Table of Contents

APPENDIX

Appendix A: Utilities and Maintenance

Damaged Database

Every once in a while you might find that one or more records in your CatBase Data file have become corrupted. There are many things that can cause this to happen, such as a hardware error (bad sector on your hard disk), power surge or failure, and interference by some other program. You will find some suggestions for avoiding trouble at the end of Chapter One.

4D Tools

We have provided a copy of a utility called 4D Tools to help you recover from such problems. You'll find it in the Utilities folder, which should be in your CatBase folder (if it isn't, you can copy it from your CatBase program CD).

Of course, prevention is always better than the cure, and you should always make sure that you have current backups of your database. If you make a back-up EVERY DAY that you make any changes to the database, the worst that can happen is that you lose the current day's work.

If you are using the multi-user version of CatBase, you will have received a copy of 4DBackup. This is an EXTREMELY useful tool which maintains an ongoing log of all modifications made to the database. If you have installed and set up 4DBackup, even the most disastrous disaster (such as your hard disk completely dying) won't put your database out of commission. You'll be able to restore it quickly, with very little or no loss of data.

If you are using CatBase Single-User, 4DBackup is not included but it can be added on if you feel you would like the security it provides. Please contact CatBase Software for more information.

4DBackup is described in more detail in the Administrator's Handbook.

Note: DO NOT attempt to perform any of these tasks across a network! It will take forever and the network will be tied up.

To use 4D Tools:
- ➢ MAKE A BACKUP of your data file.
- ➢ Copy the 4D Tools application onto the hard disk that contains your CatBase data file, if it is not already there.
- ➢ Make sure there is also a copy of the CatBase program on the same hard drive.
- ➢ CatBase must not be running.
- ➢ Double-click on 4D Tools to launch it.

A file picker dialogue appears.
- ➢ Locate your CatBase program file and double-click on it.

If you have more than one copy of your data file on your hard disk, you need to make sure that you open the right one (the most current one). To do this:
- ➢ As soon as you double-click on the CatBase program file, hold down the Alt (Option) key on your keyboard.

The File Picker dialog will open up again.
- ➢ Locate the current data file and double-click on it to open it.

There are two menus in 4D Tools: **File** and **Utilities**. Under the **File** menu is one option, **Quit**, and under the Utilities menu are **Check & Recover**, **Compact**, and **Sort File**.

APPENDIX

Check & Recover

Choose **Check & Recover** when you want to find out what's wrong with your database and repair it. When you choose this option you'll see the following dialogue box:
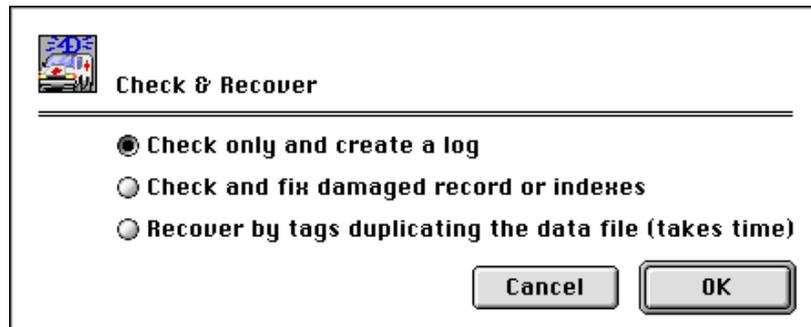
- **Check only and create a log**: If you choose this option, 4D Tools checks the database to see where there is damage. A text file called "Journal" is created on the disk. This file contains information describing any damage that was found. Your database is not modified. You can open the Journal file using any word processor and see which records or indexes are damaged.
- **Check and fix damaged records or indexes**: This option also checks the database for damage, and in addition repairs any damage that is found. A text file called "Journal" is created on the disk. This file contains information describing any damage that was found. After running this option, it is advisable to run the Compact option. DO NOT interrupt this procedure! Doing so will cause more damage to your database.
- **Recover by Tags**: This is a last resort and should only be used if you have tried **Check and fix damage** but still have problems with your database. This can happen when serious damage has occurred. When you choose this option, 4D Tools creates a new database and copies the data from the old one to the new one. Before starting this procedure you must make sure that there is plenty of space on your hard disk (AT LEAST the same amount of space as your data file currently occupies). When you run this procedure, it is possible that some records will be lost (any that were badly damaged), and some records that had been deleted may reappear. DO NOT interrupt this procedure! Doing so will cause more damage to your database. Running this procedure can take a long time (several hours for a sizeable database). After the new data file has been created, all the indexes will be rebuilt.

