extend 9.2.4

Release Notes

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extend Release Notes

These release notes contain information that might not appear in the Help. Read them in their entirety before you install the product.

Note: This document contains links to external web sites. Micro Focus cannot be responsible for the contents of the website or for the contents of any site to which it might link. Web sites by their nature can change very rapidly and although every attempt is made to keep links up-to-date, Micro Focus cannot guarantee that external links will always work as expected.

extend System Requirements

Note: This product includes software developed by the University of California, Berkeley and its contributors.

Hardware Requirements

extend software has the following requirements:

For Windows:

- The amount of disk space needed to install the ACUCOBOL-GT development system is typically less than 35 MB.
- AcuBench® requires at least 20 MB for installation.
- You need an additional 40 MB to install all of the other extend products.
- Use of .NET controls with the run time and thin client requires .NET Framework 4.0.

For all other platforms:

- The amount of disk space needed to install all extend products is typically less than 35 MB.

Supported Operating Systems

For a list of the supported operating systems, check the Product Availability section on the Micro Focus SupportLine Web site: *http://supportline.microfocus.com/prodavail.aspx*.

Additional Requirements

AcuServer:

- Each server machine must be networked to UNIX, Linux, and Windows clients with TCP/IP. TCP/IP is not sold or supplied by Micro Focus.
- All servers must have a copy of the AcuServer license management file.
- Windows clients can run any TCP/IP software that uses a `WINSOCK2` compliant `ws2_32.dll`.
- Unless you have an unlimited license for AcuServer, all UNIX servers must run the current version of acushare, which is included on the AcuServer distribution media.
- All servers must have a copy of the license file activated by the product installation script. This file is named `acuserve.alc`.
- Client machines must have an ACUCOBOL-GT AcuServer-enabled run-time. All Windows run-times Version 5.0 and later are AcuServer-enabled. To verify that your UNIX run-time is AcuServer-enabled, type `runcbl -v` in a Command prompt and look for this line.

  ```
  AcuServer client
  ```

  On SCO UNIX and NCR Tower systems, you will also need their optional NFS software package.
- Servers being accessed by the ACUCOBOL-GT Web run-time must have a multiple-user ACUCOBOL-GT run-time license that accommodates each concurrent user that is anticipated. (If you anticipate 100 concurrent users of the Web run-time, you need a 100-user run-time license on the server in addition to the AcuServer license file. Alternatively, run-time users can install a local or network floating license for the run-time themselves.

AcuBench:

- Intel Pentium III CPU, 300 MHz; Intel Pentium IV, 2 GHz recommended
- 128 MB of RAM recommended
- 120 MB of available hard disk space recommended

- mouse
- 800 x 600 VGA display or better; 1024 x 768 VGA display recommended

AcuSQL:

- Your COBOL application must run on a Windows system or a UNIX system supported by Micro Focus. Unless otherwise indicated, the references to Windows in this manual denote supported Windows operating systems. Where necessary, individual versions of those operating systems are referred to by their specific version numbers.
- AcuSQL must be installed with the ACUCOBOL-GT development system on your Windows or UNIX system.
- If using a database other than Microsoft SQL Server, you must have a working ODBC level 2 API connection to your database, including any required networking software support.
- For SQL Server, if running the AcuSQL interface to Microsoft SQL Server, you must have the SQL Server client software from Microsoft. Use the Query Analyzer to see if the SQL Server client software from Microsoft is on your system. For information on opening the Query Analyzer, see the SQL Server client documentation. If the Query Analyzer opens and you are able to connect to the database, the client libraries are most likely all present. Your SQL Server data source may be hosted on one or more of the supported server operating systems.
- If you are running the AcuSQL interface to MySQL, you must have the following software:

  - MySQL 5.0 Database Server Version 5.0.18 or later (Generally Available release). Testing was done with MySQL 5.0.18 Standard.
  - MySQL Connector/ODBC Version 3.51.11 or later (Generally Available release). Testing was done with the `libmyodbc3-3.51.12.so` library. This file is available from *http://dev.mysql.com/*.

