

# R:BASE 11

for Windows

## Frequently Asked Questions





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*by R:BASE Technologies, Inc.*

*Welcome to R:BASE 11 for Windows!*

*R:BASE 11 is the new major release from R:BASE Technologies showcasing the latest advances for your databases and applications.*

*R:BASE 11 combines pure performance and high-tech features with a practical interface for users of all levels. R:BASE 11 users can achieve peak productivity to overachieve, outperform, and over-deliver on data management goals.*

# R:BASE 11 Frequently Asked Questions

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First Edition

# 1 Frequently Asked Questions

## General

**Q. Will there be two product releases for version 11 of R:BASE?**

**A.** There is only one (1) product release for R:BASE 11.

**Q. What is the file format for R:BASE 11?**

**A.** R:BASE 11 uses the RX1-RX4 file extensions. R:BASE 11 uses a 64-bit pointer for database files access. There will not be a R:BASE 11 product release which uses the RB1-RB4 file extensions.

**Q. Is R:BASE 11 a 64-bit executable?**

**A.** R:BASE 11 is a x86 (32-bit) executable file, and will run on x86 and x64 operating systems.

**Q. Does R:BASE 11 include an ODBC driver?**

**A.** Yes. R:BASE 11 includes both a 32-bit and 64-bit ODBC driver.

**Q. Will there be a DOS release of R:BASE 11?**

**A.** There will not be a DOS release of R:BASE 11.

**Q. Can R:BASE 11 and R:BASE X.5 Enterprise connect to the same database?**

**A.** Yes, and no. A minor version number is stored within file 1 of the database files. R:BASE 11 will automatically alter the value if any new features of version 11 are implemented, which require changes in file 1 (such as static variables or database comments). Once these new features are implemented within the database, version X.5 Enterprise can no longer connect to this database. Any new databases created in R:BASE 11 will start with the elevated minor version, and R:BASE X.5 Enterprise cannot connect to the database. Forms, reports, and labels saved in R:BASE 11 will not be recognized in prior versions.

**Q. What is the version flag for R:BASE 11?**

**A.** The version flag numbers increment as -1101, -1102, etc. just as with R:BASE X.5 Enterprise.

## Conversions

**Q. I'm using R:BASE X.5 Enterprise (Version 10.5) for Windows. Will there be any conversion required?**

**A.** No. When upgrading from R:BASE X.5 Enterprise to R:BASE 11, there is not a required conversion process. The transition is instantaneous.

**Q. I'm using R:BASE X.5 (Version 10.5) for Windows. Will there be any conversion required?**

**A.** Yes. When upgrading from R:BASE X.5 (non-Enterprise) to R:BASE 11, there is a required conversion process. Users must run the **CONVERT** command in R:BASE 11 to rebuild the database.

**Q. Is there a required conversion for R:BASE X Enterprise (Version 10.0) databases?**

**A.** No. When upgrading from R:BASE X Enterprise to R:BASE 11, there is not a required conversion process. The transition is instantaneous.

**Q. Is there a required conversion for R:BASE X (Version 10.0) databases?**

**A.** Yes. When upgrading from R:BASE X (non-Enterprise) to R:BASE 11, there is a required conversion process. Users must run the **CONVERT** command in R:BASE 11 to rebuild the database.

**Q. Is there a required conversion for R:BASE eXtreme 9.x (64) databases?**

**A.** Yes. When upgrading from R:BASE 9.x (64) to R:BASE 11, there is a conversion required for the database files. Users must run the **MIGRATE** command in R:BASE 11 to rebuild the database.

**Q. Is there a required conversion for R:BASE eXtreme 9.x (32) databases?**

**A.** Yes. When upgrading from R:BASE 9.x (32) to R:BASE 11, there is a conversion required for the database files. Users must run the **CONVERT** command in R:BASE 11 to rebuild the database.

**Q. Is there a required conversion for R:BASE Turbo V-8 databases?**

**A.** Yes. When upgrading from R:BASE Turbo V-8 to R:BASE 11, there is a conversion required for the database files. Users must run the **TURBO** command in R:BASE 11 to rebuild the database.

**Q. Is there a required conversion for R:BASE 7.x (7.6, 7.5, 7.1, 7.0) and lower version (6.x, 5.x, etc.) databases?**

**A.** Yes. When upgrading from R:BASE 7.x and lower versions to R:BASE 11, there is a conversion required for the database files. Users must run the **CONVERT** command in R:BASE 11 to rebuild the database.

Step-by-step instructions and a conversion flow chart is detailed within the R:BASE 11 Database Conversion Guide.

**Q. Should I upgrade to another version of R:BASE first, and then switch to X.5 for Windows?**

**A.** No. R:BASE 11 contains the conversion utilities to convert legacy Windows (and DOS) forms, reports, and labels to the new version. The R:BASE Development Team has spent an enormous amount of time to create a smooth conversion process for upgrading all previous versions to R:BASE 11. The Database Explorer interface includes a Group Bar panel with a "Convert" option for converting forms, reports, and labels. We have made every effort to make this process simple and user friendly. Additional details are provided within the R:BASE X.5 Database Conversion Guide.

**Licensing**

**Q. How is R:BASE 11 licensed?**

**A.** R:BASE 11 is licensed just as with prior release versions, where per Seat Licenses and Remote Client Licenses are available. Per Seat Licenses are used where R:BASE is launched on a workstation computer. [Remote Client Licenses](#) are used when R:BASE is launched in a remote desktop environment on a Windows Server operating system.

