Rich Text Format Memo Fields for Microsoft® Access

Total Access Memo™

for Microsoft® Access 2010 and later

32 and 64-bit Versions

FMS

fmsinc.com

License Agreement

PLEASE READ THE FMS SOFTWARE LICENSE AGREEMENT. YOU MUST AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT BEFORE YOU CAN INSTALL OR USE THE SOFTWARE.

IF YOU DO NOT ACCEPT THE TERMS OF THE LICENSE AGREEMENT FOR THIS OR ANY FMS SOFTWARE PRODUCT, YOU MAY NOT INSTALL OR USE THE SOFTWARE. YOU SHOULD PROMPTLY RETURN ANY FMS SOFTWARE PRODUCT FOR WHICH YOU ARE UNWILLING OR UNABLE TO AGREE TO THE TERMS OF THE FMS SOFTWARE LICENSE AGREEMENT FOR A REFUND OF THE PURCHASE PRICE.

Ownership of the Software

The enclosed software program ("SOFTWARE") and the accompanying written materials are owned by FMS, Inc. or its suppliers and are protected by United States copyright laws, by laws of other nations, and by international treaties. You must treat the SOFTWARE like any other copyrighted material except that you may make one copy of the SOFTWARE solely for backup or archival purpose, and you may transfer the SOFTWARE to a permanent storage device.

Grant of License

The SOFTWARE is available on a per license basis. Licenses are granted on a PER USER basis. For each license, one designated person can use the SOFTWARE on one computer at a time.

Use and Redistribution Rights

FMS grants you, the licensed developer, the right to distribute the SOFTWARE custom control files (those with a file extension of *.OCX) on a non-exclusive, royalty free basis, provided that:

1. Each developer that makes design changes to the form or report using the control owns a license of the SOFTWARE.
2. You do not distribute any of the SOFTWARE'S License files (those files with a file extension of *.LIC).
3. You do not distribute the custom control files, in whole or in part, in any form that does not add primary and substantial value to the custom controls.
4. You agree to indemnify, hold harmless, and defend FMS and its suppliers or contractors from and against any claims or lawsuits, including attorneys' fees, that arise or result from the use or distribution of or other activities relating to your software.
5. If you claim a copyright, you must add a clause stating, "Portions of this program are Copyright Total Access Memo from FMS, Inc." and that you do not claim ownership of the SOFTWARE.
6. You do not permit (either by explicit or implicit means) further distribution of the SOFTWARE by your end users.

Other Limitations

Under no circumstances may you attempt to reverse engineer this product. You may not rent or lease the SOFTWARE, but you may transfer the SOFTWARE and the accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms in this SOFTWARE License. Ownership transfers must be reported to FMS, Inc. in writing and are not accepted if the original developer already distributed applications using the SOFTWARE.

Transfer of License

If your SOFTWARE is marked, "NOT FOR RESALE," you may not sell or resell the SOFTWARE, nor may you transfer the FMS Software license.

If your SOFTWARE is not marked, "NOT FOR RESALE," you may transfer your license of the SOFTWARE to another user or entity provided that:

1. You have not distributed applications including the SOFTWARE.
2. The recipient agrees to all terms of the FMS Software License Agreement.
3. You provide all original materials including software disks or compact disks, and any other part of the SOFTWARE's physical distribution to the recipient.
4. You remove all installations of the SOFTWARE.
5. You notify FMS, in writing, of the ownership transfer.

Limited Warranty

If you discover physical defects in the media on which this software is distributed, or in the related manual, FMS, Inc. will replace the media or manual at no charge to you, provided you return the item(s) within 60 days after purchase.

ALL IMPLIED WARRANTIES ON THE MEDIA AND MANUAL, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO SIXTY (60) DAYS FROM THE DATE OF PURCHASE OF THIS PRODUCT.

Although FMS, Inc. has tested this program and reviewed the documentation, FMS, Inc. makes no warranty or representation, either expressed or implied, with respect to this software, its quality, performance, merchantability, or fitness for a particular purpose. As a result, this software is licensed "AS-IS", and you are assuming the entire risk as to its quality and performance.

IN NO EVENT WILL FMS, INC. BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE, OR INABILITY TO USE THIS SOFTWARE OR ITS DOCUMENTATION.

THE WARRANTY AND REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESSED OR IMPLIED.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights; you may also have other rights that vary from state to state.

U.S. Government Restricted Rights

The SOFTWARE and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c) (1) (ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c) (1) and (2) of the Commercial Computer Software - Restricted Rights at 48 CFR 52.227-19, as applicable.

Table of Contents

Acknowledgments

We would like to thank everyone who contributed to make Total Access Memo a reality.

We would like to thank the many existing users who provided valuable feedback and suggestions. With each version, we try to incorporate as many of these as possible. Thanks also go to all of our beta testers for their diligence and feedback.

Many people at FMS contributed to the creation of Total Access Memo, including:

- **Product Design and Development**: Luke Chung and Scott Ellis
- **Quality Assurance and Technical Support**: John Litchfield, Molly Pell, and Madhuja Vasudevan
- **Documentation**: Luke Chung, Scott Ellis, Molly Pell and Angela Owens

<div style="background:navy;color:white;text-align:center;font-style:italic;">

Welcome to Total Access Memo!

</div>

Thank you for selecting Total Access Memo for Microsoft Access. This is the seventh major version of Total Access Memo since its debut with Access 2.0.

Total Access Memo is developed by FMS, Inc., the world's leading developer of Microsoft Access products. In addition to Total Access Memo, we offer a wide range of products for Microsoft Access developers, administrators, and users:

- [Total Access Analyzer](#) (database documentation)
- [Total Access Admin](#) (database maintenance control)
- [Total Access Components](#) (ActiveX controls)
- [Total Access Detective](#) (difference detector)
- [Total Access Emailer](#) (email management)
- [Total Access Speller](#) (spell checking)
- [Total Access Statistics](#) (statistical analysis program)
- [Total Access Startup](#) (version launcher)
- [Total Visual Agent](#) (maintenance and scheduling)
- [Total Visual CodeTools](#) (code builders and managers)
- [Total Visual SourceBook](#) (code library)
- [Total Zip Code Database](#) (city and state lookup lists)

Visit our web site, [fmsinc.com](#), for more information. We also offer Sentinel Visualizer, an advanced data visualization program that identifies relationships among people, places and events through link charts, geospatial mapping, timelines, social network analysis, etc. Visit our Advanced Systems Group at [fmsasg.com](#) for details.

Please make sure you sign up for our free email newsletter. This guarantees you are contacted in the event of news, upgrades, and beta invitations. Once again, thank you for selecting Total Access Memo.

FMS

Luke Chung
President

Chapter 1: Introduction

Total Access Memo offers Microsoft Access users and developers the ability to add rich text format (RTF) fields to their Access databases. This chapter provides a brief description of Total Access Memo highlighting its top level features and benefits.

Topics in this Chapter

- ➢ **About Total Access Memo**
- ➢ **Product Highlights**
- ➢ **Enhancements in This Version**
- ➢ **Enhancements in Previous Versions**
- ➢ **Visit Our Web Site**

About Total Access Memo

Total Access Memo adds formatted memo fields to your Access databases. Simply add the Total Access Memo control to your form or report, and bind it to a memo field. Use the built-in RTF editor, or format text programmatically to:

- Give form users the ability to add text with different font styles, bullet points, tabs, paragraph margins, indentations, paragraph spacing, color, graphics, etc.
- Create presentation quality reports with custom formatting, graphics, images, and more.
- You can even distribute your Total Access Memo applications to your users with the royalty-free distribution license. Simply launch the runtime installation program on your users' machines, and they can use the Total Access Memo controls in your application.

Product Highlights

Total Access Memo Control

The Total Access Memo control is easy to use—just drop it on your Access form or Report, bind it to a memo field, and you are ready to go! The Total Access Memo control includes the following features:

- Supports Office 365/Access 2019, 2016, 2013, 2010, 2007, 2003, 2002, and 2000 databases
- Support 32 and 64-bit versions of Microsoft Access
- Adds Rich Text Format (RTF) memo fields to any form or report
- Supports adding multiple controls to a form or report
- Can be bound to any memo field, including fields that already contain text
- Stores rich text data in industry-standard RTF syntax in your table's memo fields
- Supports clipboard copy and paste of RTF text to and from other Windows programs (such as Word or WordPad)
- Allows exporting field contents to RTF files

Built-In Editor

Total Access Memo comes with a complete integrated editor that allows you and your users to type, edit and format rich-text with ease.

- No programming required—just press [Shift]+[F2] to open the editor
- Full menus, context sensitive help, and customizable toolbars
- Includes spell checking using a built-in spell checker
- Format text with any font type, size, color, character style (bold, italic, underline, superscript, subscript, strikeout), hyperlinks, bullet points, line and paragraph spacing, margins and indentation, tabs, etc.
- Unlimited Undo and Redo
- Paragraph alignment supports left, center, right, and full justification

Programmatic Interface

Total Access Memo includes a programmatic interface to allow you to customize the control at run time. Use the Total Access Memo properties, methods, and events to get the most out of the control.

- Provides custom properties for text style and formatting
- Provides several custom events
- Provides methods to open and close the editor, perform find/replace, load an RTF file into the control.
- Provides a Text property, which contains text only without formatting code

Royalty-Free Runtime License

Total Access Memo includes a royalty-free runtime distribution license for developers to distribute applications with Total Access Memo controls to non-Total Access Memo owners. Just launch the runtime installation program on your users' machines, and they can use the Total Access Memo controls in your application!

Enhancements in This Version

Total Access Memo 2021, Version 17

This is our 7th major release of Total Access Memo for Microsoft Access. Here are the enhancements in this version.

Support for 64-bit Versions of Access / Office including 365

Total Access Memo is an ActiveX control which is bitness dependent: 32 or 64-bit.

From Microsoft Access 97 to 2007, Access was only 32-bit. A 64-bit version was introduced with Access 2010. Since then, Access/Office can be installed as either 32 or 64-bit mode, but not both for one Access version.

