

## General Questions

- My question isn't answered on this page, where else can I find answers?
- Why is Panorama RAM based instead of disk based?
- How much data can fit in RAM?
- What if my database doesn't fit in RAM?
- Why doesn't Panorama use indexes?
- Is Panorama easy to learn and use?
- Is Panorama relational?
- What are the operating system requirements for running Panorama?
- How does Panorama compare with FileMaker?
- Does Panorama keep each database stored in a separate file?
- Can the database structure and data be stored separately?
- Can multiple users access a database across a network?
- What are the capabilities and limitations of the Panorama demo?
- Do you sell Recordplate inserts?

## Questions about ordering Panorama

- How can I place an order?
- What information do I need to place an order?
- How do I find my serial number so I can order an upgrade?
- What is the difference between Panorama and Panorama Direct?
- How much does Panorama cost?
- I have a slow Internet connection. Is Panorama available on a CD?
- Is printed documentation available?
- What is the Enhanced Image Pack?
- What is the Zip/Spell pack?
- Can I use Panorama on multiple computers? What is a personal use license?
- Can I distribute Panorama databases royalty free?

## Questions about upgrading from an earlier version of Panorama

- Will my existing Panorama databases work with the latest version of Panorama?
- What is the price to upgrade to the latest version of

### Panorama?

- What is the quickest way to learn to use the new features in my new upgrade?
- How do I find my serial number so I can order an upgrade?
- Can I continue to use a previous version of Panorama as well as the new version?
- Why does a previous version of Panorama open when I double click on a database?
- Why doesn't my form print after I've upgraded to Panorama V on OS X?

### Questions about installing and activating Panorama

- How do I download Panorama?
- How do I activate a new copy of Panorama?
- How do I transfer Panorama to a different computer?
- Something happened to my computer and I forgot to/could not deactivate Panorama. How do I activate it again?
- Why do I have to click on the blue letters when I have already purchased the software?
- How do I uninstall Panorama?
- Why didn't Panorama ask me to enter the product code?
- I just downloaded and expanded the Panorama V installer. Why doesn't it open when I double click on it it?

### Mac OS X Issues

- Will Panorama 5.5 run on Snow Leopard (OS X 10.6)?
- Will Panorama 5.5 run on Panther (OS X 10.3)?
- Will Panorama 5.0 run on Tiger (10.4) and Leopard (10.5)?

### Windows Issues

- Where can I find out about using Panorama on Windows XP, Vista and Windows 7?

### Questions about cross platform (Macintosh/Windows) databases

- When will a newer version of Panorama for Windows be available?
- Can I use the same database on Macintosh and PC (Windows) systems?
- Why doesn't Panorama open when I double click on a database copied from the Mac to the PC?
- Why doesn't Panorama recognize a database copied from

#### the PC to the Mac?

- Why does Panorama refuse to open (or crash) when I open a database e-mailed from the Mac to the PC or the PC to the Mac?

#### Mac OS 9 Issues

- Will Panorama 5.5 run on Mac OS 9?
- Panorama V tells me I need CarbonLib 1.6. Where do I get that?
- I'm using OS 9. Why does a type 2 error appear when I double click on the Panorama installer?

#### Questions about documentation, examples, training and support

- What documentation and training material is available for Panorama?
- How do I open the PDF documentation?
- Why does the documentation have so many pages?
- What is the Programming Reference wizard?
- Are example databases available?
- How do I contact technical support?
- How do I subscribe/unsubscribe to the Panorama QNA list?
- I belong to the QNA list, so why can't I post a question?
- How can I submit a file or screenshot to technical support or to the QNA list?

#### Questions about Forms, Graphics & Reports

- Can I lay out forms and reports the way I want?
- Can Panorama print labels?
- Can I use multiple fonts/sizes/styles within a cell?
- Can I include pictures and movies in a database?