Compact

When you delete records from the database, they are not *actually* deleted; they are marked within the database as deleted. This is not the same as when you mark records for deletion in CatBase; in that event, the records are still live and visible to you. It's when you tell CatBase to delete the records (by choosing **Delete Records from Database** from the **Admin** menu) that they disappear

from the database. As new records are added, they fill the "holes" left where records have been deleted. It's a good idea to periodically compact the database, especially if you have deleted lots of records.

To compact the database:
- Make sure you have enough space on your hard disk for a copy of both your program and data files.
- In 4D Tools, choose **Compact** from the **Utilities** menu.

A create-file dialog box is displayed.
- Enter a name for the new database.
- Click on the **Save** button.

4D Tools makes a copy of the database, compacting the data file in the process.

Important Note: Sometimes when you are using 4D Tools to recover a corrupted data file, the progress indicator thermometer might take a long time before it begins to show progress. This is to be expected: Don't assume that your computer has crashed! Give it plenty of time to do its job (this could be 30 minutes or more).

After you have compacted the database, the next time you open your data file all the indexes will be rebuilt. This is normal, and can take a little while if you have a lot of data. DO NOT INTERRUPT THIS PROCESS!!!!! If you do, your database will surely be damaged and you'll have to go through the whole process again.

Sort File
Do not use this option! We have known it to cause serious damage to a database.

Zap Table

Occasionally you may have the need to delete every record in the Companies or Products table. You might need to do this if you are going to import a new set of data from another system. We have provided an easy way to handle this task.

BIG WARNING NOTICE!!!!

This procedure will DELETE EVERY RECORD from the selected table!

- ➢ MAKE A BACKUP copy of your data file.
- ➢ Open up CatBase using the Administrator password.
- ➢ Choose **Zap Table** from the Admin menu.

The following dialogue box opens up:

APPENDIX

➢ Select the radio button appropriate to the table you want to Zap.
➢ Click on the **Delete Records** button to zap the table, or on **Cancel** to cancel the operation.
➢ If you clicked on the **Delete Records** button, you will be asked to confirm that you want to PERMANENTLY DELETE all the records in the selected table. Click on **OK** to continue, or Cancel to cancel.
➢ If you clicked on **OK**, all the records in the selected table are deleted. IMPORTANT NOTE: If you Zap the Companies table, and you have your database set up so that each Product record is required to have a Company name entered, all the Product records will also be Zapped.

Appendix B   Troubleshooting

Error messages

File already open
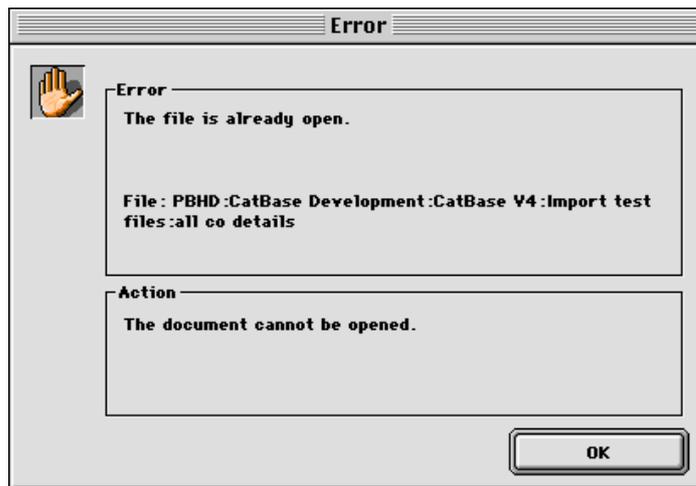
    You might see this message when you are trying to open a file such as an import text file. It means that the file has not been closed properly, either because it is still open, or there was some problem with it (maybe it was open in another application, and that application crashed).. If it is a text file, you might have it open in another program such as a word processor. If not, you will probably have to shut down the computer on which the file is resident and then reboot the computer.