Multiple Access versions can be installed on a PC at the same time (e.g. 2010, 2013, 365) with different bitness among them. However, since Access 2016 (including 2019 and 365) only one of these can be installed on a PC.

- Total Access Memo includes 32 and 64-bit ActiveX controls for all versions of Access 2003 and later.
- There are separate setup programs for installing the 32 or 64-bit version. The choice is based on the bitness of your Access version. There are also separate runtime distribution EXE files based on bitness.

Backwards Compatibility

The new version of Total Access Memo is backward compatible with its 2000, 2003 and 2007 versions. Your existing Total Access Memo controls in your Access databases since Access 2000 are automatically upgraded to the new version. Note, due to differences in how ActiveX controls are hosted in Access 97, it is not supported.

Enhanced Sample Database

The sample database is updated with requested enhancements and simplified with less code.

Rich Text Editor Help is Online

Rather than installing a help file to all your users' PCs to use the RTF editor, it now references a web page.

Updated Manual and Help File

The manual and help file are updated. Detailed programmatic reference is moved online.

Improved Setup and Distribution Programs

The setup program supports Windows 7, 8 and 10.

The runtime distribution program includes a user interface and command line to run in silent (invisible) mode. It is installed in the system Users\Public\FMS\Total Access Memo Runtime 64-bit (or 32-bit) folder.

Enhancements in Previous Versions

Total Access Memo 2007, Version 12

Total Access Memo for Microsoft Access 2007 is our 6th major release of Total Access Memo.

Supports Microsoft Access 32-bit Version

Total Access Memo 2007 supports Microsoft Access 2007 and the 32-bit versions of later Access releases including 2010, 2013, 2016, 2019 and Office 365.

It adds support for the Microsoft Access ACCDB database format introduced with Access 2007. It is backward compatible with Microsoft Access 2000, 2002, and 2003, and works with MDB and ADP databases.

Enhanced Spell Checker

The spell checker is enhanced to support all versions of Access.

Revised Runtime Redistribution Program

The royalty-free runtime license lets you deploy your Access databases with Total Access Memo to non-Total Access Memo owners. The EXE program to easily install Total Access Memo on any user's machine is updated.

Revised Sample Database

The sample database included with Total Access Memo is enhanced to support Microsoft Access 2007 and later, with support for Windows XP Themes, and Windows Vista and 7.

Updated Documentation

The context sensitive help file and user manual are updated with the latest information.

Previous Versions

These versions shipped to support their corresponding Access versions.

- Total Access Memo 2003, Version 11
- Total Access Memo 2002, Version 10
- Total Access Memo 2000, Version 9
- Total Access Memo 97, Version 8
- Total Access Memo 2, Version 2

Visit Our Web Site

FMS is constantly developing new and better developer solutions. Total Access Memo is part of our complete line of products designed specifically for the Access developer. Please take a moment to visit us online at fmsinc.com to find out about new products and updates.

Product Registration

Register your copy of Total Access Memo on-line. Be sure to select the email notification option so you can be contacted when updates are available or news is released. You must be registered to receive technical support.

Product Updates

FMS is committed to quality software. When we find problems in our products, we fix them and post the new builds on our web site. Check our Product Updates page in the Technical Support area for the latest build.

Product Announcements and Press Releases

Read the latest information on new products, new versions, and future products. Press releases are available the same day they are sent to the press. Sign up in our Feedback section to have press releases automatically sent to you via email.

Product Descriptions and Demos

Detailed descriptions for all of our products are available. Each product has its own page with information about features and capabilities. Demo versions for most of our products are also available.

Technical Papers, Tips, and Tricks

FMS personnel often speak at conferences and write magazine articles, papers, and books. Copies and portions of this information are available to you online. Learn about our latest ideas and tricks for developing more effectively.

Social Media: Blog, Facebook, Twitter

Keep in touch with us:

- Signup for our blog: https://blog.fmsinc.com/
- Like our Facebook page: https://facebook.com/MicrosoftAccessProducts
- Follow us on Twitter: https://twitter.com/fmsinc

Links to Other Development Sites

Jump to other locations, including forums, user group home pages, and other sites with news, techniques, and related services from our website.

Chapter 2: Installation

Total Access Memo comes with an automated setup program to get you up and running as quickly as possible. This chapter describes the system requirements, installation steps, instructions for upgrading from previous versions, and instructions for uninstalling.

Topics in this Chapter

- ➢ **System Requirements**
- ➢ **Licensing Rules**
- ➢ **Installing the Program**
- ➢ **Using the Update Wizard**
- ➢ **Upgrading from Previous Versions**
- ➢ **Uninstalling Total Access Memo**

System Requirements

The system requirements for Total Access Memo are similar to the requirements of Microsoft Access:

- A copy of the Microsoft Access. Know what bitness it is from its File, Account, About Access screen.
- Hardware and operating system supported by Microsoft Access.
- 80 MB of free hard disk space

 Do not install this version of Total Access Memo on a machine that you are using Total Access Memo 2000 with Access 97 databases. Installing this version of Total Access Memo upgrades all Total Access Memo 2000 controls. Using the latest version of Total Access Memo with Access 97 is not supported.

Licensing Rules

Licensing rules are described in detail at the beginning of the user manual. Each developer must own a Total Access Memo license. The license includes the right to use Total Access Memo, as well as a runtime license for distributing applications containing Total Access Memo to your end users. These end users may use Total Access Memo in your application, but may not add it to their own forms and reports.

FMS offers a discounted five-user license of Total Access Memo that provides development and distribution rights for five developers. FMS also offers quantity discounts and site license programs to let you economically add user counts. Please contact us for more information.

Installing the Program

Total Access Memo is installed using an automated setup program. There are two setup programs:

- 32-bit version
- 64-bit version

Choose the version based on the bitness of your Access version, NOT the bitness of your Windows operating system. To install Total Access Memo, follow these steps:

1. Run the setup program.
2. When prompted, enter your registration information and product key (serial number).
3. Specify the destination directory for the files.
4. Be sure to read the README file for any late breaking news that is not included in this User Guide.

Using the Update Wizard

If you are registered, you should receive emails from FMS when updates are released for the products. To verify you have the latest build, you can use the Total Access Memo Update Wizard with an active Internet connection.

From the main Windows menu, select All Programs, FMS, Total Access Memo, Update Wizard. Follow the prompts on the form to check for the latest update.

Upgrading from Previous Versions

For Access 2007, 2003, 2002, and 2000 Databases

If you are using Total Access Memo 2007 (version 12), 2003 (version 11), 2002 (version 10), or 2000 (version 9), installing the latest version of Total Access Memo updates all Total Access Memo controls automatically. There are no additional steps that need to be taken.

For Access 97 Databases

This version of Total Access Memo is not compatible with Access 97. You should not install this version on a computer where you are using Total Access Memo 2000 with Access 97 databases. Instead, you should continue to use Total Access Memo 2000.

	Do not install this version of Total Access Memo on a machine that you are using Total Access Memo 2000 with Access 97 databases. Installing this version of Total Access Memo upgrades all Total Access Memo 2000 controls. The latest version of Total Access Memo does not support and conflicts with the 2000 version which supported Access 97.

Uninstalling Total Access Memo

Total Access Memo conforms to Windows installation and removal standards. To uninstall Total Access Memo:

1. From the Windows 10 search menu, 'Add or Remove Programs', select Total Access Memo and click Uninstall.

2. For older Windows versions, open the Control Panel, select Programs and Features.

    a. Select Total Access Memo from the list.

    b. Click the Change/Remove button.

3. Follow the onscreen prompts to uninstall the product.

The uninstall process does not remove any files created by Total Access Memo after it was installed. For example, a temporary database may still exist in the Total Access Memo folder or working folder under your Users profile. After uninstalling the product, check these folders for any remaining files to manually delete them.

Uninstalling does not delete Total Access Memo controls from your forms and reports. You need to manually delete those.

Please keep in mind that the runtime license rules do not allow you to transfer your license to someone else if you have already distributed applications with Total Access Memo. Refer to the License Agreement at the beginning of this manual for details.

Chapter 3: Using the Total Access Memo Control

The Total Access Memo control can be used on your Access forms and reports much like other built-in controls. However, there are some differences between the way built-in Access controls and custom controls work. This chapter discusses these differences, and how to get the most from Total Access Memo. This manual assumes that you are already familiar with designing Access forms and reports. If you are not, please refer to the Access manual and on-line help.

Topics in this Chapter

- ➢ **Using the Sample Database**
- ➢ **Adding the Total Access Memo Control**
- ➢ **Setting Total Access Memo Control Properties**
- ➢ **Adding and Editing Rich Text**
- ➢ **FMS Rich Text Editor**
- ➢ **Using the Control on Access Reports**
- ➢ **Resizing the Memo Control on Reports**
- ➢ **Troubleshooting Custom Controls**

Using the Sample Database

One of the most important resources of Total Access Memo is the Sample Database. This database is an Access database containing forms, reports, and VBA code showing how to use the Total Access Memo custom control in your application.

The database **TAMemoSample.accdb**, is located in the installation folder of Total Access Memo.

To open the database, press the Windows Start button and select Total Access Memo, Sample Database. It will open with your current version of Access.
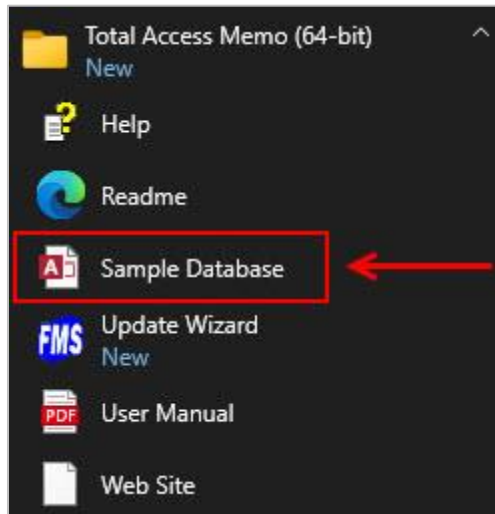
In addition to providing examples of how to use the Total Access Memo control, the sample database is a tutor and guide demonstrating how to use the control in your own databases. The forms, reports, and modules are designed to be easy to "take apart" so you can see how things work. None of the objects are secured, so you can work through the examples and see exactly how the custom control works within an Access application.

