Introduction

VB SNR helps you make global changes to files which make up a Microsoft Visual Basic for Windows project.   This can save you A LOT of time when you need to change variable, control, or control options, or need to change any hard coded drive/path specifications.   This can be a life saver if you have moved a project and the data controls no longer work in the development environment.   VB SNR can also perform in search only mode, showing you exactly where your search text is located, be it in a form, module, RES or MAK/VBP file.   Of course, all these files must be stored in ASCII form.

VB SNR can perform the same search/replace over multiple projects as it will optionally automatically search sub-directories for project files.   If you have multiple projects which share common BAS or FRM files they too will be processed.   While VB SNR is performing its "magic", 2 log files are optionally maintained.   On for each project and one which includes all changes made to all projects (for quick review of your search/replace results).

Searches can be either case sensitive or insensitive and optionally can include the MAK/VBP file itself.   A "Quick" processing option can increase processing speed 10 times or more.   With this option enabled, however, only limited logging is possible.

This version of VB SNR supports Visual Basic 4.0 VBP file format.   As VB SNR is a 16 bit application, no support is provided for modules, forms, and resource files which use long file names.   The project file can be saved with a long file name, although the short 8.3 file name will appear in VB SNR.

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Update History

Selecting Projects to Process

There are three ways to tell VB SNR which projects you want to process, you can search for *.MAK files, add/delete project files manually, or load a list of projects which you previously saved using VB SNR.

Searching for Project Files
Searching for files is a more automated process.   Change to the first page (Parameters).   You only need to tell VB SNR which drive you want to search, and the directory you want to start the search at.   You may also tell VB SNR to search all sub-directories below the base directory by checking the Include Subdirectories check box.

If the project list already has projects in it, you are prompted to clear the list before continuing.   If you don't clear the list, projects located during the search will be added to the existing projects.   It is not possible to have the same project in the list more than once.

Once you have selected the starting drive and directory you can click on the Find Projects to Process button.   VB SNR will automatically switch to the Projects page and search the directories specified and add all *.MAK files it finds to the Projects list.

If, part way through the process you want to abort the search, you can press the Abort button.

Adding/Deleting Project Files
After you have searched for Projects to process, you may want to modify the list on page 2 to add additional projects or delete projects.   You may use this same add/delete process in place of searching for files of you need to be very specific about which projects you want to process.   Note: Project files need not be on the same hard drive.

To add a new project to the list to be processed, press the Add Project button.   A file dialog window displays prompting you for the project file to add.   This file need not have a *.MAK extension, but it must be in the proper format of a Visual Basic for Windows MAK file.   Once you have selected the file and clicked OK it is added to the list.   If you select a project which is already in the list you will receive an error message.

To delete an existing project in the list, click on it and press the Remove Project from List button.   The project is removed.   Shortcut: You can remove a project from the list by double clicking on the project file name.

Loading/Saving A Project List
VB SNR allows you to save the current project list to a file for later retrieval.   If you have a set of projects which you work with often, you can search/manually add the projects to the list and save the list.   The next time you want to work with the projects you simply load the list back.

To save a project list press the Save List button.   You are prompted for a file name you want to save the list to.   The default extension is SPL (SNR Project List).

To load the list back into VB SNR, press the Load List button.   If any projects are already in the list you are given the opportunity to clear the list.   If you do not clear it, any projects in the list file you specify will be added to the projects already in the list. It is not possible to duplicate the same project in the list.

Entering Search/Replace Criteria

Registration

You have a 15 day evaluation period in which to try out the package.   If you use it longer than 15 days you must license/register it.   The reminder screens will not appear once you have registered the software.

How to Register

You can register by mail or electronically via CompuServe's Software Registration Service.   It is strongly recommended that users outside the US register electronically as it can be much less expensive.

Registering by Mail
Registering Electronically

Activating the Application

Contacting Pride Software Works!
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Contacting Pride Software Works!

