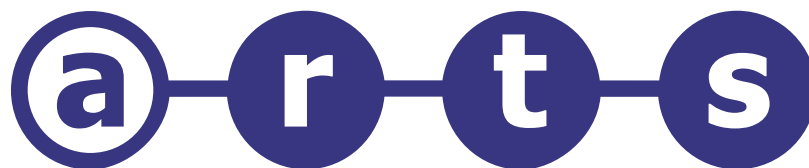


ARTS PDF Variform Plus

Version 1.0.2



www.artspdf.com

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1.0 INTRODUCTION

Welcome to personalized printing with Adobe® Acrobat® forms and ARTS PDF Variform Plus™ by ARTS PDF™.

ARTS PDF Variform Plus extends Acrobat forms and overcomes restrictions that limit their usability.

Acrobat forms were designed with web server-based applications in mind. So for anyone to consider an Acrobat forms application, this immediately brings to mind a significant “forms project” and trying to enlist the help of IT or MIS department. Such prospects are either beyond the reach of most individuals, difficult to implement given organizational constraints, beyond available budgets, or achievable in the next decade.

ARTS PDF believes that there are literally millions of private databases. These exist in the form of word processing documents, spreadsheet files, PC databases, and even custom query results from large databases.

Adobe’s Acrobat forms plug-in allows virtually any PDF document created from virtually any desktop application to be turned into a variable data form. But please remember that the term “form” is used in the general sense. It can include multi-line blocks of text. The definition is only restricted by our imaginations.

Combining the freedom of independent Acrobat forms design and ARTS PDF Variform Plus’s local access means that general usage of Acrobat forms can be extended to individuals, small or home offices, small businesses, self-employed professionals, branch offices, corporate departments, membership organizations, etc.

1.1 *Product Highlights*

ARTS PDF Variform Plus provides a set of tools for managing and printing data from external files to PDF forms documents. With ARTS PDF Variform Plus, you can specify the range of records from a data file to be printed and extract form field names from an existing Acrobat form document to an external file.

ARTS PDF Variform Plus can use data files from any ODBC compliant database, Adobe FDF/XFDF files, or tab, comma, semicolon or space-delimited text files.

Any Acrobat form document using form fields and appropriate security settings can be used as a merge document.

Merged data can be printed to a printer or new, merged PDF documents can be created by selecting print to “PDF”.

2.0 ARTS PDF VARIFORM PLUS SETUP

2.1 System Requirements

- PC with Pentium processor
- Memory and disk space the same as required by Adobe® Acrobat®
- Windows® NT 4.0 (S.P.4 or higher), Windows® 2000 or Windows® XP
- Adobe® Acrobat® 5.05 or higher

2.2 Installation

☒ Note: If you have multiple versions of Acrobat installed ARTS PDF Variform Plus will automatically be installed to the most recent version of Acrobat.

1. During installation you will be prompted for a serial number. Enter the serial number from the label on your CD jacket.
2. The installer will then provide you with a “User Code”. Please enter this code on the registration card in the space provided and mail the card to ARTS PDF. Without your registration information we have no way to identify you as a registered owner or to contact you for notices of updates.
3. Store your CD in a safe place in case you need it later.

In addition to this User’s Guide, the ARTS PDF Variform Plus folder contains the ARTS PDF Variform Plus plug-in, and other support files needed by ARTS PDF Variform Plus. The installation CD also has some sample PDF documents that demonstrate different data merge applications. The sample files are not installed to your hard disk.

☒ CAUTION: Any folders or files which are created during installation are required by ARTS PDF Variform Plus. If you rename, move, or delete these folders the product will not work correctly or may not work at all.

To validate the software’s registration and/or to view the installation status, launch Acrobat and select the “About 3rd Party Plug-Ins” box at the bottom of the Acrobat Help pulldown menu for “ARTS PDF Variform Plus...”. The word “***Unregistered***” appears in the ARTS PDF Variform Plus “About” box when the version is not fully licensed. To validate your license, click on the “Register...” button, and then enter the serial number provided by ARTS PDF.

2.2.1 Demo Mode

When ARTS PDF Variform Plus is in demo mode it will print DEMO on all output. Otherwise, the demo version of ARTS PDF Variform Plus is identical to the licensed version.

3.0 USING ARTS PDF VARIFORM PLUS

To use ARTS PDF Variform Plus, first locate the ARTS PDF Variform Plus tool buttons or menu items under the Acrobat menu. Use either the toolbar or the menu items from Acrobat's menu to setup the watched folder, or ARTS PDF Variform Plus print settings. Once you have set the properties, you can use it to merge data to the selected PDF form.

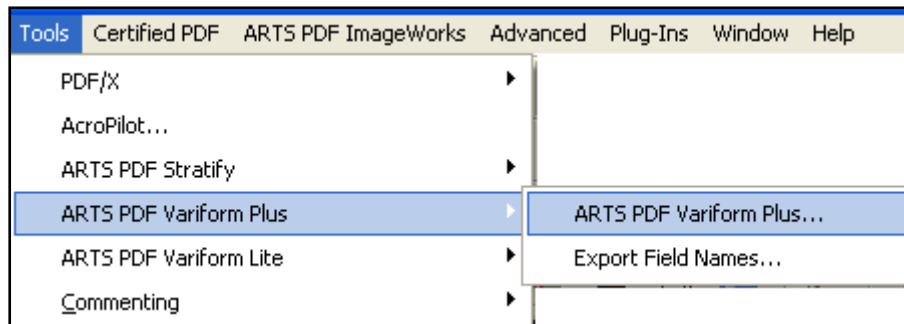


Figure 1: The ARTS PDF Variform Plus menu

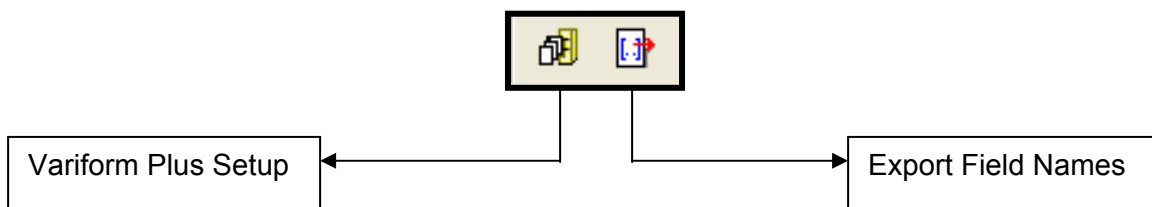


Figure 2: The ARTS PDF Variform Plus toolbar

4.0 ACROBAT FORM FIELDS

There are currently seven different types of form fields which can be created in Acrobat 4. These are described briefly below. Due to the nature of certain form field types, ARTS PDF Variform Plus will only merge data into Combo boxes or Text boxes. If other field types are used with ARTS PDF Variform Plus the resulting output for those fields will be blank. If there is a need to include items which would normally be indicated in a Check Box, the user should design the form using a Text box and put the appropriate character for “checked” in the data file. As an example, design the form to use the Zapf Dingbats font and put the numeral 3 or 4 in the data file for this field. This will cause a or to appear in the merged file. Consult the Acrobat documentation (Help -> Acrobat Guide) for more information on creating Acrobat forms.

