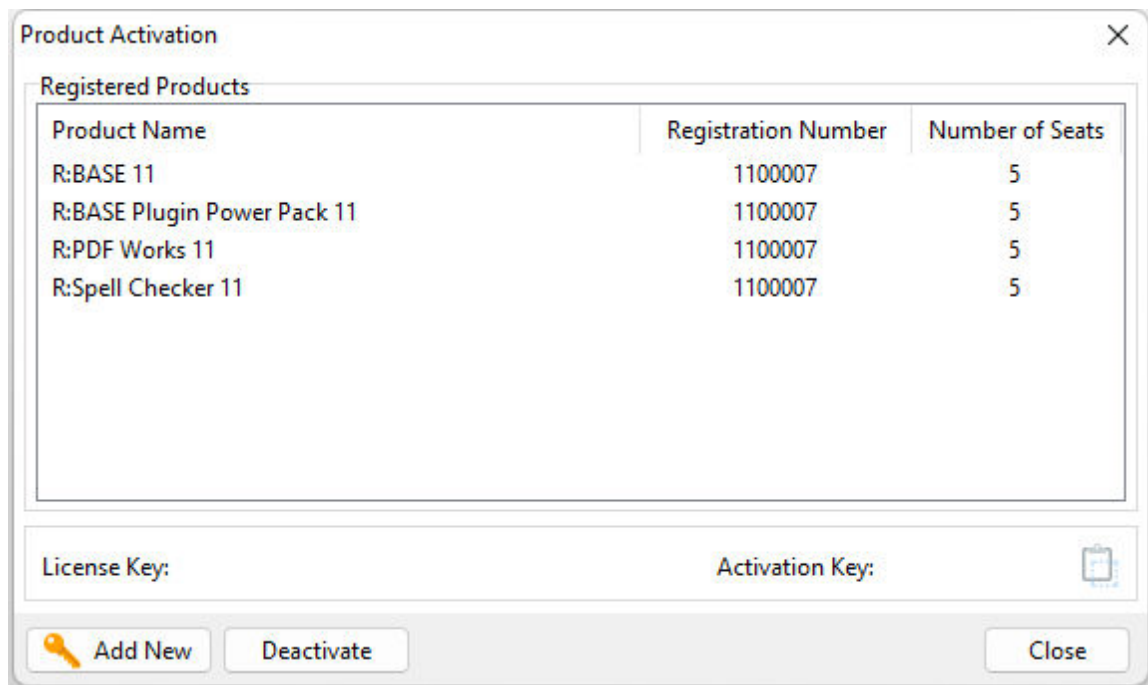
Please be advised that if you are activating multiple workstations, it is highly recommended that you keep records of the computer name, Computer ID and Activation Key for future reference. Access to this information will prove convenient in the event of a hardware failure or license transfer when uninstalling R:BASE.

Please see: Uninstall/Reinstall

2.4.2   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.
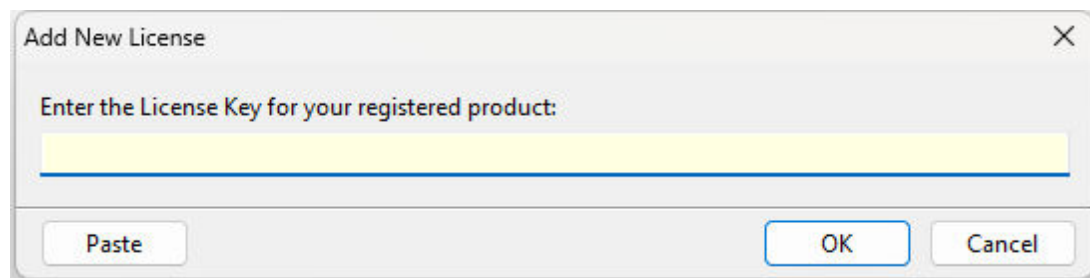
After a Runtime License is added as a resource, it will be assigned a "Resource ID". This ID consists of the word "License" and an incrementing value for the number of licenses added to the executable.