Questions or comments about our software or services?   Need to Register?   Need an Update?   Product Support?   Contact:

CompuServe ID: 73337,2472
Internet: pride@nr.infi.net
WWW: http://www.infi.net/~pride

Mail:

Pride Software Works!
P.O. Box 11152
High Point, NC 27265
                    USA

Obtaining Product Support

Pride Software Works! prides itself on providing quality software at low prices.   There are many things we have done to accomplish this.   To keep our cost low, we don't automatically send out update diskettes to registered users.   You can <ins>obtain updates</ins> several different ways.   Another way we control cost is by not staffing a phone bank to accept product support phone calls.   Instead, we provide support via <ins>electronic email or standard mail</ins>.

You can also visit use on the Internet World Wide Web site.   We maintain this site with the latest information about Pride Software Works! and the latest versions of our products.   You can see what other products we have and download the latest version any time.   Join us at http://www.infi.net/~pride.

Should you have a problem using one of our products, suggestions for improvements, or just want to say hi, please don't hesitate to write. We want to hear from you!

License Agreement

This computer program and related materials are protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

VB SNR is not and never has been public domain software, nor is it free software.   You are, however, granted a 15 day evaluation period to try out the system.

The software product and user's manual are copyrighted and all rights are reserved by Pride Software Works! and Charles L. Cranford IV.

Evaluation users are granted a limited license to use VB SNR for no more than 15 days for the purpose of determining whether VB SNR is suitable for their needs. The use of VB SNR for more than 15 days requires licensing and the payment of a license fee. The use of the product for more than 15 days by any person, business, corporation, government agency, or any other entity without licensing it from Pride Software Works! is strictly prohibited.

A license permits a user to use VB SNR on any single computer, or, in a LAN environment, on one workstation.   The software may not be installed on more than one workstation or single user computer without additional licenses.

No one may modify or patch the VB SNR files in any way, including but not limited to decompiling, disassembling, or otherwise reverse engineering the program.

A limited license is granted to copy and distribute VB SNR for the trial use of others, subject to the above limitations, and to those below:

(1) VB SNR must be copied in unmodified form, complete with the file containing this license information and all documentation.

(2) VB SNR may not be distributed in licensed form to any person.   It MUST be distributed as an unlicensed copy.   Do not distribute the file with the .REG extension which is created when you first start the software.

(3) No fee, charge, or other compensation may be requested or accepted for distributing VB SNR, except as follows:

>(a) operators of electronic bulletin board systems may make VB SNR available for downloading. A time-dependent charge for the use of the bulletin board is permitted so long as there is no specific charge for the download of any VB SNR files.

>(b) vendors of Shareware may distribute VB SNR, subject to the above conditions, and may charge a disk duplication and handling fee, not to exceed ten dollars.

Registration

Warranty

Pride Software Works! guarantees your satisfaction with this product for a period of thirty days from the date of original license. If you are dissatisfied with VB SNR within that time period, return the package in saleable condition to Pride Software Works! for a full refund.

Pride Software Works! warrants that all disks provided are free from defects in material and workmanship, assuming normal use, for a period of thirty days from the date of purchase.

Pride Software Works! warrants that VB SNR will perform in substantial compliance with the documentation supplied with the software product. If a significant defect in the product is found, the Purchaser may return the product for a refund. In no event will such a refund exceed the license price of the product.

The product and all updates are provided on an "as is" basis without warranty of any kind, express or implied, except as stated above including, but not limited to the implied warranties of merchantability or fitness for a particular purpose. The entire risk as to the selection, quality, results, and performance of the product is with the Licensee. Should the product prove defective, then the Licensee (and not Pride Software Works! or its dealers) assumes all liability and expense incurred as a result thereof. Some jurisdictions do not allow the exclusion of certain implied warranties so in such jurisdictions, the above exclusion of implied warranties may not apply to you. The limited warranty gives you specific legal rights. You may also have other rights which vary from jurisdiction to jurisdiction.