#### Questions about working with other software

(import/export/web/email)

- Can Panorama import data from my existing databases and spreadsheets (FileMaker, Excel, etc.)?
- Can Panorama export data to other database or spreadsheet software?
- Can Panorama import/export VCards with other applications (Address Book, Entourage, MYOB, etc.)?
- Can Panorama dial the phone?
- Can Panorama send e-mails?
- Can web content be integrated with my database?
- Can Panorama export to HTML?
- Can Panorama be used to generate dynamic web

**content?**

- [Is Panorama ODBC or JDBC compliant?](#)
- [Can I use Panorama with my iPhone?](#)
- [Can I use Panorama with my Palm/PocketPC?](#)

**Questions about programmability**

- [Is Panorama programmable?](#)
- [Do I have to learn programming to use Panorama?](#)
- [How does Panorama's programming language compare with other languages like C, Basic, etc.?](#)
- [What text parsing tools does Panorama have?](#)
- [Is Panorama AppleScript compatible?](#)
- [Can Panorama access the OS X UNIX shell?](#)
- [Can Panorama access the Windows Command Line?](#)
- [Can I program Panorama using Perl? Ruby? Python? PHP?](#)
- [How can I meet other Panorama programmers?](#)

**General troubleshooting questions**

- [Why does Panorama crash frequently on my computer?](#)
- [Why does an error message -10660 appear when I double click on the database](#)
- [Why does Panorama loop endlessly \(spinning rainbow\) when I try to print?](#)
- [Why does the message "Corrupted permanent variable" sometimes appear when opening a database?](#)
- [How do I contact technical support?](#)

**General Questions**

**My question isn't answered on this page, where else can I find answers?**

There are several other FAQ pages on this site:

- [Panorama 6 FAQ](#)
- [Panorama PC \(Windows\) FAQ](#)
- [Panorama Enterprise Server FAQ](#)

You can search for answers (or submit your own questions) on the Panorama QNA discussion forum:

- [Panorama QNA Discussion Forum](#)

You can submit questions to ProVUE's technical staff using this form:

- [Tech Support Request Form](#)

You can submit questions to ProVUE's customer support staff (questions about orders, etc.) using this form:

- [Customer Service Form](#)
- 

### **Why is Panorama RAM based instead of disk based?**

The fundamental, overriding difference between Panorama and all other database programs is that Panorama is RAM instead of disk based. When you open a Panorama database the entire database, including all of the data, is loaded from the disk into the computer's RAM. From then on Panorama doesn't use the disk at all (until you use the Save command). All searching, sorting, editing, and everything else occurs directly in your computer's high speed RAM.

Other database programs are disk based. Every time you edit a field, sort, search, or perform any other operation it must access the disk. Unlike RAM, the disk is a mechanical device with parts that actually move each time you access the disk. This makes disk access thousands of times slower than RAM access.

---

### **How much data can fit in RAM?**

Panorama uses your computer's RAM very efficiently. Because Panorama doesn't use indexes (see below) Panorama databases are very small compared to FileMaker (typically six to ten times smaller). For example, one of the demo databases included with Panorama is a typical contacts database with 10,000 records and about two dozen fields — this database is only 2.2 megabytes! Some Panorama users have created databases with over one million records. Typically a Panorama database is about the same size as an ASCII text file containing the same data.

---

### **What if my database doesn't fit in RAM?**

Panorama requires that the entire database fit in RAM. With today's large RAM capacities and low prices this is rarely an issue.

---

## Why doesn't Panorama use indexes?

You might be surprised to know that when you ask a disk based database to search or sort it does not actually search or sort the data itself. Instead it searches or sorts a complex structure it has built called an "index." An index is a special directory that contains hints for finding items quickly. A database index performs much the same function as an index at the end of a textbook. Instead of searching the entire book page-by-page you find the entry in the index and then jump directly to the correct page. Disk based database programs use a similar index system to allow them to search or sort a large database in a second or two instead of in minutes or hours.

Unlike other database software, **Panorama doesn't use indexes.** Because RAM is so fast, Panorama can actually perform searches or sorts using the brute force approach, the equivalent of searching a book by reading all of the pages (but very, very quickly). Essentially Panorama is the ultimate speed reader. Although indexes can help a database search and sort faster, they also come with some very significant drawbacks.

