



Welcome to Progress® OpenEdge™ Studio

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Welcome to Progress OpenEdge Studio

Progress® OpenEdge™ Studio is the development environment of the Progress OpenEdge business platform. It is an integrated environment that includes a comprehensive toolset for developing the entire range of distributed application architectures. It includes application and transaction servers. It integrates into the Internet so that from the outset, developers can create an application in their deployment configurations.

OpenEdge Studio offers developers the flexibility to implement the application-development methodology that best suits their goals. It includes Progress Dynamics® and its repository-based approach to building applications designed to leverage business logic and a distributed framework. Developers can use OpenEdge Studio to implement a business object-oriented approach to application design, or they can use its various tools to improve the efficiency of code-based methodologies.

In a single, unified development environment, a developer can choose to create client/server, host-based, or distributed applications. The developer can design a variety of user interface styles and client-access methods ranging from HTML, GUI, or character for display on hand-held devices, industrial and medical instruments, Web browsers, workstations, and desktops.

At Progress Software Corporation, we believe in products that provide the best business and development solution, plus the highest level of services and support to back it up. This booklet provides the essential information you need to begin using Progress OpenEdge Studio. It contains an overview of the OpenEdge Studio product and descriptions of the technical support, education services, and professional consulting services that are available to you as an OpenEdge Studio user.

With the help of this booklet, you will soon be on your way to developing comprehensive applications in a fraction of the time it would take if you were using traditional development tools.

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What your OpenEdge Studio includes

When you purchase OpenEdge Studio, you receive two boxes of material, one box is labeled “Installing and Configuring OpenEdge Studio” and the other is labeled “Using OpenEdge Studio.”

The “Installing and Configuring OpenEdge Studio” box contains all the materials necessary for software installation, including:

- The “Green Sheet” of serial numbers and product control codes.
- The End-User Product License Agreement
- Progress® Version 9 product CD
- Progress WebClient™ product CD
- Progress Dynamics® Version 2.1 product CD
- Progress® Version 9 PDF documentation CD
- Progress Dynamics PDF documentation CD
- The following hardcopy product documentation:
 - *Welcome to Progress OpenEdge Studio*
 - *Progress Installation and Configuration Guide For Windows*
 - *WebSpeed Installation and Configuration Guide*
 - *Progress Dynamics Installation Guide*
 - Release Notes

The “Using OpenEdge Studio” box contains additional documentation to help you begin using your OpenEdge studio products, including:

- *Pocket Progress and WebSpeed*
- *Progress Version 9 Product Update Bulletin*
- *WebSpeed Product Update Bulletin*
- *Progress Dynamics Product Update Bulletin*
- *Getting Started with WebSpeed*
- *Getting Started with Progress Dynamics*
- *Progress Dynamics Web Development Guide*
- *Progress Dynamics Developer’s Guide*

If any of the media or documentation are damaged or missing, call your supplier, or call Progress Software Corporation at (781) 280–4000. If you are outside of North America, call your regional sales office.

The Progress Dynamics PDF Documentation CD

The Progress Dynamics PDF documentation CD contains PDF files for each the following manuals:

- *Progress Dynamics Installation Guide*
- *Progress Dynamics Product Update Bulletin*
- *Getting Started with Progress Dynamics*
- *Progress Dynamics Administration Guide*
- *Progress Dynamics Developer’s Guide*
- *Progress Dynamics Programming Handbook*
- *Progress Dynamics Web Development Guide*

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- [*Progress Dynamics ADM2 API Reference*](#)
 - [*Progress Dynamics Managers API Reference*](#)
 - [*Progress Dynamics Repository Reference*](#)

The Progress PDF documentation CD contains PDF files for each the following manuals:

Progress ADM2 Guide
Progress ADM2 Reference
Progress AppBuilder Developer's Guide
Progress Application Development Environment — Getting Started
Progress Basic Database Tools
Progress Basic Development Tools
Building Distributed Applications Using the Progress AppServer
Progress Client Deployment Guide
Progress Database Administration Guide and Reference
Progress Database Design Guide
Progress DataServer For Microsoft SQL Server Guide
Progress DataServer For ODBC Guide
Progress DataServer For ORACLE Guide
Progress Debugger Guide
Progress Developer's Toolkit
Progress Embedded SQL-89 Guide and Reference
Progress Embedded SQL-92 Guide and Reference
Progress External Program Interfaces
Progress Help Development Guide
Progress Installation and Configuration Guide Version 9 For UNIX
Progress Installation and Configuration Guide Version 9 For Windows
Progress Internationalization Guide
Progress JDBC Driver Guide
Progress Language Reference
Progress Language Tutorial For Character
Progress Language Tutorial For Windows
Progress Master Glossary For Character
Progress Master Glossary For Windows
Progress ODBC Driver Guide
Progress On the Web
Progress Open Client Developer's Guide
Progress Portability Guide

Progress Programming Handbook
Progress Report Builder Deployment Guide
Progress Report Builder Tutorial
Progress Report Builder User's Guide
Progress Results User's Guide For Unix
Progress Results User's Guide For Windows
Progress Results Administration and Development Guide
Progress SQL-89 Guide and Reference
Progress SQL-92 Guide and Reference
Progress Startup Command and Parameter Reference
Progress Translation Manager Guide
Progress Version 9 Product Update Bulletin
Progress Visual Translator Guide
Progress/400 Product Guide
Getting Started with WebSpeed
WebSpeed Developer's Guide
WebSpeed Installation and Configuration Guide
WebSpeed Product Update Bulletin

Where to begin

Be sure to read about the support available to you as a Progress customer, described later in this booklet. Then, prepare to install, configure, and use your OpenEdge Studio products.

Installing and configuring OpenEdge Studio

When it is time to install and configure your OpenEdge Studio products, refer to the following manuals for step-by-step installation instructions:

- *Progress Installation and Configuration Guide*
- *WebSpeed Installation and Configuration Guide*
- *Progress Dynamics Installation Guide*

The “green sheet” for OpenEdge studio lists one serial number and three control codes. Use the control codes listed for Progress ProVision® Plus and Progress Dynamics to install the software. Use the OpenEdge Studio control code together with the serial number to register on the PSDN Web site (<http://psdn.progress.com/index.ssp>).