Pride Software Works! shall have no liability or responsibility to you or to any other person or entity with respect to any liability, loss or damage caused or alleged to be caused directly or indirectly by the product or your use, misuse or inability to use the product, including but not limited to, any interruption of service, loss of business, anticipatory or actual profits or consequential damages resulting from the use, misuse or inability to use the product.

Pride Software Works! does not warrant that the functions contained in the product or updates will meet your requirements.

Use of this product for any period of time constitutes your acceptance of this agreement and subjects you to its contents.

Update History

Version 1.0 Released 2/25/94

Version 1.5 Released 3/11/94
- Added ability to load and save lists of projects
- Added ability to view log files from within VB SNR (no 64K limit)
- Added ability to merge projects (searched/loaded) with projects already in the list
- Added "Quick" processing option.   This increases processing speed on searches/replacements by 10 times or more.
- A case sensitive search is now the default
- Added ability to clear the project list
- The routine being searched now displays on the results window
- Increased overall processing speed

Version 1.6 Released 9/3/95
- Add WWW and Internet eMail information to About window and help text

Version 1.7 Released 11/25/95
- Add support for VB 4.0 project VBP format.

Registering via CompuServe

If you are a member of CompuServe, you can register this Pride Software Works! application electronically.   This is much faster than the mail and is the prefered method for registering users outside the US.   If you are not a member of CompuServe, you can register by mail.   When you use the CompuServe Software Registration system your CompuServe account will be charged for the registration fee (see opening message box) plus a 15% processing charge (to cover the cost of CompuServe charging your account and mailing payment to us).   You must be a member of CompuServe to use this registration option.

- Log into CompuServe using your assigned account number and password.
- Go to the SWREG menu (type GO SWREG at the ! prompt) or use your CIM to go there.
- Select menu option "Register Software".
- Select menu Option "Search By Registration ID"
- Enter registration ID **2158** when prompted.
- A description of the application displays.   Notice that the registration fee is 15% higher than that displayed in the product.   This slight increase in registration fee covers the cost of CompuServe charging your account and mailing payment to us.
- You are prompted "Would you Like to Register?" - Respond Y.
- Your CompuServe account is charged the registration fee indicated (in US dollars).

You will be sent the required activation information via CompuServe eMail shortly.

IMPORTANT: Do not delete the .REG file or re-install the software after you send us your serial number. Doing so assigns a new serial number to the product and the activation key sent to you will not work.

Activating the Application

Registering by Mail

If you are a member of CompuServe, you can register electronically.   If not,

- Install the software per the instructions.
- Start the software.   You are prompted for some information (company name, your name, day phone number, and CIS ID (optional).   This information must be accurate as it will be sent to us as part of your registration.
- When the opening information window appears, press the "Print Registration Form" button.   The registration form will print to the default printer in the printer's default font.
- Fill in the remaining blanks on the form.   Be sure your CompuServe (CIS) ID is specified (if you are a member of CompuServe).   The activation key will be sent to you via CompuServe eMail.   If you are not a member of CompuServe your activation key will be mailed to you.
- Mail your payment for the license fee listed on the form to the address below.   Remember to make payment payable to Charles Cranford.   Payment must be in US funds (a check drawn on a US bank, Money Order or Bank check in US funds, etc.)

IMPORTANT: Do not delete the .REG file or re-install the software after you print the registration form. Doing so assigns a new serial number to the product and the activation key sent to you will not work.

WARNING: Pride Software Works! has discovered that some companies outside the United States are accepting registrations for our products.   Since they can not provide you with a activation key the program will not be fully activated.   Only Pride Software Works! can accept and process your registration.

Pride Software Works! Mailing Address

Activating the Application

Activating the Software

After you receive your activation key:

After you receive your activation key you need to enter it into the application to register the application. This will eliminate the registration reminder windows and remove any other limits that existed in the unregistered version.

