

R:GAP 11



Help Manual



R:GAP 11

Manual

by R:BASE Technologies, Inc.

Welcome to R:GAP 11!

R:GAP is an R:BASE Plugin that can access Google Apps; Calendar, Tasks, Drive, and Contacts.

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Part



1 Introduction

1.1 Introducing R:GAP 11

R:GAP is an R:BASE Plugin that can access the Google Apps; Calendar, Tasks, Drive, and People.

Google Calendar

R:GAP features time management integration with Google's online Calendars to keep track of events and scheduling, with multiple calendar support, where each calendar has its own set of events. A calendar can be a user's where it has full access or Google's where users have read-only access (e.g. Legal Holidays based on users location). By default, Google Calendar displays a pop-up reminder 10 minutes before an event. When adding or editing events, reminders can be set to different times, and configured to appear as a pop up dialog, email, SMS, or all. Calendars and events can be retrieved as CSV formatted strings to store in R:BASE databases.

Google Tasks

R:GAP works with Google's online Tasks to manage lists and tasks, where each task list has its own set of tasks. Tasks can be nested, meaning a task can have subtasks. Users can keep track of daily to-do lists, organize multiple lists, and track important deadlines. Tasks and lists can be retrieved as CSV formatted strings to store in R:BASE databases.

Google Drive

R:GAP allows users to upload, manage, and download any type of file to Google Drive, which identifies files and folders by ID, not by name. R:GAP supports the ability to add, rename, copy, move, and delete files and folders. Files and folders can also be shared and unshared. Drive, folder, and file details can be retrieved as CSV formatted strings to store in R:BASE databases.

Google People

R:GAP integrates with Google People to manage persons and groups. People can be added and modified, and organized into groups. Over 30 fields are available for contact details, including placing a photo. People can also be added to events based upon a specified date. People and group information can be retrieved as CSV formatted strings to store in R:BASE databases.

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First Edition

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- To have operating system, workstations, and local network installed and functional. RBTI will NOT be responsible for resolving issues not pertaining to the Program.
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1.4 Complimentary Support

30 DAY LIMITED COMPLIMENTARY TECHNICAL SUPPORT

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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.

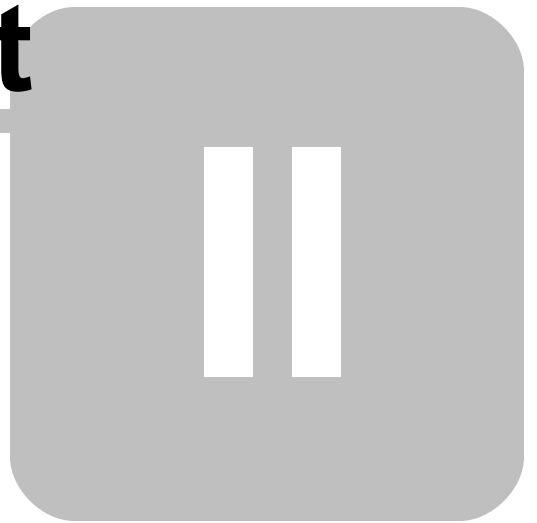
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1. To provide quality assistance in a timely manner to aid in the installation of the product and elementary conversion of database, application, and command files within 30 days of the date of purchase.
2. To provide a reasonable solution for any 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.

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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



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 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012, 2012 R2

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:GAP 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\RGAP11

Files Installed

RGAP11.rbm
libeay32.dll
ssleay32.dll
RGAP11.chm
RGAP11.pdf
RGAP11.ico
License.rtf
ReadMe.txt

Requirements:

1. The R:GAP 11 Plugin file (RGAP11.rbm) must be placed in the R:BASE 11 program directory (default: C:\RBTI\RBG11) or the runtime/compiled application directory. The SSL DLLs (libeay32.dll, ssleay32.dll) must also be placed in the folder for Google authentication.
2. To display content, R:GAP uses MS Edge as the embedded browser, where the [WebView2 Runtime](#) must be downloaded and installed. WebView2 Runtime is an Edge installation that is designed for embedding the engine in third party applications (R:BASE/R:GAP). It recommended to download the Evergreen Standalone Installer (x86 installer). If you have Windows 11 (or higher) or MS Office installed, the WebView2 Runtime is likely already loaded. To check if WebView2 Runtime is installed, use the CHECK_WEBVIEW2 parameter with the GETPROPERTY command (below) at the R> Prompt. The "vWebView2Install" variable value will be either "OK" or "NOT FOUND".

```
GETPROPERTY APPLICATION CHECK_WEBVIEW2 'vWebView2Install'  
SHOW VAR vWebView2Install
```

3. The WebView2Loader.dll file must be located in the R:BASE program folder. For R:Compiler/Runtime for R:BASE use, the WebView2Loader.dll must be copied from the R:Compiler/Runtime for R:BASE program folder to the compiled/runtime application folder.

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

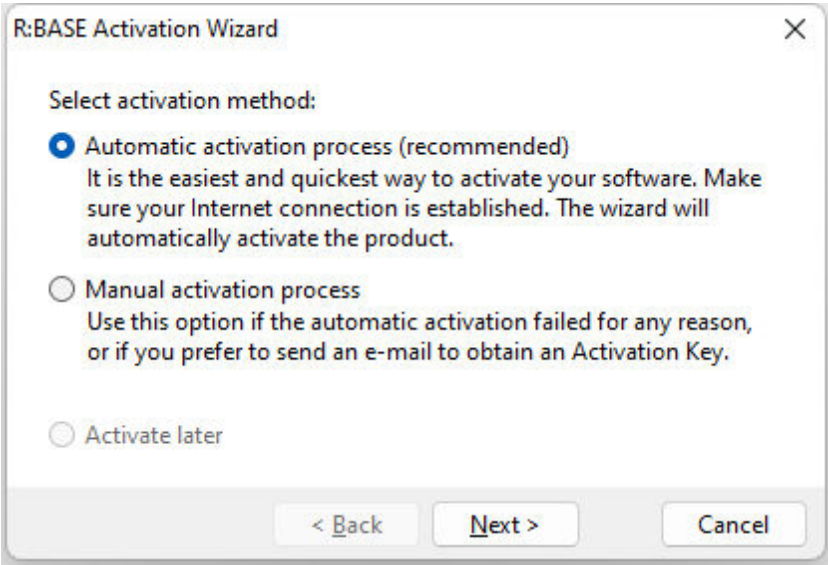
To begin using a plugin product, you must register the software within R:BASE by selecting "Help" > "Product Activation" from the main Menu Bar. In this window, select the "Add New" button where you can enter or copy and paste the License Key you received with your product.

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.