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 III
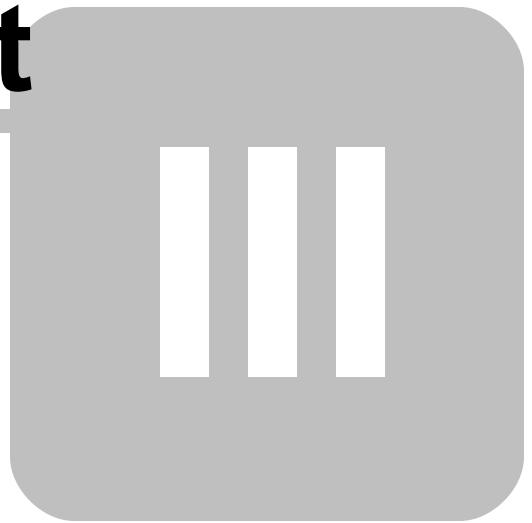
3 Uninstall

If a computer is no longer using R:Twain2PDF, 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.
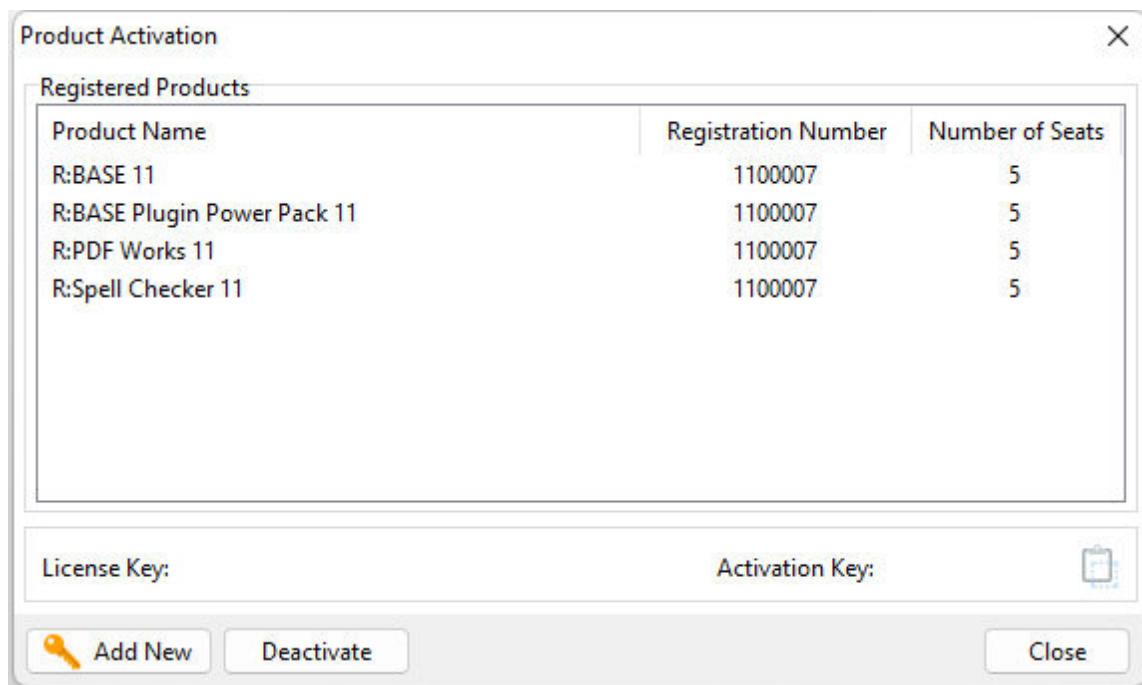
If the License Key for your product is not readily available for the license transfer, select the "Copy License Key" button to send your License Key to the clipboard.