  You can check the version of your server by connecting using `mysql`. The version prints upon connection. For example:

  ```
  [testing ]: mysql
  Welcome to the MySQL monitor. Commands end with ; or \g.
  Your MySQL connection id is 29 to server version:
  5.0.18-standard
  Type 'help;' or '\h' for help. Type '\c' to clear the buffer.
  ```

  Once in MySQL, you can also use the following:

  ```
  mysql> select version();
  +-----------------+
  | version()       |
  +-----------------+
  | 5.0.18-standard |
  +-----------------+
  1 row in set (0.09 sec)
  ```
- If your application accesses DB2 data, IBM's DB2 Connect™ software is recommended. Access to DB2 databases has been tested with DB2 Connect. However, any vendor's properly configured ODBC level 2 API connectivity software should work. Your DB2 data source may be hosted on one (or more) of the supported operating systems.

Acu4GL (for ODBC) driver requirements:

Your ODBC driver must include the following functions:

- all Core ODBC driver functions
- the Level 1 function SQLColumns
- the Level 1 function SQLTables

Depending on the method of record locking you choose, your driver may also need to support some of the following function calls. See A_ODBC_LOCK_METHOD in the extend online help for more information.

- SQLSetStmtOption
- SQLSetScrollOptions

- SQLExtendedFetch
- SQLSetPos

To test the capabilities of your ODBC driver, we have included a driver test program on your Acu4GL for ODBC installation disks. You can also consult your driver documentation to ensure that it meets these requirements.

extend Installation Release Notes

Refer to the extend product's installation guides.

What's New

The following items are new for this release:

ACUCOBOL-GT Enhancements

This section includes the enhancements related to ACUCOBOL-GT.

ECN-4292: RMNet includes new functions HttpSetConnectTimeout and HttpSetTimeout

The CALL HttpPost function does not have a built-in timeout. This ECN adds two new functions to RMNet, HttpSetConnectTimeout and HttpSetTimeout. These allow setting of CURLOPT_CONNECTTIMEOUT and CURLOPT_TIMEOUT respectively.

The new sample program `geocoder.cbl` has an example of using these new functions. The samples also include scripts to compile the program.

Change Number: ECN-4292

Type of Change: Enhancement

Incidents: 1094633

RPI Number: 1094633

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: 9.2.4

AcuXDBC Enhancements

This section includes the enhancements related to AcuXDBC.

ECN-XD096: Support for additional SQL functions

AcuXDBC now supports these additional SQL built-in functions.

ABS
BITAND
BITOR
BITXOR
CASE*
CAST
GREATEST
LEAST

REPLACE
REVERSE

See the Online help for definitions and more information about each of these functions.

* The CASE expression is documented as a built-in function even though it is not strictly a function.

Change Number: ECN-XD096

Type of Change: Enhancement

Incidents: None

RPI Number: None

Product: AcuXDBC

Module: AcuXDBC

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

ECN-XD099: Initialization SQL Commands

The SET OPTION command modifies various operating parameters. Instead of adding these commands to every application, you can use the GENESIS_INITSQL environment variable to point to an initialization file containing these commands. Each command can be up to 511 characters. All SQL commands except SELECT are valid.

For example:

```
set GENESIS_INITSQL=c:\tmp\xdbc.ini
```

The initialization file can include commands such as the following:

```
SET OPTION MERGESIZE 60000
SET OPTION SORTPAGES 20000 1100
SET OPTION SORTPAGESIZE 16384
SET OPTION DATETIME DD-MM-YYYY
SET OPTION LOGFILE 'c:\tmp\mytest.log'
SET OPTION ERROR ON]
```

Change Number: ECN-XD099

Type of Change: Enhancement

Incidents: None

RPI Number: None

Product: AcuXDBC

Module: AcuXDBC

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

New in Past Releases

New in 9.2.3

- Propagating COLOR properties in screen section

New in 9.2.2, 9.2.1, 9.2.0

- Improved 64-bit support
- New control styles and properties
- Sortable grid columns
- Configurable ODBC driver used for SQL Server
- Support for the new SQL Server type DATE Change Number
- Increased BIG5 character set range
- XDBC query enhancement

Resolved Issues

The following are resolved issues for the extend products.

