

# **R:DWF Viewer 7.6**



## **Help Manual**

*R:BASE Technologies, Inc.*



# RDWF Viewer 7.6

**Manual**

---

*by R:BASE Technologies, Inc.*

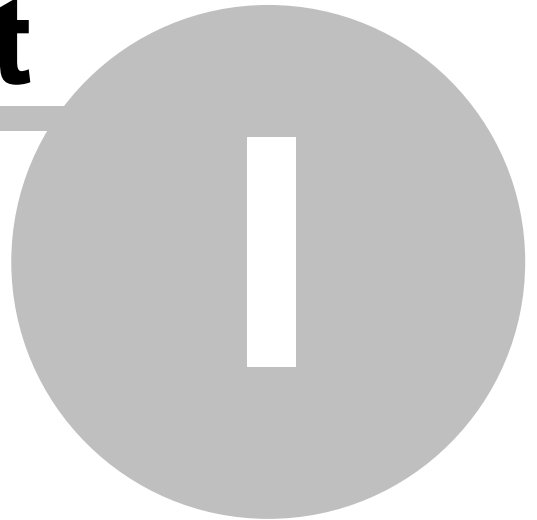
*Welcome to R:DWF Viewer 7.6*

*R:DWF Viewer is a stand-alone program that allows end users, to locate and view any 2D map created with Autodesk or Autocad using the coordinates of map information stored in an R:BASE database.*

# Table of Contents

<b>Part I Introduction</b>	<b>3</b>
1 Introducing R:DWF Viewer 7.6 .....	3
2 What is DWF? .....	3
3 System Requirements .....	4
4 Installation .....	4
5 Licensing .....	5
6 Copyrights .....	7
7 Complimentary Technical Support .....	8
<b>Part II Tool Bar</b>	<b>10</b>
<b>Part III Command Syntax</b>	<b>12</b>
<b>Part IV Examples</b>	<b>14</b>
<b>Part V Technical Support</b>	<b>16</b>
<b>Part VI Feedback</b>	<b>18</b>
<b>Index</b>	<b>19</b>

**Part**



# 1 Introduction

## 1.1 Introducing R:DWF Viewer 7.6

An innovative way to view Drawing Web Format (DWF) files using data stored in R:BASE database!

R:DWF Viewer is a stand-alone program that allows end users, to locate and view any 2D map created with Autodesk or Autocad using the coordinates of map information stored in an R:BASE database.

R:DWF Viewer allows users to customize their own templates in a true graphical environment and to retrieve R:BASE table data on a form level and then pass any parameter to view the exact location on map.

A "Search" panel allows you to search the DWF file for specified keywords. If multiple locations are available, a list is displayed to easily zoom to each search result location.

There are also several zoom options when browsing DWF files:

- Real Time Pan
- Real Time Zoom
- Zoom Rectangle
- Zoom In
- Zoom Out
- Zoom to Extents
- Zoom to Location
- Zoom to Location from Clipboard

This Plugin is version independent and does not required connection to database.

## 1.2 What is DWF?

The Drawing Web Format was developed because widely accepted 2D vector file standards did not address the needs of Internet aware applications. In addition, commercial formats were too closely tied to specific proprietary data structures to support the exchange of illustrations among systems.

DWF is a file format for the standardized description of 2D/3D, vector-based drawings and illustrations. Specifically, the Drawing Web Format was developed to support the following applications:

- Archival of drawings in an openly accessible and application-independent format.
- Transmission of drawings over a variety of mediums, especially the Internet's World Wide Web.
- Open exchange of drawings between DWF generating applications and DWF viewing applications.
- Enable users of illustration applications to self-publish their work on the World Wide Web and add functionality to their drawings by embedding hyperlinks, universal resource locators (URLs).

The DWF file format offers developers many new features for applications.

**Application independence**-It provides application independence. Because DWF specifies a generalized 2D vector format rather than using the data structure details of a specific application, DWF has been designed to accommodate the pictorial output available from a wide variety of commercial applications that generate 2D illustrations.