NOTE: You **must** install ProVision Plus before you install Progress Dynamics.

Prior to installing Progress Dynamics, read the *Progress Dynamics Installation Guide* for system requirements, including disk space and Web browser support. For a development system, Progress Software recommends a Pentium PC (or compatible computer) with a clock speed of 400MHZ, a minimum 256MB of RAM, and a monitor with a screen resolution of 800X600 pixels.

If you are upgrading from a prior release of Progress Dynamics to OpenEdge Studio, see the *Progress Dynamics Installation Guide* and the *Progress Dynamics Product Update Bulletin* for specific information on upgrades. Also, consult the hard-copy Release Notes included in the “Installing and Configuring OpenEdge Studio” box for any related information about upgrades and using the Dynamic Configuration Utility (DCU).

Using OpenEdge Studio

When it is time to begin using your OpenEdge Studio products, the book you read first depends on what you want to do and what you know about Progress. For example, if you are new to Progress, you should first read one or both of the following books:

- *Getting Started with WebSpeed*
- *Getting Started with Progress Dynamics*

For a description of how to create and connect to a Progress Sports2000 sample database, read the *Progress Application Development Environment — Getting Started* manual located on the Progress Version 9 PDF documentation CD.

If you have used Progress previously, consult the *Progress Version 9 Product Update Bulletin*, the *WebSpeed Product Update Bulletin*, or the *Progress Dynamics Update Bulletin*. Each book calls out the new features in the release.

Finally, register on the PSDN Web site to receive the monthly newsletter that provides notices and announcements about OpenEdge products. And, for up-to-date information about Progress Dynamics including links to online documentation, white papers, and product updates, see http://psdn.progress.com/library/progress_dynamics.

Book summaries

Here are descriptions of all the Progress product documentation that you might find useful.

Progress Dynamics

Progress Dynamics Installation Guide

A guide that describes the installation and configuration of Progress Dynamics®.

Progress Dynamics Product Update Bulletin

A bulletin that briefly describes the new and changed features in Progress Dynamics Version 2.1B.

Getting Started with Progress Dynamics

An overview of Progress Dynamics, the Progress Component Framework for building Progress applications. It explains how Progress Dynamics fits into the Progress OpenEdge E-business platform, its important features, its architecture; and it provides step-by-step instructions on how to build a sample application that conforms to the Progress Dynamics prescriptive approach.

Progress Dynamics Programming Handbook

A handbook that provides the Progress Dynamics developer with in-depth information and examples on various advanced topics about Progress Dynamics. Use it along with the *Progress Dynamics Developer's Guide* as a comprehensive guide to programming with Progress Dynamics.

Progress Dynamics ADM2 API Reference

A reference that describes the methods and properties for the Progress Application Development Model (ADM2). The manual describes procedures, functions, and properties for Progress SmartObjects™ based on object type and class hierarchy.

Progress Dynamics Developer's Guide

A guide that provides comprehensive information on how to develop applications using the Progress Dynamics framework. It is written by developers experienced in the use of Progress Dynamics, so that application designers and developers have access to the level of serious technical material they need to design, build, and deploy enterprise applications using the whole range of Progress technologies.

Progress Dynamics Administration Guide

A guide that describes how to configure, and manage Progress Dynamics. It also describes a common set of administrative procedures that you might need to perform to support all of the applications that you develop using Progress Dynamics. Integration with optional third-party tools is also covered.

Progress Dynamics Managers API Reference

An API reference manual for the Progress Dynamics environment managers. The manual describes each manager, detailing the temp-tables and public APIs used by the manager.

Progress Dynamics Repository Reference

A reference manual describing the structure of the Progress Dynamics Repository database. The Repository is broken down into logical groups of tables that support certain functions. Each group is described giving table structures, the relationships between the tables, and information on any Progress Dynamics Managers that interact with the group.

Progress Dynamics Web Development Guide

A guide that describes how to adapt and customize Progress Dynamics applications to run in a Web browser.

Getting Started with Progress

Progress Installation and Configuration Guide Version 9 for UNIX

A manual that describes how to install and set up Progress Version 9.1 for the UNIX operating system.

Progress Installation and Configuration Guide Version 9 for Windows

A manual that describes how to install and set up Progress Version 9.1 for all supported Windows and Citrix MetaFrame operating systems.

Progress Version 9 Product Update Bulletin

A bulletin that provides a list of new and changed features by release, a list and description of changes to documentation by release, and critical information about product changes that might require changes to existing code and configurations.

This bulletin also provides information about where to go for detailed information about the new and changed features and documentation.

Progress Application Development Environment — Getting Started (Windows only)

A practical guide to graphical application development within the Progress Application Development Environment (ADE). This guide includes an overview of the ADE and its tools, an overview of Progress SmartObject technology, and tutorials and exercises that help you better understand SmartObject technology and how to use the ADE to develop applications.

Progress Language Tutorial for Windows and Progress Language Tutorial for Character

Platform-specific tutorials designed for new Progress users. The tutorials use a step-by-step approach to explore the Progress application development environment using the 4GL.

Progress Master Glossary for Windows (PDF only) and Progress Master Glossary for Character (PDF only)

Platform-specific master glossaries for the Progress documentation set. These books are in electronic format only.

Progress Master Index and Glossary for Windows (Hard copy only) and Progress Master Index and Glossary for Character (Hard copy only)

Platform-specific master indexes and glossaries for the Progress hard-copy documentation set.

Progress Startup Command and Parameter Reference

A reference manual that describes the Progress startup and shutdown commands that you use at the command line, and the startup parameters that you use for Progress processes. This guide also provides information about parameter usage and parameter files.

Welcome to Progress (Hard copy only)

A booklet that explains how Progress software and media are packaged. An icon-based map groups the documentation by functionality, providing an overall view of the documentation set. *Welcome to Progress* also provides descriptions of the various services Progress Software Corporation offers.

Development tools

Progress ADM 2 Guide

A guide to using the Application Development Model, Version 2 (ADM 2) application architecture to develop Progress applications. It includes instructions for building and using Progress SmartObjects.

