R&R
Report Designer
Version 10
Installation
Guide

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Welcome To R&R Version 10

Thank you for choosing to install R&R Version 10. This release of R&R combines the Xbase and SQL editions of R&R into a single installation and contains a number of new features and enhancements.

The information in this help file is designed to familiarize you with the components of Version 10 and guide you through the installation process.

A README.RTF file can be found on the root directory of the installation CD. This README contains the most recent information regarding Version 10 so you should take the time to review this document. At the end of installation, the installer will allow you to view the README.

Installation

Installation Prerequisites

R&R Version 10 requires approximately 50 MB (30MB SQL / 20MB Xbase) of available disk space.

You can install R&R Version 10 on machines running the following operating systems:

Windows 95

Windows 98

Windows NT

Windows 2000

Windows XP

Installed Components

The default installation directory is c:\program files\RRVer10.

Version 10 installs the following components:

- R&R for Windows Xbase Edition Version 10 (RRW.EXE/RRWRUN.EXE)
- R&R for Windows SQL Edition Version 10 (RSW.EXE/RSWRUN.EXE)
- Utility Programs
- Data Dictionary Editor (\RL\DATADICT.EXE)
- Quick Runtime Shortcuts (RRICON.EXE)
- Rapid Runner (RapidRun\RAPIDRUN.EXE)
- Report Converter (RRCNVRT.EXE)
- Report Librarian (\RL\RL.EXE)

Installation Procedure

To begin the installation process, insert the Version 10 CD into a CD ROM drive. If the install program does not automatically execute, you can run SETUP.EXE from the root directory of the CD.

After a pause for initialization, the first of several Startup dialog boxes displays.

In the first Welcome dialog box, click on Next to continue the installation. Note that there is also a Cancel button on each installation screen that will allow you exit the setup program.

The next Software License Agreement screen displays the License Agreement for Version 10. You must select Yes to accept the agreement to proceed with installation.

User Information

The User Information dialog for a full installation asks you to enter your Name, Company and Serial number. The 16 digit serial number is found in your Version 10 package. If you doing a Workstation installation by running SETUP.EXE from a server installation, the user information screen will only show Name and Company and will not ask for a serial number.

You must enter a Name. The name is used for internal identification only and can be any entry you wish. The Company field is optional.

The serial number field if show must be a valid 16 digit R&R Version 10 serial number to proceed.

Next.

Workstation/Server Selection

Then the Server Installation dialog ask you to select either Workstation or Server.

Choose server if you are going to install R&R for use from multiple machines. See the section on Network Server Installation for more information. Otherwise accept the default of Workstation. Then press Next.

Setup Type

The setup type screen contains 3 radio buttons that allow you to choose either a Typical, Compact or Custom installation. Unless you want to converse disk space or explicitly choose the individual components to install, you should accept the default of Typical.

The following table describes the components you can choose from when you do a Custom setup. The first two columns in the table indicate which components are installed when you do a Typical or Compact setup.

Typical	Compact	Component	Sub Component	Description
✓	✓	Report Designer		The interactive program and supplementary files used to design, view, print, and export reports.
✓		Runtime		The Runtime executable, DLL, OCX, and related files used to run existing reports programatically and from the command line. They rely on Report Designer files assumed previously installed.
✓	✓	Help	Report Designer	This is the help file that accompanies the Report Designer.
✓			Runtime	This is the Developing Applications help file, which provides on-line documentation for using the runtime executable, DLL, and OCX.
✓		Utilities	Dictionary Editor	This is a utility that helps you create and edit data dictionaries. It relies on Report Designer files assumed previously installed.
✓			User Management	The User Management program is used to add, delete, and unlock serial numbers.
✓			Report Conversion	If you use more than one product or version from our family of report writers, you can use this utility to convert your reports.
✓			Shortcut Maker	This is a utility that helps you quickly create runtime control files and shortcuts with which to run your reports. It relies on Report Designer files assumed previously installed.
✓		Sample Files	Reports and Data	All of the examples. These can help you get a quicker start when creating new reports, and show different uses of the product.
✓			Runtime Report	Runtime sample uses a control file to preview one of the sample reports installed with the Sample Reports and Data
✓			Templates	Sample template reports show how you might save some time by saving some common report settings.
✓			OCX Application	Sample Visual Basic program files that use the Runtime OCX.