1. Indexes are very large. Unlike a textbook index which is only a few pages, databases indexes are often much larger than the actual data itself. **Since Panorama doesn't use indexes, the database size is much smaller.**
2. Indexes have a very complicated structure that must be updated any time the database is modified. As your database gets larger this structure gets more complex, so updating the structure takes longer and longer each time you edit the database. In addition this complex structure is prone to corruption (which explains why FileMaker, for example, needs a command to rebuild corrupted databases). It's actually not the database itself which is corrupted, but the index. **Since Panorama doesn't use indexes, editing the database doesn't get slower as you add more records, and the index can't get corrupted** because there wasn't any index in the first place.
3. Even though the indexes are large they actually don't contain

all of the information in the database (most of the index space is taken up with hints to make searching faster). Since a disk based database is searching the index, not the database, this means that many useful search queries are impossible. **Since Panorama doesn't use indexes it can perform any search you can think of**, including phonetic searches (sounds like "alan"), partial matches, comparisons between fields (Price is more than twice the P/E ratio), searching for fields that contain only letters, only numbers, or some other combination, searching all fields at once, **even live keystroke-by-keystroke searches** (like iTunes and Spotlight).

---

### Is Panorama easy to learn and use?

Yes, but don't take our word for it. MacWorld says "FileMaker Pro may be lauded for its easy database-form creation, but that program's results have nothing on Panorama's user-friendly databases." TidBITS.com says "Panorama is the best general database program I've ever used. ... Have I communicated just what I find so wonderful about this program? It's the fact that my data feels safe and is easy to check on. It's the ingenious anticipation of all my needs. It's how the workings of my databases are easy to track down. It's the generosity of the supplied examples. It's the fact that easy things are easy and hard things are not that hard." Danny Grizzle of Media Mogul Productions says "*It is extremely approachable, useful to newbies in minutes, but also tremendously capable with depth few are ever likely to outgrow.*" [Read more testimonials here.](#)

---

### Is Panorama relational?

Yes. Panorama supports one-to-one and one-to-many relationships, and also supports "equal or lessor" relationships for looking up data in rate tables (for example tax or shipping rates).

---

### What are the operating system requirements for running Panorama?

The current version of version for OS X is Panorama 6.0. For Windows the current version is 5.5.

|                 |   |
|-----------------|---|
| Panorama<br>6.0 | Mac OS X 10.4, 10.5, 10.6 (Universal Intel/PPC)<br>Windows XP, Windows Vista, Windows 7 |
|-----------------|---|

|              |   |
|--------------|---|
| Panorama 5.5 | Mac OS X 10.4, 10.5, 10.6 (requires Rosetta to for OS X 10.6)<br>Windows XP, Windows Vista, Windows 7 |
| Panorama V   | Mac OS 9, 10.2, 10.3 or higher (runs "native" in OS X *)  |
| Panorama 4.0 | Mac OS 7.6 or higher (including OS X in "Classic" mode)<br>Windows 98, ME, 2000, XP, Vista or higher  |
| Panorama 3.0 | Mac OS 6.0 to 8.6 (including 68K based computers)   |

\* Panorama is currently not a Universal App on OS X. A universal version will be released in 2009.

---

### **How does Panorama compare with FileMaker?**

See the [Panorama vs. FileMaker](#) comparison page.

---

### **Does Panorama keep each database stored in a separate file?**

Yes, each database is self-contained in it's own file. You can also set up a "file set" icon that will automatically open a group of databases, however the databases themselves are still in separate files.

---

### **Can the database structure and data be stored separately?**

No, each database is contained in a single file that contains data, data attributes, calculations, forms and any programs related to the data.

---

### **Can multiple users access a database across a network?**

The standard version of Panorama only allows single user access. If you want multiple users to be able to access a database simultaneously you'll need to use the [Panorama Enterprise Server](#).

---

## What are the capabilities and limitations of the Panorama demo?

The Panorama 5.5 trial version is fully functional for a limited trial period (normally 15 days unless you have a special coupon). During this trial period the software is fully functional — you can create new databases of any size, analyze, manipulate data, print, create layouts and reports, write programs — anything that can be done with the full version of Panorama. This allows you to fully evaluate Panorama before making your purchase.

When the trial period is over, Panorama continues to work, but acts like a shareware program. Any time you save or print a database with more than 250 records the Panorama demo will pause to display a dialog suggesting that you consider purchasing the product before allowing you to save or print. Other than this the product is fully functional for single user databases. This "shareware" mode continues indefinitely with no time limit. Purchasing a serial number takes Panorama out of this "shareware" mode and back to fully functional status.