Progress ADM 2 Reference

A reference for the Application Development Model, Version 2 (ADM 2) application. It includes descriptions of ADM 2 functions and procedures.

Progress AppBuilder Developer's Guide (Windows only)

A programmer's guide to using the Progress AppBuilder visual layout editor. AppBuilder is a Rapid Application Development (RAD) tool that can significantly reduce the time and effort required to create Progress applications.

Progress Basic Database Tools (Character only; information for Windows is in online help)

A guide for the Progress Database Administration tools, such as the Data Dictionary.

Progress Basic Development Tools (Character only; information for Windows is in online help)

A guide for the Progress development toolset, including the Progress Procedure Editor and the Application Compiler.

Progress Debugger Guide

A guide for the Progress Application Debugger. The Debugger helps you trace and correct programming errors by allowing you to monitor and modify procedure execution as it happens.

Progress Help Development Guide (Windows only)

A guide that describes how to develop and integrate an online help system for a Progress application.

Progress Translation Manager Guide (Windows only)

A guide that describes how to use the Progress Translation Manager tool to manage the entire process of translating the text phrases in Progress applications.

Progress Visual Translator Guide (Windows only)

A guide that describes how to use the Progress Visual Translator tool to translate text phrases from procedures into one or more spoken languages.

Reporting tools

Progress Report Builder Deployment Guide (Windows only)

An administration and development guide for generating Progress Report Builder reports using the Progress Report Engine.

Progress Report Builder Tutorial (Windows only)

A tutorial that provides step-by-step instructions for creating eight sample Report Builder reports.

Progress Report Builder User's Guide (Windows only)

A guide for generating reports with the Progress Report Builder.

Progress Results Administration and Development Guide (Windows only)

A guide for system administrators that describes how to set up and maintain the Results product in a graphical environment. This guide also describes how to program, customize, and package Results with your own products. In addition, it describes how to convert character-based Results applications to graphical Results applications.

Progress Results User's Guide for Windows and Progress Results User's Guide for Unix

Platform-specific guides for users with little or no programming experience that explain how to query, report, and update information with Results. Each guide also helps advanced users and application developers customize and integrate Results into their own applications.

4GL

Building Distributed Applications Using the Progress AppServer

A guide that provides comprehensive information about building and implementing distributed applications using the Progress AppServer™. Topics include basic product information and terminology, design options and issues, setup and maintenance considerations, 4GL programming details, and remote debugging.

Progress External Program Interfaces

A guide to the external programming interfaces supported by Progress. This manual covers the Host Language Call (HLC) Interface, the system clipboard, named pipes, shared libraries and DLLS, Windows Dynamic Data Exchange (DDE), COM objects, ActiveX Automation, ActiveX controls, sockets, XML, SAX, and the SonicMQ 4GL Adapter.

Progress Internationalization Guide

A guide to developing Progress applications for markets worldwide. The guide covers both internationalization—writing an application so that it adapts readily to different locales (languages, cultures, or regions)—and localization—adapting an application to different locales.

Progress Language Reference

A three-volume reference set that contains extensive descriptions and examples for each statement, phrase, function, operator, widget, attribute, method, and event in the Progress language.

Progress on the Web

A manual that describes how to use the new WebClient, AppServer Internet Adapter, SmartObjects, and SonicMQ Adapter to create applications tailored for Internet, intranet, and extranet environments.

Progress Programming Handbook

A two-volume handbook that details advanced Progress programming techniques.

Database

Progress Database Design Guide

A guide that uses a sample database and the Progress Data Dictionary to illustrate the fundamental principles of relational database design. Topics include relationships, normalization, indexing, and database triggers.

Progress Database Administration Guide and Reference

This guide describes Progress database administration concepts and procedures. The procedures allow you to create and maintain your Progress databases and manage their performance.

DataServers

Progress DataServer Guides

These guides describe how to use the DataServers to access non-Progress databases. They provide instructions for building the DataServer modules, a discussion of programming considerations, and a tutorial.

Each DataServer has its own guide, as follows:

- *Progress/400 Product Guide*
- *Progress DataServer for Microsoft SQL Server Guide*
- *Progress DataServer for ODBC Guide*
- *Progress DataServer for ORACLE Guide*

DataDirect ODBC Branded Driver Reference

The Progress® ODBC Enterprise DataServer™ includes ODBC drivers for all the supported data sources. For configuration information, see the documentation, which is available as a PDF file in *installation-path\odbc*. To read this file you must have the Adobe Acrobat Reader Version installed on your system. If you do not have the Adobe Acrobat Reader, you can download it from the Adobe Web site at:
<http://www.adobe.com/products/acrobat/readstep.html>.

SQL-89/Open access

Progress Embedded SQL-89 Guide and Reference

A guide to Progress Embedded SQL-89 for C, including step-by-step instructions on building ESQL-89 applications and reference information on all Embedded SQL-89 Preprocessor statements and supporting function calls. This guide also describes the relationship between ESQL-89 and the ANSI standards upon which it is based.

Progress Open Client Developer's Guide

A guide that describes how to write, build, and deploy Java™ and ActiveX applications, and Java applets that run as clients of the Progress AppServer. This guide includes information about how to expose the AppServer as a set of Java classes or as an ActiveX server, and how to choose an Open Client distribution package for run time.

Progress SQL-89 Guide and Reference

A user guide and reference for programmers who use interactive Progress/SQL-89. It includes information on all supported SQL-89 statements, SQL-89 Data Manipulation Language components, SQL-89 Data Definition Language components, and supported Progress functions.

SQL-92

Progress Embedded SQL-92 Guide and Reference

A guide to Progress Embedded SQL-92 for C, including step-by-step instructions for building ESQL-92 applications and reference information about all Embedded SQL-92 Preprocessor statements and supporting function calls. This guide also describes the relationship between ESQL-92 and the ANSI standards upon which it is based.

Progress JDBC Driver Guide

A guide to the Java Database Connectivity (JDBC) interface and the Progress SQL-92 JDBC driver. It describes how to set up and use the driver and details the driver's support for the JDBC interface.