- Start the software.
- When the opening information window appears, press the "Register Now" button.   The registration information you entered before displays.   You are prompted for your Activation Key which has been supplied to you by Pride Software Works!.
- Enter the key supplied to you into the box, double check it, and click on OK.   If the key is correct the system will be registered.
- Exit the program now and simply restart the program to continue using it.   The registration reminder screens will never appear again.

The registration information is stored in a file with the .REG extension.   Do not delete this file (as you must again register the software).   Future updates will not affect this file so you may install them without worrying about your registration. We suggest you make a backup of this file so that in the event of computer problems you do not have to re-register the software.

Obtaining Support
Obtaining Updates

Entering Search/Replace Criteria

You have the option of performing only a search of the listed projects or searching AND replacing information in the listed projects.   IMPORTANT: If you are doing a replace operation it is strongly recommended you backup all files which may be effected by the replace.   Without a backup you can not easily reverse the replace process.

In the Search/Replace section on page 1 check the Search Only box if you want to make NO changes to your project files.   If you want to perform replaces you should uncheck this box.   Notice that when the box is unchecked the Replace entry field appears.   Enter the text string in the Search (and optionally Replace) entry fields.   You should decide if the search should be case sensitive (the default) and whether the MAK file itself should be included in the search.   If you are making drive/directory replacements you should include the MAK file.

You may also choose to use the "Quick" processing option.   This option increasing processing speed by 10 times or more over the standard processing option.   This speed increase requires that the amount of information in the log file(s) is greatly reduces.   Unlike the standard processing method which can tell you what object/subroutine was changes, and a before/after image of the line changed, the quick processing option can only tell you how many changes were made in each file which makes up the project.   If you have very sure about what you are searching/replacing (or you have run the search only and checked the log files before processing the replace), this option can save you a great deal of time.   If activate quick processing, click on the Quick check box.

Creating Logs

Notes

The replacement text is always replaced AS IS.   No case conversion is performed on it.

The search/replace text may not support wild card characters.   Any ASCII character can be used in both strings (although, as a line delimited, CRAFT will result in no search hits.)

The system will not get into an infinite loop if the replacement string contains the Search string.   Please be aware that if you perform the search a second time the replacement will occur again.

The system will try not to process the same file more than once if it is part of more than one project which you are processing.   VB SNR maintains a list of files it has processed.   If, however, the file specifications in the project MAK files reference the same file is two different ways (one has the complete path, the other has a relative path) the file will be processed again.

The system has no limit on the size of the project files being searched.

Make a backup before running replace operations!

Creating Logs

As VB SNR processes your projects it can optionally maintain two log files.   These ASCII files will contain all the information you may need to review the search/replace operation.   Specifically, they include:

Search String
Replace String
Case Sensitive Setting
Make Project Include Setting
List of projects to process
Each project processed (with start/end times)
Each routine, form, or control which has a search hit or replace
The file line number of the hit
The routine, form, or control line number of the hit
The before and after image of the hit/replace
The total number of hits
The total number of Problems/Errors

The Global Log File
The Global log file contains all the information about the search of all projects listed in the Project List.   It is always stored in the same directory as the VB SNR executable and is named GLOBAL.SNR.   This file gives you an across the board multi-project view of the VB SNR operation.

The Project Log
The Project Log file contains all the information about the search only the current project.   It is always stored in the same directory as the project MAK file and is name the same as the MAK file except that the extension is SNR.   For example, if you searched three projects, T1.MAK, T2.MAK, and T3.MAK, three project log files would be created, named T1.SNR, T2.SNR, and T3.SNR - each stored in the MAK file's directory.

Before starting the search/replace process you can tell VB SNR to clear the log files by checking the Clear Before SNR check box.   If this box is not checked the search results of the current search will be appended to the end of any previous search results.

If the log files do not exist (and you have logging enabled) they are always created.