- **Buttons** allow you to activate a series of actions.
- **Check boxes** allow your user to make multiple selections from a group of items.
- **Combo boxes** allow you to specify a **list** of items that appear in a pop-up menu.
- **List boxes** allow the user to create a list of items in a form field that displays all the time. Text boxes allow you to create a field into which you can enter text using the keyboard.
- **Radio buttons** allow your user to select one item from the displayed options.
- **Digital signature** fields allow you to create a form field that your user can then fill in with a signature and a printable representation. This field can be set to lock other fields after it is signed.
- **Text boxes** allow you to create a field into which you can enter text using the keyboard.

4.1 Appearance

When creating form fields, Acrobat allows the user to define a number of items affecting the field's appearance. These include such things as border color, width, and style, background color, text color, font and font size. ARTS PDF Variform Plus supports all of these choices and the output from ARTS PDF Variform Plus will include them. The user may also choose whether the form field is read only and/or required. Neither of these has any effect on ARTS PDF Variform Plus's ability to merge and print the data. Finally, the user has several choices about the form field's visibility. The only choice here which has any effect on ARTS PDF Variform Plus is "Visible but doesn't print". Although the data will be merged, for obvious reasons, it will not appear in the output from ARTS PDF Variform Plus.

4.2 Options

Acrobat allows the user to enter a default value for a form field, set the text alignment, choose whether the field supports multi-line input, limit the number of characters which can be entered in a field, treat the field as a password. Although ARTS PDF Variform Plus supports all of these options, the user should exercise care when implementing a limit on the number of characters or the password option. If the data to be merged exceeds the character limit for the field, ARTS PDF Variform Plus will still print it, but the data will be truncated. Selecting the password option causes data for that field to be displayed as "*****" and ARTS PDF Variform Plus will print it as such.

4.3 Actions

The user may define actions which occur when certain events take place. This is primarily related to manual entries in forms and has no effect on ARTS PDF Variform Plus's ability to merge and/or print.

4.4 Format

Acrobat allows the user to select from predefined formats or create custom formats for the data to be entered into a field. Although ARTS PDF Variform Plus supports the use of these formats, care should be exercised when defining them. If the format for a field is different than the format of the data in a file to be merged, ARTS PDF Variform Plus will report an error whenever it encounters a data entry which does not match the form field's defined format. This can be overridden by selecting "Ignore Field Formats" in ARTS PDF Variform Plus's [Preferences](#).

4.5 *Validate*

As with the Format option (above), ARTS PDF Variform Plus supports the use of validations, but care should be exercised when defining them. If the data in a file to be merged does not meet the validation criteria, ARTS PDF Variform Plus will report an error whenever it encounters a data entry which does not meet the form field's defined validation requirement. This cannot be overridden by ARTS PDF Variform Plus.


4.6 *Calculate*

When form fields have a numeric format, Acrobat allows the user to specify calculations to be performed on two or more such fields. ARTS PDF Variform Plus supports the use of calculations and the merged output will include the results of any calculations defined in the form.

- ☒ Note: In order for calculations to merge correctly you may not use a custom font for the field which contains the calculations. This is because ARTS PDF Variform Plus must put additional data for the custom font in the field when performing a merge.

5.0 USING ARTS PDF VARIFORM PLUS

To use the software, select “ARTS PDF Variform Plus...” from the Acrobat “Tools” pulldown menu.

Alternatively, you can launch ARTS PDF Variform using the  button on the Acrobat toolbar. ARTS PDF Variform Plus will then display its main window. See the following sections for more details on setup, printing and using Pilot folders.

- ✉ Note: If the security settings for a document are set to disallow printing or making changes Variform will not allow you to print it. You must remove document security before attempting to merge a data file.

5.1 Preferences

The preferences for Variform can be set using the standard Acrobat method of Edit -> Preferences -> ARTS PDF Variform Plus. The ARTS PDF Variform Plus Preferences window has a drop-down list with two sections – General and Default Folders. Both are described below.

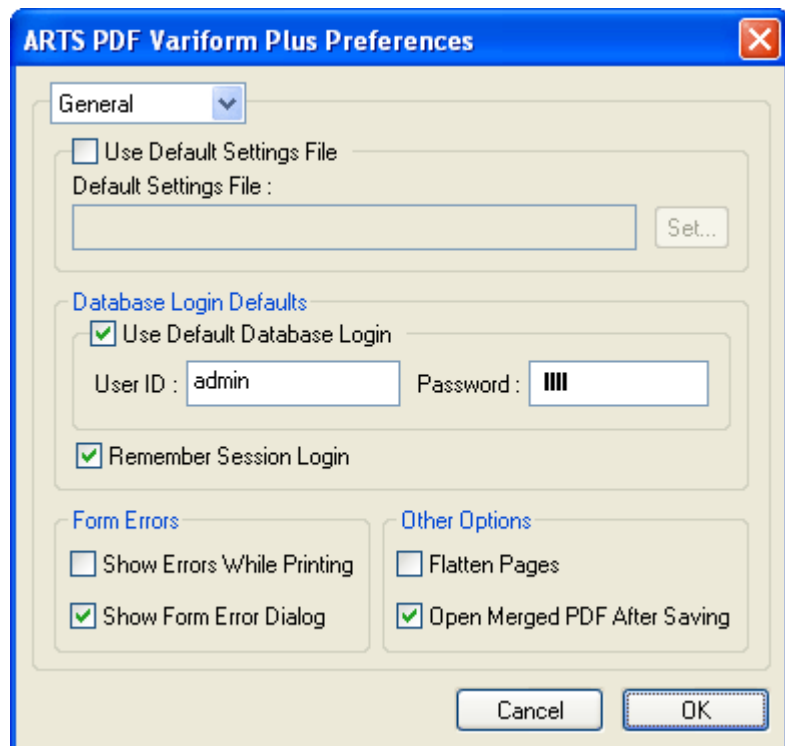
5.1.1 General Preferences

- **Use Default Settings File**

Within the main Variform window the user has the option to save their settings. This is useful for repeated merging using the same setup. This preference allows the user to specify a settings file to be loaded each time Variform is launched.