**Compatibility**-DWF provides a common syntax for the exchange of 2D illustrations between applications that generate drawings and viewing applications that read *.dwf* files. *.dwf* files are compatible with future illustration applications through the use of an extensible syntax.

**Simplicity**-DWF provides simplicity through the use of a flexible syntax that requires minimal information for simple cases while allowing a graceful escalation of information required for more complex drawing descriptions. The format persuades DWF generating applications to tessellate their geometry into a form that is simple for viewing applications to read.

**Stability**-DWF remains relatively unchanged over time because it is application independent and has extensibility built in. Also, it is less likely to require changes as it addresses the requirements of most existing

commercial systems.

**Many Supported Features**-Fully supported features include lines, polylines, polygons, polytriangles, markers, images, circles, arcs, ellipses, Bézier curves, text, visibility, Gouraud shading, texture mapping, 31-bit data precision, layer control, view control, clip regions, variable transparency, and international character sets.

**Extensibility**-DWF provides extensibility through the use of syntax extension mechanisms built into the specification and through a set of rules for .*dwf* file reading programs that allow for unforeseen syntax extensions. For example, new operations can be compatibly added to a .*dwf* file that will be gracefully ignored by older DWF reading applications.

**Compact size**-DWF is designed to provide either a compact binary or readable ASCII representation of illustrations. Especially critical for Internet transmission, DWF includes a data compression mechanism that minimizes duplication of geometric information.

**Embedding mechanism**-DWF includes a mechanism for the attachment of any kind of data (with a link or an embed operation) to the format. One possible use for this is to allow users to drag and drop illustrations from a Web browser into any application. Rather than "dropping" DWF data, an embedded or linked file format native to the target application is dropped as instructed by the DWF format.

**URL hyperlink support**-DWF adds World Wide Web support and features to the drawings it describes. One of these features is the ability to attach Internet URL (universal resource locator) hyperlinks to any object so that by selecting an object in a drawing, a user can jump to a more detailed view of the drawing, to a related drawing, or to any other Internet information (text, sound, video, and so forth).

## 1.3 System Requirements

Before installing R:DWF Viewer 7.6, make sure that your computer meets or exceeds the following minimum hardware and software requirements:

### Hardware

- IBM compatible, Pentium 4 processor or higher
- 512 MB of RAM memory (1GB is the recommended minimum)
- A 2 GB hard disk with at least 60 MB of free space
- VGA or higher resolution monitor
- Keyboard
- Mouse
- 48x CD-ROM or DVD drive

### Software

- Windows Me, Windows NT 4.0 with Service Pack 6.0 or higher, Windows 2000 Professional, Windows 2003, Windows XP Professional, or Windows Vista
- R:BASE 7.6 or R:BASE Turbo V-8 for Windows
- Autodesk **WHIP!** (Release 4.0-101) and higher (included)

**Note:** If you are using Windows 2000, Windows 2003, XP Professional, or Windows Vista, make sure you log in as the Administrator or a user with Administrator privileges. Otherwise, you will not be able to install the software properly. If you do not know how to do this, please check with your IT department.

## 1.4 Installation

Installation of R:DWFViewer is fully automated, and does not require user intervention for the initial configuration.

Insert the R:DWFViewer installation CD and read the installer screens for licensing and other information as the program installs.

### Installation Directory

C:\RBTI\RDWFViewer76

### Files Installed

RDWFViewer.exe  
RDWFViewer.rbl  
RDWFViewer.chm  
RDWFViewer.pdf  
License.rtf  
ReadMe.txt

### Plugin

The RDWFViewer.rbl Plugin file must be installed in the R:BASE 7.6 program directory (default: C:\RBTI\RBG76), the R:BASE Turbo V-8 program directory (default: C:\RBTI\RBG8), or the compiled application directory. The RDWFViewer.chm help file, which is used by R:DWFViewer, must also be moved with the RDWFViewer.RBL plugin.