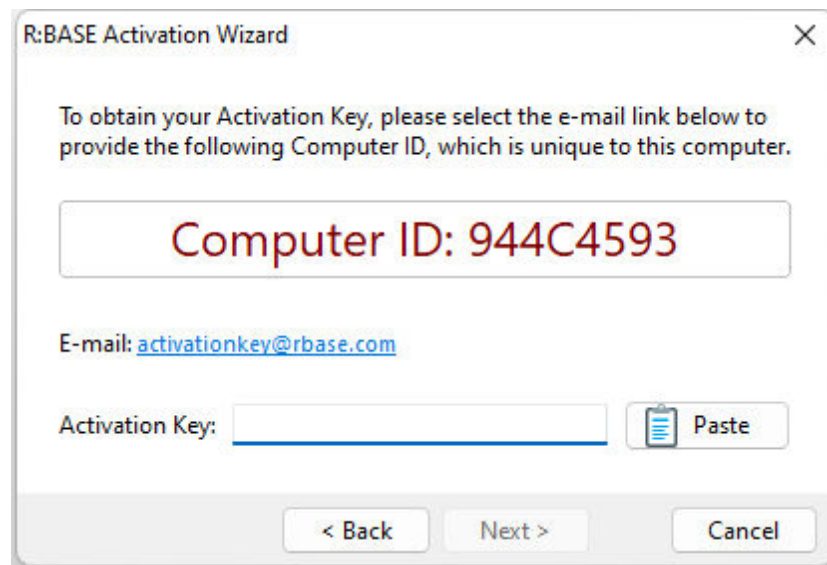
The "License Information" dialog box features a title bar with a close button (X). Below the title bar, the text "Enter License Key:" is followed by a series of eight input fields separated by hyphens. At the bottom of the dialog, there are three buttons: "Paste" (with a clipboard icon), "OK" (with a green checkmark icon), and "Cancel" (with a red X icon).

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.

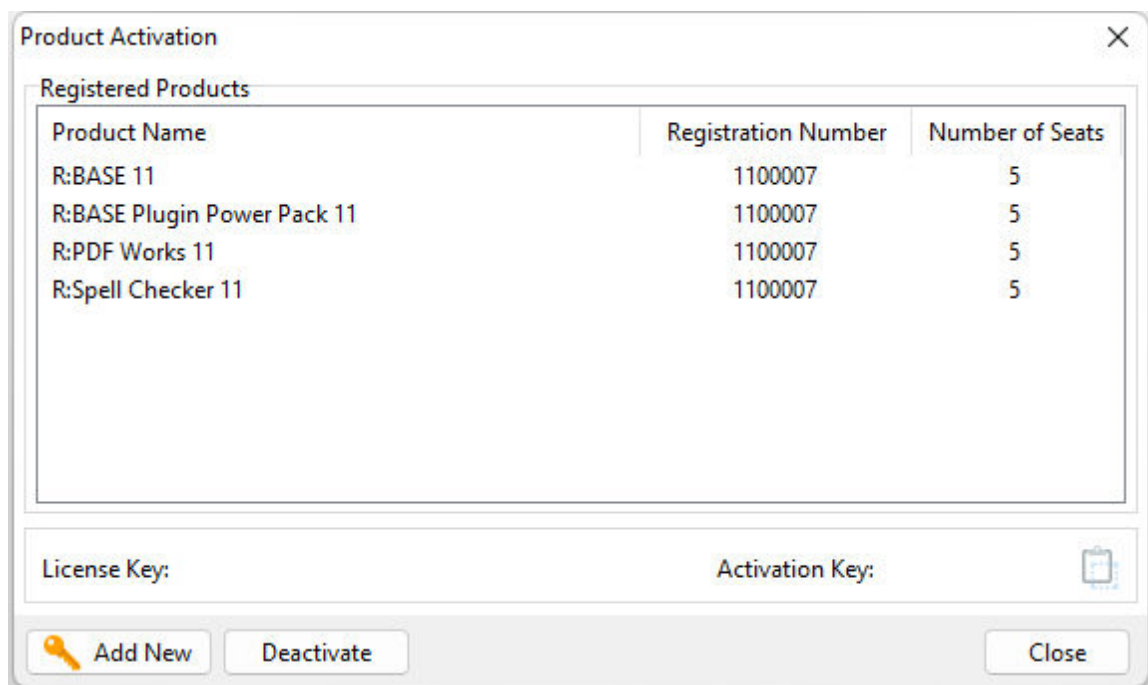


The "R:BASE Activation Wizard" dialog box has a title bar with a close button (X). The main content area is titled "Select activation method:" and contains three radio button options. The first option, "Automatic activation process (recommended)", is selected and includes a descriptive paragraph: "It is the easiest and quickest way to activate your software. Make sure your Internet connection is established. The wizard will automatically activate the product." The second option is "Manual activation process" with the description: "Use this option if the automatic activation failed for any reason, or if you prefer to send an e-mail to obtain an Activation Key." The third option is "Activate later". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

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.



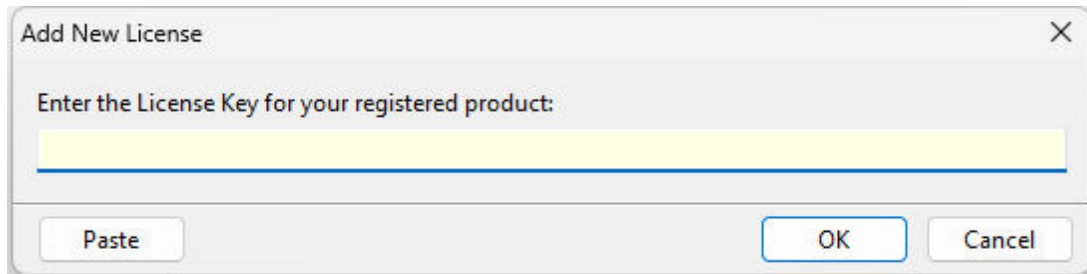
Please be advised that if you are activating multiple workstations, it is highly recommended that you keep records of the computer name, Computer ID and Activation Key for future reference. Access to this information will prove convenient in the event of a hardware failure or license transfer when uninstalling 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.