Adding the Total Access Memo Control

In many respects, custom controls act like the built-in controls in Microsoft Access. There are three basic steps to use the control:

- Insert the control on your form or report
- Position and resize the control
- Set properties in design-time by editing the property sheet:
  - o Standard Access properties
  - o Custom properties of the Total Access Memo control
  - o Data binding

Inserting a Custom Control in a Form or Report

Start by opening your form or report in design mode. Adding a custom control such as Total Access Memo is different from adding a built-in Access control.

Inserting Access Controls

Access built-in controls are displayed in the toolbox—you can simply drag a control (like a text box or command button) from the toolbox and place it on your form or report.

Inserting Custom Controls

Custom controls, such as the Total Access Memo control, are not available from the Access toolbox. Instead, they are available from the ActiveX Controls ribbon/menu.
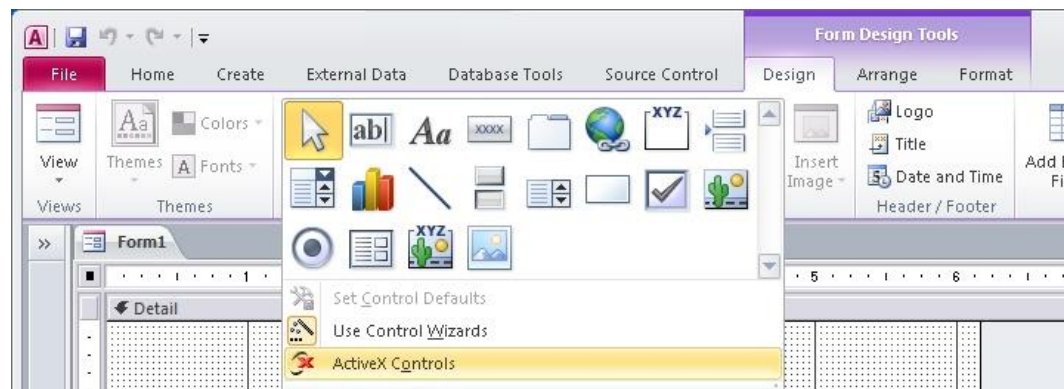
In Office 365/Access 2019, 2016, 2013, 2010 and 2007, click the "ActiveX" button in the Controls section of the Design ribbon. It appears after clicking on the drop down to open the design objects:
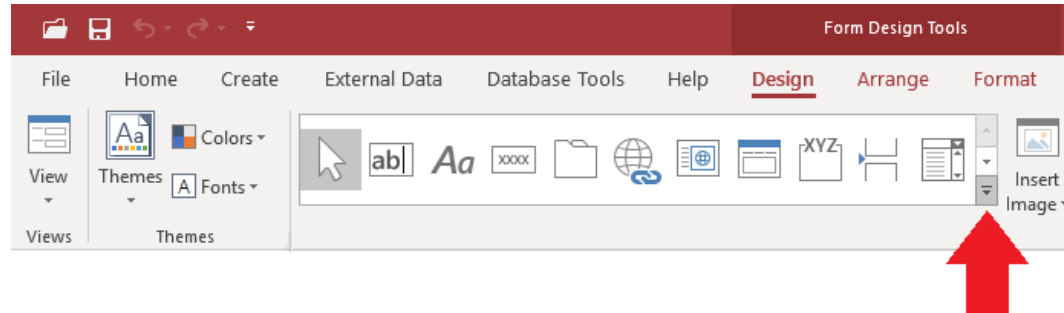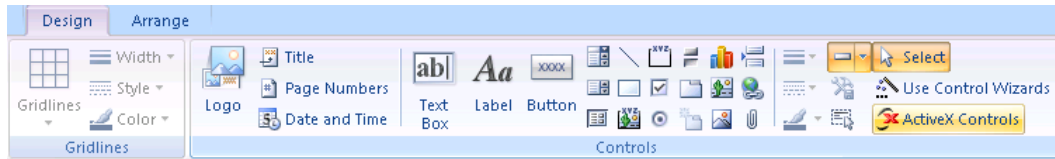

Click on the Form Design, Control Dropdown Button
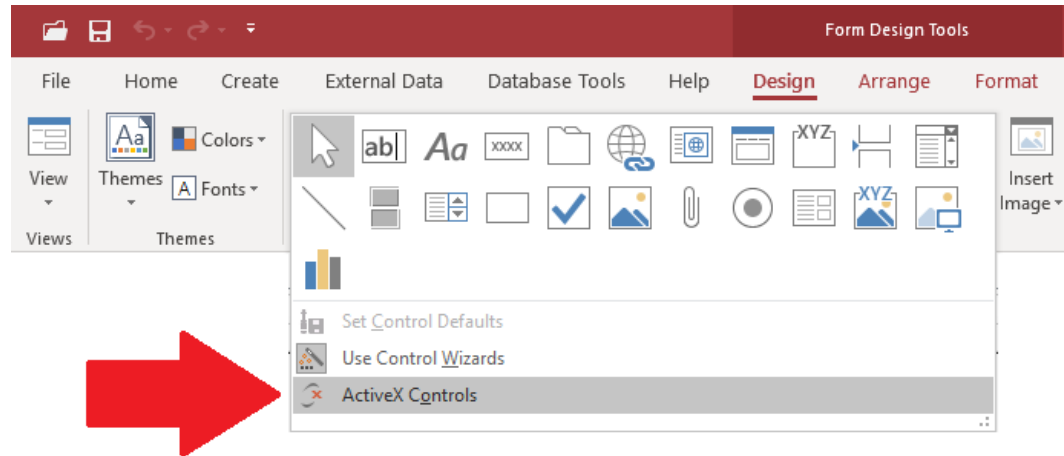
Insert ActiveX Controls from the Office 365, Access 2019, 2016 and 2013 Ribbon

Insert ActiveX Controls from the Access 2010 Ribbon

Insert ActiveX Controls from the Access 2007 Ribbon

In Microsoft Access 2003 and earlier, select the Insert, ActiveX Control menu item:
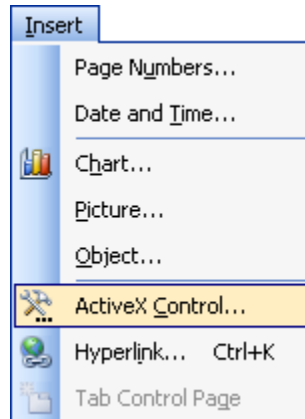
Access Insert | ActiveX Control Menu

Tip	To use custom controls in an Access application, they must be registered on your computer system. Total Access Memo is registered during installation.

If Total Access Memo is correctly installed, it is listed in the "Insert ActiveX Control" list. The Total Access Memo Control is listed as "FMS Total Access Memo Control":

Insert ActiveX Control Dialog

After selecting the control, press [OK] on the dialog. The control is placed directly onto the currently selected section of your form or report:
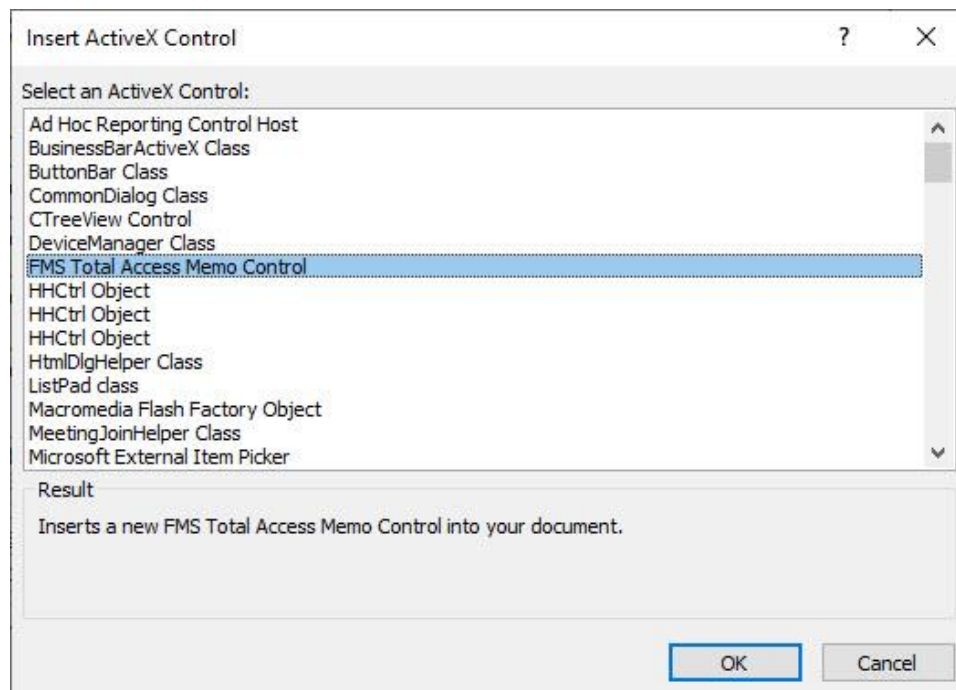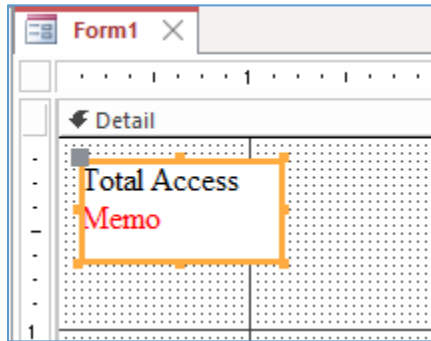

Control inserted into your form

Setting Total Access Memo Control Properties

There are two methods for setting ActiveX control properties in Microsoft Access:

Using the Access Property Sheet Window

The Property Sheet window can be used with any ActiveX control in Access. If the Property Sheet Window is not already open, right-click on the Total Access Memo control, and select Properties from the popup menu.