- **Database Login Defaults**

When using database files that require a user login for access this preference allows the user to set their User ID and Password so that they are not prompted every time they access a database for merging.



- **Remember Session Login**

If this is turned on, Variform will only ask for the user ID and password once during a session (A session being from the time Acrobat is launched until Acrobat quits). If it is off, the user will be prompted for the user ID and password each time they try to connect to a password protected database.

- **Show Errors While Printing**

If any errors occur during merging to a printer, including format or validation errors, having this option selected will cause a window to open and show the errors as they occur.

- **Show Form Error Dialog**

A PDF form may include javascripts, calculations, validations, and so on for one or more form fields. If this option is on and error occurs during merging a window describing any errors will open at the conclusion of the merge.

- **Flatten Pages**

When this option is selected form fields will be removed (flattened) in merged PDF files. Deselecting this option will preserve the form fields.



Note: This option flattens the entire PDF page which means that all annotations, including non-form fields, will be flattened.

- **Open Merged PDF After Saving**

When “PDF” and “Single File” are selected as the output mode in Variform this preference will cause the resulting PDF to be automatically opened in Acrobat after Variform is finished merging.

5.1.2 Default Folder Preferences

- **Use Default Query File Folder:**

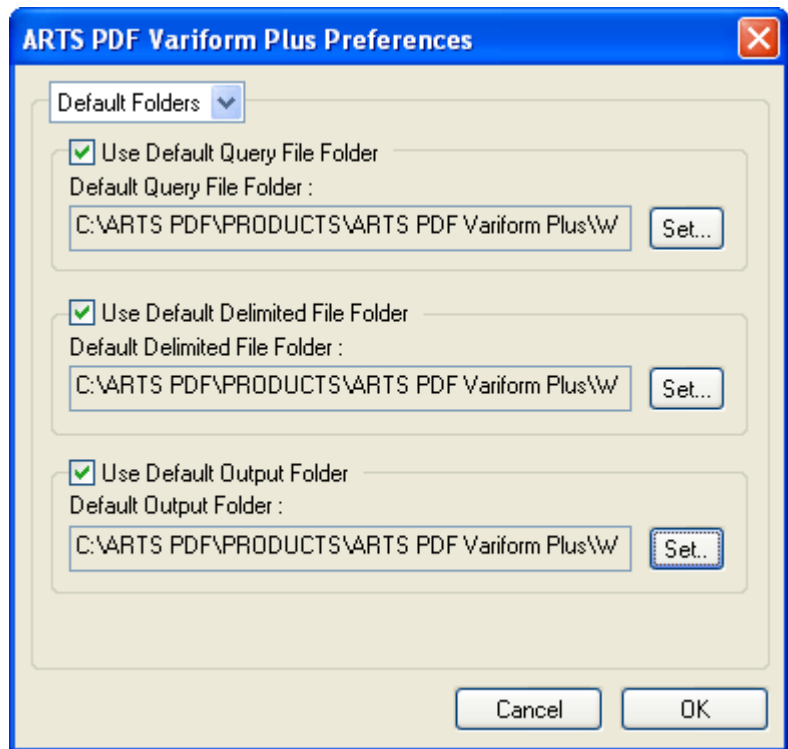
Variform uses these folders when you click "Load/Save" to select a query.

- **Use Default Delimited File Folder:**

This determines the default path where Variform will look for delimited data files when "Set" is clicked.

- **Use Default Output Folder:**

This determines the default folder where ARTS PDF Variform Plus will send PDF files when "PDF" is selected in the main window.



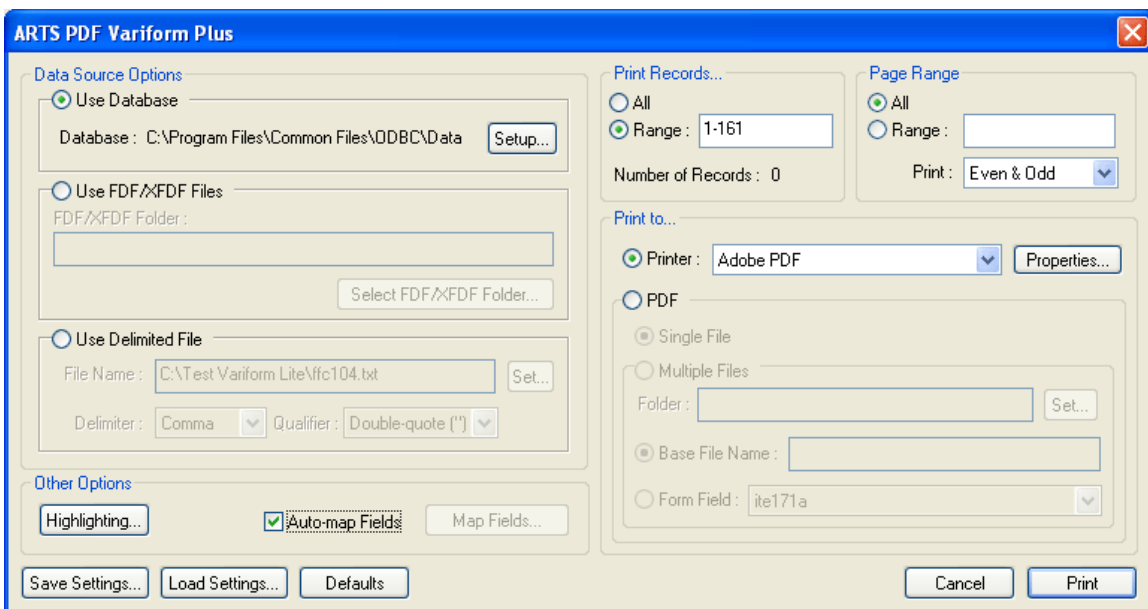
5.2 The “ARTS PDF Variform Plus” Main Window

This window is the first step in preparing to merge data. With the PDF form open in Acrobat the user selects the data source options and other features such as highlighting.

5.2.1 Data Source Options

- **Use Database**

When selected the Setup button becomes active and allows the user to connect to a registered ODBC data source. Other options will appear during setup. See [Database Basics](#) later in this document.