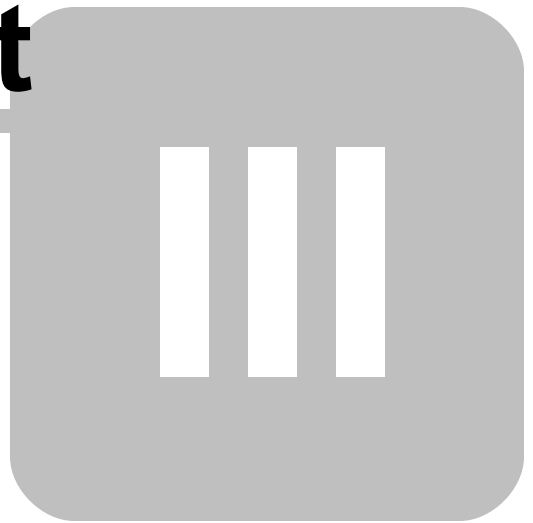
2.4.3 Runtime for R:BASE

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 #####-#####-#####-#####-#####-#####-#####-##### ' '
```

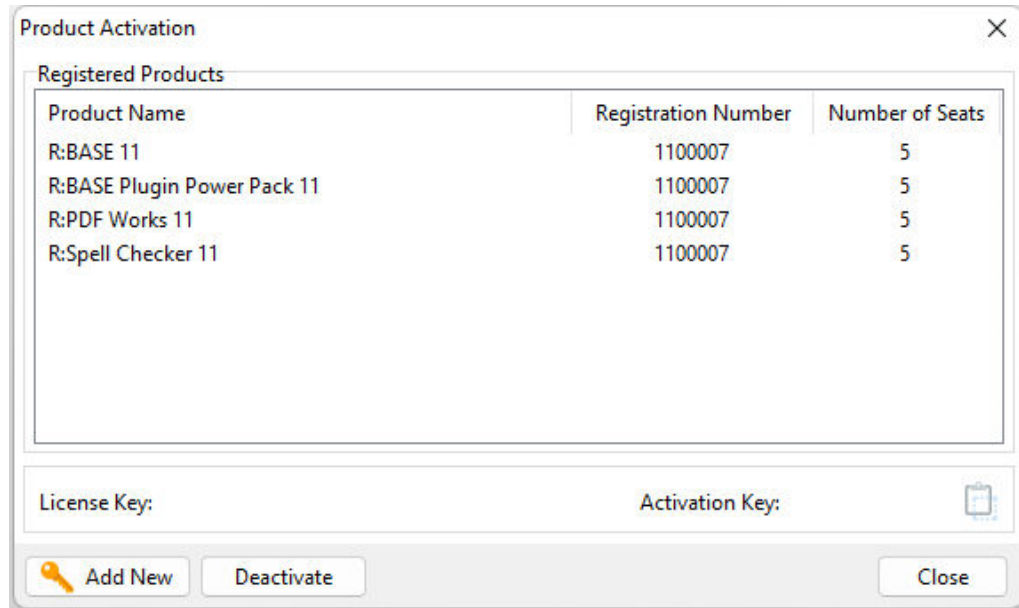

Part



3 Uninstall

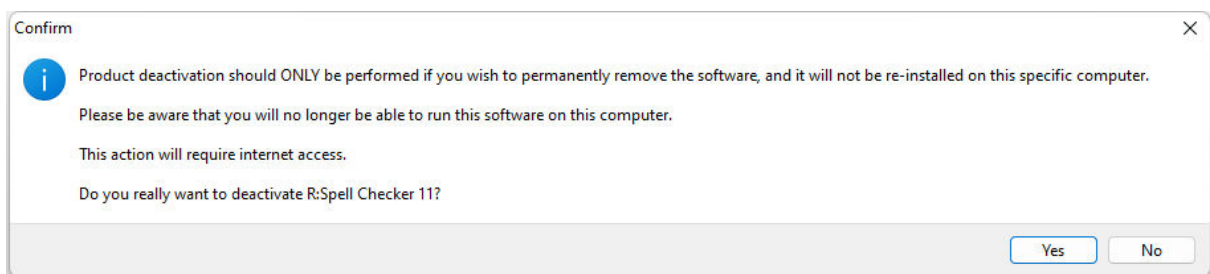
If a computer is no longer using R:GAP, through license transfer or hardware failure, the Activation Key that was used on that computer must be submitted to R:BASE Technologies so we can then remove the Activation Key from our log. We will disable the Key, which will then free up that used activation. 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



4 Using R:GAP

R:GAP allows R:BASE users to access Google Apps; Calendar, Tasks, Drive, and People. Each of the Google applications requires an authorization token. Every Google account that uses R:GAP also has its own unique authorization token. The authorization token is read/set using a predefined variable name, which is assigned for each Google application.

Authorization Token Variables

| Google Application | Variable Name |
|--------------------|---------------|
| Calendar | GCALEAUTH |
| Tasks | GTASKSAUTH |
| Drive | GDRIVEAUTH |
| People | GPEOPLEAUTH |

Only two possible uses are intended for the authorization variables; a user is either logging on initially and entering the valid Google account information to acquire an authorization token, or a session is being authorized with an existing authorization token. If an authorization variable is empty or has an invalid value, then R:GAP will prompt the user for authorization. Once a Google account is used to authorize an R:GAP session, the unique token will be assigned to the authorization variable value. It is advised to save the value of the variable somewhere (e.g. table) for future use. The AUTHORIZE parameter is the method to set up the authorization in order to use the same authorization token in the future.

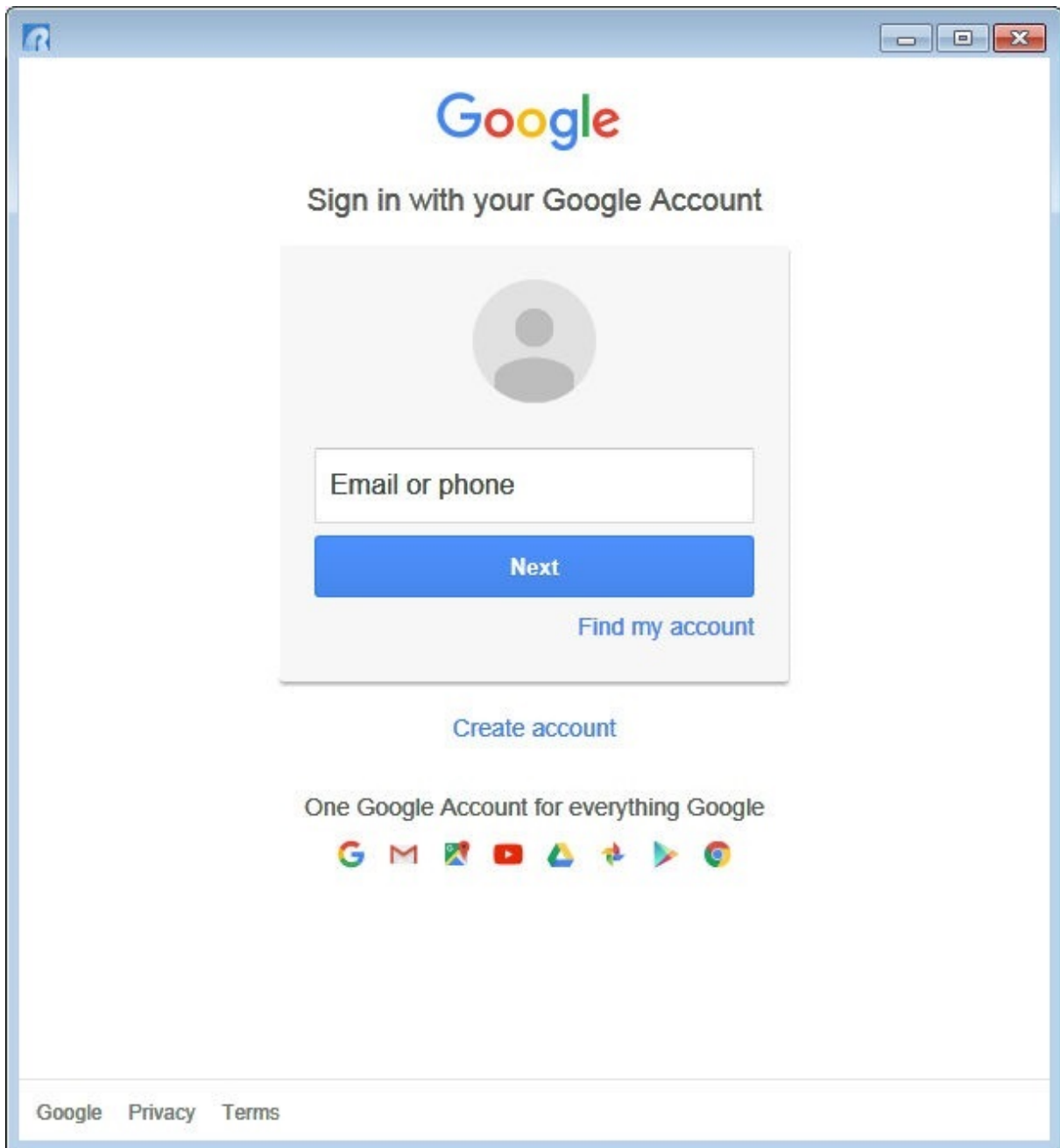
Google "Calendar" Authorization Example With No Token