Progress ODBC Driver Guide

A guide to the ODBC interface and the Progress SQL-92 ODBC driver. It describes how to set up and use the driver and details the driver's support for the ODBC interface.

Progress SQL-92 Guide and Reference

A user guide and reference for programmers who use Progress SQL-92. It includes information on all supported SQL-92 statements, SQL-92 Data Manipulation Language components, SQL-92 Data Definition Language components, and Progress functions. The guide describes how to use the Progress SQL-92 Java classes and how to create and use Java stored procedures and triggers.

Deployment

Progress Client Deployment Guide

A guide that describes the client deployment process and application administration concepts and procedures.

Progress Developer's Toolkit

A guide to using the Developer's Toolkit. This guide describes the advantages and disadvantages of different strategies for deploying Progress applications and explains how you can use the Toolkit to deploy applications with your selected strategy.

Progress Portability Guide

A guide that explains how to use the Progress toolset to build applications that are portable across all supported operating systems, user interfaces, and databases, following the Progress programming model.

WebSpeed

Getting Started with WebSpeed

Provides an introduction to the Progress WebSpeed Workshop tools for creating Web applications. It introduces you to all the components of the WebSpeed Workshop and takes you through the process of creating your own Intranet application.

WebSpeed Installation and Configuration Guide

Provides instructions for installing WebSpeed on Windows and UNIX systems. It also discusses designing WebSpeed environments, configuring WebSpeed Brokers, WebSpeed Agents, and the NameServer, and connecting to a variety of data sources.

WebSpeed Developer's Guide

Provides a complete overview of WebSpeed and the guidance necessary to develop and deploy WebSpeed applications on the Web.

WebSpeed Product Update Bulletin

A booklet that provides a brief description of each new feature of the release. The booklet also explains where to find more detailed information in the documentation set about each new feature.

Welcome to WebSpeed (Hard copy only)

A booklet that explains how WebSpeed software and media are packaged. *Welcome to WebSpeed* also provides descriptions of the various services Progress Software Corporation offers.

Reference

Pocket Progress (Hard copy only)

A reference that lets you quickly look up information about the Progress language or programming environment.

Pocket WebSpeed (Hard copy only)

A reference that lets you quickly look up information about the Progress SpeedScript® language or the WebSpeed programming environment.

Accessing Progress product documentation on the web

For your convenience, you can access the most recent Progress product documentation from the following Web site: <http://www.progress.com/products/documentation>.

The Progress OpenEdge platform

The OpenEdge platform is a comprehensive platform for developing, deploying, integrating, and managing business applications:

- **Application Development** — OpenEdge Studio
- **Application Framework** — Progress Dynamics
- **Client Processing** — GUI client, character client, WebSpeed Agents, WebClient, Open Client)
- **Business Processing** — The business-purposed Progress 4GL
- **Analytical Processing** — Business Intelligence (CorVu and Actuate) and reporting (Report Builder and Progress Results)
- **Integration** — Sonic ESB®, SonicMQ® and the Progress Adapter, and XML
- **Application Server** — Progress AppServer and WebSpeed Transaction Server
- **Data Management** — Progress RDBMS and DataServer technology
- **Systems Management** — Progress Fathom™ Management, Fathom High Availability

The platform is flexible and open. Its standards-based architecture allows you to build Progress Future Proof™ applications. Through its architecture, your applications are insulated from changes that occur in the computing environment. A server-centric approach separates and leverages business logic from application interface code, which allows you to take advantage of multiple deployment and accessibility options for clients—devices, GUI, Web browsers, other applications. The Progress 4GL application logic executing in the Progress AppServer can inter operate with any client (4GL, WebClient, ActiveX®, HTML, or Java™); with any data source (Progress, ORACLE, JDBC, ODBC); with any application exchanging XML documents, creating APIs using OpenClient proxies or direct calls through HCL, Automation, pipes, or socket programming; and with any business using SonicMQ® messaging services and the Sonic ESB® enterprise service bus.

You can find more information about OpenEdge from our Web site at
<http://www.progress.com/products/index.ssp>.

OpenEdge Studio

For developing applications, OpenEdge Studio provides a complete, integrated set of graphical development tools to productively build, test, and maintain applications. At the heart of the OpenEdge Studio lies the Progress Fourth Generation Language (4GL), a complete programming language that allows developers to totally control application interfaces, processing logic, and data—the control required to complete mission-critical systems.

The OpenEdge Studio is comprised of the following tools:

- Progress Dynamics
- AppBuilder
- Progress 4GL
- WebSpeed Workshop
- Data Dictionary
- Data Administration
- Procedure Editor
- PRO*Tools
- Report Builder
- Progress Results®
- Application Compiler
- Application Debugger
- Online Help

Using these tools, developers can produce all the necessary components of their mission-critical applications—from front-end graphical and character interfaces, to complex logic processing procedures, to batch processes, to production reports, and outside software integration.

Progress Dynamics

Progress Dynamics is the application framework of the OpenEdge platform. It is a repository-based development and deployment environment for distributed applications. Progress Dynamics represents a new application development paradigm concentrating on using data to replace hard-coded application attributes. User interface methods, security and administrative control, application attributes, and characteristics – all can be controlled by manipulating database entries instead of using the more traditional hard-coded methodologies. The goal is to make the application more flexible in development, deployment, and operation by eliminating coding related to user interface deployments, individual screen configurations, and other application attributes associated with individual installations and even individual roles and users.

Progress Dynamics also includes a set of customizable environment managers that create a complete environment for running a distributed application. The managers handle session and context management, configuration, personalization, and localization. The development environment is fully integrated into the Progress AppBuilder.

AppBuilder

The Progress AppBuilder is a visual programming environment. The AppBuilder unifies traditional client/server and n-tier functionality with Web-based technology to support a broad, integrated range of application and development options. With the AppBuilder, you can quickly create complex application interfaces simply by defining and positioning user controls and database information on the screen with a visual point-and-drag environment. You can assemble applications using a variety of objects, ranging in scale from individual controls such as command buttons, pull-down menus, check boxes, and radio sets to more robust reusable components such as data browsers, data frames, navigation panels, tab folders, and third-party components such as ActiveX controls.