Earlier versions of Panorama (V and 4.0) do not offer a fully functional trial period. Instead, the software starts out in the "shareware" mode (displaying a dialog suggesting that you consider purchasing the product before allowing you to save or print databases with more than 250 records), and remains in this mode until you purchase a serial number.

---

## Do you sell Recordplate inserts?

No, and we have no idea where such inserts may be available. Panorama does include templates for printing on Recordplate inserts, so our site is one of the few that shows up when doing a Google search for "recordplate." As far as we can determine Recordplate went out of business quite a few years ago and these inserts are no longer available anywhere.

---

## Questions about ordering Panorama

### How can I place an order?

The best way to place most orders is through our on-line [order form](#). If you have Panorama 5.5.1 or later you can also place orders directly from the software itself — simply choose **Purchase Software** from the **Panorama** menu. (Some special offers may be available only thru the order form built into the software.)

You can also order by telephone, see the [Contacts](#) page for the latest

## What information do I need to place an order?

The on-line [order form](#) automatically prompts you for all the information needed to place an order. If you are ordering by e-mail or phone please have the following information available.

- The platform you want to use (Macintosh or Windows).
- Whether you are ordering a full copy of Panorama or Panorama Direct (see below).
- Your name, organization, address and phone number.
- Your e-mail address (we will send a copy of the invoice and activation information to this address).
- Credit card number and expiration date. (Terms are available to Fortune 500 companies, government organizations, and educational institutions. A written purchase order on an official form is required, and the minimum order amount is \$250. Please [contact](#) the sales department by e-mail or phone to place a net order.)

If you are ordering an upgrade or sidegrade from a previous version of Panorama we'll also need your serial number (see below).

---

## How do I find my serial number so I can order an upgrade?

If you don't know your serial number we can locate it for you (if you have registered the program or purchased it directly from ProVUE). Please visit the [Registration Search](#) page to locate this information.

---

## What is the difference between Panorama and Panorama Direct?

Panorama is a fully functional copy of Panorama that includes all of the capabilities for creating and maintaining databases. Panorama Direct is a limited "run-time" version that is primarily intended for data entry and simple data query applications. See [Panorama Direct](#) for more information.

---

## How much does Panorama cost?

See the on-line [order form](#) for the most up-to-date pricing information.

---

## **I have a slow Internet connection. Is Panorama available on a CD?**

Panorama is normally supplied as a web download from this web server (see [Downloads](#)). It is also available on CD for an additional charge of \$19.95 plus shipping (see the on-line [order form](#)).

---

## **Is printed documentation available?**

The Panorama documentation is in PDF (Adobe Acrobat) format and is available on-line (see [Downloads](#)) and on the Panorama CD for an extra charge (see question above). The documentation was optimized for use on your computer screen — we used very readable 14 point text, full size screen shots, and there are literally thousands of active cross-reference links that allow you to quickly navigate to a related topic. You can also print out sections of the documentation as needed. Although we recommend using the documentation on the screen, some Panorama books are available in printed form via on-demand publishing. You can purchase these books thru [lulu.com](http://lulu.com).

---

## **What is the Enhanced Image Pack?**

The Enhanced Image Pack extends the ability of Panorama to display images. Without this pack Panorama can only display Apple PICT format (and BMP format on Panorama for Windows). The Enhanced Image Pack adds the ability to display JPEG, TIFF, GIF, PhotoShop and other formats. For more information see [Panorama Enhanced Image Pack](#). To order the Enhanced Image Pack use the on-line [order form](#).

Note: To use the Enhanced Image Pack on Windows your machine must have Apple's [QuickTime](#) package installed.

---

## **What is the Zip/Spell pack?**

The Zip/Spell Dictionary Pack contains two dictionary files - *US Zip Codes* and *US English*. With these dictionaries you can spell check forms and data, and look up the city, state, and county for any US Zip Code. For more information see [Zip/Spell Dictionary Pack](#). To purchase this optional package please use the on-line [order form](#).