"*Waiting to update the Company Record ...*"

    This message could occur only in CatBase Multi-User. It might appear when you are saving a new Product record. CatBase wants to update the related Company record but can't because another user has the required Company record open. You must find out who has that Company record open and get them to close it. Then CatBase will be able to make the required change. The other person will be able to re-open the Company record.

General Problems

Memory

    The cause of trouble you are most likely to encounter is a lack of memory. CatBase needs AT LEAST 8 Mb of RAM to run properly. Solutions:
1. Get more memory!
2. Install a memory-expanding utility such as RamDoubler.

APPENDIX

On Macintosh computers, simply installing more memory will not necessarily mean that CatBase will be able to use it. You must let the computer know that you want CatBase to be able to use more memory. To do this:

<u>Single-User</u>
1. If CatBase is running, Quit.
2. Click once on the CatBase program icon.
3. Choose **Get Info** from the **File** menu (Command-I).
The Info window opens up. It contains a Memory section, something like this:

(Yours may look different, depending upon the System version you're using).
4. Increase the Preferred Size.
5. The Minimum Size MUST NOT be less than 8000!
The Preferred Size is the amount of memory that you would like CatBase to have each time it launches. However, if the specified amount isn't available, it will use whatever memory is available as long as there is at least the amount specified in the Minimum Size field. If the specified minimum amount of memory isn't available, you will see a message telling you that there is not enough memory to run CatBase, and it won't start up.
6. Close the Info window and start CatBase.

<u>Multi-User</u>
In the Multi-User version of CatBase, there are two parts of the program to consider: the server and the workstations. You may need to assign more memory to both the server and the workstations. Please see the Administrator's Handbook for a detailed discussion of memory in multi-user situations.

Searching

You have entered a record name into the Search Dialogue, and CatBase does not find the record although you are sure it's in the database.
- Make sure that you have not accidentally entered any extra characters, such as a space in front of the word.
- Perhaps the database has become damaged. Try using 4D Tools (as described earlier in this chapter) to fix the problem.

Export Style Sheet Problems
Text is not formatted after importing into the page layout program
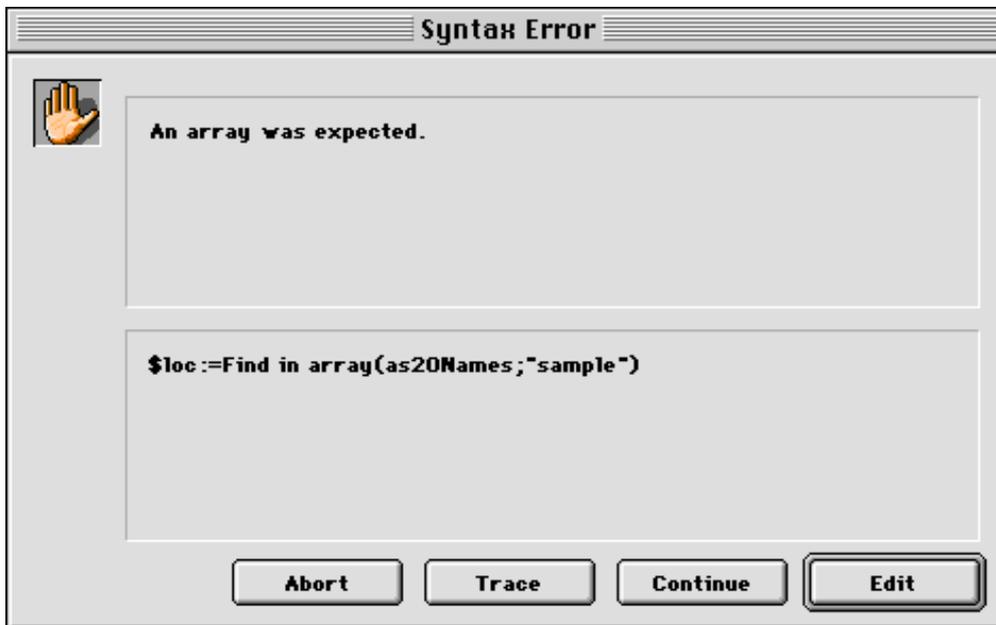- You probably do not have the correct import filter installed. See the section titled "Import Filters" in Chapter Nine.

