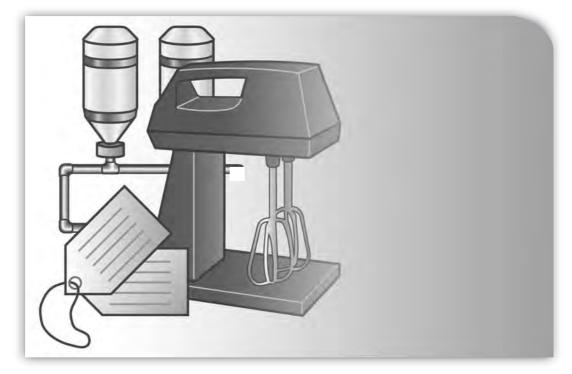


# **RSView**<sup>®</sup>32



# RECIPE PRO GETTING RESULTS GUIDE

PUBLICATION VWPRO-GR001D-EN-E-July 2011 Supersedes Publication VWPRO-GR001C-EN-E



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Chapter

# Installing RSView32 RecipePro

# About RSView32 RecipePro

RSView32 RecipePro<sup>TM</sup> extends the functionality of RSView32<sup>TM</sup> with advanced recipe management. RSView32 RecipePro integrates directly with the RSView32 Project Manager window. With RSView32 RecipePro, you can configure multiple recipe projects and easily transfer recipe process data to and from your automation equipment.

# System requirements

RSView32 RecipePro requires **RSView32 version 7.60.00**. Recommended requirements for RSView32 RecipePro are based on the requirements for RSView32.

**Recommended hardware.** Personal computer with 200 MHz Intel® Pentium® processor and 64 MB of RAM. Individual applications may require a faster processor or more RAM. For detailed recommendations consult the publication "Getting Results with RSView32" or check the RSView32 Support Library on the Rockwell Software website.

**Recommended operating systems.** Microsoft® Windows® Server 2003 R2 Standard Edition with Service Pack 2, Windows XP Professional with Service Pack 1 or later, Microsoft Windows 2000 Server with Service Pack 4 or Windows 2000 Professional with Service Pack 4; Windows Vista Business with Service Pack 1 or later (32-Bit) or Windows Vista Home Basic with Service Pack 1 or later (32-Bit); Windows 7 Professional (32-Bit); and Windows Server 2008 Standard Edition with Service Pack 2 (32-Bit) are supported.

# Installing RSView32 RecipePro

As part of the installation process, RSView32 RecipePro creates program folders and modifies registry entries in your computer's operating system. When installing RSView32 RecipePro, you must be logged in as a user with administrator rights to allow the installation program to modify the registries.

RSView32 RecipePro installs as an extension to RSView32 and does not require separate activation.

To configure and run RecipePro projects, install the full RSView32 RecipePro development and runtime software on the same computer where RSView32 is installed.

# Installing RSView32 RecipePro with RSView32 Active Display System

RSView32 Active Display System<sup>™</sup> is a client/server option that allows you to interact with your RSView32 applications remotely-across either a Local Area Network or the Internet. For information about installing and using RSView32 Active Display System, refer to the publication, "Getting Results with RSView32 Active Display System."

To use RSView32 RecipePro with RSView32 Active Display System:

 Install the full RSView32 RecipePro development and runtime software on the same computer where RSView32 and the RSView32 Active Display System Server are installed. (During installation, select "Full Install.")  Install the RSView32 RecipePro ActiveX<sup>™</sup> control on each computer where an RSView32 Active Display Client is installed. (During installation, select "Controls Only.")

ΤΙΡ	<ul> <li>So that client windows always reflect the most up-to-date information, change your system Internet settings to check for newer versions each time a display is opened. The steps to do this vary, depending on the browser installed on your computer.</li> <li>The steps below apply to Microsoft Internet Explorer 4.x, 5.x and 6.x:</li> <li>1. From the Start menu, select Settings &gt; Control Panel &gt; Internet.</li> </ul>
	<b>2</b> . Click the General tab.
	<b>3.</b> In the Temporary Internet files area, click the Settings button.
	<b>4</b> . Select the option: Every visit to the page.