---

## **Can I use Panorama on multiple computers? What is a personal use license?**

Panorama is normally licensed for use on a single computer per serial number. (If a computer is replaced with a new computer you can transfer the license to the new computer, see [Product Deactivation](#).) A personal use license allows a single Panorama serial number to be used by a single person on multiple computers. The terms of the personal use license require that all of the computers be owned by the person purchasing the license, and that he or she will be the only person using Panorama on these computers. A typical example would be a person that owns both a desktop and a laptop computer. There is no limit to the number of computers covered under this license, as long as all of the computers are owned by the licensor and the licensor is the only person using the software. In other words, a personal use license is just that — for your personal use. It is not for use by employees, co-workers, relatives, or anyone else but the person who purchased it. Since it is personal, the personal use license is available only to individuals, and may not be purchased by an organization. Please keep in mind that unlike a regular single user license, the personal license does periodically expire, requiring renewal every three to four years for a nominal fee (\$9.95). To learn more and possibly purchase this license see [Personal Use License](#).

---

## **Can I distribute Panorama databases royalty free?**

Yes. If your database application doesn't involve saving or printing, or is less than 250 records, you can freely distribute your databases. Your users/customers can download the free Panorama demo and use your database on their computer at no charge to you or them.

If your database doesn't meet the above requirements you can still pay a one-time fee and distribute your databases royalty free. Once the fee is paid we'll insert a special tag in your database that identifies it as royalty free. A database that contains this tag can be used with the free Panorama demo at no additional charge, including saving and printing with no limitations. The exact charge depends on the complexity of your databases, and in the case of freely distributed shareware and freeware is almost zero. See [Royalty Free Panorama Engine](#) for more information.

---

Questions about upgrading from an earlier version of Panorama

## **Will my existing Panorama databases work with the latest version of Panorama?**

Yes. The latest version of Panorama will open any Panorama databases created with any earlier version of Panorama (including 1.0) with all data, forms and programming intact. However, databases created with Panorama 3 or earlier will not automatically open Panorama when you double click on them (you can always open them with the Open File dialog or by dragging the database on the Panorama icon). To convert Panorama 3 or earlier databases so that double clicking opens Panorama, follow these steps:

- Open Panorama by double clicking on the application icon.
- Open the Platform Converter Wizard (in the Utilities submenu of the Wizard menu).
- Drag the database (or databases) onto the "*Panorama 3 to V*" section of the wizard.

Once you've done this once the databases will automatically open the latest version of Panorama when you double click on them.

---

### **What is the price to upgrade to the latest version of Panorama?**

See the on-line [order form](#) for the latest pricing information.

---

### **What is the quickest way to learn to use the new features in my new upgrade?**

If you just upgraded to a newer version of Panorama, open the *Help* command in the *Panorama* menu) and double click on [Release Notes.pdf](#). These notes give detailed information on all of the new features in each release, along with links to even more detailed information in the main Panorama Handbook. If you haven't upgraded yet you can view these notes online, see the [Documentation](#) page.

---

### **How do I find my serial number so I can order an upgrade?**

If you don't know your serial number we can locate it for you (if you have registered the program or purchased it directly from ProVUE). Please visit the [Registration Search](#) page to locate this information.

---

### **Can I continue to use a previous version of Panorama as well as the new version?**

If you are using a Windows system only one copy of Panorama can

be installed at a time, but if you are using a MacOS system you may have multiple copies of Panorama installed (and even running) simultaneously, though we don't recommend this except in exceptional circumstances (for example if you are a Panorama consultant that is supporting customers with different versions of Panorama, or if you are trying a beta or preview version of Panorama and want to be able to continue to use the previous release version as well as the beta version).

On OS 9 it is difficult to control which copy of Panorama will be launched. The only reliable option is to double click on the application and using the Open File dialog to select the databases you want to open.

On OS X you can select a database in the Finder and open the *Get Info* window. This window contains an *Open With* property that you can change (with a pop-up menu) to select which copy of Panorama will be launched when you double click on the database. Another option is to drag each copy of Panorama into the dock. You can then open a database with any version of Panorama by dragging the database onto the corresponding icon on the dock.

---

### **Why does a previous version of Panorama open when I double click on a database?**

Usually the simplest solution to this problem is to remove the older version of Panorama from your system. If you are using OS X you can select a database in the Finder and open the *Get Info* window. This window contains an *Open With* property that you can change (with a pop-up menu) to select which copy of Panorama will be launched when you double click on the database. Another option is to drag each copy of Panorama into the dock. You can then open a database with any version of Panorama by dragging the database onto the corresponding icon on the dock.