The Property Sheet window displays both standard and custom properties. Set each property by editing the displayed value. For more information about a property, simply select the property and press [F1] for help.
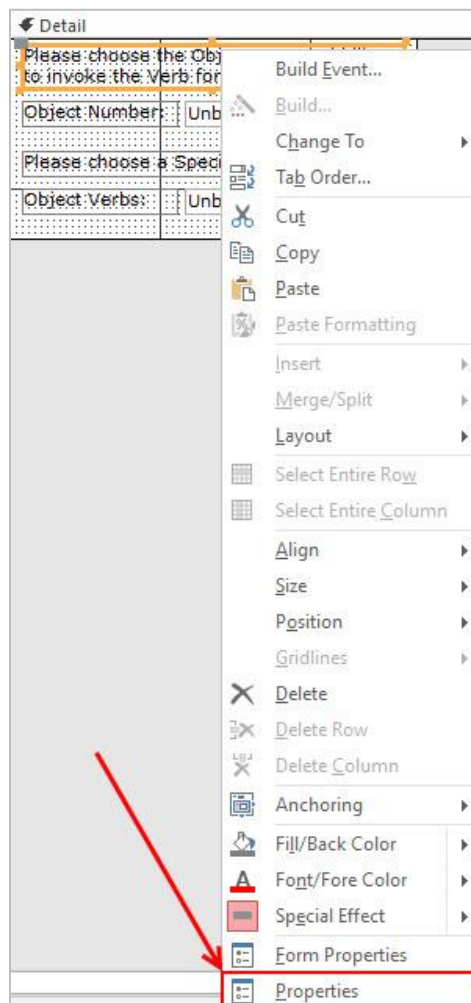

Standard Properties

Standard properties are the properties that Access automatically provides for all ActiveX controls:

Property	Description
Visible	Determines if the control is visible
Display When	Determines when the control is visible
Left	Determines the left position of the control
Top	Determines the top position of the control
Width	Determines the width of the control
Height	Determines the height of the control
Special Effect	Determines the effect applied to the control
BorderStyle	Specifies the appearance of the control's border
BorderColor	Specifies the color of the control's border
BorderWidth	Specifies the width of the control's border
OLE Class	Specifies the description of the control object
Class	Specifies the class name of the control
Enabled	Determines if the User Interface for the control is enabled

Databound controls, such as the Total Access Memo control, have an additional property:

Property	Description
ControlSource	The field (data source) for the control

Data Binding

The Total Access Memo control supports data binding. Data binding links a control to a field in a form or report's Record Source. While running the form or report, data from the field is displayed in the control and any edits are automatically saved to the field. This is accomplished without writing any code.

To bind a control, the form or report's RecordSource property must be assigned. Simply assign the ControlSource property of the control to a field in the RecordSource. The ControlSource property is on the Data tab of the Properties Window. For Total Access Memo, it should be bound to a memo field.

Access Control Source Property Sheet

Custom Properties

Custom properties are the properties that an ActiveX control provides. Custom properties can be found on the [Other] tab in the standard Access property window. These properties are specific to the control type. For a complete list and definitions of all Total Access Memo properties, see **Programmatic Control Reference** on page **34**.

Using the Custom Property Sheets

The Total Access Memo control has a customized property sheet for specifying its unique settings:

- Right click on the control, and select the menu: FMS Total Access Memo Control Object, Properties…
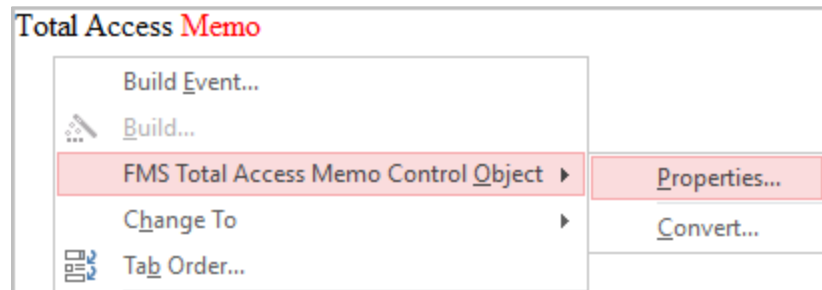
- With the control selected, from the Property Sheet, Other tab

The Properties menu item displays a customized property sheet that is specific to the custom control:
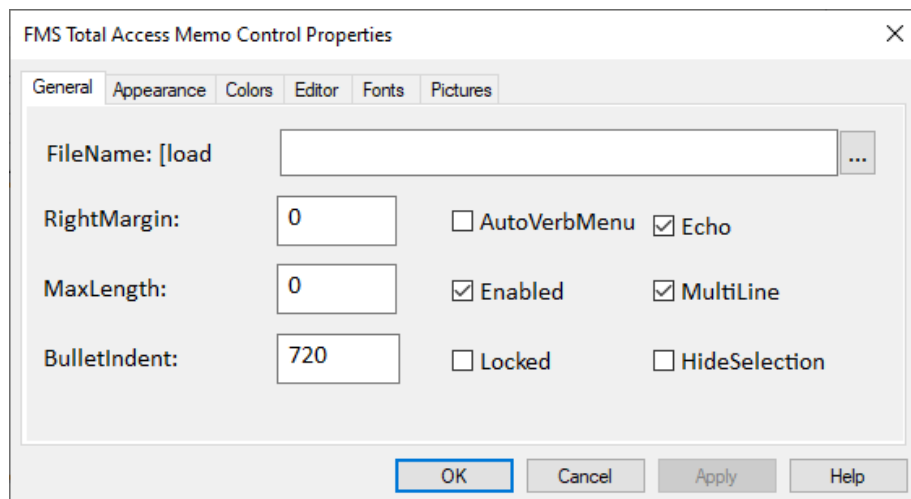
Custom Property Sheet

The settings for these properties are explained in Error! Reference source not found. on page 34.

Commonly used Properties

The following properties are the most frequently used properties in Total Access Memo. For more information about each property, please see Error! Reference source not found.

Property	Description
AutoVerbMenu	Determines if the right click popup menu is displayed
EditorEnabled	Determines whether the user can launch the editor
EditorTitle	Sets the title displayed in the editor
FixedRightMargin	Determines whether word-wrapping in the editor matches the control's width on the form
HeightOfText	Sets the height of the text in the control, which is useful for adjusting the control in a report (see **Using the Control on Access Reports** on page 22)
MaxLength	Sets the maximum allowed length of the text (in characters)

Adding and Editing Rich Text

Once a Total Access Memo control is placed on a form, and its ControlSource property is set to the name of the field storing the formatted Rich Text memo data, the control behaves much like a text box. You can view its contents and scroll through it if it exceeds the available space.

In-Place Editing

Total Access Memo supports in-place editing. You can type directly into the control, copy and paste text, and delete lines and words. You can even drag and drop blocks of text from one location to another within the control. Depending on what you need to do and how large you made the control on your form, this may be sufficient in many cases.

However within the control on an Access form, there is no way to provide the full formatting and editing capabilities to apply font styles, paragraph formatting and so forth. To do this, you need to launch the included FMS Rich Text Editor.

Keyboard Navigation

Access uses keyboard shortcuts to simplify form navigation. Total Access Memo, however, assumes all keystrokes are intended for the control. This behavior is by design. To re-enable keyboard shortcut navigation, you must trap the KeyPress event. For example, if you wanted the [Tab] key to move to the next control, you could use the following code:

```
Private Sub tamDemo_KeyPress(KeyAscii As Integer)
  If KeyAscii = vbKeyTab Then
    ' Set the keystroke to zero for Total Access Memo to ignore it
    KeyAscii = 0
    ' Set the focus to the next control
    txtDemo.SetFocus
  End If
End Sub
```

Where *tamDemo* is the name of the Total Access Memo control and *txtDemo* is the name of the next control in the tab order.

Storing a Text Only Representation of a Total Access Memo Field

Occasionally, you may just want the text and not the rich text format of the RTF field. For instance, you may want the unformatted text on a report, or you may need to export the text to another program that does not support rich text format fields. Total Access Memo exposes a Text property, which returns the textual representation of the contents of the Total Access Memo control. Add an extra memo field to store the text data, and use the Text property in BeforeUpdate event of your form:

```
Private Sub Form_BeforeUpdate(Cancel As Integer)
  ' Assign the text representation to the text field
  TextField = tamDemo.Text
End Sub
```

Where *TextField* is the name of the text field, and *tamDemo* is the name of the Total Access Memo control.
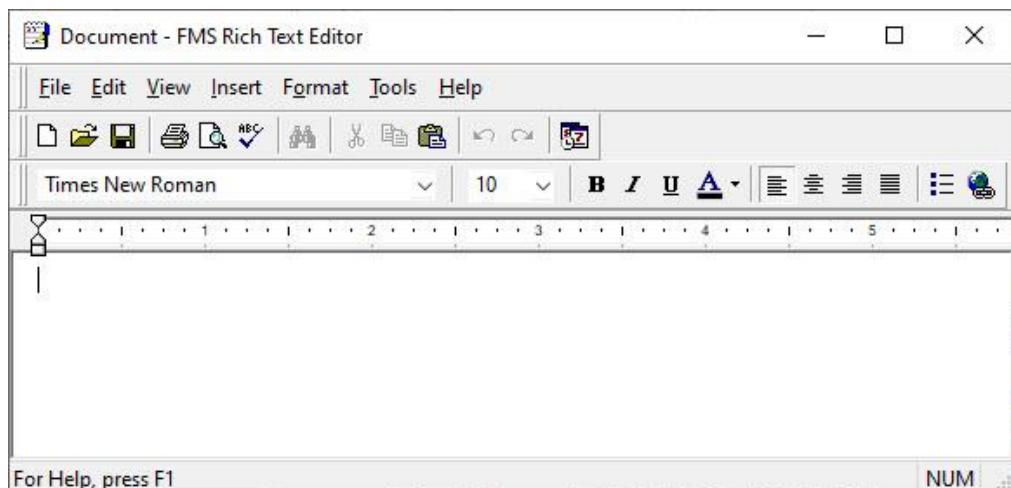
FMS Rich Text Editor

To launch the FMS Rich Text Editor, press [Shift]+[F2] while the cursor is in the Total Access Memo control.

The FMS Rich Text Editor is a separate program for modifying the memo text. The editor provides a full array of text editing and formatting features.