# Installation steps

The steps below explain how to install RSView32 RecipePro software from a CD ROM to your computer. Before installing RSView32 RecipePro, be sure that either RSView32 7.<u>6</u>0.00 or RSView32 Active Display System is installed on the computer.

- 1. Close all open Windows programs.
- Place the RSView32 RecipePro CD-ROM in your CD-ROM drive. The CD-ROM should start running automatically. If the CD-ROM does not start automatically, run D:\SETUP.EXE where D is the drive containing the CD-ROM.
- **3.** Follow the on-screen instructions.
- In the Select Components window, select either Full Install or Controls Only.
  - To install the complete RSView32 RecipePro development and runtime system, select Full Install.
  - To install the RSView32 RecipePro ActiveX control with the RSView32

Active Display System client, select Controls Only.

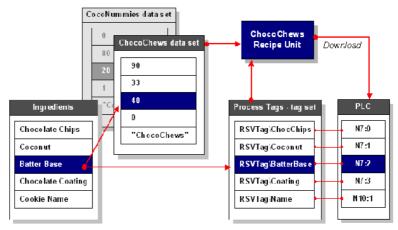
**5.** After installation is complete, shut down and restart your computer before running RSView32.

#### Chapter

# **2** Getting started with RSView32 RecipePro

# Welcome to RSView32 RecipePro

RSView32 RecipePro extends the functionality of RSView32 with advanced recipe management. With RSView32 RecipePro, you can configure multiple recipe projects and easily transfer recipe process data to and from your automation equipment. Each recipe project includes ingredients, tag sets (which specify destinations for ingredient values), data sets (which specify values for ingredients), and recipe units (which link data sets and tag sets for uploading and downloading), all arranged in an easy-to-use spreadsheet.



RecipePro allows you to easily import existing WINtelligent Recipe<sup>™</sup> and other RecipePro recipe files into new RecipePro projects. RecipePro also provides a quick and easy way to print a detailed report of all of the elements in a recipe file.

The runtime operator interface to RecipePro functionality is through an ActiveX control that you insert in a standard RSView32 graphic display.

# Exploring RSView32 RecipePro

RSView32 RecipePro integrates with the RSView32 Project Manager.

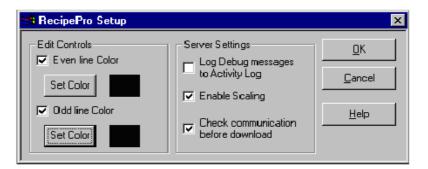
Edit Mode Run Mode
<ul> <li>System</li> <li>Graphics</li> <li>Gisplay</li> <li>Bisplay</li> <li>Configure and run RecipePro Operator Control Panel</li> <li>ActiveX control</li> <li>Configure RSView32 animations, such as buttons, to upload and download recipes</li> <li>Data Log</li> <li>Logic and Control</li> <li>SPC</li> </ul>
RecipePro KecipePro Setup RecipePro Editor  Create and edit recipe files

RSView32 RecipePro consists of these parts:

- RecipePro Setup. Define project-level default settings.
- **RecipePro Editor.** Configure recipe files, download and upload recipe values, import WINtelligent Recipe files, and generate and print recipe reports.
- **RecipePro Operator Control Panel.** Configure the runtime operator interface.
- **RecipePro commands.** Upload and download recipe units and edit the recipe file during runtime.

# **RecipePro Setup**

Use RecipePro Setup to configure optional project-level defaults. Project-level settings include selecting the text color that displays in RecipePro spreadsheets, sending detailed messages to the RSView32 Activity Log to help debug recipe scenarios, setting the level of communication testing before downloads, and enabling or disabling download scaling. Project-level scaling controls whether operators can enter a scale factor, to proportionally modify all scalable ingredients in a recipe by a specified percentage, when downloading.



# **RecipePro Editor**

Use the RecipePro Editor to configure recipe files, each of which can include up to 5000 ingredients, 1000 data sets, 500 tag sets, and 5000 recipe units. An ingredient is the starting point of a RecipePro file. A **tag set** is a collection of RSView32 tags, one tag for each ingredient, which specifies the destinations for **ingredient** values. A **data set** is a collection of values, one value for each ingredient. The data can be a numeric value, such as 137; a string value, such as "stop process"; a 0 or 1 for a digital ingredient such as add or don't add, mix or don't mix; or the name of an RSView32 tag.