---

### **Why doesn't my form print after I've upgraded to Panorama V on OS X?**

The most common printing problem involves the Page Setup dialog. Due to a bug in Apple's OS X code, sometimes the page setup scaling information does not convert properly from OS 9 to

OS X. When you open the Page Setup dialog you'll see the page setup scale set to a very large number like 576% or 1440%. To correct the problem, set the Page Setup to 100% and try printing again. Fortunately this only has to be done once (however it must be done for each form that has a problem).

A less frequent problem is caused by an out-of-date or corrupted print driver. This seems to happen most frequently with HP printers, but it can happen with any brand of printer. A good way to isolate the problem is to print to another printer (if available) or to a PDF file. If either of these works then the problem is not in Panorama. Usually the solution is to locate and install the most up-to-date driver for your printer (unfortunately locating this is sometimes easier said than done), but in some situations re-installing OS X has been necessary.

If you are printing a form with variable height objects (using the expand or expand/shrink option) you may see large gaps in your report. If this happens open the Form Preferences dialog (in the Graphics Mode Setup menu) and check the 72 dpi printing option.

---

Questions about installing and activating Panorama

### **How do I download Panorama?**

Simply go to the download page, pick the version you want, and download the software. You can download the software at any time. If you lose your copy of the software, no special permission is needed to download it again — it is always available.

---

### **How do I activate a new copy of Panorama?**

When you purchase Panorama our server will automatically send you an e-mail with your serial number and product code(s). When the Panorama installer is complete it will automatically open the activation window and prompt you to enter the serial number. If your computer is connected to the Internet just enter the serial number and press Submit — Panorama will take care of the rest of the process in a few seconds. If the computer is not connected to the Internet simply follow the on-screen instructions (you'll either need internet access on another computer or a [telephone](#) during ProVUE's business hours.

## **How do I transfer Panorama to a different computer?**

To transfer your Panorama license to a different computer, first deactivate Panorama from the computer it is currently installed on.

- Open the Registration window (from the File or Setup menu).
- Scroll down to the bottom of the window and press the *De-Activate Software* button.
- Panorama will ask you to confirm that you really want to de-activate Panorama on this machine. Press the *Deactivate Now* button to continue.
- If your computer is connected to the Internet the process will be completed after a final confirmation. If the computer is not connected to the Internet you must submit the deactivation code that is displayed to the [Deactivation](#) page on this web site.

Once the deactivation process is complete you can install and activate Panorama normally on your new computer (see above).

---

## **Something happened to my computer and I forgot to/could not deactivate Panorama. How do I activate it again?**

Follow the instructions above for activating a new copy of Panorama. When you submit the serial number, Panorama will ask you to explain the circumstances that caused Panorama to need re-activation. Once this explanation is submitted the system will normally allow you to complete the activation process immediately. The explanation provided will be reviewed later by a member of ProVUE's staff, who will contact you to discuss the situation further if necessary.

---

## **Why do I have to click on the blue letters when I have already purchased the software?**

If you are using a personal use license it could mean that your personal use license has expired. To check, open the *Registration* window (in the File or Setup menu). The window will indicate if your license has expired. If so you can [renew your personal use license](#) for only \$9.95 for several years.

If the problem is not an expired personal use license then either the software was not ever activated correctly or the activation has been damaged. (For

example, some versions of Tech Tool Pro and Carbon Copy Cloner have been known to damage Panorama's activation.) In either case the solution is the same, you must reactivate the software from scratch [following the instructions above](#). If you've lost your serial number please see [How do I find my serial number](#).

---

## How do I uninstall Panorama?

There is no special uninstall tool necessary to remove Panorama from your system, you can simply move it to the Trash (Mac) or Recycle Bin (Windows). (If this computer has a copy of Panorama with an activated serial number, be sure to [de-activate the serial number](#) before removing the software.)

On a Mac, Panorama is normally installed in a folder named *Panorama* inside the *Applications* folder. To remove Panorama, drag this folder to the trash and empty the trash.

On Windows systems, Panorama is normally installed in a folder named *Panorama* inside the *C:\Program Files* folder. To remove Panorama, simply move this folder to the recycle bin.