Typical	Compact	Component	Sub Component	Description
✓	✓	ODBC	ODBC core files	The ODBC Data Source administrator files. Used for SQL only.
✓	✓		Individual MS ODBC drivers	Only the MS dBase is selected by default since it is used for the R&R SQL sample reports.

Destination Directory

At the bottom of the screen is the Destination Directory. You can change the Default of c:\program files\RRVER10 by clicking the Browse button at the lower right. This will allow you to select an existing directory or create a new directory for installation. After making your selections press Next.

The Select ODBC components screen applies to the SQL version only. You can select all, some or none of the listed files. After making your selections press Next.

The program will then proceed with file installation.

View the Readme

When the install program finishes installing the components, you are then asked if you want to view the README file which contains the most recent information at the time of product shipment.

Product Registration

If you have an available internet connection, you can register your copy of R&R Version 10 during product installation.

A second question box then asks "Do you want to register online now"? If you select yes, your default browser will open the product registration page on the Liveware Publishing web site where you can enter your registration information.

Alternatively you can register at a later time on the Liveware web site http://www.livewarepub.com/prodreg.htm or you can complete and mail/fax the product registration form that is included with Version 10.

The final SETUP dialog is an information box that indicates that Setup is complete.

Installed Program Items

You will then have a new program item on your start menu for R&R Report Writer. Within this item are three subitems with the following subchoices:

SQL Edition
- Convert Xbase Reports to SQL
- Developing Applications
- Report Designer
- Report Viewer
- Runtime Sample
- User Management

Utilities
- Data Dictionary Editor
- Quick Runtime Shortcuts
- Rapid Runner
- Report Converter
- Report Librarian

Xbase Edition
- Developing Applications
- Report Designer
- Report Viewer
- Runtime Sample
- User Management