- (QuarkXPress users) You did not check the **Use Style Sheets** check box when importing the text into the page layout program. See Chapter Eight.

You have changed the specifications for a style sheet but the changes are not reflected in your XPress document.

Once a style sheet has been established in an XPress document, its specifications will not be changed if the style sheet information is imported again, regardless of whether the specifications are the same or not. You need to either make the same changes to the style sheet in the XPress document as you did in the database, or delete the style sheet from the document. (Choose **Style Sheets** from the **Edit** menu, select each style sheet name, and click on the **Delete** button.) When you import a file again, the style sheet will be re-created with the current settings.

Syntax Error>

```
╔══════════════ Syntax Error ══════════════╗

  [hand]   An array was expected.




           $loc :=Find in array(as20Names;"sample")




        [ Abort ]  [ Trace ]  [ Continue ]  [ Edit ]
╚═══════════════════════════════════════════╝
```

If you ever see a message like this, please take the following steps:
➢ Write down as much of the information displayed as possible.
➢ Call CatBase Software, or write, fax, or email us the information, including details of what you were doing in CatBase at the time the incident occurred.

APPENDIX

Appendix C   Menu Bar Reference

Main Menu

The Main Menu is the first menu bar that you see when you start CatBase. The choices available depend upon which access privileges you have been given, and they are described in detail in Chapter Two, Setting Up Your Database. Following are descriptions of the menu bars that are available when you are viewing or editing records.

Data Entry Menu Bar

When a data entry screen is displayed, this menu bar is available. Certain options may not be available at all times.

File	**Edit**
Save	Undo
Cancel	Cut
Quick Letter	Copy
Memos	Paste
Text Formats	Clear
Quit	Select All
	Show Clipboard

File Menu

Save: Saves the data displayed on the screen but does not close the record.
Cancel: Closes the record without saving any changes that were made.
Quick Letter: Opens the Quick Letter word processing add-on, if you have it installed.
Memos: Opens up the Memos dialog box. From there you can view, edit, or add Memos. Memos are explained in Chapter Three, Data entry.
Quit: This function is dimmed during data entry (not available).

Edit Menu

These are the standard data editing functions.

List Menu Bar

This is the menu bar that you see whenever you have a list of records displayed on the screen.

File	Edit	Search	Modify
Export …	Undo	Show Subset	New Record
Chart …	Cut	Omit Subset	Delete Selection
Label …	Copy	Show All Records	Un-Delete
Quick Report …	Paste	Search Table	Duplicate
Quick Letter	Clear	Search Selection	
Memos ...	Select All	Search & Replace	
Quit	**Show Clipboard**	**Sort Selection**	
		Show Products	

File Menu

Export: This option is available only when you have a list of Companies, Products, Style Sheets, Export Style Sheets or Categories displayed. You choose Export … when you are ready to export data for creating your publication. Exporting data is explained in detail in Chapter Nine.

Chart: This opens up the Graph Editor so that you can create graphs of your data. It is explained in Chapter Five.

Label: Opens up the Quick Label Editor for creating labels. The Quick Label Editor is explained in Chapter Five.

Quick Report: Opens up the Quick Report Editor, which you can use to design columnar reports on your data. The Quick Report Editor is explained in Chapter Five.

Quick Letter: Opens up the Quick Letter word processor, if you have it installed. Quick Letter is an optional extra; contact CatBase Software if you would like more information about it. You can find a Demo version (it is named 4D Write) in the Demos folder on the CatBase program CD.

Memos: Opens up the Memos dialogue box. From there you can view, edit, or add Memos. Memos are explained in Chapter Three, Data entry.