- **Use FDF/XFDF Files**

When this option is chosen the Select FDF Folder button becomes active. Clicking the button allows the user to select a folder containing Adobe FDF or XFDF files to be used for merging.

- **FDF/XFDF Folder:**

This box will display the path to the selected folder.

- **Use Delimited File**

This allows the user to select a tab, comma, semicolon or space delimited text file for merging.

- **File Name:**

This box will display the path to the selected file.

- **Delimiter:**

This drop-down list is used to select the type of delimiter used in the data file. Valid delimiters are Tab, Comma, Semicolon, or Space.

- **Qualifier:**


Delimited data files may contain qualifiers to separate blocks of data that contain the delimiter. Supported options are None, Double Quote (“), or Single Quote ('). The qualifier is used only if the data has an instance of the delimiter in it to differentiate it from a regular delimiter so it is recognized as a single value.

 Note: Delimited data files must have the field names in the first line of the file.

5.2.2 Other Options

- **Highlighting**

There are three options for highlighting fields in the output.

 Note: No Highlighting is the default. ARTS PDF Variform Plus will not apply any highlighting when merging data.

- **Highlight Blank Fields:**

Choosing this option will cause any field which does not contain data from the data file to be highlighted in the output.

- **Highlight Fields Containing:**

This allows the user to specify a text string that will cause highlighting in the output if the data file contains that text.

- **Highlight Color:**

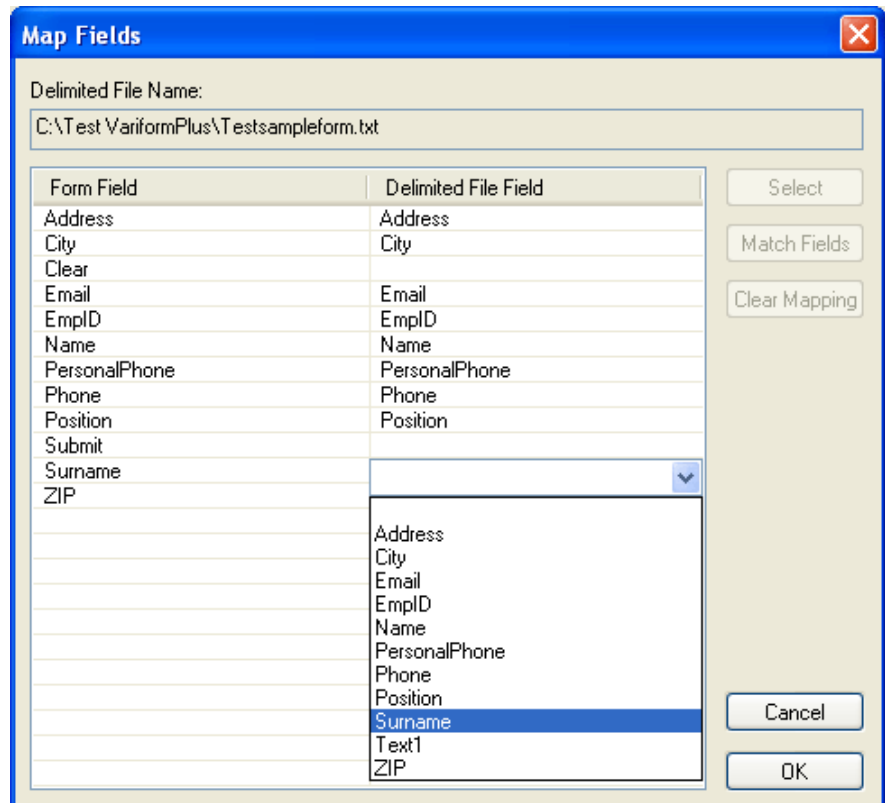
This gives the user the ability to specify a color to be used for highlighting in the output.

- **Auto-Map Fields**

When selected this option means that Variform will compare the field names in the selected data source with the field names in the PDF form. When exact matches are found ARTS PDF Variform Plus will “connect” the fields so that they will merge.

- **Map Fields**

If Auto-Map Fields is de-selected you may manually map fields. Clicking Match Fields will cause Variform to attempt to match field names in the PDF with those in the delimited file. You can clear any pre-filled mapping by using the Clear Mapping button. Fields can be manually mapped by double-clicking a row in the Delimited File Field column or by using the Select button.



5.2.3 Print Records

This section of the window allows you to select which records from the data file are to be included in the merged output. The user may select All or specify records in the Range: box. When a data file has been selected the total number of records in the data file will be displayed next to Number of Records:. When Range is selected you may enter specific record numbers or record ranges. A range must have a hyphen between the beginning and ending numbers (i.e. 3-7 to print records 3 through 7). Commas and spaces serve as separators between page numbers (i.e. 3-7, 8-11 to print records 3 through 7 and 8 through 11). If no number is entered after the hyphen (i.e. 7-) Variform will print records 7 through the end of all records.

5.2.4 Page Range

When the PDF contains multiple pages this option can be used to select which pages are included in the merged output. The All and Range: options are the same as Print Records shown above. Additional options are available in the drop-down list for further specifying which pages are to be output. The choices are: Even & Odd, Even Only, or Odd Only. 'Even Only' and 'Odd Only' can be used in combination with All to output all even pages or all odd pages.

- Note that page numbers are the physical pages of the PDF, which may not correspond to page numbers, if any, which are in the PDF document or displayed in Acrobat.

5.2.5 Print to...

The choices are to send the merged information to a PostScript printer or to a new PDF.

- **Printer**

The choices listed for printer will be all of the printers currently installed on the system where Variform is being used.

- **Properties...**

This button launches the printer properties window where the user can select media size, orientation and other printer attributes that will affect the output.

- **PDF**

- **Single File**

When this option is selected all records will be merged into a new, multi-page PDF file.

- **Multiple Files**

Selecting this checkbox indicates that the output will be multiple separate PDF files - one for each record in the data file. The user may choose whether to have the merged output files be based on a "master" name they enter or named automatically based on a selected field. See Base File Name and Form Field below.

- **Folder:**

This is the folder where the new PDFs will be placed.

- **Base File Name:**

If this option is desired the user must enter a file name. As records are merged, each output file will have the same name with a number appended to it (i.e. Myfile.pdf, Myfile.1.pdf, Myfile.2.pdf, and so on).