🗦 Ingredients 🔒 👔 Units	1			Tag Set —	Data	a Sets
Ingredient	Ingredient Datatype	Prev/ManEntry Security	Scalable ingredient	Cookie Process Tags Tag set #1	ChocoChews data	CocoNummies data
1 Chocolate Chips 2 Coconut 3 Batter Base 4 Chocolate Coatin (*5) Cookie Name	Analog • Analog • Analog •	* (Always Show) * * (Always Show) * * (Always Show) * * (Always Show) * * (Always Show) *		QuickStart\ChocChips QuickStart\Coconut QuickStart\BattenBase QuickStart\Coating QuickStart\Name	90 33 40 0 "ChocoChews"	0 80 20 1 "CocoNummies"
Asterisks show row is selected.	Ingredient i					

A **recipe unit** links any tag set to any data set in a recipe file for uploading and downloading recipe values to your automation equipment.

🐙 Ingredients 🔒	Units				
Name	Tag set	Data set	Security	Scale default	Description
ChocoChews	Cookie Process Tags	ChocoChews data	•	100%	Chewy chocolate cookies
<u> Coco</u> Nummies	Cookie Process Tags	CocoNummies data	*	100%	Chewy coconut cookies

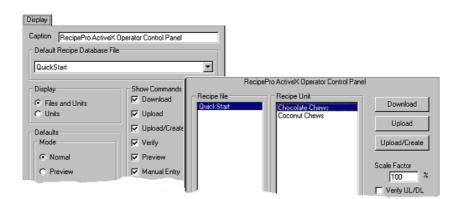
For example, suppose a facility mixes two different products on the same line during different shifts. By creating separate data sets for each product, you can download different ingredient values to the same line (identified by one tag set).

A recipe unit includes:

- Security. Uses RSView32 security codes to control which recipe units individual operators can use at runtime.
- Scale default. Proportionally modifies scalable ingredient values by a specified percentage for adjustable batch sizes.
- **Commands.** Runs specified RSView32 commands before or after each download or upload. For example, increment a memory tag to log the number of times a recipe unit is downloaded or uploaded.

# **RecipePro Operator Control Panel ActiveX control**

Insert the RecipePro Operator Control Panel ActiveX control in an RSView32 graphic display to configure the runtime operator interface.



Possible runtime functions include:

- downloading and uploading recipe units
- uploading a tag set's values into a new data set and creating a corresponding new recipe unit
- proportionally scaling recipe unit values on downloads
- manually entering new recipe unit values before downloading
- previewing and verifying uploaded and downloaded values

Only those ingredients for which the operator has security authorization are listed in the Preview and Manual Entry windows.

# **RSView32 RecipePro commands**

Installing RecipePro adds new commands to RSView32.

- **RecipeProEdit.** Opens the RecipePro Editor for the specified RecipePro file.
- **RecipeProDownloadUnit.** Downloads a recipe unit, sending the values specified in a data set to the locations specified in a tag set.
- **RecipeProUploadUnit.** Uploads a recipe unit, sending data from the locations specified in a tag set to the values specified in a data set.

# **Quick Start steps**

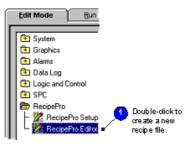
The following steps guide you through configuring and running a simple RecipePro project, using the RecipePro Sample project (RecipePro Sample.rsv). In this scenario, we create one recipe file with two recipe units that hold the instructions for mixing two types of cookies using the same set of process tags. The recipe file also holds instructions for applying a chocolate coating to one type of cookie.

TIP	For details and more information as you work through these
	steps, click the Help button on any tab.

# Step 1 . Create a new recipe file

A RecipePro recipe file contains all of the information about a recipe, including its ingredients, data sets, tag sets, and recipe units. Recipe files use the extension .RDB.

- 1. Start RSView32 and open the project named RecipePro Sample.rsv.
- **2.** From the RSView32 Project Manager, double-click the RecipePro Editor to create a new recipe file.



 To save the new recipe file, select File > Save As. Type the name Quick Start. (If a file with that name already exists, click Yes to replace it with your new recipe file.)