Quit: This function is dimmed (not available) when a list is displayed.

Edit Menu

Only **Select All** and **Show Clipboard** are available in a list view.

Select All: Selects all the records in the list.

Show Clipboard: Opens up a window that displays the contents of the Macintosh Clipboard.

Search Menu

Show Subset creates a new list containing only the records you selected. This becomes the current selection.

Omit Subset creates a new list consisting of the list that was displayed **minus** the line items that were selected. This becomes the current selection. If you started out with 20 items in the list, selected five of them and chose **Omit Subset**, there would then be 15 items displayed.

Show All Records creates a list of all the records in the table.

APPENDIX

Search Table presents the Search Editor, which is described in Chapter Four, Searching and Sorting. The search criteria that you enter will be used to search all records in the table. This is not the same as **Search Selection**, which is explained next.

Search Selection presents the Search Editor, which is explained in Chapter Four. The search criteria that you enter will be used to search only the records in the current selection.

Search & Replace provides a utility to make global changes in your database. This feature is described in Chapter Four.

Sort Selection presents the Sort Editor, which is explained in Chapter Four. This lets you specify how you want the list sorted.

Show Products appears only when you have a list of Company records displayed. This menu choice lets you instantly see a list of products that belong to a company. To use this option:
- ➢ Create a list of one or more Company records
- ➢ Click once on ONE company in the list.
- ➢ Choose **Show Products** from the **Search** menu.

CatBase creates a list of that company's products and displays the list in a new window. If no product records have been entered for the company, CatBase will tell you so.

Modify Menu

New Record: Creates a new record for the current table. For example, if you have a list of Product records displayed, choosing **New Record** will create and open up a new Product record.

Delete Selection: Deletes the selected record or, in the case of Company and Product records, marks the records for deletion by the System Administrator. This is explained in detail in Chapter Four, Searching and Sorting.

Un-Delete: Restores records that had been marked for deletion. This function is available only when a list of Company or Product records is displayed.

Duplicate: This option lets you make up to 99 copies of the selected record or records.

Appendix D   Glossary

alert box: a dialogue box that notifies the user whenever an unusual situation occurs.
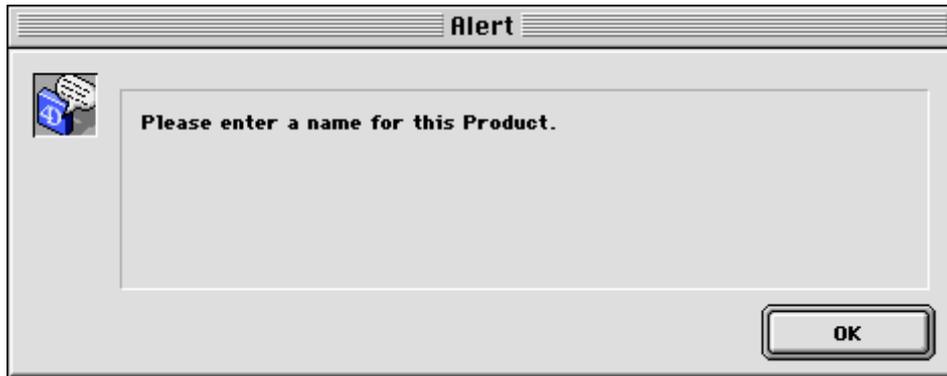
alphanumeric character: any character that is available on a regular keyboard.

Boolean: a true/false data type. A Boolean field can be displayed as yes/no, or true/false.

button: an action object or "hot spot" on the screen:

In addition to text, buttons can also contain pictures:

Also see radio button.

choices: a field type in which you choose an entry from a pop-up list of pre-defined choices. You can always recognise a choices field by the black arrow next to the field:

client: in a multi-user environment, a workstation on the network.

Clipboard: a temporary storage area in the computer's RAM for holding text or graphics that you Cut or Copy from an application.