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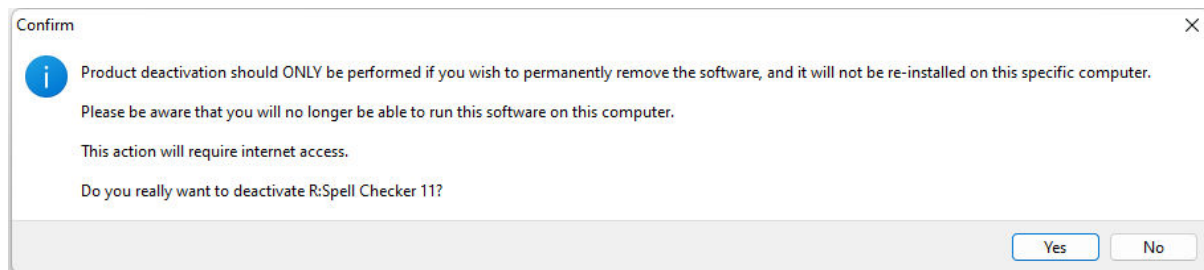
After completing the deactivation of the product, it can be successfully reinstalled and activated.
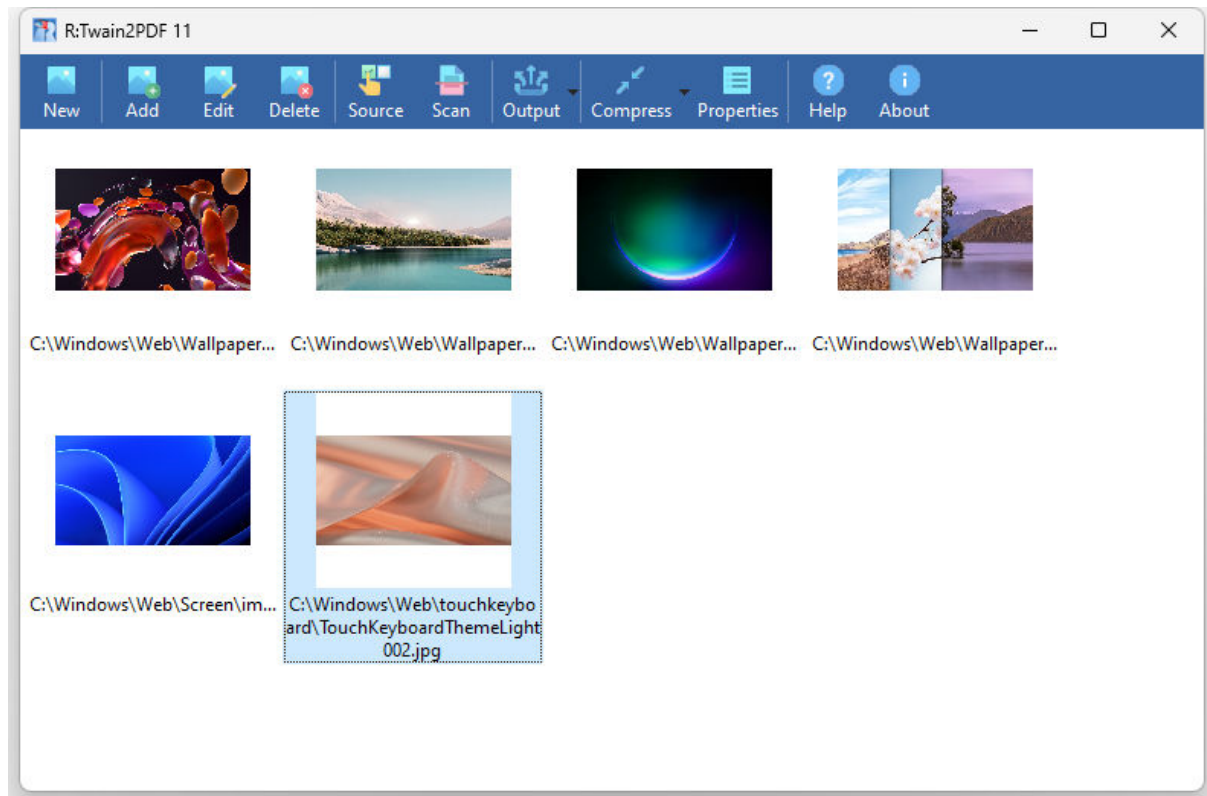
Part IV

4   Using R:Twain2PDF

4.1   User Interface

The easy-to-use interface is simple yet very powerful. The menu or toolbar can be used to acquire images from your computer or from a TWAIN/scanner device.