### WHIP!

The WHIP! installer package is provided with the R:DWF Viewer installer. The default location for the WHIP! installer is C:\RBTI\RDWFViewer\WHIP\_Installer\

## 1.5 Licensing

### R:BASE TECHNOLOGIES, INC. LICENSE AGREEMENT

#### R:DWFViewer 7.6 Single Seat License

This is a legal agreement between you, the end user (Licensee), and R:BASE Technologies, Inc. (RBTI). Opening this package indicates your agreement with all of the following. If you do not accept the terms of this binding agreement, DO NOT BREAK THE SEAL ON THE DISK PACKAGE. Your money will be refunded upon the return of the unopened product directly to RBTI, or to the authorized developer from which you acquired this package, with proof of purchase, and in compliance with the 30 day return period described in section 5 below.

**1. LICENSE.** This RBTI License Agreement permits you to use one copy of the R:DWFViewer computer software with associated utilities (the "Program") and accompanying user documentation (the "Documentation") on any single computer provided the Program is being used on only one computer at a time. (The R:DWFViewer Add-On License Pack permits additional seats to access the program, in 5 seat increments if each is physically linked to a single file server and you have obtained a separate license for a Single Seat version of R:DWFViewer. Add-On License Packs must be licensed at the same Single Seat version). A Program is "being used" on a computer when it is loaded into a temporary memory or installed on a hard drive in the computer. However, a copy of the Program installed on a network server for the sole purpose of distribution to other computers is not "being used". Each seat having access to the Program must have an appropriate license. If you anticipate that the number of seats with access to the Program will exceed the number of seats for which you are licensed, you must take steps to ensure that the appropriate licenses are obtained for each seat.

**2. COPYRIGHT AND RESTRICTIONS.** RBTI retains full ownership rights in the Program and Documentation. You may make a single copy of the Program, to be used solely for backup or archival purposes, or you may transfer the Program onto a single hard disk provided you keep the original solely for backup or archival purposes. Such copies shall be owned by RBTI. You may not copy any printed material or Documentation without prior permission. You may not decompile, disassemble, cross-compile, reverse engineer, or make or distribute any other form of, or derivative work from, the Program. You may not obscure, alter or remove any RBTI. copyright, trademark or proprietary rights notices.

**3. TRANSFER OF LICENSE.** You may not lend, rent or lease the Program or Documentation or any copies to any person unless you are permanently giving such person possession of all copies of the Program and Documentation, are permanently giving up your right to use the Program and Documentation and the recipient agrees to the terms of this License Agreement.

**4. TERM OF LICENSE.** The licensing provided in this License Agreement is perpetual unless you violate any of its terms or conditions, at which time the license will automatically terminate. Upon termination you must return all copies of the Program and Documentation to RBTI or certify in writing to RBTI that all such copies have been destroyed and uninstalled from each workstation and/or network server. RBTI reserves the right to,

at its expense and without prior notice, conduct periodic inspections for licensing compliancy. If licensee is found to be in violation of current agreement, RBTI may commence a civil action seeking fines, damages, attorneys fees and injunctive relief and may also, in appropriate circumstances, seek criminal prosecution.

**5. LIMITED WARRANTY.** RBTI warrants to you, as the initial User, that for a period of thirty (30) days from your receipt of the Program and Documentation, 1) the Program will perform substantially in accordance with the Documentation, provided it is used in unaltered form with functioning equipment and operating systems for which it was designed; and 2) the diskettes, CDs, and any accompanying hardware shall be free from defects in materials and workmanship, under normal use and service. RBTI will, at its option, replace defective diskettes, CD's, or correct substantial program errors at no charge, provided you return defective items to RBTI with proof of payment WITHIN 30 DAYS of your acquisition of this package.

UNOPENED product may be returned WITHIN 30 DAYS for a full refund MINUS SHIPPING & HANDLING CHARGES. THESE ARE YOUR SOLE REMEDIES FOR ANY BREACH OF WARRANTY. NO EXCEPTIONS WILL BE MADE.