Acu4GL ECN List

This section includes the ECNs relating to Acu4GL:

ECN-GL537: REWRITE fails if record only contains the primary key

Change Number: ECN-GL537

Type of Change: Correction

Incidents: 2789220

RPI Number: 1095813

Product: Acu4GL

Module: MSSQL

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: All

Description of problem or enhancement

When a file had only fields that are in the primary key, a REWRITE would fail with an error `9D,156`. A new configuration variable *A_MSSQL_UPDATE_PRIMARY_COLS* has been introduced. When this variable is set to TRUE, all of the fields in the table are updated. The default value of this variable is FALSE.

ECN-GL538: RENAME call giving a non-zero status on success

Change Number: ECN-GL538

Type of Change: Correction

Incidents: none

RPI Number: 1096299

Product: Acu4GL

Module: MSSQL

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: 9.2.0 and later

Description of problem or enhancement

The RENAME call gave a non-zero status in version 9.2.0 and later. The command was successful, but returned a status of SUCCESS_WITH_INFO warning that renaming an object can cause scripts to fail.

ACUCOBOL-GT ECN List

This section includes the ECNs relating to ACUCOBOL-GT:

ECN-4294: TAB control color errors

Change Number: ECN-4294

Type of Change: Correction

Incidents: 2692616

RPI Number: 1094817

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: 9.2.2 and later

Description of problem or enhancement

When the TAB background was not the same as the window background, it could get drawn incorrectly. This was especially noticeable when changing tabs.

ECN-4295: XML GENERATE failures with non-ASCII characters

Change Number: ECN-4295

Type of Change: Correction

Incidents: 2780189

RPI Number: 1094637

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

Description of problem or enhancement

When XML GENERATE is used with variables that contain non-ASCII data, it would treat the data as needing to be converted to hexadecimal and then overwrite an internal memory buffer, possibly causing a crash.

ECN-4296: ACCEPT recursion limit reached with Remote Desktop and CALL in THREAD

Change Number: ECN-4296

Type of Change: Correction

Incidents: 2537124

RPI Number: 1081627

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All Windows platforms

Known Versions Affected: All

Description of problem or enhancement

When running a COBOL program under the following conditions:

- Using a remote desktop session
- Sitting on an ACCEPT statement that is within an event procedure
- You hide and restore the remote desktop session ten times or more

it is possible to get this error.

```
ACCEPT recursion limit reached! Further execution may cause unpredictable
results.
```

The configuration variable named ECN-4296 that prevents ths behavior. Set it to ON (default) to prevent the possibility of this error from occurring.

ECN-4297: GRID messages can cause the thin client to not respond

Change Number: ECN-4297

Type of Change: Correction

Incidents: 2684748

RPI Number: 1093025

Product: ACUCOBOL-GT

Module: Run time, thin client

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

Description of problem or enhancement

When using the FILE POSITION feature of paged grids, it is possible to do a series of actions that cause the thin client to stop responding. This normally involves being on the last page (but not the last row) of the grid, and pressing the PAGE DOWN key, followed by the DOWN ARROW key multiple times (to get to the

bottom of the grid). Pressing the DOWN ARROW past the last row of the grid in this case causes the thin client to not respond, while the run time works without issue.

ECN-4298: ActiveX control window does not get the focus when activated

Change Number: ECN-4298

Type of Change: Correction

Incidents: 2698840

RPI Number: 1094528

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: 7.3.0 and later

Description of problem or enhancement

When modifying an ActiveX control in a way that causes that control to create a new window, the window would be created behind the run-time window, whereas in previous versions the window would be in front of the run-time window.

ECN-4299: FRAME color modification

Change Number: ECN-4299

Type of Change: Correction

Incidents: 2785332

RPI Number: 1095222

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: 8.1.0 and later

Description of problem or enhancement

While it is possible to modify colors in such a way as to get the desired look, some people use common code to display FRAME controls, whether they are on a TAB control or not. In this case, the FRAME on the TAB looks different from a FRAME not on a TAB, especially in the background color of the title of the FRAME.