If you are using Vista, Windows 7 or later, Panorama 5.5 or later also has an additional folder you need to delete Panorama folder inside your Application data folder, which you'll find at:

C:\Users\YOURNAME\AppData\Local\Panorama

---

## Why didn't Panorama ask me to enter the product code?

When you order Panorama we send you an e-mail with both a serial number and a product code. However, if your computer has an internet connection Panorama will look up the product code automatically from our server after you enter the serial number, saving you some typing. You'll only need the product code if you need to install without an Internet connection.

---

## I just downloaded and expanded the Panorama V installer. Why doesn't it open when I double click on it?

You probably have [Stuffit Deluxe](#) installed on your system. If you have Stuffit Deluxe installed on your system, don't use it to expand the Panorama installer.

This installer contains invisible files that Stuffit Deluxe doesn't expand properly. To expand the installer, either let your browser expand it automatically or drop it on [Stuffit Expander](#).

This problem does not occur with Panorama 5.5 or later, since we no longer distribute Panorama using the Stuffit (.sit) format (Panorama 5.5 and later is distributed using the .dmg format).

---

## Mac OS X Issues

### **Will Panorama 5.5 run on Snow Leopard (OS X 10.6)?**

Panorama 5.5 will run on OS X, but it is not Intel native and is not 100% compatible with Snow Leopard. We recommend Panorama 6 for Snow Leopard.

If you do want to use Panorama 5.5 on Snow Leopard it does require that Rosetta be installed before it can be run. This can be either be done when you install Snow Leopard or later. In fact, if Rosetta is not installed when you launch Panorama the operating system will offer to automatically install it for you. Many Panorama users have reported problems with Panorama's database and/or application icons when running under Snow Leopard. This is due to a bug in the Snow Leopard Finder. Panorama 6 bypasses this bug and there are no problems with icons between Panorama 6 and Snow Leopard.

---

### **Will Panorama 5.5 run on Panther (OS X 10.3)?**

Panorama 5.5 will run on OS X 10.3.9, but the DMG format used to download Panorama will not mount on OS X 10.3 systems. If you have a 10.4 or newer system you can install Panorama on that and then copy the Panorama folder (inside the Application folder) to your OS X 10.3 system, otherwise, there is no way to install Panorama 5.5 on Panther.

---

### **Will Panorama 5.0 run on Tiger (10.4) and Leopard (10.5)?**

Panorama 5.0 will run on these systems, but there are some reported problems with procedures and printing. We recommend

using Panorama 6.0 on Tiger, Leopard and Snow Leopard.

---

## Windows Issues

### **Where can I find out about using Panorama on Windows XP, Vista and Windows 7?**

We have a separate [FAQ page](#) for issues relating to Panorama on Windows based systems.

---

Questions about cross platform (Macintosh/Windows) databases

### **When will a newer version of Panorama for Windows be available?**

It's ready now! See [Panorama 5.5 Upgrade for Windows](#) for more information.

---

### **Can I use the same database on Macintosh and PC (Windows) systems?**

Yes. When using Panorama 4.0 or later databases can be copied back and forth between Macintosh and PC systems. With the [Panorama Enterprise Server](#) it is even possible to share the same databases on multiple Mac's and PC's on a network (or over the Internet).

---

### **Why doesn't Panorama open when I double click on a database copied from the Mac to the PC?**

On the PC all database file names must end with the extension *.pan*, for example *Checkbook.pan*, *Contacts.pan*, etc. If the database doesn't end with *.pan* it won't open Panorama when you double click on it. You can add *.pan* manually or with the Platform Converter wizard. See Chapter 27 of the Panorama Handbook for more information about this wizard and setting up cross platform databases.

---

## **Why doesn't Panorama recognize a database copied from the PC to the Mac?**

The Macintosh uses special hidden tags (called type/creator codes) to identify the usage of each type of file. Panorama cannot recognize a database unless these tags are present. Since the PC (Windows) does not use these tags, the tags are not present when a file is copied from the PC to the Mac. You can use the Platform Converter wizard to add these tags to files copied from a Windows PC system. See Chapter 27 of the Panorama Handbook for more information about this wizard and setting up cross platform databases.