Using the FMS Rich Text Editor

The FMS Rich Text Editor works like other text editors you may be familiar with, such as Microsoft Word or WordPad. This manual assumes that you are familiar with other text editors, and therefore it doesn't go into great detail about how to use a word processor. Instead, the main functions of the editor are described as they are listed on the menus. Use the following webpage https://fmsinc.com/go.asp?2829 as a reference if you have questions about how to use a particular feature of the editor.

FMS Rich Text Editor

When you are finished formatting the memo, you can close the editor to automatically save the changes and display them on the Access form.

> **Tip**
>
> It is not necessary to close the editor to save your changes. If you leave the editor open, you may switch back to your copy of Microsoft Access, and scroll the form from row to row. As you scroll the Access form, the contents of the FMS Rich Text Editor are automatically saved and updated with the value shown on the current row of the Access form.

Using the Control on Access Reports

Adding a Total Access Memo control to an Access report is identical to adding it to a form (see page 14 for details).

> This section contains references to code. For more information regarding the programmatic interface to Total Access Memo, please see **Chapter** 4: Programmatic Interface. For more information regarding VBA code, please consult your Microsoft Access documentation.

Unfortunately, Access has several limitations when using custom controls on reports. The following sections explain these limitations and how to work around them.

Maximum Control Height Limitations

The total height of a section of an Access report is 22 inches, and therefore the Total Access Memo control's maximum height is also limited to 22 inches. In addition, if the control extends beyond one page, Microsoft Access may insert a blank page prior to printing the control. Excessively long memos may not print in their entirety on an Access report.

Resizing the Memo Control on Reports

When you add a databound control to a report, the amount of space needed to display the field can vary significantly. This can pose a problem when you have a Memo control on a report that is bound to a memo field with a varying amount of data from record to record.

This problem is easy to see when you place a Memo control on a report, size it to one inch, and then run the report. If the data shown by the Memo control will fit in the one inch control, you will see all the data, otherwise you will see only part of the data.

To resize the Memo control based on the amount of data in a record, follow these steps:

Step 1 – Handle Section Resizing

The first step resizing the Memo control on reports is to set the CanGrow and CanShrink properties to Yes for the section containing the Memo control. For example, if your Memo control is in the report's Detail section, click on the Detail section bar ( ) and set CanGrow and CanShrink on the properties sheet to Yes.
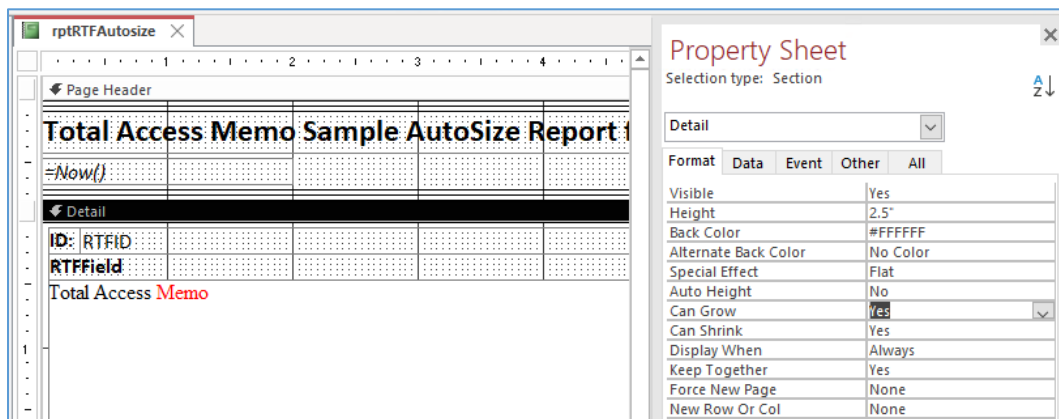
Setting the Properties of the Detail Section

Step 2 – Handle Control Resizing

Although Microsoft Access provides the CanShrink and CanGrow properties to handle the size of controls on a report, these properties are not available for custom controls. Since Total Access Memo is a custom control, you must work around this issue to resize the control properly.

There are three methods for working around this issue—choose the method that is most appropriate for you, and follow the steps accordingly.

<table>
<tr><td>Tip</td><td>The sample application that is included with Total Access Memo contains a variety of sample reports that show each of these workarounds and techniques in action.

Open the sample database, and then open the reports in design view to see how to handle control and section resizing properly.</td></tr>
</table>

Option 1: Reference the Function from your Project

The easiest way to resize the Memo control is to reference the **TAMEMO_R.MDE** file that is included with Total Access Memo, and use its *ResizeFMSMemoAndMoveControls* function to resize the control and move the controls below it. Refer to **Using the TAMEMO_R.MDE for Report Resizing** on page 28 for details about referencing the MDE.

The function is:

```
Function ResizeFMSMemoAndMoveControls _
  (ctlMemo As CustomControl, rpt As Report, _
  Optional fMoveControlsBelow As Boolean = True, _
  Optional fMoveAllControlsBelow As Boolean = True) _
As Long
```

And its parameters are:

Parameter	Description
ctlMemo	Name of the Total Access Memo control.
rpt	Handle to the report containing the control (the report that this function is called from).
fMoveControls Below	Optional. True to move controls below the Memo control, or False to not move controls. Note that this only applies to controls that overlap or are between the left and right of the Total Access Memo control.
fMoveAllControlsBelow	Optional. True to move all controls below the Memo control, or False to move only controls that overlap. Note that this property is only applicable if fMoveControlsBelow is True.

The function returns a long integer containing the error number if an error was encountered, or a value of 0 if it did not encounter errors.

<table>
<tr><td>Tip</td><td>This function decreases the Total Access Memo control height if the controls below it go over the Maximum section height for Reports. Since we are giving height priority to other controls, the other controls are not truncated like the Total Access Memo control.</td></tr>
</table>

The following example code shows how to use the *ResizeFMSMemoAndMoveControls* function to move controls in response to the resizing of the Memo control:

```
Private Sub Detail_Format(Cancel As Integer, FormatCount As Integer)
  ' Variable to hold function's return value
  Dim lngReturn As Long

  ' Call the function to resizes the control and move any controls
  ' below it.
  lngReturn = ResizeFMSMemoAndMoveControls(tamDemo, Me, True, True)

  ' Check for an error and show it.
  ' Or insert your own error handling here.
  If lngReturn <> 0 Then
    Err.Raise lngReturn
  End If
End Sub
```

Option 2: Import the Function into your Project

If you do not want to reference the TAMEMO_R.MDE file, or if you want to customize the function to suit your own needs, you can add the function to your own project. Simply locate the function called *ResizeFMSMemoAndMoveControls* in the sample database, and add it to your project. Once the function is in your project, you can call it as needed without adding an external reference.

Refer to **Option 1** above for details about using the function.

Option 3: Add VBA Code to Handle Control Resizing

The third option may be used by more advanced VBA programmers who do not want to use the *ResizeFMSMemoAndMoveControls* function. This option includes multiple steps, and is more complex than using the Total Access Memo function:

Add VBA code to your report to handle resizing the control. In the following example, code is placed in the report's Detail Format event procedure. This example assumes that your Total Access Memo control is named 'tamNotes':

```
Private Sub Detail_Format(Cancel As Integer, FormatCount As Integer)
  Me.tamNotes.Height = Me.tamNotes.HeightOfText
End Sub
```

This code works by using the HeightOfText property, which refers to the height of the text contained in the memo field. By setting the height of the Memo control to the value of the HeightOfText property value, the Memo control becomes tall enough to show all the data.

Any controls that are beneath the Total Access Memo control may be covered when you increase its height. If you have controls that follow the Total Access Memo control on a page, you may need to adjust their positions as well. The following example code shows how to move the Country and Country Label controls in response to the resizing of the Memo control:

```
Private Sub Detail_Format(Cancel As Integer, FormatCount As Integer)
  Me.tamNotes.Height = Me.tamNotes.HeightOfText
  Detail.Height = Me.tamNotes.Top + Me.tamNotes.Height + _
                  Me.Country.Height
  Me.Country.Top = Me.tamNotes.Top + Me.tamNotes.Height
  Me.Country_Label.Top = Me.Country.Top
End Sub
```

Access reports are supposed to respect their sections' CanGrow and CanShrink properties. Unfortunately, Access reports do not properly shrink after the Total Access Memo control's resizing code "grows" the section.

For example, using the above resizing code, imagine that the Total Access Memo control is resized to be five inches high for the first record in the report. In this case, Access correctly resizes the detail section to accommodate the resized control.

On the next record, assume we resize the control down to two inches in response to the amount of data in the second record. Access properly resizes the Memo control in response to our code, but fails to shrink the section. This means that every subsequent record in our report has a detail section height of at least five inches because of the resizing of the first record. This results in a lot of wasted space on subsequent records.

To set your report to correctly shrink sections, add the following line of code to the report's DetailFormat Event procedure (in addition to the code added in step 1):

```
Detail.Height = Me.tamNotes.Top + Me.tamNotes.Height + _
                Me.Country.Height
```

Or simply:

```
' Set the height to 1 twip. The section will
' shrink it to the bottom of the lowest control ' in the section).
Detail.Height = 1
```

This code works by setting the section's Height property to shrink to the smallest size possible for the controls within the section.

Troubleshooting Custom Controls

Attaching Labels

Several of the built-in Access controls are created with associated labels (for example, the combo, listbox, subform, and option group controls). When you move the control, the label goes with it.

In addition to identifying the function of the associated control, the label can be used to create a *hot key* for the control so that the user can move to the control without using the mouse or pressing the [Tab] key.

When you add a custom control to a form however, an associated label control is not automatically created. To attach a label to a custom control, follow these steps:

- Insert a new label onto your form or report and set its caption to the appropriate value. You can use the "&" character to create a hot key character.
- Click on the label control once to select it. Then type Ctrl-X, or select Edit, Cut from the menu to cut the label onto the Windows clipboard.
- Click once on the custom control you wish to associate with the label to select it.
- Type Ctrl-V, or select Edit, Paste from the menu to paste the label back onto the form. It is now associated with the custom control.