- **Form Field:**

This option allows the user to select from a list of the form fields in the PDF to be used for naming the merged PDF files. As an example, if “FirstName” is a field name in the PDF and it is chosen here, then the output files would be named something like “Joe.pdf”, “Jane.pdf” and so on.

5.2.6 Save Settings / Load Settings

Using these buttons you can save your ARTS PDF Variform Plus settings for each job that you routinely run. These predefined formats save you time, diminish the likelihood of error, and save you the trouble of re-experimenting to get jobs to come out the way you want.

5.2.7 Defaults

Clicking Defaults returns all parameters back to the “default” values. [See “Preferences>Use Default Settings File”](#) to change the defaults settings for ARTS PDF Variform Plus. If a default settings file has already been selected in Preferences, holding down the Alt key while clicking this button will prompt you to use the current settings as the new defaults.

5.2.8 Cancel


Clicking this will close the ARTS PDF Variform Plus window without any changes or selections being stored.

5.2.9 Print/Save

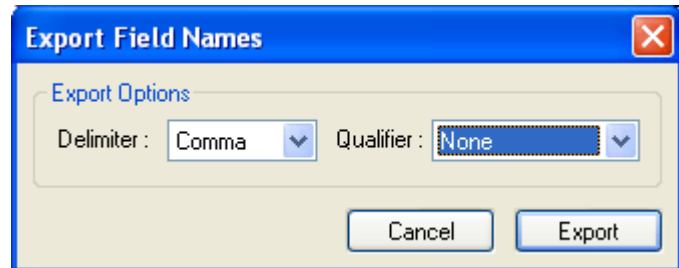
When a printer is selected for output the button will show Print. Clicking Print will send the merged file to the printer. When PDF is selected for output the button will show Save. Clicking Save will open a “Save As” window to allow the user to select a location and file name for the merged PDF.

5.3 The “Export Field Names” Window

The “Export Field Names” window can be accessed by selecting “Export ARTS PDF Variform Plus Field Names” from the Acrobat “Tools” pulldown menu, or by clicking on

the  button on the Acrobat toolbar.

The “Export Field Names” function is particularly useful when the user does not know the field names used in the Acrobat document, or when there are a large number of field names and comparing them with the field names in the data file would otherwise be difficult. This function allows the user to export the Acrobat form field names to a text file so that they can be used to ensure that the field names in the data file match.



5.3.1 Export Options

- **Delimiter:**

This list allows the user to select the type of delimiter to be used to separate field names in the exported file. Choices are Tab, Comma, Semicolon, or Space.

- **Qualifier:**

This allows the user to specify how field names which contain the selected delimiter are to be identified in the exported file. Choice are “None”, “Double-quote (”), or “Single-quote (’)”. If a field name contains the selected delimiter and no qualifier is chosen, Variform will automatically use Double-quotes to ensure that the field is treated as a single field instead of two separate fields. Only field names that contain the delimiter will be qualified.

5.4 Using Variable Images


Variform can merge using any image file format supported by Acrobat. Images can only be merged to a properly created button form field. See the Acrobat Help document for information on creating button fields with images. When creating a data file the complete path to the image file(s) must be included in the data file (i.e. C:\MyImages\ImageOne.tif).

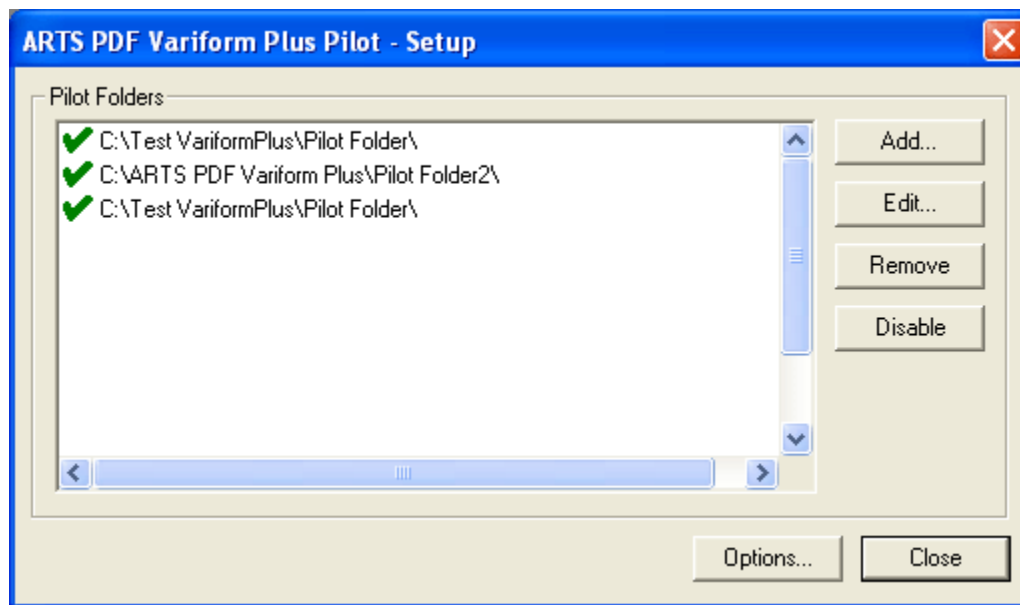
6.0 ARTS PDF VARIFORM PLUS PILOT

ARTS PDF Variform Plus Pilot (Pilot) is a “hot folders” approach to automation. You may either select an existing folder on your hard disk to act as a watched folder or create a new folder. Once a folder is selected, choose an Acrobat form to associate with the folder, then select your options and you are ready. After everything is set up, simply drop data files that you want processed in the appropriate watched folder.

☒ Note: A separate watched folder is required for each Acrobat form that is to be automated.

6.1 Pilot Setup

Pilot will appear as the  icon in the Windows task tray (lower right corner of the screen). Right clicking on the icon will allow the user to access the Pilot setup menu, disable Pilot, stop (shut down) the application, or see its “About Box”. Double-clicking the icon will also launch the Setup window.



When activated, the Setup window will display any existing watched folders. From this window the user may add a new watched folder or they may edit, remove or disable an existing folder. The images and instructions on the following pages show the windows for adding or editing a Pilot folder and setting its options.

6.1.1 Add

The user may select an existing folder on their hard disk or create a new folder.

6.1.2 Edit

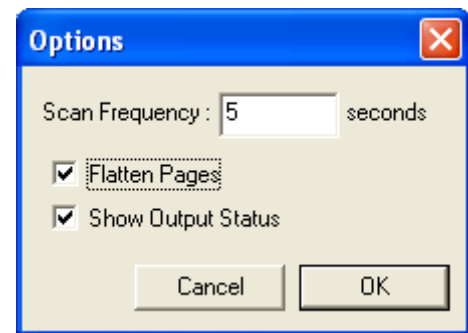
Allows changes to all of the parameters for an existing Pilot folder.