Starting the Search

Performing Search/Replace

Once you have specified the project(s) you want to process and the search (and optionally, replace) criteria for the process, you can click on the Start Search Process button (page 2).   VB SNR will automatically switch to page 3 which shows you the status of the current operation.   Information on Page 3 includes the Project being processed, the file being searched, the subroutine being searched, and the number of Search Hits/Replacements for the current process, and the number of problems encountered. All this information is updated as needed to keep you informed as to the status of the operation.

Problems can occur during the operation.   Like the other information about the operation, problems are added to the log file for future review.   The most likely cause of a problem is that VB SNR can not open, create, delete, or rename a file.
Note: VB SNR is smart enough to know that if you search and replace the MAK file, and a file name changes, the old file needs to be renamed to the new file in order for the MAK file to remain loadable. VB SNR will attempt to make this rename for you.   If you have changed the original project drive/directory or the file has already been renamed, VB SNR will not be able to perform the rename as the project file no longer has the same name.

Once the search/replace is completed, the Abort button will disappear and the computer will beep.   You should now review any log files to verify that the search/replace performed as you expected.   If you performed a replace which made changes you were not expecting you must manually undo each change of restore from a backup.   It is strongly suggested that you perform a search only process FIRST, check the log files, and then perform the replace operation.

Once the search is completed (or aborted) you can perform another search with the same project list without again searching the hard drive for projects to process.   If you do not check the log files after each process, however, you should make sure the Clear Before SNR check box is not checked.   This will add the next and subsequent searches to any existing log.

Viewing Logs

The log files are simple ASCII files which can be viewed from within VB SNR or with any other program which can read ASCII files.   On the last page of VB SNR is the log viewer.   It is here you can review the logs to make sure your search/replace operation performed as expected.

You can click on the View Global Log to see the global log.   This will have the results of your last search (across all searched projects) if you checked the Global Log check box on page 1 (the default).   You can also open any ascii file for viewing by clicking on the Open Log File button.   You are prompted for the file name you want to view (defaults to *.SNR).   This option can also be used to view the actual BAS and FRM files which make up a project.

If you want to view a project log file you can manually open it up with the Open Log File button described above, or you can switch to page 2 (project list), highlight a project, and press the View Log button.   This automatically switched to the log page and displays the log for the highlighted project.   If a log file for the project does not exist you will receive an error message.

The log view window will only show you 30,000 characters of a log file at a time.   Most log files will be much shorter than this.   If, however, you have large projects with multiple search hits/replacements, the log file can grow larger than this size.   At the bottom of the page you will see three small buttons with arrows on them.   They are used to view different chunks of a large log file.

The first button (|<) always moves you to the beginning of the log file.   The next button (<) displays a previous section of the log file, and the last button (>) displays the next portion of the log file.   VB SNR will beep if you try to move past the beginning or end of the log file.

Note: Once you have viewed the log files you can manually delete them.   They are never deleted by VB SNR (although they will be cleared if the Clear Before SNR check box is checked and you perform another search.)

Obtaining Updates

Updates to Pride Software Works! shareware products are always free of charge.

In order to provide you with updates to Pride Software Works! software as quickly as possible (while also controling our cost and passing the savings on to you), updates are released on our Internet World Wide Web site and/or the CompuServe Information Service.   If you are a member of CompuServe you may download an update at any time.   GO IBMFF and search for files contributed by 73337,2472.   If you have access to the Internet World Wide Web, you can access updates at http://www.infi.net/~pride.

If you are not a member of CompuServe and don't have Internet access, you may be able to locate updates to our products on local BBS services or on CD ROM shareware collections.   We also distribute our software through shareware libraries, although all titles may not be available from all libraries.

If none of these channels is available to you, you can order a diskette with the latest version directly from us.   Send $5 ($8 for orders outside the US,   in US funds) for shipping and handling.   Tell us the product you want to upgrade.   We will send you a set of 3" HD Diskette with the application.   There is no guarantee that this application has been updated since you aquired it.

Before applying an update, check the version information carefully.   "Downgrading" to a lower version may cause problems with the application.

Note: Applying and update to your registered system has no effect on your registration status.   You will not need to obtain a new activation key.