Installing to a Network Server

When you install R&R Version 10 from the install CD, after you enter your user and license information, the next screen allows you to select either a Workstation or a Server installation. When you select Server, a copy of SETUP.EXE is installed to the destination directory along with the R&R program files. You then execute the installed SETUP.EXE at each workstation where you want to run Version 10. This will keep the main executable files in the install location but will copy the necessary system files to the local machine. When workstation setup is run from a server installation of R&R Version 10, users will see the screen below. Pressing the Next button brings up the license agreement screen followed by a entry screen for the user and optional company name. The installer then copies the required local files and sets up the R&R program group.
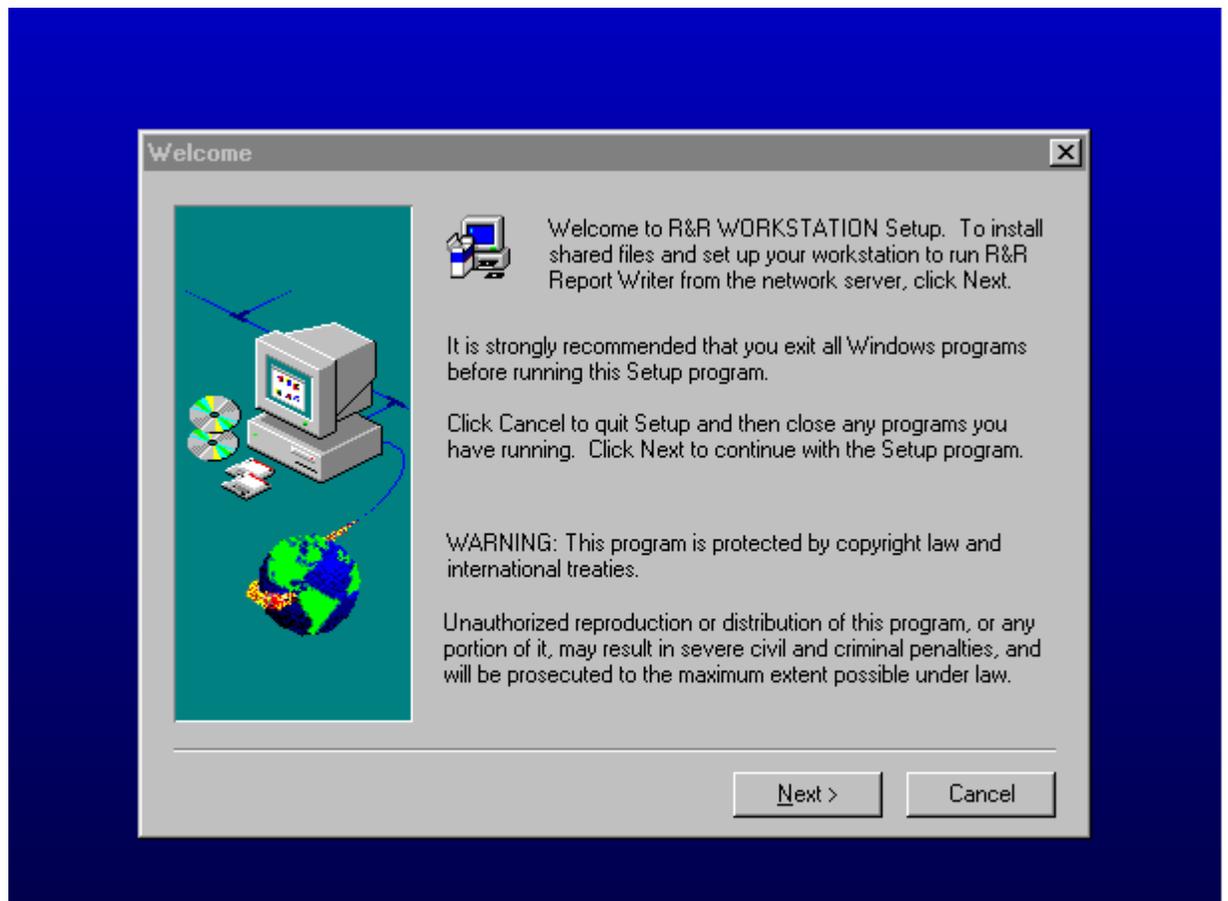
Common installation questions

Do I have to install both the Xbase and the SQL components?

If you select an install type of Custom, you can select the individual Xbase and SQL components that you wish to install.

Is the user/serial number I entered used for both the Xbase and the SQL components?

Yes. The serial number that you enter during installation will be used for both the Xbase and SQL versions. Note that you can only use Version 10 serial numbers for installation. Serial numbers from earlier versions will not be accepted by the installer.

Can I install this version to a network server?

Yes. See the section on network server installation.

How do I install additional serial numbers?

After installation is complete, you can add additional serial numbers by running the User Management Program. Note that there is a separate user management executable for the Xbase (RRWUSERS.EXE) and the SQL (RSWUSERS.EXE) versions. You will need to add the serial number(s) independently to make them available for each version. The same serial number can added to each version.

I already have an installed copy of a previous R&R version. How to I upgrade my current installation?

See the section on Upgrading from an earlier version of R&R.

How do I uninstall Version 10?

The best method is to open the Windows Control panel, choose add/remove programs and then select R&R Report Writer, Version 10 from the list.

Upgrading from an earlier version of R&R

If you are installing Version 10 on a machine has an existing installation of either R&R Xbase or SQL it is recommended that you back up any modified R&R files and then un-install that copy prior to the installation of Version 10.

What to back up:

- Any user function library (RR.UDF for Xbase, RSW.UDF for SQL)

- RSWSQL.INI (If modified after original installation. SQL only)

- RRW.SRT for Xbase, RSW.SRT for SQL (if modified after original installation)

- The initialization files \windows\RRW.INI for Xbase, \windows\RSW.INI for SQL

- Report Librarian data files (all files with extension DBF, CDX and FPT in the /RL subdirectory). The Version 10 Report Librarian will allow you to upgrade Version 9 report librarian files after installation.