To not affect existing programs, there is a new configuration variable WIN32_FRAMES_AS_ON_TABS which, when set to TRUE (or ON or YES or a non-zero value) causes all FRAME controls to draw as if they were situated on a TAB control, in terms of the colors used. The default value for this configuration variable is FALSE. See the online help for details about the WIN32_FRAMES_AS_ON_TABS configuration variable.

ECN-4300: Unsigned types returned as zero to .NET from COBOL

Change Number: ECN-4300

Type of Change: Correction

Incidents: None

RPI Number: 1094350

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: All

Description of problem or enhancement

COBOL arguments that are defined as UNSIGNED INT, UNSIGNED SHORT, and UNSIGNED LONG are returned as zero (0) to .NET programs.

You must install the new `wrunnet.dll` for this change to take effect.

ECN-4302: TAB control has wrong color behind the actual tabs

Change Number: ECN-4302

Type of Change: Correction

Incidents: 2785614

RPI Number: 1095225

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.3

Machines Affected: Windows

Known Versions Affected: 9.2.0 and later

Description of problem or enhancement

Even when using the new TAB properties for coloring various parts of the TAB control, the area just to the right at the level of the tabs (when the tabs are in their default location) was not colored correctly.

ECN-4303: ActiveX fail with thin client

Change Number: ECN-4303

Type of Change: Correction

Incidents: 2673900

RPI Number: 1091928

Product: ACUCOBOL-GT

Module: Run time, AcuThin

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: 9.2.0 and later

Description of problem or enhancement

When using ActiveX with AcuThin, operations that work with the run time could cause a failure with the thin client. In particular, this was seen with Microsoft EXCEL 2007.

ECN-4305: Memory leak when using C$XML

Change Number: ECN-4305

Type of Change: Correction

Priority: High

Incidents: 2789990

RPI Number: 1095808

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: 8.1.2 and later

Description of problem or enhancement

When reading attributes from an XML file using ISO-8859 encoding, the parser would leak memory.

ECN-4306: Process fails calling MPE CREATEPROCESS Intrinsic

Change Number: ECN-4306

Type of Change: Correction

Incidents: 2779541

RPI Number: 1094524

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All that use MPE

Known Versions Affected: All

Description of problem or enhancement

When calling the MPE CREATEPROCESS intrinsic function it was possible to cause the run time to fail.

ECN-4307: Drop list won't get the correct value

Change Number: ECN-4307

Type of Change: Correction

Incidents: 2791156

RPI Number: 1095886

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: 9.2.3 and later

Description of problem or enhancement

When setting a value for a DROP LIST before any items had been added to it, the value might not actually get set, which would leave the current value blank. Note that this was dependent on random memory, and so may or may not actually happen in your application.

ECN-4308: App exited when closing a sub-window while a message box displays

Change Number: ECN-4308

Type of Change: Correction

Incidents: 2789083

RPI Number: 1095969

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: Unknown

Description of problem or enhancement

When multiple threads are running, and one of them displays a message box, trying to close windows from other threads caused the application to get a CMD_CLOSE event when dismissing the message box.

Note that the CMD_CLOSE event contains information making it clear that this event is not for this window/thread. Most programs do not test that information.

ECN-4309: Thin client ActiveX usage failure

Change Number: ECN-4309

Type of Change: Correction

Incidents: 2791660

RPI Number: 1095966

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

Description of problem or enhancement

When a COBOL program uses an ActiveX control with the thin client, it was possible for a call to a thin client function (such as GETEVENTPARAM) to interfere with getting or setting a property, if an event occurred on the thin client during the call.

ECN-4310: Unable to modify column or row headers for non-text columns

Change Number: ECN-4310

Type of Change: Correction

Incidents: 2793053

RPI Number: 1096065

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: 9.2.3

Description of problem or enhancement

When a column has a type that was numeric, it was not possible to modify the column header for that column. This was due to the changes introduced by ECN-4290.

