

R&R  
Report Designer  
Version 10+  
Step-Up  
Guide



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## Step Up to R&R Version 10+

Thank you for choosing to update to R&R Version 10+. We very much appreciate your continued product loyalty.

This installation CD is a Version 10 Step-Up only. It can **only** be used to upgrade an existing installation of R&R Version 10 to R&R Version 10+. If you do not currently have an installed copy of R&R Version 10, DO NOT PROCEED WITH INSTALLATION USING THIS CD but instead contact our sales department to obtain the appropriate Version 10+ full product or upgrade CD.

If your current Version 10 installation is a multiple license server installation, installing the Step-Up will maintain your current licenses. So if you have 10 serial numbers and install the Step-Up, all 10 licenses will be upgraded to Version 10+. Please review our Step-Up licensing policy to ensure that you have purchased the appropriate number of Step-Up licenses.

A README.RTF file can be found on the root directory of this CD. This README contains the most recent information regarding Version 10+ so you should take the time to review this document.

## Installation Prerequisites

The R&R Version 10+ Step-Up requires an installed copy of R&R Version 10. The installed Version 10 can be either a network or a server installation. The Step-Up will not alter any of your existing R&R configuration settings and will not impact any of your existing reports.

## Installed Components

Version 10+ updates the following Version 10 components:

### **R&R for Windows Xbase Edition Version 10+**

RRW.EXE      RRRPT32.DLL

RRWRUN.EXE   RRW32.OCX

### **R&R for Windows SQL Edition Version 10+**

RSW.EXE      RSRPT32.DLL

RSWRUN.EXE   RSW32.OCX

### **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)

Result Set Browser (RRBROWSE.EXE)

Sample Files and Reports (\SAMPLE)

*Note that all existing Data Dictionary and Report Librarian data files are preserved.*

### **ActiveX Control**

\ActiveX\RRPRVIEW.CAB

### **Visual FoxPro 7 runtime files added to \windows\system**

MSVCR70.DLL   VFP7R.DLL   VFP7RENU.DLL

VFP7RUN.EXE   VFP7T.DLL

### **Data Direct ODBC drivers (installation optional)**

Included are drivers for:

Btrieve, DB2, dBase, Excel, Foxpro, Informix, Oracle, Paradox, Progress, SQL Server, SQLBase, Sybase, TextFile, XML

## Installation Procedure

To begin the installation process, insert the Version 10+ CD into a CD ROM drive.

An MS DOS box will briefly appear and launch setup.exe -fupgrade.ins in the disk1 subdirectory of the install CD. Then the first of several dialog boxes will display.

The first Welcome dialog box with explanatory text. 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.

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

Choose server if your Version 10 installation had been performed as a Server installation. See the section on Network Server Installation for more information. Otherwise accept the default of Workstation. Then press Next.

This brings you to the Find R&R Directory dialog. These dialog contains the cautionary message **"DO NOT proceed with this Step-UP unless R&R Version 10 has been previously installed."**

At the bottom of the screen is the Destination Directory. This is the location of your installed R&R Version 10. You can change the Default of c:\program files\RRVER10 by clicking the Browse button at the lower right. After making your selection press Next.

The Update Xbase Files dialog displays indicating the directory location where the current Xbase Version 10 files will be updated to Version 10+. Press next to proceed to the next screen. Setup will then proceed to update your existing Xbase files. Because the existing report librarian files are flagged as read only, you will get a warning box stating "Read Only File Detected." You should check the Don't Display this message again box and Select Yes to replace the Version 10 reports with the Version 10+ updates.

The Update SQL Files dialog displays indicating the directory location where the current SQL Version 10 files will be updated to Version 10+. Press next to proceed to the next screen.

The Select ODBC components screen includes both Microsoft drivers and the new Version 10+ DataDirect ODBC drivers. You can select all, some or none of the listed files. After making your selections press Next.

The program will then proceed with installation of the SQL components.

The final SETUP dialog is an information box that indicates that upgrade of R&R to Version 10+ is complete.

## Installing to a Network Server

Installing the Step-Up to a Version 10 server installation follows the same steps as for a workstation installation. The only difference during the installation process is that you will select **Server** rather than the default of **Workstation** in the Server Installation dialog.

Once the Step-Up installation is complete, you then must go to each workstation and run the copy of SETUP.EXE from the server just as you had done for the original Version 10 workstation installation. This will copy the updated Version 10+ system files to the local workstation. Unless this step is performed, workstation users may not be able to run R&R without error.

## Common installation questions

**Can I install the Step\_Up to a network server?**

Yes. See the section on network server installation.

**I cannot get the CD to automatically run. Can I still use it for installation?**

Yes. Run the UPGRADE.BAT file that is in the root directory of the CD.

**Is there a list of what has changed in Version 10+?**

Yes. See the README.RTF in the root directory of the CD.

**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.

## Licensing

### Step-Up Licensing

The purchase of a single Step-Up entitles you to upgrade a single installed copy of R&R Version 10. If you have multiple Version 10 licenses, you must to purchase a separate Step-Up for each license you will upgrade. As the number of licenses you upgrade increases, the cost for each Step-Up decreases.

Consult our sales department at 800-936-6202 ([livesales@livewarepub.com](mailto:livesales@livewarepub.com)) or visit our website <http://www.livewarepub.com/> for current Step-Up pricing.

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1406 Society Drive  
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## Technical Support

### 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 \$160, 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 \$60 value.)

FREE maintenance releases of R&R Report Writer.

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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