The AppBuilder provides you with shortcuts for creating standard business objects through Progress SmartObjects. These are Progress procedures that encapsulate standard user interface logic and data. SmartObjects automate development by letting you quickly and easily create reusable code in a graphical, object-oriented programming environment. Once created, you can assemble SmartObjects into applications by pointing and clicking. The AppBuilder supplies several powerful SmartObjects templates, which you can use and customize. You can also create your own SmartObjects. SmartObjects include Progress SmartDataViewers™, Progress SmartDataBrowsers™ and Dynamic SmartDataBrowsers, Progress SmartPanels™, Progress SmartWindows™, Progress SmartFrames™, Progress SmartToolbars™, SmartSelects, Progress SmartDataFields™, SmartFilters, Progress SmartDataObjects™, Progress SmartBusinessObjects™, SmartB2BObjects (Business-to-Business), and SmartSenders, SmartReceivers, SmartProducers and SmartConsumers.

Progress 4GL

The Progress 4GL is the common thread that runs through the entire toolset in the OpenEdge Studio. It is a complete, high-level application development language that allows you to address all of your mission-critical application needs while reducing complexity and enhancing productivity.

The Progress 4GL also allows seamless access to components. You can use the Progress 4GL to manipulate ActiveX controls or to incorporate Object Linking and Embedding (OLE) Automation Servers into your applications.

Data Dictionary

The Progress Data Dictionary provides a complete set of menu-driven facilities for creating and maintaining database definitions, application defaults, and business rules. The Data Dictionary serves as a central storage mechanism for all database information, insulating you from the specific details of each database type and location.

All of the Progress ADE tools, as well as the Progress 4GL, use Data Dictionary defaults automatically when building new application components. Centrally defining and maintaining these defaults once in the Data Dictionary greatly reduces the amount of time it takes to create any individual piece of your application. A single change to a Dictionary definition is inherited by every application component that refers to the original definition. As a result, these central defaults promote application consistency, increase productivity, and reduce maintenance costs.

Database Administration

The Progress Database Administration facility allows you to perform a variety of database maintenance tasks, including dumping and loading data and definitions, exchanging definition information from non-Progress data sources, defining application security and permissions, and importing and exporting data from a variety of sources.

The Database Administration facility is useful for initially building an application database, as well as maintaining and tailoring a deployed database at a user site.

Procedure Editor

The Progress Procedure Editor allows you to quickly build, modify, and test all of your Progress application components. The Procedure Editor provides a full range of editing features, including file drag-and-drop, cut-and-paste, and search-and-replace, which allow you to make large-scale changes to several different programs quickly. As a result, you can work on multiple programs concurrently.

PRO*Tools

Progress PRO*Tools is a set of utility programs that assist you with developing and running Progress applications. They include the AppServer Session Information, Color Changer, Configuration Information, Database Connections, Font Changer, OS Prompt, Procedure Object Viewer, COM Object Viewer, ProtoGen, Run Procedure, PROPATH Editor, Screen Capture, Screen Scaling, Session Attributes, SmartObjects Conversion Utility, Static SmartObject, Dynamic Object Conversion Utility, Window Viewer, and the Windows Information.

The following highlight a few of the PRO*Tools:

- **Service Parameter Maintenance PRO*Tool** — The Service Parameter Maintenance PRO*Tool allows you to define and test the logical partitions of your distributed application. You can use the Partition tool as part of your end-user application to set up your application partitions at your deployment site.
- **Control Hierarchy PRO*Tool** — The Control Hierarchy applet helps you debug applications and view the objects that Progress creates. This applet scans the Progress object tree and displays the objects in the Control Hierarchy browse list.
- **PRO*Spy PRO*Tool** — The primary function of PRO*Spy is to serve as a training and debugging aid to programmers using ADM SmartObjects. PRO*Spy allows you to turn logging on and off while running an application and to set marks, clear, and save the PRO*Spy Browse (which displays execution path information).

Report Builder

Progress Report Builder is a robust data access and reporting tool that allows you to create production-quality reports that select, analyze, and present data from your database tables in a variety of ways. Presentation features give you the ability to control fonts and colors, and to include images in your report. The report definitions you create are saved in a report library.

Results

Results is an interactive tool that lets end users with little or no programming experience query, report on, and maintain information stored in database tables. You, the application developer, can also customize Results according to the needs of individual sites, and then integrate it into your delivered applications.

Application Compiler

The Application Compiler is a tool for compiling individual source procedures or a group of procedures to produce executable code that is permanently stored.

Application Debugger

The Application Debugger provides a complete set of facilities to help you locate and correct errors in application logic or data handling in any Progress application component.

The Debugger allows you to understand and track the flow of control in an application. You can examine the contents of the application's buffers and variables, as well as state information and trace processing events. In turn, you can quickly and easily validate applications, thereby maximizing quality and shortening the time to application completion.

Online help

Online help provides users with immediate access to information while working with a software application. Progress provides three ways to supply online help to application users: with help strings, ToolTips, and WinHelp or Microsoft HTML Help online help systems.

OpenEdge application server

Progress AppServers™ provide advanced network deployment capabilities to help meet the processing demands of your distributed enterprise applications. Through application partitioning, AppServers allow you to separate the business logic from the user interface in your network- or processing-intensive applications. The AppServers encapsulate 4GL procedures into reusable code, allowing you to move your business logic from clients to faster servers distributed across the network. AppServer features include stateless server technology, message queuing, an integrated NameServer, and support for multiple client platforms and asynchronous client requests. OpenEdge Studio includes development versions of the Progress AppServer and the WebSpeed Transaction Server.

Progress AppServer

The Progress AppServer allows you to build and deploy complex distributed applications using the Progress 4GL. The AppServer allows you to initiate procedure requests from a location on your network and run those procedures at another location. From Progress, Java, or ActiveX clients, you can call and execute 4GL-based remote procedures on an AppServer. The Version 9 AppServer offers load balancing, message queuing, stateless server technology, Java and ActiveX client access to the AppServer through a tool-generated proxy using an object-oriented protocol, and an integrated NameServer that directs client requests to available application brokers.