ECN-4311: Float to numeric conversion affected by call to Java

Change Number: ECN-4311

Type of Change: Correction

Incidents: 2785691

RPI Number: 1096144

Product: ACUCOBOL-GT

Module: stdlib

New Version: 9.2.4

Machines Affected: all UNIX

Known Versions Affected: all

Description of problem or enhancement

A call to Java on UNIX could change the run-time locale, causing an internal float to numeric conversion to fail due to a difference in the decimal point character. This change lets the run time query the locale for the current decimal point.

ECN-4312: XML Extensions gave the wrong return value

Change Number: ECN-4312

Type of Change: Correction

Incidents: 2793979

RPI Number: 1096277

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: 9.2.3

Description of problem or enhancement

When using XML Extensions, the XML_STATUS variable was being set incorrectly when the COBOL program was not compiled for RM compatibility.

ECN-4314: C$EXCEPINFO caused failure

Change Number: ECN-4314

Type of Change: Correction

Incidents: 2797442

RPI Number: 1096492

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: All

Description of problem or enhancement

When calling C$EXCEPINFO for an error common to many ActiveX controls, the run time could fail.

ECN-4315: ACCEPT would not receive messages after executing a HOT-KEY program

Change Number: ECN-4315

Type of Change: Correction

Incidents: 2796455

RPI Number: 1096466

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

Description of problem or enhancement

When an ACCEPT statement can receive messages from other threads, and that ACCEPT statement executes a HOT-KEY program, it can no longer receive messages until restarted.

Note: in the unlikely event this ECN causes trouble for your application, you can turn it off using the *ECN-4315* configuration variable. The default for this variable is ON (TRUE, YES, 1). See the online help for configuration variables for more information on the *ECN-4315* configuration variable.

ECN-4316: ActiveX failure after destroying handles

Change Number: ECN-4316

Type of Change: Correction

Incidents: 2797608

RPI Number: 1096505

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: 9.2.0 and later

Description of problem or enhancement

Version 9.2.0 introduced a new way of storing ActiveX handles, which allows the run time to destroy handles automatically when other handles are destroyed by the COBOL program. This has the benefit of ensuring that any out-of-process server is shut down when the run time shuts down.

However, the run time was a little too aggressive in destroying these handles automatically. It would sometimes destroy a handle that had just been acquired, causing use of that handle to raise an `Invalid handle` exception. This ECN resolves these issues and now destroys handles in a more appropriate manner.

ECN-4318: Debugger popups showed buttons incorrectly with WIN32-NATIVECTLS

Change Number: ECN-4318

Type of Change: Correction

Incidents: 2796712

RPI Number: 1096506

Product: ACUCOBOL-GT

Module: Run time

New Version: 9.2.4

Machines Affected: Windows only

Known Versions Affected: 9.2.0 and later

Description of problem or enhancement

When using native controls, the debugger was not able to show push buttons correctly on its popup windows. So, for example, if you wanted to manage breakpoints, the buttons to the right of the list box do not display text in them.

AcuSQL ECN List

This section includes the ECNs relating to AcuSQL:

ECN-SQL147: AcuSQL unable to connect to ODBC drivers

Change Number: ECN-SQL147

Type of Change: Correction

Incidents: None

RPI Number: 1095962

Product: AcuSQL

Module: acusql

New Version: 9.2.4

Machines Affected: Windows

Known Versions Affected: Unknown

Description of problem or enhancement

Newer versions of the ODBC Driver manager cause AcuSQL to receive an error when attempting to execute a SQLAllocHandle prior to connecting to an ODBC driver on Windows.

AcuXDBC ECN List

This section includes the ECNs relating to AcuXDBC:

ECN-XD094: Performance degradation on complex queries with joins

Change Number: ECN-XD094

Type of Change: Correction

Incidents: None

RPI Number: 1094339

Product: AcuXDBC

Module: AcuXDBC

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: 9.1.2 and later

Description of problem or enhancement

Release 9.1.2 introduced a performance degradation on complex queries with joins. This has been corrected by this ECN.

ECN-XD095: FILE_PREFIX changed when called from within a COBOL program

Change Number: ECN-XD095

Type of Change: Correction

Incidents: None

RPI Number: 1095430

Product: AcuXDBC

Module: AcuXDBC

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: 8.5.0 and later

Description of problem or enhancement

If AcuXDBC is called from a COBOL program, such as by calling ADODB, the FILE_PREFIX variable would be reset to the value contained in the AcuXDBC configuration file. Install the new `xvision.dll` for this ECN to take effect.