4.1.1   Tool Bar

Button	Description
	Creates a new project and clears all current items in the work space
	Adds images to the work space
	Edits the selected image in the work space
	Deletes the selected item from the work space
	Launches the Select Source dialog to select available TWAIN sources
	Initiates the available scanner to scan images
	Saves the current work space project to a PDF document
	Compresses the image size using the "Flate" or "Jpeg" method

☰	Launches the PDF Document Settings dialog to assign information, security, etc.
❓	Launches the R:Twain2PDF Help
ℹ	Displays product information, like version

4.1.2   Add/Delete Images

Add Images
To add images to the work space, select the "Add Images" button from the Tool Bar, browse for your image(s), and select OK.

Edit Images
To edit an image displayed in the work space, select the specific image, then click on the "Edit Image" button from the Tool Bar, The selected image may also be double clicked to open the image editor.

Delete Images
To delete images from the work space, click on the image you want removed from the work space and select the "Delete Images" button from the Tool Bar.

4.1.3   Select Source

To acquire images to the work space from a selected source, select the "Select Source..." button from the Tool Bar. A dialog will be displayed with a list of TWAIN sources.

4.1.4   Image Compression

Flate - Text data in the PDF is compressed and images retain original compression. File size and quality is determined by the original image.

Jpeg - a lossy compression algorithm that has been conceived to reduce the file size of natural, photographic-like true-color images as much as possible without affecting the quality of the image.

4.1.5   PDF Document Properties

The PDF Document Properties allow you to add document information to the PDF output.

4.1.5.1   General

Title - title of document
Subject - subject of document
Author - author of document
Keywords - keywords of document
Creator - creator of document
Producer - producer of document (read only)

Open After Save - enables/disables opening the document after it is saved
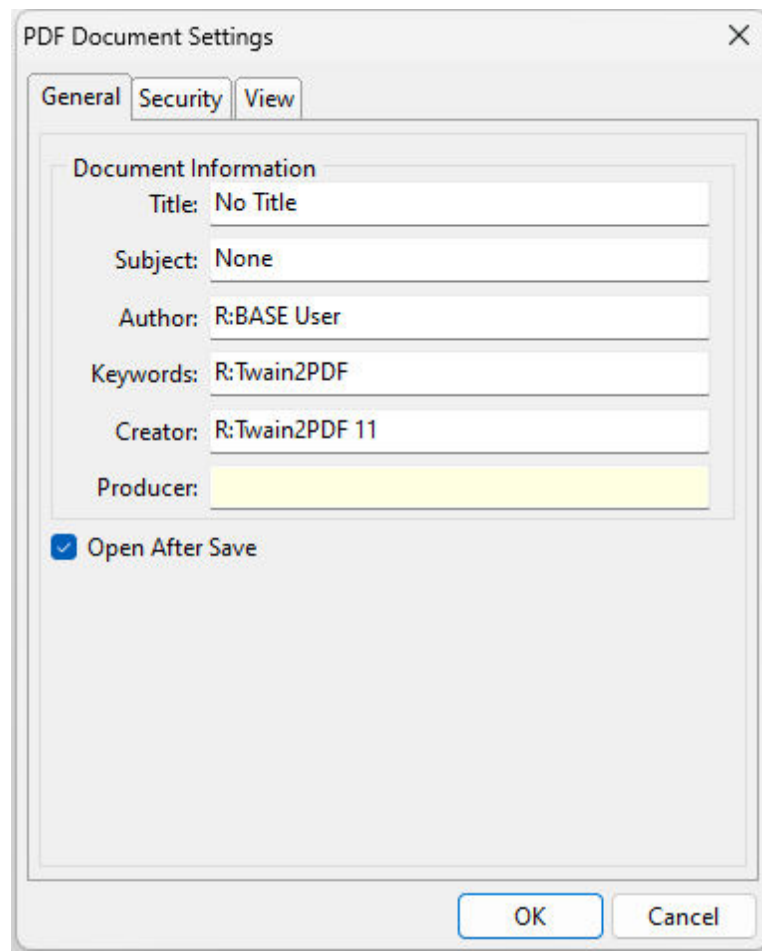
4.1.5.2 Security

Encrypt Document - enables/disables encryption
Owner Password - owner password for the document
Confirm Owner Password - confirmation of owner password for document
User Password - user password for document
Confirm User Password - confirmation of user password
Encryption Level - encryption level option for 40 bit, 128 bit, 128 bit AES, and 256 bit AES