**6. 30 DAY LIMITED COMPLIMENTARY TECH SUPPORT.**

**A. LICENSEE RESPONSIBILITIES.**

1.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: INVOICE NUMBER, PURCHASE DATE, VERSION AND BUILD NUMBER, SERIAL NUMBER, AND COMPANY OR INDIVIDUAL TO WHICH PRODUCT IS REGISTERED.

2.To have operating system, workstations, and local network installed and functional. RBTI will NOT be responsible for resolving issues not pertaining to the R:DWFViewer program.

3.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.

4.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.

5.Once converted, Licensee is responsible for updating command syntax in APPLICATIONS, altering FORMS and REPORTS to accommodate the 4 digit year function, and other changes as necessary.

**B. R:BASE TECHNOLOGIES, INC. RESPONSIBILITIES.**

1.To provide quality assistance in a timely manner to aid Licensee in the installation of the product WITHIN 30 DAYS OF DATE OF PURCHASE.

2.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 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 related issues ONLY. Our support hours are from 10am. to 6pm. Eastern Time.

For assistance on your APPLICATIONS, DESIGN, OR CONVERSION issues, we offer Technical Support Plans of various types to meet your needs. Please call us at 724-733-0053 or visit the SUPPORT area of our website at <http://www.rbase.com> for details and pricing.

**7. NO OTHER WARRANTIES.** EXCEPT AS EXPLICITLY STATED ABOVE, RBTI MAKES NO EXPRESS OR IMPLIED WARRANTIES (INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS) WITH RESPECT TO THE CHARACTER, FUNCTION, OR CAPABILITIES OF THE PROGRAM, THE DOCUMENTATION OR THEIR APPROPRIATENESS FOR ANY USER'S PURPOSES. RBTI CANNOT CUSTOMIZE PRODUCT(S) TO MEET SPECIFIC NEEDS IN ALL CASES. EXAMPLES OF CUSTOMIZATION INCLUDE, BUT ARE NOT LIMITED TO: SPECIAL CHARACTER SETS, FOREIGN LANGUAGE ADAPTATIONS, SPECIFIC DEVICE DRIVERS OR OTHER LOCALIZATION ISSUES. UNDER NO CIRCUMSTANCES WILL RBTI BE HELD RESPONSIBLE FOR PRODUCT FUNCTIONALITY ONCE ALTERATIONS HAVE BEEN MADE TO ACCOMMODATE INDIVIDUAL NEEDS.

**8. LIMITATIONS ON LIABILITIES.** R:BASE Technologies will not be responsible for any costs or damages

associated with loss of the use of the Program or any other resources, loss of business or profits, any loss of data, any third party claims or costs of substitute programs. IN NO EVENT WILL RBTI BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES SUFFERED BY THE USER OR ANY OTHER PERSON OR ENTITY, WHETHER FROM THE USE OF THE PROGRAM OR DOCUMENTATION, ANY FAILURE THEREOF, OR OTHERWISE, EVEN IF RBTI OR ITS DEALERS OR AGENTS ARE AWARE OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL RBTI AGGREGATE LIABILITY TO YOU OR ANYONE ELSE EXCEED TWO TIMES THE LICENSE FEE YOU PAID FOR THE PROGRAM AND DOCUMENTATION IN THIS PACKAGE. Because some states do not allow the limitation or exclusion of implied warranties and liabilities for consequential or incidental damages, the above limitations may not apply to you.