You can then restore/upgrade these files after installation of Version 10.

Licensing and Product Registration

R&R REPORT WRITER LICENSE AGREEMENT

PLEASE READ THIS LICENSE CAREFULLY BEFORE COMPLETING THE INSTALLATION AND SETUP OF THE SOFTWARE, OR USING OR REPRODUCING THE SOFTWARE. BY CONTINUING WITH INSTALLATION AND SETUP BEYOND THIS POINT, USING OR REPRODUCING THIS SOFTWARE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, PROMPTLY RETURN THE UNUSED SOFTWARE PACKAGE(S) TO THE PLACE WHERE YOU OBTAINED IT AND YOUR MONEY WILL BE REFUNDED.

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Liveware Publishing Inc.
1406 Society Drive
Claymont, DE 19703

Contacting Technical Support

Technical Support service gives you access to product experts who can help solve problems you encounter using R&R Report Writer products.

Several options provide you with the level of service you need to get answers in the most timely and cost-effective manner.

Capabilities

Liveware Publishing offers varying levels of service to meet your technical, administrative, and budgetary requirements.   From comprehensive support plans to self-service online resources, we've got the right program to fit your needs.

Key Benefits

Help available when you need it — online, email or 800#.

Dedicated, knowledgeable staff — over 50+ years R&R experience.

Cost-effective — pay only for what you use.

Option 1 —Pay-per-Call

At any time between the hours of 8:30 AM and 5:30 PM Eastern Time, you may call 302-791-9446 to speak with a technical support representative.

The fee for support is $100 per hour, with a minimum charge of $10 per call.

Payment can be made by credit card (VISA/MC/AMEX).   You will not be charged for problems arising from R&R Report Writer software.

(Time is calculated to the closest five dollar time unit, only for time actually spent by a Liveware Publishing support representative resolving the issue. Any time spent is subject to Liveware Publishing management review for effectiveness of the support provided.)(A "call" is defined as phone conversations, e-mail, and voice-mail messages related to resolution (or attempted resolution) of a particular issue.   Issues may be grouped in a particular "call" to reach the minimum.)

Option 2 —Support/UpgradeAccount

You can establish a pre-paid support/upgrade account (SUA) with Liveware Publishing to receive a faster response and at a discounted rate.

The cost for opening an SUA account for a single user is $125, and special pricing is available for multiple user accounts.

Once you have opened an SUA account, at any time between the hours of 8:30 AM and 5:30 PM Eastern Time, you may call the special 800 number to speak with a technical support representative.   You may also send an email if you are working outside our normal business hours.

The fee for support is discounted to $80 per hour, with a minimum charge of $10 per call. You will not be billed for problems arising from R&R Report Writer software.

In addition, with the purchase of an SUA account you receive the following benefits:

- Installation support during the first 60 days is not chargeable.

- One FREE tech support call.

- One FREE copy of Relate and Report: Your Guide to Reporting with R&R. (350 pages, a $59 value.)

- FREE maintenance releases of R&R Report Writer software.

- Reduced pricing on product upgrades. You may apply any unused portion of your SUA account balance to the purchase of upgrades.

- The balance in your account never expires.

Customers with SUA accounts will be supplied a statement of account usage, upon request, itemizing time spent on each call.   Per-call customers will be informed of the time and cost of the call at its conclusion.   Requests for review of charges may be sent via e-mail at our web site.   Customers with SUAs should deposit sufficient funds to cover reasonable support needs for your organization for at least three months.   Automatic re-billing to replenish accounts is available, or you may use a credit card or purchase order.

Option 3 —Self ServiceResources

At any time, you may refer to the Resources page on our web site http://www.livewarepub.com for Documentation, Frequently Asked Questions, Technical Bulletins, Service Packs, and other information about R&R Report Writer.

The site also includes an R&R User Discussion Forum so that you can post questions and view posting from other users.

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