ECN-XD097: addfile error GENESIS_COLUMNS duplicate key

Change Number: ECN-XD097

Type of Change: Correction

Incidents: None

RPI Number: 1096098

Product: AcuXDBC

Module: AcuXDBC

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

Description of problem or enhancement

When attempting to load an xfd with addfile, an error `GENESIS_COLUMNS duplicate` could have occurred if the xfd contains WHEN directives that have an `and` or `or` condition in them.

ECN-XD098: AcuXDBC fails on a query run against a large file

Change Number: ECN-XD098

Type of Change: Correction

Incidents: None

RPI Number: 1096002

Product: AcuXDBC

Module: AcuXDBC

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

Description of problem or enhancement

Running an AcuXDBC query against a large file resulted in a failure.

ECN-XD100: Complex WHEN conditions resulted in incorrect data insert

Change Number: ECN-XD100

Type of Change: Correction

Incidents: None

RPI Number: 1096171

Product: AcuXDBC

Module: AcuXDBC

New Version: 9.2.4

Machines Affected: All

Known Versions Affected: All

Description of problem or enhancement

Files containing complex WHEN conditions involving AND/OR conditions could result in incorrect data inserted into a file.

Updates and SupportLine

Our Web site gives up-to-date details of contact numbers and addresses.

Further Information and Product Support

Additional technical information or advice is available from several sources.

The product support pages contain a considerable amount of additional information, such as:

- The WebSync service, where you can download fixes and documentation updates.
- The Knowledge Base, a large collection of product tips and workarounds.
- Examples and Utilities, including demos and additional product documentation.

To connect, enter *http://www.microfocus.com* in your browser to go to the Micro Focus home page.

Note: Some information may be available only to customers who have maintenance agreements.

If you obtained this product directly from Micro Focus, contact us as described on the Micro Focus Web site, *www.microfocus.com*. If you obtained the product from another source, such as an authorized distributor, contact them for help first. If they are unable to help, contact us.

Information We Need

However you contact us, please try to include the information below, if you have it. The more information you can give, the better Micro Focus SupportLine can help you. But if you don't know all the answers, or you think some are irrelevant to your problem, please give whatever information you have.

- The name and version number of all products that you think might be causing a problem.
- Your computer make and model.
- Your operating system version number and details of any networking software you are using.
- The amount of memory in your computer.
- The relevant page reference or section in the documentation.
- Your serial number or works order (WO) number. To find out these numbers, look in the subject line and body of your Electronic Product Delivery Notice email that you received from Micro Focuson the box in which the product was supplied.

On Windows, if you are reporting a protection violation you might be asked to provide a dump (`.dmp`) file. To produce a dump file you use the **Unexpected Error** dialog box that is displayed when a protection violation occurs. Unless requested by Micro Focus SupportLine, leave the dump setting as `Normal` (recommended), click **Dump**, then specify a location and name for the dump file. Once the dump file has been written you can email it to Micro Focus SupportLine.

Alternatively, you might be asked to provide a log file created by the Consolidated Tracing Facility (CTF) - a tracing infrastructure that enables you to quickly and easily produce diagnostic information detailing the operation of a number of Micro Focus software components.

On UNIX, you can use the Micro Focus UNIX Support Scan Utility, `mfsupport`, to create a log file that contains the details about your environment, product, and settings. The `mfsupport` script is stored in `$COBDIR/bin`.

To run `mfsupport`:

1. Start a UNIX shell.
2. Set COBDIR to the product with issues.
3. Execute `mfsupport` from a directory where you have write permissions.

   This creates a log file, `mfpoll.txt`, in that directory.
4. When the script finishes, send the `mfpoll.txt` file to your Micro Focus SupportLine representative.

Note:

If COBDIR is set to a location that does not contain `etc/cobver`, the script outputs the contents of `/opt/microfocus/logs/MicroFocusProductRegistry.dat` which keeps a list of the installed Micro Focus products.

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