Product Support
Pride Software Works!

CompuServe Information Service

CompuServe is an international computer network.   Although Pride Software Works! is not directly afliated with this service, we do use it for distributing updates to our shareware and handling support questions through eMail.   You can also register electronically.   If you are interested in obtaining more information about this service you can contact CompuServe directly.   Tell them that Charles Cranford at 73337,2472 recommended you.

Free CompuServe Sampler (provided by CompuServe and is subject to change without notice) CompuServe offers a free sample of its services.   With a modem and one of CompuServes modem phone numbers, log into compuserve with user ID   77770,101.   Try 2400 baud and settings E71 or N81. You may need to press [Ctrl-C] after connecting.   The password is FREE-DEMO.   Enjoy!

How to Reach CompuServe (provided by CompuServe and is subject to change without notice)

United States

Telephone:
Tollfree within United States: 1-800-848-8990
Outside of United States: 1-614-457-8650

If you need to access number nearest you, you can call 1-800-848-8980 from a touch tone phone.

Hours of support:
8:00am - 12:00am (EST) M-F
Noon - 10:00pm (EST) Weekends

Address:
CompuServe
5000 Arlington Centre Blvd.
P.O. Box 20212
Columbus, Ohio 43220

Fax:
Inside USA: 1-614-457-8149
Outside USA: 1-614-457-8149

Argentina

Telephone:
Within Argentina:
01-372-7817
01-372-7871
01-372-7883

Outside Argentina:
(+54) 1-372-7817
(+54) 1-372-7871
(+54) 1-372-7883

Hours of Support:
9:00 am - 6:00 pm   Weekdays

Address:
CompuServe S.A. Argentina
Av. Rivadavia 969 2do. P. Frente
Buenos Aires, 1002 Argentina

Fax:
Inside Argentina: (01) 372-7825
Outside Argentina: (+54) 1-372-7825

Australia/New Zealand

Telephone:
Freephone within Australia: 008 023 158
    Hours: 7:00 am - 7:00 pm (Australia) EST

Freephone within New Zealand: 0800 441 082
    Hours: 9:00 am - 9:00 pm (New Zealand) ST

Outside Australia and New Zealand: (+61) 2 410 4260

Address:
Fujitsu Australia Ltd.
475 Victoria Avenue
Chatswood, NSW   2067
Australia

Fax:
Inside Australia: (02) 410 4223
Outside Australia: (+61) 2 410 4223

Chile

Telephone:
Within Santiago Metropolitan Area: 696-8807
All other cities within Chile: (02) 696-8807
Outside Chile: (+56) 2-696-8807

Hours of Support:
9:00 am - 5:00 pm   Weekdays

Address:
Chilepac
Gerencia Red de Datos
Morande 147
Santiago, Chile

Fax:
Inside Chile: (02) 696-1474
Outside Chile: (+56) 2-696-1474

Germany

Telephone:
Freephone within Germany: 0130-86-4643
Outside Germany: (+49)(89) 66 55 0-222

Hours of Support:
9:00 am - 8:00 M-F

Address:
CompuServe
Jahnstrasse 2
DW-8025 Unterhaching bei Munchen
Germany

Fax:
Inside Germany: (089) 66 55 0-255
Outside Germany: (+49)(89) 66 55 0-255

Hong Kong

Telephone:
Within Hong Kong: 867-0102
Outside Hong Kong: (+852) 867-0102

Hours of Support:
9:00am - 6:00pm M-F
9:00am - 12:00pm Sat.