6.1.3 Remove

This button removes the selected folder from the Pilot setup. It does not delete the folder or any subfolders or files within the folder from the hard disk.

6.1.4 Disable/Enable

This button is used to deactivate the automatic processing of files for the selected Pilot folder. When this button is clicked the green 4 next to a Pilot folder name will change to a red 6 and the button label will change from Disable to Enable. When the Pilot folder is enabled any valid data file placed in the watched folder will be processed automatically. If the folder is disabled any data files placed in the watched folder will not be processed until watched folders are re-activated by checking this box.



6.1.5 Options

- **Scan Frequency**

This determines how often Pilot will scan folders for data files to be processed.

- **Flatten Pages**

See ["Flatten Pages"](#) earlier in this document.

- **Show Print Dialog**

This causes ARTS PDF Variform Plus's Print dialog to display while it's printing/saving.

6.1.6 Add/Edit Pilot Folder Settings

- **Folders**

- **Form**

Clicking Set... allows selection of a PDF form to be associated with this Pilot folder.

- **Pilot Folder**

Clicking Set... allows selection of a folder to be used as the main Pilot folder. You may select an existing folder or create a new folder. Variform will automatically create three folders inside each selected watched folder – Success, Error, and Output.

- **Success Folder**

This is where data files will be moved after they have been successfully processed.

- **Error Folder**

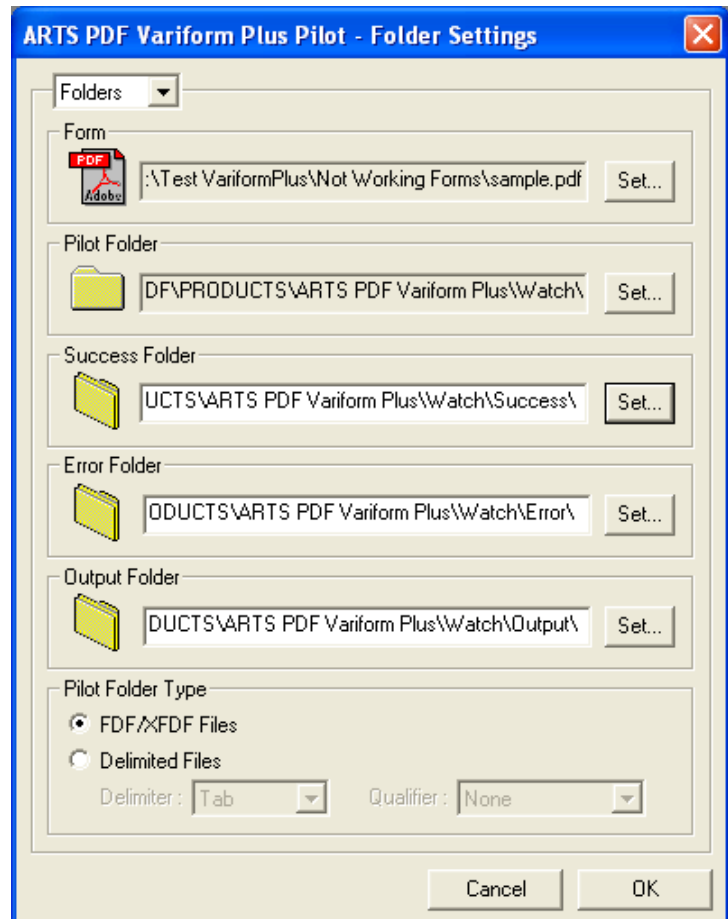
This is where any files which fail to process will be placed.

- **Output Folder**

This folder will contain the PDF file(s) from the merge activity if print to PDF was selected.

- **Pilot Folder Type**

The user may select the use of Adobe FDF/XPDF or delimited text files as input to the Pilot folder. Options for Delimiter and Qualifier as the same as in the main setup of Variform. See [Data Source Options](#) for details.

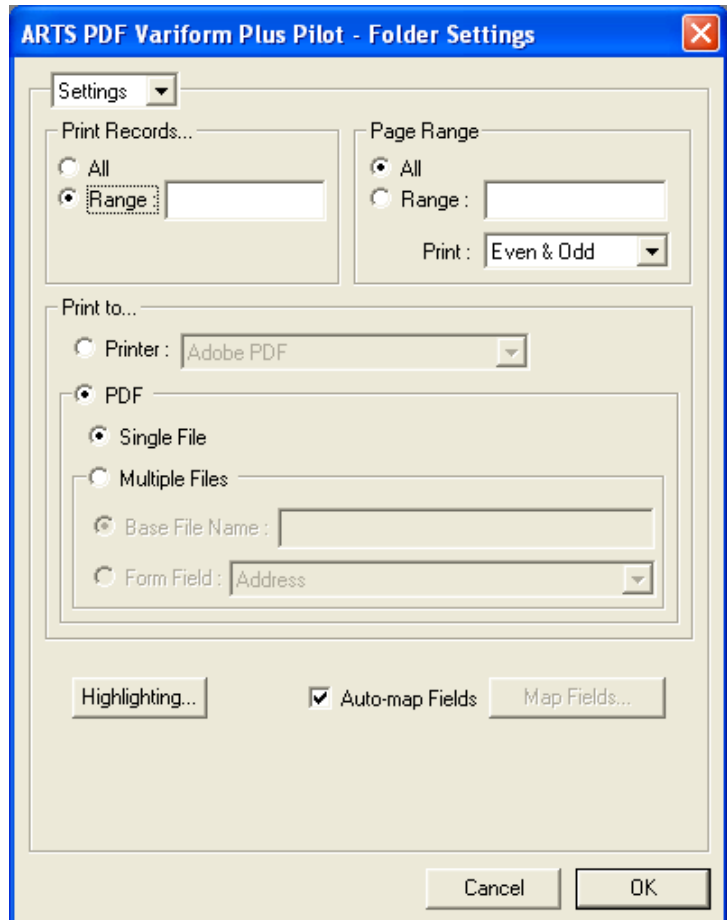


- **Settings**

The selections here are the same as those in the [main ARTS PDF Variform Plus setup window](#).