User Permissions
Print - enables/disables permission to print the document
Modify Structure - enables/disables permission to modify document structure
Copy Information - enables/disables permission to copy information from the document
Modify Annotation - enables/disables permission to modify annotation
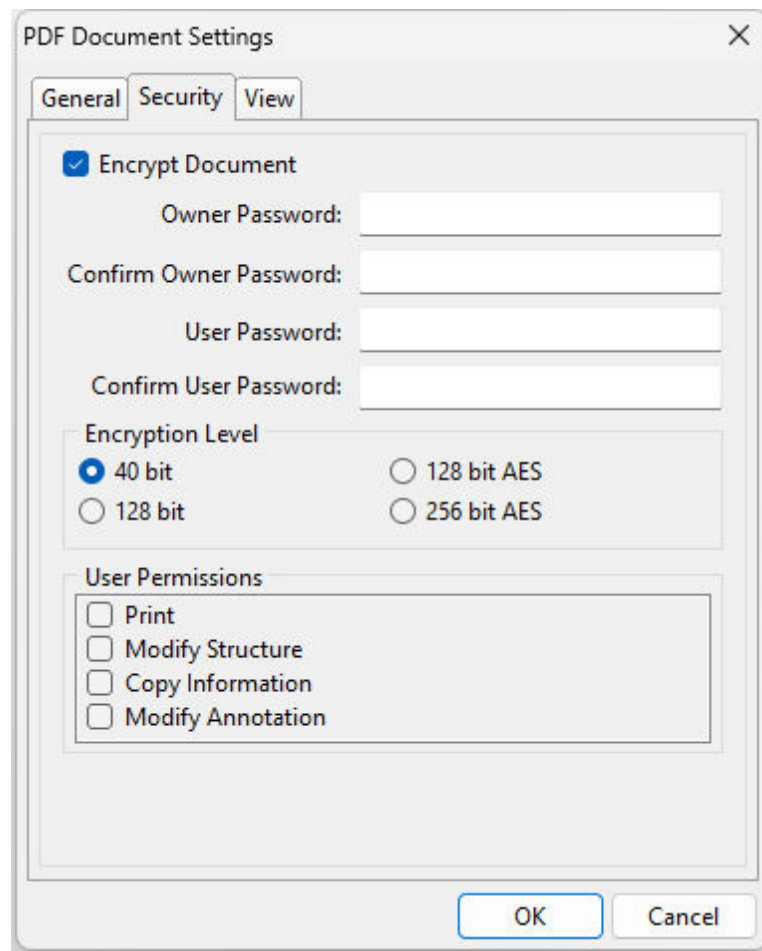
4.1.5.3   View

Page Layout - options for page layout. See PDF_PAGE_LAYOUT.
Page Mode - options for page mode. See PDF_PAGE_MODE.