Address:
CompuServe Hong Kong
Hutchison Information Services, Ltd.
30th Floor, One Pacific Place

88 Queensway
Hong Kong

Fax:
Inside Hong Kong: 877-4523
Outside Hong Kong: (+852) 877-4523

Hungary

Telephone:
Inside Hungary:
(1) 156-5366

Outside Hungary:
(+36) 1-156-5366

Hours of Support:
9:00am - 5:00pm   Weekdays

Address:
CompuServe Hungary
Microsystems RT.
1122 Budapest XII
Varosmajor u. 74
Budapest, Hungary

Fax:
Inside Hungary: (1) 155-9296
Outside Hungary: (+36) (1) 155-9296

Israel

Telephone:
Within Israel: (03)-290466
Outside Israel: (+972) 3-290466

Hours of Support:
9:00am - 5:00pm Sunday-Thursday

Address:
CompuServe Israel
Trendline Information and Communications Services, Ltd.
22 - Yavne Street
Tel-Aviv Israel

Fax:
Inside Israel: (03) 200419
Outside Israel: (+972) 3-200419

Japan

Telephone:
Tollfree within Japan: 0120-22-1200
Outside Japan: (+81) 3-5471-5806

Hours of Support:
9:00 am - 7:00 pm (JST) Weekdays
9:00 am - 5:50 pm (JST) Saturday

Address:
NIFTY Corporation
8th Floor, Omori Bellport A,
Minami-Oi 6-26-1, Shinagawa-ku
Tokyo 140 Japan

Fax:

Inside Japan: 03-5471-5890 or 5891
Outside Japan: (+81) 3-5471-8590 or 5891

Korea

Telephone:
Freephone within Korea: 080-022-7400

Outside Korea:
(+82) 2-569-5400
(+82) 2-569-1542
(+82) 2-569-1544

Hours of Support:
9:00am - 7:00pm   weekdays
9:00am - 5:50pm   Saturday

Address:
PC Communication Department
POSDATA CO., LTD
10th Floor, Daehan Jedang Bldg.
7-23, Shinchun-dong, Songpa-ku
Seoul, Korea

Fax:
Inside Korea: 02-569-6988
Outside Korea: (+82) 2-569-6988

South Africa

Telephone:
Inside South Africa:
(012) 841-2530
0800-112252

Outside South Africa: (+27) 12-841-2530

Hours of Support:
9:00am - 5:00pm   weekdays

Address:
CompuServe Africa
P.O. Box 72668
Lynnwood Ridge
South Africa
0040

Fax:
Inside South Africa: 12-841-3604
Outside South Africa: (+27) 12-841-3604

Switzerland

Telephone:
Freephone within Switzerland: 155 31 79
Outside Switzerland: (+49)(89) 66 55 0-222

Hours of Support:
9:00 am - 8:00 M-F (CET)

Taiwan

Telephone:
Within Taiwan: 02-651-6899
Outside Taiwan: (+886) 2-651-6899

Hours of Support:
9:00 am - 6:00 pm (TST) M - F

9:00 am - 12:00 pm (TST) Saturday

Address:
Taiwan Telecommunications Network Svcs. Co., Ltd.
Far East ABC Intelligent Science Park
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Outside Taiwan: (+886) 2-651-1801

United Kingdom

Telephone:
Freephone within U.K.: 0800 289458
Outside U.K.: (+44) (+272) 760680

Hours of Support:
9:00 am - 9:00 pm M-F (London Time)

Address:
CompuServe Information Service (UK) Limited
1 Redcliff Street
P.O. Box 676
Bristol BS99 1YN

United Kingdom

Fax:

Inside UK: 0272 252210
Outside UK: (+44) 272 252210

Venezuela

Telephone:
Inside Venezuela:
02-793-2384
02-791-8694

Outside Venezuela:
(+58) 2-793-2384
(+58) 2-781-8697

Hours of Support:
8:00am - 5:00pm   Weekdays

Address:
CompuServe C.A. Venezuela
Plaza Venezuela - Torres Capriles
Piso 4, Oficina 401
Caracas - Venezuela

Fax:
Inside Venezuela: (02) 793-1952
Outside Venezuela: (+58) 2-793-1952

Other

If there is no local Customer Service listing in your country, please try contacting the Customer Service office nearest you or calling CompuServe Customer Service in the United States for further assistance.

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