Version 9 clients can communicate with an AppServer over the internet using an adapter that extends the functionality of a standard Web server. When using this adapter, all requests between a client and an AppServer are transparently encapsulated within HTTP. Tunneling AppServer requests through a Web server using HTTP provides the basis for secure, firewall-protected access to the AppServer over the internet.

WebSpeed Transaction Server

The WebSpeed Transaction Server helps you build complete business applications for the Internet and corporate intranets. It includes transaction agents that run your WebSpeed application logic, transaction brokers that manage a pool of transaction agents, a messenger that allows you to distribute your WebSpeed application over a network, and powerful utilities that allow you to scale, define and administer your WebSpeed Transaction Server.

Progress Open Client Toolkit

The Progress Open Client Toolkit allows you to develop Java and ActiveX clients that access the Progress AppServer. You can deploy these clients in a client/server or Web-based environment.

WebClient

The Progress WebClient™ is a graphical 4GL client that is especially designed to execute Progress applications over the World Wide Web. It serves as the end user's window into a Web-enabled Progress application. The applications run using a Progress WebClient that the end user has installed on their machine, typically over the Web. The WebClient is also reduced in size and streamlined in functionality to allow the user to more quickly download and run it over the Web.

IntelliStream™ is Progress technology that supports the installation and deployment of WebClient applications. After an application's initial deployment, IntelliStream™ automates and streamlines the management process by enabling the WebClient to determine that the application needs to be updated; it then downloads only those changed resources to the client machine. It delivers exactly the parts of an application that end-users need, when they need them. IntelliStream™ has a flexible, server-based provisioning model. That is, an application provider can store application resources on a Web server or with the Progress AppServer.

Unlike a standard Progress Windows GUI client, the WebClient is not able to directly access any data source, including the Progress RDBMS. Its purpose is to run only user interface code, leaving the database access and other business logic and validation functions to be done by the AppServer. The applications must have proper separation of user interface and business logic. The Progress WebClient runs on the end-user's PC, executing 4GL user interface code and communicating with the Progress AppServer over the Web using HTTP or HTTPS tunneling (see AIA/S). Support for HTTP tunneling with the Secure Sockets Layer (SSL) provides HTTPS and enables the WebClient to ensure the security of message transmissions.

OpenEdge data management

For the special demands of mission-critical applications, many organizations have chosen the Progress Relational Database Management System (RDBMS). The Progress RDBMS is a high-performance database solution for real-world applications that also features one of the industry's lowest total costs of ownership. Business-critical applications demand not only the ability to support high processing rates for simple transactions, but also to provide high throughput and fast response times for the longer, more complex transactions that characterize many commercial systems.

The Progress RDBMS provides a feature set specifically targeted at supporting environments that require high transaction rates, guaranteed data integrity, and high availability. Maximum throughput is provided through capabilities such as record-level locking, which minimizes data contention; query optimization strategies, which improve data retrieval times; and intelligent record buffering, which reduces network traffic. Data integrity is ensured through features such as roll-forward and roll-back recovery from system problems, and online backup for nonstop operations.

OpenEdge provides three different Progress database products. These products allow us to more closely meet the needs of the three database markets: Enterprise, Workgroup, and Personal. OpenEdge Studio includes a Personal Progress database.

Service and Support: a 100% Solution

Progress Software Corporation maintains a long-term commitment to superior product performance and productivity. Ultimately, product quality is a direct result of the judgment and experience of the people who work to produce it. The quality of an application development environment is only as good as the products and services that back it up. It is the people behind the product—in Development, Documentation, Customer Support, Education Services, and Professional Services—that make the difference.

The Customer Support Organization

The Customer Support organization is structured according to geographic regions, each with its own center. The regions are:

- [Americas](#)
- [Europe, Middle East, and Africa \(EMEA\)](#)
- [Asia Pacific](#)

Americas

The Americas Support Center is located in Bedford, Massachusetts. It provides telephone support in English, Spanish, and Portuguese for American and Latin American customers. Hours of operation provide coverage that takes into account the business hours of local sales offices as well as time zone differences between countries in this region.

Customers can access the Americas Support Center by telephone, e-mail, or using the Progress Software Corporation Support Web site (<http://www.progress.com/support>).

Europe, Middle East, and Africa (EMEA)

The EMEA Technical Service Centre supports our distributors, application partners (APs), and direct end users in the EMEA region. Support is offered in ten different languages, to supply telephone coverage in your native language. All the Technical Support Engineers (TSEs) belong to a language team to ensure telephone coverage. They also belong to one or more skill groups, defined around different areas of the Progress product set.

Customers can access the EMEA Support Centre by telephone, e-mail, or using the Progress Software Corporation Support Web site (<http://www.progress.com/support>).

Asia Pacific

The Asia Pacific Support Centre supports our subsidiaries, distributors, APs, and direct end users in the Asia Pacific region. Support is provided only in English.

Customers can access the Asia Pacific Support Centre by telephone, e-mail, or using the Progress Software Corporation Support Web site (<http://www.progress.com/support>).

Coverage offerings

This section explains the workings of Progress Software Corporation Customer Support. Customer Support is committed to providing the best possible technical support. For more detailed information and a complete reference to important names, phone numbers, and e-mail addresses, visit the Customer Support Web site at <http://www.progress.com/support>.

Customer Support is available to you when you need assistance or support with your Progress product. If it is determined during the course of a call that you would be better served by making use of training and consulting services, Customer Support may refer you to your local office.

Customer Support provides assistance with products according the Product Life Cycle document. Three levels of customer support are available:

- **Standard Support** — Provides support for active and functionally stable versions of the product, during normal business hours.
- **Extended 24 x 7 Support** — Extends the hours of coverage to 24 hours a day, 7 days a week, 365 days a year, (including holidays).
- **Advantage Support** — Provides a Technical Relationship Manager (TRM) focusing on your company, including direct access to senior and principal engineers.

For detailed information about these support services, visit the Customer Support Web site at http://www.progress.com/services/technical_support.