Viewer Preferences
Hide Toolbars - hides/displays toolbars
Hide Menu Bar - hides/displays the Menu Bar
Hide Window UI - hides/displays the Window User Interface
Fit Window - hides/displays the "Fit Window" button
Center Window - hides/displays the "Center Window" button
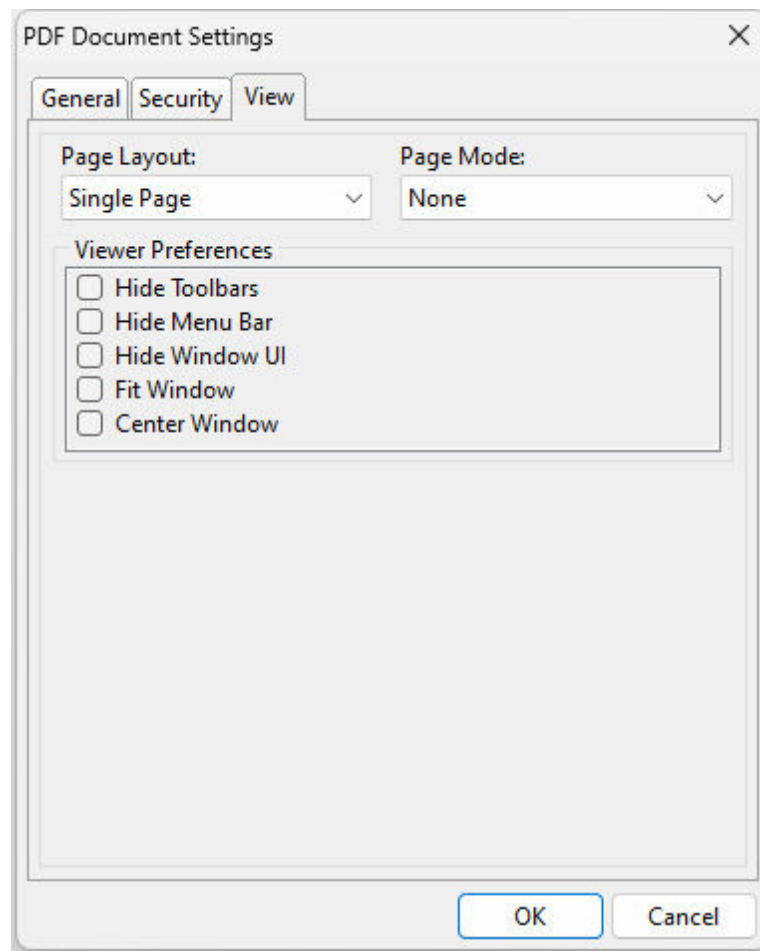
4.1.6 R:Twain2PDF Image Editor

The R:Twain2PDF Image Editor provides many advanced features to manage and manipulate images for your R:BASE data.

To launch the image editor, double click an image after it is added to R:Twain2PDF.

4.1.6.1   Menu Bar

File

- *Print* - prints the current document to the default printer
- *Printer Setup...* - opens the Print Setup dialog for changing page specific settings

Edit

- *Undo* - undoes the last change made
- *Copy* - copies the currently selected image
- *Paste New Image -* inserts or pastes the currently cut or copied image
- *Copy Selection* - copies the current selection
- *Paste into Selection* - replaces the contents of the selection with the clipboard data
- *Crop to Selection* - deletes everything except the selection and reduces the image size to the length and width of the selection

View

- *Anti Aliased* - makes diagonal edges appear smoother by setting pixels near the edge to intermediate colors according to where the edge crosses them
- *Centered* - centers the document in the middle of the screen
- *Mouse Mode* - changes the mouse mode for image editing
- *Actual Size* - displays the image at its actual size
- *Fit Width* - fits the image into the window width

- *Fit Height* - fits the image into the window height
- *Fit to Page* - fits the image within the page

Image

- *Rotate* - rotates an image around its center point
- *Flip* - flips an image vertically or horizontally
- *Negative* - replaces each pixel color with its opposite on the color wheel
- *Smooth* - applies smoothing to the pixels at edges and corners
- *Sharpen* - increases the contrast between adjacent pixels by lightening the light pixels and darkening the dark pixels
- *Brightness* - lightens the image
- *Contrast* - changes the amount of shading between areas
- *Gamma...* - opens the Gamma dialog box to adjust the mid tones and color balance of an image
- *Edge Detection* - marks the points at which the intensity changes sharply
- *Emboss* - highlights the areas of contrast with black or white pixels and colors the low contrast areas a medium grey
- *Convert to Gray* - converts the image to gray colors
- *Format Conversion...* - displays the Format Conversion dialog
- *Resize* - changes the size of the image

Format Conversion
The following color conversion options are available for the displayed image:

- Black and White
- 16 Shades of Gray
- 256 Shades of Gray
- 16 Colors
- 256 Colors

- Floyd Steinberg Dither - enhances the image by looking at the current pixel color and retrieving the closest values from the palette. These colors are then distributed to the pixel areas below and to the right of the original pixel.
- Quantize - reduces the number of colors in an image

4.2   Command Syntax

Syntax:

```
PLUGIN RTwain2PDF vResult|Parameters
```

Where:

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

Parameters:

Parameter	Value	Description
SHOW_WINDOW	ON OFF	shows/hides the R:TWain2PDF dialog window
OUTPUT_FILE	value	PDF file name
OUTPUT_FORMAT	SINGLE_PDF	enables the creation of one PDF file per image
INPUT_FILE	value	Specifies the Input text file name. The order in which the path and "SCANIMAGE" parameters are specified is how they will appear in the R:Twain2PDF list, and then in the PDF output. If the line contains the text "SCANIMAGE", the scanner item will be scanned and put into image list. Example list

		to load images and to scan items would be the following:
		
		```c:\Files\File1.JPG```
		```c:\Files\File2.JPG```
		```c:\Files\File3.JPG```
		```SCANIMAGE```
		```c:\Files\File4.JPG```
		```c:\Files\File5.JPG```
		```SCANIMAGE```

OPEN_AFTER_SAVE	ON OFF	specifies the if the PDF file is launched after saving
IMAGE_COMPRESSION_TYPE	FLATE JPEG	specifies the image compression type
PDF_TITLE	value	specifies the PDF file title
PDF_SUBJECT	value	specifies the PDF file subject
PDF_AUTHOR	value	specifies the PDF file author name
PDF_KEYWORDS	value	specifies the PDF file keywords
PDF_CREATOR	value	specifies the PDF file creator name
PDF_PAGE_LAYOUT	SinglePage OneColumn TwoColumnLeft TwoColumnRight	specifies the PDF file layout type
PDF_PAGE_MODE	None UseOutlines UseThumbs FullScreen	specifies the PDF file page mode
PDF_HIDE_TOOLBAR	ON OFF	shows/hides the PDF file toolbar
PDF_HIDE_MENUBAR	ON OFF	shows/hides the PDF file menubar
PDF_HIDE_WINDOWUI	ON OFF	shows/hides the PDF file UI
PDF_FIT_WINDOW	ON OFF	specifies the PDF file to fit the window
PDF_CENTER_WINDOW	ON OFF	specifies the PDF file to fit within the center
PDF_PROTECTION_ENABLED	ON OFF	enables/disables password protection for PDF file
PDF_OWNER_PASSWORD	value	specifies the PDF file owner password
PDF_USER_PASSWORD	value	specifies the PDF file user password
PDF_KEY_LENGTH	40 128	specifies the PDF file encrypted key length
PDF_PERMISSIONS_PRINT	ON OFF	enables/disables the PDF file user print permissions
PDF_PERMISSIONS_MODIFY_ANNOTATION	ON OFF	enables/disables the PDF file user permissions to change the annotation
PDF_PERMISSIONS_MODIFY_STRUCTURE	ON OFF	enables/disables the PDF file user permissions to modify the structure
PDF_PERMISSIONS_COPY	ON OFF	enables/disables the PDF file user permissions to copy selected text
SHOW_SCANNER_UI	ON OFF	enables/disables the Scanner User Interface
DPI	value	specifies the resolution for the scan output, i.e. 300 (limited to

		scanner options)
SOURCE_NAME	value	specifies the twain source. The value should match the value provided through the R:Twain2PDF interface when selecting "File" > "Select Source" from the menu bar
SCAN_IMAGE_COUNT	nnn	specifies the number of images to scan
SCAN_IMAGE_PAUSE_DIALOG	ON OFF	displays a pause dialog between multiple scans
FILE_NAME_VARIABLE_PREFIX	value	specifies the variable prefix for the scanned file name; and can be used when scanning multi-page documents

Notes:

- Each option must be separated by the pipe "|" character.
- No additional PLUGIN command parameter is required for the (ADF) automatic document feeder. ADF is available if the hardware supports it.
- ADF is automatically used if the feeder bin has contents. Otherwise, the scanner bed is used.

4.3   Examples

4.3.1   Example 1

-- to scan one document to a pdf file without the
-- R:Twain2PDF and scanner user interface,
-- with title, subject, author, keywords and creator
-- not launching the final result

