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Support Services



This section provides instructions on support services available from Marquis Computing, Inc.

In order to save your time and provide you with the best possible support, we would like you to do a few things before you contact us. These simple steps will get you the fastest answer to your questions.

- Have you read the manual? Did you look under the table of contents and the index? Did you re-check the manual?
- Have you used the search feature of the help system?
- Have your serial number ready. It was on the registration card stuck on the inside cover of the manual.
- Have your version number ready. Use the **Help...About** dialog to see the version number.



By Phone

Technical support is available from 9:00am to 5:00pm, Monday through Friday, EST. The technical support phone number is (860) 963-7065. Have version number and registration number ready.



By Fax

You can fax your questions to (860) 928-7727 24 hours a day. Don't forget to include version and registration numbers. Provide as much detail as possible in your fax.



By E-Mail We also provide tech support via electronic mail. Send e-mail to internet **info@marquistools.com**. Don't forget to include version and registration numbers. Include any code examples as a file attachment to the email. You can also visit our web site at **http://www.marquistools.com**.



By Mail You can send regular mail to us. Don't forget to include version and registration numbers. Include any code examples on diskette. Our mail address is:

Marquis Computing, Inc.
ATTN: Tech Support
P.O. Box 387
Pomfret Center, CT 06259-0387

Step-By-Step Guide



This section provides step-by-step help on rebuilding the NameBase

There is a small chance that the NameBase can become corrupted during power failures or Windows lockups. Should there be a NameBase corruption, this help system is shown. To recover from a failure follow the steps shown below, **in order** and **exactly**. You should be up and running in a few minutes!

- 1) Make sure the StdNamer Add-In is not running. (See [StdNamer Help](#) for instruction on this.)
- 2) Make sure all VB/CodeReview products are not running (these include [VB/CodeReview](#), [VB/Namer](#), [VB/Formatter](#) and StdNamer Add-In (as discussed in step 1.)
- 3) Open a DOS window.
- 4) Change to the sub directory where VB/CodeReview is installed.
- 5) Delete CLASSNAM.DBF and CLASSNAM.NDX. WARNING! Do not delete CLASSNAM.*, rather delete each file by name. This is because the backup NameBase uses files with the same prefix CLASSNAM.
- 6a) You can run the CLASSNAM.BAT batch file. CLASSNAM.BAT will expand the compressed, default NameBase and overwrite the corrupted copy. If you use CLASSNAM.BAT, then you can skip step 6b.
- 6b) You can use the expand.exe program (found on Disk 3 if not on your system already), to expand the files CLASSNAM.DF_ and CLASSNAM.ND_ to CLASSNAM.DBF and CLASSNAM.NDX, respectively. If you expand files manually then you do not need to use step 6a above.

The syntax for using expand.exe is

EXPAND.EXE FILENAME.EX_ FILENAME.EXT

Where FILENAME.EX_ is the compressed file name (in this case CLASSNAM.DB_ and/or CLASSNAM.ND_) and FILENAME.EXT is the destination uncompressed file name (in this case CLASSNAM.DBF and/or CLASSNAM.NDX)

- 7) Close the DOS window. The NameBase is restored to default condition.

Note All additions, edits or changes made to the NameBase will have been lost.

Technical Reference



This section provides a technical discussion on the NameBase

VB/CodeReview NameBase

The NameBase consists of the files CLASSNAM.NDX and CLASSNAM.DBF. CLASSNAM.NDX contains all known Visual Basic object class names. CLASSNAM.DBF contains the actual prefixes to use. These two files work together to provide a consistent, manageable database of class names and standard prefixes. The NameBase is stored in dBASE III+ file format, not as MS Jet. The database engine used is Visual/db, also from Marquis Computing, Inc. Visual/db can index over 200 records per-second, offers memory based (buffered) file storage, and runs in the applications process making it many, many times faster than equivalent Jet calls. Also, Visual/db only requires about 75K of overhead vs several megabytes for MS Jet.

Learning New Control Class

While processing, an object class that is not in the NameBase was encountered. You are now prompted to enter

Learning New Control Class
10005