ControlSource Property

In some circumstances, Microsoft Access clears Total Access Memo's ControlSource property. If you experience this problem, you can set the ControlSource property in your form's load event.

For example:

```
Private Sub Form_Load()
  tamDemo.ControlSource = "RTFField"
End Sub
```

Where *tamDemo* is the name of the control, and *"RTFField"* is the name of the ControlSource.

Dirtying a New Record

There is an Access bug that may cause you to lose the first character typed into the Total Access Memo control. This only occurs when you first "dirty" a new field and Access resets the control. While we agree that it is a nuisance, unfortunately it is something that cannot be changed. As a workaround, you can set Me.Dirty = True when you move to a new record.

Chapter 4: Programmatic Interface

This chapter provides an introduction to using the Total Access Memo control with Visual Basic for Application (VBA). It is provided as a reference and is not necessary if you are only using Total Access Memo interactively.

Topics in this Chapter

- ➢ **Programmatic Interface**
- ➢ **Using the TAMEMO_R.MDE for Report Resizing**
- ➢ **Setting and Reading Properties**
- ➢ **Setting Properties at Design Time vs. Code**
- ➢ **Using Methods**
- ➢ **Responding to Events**
- ➢ **Complete Word Feature in Access**
- ➢ **Programmatic Control Reference**

Programmatic Interface

To get the most out of the Total Access Memo control, you may need to add a small amount of programming. For the most part, this consists of setting properties and retrieving values, or telling the custom control to perform a method. Examples are included in the sample database.

> **Tip** This chapter assumes that you know how to attach code to events and set properties using standard Access controls, and that you understand fundamental Visual Basic for Application (VBA) programming concepts. Consult your Microsoft Access documentation for more information.

Using the TAMEMO_R.MDE for Report Resizing

Total Access Memo includes a function that you can call to resize the Total Access Memo control and move the controls below it automatically.

Preparing Your Database

To use a function in a library database, create an explicit reference from your database to the library. With a module in design mode, from the menu, select Tools, References.
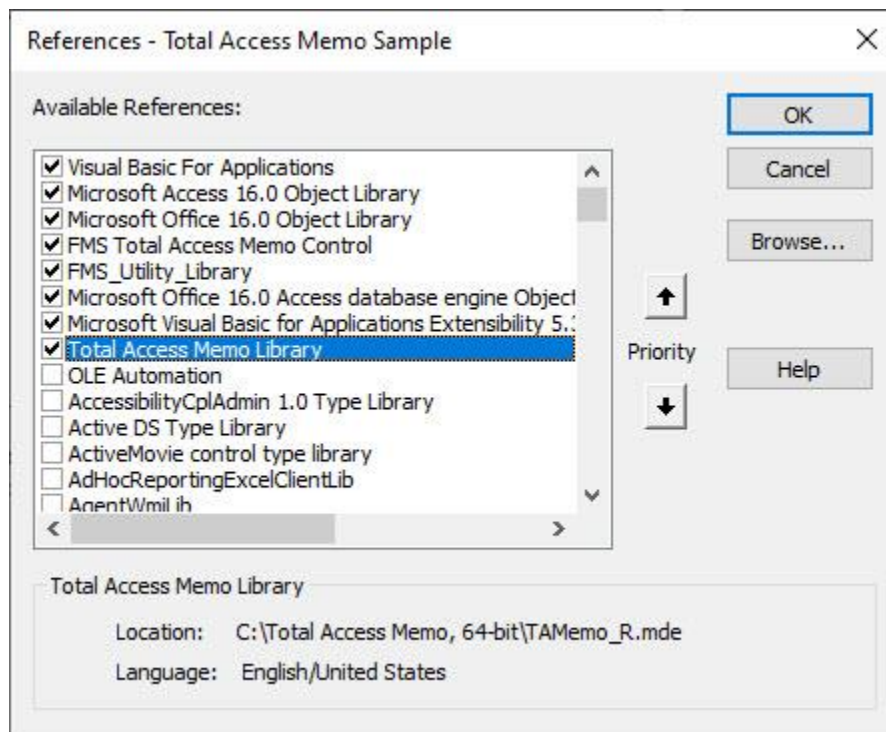
Access Library References Input

Make sure **Total Access Memo Library** is checked. If it does not appear in the list, use the [Browse…] button to locate TAMEMO_R.MDE in your installation directory.

Total Access Memo 2021

Total Access Memo includes a library file **TAMemo_R.mde**. This file is digitally signed and supports Access 2003 and later to avoid the Access security warning when it loads.

Total Access Memo 2007 and 2003

For Total Access Memo 2007, there were two library files. One that was digitally signed for Access 2003, and one that was not for Access 2000 and 2002.

The reference is an explicit path, which means if you change the drive or location of the library, the reference is broken and the function calls will not compile. You can programmatically add library references with the AddFromFile command. This example adds a reference to the file name in the strFileName variable:

```
Dim ref As Reference
Set ref = References.AddFromFile(strFileName)
```

Setting and Reading Properties

As described in **Chapter 3: Using the Total Access Memo Control**, you can set properties for custom controls at design time in the Access Property window. The Property window makes no distinction between standard properties (properties that apply to all ActiveX controls) and custom properties.

Similarly, when you set or retrieve properties of custom controls programmatically, there is no difference between standard properties and custom properties. For example, the following code sets properties of the Total Access Memo rich text control named *tamDemo*. The code sets a standard property (Left) and a custom property (ScrollBars):

```
Me.tamDemo.Left = 1440
Me.tamDemo.ScrollBars = rtfBoth
```

"rtfBoth" is a constant defined by Total Access Memo. Whenever possible, you should use constants in your code rather than hard-to-remember numeric values. See **Error! Bookmark not defined.** for a list of the constants defined by Total Access Memo, as well as information on using constants in your code.

When retrieving values, there is also no difference between standard and custom properties. For example, the following code retrieves properties of a control named *tamDemo*. This code retrieves a standard property (Left) and a custom property (ScrollBars):

```
intLeft = Me.tamDemo.Left
intScrollBars = Me.tamDemo.ScrollBars
```

Default Property

The default property for the Total Access Memo control is the Value property. When you refer to the control in code, the default property is implied. For example, the following two lines of code set the Value property of the Total Access Memo control to the RTF code in another Total Access Memo control.

```
Me.tamMinutes.Value = Me.tamLastWeek.value
Me.tamMinutes = Me.tamLastWeek
```

In the second line, Value is implied since it is the default property.

Setting Properties at Design Time vs. Code

You can set most properties of the Total Access Memo Control at design time. You can also set these same properties programmatically at run time.

If the properties of the custom control do not need to change while the program is running, it is convenient to assign them in the Property window or use the property sheet to set them. Alternatively, some people prefer

seeing the properties listed in their code so they don't have to remember how the properties were set in design mode. This is largely a matter of preference.

However, some properties are better set in code. For example, setting the FileName property causes the Total Access Memo control to load the data contained in the specified file into the control. The problem with setting this property in design time is that you must hard-code the path to the file. If you set this property at run-time, you can dynamically determine where the file is located on a given machine, and specify the path explicitly:

```
Me.tamDemo.FileName = strInstallDir & "myfile.rtf"
```

Using Methods

Methods are special procedures or actions associated with an object. Total Access Memo's methods let you customize the behavior of the control.

Perform an Action

Similar to custom control properties, custom control methods and standard methods are invoked by specifying the control name, then the name of the method. For example, the following code uses the standard method, SetFocus, to set the focus to the control named *tamDemo*. It then invokes the custom method Clear on the control to clear its contents:

```
Me.tamDemo.SetFocus  ' standard method
Me.tamDemo.Clear     ' custom method
```

Retrieve a Value

Some methods, such as GetLineFromChar, are designed to *return* values to your program.

```
lngLine = Me.tamDemo.GetLineFromChar(81)
```

This code uses the GetLineFromChar method to tell the control to return the line number of the 81st character in the Total Access Memo control and store the value in a variable named "lngLine."

Use Arguments

A few of the methods in Total Access Memo custom controls, such as the FindReplace method, take *arguments*, which control how the method works. In the following example, the first named string is replaced by the second, starting at the beginning of the Total Access Memo control.

```
tamNotes.FindReplace "Nancy", "Annette"
```

In some cases, a method's arguments may be optional. For example, the FindReplace method includes optional arguments to specify where the search should begin and end. See page **Error! Bookmark not defined.** for a full discussion of this method.

Standard Methods

Access provides the following standard methods for all ActiveX controls:

| Property	Description
Requery	Has no effect on Total Access Memo controls
SetFocus	Sets the input focus to the control
SizeToFit	Has no effect on Total Access Memo controls

Responding to Events

VBA programming is often called *event oriented*. You do not write a top-down program that controls the flow of the application. Instead, you control the process by manipulating controls on your forms. In response to these user events, you write code to accomplish the necessary task.

These standard events apply to custom controls:

- OnUpdated

- OnEnter

- OnExit

- OnGotFocus

- OnLostFocus

In Access, you can attach a macro, a standard procedure, or an "event procedure" to the event property of a control. Only event procedures apply to the custom events in the Total Access Memo controls.