When you place your call

Some information is required when you log a support issue with Progress Technical Support. For a list of the information you need to provide when you place your support call, visit the Customer Support Web site at http://www.progress.com/support/tech_support/support_guide/what_information.

Placing your call to Technical Support

You can contact your regional support center by telephone, fax, e-mail, or via the Web. Before placing your call, please ensure you have all the relevant information available. For information on how to open a support call, visit the Customer Support Web site at http://www.progress.com/support/tech_support/contact_support.

The engineer taking your details may not be a specialist in the related product area, but will take a full description and ensure the call is passed to the appropriate person.

Logging your calls on the Web

The Customer Support Web site at <http://www.progress.com/support> provides a direct Web interface into your regional Technical Support call logging and tracking system. Through this service, you can log, monitor, update, report on, and close your issues over the Web. A login ID and password are required.

Quick Log is a tool specifically designed for users to quickly log an issue without requiring a login ID or password. If you would like to update your existing call or check the status of a call, you must use TechSupport Direct.

From your customer site

If you call from a customer site, please make this known to the engineer. Ask that the priority of your call be set to **HIGH** to ensure you get a prompt call back if your issue cannot be resolved during the first call.

Your work request number

Each time you call Progress Software Corporation Technical Support, you will be given a Work Request tracking number. There are several components to the Work Request number:

Wymmdxxxx

All Work Requests begin with **W**. A single digit (*y*) indicates the year; for example, 4 for 2004. The next two digits (*mm*) indicate the month, followed by two digits (*dd*) representing the day of the month. The last four digits (*xxxx*) are a unique sequential call identifier.

Please quote the call identifier whenever you follow up on your issue.

The following table describes the defined call priorities, response times, and the schedule for providing status updates:

Call priority	Criteria	Response time	Status updates
CRITICAL	Critical, impacts entire business	60 minutes	Response + 4 business hours
DOWN	Unit or system down	60 minutes	Response + 8 business hours
HIGH	High priority	4 hours	Daily
ESCALATED	N/A	N/A	Daily
MEDIUM	Normal, default priority	8 hours	As needed
LOW	Customer not in a hurry	Next business day	As needed

Supporting Progress customers

A customer is any organization that has a valid maintenance agreement with Progress Software Corporation. Our goal is to provide the best support possible. To this end, it is important that we service and support those customers who have maintenance agreements with Progress Software Corporation.

In situations involving APs, the first call on any issue related to an end-user customer should come from the AP. It is important that the AP initiate all support calls to Progress Software Corporation. It is in the AP's best interest to know what problems their customers are encountering and to isolate any problem. Furthermore, the customer of the AP is not the best resource in problem isolation between the AP's application or software from Progress Software Corporation. The AP must stay involved with any problem that its customers might encounter with Progress software. This involvement will increase their knowledge and maintain the appropriate relationship with the customer. The AP also will be in a position to determine if this is a problem affecting a single site or the AP's entire customer base.

If the customer of the AP contacts Progress Software Corporation directly, they will be asked to discuss their issue with their AP. Obviously, this does not replace the application support provided by the AP. Failure to renew your maintenance agreements for the licenses in question is likely to result in denial of support for any further calls.

If you have questions about evaluation licenses, future products, or any sales-related questions, please contact your local presales support team at your local Progress Software Corporation office.

Service packs

Service Packs are a collection of bug fixes to Progress products; they go through a high level of testing, including running a complete suite of regression tests. Service Packs are released for all supported platforms simultaneously, have the same version number, and contain the same fixes. They are available online through the **Download Center** link on <http://www.progress.com/support>. Service Packs include an installation procedure to take you through the steps to apply the service pack.

Registering Your Product

To be eligible for customer support services, you must register your Progress product.

Benefits of the Annual Maintenance Plan

There are three important reasons for you to cover your Progress products under the Annual Maintenance Plan: access to updates and upgrades, license investment protection, and access to Progress Software Corporation Technical Support.

Keeping up with software enhancements always is important, and often it is critical to the success of your application. Progress Software Corporation regularly introduces new features and capabilities. If you cover your products under the Annual Maintenance Plan, you can receive updates and upgrades for only a processing fee plus the cost of the documentation, where applicable. Also, if your product is covered under maintenance, in most cases there is no fee when you change an operating system, machine, or site (within the operations of a currently licensed customer).

NOTE: This does not apply to machine-based or unlimited user count licenses.

Finally, we think you will find access to our Technical Support staff invaluable.

How do I enroll?

The Annual Maintenance Plan should be purchased when you purchase your Progress product and can be renewed at the end of that year. For the specific costs of your maintenance plan, please contact your Progress supplier.

The sooner you enroll in the Annual Maintenance Plan, the more economical it is. If you enroll in the plan more than 90 days after purchasing your product, you are subject to substantially higher prices. Please contact your Progress supplier if you have any questions about the Annual Maintenance Plan.

So don't delay. Enroll in the Annual Maintenance Plan today!

If you purchased your product through a Progress Software Corporation Application Partner, contact them first to purchase maintenance.

Education Services

Progress Education Services offers a complete, task-based, hands-on curriculum for core Progress products. Both classroom training and nonclassroom alternatives are available. Education Services continually offers new courses to address the pressing needs of our user community. For up-to-date information, use the Progress Software Corporation Education Services Web site <http://www.progress.com/services/education>.

Our classroom courses are taught by expert instructors in state-of-the-art facilities located around the globe. On-site training also is available, for the convenience of our customers who wish to take our courses directly at their workplace. For those who prefer learning at their own pace, we offer a full range of computer-based training (CBT), Web-based training (WBT), and text-based instruction courses which include exercises and labs on CD.

By taking one of our courses, you receive Progress education from professionals who have made software training a career focus. Our instructors are specialists who receive complete technical training in all aspects of Progress products. Our highly skilled course developers work together with top Progress software engineers to create the best possible training.

All our courses, whether classroom or self-paced, are task-based. That is, they emphasize what you need to know to do your job and how you can leverage the capabilities of Progress products to maximize your investment.

All our courses provide ample opportunity for practice through hands-on, real-world labs. In each course, you build an application that simulates a real-world environment. When you complete your training, you can take your newly built application with you for future development at your own site.