Command key: Mac: The key on your keyboard with the cloverleaf and/or Apple symbol on it.

compound search: A search in which more than one search criteria is entered. See Chapter Four, Searching and Sorting, for more information.

current selection: the group of records currently displayed in a list.

dialogue box: a box containing text and, usually, a graphic that "pops up" onto the screen and provides some piece of information to the user, or a selection of choices to be made. See alert box, request box.

delimiter: A special character that separates the parts of a text file so that another application knows how to split the data up into the appropriate fields and records when it is imported. The standard delimiters for Macintosh applications are the Tab and Return characters. A Tab-delimited text file has a Tab character separating each field and a Return character separating each record. On Windows, the standard delimiter is a comma; each field is separated by quote marks surrounding a comma, and each record ends with a Return character. Note: There are variations on these themes!

export: the process of transferring data out of an application for use in another application.

Export Style Sheet: A special facility in CatBase in which you describe what data you want to include in a publication, and how you want it to be formatted.

field: a particular type or category of information; for example, you enter company names in the Company Name field.

field delimiter: A special character that separates the fields of data in a text file. See delimiter.

file server: see server

font: a type style. This text is in Helvetica Medium font.

import: the process of moving data created in one application into another.

index: a table maintained by CatBase that keeps pointers relating to a particular field. See indexed field.

indexed field: a field which has been indexed. Searching and sorting on indexed fields is much faster, as the program uses the pointers in the index to locate the required record, rather than having to search sequentially for it. Indexed fields are listed in boldface in lists such as search and sort dialog boxes.

IP address: Internet Protocol address. A set of digits that give a computer a unique identity on a network or on the Internet.

memo: a mechanism through which you can set "reminders" for yourself or other users. A Memo can be attached to a specific Company or Product record, or may be free-floating. A Memo can also be either Public (anyone can view it) or Private (only its owner can view it). Memos are explained in detail in Chapter Three, Data Entry.

multi-user: A way of using CatBase which allows more than one person to work on the data file at once. This uses special file-server software, 4D Server.

page: Each data entry window may consist of one or more pages, with each page displaying different fields from the table. You move among the pages by clicking on the tabs at the top of the page.

pixel: a "picture element" – one dot on the screen

point: the size in which a font is printed. This text is in the 12-point size.

pop-up menu: a menu within a window. It "pops up" into a full menu when it is selected.

radio button: two or more options from which the user must make one (and no more than one) selection, for example:
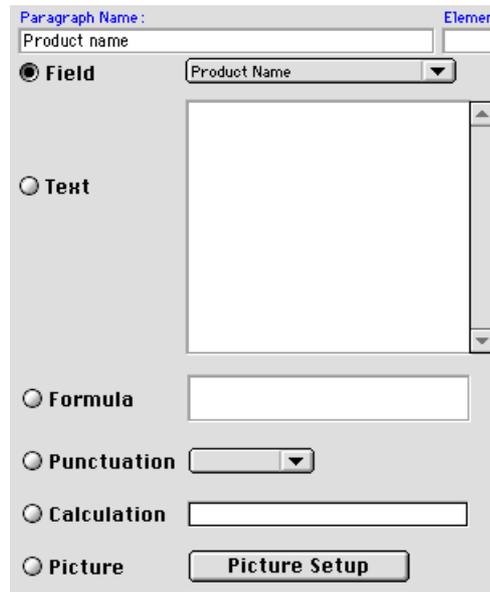
RAM: Random Access Memory. The memory that your computer uses for doing its work. Anything stored in RAM is lost when the computer is turned off.

record: One complete set of information on a company, product, or other entity. The database consists of a number of records. Analogous to one card in a card index. A record consists of a number of *fields.*

record delimiter: A special character that separates the records in a text file – usually a Return character. See delimiter.

relation: A link between two tables in the database. There is a relation between the Companies and the Company Contacts file, for example. This makes it possible to export information on Contacts for a company when you are exporting data. See Chapter Seven, Export Style Sheets, for a detailed explanation of how CatBase uses relations.