# Step 2 Create ingredients

A RecipePro ingredient is the starting point of a recipe file. An ingredient might be an element in a product, such as flour, sugar, pigment, or binding agent, or it might be an element in a process, such as temperature, mixing speed, or bottle size.

1. On the Ingredients tab, click the **New Ingredient** button.



**2.** In the Ingredients' Name box, type **Chocolate Chips**. Leave the other default values unchanged, and click **Apply**.

New ingredient Creation Wi	zard	
Enter the number of ingredie	ents to create.	
Ingredients' name	Chocolate Chips +	-0
Ingredients' datatype	Analog	Type the
Pre/manual window	* (Always Show)	ingredient name.
	I Scalable	
ОК Арры	Cancel Help	1
Clic	sk Apply.	_

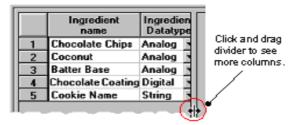
- **3.** Create the following ingredients in the same way:
  - Coconut
  - Batter Base
- 4. Create another ingredient named **Chocolate Coating**. In the Ingredients' datatype box, select **Digital**. Click **Apply**.

New ingredient Creation New ingredients Enter the number of ingre		×	Type ingre	e edient
Ingredients' name	Chocolate Coating		nam	
Ingredients' datatype Pre/manual window	Digital * (Always Show) C Scalable	<u> </u>	-2 Sele Digit	
<u> </u>	ick Apply.	Help		

5. Create a last ingredient named **Cookie Name**. In the Ingredients' datatype box, select **String**. Click OK.

New ingredient Creation W		Type
Ingredients' name	Cookie Name	năme.
Pre/manual window	String    (Always Show)	String.
Olick OK.		_

6. To see all of the information about your new ingredients, click and drag column dividers in the spreadsheet.



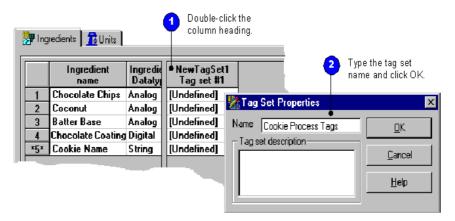
# Step 3 . Create a tag set

A RecipePro tag set is a collection of RSView32 tags, one tag for each ingredient in a recipe file, which specifies the destinations for ingredient values. A single list of ingredients can use multiple tag sets.

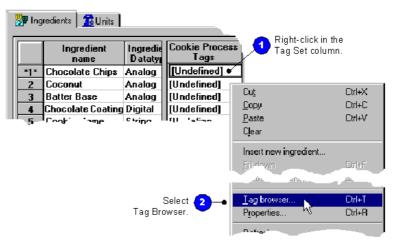
1. On the Ingredients tab, click the **New Tag Set** button.

	🐙 Ing	redients 🔒 🥻 Units	_		Click New Tag Set.		
ſ		Ingredient name	Ingredient / Datatype		ļ	New Ingredient	
н	1	Chocolate Chips	Analog	٠	- (-	Ľ	New tag set
н	2	Coconut	Analog	٠	• (	Ξ	
	3	Batter Base	Analog	Ŧ	• 1		New data set
	A	Chocolate Coating	Dinital	-	× (,	-	

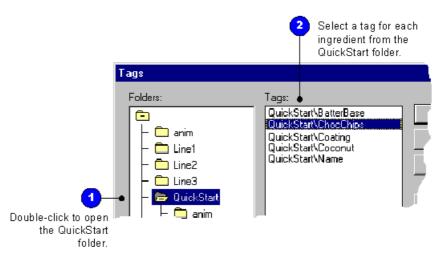
- **2.** So that you can see the new tag set column, click and drag the column divider.
- **3.** To change its name, double-click the **Tag Set** column heading. In the Name box, type **Cookie Process Tags**. Click OK.



4. Attach RSView32 tags to each ingredient. In the first row of the spreadsheet, right-click [Undefined] in the Cookie Process Tags (tag set) column. From the context menu, select Tag Browser.



 In the Folders pane of the Tag Browser window, open the QuickStart folder. In the Tags pane, select the tag QuickStart\ChocChips. Click OK.