Progress education provides you with:

- The highest quality course materials for classroom and nonclassroom study, developed by expert course developers working closely with Progress software engineers.
- Experienced instructors with access to Progress Software Corporation benchmarking and source materials.
- WBT and CBT options that enable students to learn what they need, when they need it, without leaving the office.

Progress Web-Based Training (WBT)

Customers can access Progress WBT using the Progress Software Corporation WBT Web site (<http://wbt.progress.com>). If you have any questions, please send e-mail to wbt-core@progress.com. Progress WBT is:

- **Convenient** — You take the training over the Internet, at your own pace, when and where you need it.
- **Flexible** — You can subscribe to separate eLessons—or a full course—you decide.
- **Low Cost** — You pay less for WBT than for comparable classroom training—and incur no travel expenses.
- **High Quality** — You will be taking highly interactive, award-winning courses.
- **Current** — You work with database and exercise files that are compatible with Progress V9.
- **FREE for you to sample** — You can subscribe to a free sample of any WBT title. The sample is intended to provide you with free training on several topics within the course, and also give you an overview of the other topics that are taught within the course. Look for the FREE SAMPLE titles on the Catalog.

To subscribe to Progress WBT:

- 1 ♦ Go to the Progress web-based training web page at: <http://wbt.progress.com>.
- 2 ♦ Click Catalog on the left to see the list of courses available.
- 3 ♦ Select the titles in which you are interested, and click Subscribe.
- 4 ♦ Review your selection, and click Confirm.
- 5 ♦ If you are a new Progress WBT student, then click Profile to enter your information. If you are an existing student, enter your User Name and Password to review your Profile.
- 6 ♦ Choose Subscribe.
- 7 ♦ Once your subscription request has been submitted, you will receive e-mail notifying you that your order is being processed. Shortly after that, you will receive mail that your subscription has been activated, along with your User Name and Password, and instructions on how to access your WBT titles.

Progress Professional Services

Progress Professional Services (PPS) offers strategic solutions to help you make the most of your technology investment and prepare you for the future. Whether you are looking to take your business to the Web, gain operational efficiencies through better reporting and decision support, or enhance your technology environment to make it run faster and smoother, Progress Professional Services can help you get there.

It is easier than ever to tap into the power of this expert knowledge and advanced insight with a collection of consulting, mentoring, and training programs tailored to address the issues you are facing right now:

- **Application Innovation** — Take your business to a new level by transforming your existing Progress-based applications with valuable business solutions.
- **Application Mentoring and Optimization** — Master advanced strategies and tactics for transforming your application.
- **System Enhancement** — Examine, tune, supplement, and manage your systems for maximum performance.
- **Business and Technical Empowerment** — Open your doors and start doing business with anyone in the world with speed and confidence.
- **User Training and Education** — Improve productivity by ensuring that everyone on your team is up-to-date on the latest Progress technology.

The inside advantage for consulting and education

Progress Professional Services is the only resource where you will find the kind of in-depth product knowledge and envelope-pushing attitude that lets you take your business to the next level of performance. We offer:

- Experienced consultants worldwide.
- Training experts worldwide.
- Expert project management teams and a dedicated Office of Project Management.

For more information

To find out how Progress Professional Services can help you with your most pressing objectives or to learn more about any of our programs, log on to

<http://www.progress.com/services/consulting>.

Services may vary from region to region. For information regarding Progress Professional Services in your area, contact the appropriate address listed below. For current information, visit our Web site at http://www.progress.com/about_us/worldwide_offices.

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Fax: 781 280-4095

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Europe/Middle East/Africa

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The Netherlands
Tel: 31 10 286 5700
Fax: 31 10 286 5777

Asia/Pacific

Progress Software Pty. Ltd
1911 Malvern Road
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Tel: 61 3 9805-8500
Fax: 61 3 9885-9473

Worldwide Sales Offices and Subsidiaries

Progress Software Corporation sells products and services worldwide to organizations that develop and use mission-critical business applications. With our partners, we deliver solutions, consulting, technical support, and training to customers in over 100 countries. Our Web sites around the world are updated continually to provide the most current localized content and area-specific information.

For a complete list of Worldwide Sales Offices and Subsidiaries, consult the Progress Software Corporation Web site at http://www.progress.com/about_us/worldwide_offices.

Progress Software User Groups

Progress Software User Groups provide the ideal networking environment for you and other Progress users. Worldwide user groups provide a way to meet others in an informal setting to exchange ideas and discuss the applications that are impacting today's fast-paced technology model. User Groups feature Progress Software experts and other guest speakers, so you can keep up with the latest product advancements and trends. Progress Software actively supports its user groups with formal communication forums and discounts on training and other corporate events.

Whether you participate in person or via the Internet, a Progress Software User Group is your best way to stay informed and stay connected.

For a complete list of Progress Users Groups, visit the Progress Software Corporation Web site at http://www.progress.com/support/user_groups.

Accessing Documentation on the Web

For your convenience, you can access the most recent Progress product documentation from the following Web site: <http://www.progress.com/products/documentation>.

Progress Software Developers Network

Visit www.psdn.com. The Progress Software Developer's Network (PSDN) is a service designed to deliver to developers the information and resources for creating best-of-breed business systems with Progress technology. At www.psdn.com, you will find technical reports, up-to-date product information, and a gateway for participating more actively in the Progress developer community. You also can subscribe to receive information on the topics and products most relevant to you.

If you have purchased maintenance on a development product directly from Progress Software Corporation, you are entitled to become a member of PSDN. Members receive two computer-based training courses prepared by Progress Education. In addition, members have deeper access to PSDN, dynamic content that provides insight from product specialists into technological future directions and the opportunity to pose your technical questions directly to Progress experts during Web seminars and chats.

Premier PSDN membership is another level of service that includes subscriptions to the PSDN Software Developer's Kit (SDK). The PSDN SDK is a comprehensive package of Progress Software Corporation products designed to support developing the full range of Progress applications: Web services-oriented, WebSpeed, distributed, client/server, and DataServer.

For more information about PSDN membership, please see <http://www.psdn.com/about/index.htm>.