request box: a dialogue box in which the user is required to enter a value.
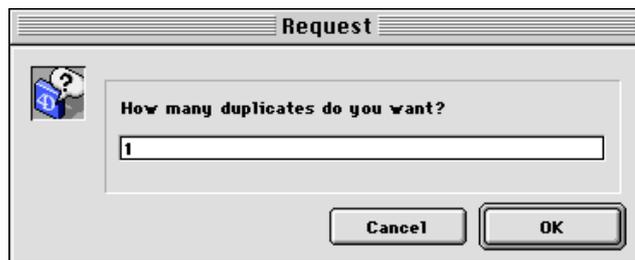
selection: a group of records in a list that has been selected for viewing, updating, duplicating, deleting, or some other operation.

server: a computer dedicated to running an application in a multi-user environment. See Chapter 1 for more information.

simple search: A search in which only one search criterion is used, for example, "Company Name starts with B". See compound search. Searching is explained in detail in Chapter Four, Searching and Sorting.

APPENDIX

subset: A selection of line items from within a list.

text field: A field into which text can be typed.

table: That part of the application containing the information on one particular aspect of the program. For example, all Company information is held in one table; all Product information is maintained in another table. A table contains a number of fields.

URL: Uniform Resource Locator. The location of an object on the Internet. The Object can be a picture, web site, text file etc. It can be anywhere on the Internet -- including your own computer or one on your network.

user: A person who has been entered into the CatBase database as a User and given access privileges. See Chapter Two, Setting Up Your Database, for more information.

user name: The name by which a user is known to CatBase. Your User Name will be used when you create Memos or create or modify a Company or Product record.

wildcard: The "@" sign is a wildcard character. You can use it in the Search Editor to simplify data entry or to find a group of records that have something in common. For example, if you build a search that reads "Company name is equal to P@", CatBase will find all company names that begin with a P. See Chapter Four, Searching and Sorting, for more information.

workstation: a computer connected to a server via a Local Area Network. The workstation accesses applications being run on the server.

Appendix E. Tips and Techniques

Convert Quotes

When you import text into QuarkXPress or PageMaker you can tell the program whether you want it to convert standard quote marks (the ones that look like inch marks) into "smart quotes" (as used here). In both programs, this is accomplished via the "Convert Quotes" check box in the Get Text (XPress) or Place Document (PageMaker) dialogue. If the Convert Quotes check box is checked (as it usually is by default), the page layout program will convert all standard quote marks into smart quotes as the text is imported. This is fine except when you have text that includes actual inch marks; you don't want your inch marks converted into smart quotes! If this is the case, un-check the Convert Quotes check box when you import text.

If you use inch marks but you also use quotation marks that you DO want to appear as smart quotes, you can handle the situation by entering the special smart quote characters into the database instead of using the regular straight quotes.

On Macintosh, there are special key combinations to facilitate this:

To enter a left smart quote (") type Option-[
To enter a right smart quote (") type Shift-Option-[
To enter an apostrophe(') type Shift-Option-]

Appendix

Appendix F: HTML Tags

Following is a brief listing of some basic HTML tags that you can use to format information in the headers and footers of your HTML exports.

Most tags actually consist of a pair of tags: a starting and an ending tag. The starting tag denotes the beginning of the formatting and the ending tag denotes the end of it. For example, the tags for setting text in bold are <B> and </B>.
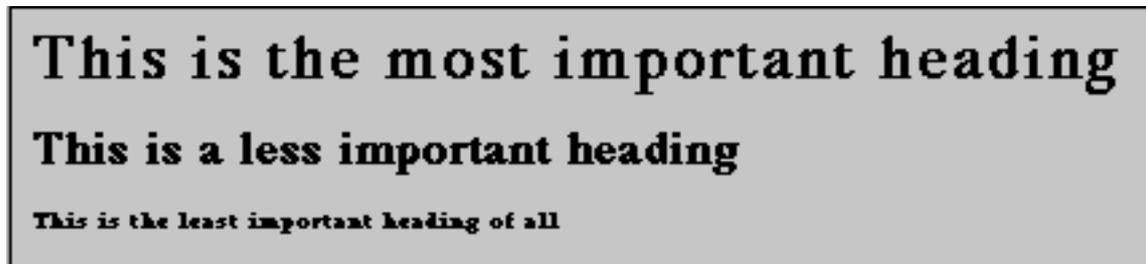
Headings:

You can select headings in sizes of 1 to 6, with 1 being the most important. Browsers will display the headings in relation to their importance, with H1 being the largest and H6 being the smallest.
Example:

<H1>This is the most important heading</H1>
<H2>This is a less important heading</H2>
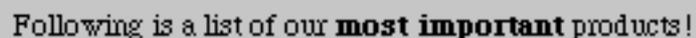<H6>This is the least important heading of all</H6>

will appear like this:

Text Formatting

Bold Text
Use the Bold tag to make certain words or phrases appear in bold. For example:

Following is a list of our <B>most important</B> products!

appears as:

Italic Text
Makes text appear in italics. For example:

These products are currently available <I>only in the UK</I>.

appears as:

These products are currently available *only in the UK*.

Underlined text
Makes text appear underlined. For example:

These products are currently available <U>only in the UK</U>.

appears as:

These products are currently available <u>only in the UK</u>.

Pictures
To place a picture, use the <IMG> tag:

This tag has only a starting tag -- no end tag. All of the necessary information is contained within the tag. Various attributes can be included:
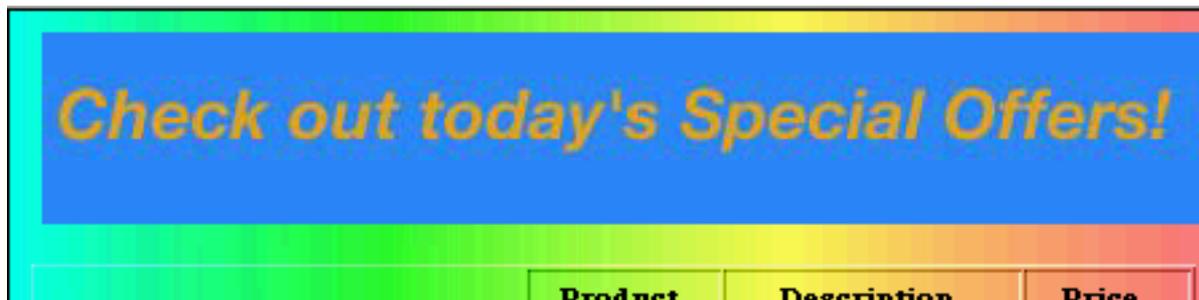
Attribute	Meaning
SRC=" "	The URL (name & location) of the image
ALT="..."	Alternative text to display
ALIGN=" "	Alignment (left, centre, right, justify)
HEIGHT="..."	The height of the image
WIDTH="..."	The width of the image
BORDER="..."	Border width
HSPACE="..."	The horizontal space separating the image from other content
VSPACE="..."	The vertical space separating the image from other content

Example:
The HTML text:

<IMG SRC="Pictures/Special banner.jpg" HSPACE="4">

typed into the Header area of an Export Style Sheet will produce the following result:

Check out today's Special Offers!

Product	Description	Price

The "special offers" banner is a picture called *Special banner.jpg*, which is locat-

ed in the Pictures folder.

Links

You can use the HREF tag to create a link to a URL anywhere on the Internet, your office intranet, or even simply to another document on your computer.

For example, the following line inserted into the Footer section on an Export Style Sheet:

<H5>These pages were built by <A HREF="http://www.catbase.com">CatBase</A>

produces the following result:

You can use this tag to include links to companies' web sites when you export data to HTML documents. The following illustration shows how to set up five Elements to include a link to each company's web site, if there is an entry in the Web Site field:

16	Formula	If Web Site is not blank then say Web site: <A HR
17	Field	Web Site
18	Formula	If Web Site is not blank then say /">http:// othe
19	Field	Web Site
20	Formula	If Web Site is not blank then say </A> otherwise

(This example is from the Products for Web Export Style Sheet example in the Demo database).

If a company does have a web site, CatBase will produce a line of code like this:

Web site: <A HREF="http://www.catbase.com/">http://www.catbase.com</A>

which will appear like this in a web browser:

CatBase Software Ltd.
50 The Maltings
Stanstead Abbotts Herts
SG12 8HG
Tel: 0700 CATBASE
Web site:
http://www.catbase.com