**Q. How are R:BASE 11 Licenses sold?**

**A.** R:BASE 11 can be purchased as a Single Seat License with, or without, a 5 Seat Add-On Network License. A Single Seat License must be purchased first, and then the 5 Seat License is added to it. Ultimately, the licensing increments as follows:

- Single Seat License
- 6 Seat License
- 11 Seat License
- 16 Seat License
- 21 Seat License
- 26 Seat License
- Etc.

The same incrementing logic is in place for Single User Remote Client Licenses and 5 User Remote Client Licenses.

**Q. If I have a Single Seat License from a previous version, can I buy just a 5 Seat License for the new release?**

**A.** No. The software version must match for the licensed products in order to add on 5 Seat Licenses.

**Q. Can I install a Single Seat License on more than one computer?**

**A.** The current R:BASE Single Seat License Agreement states that R:BASE can only be used on a single computer. However, if you are a single user with the requirement to use R:BASE on an additional workstation, a [Satellite License](#) would support this necessity. Otherwise, an additional Single Seat or 5 Seat License would be needed.

**Q. How is licensing controlled?**

**A.** The R:BASE product requires activation using a unique code (except when operating in evaluation mode). Each activation code is tied to one Windows computer. An R:BASE activation can be completed automatically through an Internet connection or manually through a provided email option. You will need to provide your R:BASE Registration Number and Computer ID. R:BASE License activations are provided based upon the number of licenses purchased.

**Q. Can I reinstall the software when my computer crashes?**

**A.** An R:BASE Seat may be moved from an old computer to a new one that replaces it, as long as R:BASE is not reused again on the old computer. Moving an R:BASE Seat to another computer requires license re-activation. Conditions for transferring an R:BASE Seat to another computer are applicable within 1 YEAR of your software purchase, or depend on your active [Software Assurance Plan](#) status.

**Q. Is there a Runtime for R:BASE product for R:BASE 11?**

**A.** Yes. Runtime for R:BASE 11 is available for R:BASE 11 applications.

**Q. Is there a R:Compiler for R:BASE product for R:BASE 11?**

**A.** Yes. R:Compiler for R:BASE 11 is available for developers to compile their R:BASE 11 projects/applications as a distributable executable program.

**Q. Is there an R:BASE 11 Corporate License available?**

**A.** Yes. The R:BASE 11 Corporate License is available for entities who require R:BASE to be installed across a wide range of computers with the requirement of unlimited use.

**Q. Is R:BASE 11 OEM Licensing available?**

**A.** Yes. R:BASE 11 OEM Licenses are available.

**Upgrading**

**Q. What type of product upgrades do you provide for users of previous R:BASE versions, and at what cost?**

**A.** Several upgrade tiers are available for existing R:BASE users based on the qualifying version you are upgrading from. Please visit our [Products](#) page for the various upgrade tiers.

**Q. After I upgrade to the current release, can I continue using my old version?**

**A.** No. Upon installation, the new license agreement takes the place of the agreement of the qualifying software you upgraded from. After you upgrade, you may no longer use the software from which you upgraded. When you install the upgrade, you must uninstall the copy of the qualifying product.

If you are required to continue using your old R:BASE version and the new version simultaneously, then the upgrading pricing is not available to you, and you must pay the Initial Purchase pricing for the new software. Please visit our [Products](#) page for the appropriate pricing.

**Q. Can I use my previous version of R:BASE with R:BASE 11 to connect to my database?**

**A.** No. The internal modules between R:BASE versions are different. After the database is converted to R:BASE 11, the files should not be used with any other R:BASE version. R:BASE X.5/X Enterprise users may connect to R:BASE 11 databases, until any new Version 11 specific features are implemented.

**Q. I have Software Assurance Plans in place for my Version X.5 products. What happens to the Plans when I upgrade?**

**A.** The remaining software support will be added to the complimentary software included with the R:BASE purchase. If needed, a portion of the existing Software Assurance Plan can be retained if you intend to use the Version X.5 products beyond the R:BASE 11 purchase date.

**Product Updates**

**Q. Should I update my software after the installation?**

**A.** Yes. It is always good practice to keep your software up-to-date with the latest builds. Please check the [R:BASE Updates](#) Web site regularly for product updates. You must register your R:BASE software before updates will be made available to you.

**Q. How do I register my software?**

**A.** Your R:BASE software can be registered by completing the [online Product Registration](#).

**Technical Support**

**Q. Do you offer technical support plans?**

**A.** We offer a variety of technical support plans for your R:BASE development requirements. Please visit the [Technical Support Plan](#) page for additional details.

**Q. Do I receive any technical support with my purchase?**

**A.** We provide a limited 30-day complimentary technical support plan with your R:BASE purchase. This complimentary support is limited to installation and elementary conversion related issues ONLY.

**Training**

**Q. Is training available for R:BASE 11?**

**A.** Yes. Please contact the Training Division of R:BASE Technologies via e-mail at: [rbasetraining@rbase.com](mailto:rbasetraining@rbase.com). As always, we will continue to provide In-House and On-Site training.

**Q. When and how long will the training be?**

**A.** Please visit <http://www.rbase.com/training> for an up-to-date training schedule.