```
PLUGIN RTwain2PDF vResult +
   |OUTPUT_FILE RAM_Disclosure.PDF +
   |SCAN_IMAGE_COUNT 1 +
   |PDF_TITLE RAM Data Systems - Internal +
   |PDF_SUBJECT Confidentiality Disclosure +
   |PDF_AUTHOR Technical Services Staff  +
   |PDF_KEYWORDS disclosure, confidential, internal  +
   |PDF_CREATOR RAM Data Systems  +
   |SHOW_WINDOW OFF +
   |SHOW_SCANNER_UI OFF +
   |OPEN_AFTER_SAVE OFF
RETURN
```

4.3.2   Example 2

-- to scan two images to a pdf file without the R:Twain2PDF
-- and scanner user interface, with the PDF toolbar, menubar
-- and user inteface hidden launching the final result in the center

```
PLUGIN RTwain2PDF vResult +
   |OUTPUT_FILE ViewCenter_Clean.PDF +
   |SCAN_IMAGE_COUNT 2 +
   |SCAN_IMAGE_PAUSE_DIALOG ON +
   |SHOW_WINDOW OFF +
   |SHOW_SCANNER_UI OFF +
   |PDF_HIDE_TOOLBAR OFF   +
```

```
      |PDF_HIDE_MENUBAR OFF   +
      |PDF_HIDE_WINDOWUI OFF +
      |PDF_CENTER_WINDOW ON   +
      |OPEN_AFTER_SAVE OFF
RETURN
```

4.3.3   Example 3

-- to scan one image to a pdf file without the
-- R:Twain2PDF and scanner user interface,
-- applying security measures and not
-- launching the final result

```
PLUGIN RTwain2PDF vResult +
   |OUTPUT_FILE FSE_042507_108776.PDF +
   |INPUT_FILE STAGE_LIST.TXT +
   |SHOW_WINDOW OFF +
   |SHOW_SCANNER_UI OFF +
   |PDF_PROTECTION_ENABLED ON +
   |PDF_OWNER_PASSWORD griffin +
   |PDF_USER_PASSWORD atrebek +
   |PDF_KEY_LENGTH 128 +
   |PDF_PERMISSIONS_PRINT ON   +
   |PDF_PERMISSIONS_MODIFY_ANNOTATION OFF   +
   |PDF_PERMISSIONS_MODIFY_STRUCTURE OFF +
   |PDF_PERMISSIONS_COPY OFF +
   |OPEN_AFTER_SAVE OFF
RETURN
```

The contents of the STAGE_LIST.TXT file would be something like the following:

```
C:\PHOTOS\STAGE19\Audience1.JPG
C:\PHOTOS\STAGE19\Audience2.JPG
C:\PHOTOS\STAGE19\Audience3.JPG
C:\PHOTOS\STAGE19\Audience4.JPG
C:\PHOTOS\STAGE19\Audience5.JPG
C:\PHOTOS\STAGE19\Contestants1.JPG
C:\PHOTOS\STAGE19\Contestants2.JPG
C:\PHOTOS\STAGE19\Contestants3.JPG
C:\PHOTOS\STAGE19\Contestants4.JPG
C:\PHOTOS\STAGE19\Contestants5.JPG
C:\PHOTOS\STAGE19\ATrebek1.JPG
C:\PHOTOS\STAGE19\ATrebek2.JPG
C:\PHOTOS\STAGE19\ATrebek3.JPG
C:\PHOTOS\STAGE19\ATrebek4.JPG
C:\PHOTOS\STAGE19\Jeopardy1.JPG
C:\PHOTOS\STAGE19\Jeopardy2.JPG
C:\PHOTOS\STAGE19\Jeopardy3.JPG
```

4.3.4   Example 4

-- to perform multiple scans fed from from the automatic document
-- feeder bin to pdf files without showing the R:Twain2PDF or scanner
-- user interface

```
PLUGIN RTwain2PDF vResult +
```

```
|OUTPUT_FORMAT PDF +
|OUTPUT_FILE Scan_.PDF +
|OUTPUT_FORMAT SINGLE_PDF +
|SCAN_IMAGE_COUNT 1 +
|SHOW_WINDOW OFF +
|SHOW_SCANNER_UI OFF +
|OPEN_AFTER_SAVE OFF
RETURN
```

No additional PLUGIN command parameter is required for the automatic document feeder. ADF is available if the hardware supports it.

Based upon the specified file name ,Scan_.PDF, the output files will be named Scan_xxxx.PDF, depending on the number of pages.

Part V

5   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 VI

6 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 VII

7   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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