**9. GENERAL.** This License Agreement constitutes the full and complete agreement between parties. RBTI retains all rights not specifically granted herein. RBTI shall not be deemed to have waived any of its rights hereunder or under all copyright laws, trade secrecy laws or otherwise. This Agreement is intended as a legally binding agreement which will be enforced to the full extent permitted under applicable law, in whole or in part. If any one provision of this Agreement is declared invalid or unenforceable, all remaining provisions shall never less remain in effect. This Agreement shall be governed and tried by the laws of the state of Pennsylvania, and in the state of Pennsylvania. RBTI reserves the right to amend, alter, or revoke this agreement at any time. All revisions to this license agreement are available for inspection upon request, supercede conditions in all past agreements, and render prior license agreements void and unenforceable. Both parties named in this license will only be bound to the terms of the most current revision of this agreement.

**10. U.S. GOVERNMENT RESTRICTED RIGHTS.** Use, duplication or disclosure by the Government, its agents or employees is subject to all restrictions imposed by law, regulation or government directive, including but not limited to those restrictions set forth in DFARS 25.227-7013 and 48CFR 52.227-19, as applicable.

**R:BASE Technologies, Inc.**  
**3935 Old William Penn Highway**  
**Murrysville, PA 15668-1854**  
**(724) 733-0053 TEL**  
**(724) 733-0196 FAX**  
**URL...: <http://www.rbase.com>**  
**E-Mail: [rbaseinfo@rbase.com](mailto:rbaseinfo@rbase.com)**

Copyright © 1982-2008 R:BASE Technologies, Inc.  
All Rights Reserved  
Revised Monday, May 26, 2008

## 1.6 Copyrights

Information in this document, including URL and other Internet web site references, is subject to change without notice. The example companies, individuals, products, organizations and events depicted herein are completely fictitious. Any similarity to a company, individual, product, organization or event is completely unintentional. R:BASE Technologies, Inc. shall not be liable for errors contained herein or for incidental consequential damages in connection with the furnishing, performance, or use of this material. This document contains proprietary information, which is protected by copyright. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written consent of R:BASE Technologies, Inc. We reserve the right to make changes from time to time in the contents hereof without obligation to notify any person of such revision or changes. We also reserve the right to change the specification without notice and may therefore not coincide with the contents of this document. The manufacturer assumes no responsibilities with regard to the performance or use of third party products.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

The software described in this document is furnished under a license agreement. The software may be used or copied only in accordance with the terms of that agreement. Any unauthorized use or duplication of the software is forbidden.

R:BASE Technologies, Inc. may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from R:BASE Technologies, Inc., the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

## Trademarks

R:BASE®, OTERRO®, R:BASE C/S:I®, RBAAdmin®, R:Scope®, R:WEB Suite®, R:TWAIN2PDF®, R:PDF417®, R:Tango®, R:Biometric®, R:Accounting®, R:Capture®, R:Charts®, R:Code®, R:QBDataDirect®, R:Contact®, R:Docs®, R:BASE Editor®, R:Style®, R:Struc®, R:Java®, R:QBSynchronizer®, R:QBDBExtractor®, R:Linux®, R:Mail®, R:Archive®, R:Chat®, R:Code®, R:ColumnAnalyzer®, R:PDFMerge®, R:PDFSearch®, R:PDFWorks®, R:RemoteControl®, R:Synchronizer®, R:Syntax®, R:WatchDog®, R:Merge®, RBZip®, R:Fax®, R:Documenter®, R:Magellan®, R:WEB Reports®, R:WEB Gateway®, R:ReadyRoute®, R:SFTPClient®, R:FTPClient®, R:Scheduler®, R:DWF Viewer®, R:PHP® and Pocket R:BASE® are trademarks or registered trademarks of R:BASE Technologies, Inc. All Rights Reserved. All other brand, product names, company names and logos are trademarks or registered trademarks of their respective companies.

MS Windows, MS Windows 2008, 2003, 2000, NT, XP, and Vista are registered trademarks of Microsoft Corporation.

DWF, Drawing Web Format, and *WHIP!* are registered trademarks of Autodesk, Inc.

