



# Welcome to OpenEdge® Management Release 3.1C Documentation

## OpenEdge Management 3.1C Documentation

Click a title below to open the PDF file.

[OpenEdge Management: Installation and Configuration Guide](#)

[OpenEdge Management: Resource Monitoring Guide](#)

[OpenEdge Management: Database Management Guide](#)

[OpenEdge Management: Alerts Guide and Reference](#)

[OpenEdge Management: Servers Guide](#)

[OpenEdge Management: Reporting Guide](#)

[OpenEdge Management: Trend Database Guide and Reference](#)

[OpenEdge Revealed: Mastering the OpenEdge Database with OpenEdge Management](#)

[OpenEdge Revealed: Achieving Server Control with OpenEdge Management](#)

[OpenEdge Management Support for IPv6](#)

## About the Documentation and Samples

The Documentation and Samples CD contains and installs the OpenEdge Management documentation files in PDF format.

You can also access the PDF files from the following locations:

- Directly from the Documentation and Samples CD by browsing to the **OpenEdge\_Doc** directory.
- The Product Documentation category on PSDN: <http://www.psdn.com/library/kbcategory.jspa?categoryID=129>.

## Using the Documentation PDF files

For best results when using the PDF files, download and install the most recent version of Adobe Reader for your platform. You can download the Adobe Reader for free from the following Web location:

<http://www.adobe.com/products/acrobat/readstep2.html>.

Use the **Search** button on the Adobe Reader toolbar to search across all documents in the OpenEdge Management documentation set.

Use the **Print** button in Adobe Reader to print the PDF file.

## **Understanding the "Last updated with new content" label**

On the copyright page of most books, we have included a "Last updated with new content" label. This label contains the OpenEdge release number during which the book was last updated with new or changed content. This label is intended for upgrading customers who want to know which books in the documentation set have been revised.

## **Accessing the Knowledge Center**

Progress Software's Knowledge Center solution database is the premier vehicle for delivering solutions and quality information to our partners and customers. You can access the Knowledge Center at the following location: <http://progress.atgnow.com/esprogress>.

## **Contacting Support**

Progress Software is dedicated to providing service to our worldwide customers. Below is a list of the Technical Support centers that can provide users with timely and reliable customer service.

### **AMERICAS SUPPORT (US, Latin America and Canada):**

Progress Software Corporation  
14 Oak Park Drive  
Bedford, MA 01730  
Tel: 1 781 280-4999  
Fax: 1 781 280-4543  
Email: [support@progress.com](mailto:support@progress.com)  
[Llame GRATIS desde América Latina](#)  
[Ligue GRATIS da America Latina](#)

### **ASIA PACIFIC SUPPORT:**

Progress Software Pty. Ltd.,  
1911 Malvern Road  
Malvern East, VIC 3145  
Australia  
Tel: +61 3 9805 8686  
Fax: +61 3 9885 9473  
Toll Free 1800 064 797 (Australia only)  
International Free Call:  
Hong Kong: 001-800-77647377 (+PROGRESS)  
Malaysia: 00-800-77647377 (+PROGRESS)  
Singapore: 001-800-77647377 (+PROGRESS)  
Email: [asiapac-support@progress.com](mailto:asiapac-support@progress.com)

### **EUROPE, MIDDLE EAST & AFRICA SUPPORT:**

Progress Software Europe B.V.  
P.O. Box 8644  
Schorpioenstraat 67  
3067 GG Rotterdam  
The Netherlands  
[EMEA Phone Numbers](#)  
Email: [emeasupport@progress.com](mailto:emeasupport@progress.com)

## **Send documentation feedback**

Please feel free to send your comments or questions about the documentation to:  
[docfeedback@progress.com](mailto:docfeedback@progress.com).