**6.** For each of the other ingredients, attach a corresponding tag from the QuickStart folder.

# Step 4 . Create a data set

A data set is a collection of values, one value for each ingredient in a recipe file. The data can be a numeric value, such as 137; a string value, such as "stop process"; a 0 or 1 for a digital ingredient such as add or don't add, mix or don't mix; or the name of an RSView32 tag. Data values must be consistent with the ingredient's data type. A single list of ingredients can use multiple data sets.

1. On the Ingredients tab, click the New Data Set button.

🛛 🎇 Ing	gredients 🛛 <u> </u> Units 🗎			Click New Data Set.
	Ingredient name	Ingred Datat	okie Process Tags	New Ingredient
1	Chocolate Chips Coconut	Analog Analog	JickStart\Choc uickStart\Coco	New tag set
3	Batter Base Chocolate Coating	Analog Digital	rickStart\Batte uickStart\Choc uickStart\Name	New data set     Delete Ingredient

2.To change its name, double-click the Data Set column heading. In the Name box, type ChocoChews data. In the Description box, type Chewy chocolate cookies. Click OK.

2	🐙 Ing	redients 🗍 <u> 1</u> Units 🗎			Double-click the column heading
		Ingredient name	Ingredi Dataty	Cookie Process Tags Tag set #1	NewDataSet1 Data set #1
	1	Chocolate Chips	Analog	QuickStart\ChocChips	[Undefined]
	2	Coconut	Analog	QuickStart\Coconut	[Undefined]
	*3*	Batter Base	A 💹 Dal	ta Set Properties	×
	-4	Chocolate Coating	ID		
	5	Cookie Nar	s Name	ChocoChews data	<u>0</u> K
			🗖 🗖 🗖 🗖	a set description	
Chewy chocolate cookies <u>C</u> ancel				<u>C</u> ancel	
Type the data set 2 name and description, and			·L		Help
		click OK.			

- **3.** In the Data Set column, type the following values to correspond with each ingredient:
  - Chocolate chips 90
  - Coconut 33
  - Batter base 40
  - Chocolate coating 0

 $\overline{}$ 

• Cookie name - "ChocoChews" (be sure to use quotation marks)

💹 Ingredients 🛛 🯦 Units 🗋							
	Ingredient name	Ingredie Datatyp		Cookie Process Tags Tag set #1	ChocoChews data		
1	Chocolate Chips	Analog	Ŧ	QuickStart\ChocChips	90 +		
2	Coconut	Analog	¥	QuickStart\Coconut	33		
3	Batter Base	Analog	•	QuickStart\BatterBase	40	Type a data value for each	
4	Chocolate Coating	Digital	•	QuickStart\Coating	0	ingredient.	
×5×	Cookin Name	String	-	QuickStart\Name	"ChocoChews"	ingreaterit.	

 Create another new data set to hold ingredient values for chewy coconut cookies. Click the New Data Set button. Change the data set name to CocoNummies data and the description to Chewy coconut cookies.

🐉 Ing	redients 🛛 <u> 1</u> Units 🗎			Double-click t	he column headin	g. 🌘		
	Ingredient name	Ingredie Datatyp	Coc	kie Process Tags Tag set #1	ChocoChews data		wDataSet1 Jata set #2	
1	Chocolate Chips	Analog	Quid	kStart\ChocChip*	90	(Un	defined]	1
2	Coconut	Analog	Quio	kStart\Coconut	33	[Undefined]		
3	Batter Base	Analog	QuickStart\BatterBase		40	(Un	[Undefined]	
4	Chocolate Coating	Digital	Quic MData Set Properties					X
<u>*5*</u>	Cookie Name	String	Quic					_
				Name CocoNumm	ies data		<u>0</u> K	
	Type a data set name and description.			Data set descriptio			<u>C</u> ancel <u>H</u> elp	

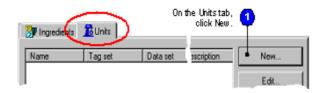
- **5.** In the CocoNummies data set column, type the following values to correspond with each ingredient:
  - Chocolate chips 0
  - Coconut 80
  - Batter base 20
  - Chocolate coating 1
  - Cookie name "CocoNummies" (be sure to use quotation marks)

8	🖗 Ing	redients 🛛 <u>11</u> Units 🗎		_			
		Ingredient name	Ingredie Datatyp	Cookie Pri Tag :	WS	CocoNummies data	
	1	Chocolate Chips	Analog	QuickStart\		0 -	H <b>1</b>
	2	Coconut	Analog	QuickStart		80	Type a data
	3	Batter Base	Analog	QuickStart		20	value for each
	4	Chocolate Coating	Digital	QuickStart		1	ingredient.
	*5*	Cookie Name	String	QuickStart	ws"	"CocoNummies"	ingreaterit.