Printed: May 2008 in Murrysville, PA

First Edition

## 1.7 Complimentary Technical 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 when calling. Proof of purchase is defined as the following: INVOICE NUMBER, PURCHASE DATE, VERSION AND BUILD NUMBER, SERIAL NUMBER, AND COMPANY OR INDIVIDUAL TO WHICH PRODUCT IS REGISTERED.
2. To have operating system, workstations, and local network installed and functional. RBTI will NOT be responsible for resolving issues not pertaining to the R:BASE program.
3. 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.
4. 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.
5. Once converted, Licensee is responsible for updating command syntax in APPLICATIONS, altering FORMS and REPORTS to accommodate the 4 digit year function, and other changes as necessary.

#### B. R:BASE TECHNOLOGIES, INC. RESPONSIBILITIES.

1. To provide quality assistance in a timely manner to aid Licensee in the installation of the product WITHIN 30 DAYS OF DATE OF PURCHASE.
2. 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 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 related issues ONLY. Our support hours are from 10am. to 6pm. Eastern Time.

For assistance on your APPLICATIONS, DESIGN, OR CONVERSION issues, we offer Technical Support Plans of various types to meet your needs. Please call us at 724-733-0053 or visit the SUPPORT area of our website at <http://www.rbase.com/support> for details and pricing.

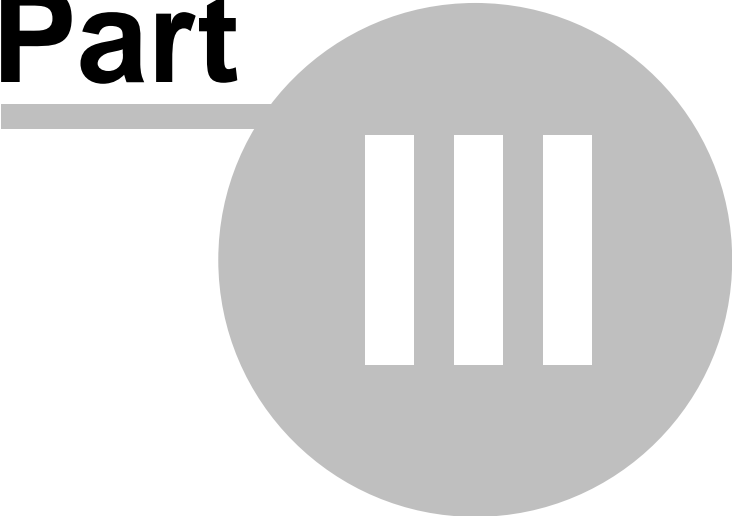
**Part**



## 2 Tool Bar

Button	Description
	Opens a DWF file
	Browses your computer for as folder location
	Opens the print dialog to print the current DWF file
	Allows you to pan a vector image by clicking and dragging your mouse
	Allows you to zoom a vector image by clicking and dragging your mouse
	Allows you to zoom in to an area by using the mouse to lasso a rectangle area
	Zooms in
	Zooms out
	Zooms out to the furthest extent
	Zooms to a location
	Zooms to a location in the clipboard
	Launches the R:DWF Viewer Help
	Displays product information, like version
<div style="border: 1px solid gray; padding: 5px;"> <p style="text-align: center; margin: 0;">Search</p> <input style="width: 100%; height: 20px; margin-bottom: 5px;" type="text"/> <div style="display: flex; justify-content: space-between; margin: 0;"> <span> Find Location</span> <span> Clear Search</span> </div> </div>	Searches for a location on the vector image. If there are multiple locations with the same keyword you are searching for, the results will be displayed. To zoom to any one of the results, double click the listed result.

**Part**



## 3 Command Syntax

**Syntax:**

PLUGIN RDWFViewer.RBL vResult|<file name parameter>|<location parameter>

**Where:**

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

**Parameters:**

Parameter	Value	Description
LOAD_FILE_NAME	value	specifies the complete path and DWF file to load
ZOOM_TO_LOCATION	value	searches and zooms to the specified location

**Note:**

When specifying a file to load, you MUST specify the full path to the DWF file.