When active, ARTS PDF Variform Plus constantly scans the watched folders. When it sees a new data file to be processed, it will begin the merge process using the settings for that Pilot folder. Upon completion, the data file will be moved to the Success Folder. If Pilot finds a file type other than the one specified in its settings in the watched folder it moves it to the Error Folder. When output to PDF is chosen the resultant output file is delivered to the Output Folder.

The first time that a Pilot folder is used to process data a log file named "PilotLog.txt" will be created inside the Pilot folder. The log file will contain a record of the date, time, data file name, and what steps were taken during processing of the file. After the file is first created information regarding each subsequent job is appended to the log file.



✉ Note: ARTS PDF Variform Plus Pilot will not process any files while Acrobat is running. This is to prevent Pilot from interfering with Acrobat while it is in use.

7.0 CONNECTING TO AND USING DATABASE FILES

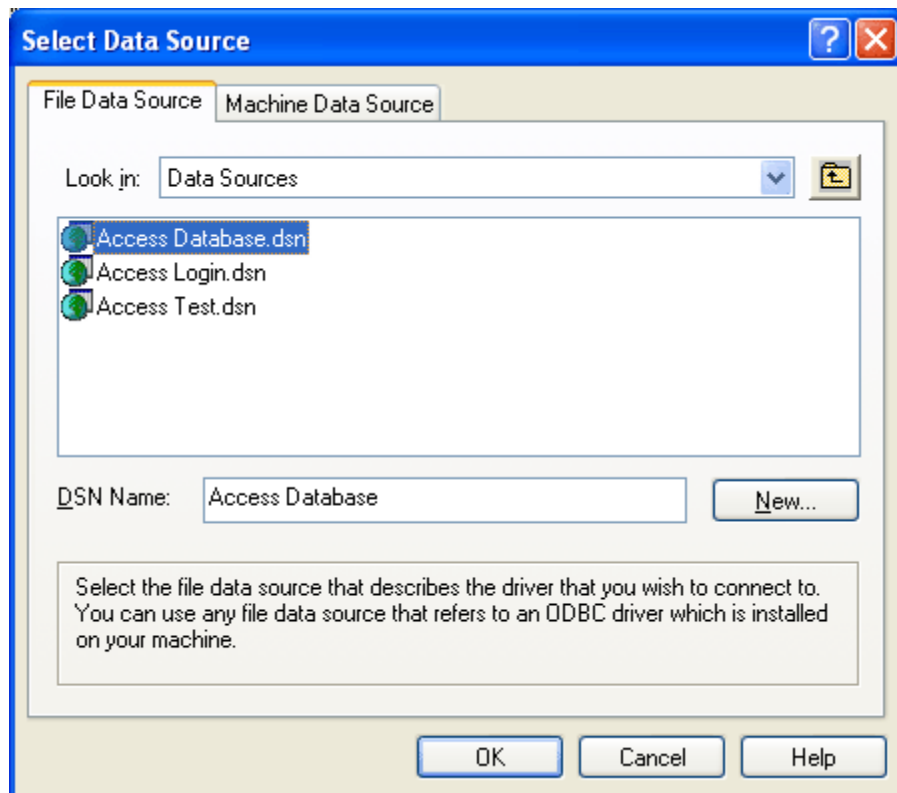
ARTS PDF Variform uses standard Microsoft methods for connecting to ODBC databases. For detailed information consult Microsoft documentation on ODBC. The following is a basic example of connecting to and using a Microsoft Access File Data Source with Variform. There are many possibilities when working with ODBC database files.

7.1 Connect to a data source

ARTS PDF Variform Plus supports connection to any registered ODBC data source. Simply select Use Database then click Setup in the main ARTS PDF Variform Plus window. A Select Database Query window will open. Click Connect... to go to the Select Data Source window shown below.

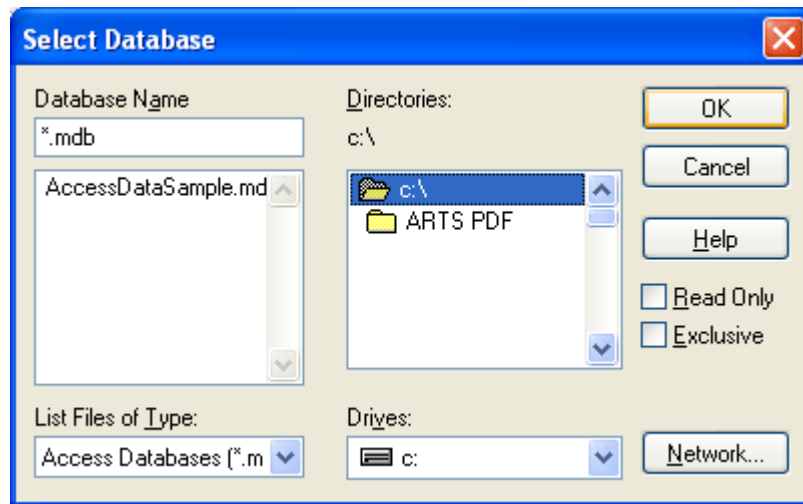
7.1.1 Select a File Data Source

On the File Data Source tab select from one of the available types, then click OK which will open the Select Database window.



7.1.2 Select Database

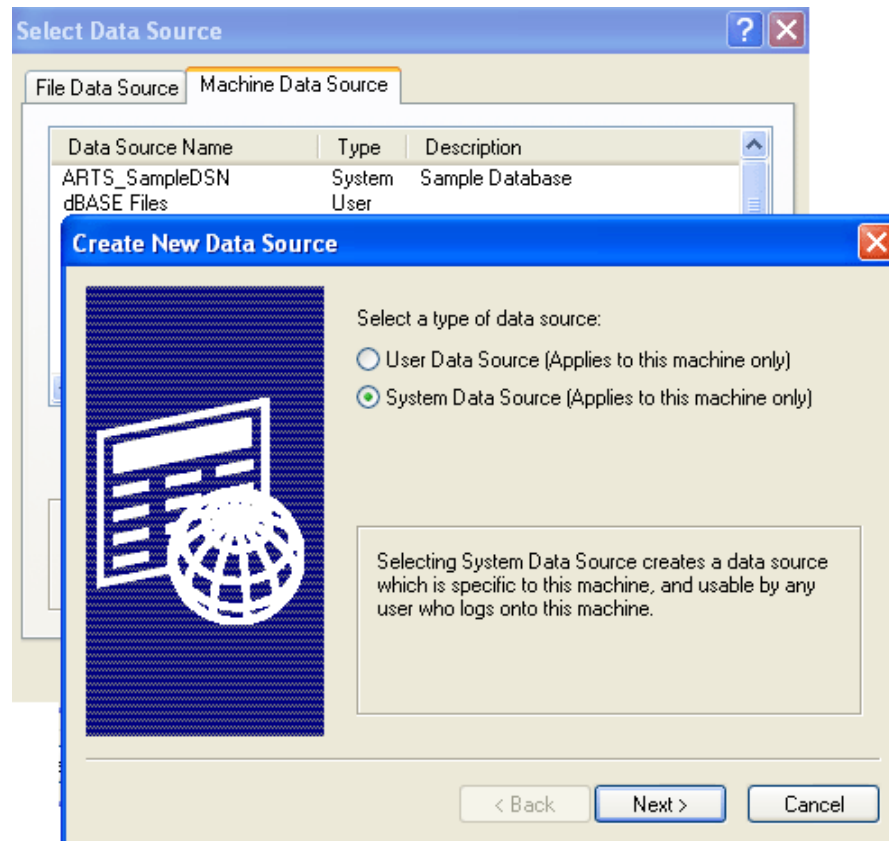
Your next step is to select a database file that matches the data source type and contains the data you wish to merge. After you select the data file and click OK you will be returned to the Setup Database Query window.