Attach code to specific events on standard Access controls by specifying the [Event Procedure] for the event:
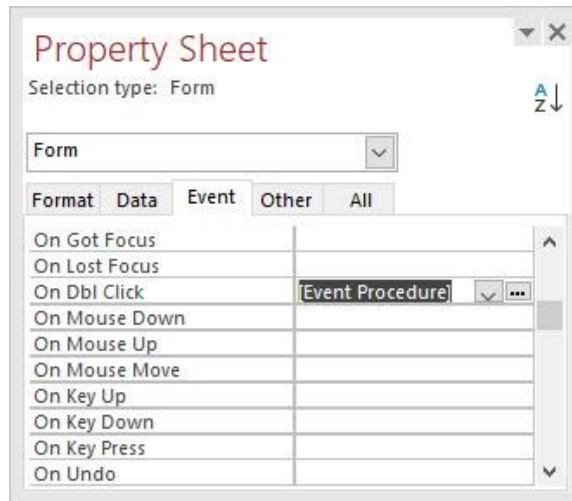
Standard Event Properties

When you press the […] button associated with the event property in a standard control and select 'Event Procedure' from the Choose Builder dialog, Access automatically creates an event procedure stub in a VBA module, and attaches it to the event property:
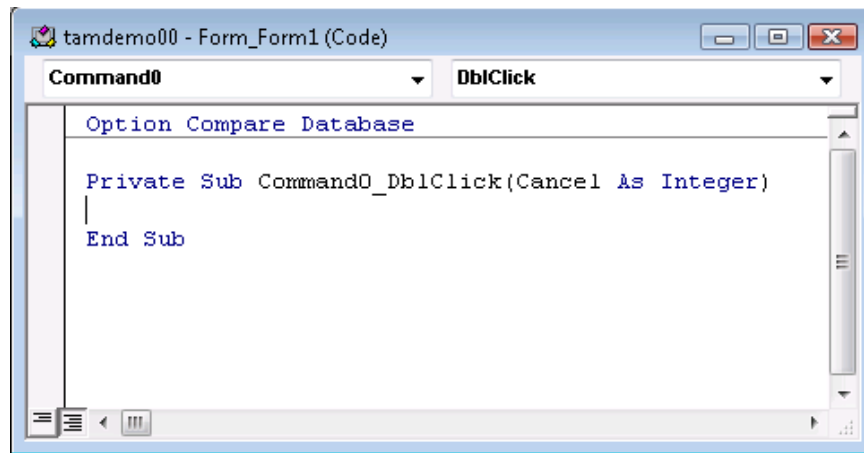

Default Event Code for a Standard Control

Access generates the event when a user presses the button. It is up to you to place code in the event procedure to perform some action:

```
Sub cmdOK_Click ()
  MsgBox "Exiting application"
  DoCmd.Quit
End Sub
```

Some events for custom controls can be accessed in the same way as standard controls. The following event property sheet is from an FMS Total Access Memo control:
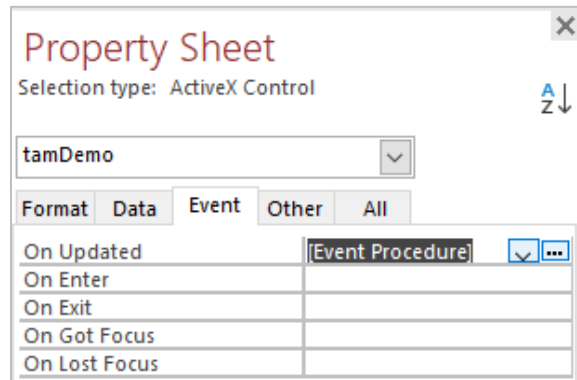
Custom Control Event Properties

You can use the standard OnGotFocus event to change the caption of the form:

```
Private Sub tamNotes_GotFocus()
  Me.Caption = "Notes"
End Sub
```

However, most of the important custom events for Total Access Memo custom controls do not appear in the standard Access event property sheet. For example, the SelChange event, which is triggered when the user moves the cursor in the control or changes the selected text, is very important. To create an event procedure for the SelChange event, open the form's module and select the control from the drop-down list on the module toolbar:
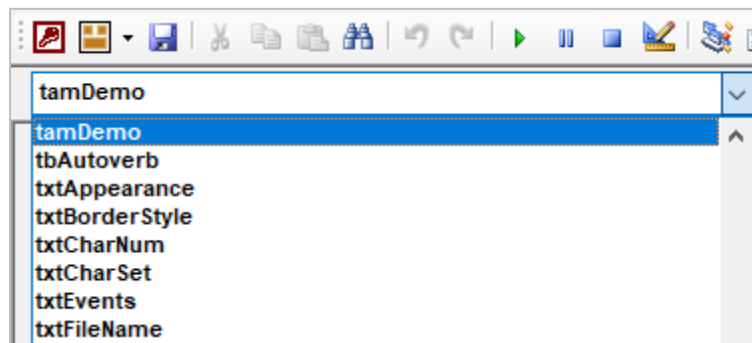
Select the Custom Control

Then select the event from the Event List on the toolbar:
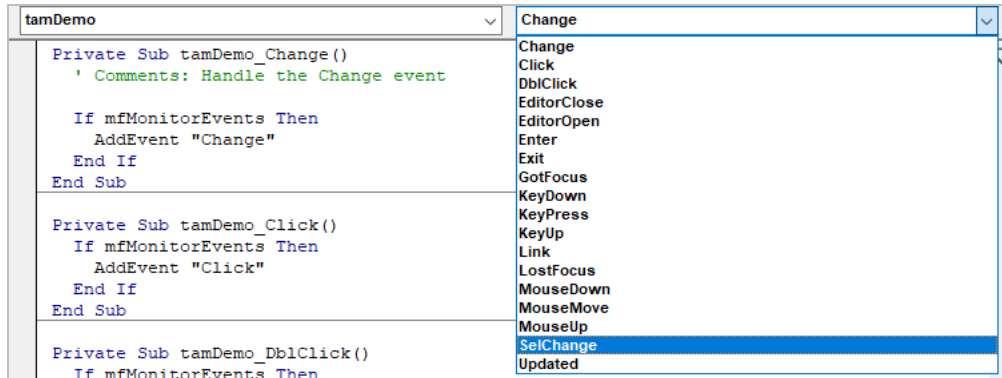
Select the Custom Event

This is the only place that custom events are displayed. Since they do not show up on the event property sheet, you must specifically create them by selecting them in this manner.

If you did not previously create code for this custom event, Access automatically inserts the stub code for you:

```
Private Sub tamNotes_SelChange()

End Sub
```

Once Access creates the stub code, you can add your code to execute each time the event occurs:

```
Private Sub tamNotes_SelChange()
  Me.cmdSave.Enabled = (Len(Me.tamNotes.Text) <> 0)
End Sub
```

Some events require additional information, which you pass in the form of arguments. See page 30 for more information about using arguments.

Complete Word Feature in Access

Microsoft Access does not fully implement the Complete Word feature for custom controls. The custom properties and methods of a control are not listed in the drop down. For example, when working with the Total Access Memo control, only standard properties and methods are listed:
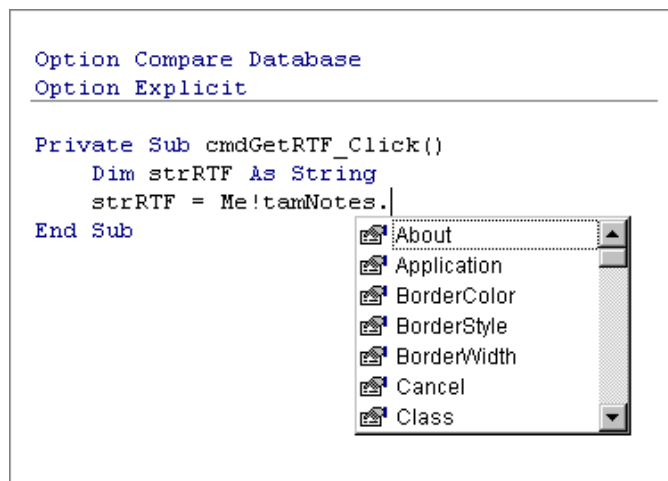
Complete Word Feature

The custom properties are there, but they are not listed. As a workaround, however, you can declare an object variable as the type of the control, then set the variable to an instance of the control.

For example, the following code enables the Complete Word feature:

```
Option Compare Database
Option Explicit

Private Sub cmdGetRTF_Click()
    Dim strRTF As String
    Dim oRTF As FMSMemo

    Set oRTF = Me!tamNotes.Object

    strRTF = oRTF.|
                    SelAlignment
                    SelBold
                    SelBullet
                    SelCharOffset
                    SelColor
                    SelectionBar
                    SelFontName
End Sub
```
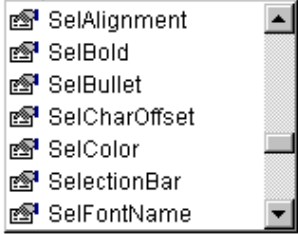
Using the Object Syntax

Programmatic Control Reference

This section lists every Property, Method, Event, and Constant available in the Total Access Memo control. It is provided as a reference and is not necessary if you are only using Total Access Memo interactively. This section assumes you understand how to programmatically use properties, invoke methods, and process events.

List of Every Property, Method and Event in Total Access Memo

To see the lists of every Property, Method and Event available in Total Access Memo, visit https://fmsinc.com/go.asp?2836.

List of Property, Method and Event References

This section alphabetically lists every property, method, and event available in the Total Access Memo custom control, visit https://fmsinc.com/go.asp?2843 for more information.

Constants

The Total Access Memo sample, help file, and documentation refer to specific values for properties and methods. These values are represented by a set of VBA constants. These constants are available in VBA when a reference is set to the Total Access Memo library. This occurs automatically when you insert a Total Access Memo control into your database.

If your programming style includes the use of constants, you can use the Total Access Memo constants instead of hard-coded numbers.

All constants and their values are listed on our web page, visit https://fmsinc.com/go.asp?2850.

Chapter 5: Distributing Total Access Memo

Total Access Memo includes a royalty-free runtime license that allows you to distribute its runtime files with your applications. This chapter includes details about distributing applications that use Total Access Memo.

Topics in this Chapter

- ➢ **Licensing Issues**
- ➢ **Distributing Total Access Memo**
- ➢ **Troubleshooting**

Licensing Issues

There are several license terms you must comply with if you are going to distribute Total Access Memo controls with your applications.

The first and most important license issue is that you **may not distribute the Total Access Memo license file** (the file with the .LIC extension) in any form.

You are not licensed to redistribute the Total Access Memo custom control in a way that allows your users to place the custom control on their forms in design mode. If you do not distribute the license file, this is handled automatically—your users cannot interact with the controls except within the context of your application.

The second issue is that FMS cannot provide technical support or customer service to your users—that is up to you. We provide technical support to you as the developer, but not to your users.

For complete licensing rules, please read the License Agreement at the front of the manual.

Distributing Total Access Memo

To make Access aware of Total Access Memo, the control and editor must be registered on the machine that is running Access. When you install Total Access Memo on your development computer, the Setup program handles this automatically.