```
SET VAR GCALEAUTH TEXT
PLUGIN RGAP vResult|APP CALENDAR|AUTHORIZE
```

Google "People" Authorization Example With A Previous Token

```
SET VAR GPEOPLEAUTH TEXT =
'1/PMY1Oc8Givhr8xhCteOhuXPjxayZ5Is36Ofejn7si4jMg'
PLUGIN RGAP vResult|APP PEOPLE|AUTHORIZE
```

If the intent is to prompt the user to authorize every R:GAP session, the AUTHORIZE command parameter can be ignored in the command routine. Below is what appears when a Google authorization is required.



Once the authorization is successful, store the value of authorization token variables for later use. R:GAP sets this variable after a successful authorization. Next, other plugin actions can be used to access Google applications.

Syntax:

```
PLUGIN RGAP vResultVar | APP <AppName> | <ActionName> | <param1> <value1> | ... |  
<paramn> <valuen>
```

Where:

vResultVar is the variable to hold the result, such as 'OK', an -ERROR- message, or the information from the Google application. vResultVar may need to be assigned to a larger capacity data type (e.g. VARCHAR, NOTE) for larger returned data.

AppName is the Google application to access, [CALENDAR](#) for Google Calendar, [TASKS](#) for Google Tasks, [DRIVE](#) for Google Drive, or [PEOPLE](#) for Google People.

ActionName is the action name which varies depending on the value of APP.

Notes:

- The vResultVar variable must be defined/declared before the PLUGIN command is used.
- The vResultVar variable name and parameters must be separated by the pipe character "|".

4.1 Google Calendar

R:GAP supports the ability to interact with several calendars, each calendar having its own set of events. The calendars can be a user's where it has full access or Google's where users have read-only access (e.g. Legal Holidays based on users location).

Syntax:

```
PLUGIN RGAP vResultVar|APP CALENDAR|CalanderAction|param1 value1|param2
value2|...|...|...|...
```

Where:

- The vResultVar variable name and parameters must be separated by the pipe character "|".
- If a command fails the vResultVar variable value will contain the error message.

Calendar Actions:

| Action | Valid Parameters | Description |
|--------------------|--|---|
| AUTHORIZE | | Authorizes the R:GAP session to use Google Calendar. If a prior authorization token is not specified with the GCALAUTH variable, an authorization prompt will be displayed. |
| GET_CALENDAR_COUNT | | Returns the number of calendars |
| GET_CALENDARS | | Retrieve all calendars as CSV. The CSV values are formatted as follows: <i>ID,Name,Description,Location,TimeZone,ColorKey,Color,PublicAccessType,IsPrimary,IsReadOnly</i> * TimeZone is a read-only field |
| GET_CALENDAR | CALENDAR_ID | Retrieves a calendar as CSV, based upon a calendar ID. The CSV values are formatted as follows: <i>ID,Name,Description,Location,TimeZone,ColorKey,Color,PublicAccessType,IsPrimary,IsReadOnly</i> * TimeZone is a read-only field |
| EDIT_CALENDAR | CALENDAR_ID NAME DESCRIPTION LOCATION | Edits a calendar, based upon a calendar ID |

| | | |
|-----------------|--|--|
| | COLOR_KEY COLOR PUBLIC_ACCESS | |
| GET_EVENT_COUNT | CALENDAR_ID DATE_FROM DATE_TO | Retrieves the number of events in a calendar, based upon calendar ID . The event count can be filtered by date/time. |
| GET_EVENTS | CALENDAR_ID DATE_FROM DATE_TO | Retrieves the events in a calendar as CSV, based upon a calendar ID. The events can be filtered by date/time. The CSV values are formatted as follows: <i>ID,What,DateFrom,DateTo, AllDay,Where,Description, Privacy,Color,Reminders</i> |
| GET_EVENT | EVENT_ID CALENDAR_ID | Retrieves an event in a calendar as CSV, based upon event ID and calendar ID. The CSV values are formatted as follows: <i>ID,What,DateFrom,DateTo, AllDay,Where,Description, Privacy,Color,Reminders</i> |
| ADD_EVENT | CALENDAR_ID WHAT DATE_FROM DATE_TO ALL_DAY WHERE DESCRIPTION PRIVACY COLOR_KEY | Adds an event to a calendar. The returned value is the event ID. A date/time should be specified for the DATE_FROM and DATE_TO values. |
| EDIT_EVENT | EVENT_ID CALENDAR_ID WHAT DATE_FROM DATE_TO ALL_DAY WHERE DESCRIPTION PRIVACY COLOR_KEY | Edits a calendar event, based upon event ID and calendar ID. A date/time should be specified for the DATE_FROM and DATE_TO values. |
| DELETE_EVENT | EVENT_ID CALENDAR_ID | Deletes a calendar event, based upon event ID and calendar ID |
| ADD_REMINDER | EVENT_ID CALENDAR_ID METHOD | Adds a reminder to an event, based upon event ID, calendar ID, and method. The method is followed by the minutes prior to the event for the reminder to be sent. Several METHODS can be specified in one command, allowing for multiple methods of reminders to be established for an event. Multiple reminders are separated by a pipe (). Example: "EMAIL 15 POPUP 5 SMS 2" |
| DELETE_REMINDER | EVENT_ID CALENDAR_ID METHOD | Deletes a reminder for an event, based upon event ID, calendar ID, and method. Several METHODS can be specified in one command. Multiple reminders are separated by a pipe (). Example: "EMAIL 15 POPUP 5 SMS 2" |

Parameters:

| Parameter | Value | Description |
|-------------|-------|---|
| CALENDAR_ID | value | Specifies the identifier for the calendar |
| NAME | value | Specifies a calendar name |

| | | |
|---------------|--|---|
| DESCRIPTION | value | Specifies a possible description for calendars and events |
| LOCATION | value | Specifies a calendar location |
| COLOR_KEY | 1-24 (calendars) 0-11 (events) | Specifies a Google predefined color key. If COLOR_KEY is set then COLOR is discarded. For events, use zero for COLOR_KEY to specify the event will use the calendar's current color. |
| COLOR | value | Specifies a RGB color as its integer value. If COLOR is set then COLOR_KEY is discarded. |
| PUBLIC_ACCESS | NONE FREE_BUSY_READING READING | Specifies the calendar's visibility to the public |
| DATE_FROM | value | Specifies a starting date/time value for the event |
| DATE_TO | value | Specifies a ending date/time value for the event |
| EVENT_ID | value | Specifies the identifier for an event |
| WHAT | value | Specifies the name of an event |
| ALL_DAY | ON OFF | Specifies if an event spans the entire day |
| WHERE | value | Specifies where an event will take place |
| PRIVACY | DEFAULT PUBLIC PRIVATE CONFIDENTIAL | Specifies the privacy for an event. Default follows the default value privacy setting for the calendar. |
| METHOD | POPUP EMAIL SMS | Specifies the method type for a reminder. The method is followed by the minutes prior to the event for the reminder to be sent. Multiple METHODS can be specified in one command, allowing for multiple methods for reminders to be established for an event. Multiple reminders are separated by the pipe character (). |

Calendar Colors:



Events Colors:



Examples :

01. Authorize the R:GAP session to access Google Calendar for the user, using a prior authorization token:

```
SET VAR GCALAUTH TEXT = '1/PMY1Oc8Givhr8xhCteOhuXPjxayZ5Is36Ofejn7si4jMg'
PLUGIN RGAP vResult|APP CALENDAR|AUTHORIZE
```
02. Get the calendar count:

```
PLUGIN RGAP vResult|APP CALENDAR|GET_CALENDAR_COUNT
```
03. Get a calendar's details:


```
PLUGIN RGAP vResult | APP CALENDAR | GET_CALENDAR | CALENDAR_ID
#contacts@group.v.calendar.google.com
```

04. Edit an event:

```
PLUGIN RGAP vResult | APP CALENDAR | EDIT_EVENT | CALENDAR_ID
#contacts@group.v.calendar.google.com | EVENT_ID 9n0pioe131q8q3jsdkseh0dq7c |
WHAT Updated Meeting Details... | WHERE 3F Meeting Room
```

05. Get events for the month of May 2019:

```
PLUGIN RGAP vResult | APP CALENDAR | GET_EVENTS | CALENDAR_ID
#contacts@group.v.calendar.google.com | DATE_FROM 5/1/2019 | DATE_TO 5/31/2019
```

06. Get events for the day of April 15, 2019:

```
PLUGIN RGAP vResult | APP CALENDAR | GET_EVENTS | CALENDAR_ID
#contacts@group.v.calendar.google.com | DATE_FROM 05/15/2019 9:00:00 AM |
DATE_TO 4/15/2019 5:00:00 PM
```

07. Add two reminders to an event; to send an email 30 minutes prior the event and send an SMS 5 minutes prior to event:

```
PLUGIN RGAP vResult | APP CALENDAR | ADD_REMINDER | CALENDAR_ID
#contacts@group.v.calendar.google.com | EVENT_ID 9n0pioe131q8q3jsdkseh0dq7c |
METHOD EMAIL 30 | METHOD SMS 5
```

08. Remove the "SMS 5" reminder:

```
PLUGIN RGAP vResult | APP CALENDAR | DELETE_REMINDER | CALENDAR_ID
#contacts@group.v.calendar.google.com | EVENT_ID 9n0pioe131q8q3jsdkseh0dq7c |
METHOD SMS 5
```

4.2 Google Tasks

R:GAP supports multiple task lists, each having its own set of tasks. Tasks can be nested, meaning a task can have subtasks.

Syntax:

```
PLUGIN RGAP vResultVar | APP TASKS | TaskAction | param1 value1 | param2 value2 |
... | ... | ... | ...
```

Where:

- The vResultVar variable name and parameters must be separated by the pipe character "|".
- If a command fails the vResultVar variable value will contain the error message.

Task Actions:

| Action | Valid Parameters | Description |
|--------------------|------------------|--|
| AUTHORIZE | | Authorizes the R:GAP session to use Google Tasks. If a prior authorization token is not specified with the GTASKSAUTH variable, an authorization prompt will be displayed. |
| GET_LIST_COUNT | | Retrieves the number of task lists |
| GET_LISTS | | Retrieves all task lists as CSV. The CSV values are formatted as: <i>ID,Name</i> |
| GET_LISTS_NO_COUNT | | Retrieves all task lists as CSV, without the number of tasks per list. The CSV values are |

| | | |
|-------------------|--|---|
| | | formatted as: <i>ID,Name</i> This method is faster than GET_LISTS. |
| GET_LIST | LIST_ID | Retrieves all task lists as CSV, based upon a list ID. The CSV values are formatted as: <i>ID,Name</i> |
| GET_LIST_NO_COUNT | LIST_ID | Retrieves a task list as CSV, without the number of tasks, based upon the list ID. The CSV values are formatted as: <i>ID,Name</i> This method is faster than GET_LIST. |
| ADD_LIST | TITLE | Adds a task list, and specifies the title/name |
| EDIT_LIST | LIST_ID TITLE | Edits a list title, based upon a list ID |
| DELETE_LIST | LIST_ID | Deletes a list, based upon a list ID |
| GET_TASK_COUNT | LIST_ID DUE | Retrieves the number of tasks in a list, based upon a list ID. The tasks can be filtered by due date. |
| GET_TASKS | LIST_ID DUE | Retrieves the tasks in a list as CSV, based upon a list ID. The tasks can be filtered by due date. The CSV values are formatted as: <i>ID,Title,Due,Completed,Notes,ParentID</i> |
| GET_TASK | TASK_ID LIST_ID | Retrieves a task in a list as CSV, based upon a task ID and list ID. The CSV values are formatted as: <i>ID,Title,Due,Completed,Notes,ParentID</i> |
| ADD_TASK | LIST_ID TITLE DUE NOTES COMPLETED PARENT_TASK_ID | Adds a task to a list. The returned value is the task ID for the created task. |
| EDIT_TASK | TASK_ID LIST_ID TITLE DUE NOTES COMPLETED PARENT_TASK_ID | Edits a task based upon a task ID and list ID |
| DELETE_TASK | TASK_ID LIST_ID | Deletes a task based upon a task ID and list ID |

Parameters:

| Parameter | Value | Description |
|-----------|-----------|---|
| LIST_ID | value | Specifies the identifier for a list |
| TITLE | value | Specifies the name of a list, or title for a task |
| DUE | value | Specifies the date when a task is due |
| TASK_ID | value | Specifies the identifier for a task |
| NOTES | value | Specifies the notes for a task |
| COMPLETED | ON OFF | Specifies the completed state for a task |

| | | |
|----------------|-------|---|
| PARENT_TASK_ID | value | Specifies the parent task ID for a nested task. A task can become a subtask of any task (at any level) by setting this field to the (new) parent's Task ID. |
|----------------|-------|---|

Examples :

01. Authorize the R:GAP session to access Google Tasks for the user, using a prior authorization token:
 SET VAR GTASKSAUTH TEXT = '1/PMY1Oc8Givhr8xhCte0huXPjxayZ5Is36Ofejn7si4jMg'
 PLUGIN RGAP vResult|APP TASKS|AUTHORIZE

02. Get a task list's details:
 PLUGIN RGAP vResult|APP TASKS|GET_LIST|LIST_ID
 MDaWnZMyNzUyNTA1OTM4MDIyMDA6MDow

03. Edit a task:
 PLUGIN RGAP vResult|APP TASKS|EDIT_TASK|LIST_ID
 MDaWnZMyNzUyNTA1OTM4MDIyMDA6MDow|TASK_ID
 MDaWnZMyNzUyNTA1OTM4MDIyMDA6MDoxNDE0Mzc5MTc0|TITLE Update Meeting Details|
 DUE 05/20/2017

04. Move a task under another task (as a subtask):
 PLUGIN RGAP vResult|APP TASKS|EDIT_TASK|LIST_ID
 MDaWnZMyNzUyNTA1OTM4MDIyMDA6MDow|PARENT_TASK_ID
 MDaWnZMyNzUyNTA1OTM4MDIyMDA6MDoxNm5MDgxMTcz

4.3 Google Drive

R:GAP identifies files and folders by ID, not by name. It is allowed to have multiple folders or files with the same name in the same level.

Syntax:

```
PLUGIN RGAP vResultVar|APP DRIVE|DriveAction|param1 value1|param2
value2|...|...|...|...
```

Where:

- The vResultVar variable name and parameters must be separated by the pipe character "|".
- If a command fails the vResultVar variable value will contain the error message.

Drive Actions:

| Action | Valid Parameters | Description |
|--------------------|--|--|
| AUTHORIZE | | Authorizes the R:GAP session to use Google Drive. If a prior authorization token is not specified with the GDRIVEAUTH variable, an authorization prompt will be displayed. |
| GET_DRIVE_INFO | | Retrieves drive information as CSV. The CSV values are formatted as: <i>RootFolderID,Quota, QuotaUsed,QuotaUsedInTrash</i> |
| GET_ROOT_FOLDER_ID | | Retrieves the root folder ID |
| SCAN_FOLDER | FOLDER_ID RECURSIVE FOLDERS_ONLY | Retrieves the list of files and folders as CSV, for a given folder ID. The CSV values are formatted as: |

| | | |
|---------------|---|--|
| | BARE | <p><i>ID,FileOrDir,Name,Type,Size,ModifiedDate,ParentID</i></p> <p>Note: IDs and Parent IDs can be very long and can easily exceed the variable's capacity. Use the BARE option to reduce the result to basic data, where the CSV values are formatted as:</p> <p><i>ID,FileOrDir,Name,ParentID</i></p> <p>* <i>FileOrDir</i> = F for File and D for Directory</p> |
| CREATE_FOLDER | FOLDER_NAME PARENT_FOLDER_ID | Creates a folder. The returned value is the folder ID for the created folder. |
| UPLOAD_FILE | FILE_NAME FOLDER_ID SHOW_PROGRESS | Uploads a local file name to a folder ID where the file will be stored. The returned value is the file ID of the uploaded file. |
| UPDATE_FILE | FILE_NAME FILE_ID SHOW_PROGRESS | Replaces an existing file, based upon a file ID of the file to be replaced. Any local file can be used. Only the contents will be replaced, not the file name. If successful, the value "OK" is returned. |
| DOWNLOAD_FILE | FILE_ID LOCAL_DESTINATION SHOW_PROGRESS | Downloads a file based upon the file ID of file to be downloaded. The returned value is the full path of the local file if successful. |
| SHARE | FILE_ID TYPE | Specifies to share or unshare a file/folder, based upon file/folder ID. Returns a URL for the file if sharing was successful or "OK" if unsharing was successful. |
| RENAME | FILE_ID NEW_FILE_NAME | Renames a file/folder based upon file/folder ID. If successful, the value "OK" is returned. |
| MOVE | FILE_ID FOLDER_ID | Moves a file/folder based upon file/folder ID. If successful, the value "OK" is returned. |
| COPY | FILE_ID FOLDER_ID | Copies a file/folder based upon file/folder ID. If successful, the File ID of the copied file is returned. |
| DELETE | FILE_ID DELETE_TYPE | Deletes a file/folder based upon file/folder ID. If successful, the value "OK" is returned. |
| GET_INFO | FILE_ID BARE | <p>Retrieves the file/folder information as CSV, based upon file/folder ID. The CSV values are formatted as:</p> <p><i>ID,FileOrDir,Name,Type,Size,ModifiedDate,ParentID</i></p> <p>Note: IDs and Parent IDs can be very long and can easily exceed the variable's capacity. Use the BARE option to reduce the result to basic data, where the CSV values are formatted as:</p> <p><i>ID,FileOrDir,Name,ParentID</i></p> <p>* <i>FileOrDir</i> = F for File and D for Directory</p> |
| RESET_DATE | FILE_ID MODIFIED_DATE | Update the modified date of a file/folder based upon file/folder ID. If successful, the value "OK" is returned. |

Parameters:

| Parameter | Value | Description |
|-----------|-----------|---|
| FOLDER_ID | value | Specifies a folder ID. An empty values means a root folder. |
| RECURSIVE | ON OFF | Specifies to scan in subfolders |

| | | |
|-------------------|---------------------------|---|
| FOLDERS_ONLY | ON OFF | Specifies to return folders only, no files |
| BARE | ON OFF | Specifies to return bare (limited) information, dropping the columns type, size, and modified date |
| PARENT_FOLDER_ID | value | Specifies a folder ID where to create the folder. An empty values means a root folder. |
| FOLDER_NAME | value | Specifies a folder name |
| FILE_NAME | value | Specifies the local file name of a file to be uploaded/downloaded. The uploaded file will have the same name. |
| SHOW_PROGRESS | ON OFF | Specifies to display the progress dialog. The progress dialog allows canceling the file transfer. |
| LOCAL_DESTINATION | value | Specifies the local file name for a downloaded file |
| TYPE | NONE READ_ONLY FULL | Specifies the share type. To unshare a file/folder, use NONE. |
| NEW_FILE_NAME | value | Specifies a new name for the file/folder |
| DELETE_TYPE | TRASH (Default) ERASE | Specifies the delete type. TRASH moves the file to the trash bin. ERASE deletes the file permanently. |
| MODIFIED_DATE | value | Specifies a new date/time for a modified date |

Examples:

01. Authorize the R:GAP session to access Google Drive for the user, using a prior authorization token:
 SET VAR GDRIVEAUTH TEXT = '1/PMY1Oc8Givhr8xhCteOhuXPjxayZ5Is36Ofejn7si4jMg'
 PLUGIN RGAP vResult | APP DRIVE | AUTHORIZE

02. Get folders in root drive. The same call can be used for each Folder ID returned to fully scan the drive:
 PLUGIN RGAP vResult | APP DRIVE | SCAN_FOLDER | FOLDERS_ONLY ON | BARE ON | RECURSIVE OFF

03. Upload a file to a folder and show the progress window:
 PLUGIN RGAP vResult | APP DRIVE | UPLOAD_FILE | FILE_NAME C:\FOLDER\FILE.TXT |
 FOLDER_ID 0B28Tim55MOA9ZzdoVmJTb0Y1Z0U | SHOW_PROGRESS ON

04. Download a file to a folder and show the progress window:
 PLUGIN RGAP vResult | APP DRIVE | DOWNLOAD_FILE | FILE_ID
 0B28Tim55MOA9WEQ1cVRUTGNnOUk | LOCAL_DESTINATION C:\FOLDER\FILE.TXT |
 SHOW_PROGRESS ON

05. Share to public as read-only file:
 PLUGIN RGAP vResult | APP DRIVE | SHARE | FILE_ID 0B28Tim55MOA9WEQ1cVRUTGNnOUk |
 TYPE READ_ONLY

06. Unshare to public as read-only file:
 PLUGIN RGAP vResult | APP DRIVE | SHARE | FILE_ID 0B28Tim55MOA9WEQ1cVRUTGNnOUk |
 TYPE NONE

07. Delete a file permanently:
 PLUGIN RGAP vResult | APP DRIVE | DELETE | FILE_ID 0B28Tim55MOA9WEQ1cVRUTGNnOUk |
 DELETE_TYPE ERASE

4.4 Google People

R:GAP features people and groups. A person can have no group or be on multiple groups. When a person is added, it defaults to the 'My People' group. The 'My Contacts' group is a system group and can't be renamed.

Syntax:

```
PLUGIN RGAP vResultVar|APP PEOPLE|PeopleAction|param1 value1|param2
value2|...|...|...|...
```

Where:

- The vResultVar variable name and parameters must be separated by the pipe character "|".
- If a command fails the vResultVar variable value will contain the error message.

People Actions:

| Action | Valid Parameters | Description |
|-------------------------------|------------------|--|
| AUTHORIZE | | Authorizes the R:GAP session to use Google Contacts. If a prior authorization token is not specified with the GPEOPLEAUTH variable, an authorization prompt will be displayed. |
| GET_GROUP_COUNT GET_GROUPS | | Retrieves the number of groups Retrieves all groups as CSV. The CSV values are formatted as: <i>ID,Name,SystemGroup,MyContactsGroup>ContactCount</i> * SystemGroup (Y/N) created by Google and read-only * MyContactsGroup (Y/N) 'Y' is "My Contacts" group |
| GET_GROUPS_NO_COUNT | | Retrieves groups as CSV, without the number of contacts in the group. The CSV values are formatted as: <i>ID,Name,SystemGroup,MyContactsGroup</i> * SystemGroup (Y/N) created by Google and read-only * MyContactsGroup (Y/N) 'Y' is "My Contacts" group |
| GET_GROUP | GROUP_ID | Retrieves a group as CSV, based upon a group ID. The CSV values are formatted as: <i>ID,Name,SystemGroup,MyContactsGroup>ContactCount</i> * SystemGroup (Y/N) created by Google and read-only * MyContactsGroup (Y/N) 'Y' is "My Contacts" group |
| GET_GROUP_NO_COUNT | GROUP_ID | Retrieves a group as CSV without the number of contacts in the |

| | | |
|----------------------|------------------|--|
| | | <p>group, based upon a group ID. The CSV values are formatted as:</p> <p><i>ID,Name,SystemGroup,MyContactsGroup</i></p> <p>* SystemGroup (Y/N) created by Google and read-only * MyContactsGroup (Y/N) 'Y' is "My Contacts" group</p> |
| ADD_GROUP | NAME | Adds a group. The group ID is returned if successful. |
| EDIT_GROUP | GROUP_ID NAME | Edits a group name based upon a group ID |
| DELETE_GROUP | GROUP_ID | Delete a group based upon a group ID, which does not delete the associated contacts |
| GET_CONTACT_COUNT | GROUP_ID | Retrieves the number of contacts. The group ID is optional, which limits the result to contacts for a group ID, if specified. |
| GET_CONTACTS | GROUP_ID | <p>Retrieves contacts as CSV. The group ID is optional, which limits the result to contacts for a group ID, if specified. The CSV values are formatted as:</p> <p><i>ID,FirstName,LastName,FullName,Mobile,Phone,EMail,Address,City,State,Postal,Country,FormattedAddress,ICQ,MSN,WebPage,Birthday,Company,JobTitle,BusinessFax,BusinessPhone,BusinessEMail,BusinessWebPage,BusinessAddress,BusinessCity,BusinessState,BusinessPostal,BusinessCountry,BusinessFormattedAddress,BusinessMobile,Notes,UserFieldsCsv*,EventsCsv*,PhonesCsv*,EmailsCsv*,WebPagesCsv*,IMsCsv*</i></p> |
| GET_CONTACTS_ID_ONLY | GROUP_ID | Retrieves the contact IDs only, based upon a group ID. People info can be very long strings. With this function user can get the IDs then fetch each contact individually (using GET_CONTACT). The group ID is optional. If specified, the contact results are limited to the given group. |
| GET_CONTACT | CONTACT_ID | <p>Retrieves contact details in CSV format. The CSV values are formatted as:</p> <p><i>ID,FirstName,LastName,FullName,Mobile,Phone,EMail,Address,City,State,Postal,Country,FormattedAddress,ICQ,MSN,WebPage,Birthday,</i></p> |

| | | |
|--------------|---|---|
| | | Company,JobTitle, BusinessFax,BusinessPhone, BusinessEMail, BusinessWebPage, BusinessAddress, BusinessCity, BusinessState, BusinessPostal, BusinessCountry, BusinessFormattedAddress, BusinessMobile,Notes, UserFieldsCsv*,EventsCsv*, PhonesCsv*,EmailsCsv*, WebPagesCsv*,IMsCsv* |
| ADD_CONTACT | FIRST_NAME LAST_NAME FULL_NAME MOBILE PHONE EMAIL ADDRESS CITY STATE POSTAL COUNTRY FORMATTED_ADDRESS ICQ MSN WEB_PAGE BIRTHDAY COMPANY JOB_TITLE BUSINESS_FAX BUSINESS_PHONE BUSINESS_EMAIL BUSINESS_WEB_PAGE BUSINESS_ADDRESS BUSINESS_CITY BUSINESS_STATE BUSINESS_POSTAL BUSINESS_COUNTRY BUSINESS_FORMATTED_ADDRESS BUSINESS_MOBILE NOTES | Adds a contact. The contact ID is returned if successful. |
| EDIT_CONTACT | CONTACT_ID FIRST_NAME LAST_NAME FULL_NAME MOBILE PHONE EMAIL ADDRESS CITY STATE POSTAL COUNTRY FORMATTED_ADDRESS ICQ MSN WEB_PAGE BIRTHDAY COMPANY JOB_TITLE BUSINESS_FAX | Edits a contact, based upon a contact ID |

| | | |
|--------------------|---|--|
| | BUSINESS_PHONE BUSINESS_EMAIL BUSINESS_WEB_PAGE BUSINESS_ADDRESS BUSINESS_CITY BUSINESS_STATE BUSINESS_POSTAL BUSINESS_COUNTRY BUSINESS_FORMATTED_ADDRESS BUSINESS_MOBILE NOTES | |
| DELETE_CONTACT | CONTACT_ID | Deletes a contact, based upon a contact ID |
| ADD_USER_FIELD | CONTACT_ID FIELD_NAME VALUE | Adds a user defined name/value pair to a contact |
| DELETE_USER_FIELD | CONTACT_ID FIELD_NAME | Deletes a user defined name based upon a contact ID and name |
| ADD_EVENT | CONTACT_ID EVENT_NAME DATE | Adds an event/date pair to a contact |
| DELETE_EVENT | CONTACT_ID EVENT_NAME | Deletes an event/date pair |
| ADD_PHONE | CONTACT_ID PHONE_TYPE NUMBER | Adds a phone type/number pair to a contact |
| DELETE_PHONE | CONTACT_ID PHONE_TYPE | Deletes a phone type/number pair |
| ADD_EMAIL | CONTACT_ID EMAIL_TYPE ADDRESS | Adds an email type/address pair to a contact |
| DELETE_EMAIL | CONTACT_ID EMAIL_TYPE | Deletes an email type/address pair |
| ADD_WEB_PAGE | CONTACT_ID PAGE_TYPE ADDRESS | Adds a page type/address pair to a contact |
| DELETE_WEB_PAGE | CONTACT_ID PAGE_TYPE | Deletes a page type/address pair |
| ADD_IM | CONTACT_ID IM_TYPE ADDRESS | Adds a Instant Messaging (IM) type/address pair to a contact |
| DELETE_IM | CONTACT_ID PAGE_TYPE | Deletes a Instant Messaging (IM) type/address pair |
| GET_CONTACT_GROUPS | CONTACT_ID | Retrieves the Group IDs as CSV where the contact belongs |
| ADD_TO_GROUP | CONTACT_ID GROUP_ID | Adds a contact to a group (or groups). The group ID can appear multiple times in the command to specify multiple groups. |
| REMOVE_FROM_GROUP | CONTACT_ID GROUP_ID | Remove a contact from a group (or groups). The group ID can appear multiple times in the command to specify multiple groups. |
| GET_PHOTO | CONTACT_ID FILE_NAME | Saves the contact's photo to a local file |
| SET_PHOTO | CONTACT_ID FILE_NAME | Assigns a photo to the contact |
| DELETE_PHOTO | CONTACT_ID | Deletes a photo for a contact |

* UserFieldsCsv = Name1,Value1,Name2,Value2,Name3,Value3,Name4,Value4,...NameN,ValueN

* EventsCsv = Name1,Date1,Name2,Date2,Name3,Date3,Name4,Date4,...NameN,DateN

* PhonesCsv =

Type1,Number1,Type2,Number2,Type3,Number3,Type4,Date4,...TypeN,NumberN

* EmailsCsv =
 Type1,Address1,Type2,Address2,Type3,Address3,Type4,Address4,...TypeN,AddressN
 * WebPagesCsv =
 Type1,Address1,Type2,Address2,Type3,Address3,Type4,Address4,...TypeN,AddressN
 * IMsCsv =
 Type1,Address1,Type2,Address2,Type3,Address3,Type4,Address4,...TypeN,AddressN

Parameters:

| Parameter | Value | Description |
|----------------------------|------------------------------|---|
| GROUP_ID | value | Specifies the group ID |
| NAME | value | Specifies the group name |
| CONTACT_ID | value | Specifies the contact ID |
| FIRST_NAME | value | Specifies the contact's first name |
| LAST_NAME | value | Specifies the contact's last name |
| FULL_NAME | value | Specifies the contact's full name |
| MOBILE | value | Specifies the contact's mobile phone number |
| PHONE | value | Specifies the contact's phone number |
| EMAIL | value | Specifies the contact's email address |
| ADDRESS | value | Specifies the contact's address |
| CITY | value | Specifies the contact's city |
| STATE | value | Specifies the contact's state |
| POSTAL | value | Specifies the contact's postal (zip) code |
| COUNTRY | value | Specifies the contact's country |
| FORMATTED_ADDRESS | value | Specifies the contact's formatted address |
| ICQ | value | Specifies the contact's ICQ number |
| MSN | value | Specifies the contact's info |
| WEB_PAGE | value | Specifies the contact's web page |
| BIRTHDAY | value | Specifies the contact's birthday |
| COMPANY | value | Specifies the contact's company/employer |
| JOB_TITLE | value | Specifies the contact's job title |
| BUSINESS_FAX | value | Specifies the contact's business fax |
| BUSINESS_PHONE | value | Specifies the contact's business phone number |
| BUSINESS_EMAIL | value | Specifies the contact's business email address |
| BUSINESS_WEB_PAGE | value | Specifies the contact's business web page |
| BUSINESS_ADDRESS | value | Specifies the contact's business address |
| BUSINESS_CITY | value | Specifies the contact's business city |
| BUSINESS_STATE | value | Specifies the contact's business state |
| BUSINESS_POSTAL | value | Specifies the contact's business postal (zip) code |
| BUSINESS_COUNTRY | value | Specifies the contact's business country |
| BUSINESS_FORMATTED_ADDRESS | value | Specifies the contact's formatted business address |
| BUSINESS_MOBILE | value | Specifies the contact's business mobile phone number |
| NOTES | value | Specifies notes for the contact |
| FIELD_NAME | value | Specifies the name portion of the contact's user defined name/value pair |
| VALUE | value | Specifies the value portion of the contact's user defined name/value pair |
| EVENT_NAME | value | Specifies the event portion of the contact's event/date pair |
| DATE | value | Specifies the date portion of the contact's event/date pair |
| PHONE_TYPE | ASSISTANT CALLBACK CAR | Specifies a phone type |

| | | |
|------------|--|-----------------------------------|
| | COMPANY_MAIN FAX HOME HOME_FAX ISDN MAIN MOBILE OTHER OTHER_FAX PAGER RADIO TELEX TTYTDD WORK WORK_FAX WORK_MOBILE WORK_PAGER CUSTOM For CUSTOM, format should be CUSTOM <CustomTypeName > | |
| NUMBER | value | Specifies a phone number |
| EMAIL_TYPE | HOME OTHER WORK CUSTOM For CUSTOM, format should be CUSTOM <CustomTypeName > | Specifies an email type |
| ADDRESS | value | Specifies an email/web/IM address |
| PAGE_TYPE | HOME_PAGE BLOG PROFILE HOME WORK OTHER FTP CUSTOM For CUSTOM, format should be CUSTOM <CustomTypeName > | Specifies a web address type |
| IM_TYPE | AIM MSN YAHOO SKYPE QQ GOOGLE_TALK ICQ JABBER | Specifies an instant message type |
| FILE_NAME | value | Specifies a file name |

Examples

01. Authorize the R:GAP session to access Google People for the user, using a prior authorization token:

```
SET VAR GPEOPLEAUTH TEXT =  
'1/PMY1Oc8Givhr8xhCteOhuXPjxayZ5Is36Ofejn7si4jMg'  
PLUGIN RGAP vResult|APP PEOPLE|AUTHORIZE
```

02. Get CSV of groups:

```
PLUGIN RGAP vResult|APP PEOPLE|GET_GROUPS
```

03. Get all contacts:

```
PLUGIN RGAP vResult|APP PEOPLE|GET_CONTACTS
```

04. Get contacts in a specific group:

```
PLUGIN RGAP vResult|APP PEOPLE|GET_PEOPLE|GROUP_ID  
http://www.google.com/m8/feeds/groups/johndoe%  
40domain.com/base/13665258085fc7e1
```

05. Add a contact to multiple groups:

```
PLUGIN RGAP vResult|APP PEOPLE|ADD_TO_GROUP|CONTACT_ID  
http://www.google.com/m8/feeds/contacts/johndoe%  
40domain.com/full/6500a6fe0a2f8cd3|GROUP_ID  
http://www.google.com/m8/feeds/groups/johndoe%  
40domain.com/base/13665258085fc7e1|GROUP_ID  
http://www.google.com/m8/feeds/groups/johndoe%  
40domain.com/base/7ea516d98d1d8ba4
```

06. Add a user defined to a contact:

```
PLUGIN RGAP vResult|APP PEOPLE|ADD_USER_FIELD|CONTACT_ID  
http://www.google.com/m8/feeds/contacts/johndoe%  
40domain.com/full/6500a6fe0a2f8cd3|FIELD_NAME Preferred Communication|VALUE  
Email or SMS
```

07. Delete a user defined field:

```
PLUGIN RGAP vResult|APP PEOPLE|DELETE_USER_FIELD|CONTACT_ID  
http://www.google.com/m8/feeds/contacts/johndoe%  
40domain.com/full/6500a6fe0a2f8cd3|FIELD_NAME Preferred Communication
```

08. Add a custom phone number to a contact:

```
PLUGIN RGAP vResult|APP PEOPLE|ADD_PHONE|CONTACT_ID  
http://www.google.com/m8/feeds/contacts/johndoe%  
40domain.com/full/6500a6fe0a2f8cd3|PHONE_TYPE CUSTOM Parking Area|NUMBER  
1231231234
```

09. Set a contact's photo:

```
PLUGIN RGAP vResult|APP PEOPLE|SET_PHOTO|CONTACT_ID  
http://www.google.com/m8/feeds/contacts/johndoe%  
40domain.com/full/6500a6fe0a2f8cd3|FILE_NAME C:\TEMP\PIC.JPG
```

10. Delete a contact's photo:

```
PLUGIN RGAP vResult|APP PEOPLE|DELETE_PHOTO|CONTACT_ID  
http://www.google.com/m8/feeds/contacts/johndoe%  
40domain.com/full/6500a6fe0a2f8cd3
```

Part



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



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



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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