# Step 5 Create a recipe unit

A RecipePro recipe unit links any tag set, which specifies where to download each ingredient value, with any data set, which holds the value for each ingredient in a recipe.

- 1. In the RecipePro Editor, click the Units tab.
- **2.** To create a new recipe unit for chewy chocolate cookies, click the **New** button.



- 3. In the Unit Properties window, make these entries, and then click OK.
  - Name ChocoChews
  - Tag set Cookie Process Tags
  - Data set ChocoChews data

Name	Tag set	Data set	Security	Scale default	Description	New
_	🔀 Unit P	roperties			×	Edit
1	Name	ChocoChews		<u>0</u> K		Delete
En informati about 1	Data eat	Cookie Process Tag ChocoChews data	: <u> </u>	<u>C</u> anc	el	Download
recipe, a	ind Security	1		. Hel;	•	Upload
		wnload scale factor	100	% Auto cre	ate	Upload/Creat
	General	Info Commands				Preview
	Recipe	e description				_

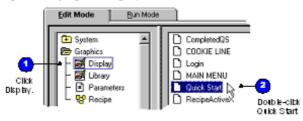
- **4.** To create a new recipe unit for chewy coconut cookies, click the **New** button.
- 5. In the Unit Properties window, type these entries, and then click OK.
  - Name CocoNummies
  - Tag set Cookie Process Tags
  - Data set CocoNummies data

6. To save the recipe file, select File > Save. Then click the Close button.

# Step 6 Configure an Operator Control Panel

The RecipePro Operator Control Panel is an ActiveX control that you insert inside an RSView32 graphic display. How you configure the control's properties determines which RecipePro functions operators have available at runtime.

1. Open the graphic display named Quick Start.



2. Insert the RecipePro Operator Control Panel ActiveX control.

Use the ActiveX Toolbox to insert an ActiveX control, or from the RSView32 menu, select Objects > ActiveX Control.



3. To edit its properties, double-click the RecipePro Operator Control Panel.

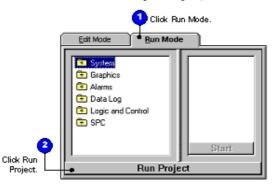
 In the Default Recipe Database File box, select Quick Start. In the Display area, select Units. Leave the other entries set to the defaults. Click OK.

RecipePro ActiveX Runtin	ne Control Propertie: 🛛 🛛
Display	
Caption RecipePro Active	sX Operator Control Panel
Default Recipe Database	File
Quick Start	
Display	Show Commands
C Files and Units	Download
Units	🔽 Upload
	Upload/Create

5. Save and close the graphic display.

# Step 7 . Run your RecipePro project

1. Run the RSView32 RecipePro project.



- 2. From the project main display, click Quick Start Project.
- **3.** On the ReicpePro Operator Control Panel, select the **ChocoChews** recipe unit.
- **4.** Click the **Download** button. Notice the process values change in the hoppers for each ingredient.
- **5.** On the RecipePro Operator Control Panel, select the **CocoNummies** recipe unit.

- **6**. Click the **Download** button. Notice the process values change in the hoppers for each ingredient.
- On the RecipePro Operator Control Panel, change the Download Scale Factor to 50%, and then click Download.
- **8**. In the Mode box, select **Manual Entry**, and then click Download. Change several ingredient values, and then click Download again.
- **9.** When you finish experimenting with your project, click the **Close** button. Stop the project and return to Edit Mode.

TIP	To check your results against a completed Quick Start
	project, click the <b>Show Finished Quick Start Display</b> button.