When you distribute your Access application to users who do not have Total Access Memo installed, you need to install the Total Access Memo control and editor.

Using the Runtime Install Program

To distribute Total Access Memo, use the runtime distribution program which is located in your installation directory. There are two runtime programs:

- TAMRun32.exe for 32-bit versions of Access
- TAMRun64.exe for 64-bit versions of Access

This program configures a computer to use Total Access Memo in runtime mode. Simply run the appropriate TAMRun##.EXE on the target computer, and Total Access Memo is automatically installed and configured. You are not required to do anything else.

Please note that you should not distribute fmsmemo9.ocx with your program. This file is distributed and registered when you run the runtime EXE on the target computer. The control is installed in the Windows system folder and the editor in the C:\Users\Public\Total Access Memo Runtime 64-bit (or 32-bit) folder.

Silent Mode

By default, the runtime EXE program displays its progress and finishes with a confirmation screen when it finishes. This can be hidden by adding the /s command line to run it in silent mode like this:

- TAMRun64.exe /s

Distribution with the Office 2010/2007 Package Solution Wizard, Office 2003 Package Wizard, or Office XP Packaging Wizard

If you are using the distribution tools available in the Office Developer Extensions/ Developer Toolkit, follow these steps to ensure that Total Access Memo is configured correctly:

- In the list of dependencies, uncheck fmsmemo9.ocx. This file is distributed and registered when your setup runs TAMRun32.EXE (or the 64 bit version).
- In the list of included files, select "Add File" and choose TAMRUN32.EXE or TAMRUN64.EXE (located in Total Access Memo's installation directory).

- On the Run on Complete page, check "Run this command when installation is finished," and use the dropdown to select TAMRun32.EXE or TAMRUN64.EXE.

For more information, please refer to the documentation that accompanies the Developer Extensions or Developer Toolkit.

Troubleshooting

Total Access Memo appears as a white box

On Forms

This problem usually means that Total Access Memo is not registered correctly. See **Distributing Total Access Memo** on page 36 for more information.

On Reports

This problem may indicate that the system has no default printer installed. While no printer is required for Access to show the report, Access requires a default printer in order to properly show ActiveX controls.

If the system has a default printer installed, this problem probably indicated that Total Access Memo is not registered correctly. See Distributing Total Access Memo on page 36 for more information.

There is no object in this control

This problem occurs when opening a form or report. The message "There is no object in this control" indicates that Total Access Memo is not installed and registered correctly. Please see **Distributing Total Access Memo** on page 36 for more information.

Chapter 6: Troubleshooting and Support

This chapter provides information on troubleshooting problems that arise and obtaining support for Total Access Memo.

Topics in this Chapter

- ➢ **Support Resources**
- ➢ **Web Site Support**
- ➢ **Technical Support Options**
- ➢ **Contacting Technical Support**

Support Resources

There are many resources available to help you resolve issues you may encounter. Please check the following:

Readme File

Check the README file for the latest product information. The README file is located in the directory where you installed the product.

Product Documentation

We've spent a great deal of care and time to make sure the Total Access Memo manual and help file are very detailed. Check the Table of Contents and Index for your question, and read the appropriate pages.

Web Site Support

The FMS web site contains extensive resources to help you use our products better. Resources include product updates, frequently asked questions (FAQs), forums, information on new versions, betas, and other resources.

Web Site

The FMS web site is located at:

> https://fmsinc.com

News and important announcements are posted here.

Support Site

The main support page is located at:

> https://support.fmsinc.com/

From this page, you can quickly locate the other support resources.

Product Updates

FMS takes product quality very seriously. When bugs are reported and we can fix them, we make the updates available on our web site. If you are encountering problems with our product, make sure you are using the latest version.

Frequently Asked Questions (FAQs)

Common questions and additional information beyond what is in the manual is often available from our FAQs.

Microsoft Patches

Our support site also includes links to Microsoft patches that are related to our products. Make sure you're using the latest versions by checking here or visiting the Microsoft site.

Technical Support Options

FMS is committed to providing professional support for all of our products. We offer free access to our online FAQs and forums. Bug reports, feature requests, suggestions, and general pre-sales questions related to our products are always available at no cost.

Additional maintenance plans are available to provide subscribers with enhanced technical support. This is the best way for you to stay current with the rapidly changing technologies that impact project development, and to ensure you are getting the maximum return from your software investment. Please visit our web site, https://fmsinc.com/, for the most up-to-date information.

Features & Benefits	Premium	Incident	Standard
Access to FAQs	✔	✔	✔
Access to Forums	✔	✔	✔
Minor Upgrades/ Bug Fixes	✔	✔	✔
Telephone Support	✔	Per incident	First 30 Days
Email Support	✔	Per incident	First 30 Days
Priority Response Time [1]	✔	✔	
Senior Engineer Support Team	✔	✔	
Email Project for Testing	✔	✔	
Programmatic Code Assistance [2]	✔	✔	
Major Upgrades for Current Version (not between Access versions)	✔	Additional fee	Additional fee
Cost	Annual Fee	Fee Per Incident	Included

1. Response generally within two business days. Actual resolution may take longer depending on complexity of the issue reported.

2. Custom Programming implementation is not provided in our Support Maintenance plans. For products that include a programmatic interface, we can provide instructions for using our programmatic interface, and show examples, but we do not implement this into your projects. This service is available from our Professional Solutions Group.

Premium Subscription

The Premium Subscription is the ideal option for customers seeking the highest level of support from FMS. The annual fee entitles you to telephone and email technical support from a senior support engineer.

From time to time, FMS may release new versions of existing products which add new features. These are point releases (e.g. from version 17.0 to 17.1) and are different from new builds that correct problems in existing features (e.g. from version 17.00.0001 to 17.00.0002).

These point releases are available for a nominal upgrade fee to existing customers. Premium Technical Support subscribers receive these upgrades automatically and for no additional charge during their subscription term.

NOTE: Upgrades between versions (for instance going from Access 2016 to Access 2019) are not considered Point Release Upgrades and are not included in the Premium Subscription.

Subscriptions are available for a twelve month period, and may be purchased at any time. You must be the registered owner of the product to purchase a subscription and the only person contacting FMS for support under the subscription.

Please ensure you have purchased the Subscription you need for Total Access Memo.

Per Incident

Our Per Incident package is available individually or by purchasing multiple incidents in advance. The Per Incident support package provides telephone and email technical support from a Senior Technical Support Engineer for resolving one incident.

An incident is defined as a single question related to one of our products. The Per Incident period is from start to finish (report of the incident to resolution) for a single incident. If you anticipate multiple questions for a single product, we recommend purchasing the Premium Subscription.

Standard Subscription

Our Standard Subscription comes with every product purchased for no additional cost. The standard subscription comes with access to our FAQs and forums, and responses to bug reports and feature requests for that version.

Please note that the person requesting support must also be the registered user of the product. Registration is required and will be requested by our Technical Support professionals.

Contacting Technical Support

If the troubleshooting suggestions and other support resources fail to resolve your problem, please contact our technical support department. We are very interested in making sure you are satisfied with our product.

Registering Your Software

Please register your copy of Total Access Memo at:

> https://support.fmsinc.com/

You must be registered to receive technical support. Registration also entitles you to free product updates, notifications, information about upcoming products, and beta invitations. You can even receive free email notification of our latest news.

Contact Us

The best way to contact us is to submit a ticket on our support site:

> https://support.fmsinc.com/

Please provide detailed information about the problem that you are encountering. This should include the name and version of the product, your operating system, and the specific problem. If the product generated an error file, please submit that as well.

Our ticketing system will let you track the progress of your issue and see the entire thread of communications and file attachments.

Please bear in mind that a unique issue may involve meetings between the technical support staff and product developers, so your patience is appreciated.

Microsoft Technical Support

FMS only provides technical support for its products. If you have questions regarding Microsoft products, please contact Microsoft technical support.

Appendix: References to Web Resources

These online resources were mentioned and provide additional detail about Total Access Memo from our website.

Using the FMS Rich Text Editor

This page appears when a user opens help from the text editor:

https://fmsinc.com/go.asp?2829

Programmatic Control Reference

- Summary
  https://fmsinc.com/go.asp?2836

- List of Property, Method and Event References
  https://fmsinc.com/go.asp?2843

- Constants
  https://fmsinc.com/go.asp?2850

Index

A

Access
    built-in controls, 14
ActiveX controls
    adding, 14–20
    inserting, 15
    setting properties, 29
arguments, 30
AutoVerbMenu Property, 20

B

blog, 7
bound controls, 18

C

complete word feature, 33
ControlSource property, 17, 25
custom properties, 19
custom property sheets, 19

D

data binding, 18
database preparation, 28
default property, 29
demos, 6
design time, 29
dirtying record, 26
disk space, 10
distribution, 10, 34–37
    troubleshooting, 37

E

EditorEnabled Property, 20
EditorTitle Property, 20
event list, 44
events, 31

F

Facebook, 7
FixedRightMargin Property, 20
FMS web site, 6

H

height, 22
HeightOfText Property, 20, 24
highlights, 4

I

in-place editing, 20
installation, 9–11, 10
Internet Home Page, 6

L

labels, 25
library references, 28
licensing, 10, 36

M

maximum height, 22
MaxLength Property, 20
method list, 44
methods, 30

P

programmatic control reference, 44
programmatic interface, 27–34
properties, 18
    commonly used, 20
    setting and reading, 29
properties window, 17
property list, 44

R

references, 28
registration, 6, 42

reports, 22–25
resizing on reports, 22, 28
ribbon, 15
Rich Text, 20
rich text editor, 44
Rich Text Editor, 21
runtime, 5
runtime installation, 36

S

sample database, 14
setting properties, 29
silent, 36
social media, 7
spell checking, 5
standard properties, 18
system requirements, 10

T

TAMEMO_R.MDE, 22, 28
TAMRUN32.EXE, 36
TAMRUN64.EXE, 36
text only, 21
troubleshooting, 25
    distribution, 37
Twitter, 7

U

un-installing, 11
updates, 6
upgrading
    from Total Access Memo 2000,
        10–11

V

VBA code, 27–34
version 8.0, 10, 11

W

web site, 6