**Part**



## 4 Examples

### Example 01:

-- The following example will launch the R:DWF Viewer

```
PLUGIN RDWFViewer.RBL v1
```

### Example 02:

-- The following example will launch the R:DWF Viewer  
-- and load the System.DWF vector image

```
PLUGIN RDWFViewer.RBL v1 +  
|LOAD_FILE_NAME C:\MAPS\System.DWF
```

### Example 03:

-- The following example will launch the R:DWF Viewer,  
-- load the System.DWF vector image, and zoom to the  
-- Murrysville location

```
PLUGIN RDWFViewer.RBL v1 +  
|LOAD_FILE_NAME C:\MAPS\System.DWF +  
|ZOOM_TO_LOCATION Murrysville
```

**Part**



## 5 Technical Support

Please read over this inline HELP documentation at least once before seeking support for this product. We have worked very hard to make this help file clear and useful, but concise. There's a lot of power here so we suggest you reread these instructions once you have become accustomed to using R:DWFViewer. New uses will become apparent.

If you have further question(s) about R:DWFViewer, and can't find the answer(s) in this help documentation, you can obtain information from a variety of sources:

- E-mail our Technical Support Department at: [support@rbase.com](mailto:support@rbase.com)
- Access the R:BASE Technologies Support Home Page on the World Wide Web at <http://www.rbase.com/support>.
- Call our Technical Support Department at (724) 733-0053 Monday through Friday, 10:00 AM to 6:00 PM (EST). You should be at your computer with R:DWFViewer running and ready to make changes suggested by our technical staff. 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 refer to the following:

- The technical support registration number, which is located on the registration card included with this product. If you purchased this product directly from R:BASE Technologies, your technical support registration number can be found on your invoice or packing sheet.
- The type of hardware and operating system you are using.
- Details regarding your operating environment, such as available memory, disk space, your version of R:DWFViewer, local area network, special drivers, related database structures, application files, and other files that are used or accessed by your application.

All of the information that you provide us is used to better and more expeditiously 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 releases of R:DWFViewer and other R:BASE Technologies products. Please remember to register your R:BASE software as well as any other R:BASE related software. <http://www.rbase.com/register/>

**Part**



## 6 Feedback

### **Suggestions and Enhancement Requests:**

From time to time, everyone comes up with an idea for something they'd like their software to do differently. This is true of all applications, no less R:DWFViewer.

If you come across an idea that you think might make a nice enhancement to R:DWFViewer, your input is always welcome.

Please submit your suggestion and/or enhancement request to our R:BASE Developers' Corner Crew (R:DCC) email address at: [rbg76rdcc@rbase.com](mailto:rbg76rdcc@rbase.com). Describe what you think might make a nice enhancement.

Unless additional information is needed, you will not receive a direct response.

### **Reporting Bugs:**

If you experience something you think might be a bug in R:DWFViewer, please report to our R:BASE Developers' Corner Crew (R:DCC) email address at: [rbg76rdcc@rbase.com](mailto:rbg76rdcc@rbase.com) If you would like to send the sample as an attachment in reference to submitted bug, please do so.

You will need to describe:

- What you did
- What happened
- What version of R:DWFViewer you have
- Any error messages R:DWFViewer gave
- What kind of computer you have
- Which operating system you're using
- Anything else you think might be relevant

Unless additional information is needed, you will not receive a direct response.

If you would like to send the sample as an attachment in reference to submitted bug on RBG7RDCC, please send an e-mail to [rbg76rdcc@rbase.com](mailto:rbg76rdcc@rbase.com).

# Index

## - C -

command 12  
copyright 7

## - D -

DWF 3, 12

## - E -

examples 14

## - F -

feedback 18

## - I -

install 4  
intro 3

## - L -

license 5

## - P -

plugin 4, 12

## - R -

RBL 4

## - S -

support 8, 16  
syntax 12  
system requirements 4

## - T -

tool bar 10

## - W -

what is DWF 3  
WHIP 4

Back Cover