7.2 Connect to an authenticated database

ARTS PDF Variform Plus supports also supports connection to an authenticated database. Assuming that the Database authentication option has already been set in the database, it is now necessary to configure a valid data source that will be used to make the connection from the SQL database to ARTS PDF Variform Plus. In addition, the user needs to include the user id and password for logging into the database.

7.2.1 Create a Machine Data Source



To connect to an authenticated database, use the 'Machine Data Source' option

Simply follow the steps below:

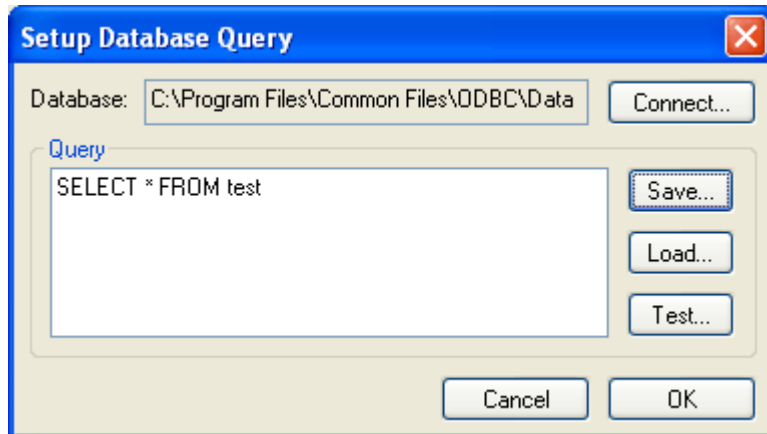
- Go to the ARTS PDF Variform Plus main window, then to 'Setup' -> Connect...
- Select the 'Machine Data Source' and click on 'New'
- Check the 'System Data Source' then select the appropriate database driver.
- Then add the name of the database, description and choose the relevant server the database is located on
E.g Name: TestDatabase, Description: SQL database, Server: server004
- Then choose the option of setting up the SQL server authentication with a login name and password.
- Once it's done test the newly created data source by clicking on the 'Test Data Source' button.
- If it returns successful, it means that the DSN was created successfully and it's ready to be used.



Note: To connect to an authenticated database, please use the 'Machine Data Source' and the 'System Data Source' when creating the Data Source.

7.3 SQL Queries

SQL (Structured Query Language) is a standard interactive and programming language for getting information from and updating a database. Although SQL is both an ANSI and an ISO standard, many database products support SQL with proprietary extensions to the standard language. Queries take the form of a command language that lets you select, insert, update, find out the location of data, and so forth.



A database query can be either a select query or an action query. A select query is simply a data retrieval query. An action query can ask for additional operations on the data, such as insertion, updating, or deletion. Variform only supports select queries since its purpose is to merge data from a database, not to change or manage data.

Because of the broad range of possibilities in SQL queries this document makes no attempt to explain them in any detail. Users who are unfamiliar with writing SQL queries should seek assistance from an IT professional or published books on the subject. A widely available book is: *SQL Queries for Mere Mortals: A Hands-On Guide to Data Manipulation in SQL* by Michael J. Hernandez and John L. Viescas.

7.3.1 Querying an authenticated Database

To query an authenticated database, follow the steps below:

- Go to ARTS PDF Variform Plus -> Setup...
- Then click on 'Connect', select the 'Machine Data Source'
- Look for the DSN created and click to select then press 'Ok'
- If the database is authenticated, it will prompt for the username and password then click 'Ok' once the user id and password have been entered.
- You can now write queries and test them to see if they return the relevant data.
- If the relevant data is returned, click on 'Ok' to confirm settings.

Queries should be written in the following format:

SELECT fieldname FROM databasename.DBO.tablename

fieldname = Name of the field in the selected table

databasename = TestingDatabase

tablename = Customers

8.0 TROUBLESHOOTING

Before contacting us please check the ARTS PDF Variform Plus conference at the ARTS PDF Forum on our web site at: <http://forum.artspdf.com>

If you have no luck there, please e-mail techsupport@artspdf.com and supply the information below to help us replicate the problem you are experiencing.

- a. The exact version of ARTS PDF Variform Plus you are using (this is located by running ARTS PDF Variform Plus, and then clicking Help → About Third-Party Plug-Ins → ARTS PDF Variform Plus). Please also specify whether you are using a demo or full registered version.
- b. Whether or not you purchased Maintenance with ARTS PDF Variform Plus. If you did purchase Maintenance, please supply your ARTS PDF Variform Plus serial number.
- c. The exact version of Adobe Acrobat you are using (this is located by running Adobe Acrobat, and then clicking Help → About Acrobat).
- d. Whether you are running it on a PC or Macintosh and the exact version of the Operating System you are using.
- e. The amount of free disk space remaining.
- f. The CPU speed and amount of RAM for the system on which ARTS PDF Variform Plus is running (e.g. Pentium 233 MMX, 32MB RAM).
- g. Any other programs that are running at the time of the error (e.g. Outlook, Internet Explorer, etc).
- h. All error messages that were displayed when the error occurred.
- i. The exact series of steps that led to the error.

Feedback

If you have ideas and suggestions on how we could improve ARTS PDF Variform Plus, we would love to hear your thoughts. Please send them to info@artspdf.com

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