# **3** Getting the information you need

# Using RSView32 RecipePro online help

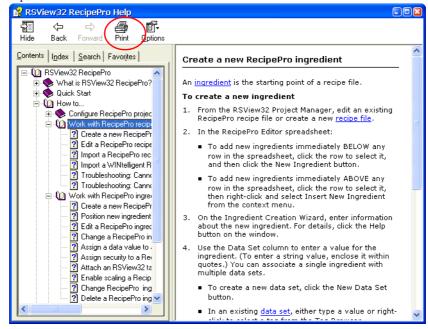
RSView32 RecipePro online help provides overviews, reference information, and step-by-step procedures for working with all of the features in RSView32 RecipePro. To open online help while running RSView32 you can:

- click the Help button on any window
- on the RSView32 menu bar, click Help>Contents.

# Viewing and printing the help contents

For an overview of the RSView32 RecipePro help, click the Contents tab, and then double-click the RSView32 RecipePro book.

To print a group of help topics, select a book from the Contents tab, and then click the Print button. All of the individual topics contained within that book will print.



# Using the index

The help index is similar to an index in a book, listing keywords for topics in the help. To see the index, click the Index tab.

😫 RSView32 RecipePro Help					
T 다 다 클 T Hide Back Forward Print Options					
Contents         Index         Search         Favorites         About RSView32 RecipePro           Type in the keyword to find:         About RSView32 RecipePro         About RSView32 RecipePro					
RecipePro RSView32 RecipePro ™ integrates with RSView32					
Topics Found					
TecipePro cor         Toppes results         Toppes results           RecipePro pro         Click a topic, then click Display.         ata to project           RecipePro vali         Title         ata to project           RecipePro Dow         About RSView32 RecipePro commands         ata to project           RecipeProDow         About RSView32 RecipePro commands         ata to project           RecipeProDow         RecipeProDownloadUnit command         ata to project           rename         RecipeProDownloadUnit command         ata to command           reporting         RecipeProUploadUnit command         RecipeProUploadUnit command           RSLinx         units         ata to project					
scale/le ingrec scale (Recipel security (Recip spreadsheet (F					
tag       • RecipePro Operator Control Panel ActiveX         troubleshooting       • Ontrol. Configure the runtime operator interface.         upload/create       • RecipePro commands. Upload and download recipe         values       • units and edit the recipe file during runtime.					
Display Edit Mode Run Mode	×				

To see a topic, double-click the topic, or highlight the topic and click Display. If the index entry refers to more than one topic, the Topics Found box opens. Double-click a topic, or select a topic and click Display.

# Finding RSView32 RecipePro version information

To find the RSView32 RecipePro version number and serial numbers, click Help>About RSView32 and click the Add-ons button. Select RSView32 RecipePro, and then click the Details button.

# Exploring the RSView32 RecipePro sample project

Installing RSView32 RecipePro also installs a sample project that you can use to learn how to customize your own applications. To see a RecipePro project in action, and to get ideas for building your own RecipePro application in RSView32, tour the RSView32 RecipePro Sample project. In the directory where you installed RSView32 RecipePro, look for this file: RecipePro Sample.rsv.

To step through configuring and running a simple RecipePro project on your own, follow the Quick Start steps found in Chapter 2 of this guide, or available in the RecipePro online help.

# For more information

For information about RSView32, refer to the following publications.

Getting Results with RSView32	RSView32 User's Guide
Rockwell Software Publication ID: VW32-GR001E-	Rockwell Software Publication ID: VW32-UM001E-
EN-E	EN-E
Getting Results with RSView32 Active Display system Rockwell Software Publication ID:VW32AD-	Also available on the RSView32 installation CD-ROM and from the Programs>Rockwell Soft- ware>RSView32 menu.
GR001D-EN-E	

If you have a web browser installed on your computer and a current Internet connection, you can find a wealth of information available on the Rockwell Software website. In RSView32, click Help>Rockwell Software on the Web, and select a home page to view.

# **Technical support**

If you have a question about RSView32 RecipePro, please consult this guide or the RSView32 RecipePro online help. If you cannot find the answer, call Rockwell Software Technical Support: **440-646-3434**.

When you call, you should be at a computer running RSView32 RecipePro and be prepared to give the following information:

- RSView32 and RecipePro product version numbers
- hardware you are using
- exact wording of any messages that appeared on the screen
- description of what happened when the problem occurred
- description of how you tried to solve the problem

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