---

## **Why does Panorama refuse to open (or crash) when I open a database e-mailed from the Mac to the PC or the PC to the Mac?**

Unfortunately, many e-mail programs don't transfer attachments exactly, and Panorama is very picky about the exact content and length database files. If you are having difficulty opening a database originally saved on a different platform then the file was probably modified slightly by the e-mail program at one end or the other. We've found that the best solution is to compress the database with Stuffit, Winzip or a similar program and then uncompress at the other end. Another solution is to use a different method for transferring the file, for example a CD-ROM, USB drive, or network transfer.

---

## **Mac OS 9 Issues**

### **Will Panorama 5.5 run on Mac OS 9?**

No. Panorama V is the last version of Panorama that supports Mac OS 9.

---

### **Panorama V tells me I need CarbonLib 1.6. Where do I get that?**

To run on OS 9 Panorama V relies on an Apple package called CarbonLib. This package allows properly written OS X programs to run on OS 9. Panorama requires Carbonlib 1.6, which can be [downloaded from Apple's web site](#). For additional information about CarbonLib see [versiontracker.com](#). (Note: Panorama 5.5 or later is not supported on OS 9, whether you have CarbonLib or not.)

---

## **I'm using OS 9. Why does a type 2 error appear when I double click on the Panorama installer?**

This usually indicates either an extension conflict, a corrupted CarbonLib (see above) or a more general corruption with your OS 9 installation. Panorama V will run correctly on a properly configured OS 9 system.

---

Questions about documentation, examples. training and support

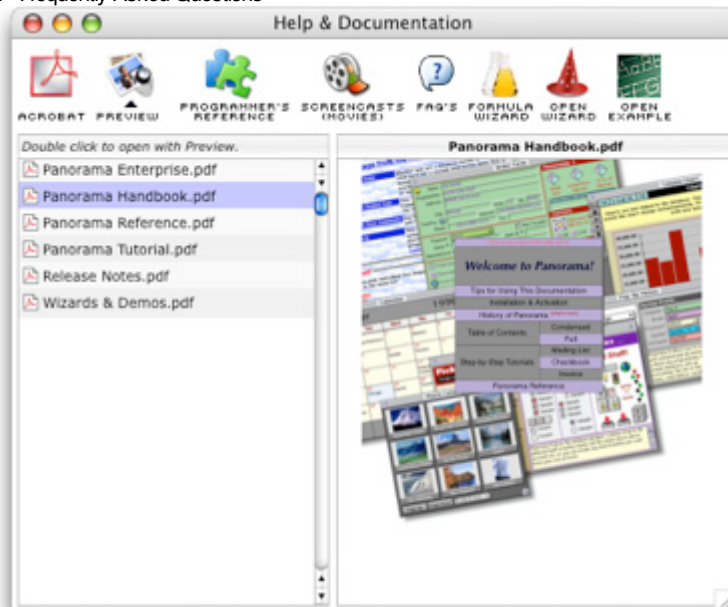
## **What documentation and training material is available for Panorama?**

There is a wide variety of documentation and training material available for Panorama, including over 3000 pages of PDF documentation (see [Why so many pages?](#)), an on-line programming reference wizard, and over 3 hours of training videos (Quicktime). For Panorama 5.0 and later the PDF documentation and *Programming Reference* wizard are included in the main [Panorama download](#) (they can also be [downloaded](#) separately). For Panorama 4 these items must be [downloaded](#) separately.

---

## **How do I open the PDF documentation?**

If you are using Panorama 5.5 or later you can access the documentation from the *Help* item in the Panorama menu, or the *Help & Documentation* wizard (in the *Documentation* submenu).



With this wizard open you can use the *Reader* menu to choose which PDF reader you want to use (Acrobat or Preview on OS X), then double click to open the specific documentation item you want to access (Handbook, Tutorial, Release Notes, etc.).

---

## Why does the documentation have so many pages?

You may have been surprised and a bit intimidated to learn that Panorama's PDF documentation contains so many pages. Don't worry, there's really both more and less than meets the eye. The primary reason why there are so many pages is because Panorama's PDF documentation was designed primarily for on-screen use, not for printing. When writing a printed book the author always has the final page count in mind. Each page costs money! So as he or she writes the author is constantly thinking — do I really need a more detailed explanation here? Can I eliminate some or all of these screen shots? Check out the Adobe Photoshop manual — this is a very visual program and yet there is only one small screen shot every few pages. Keeping the number of pages affordable (both for printing and shipping) often becomes more important than clarity or comprehension.

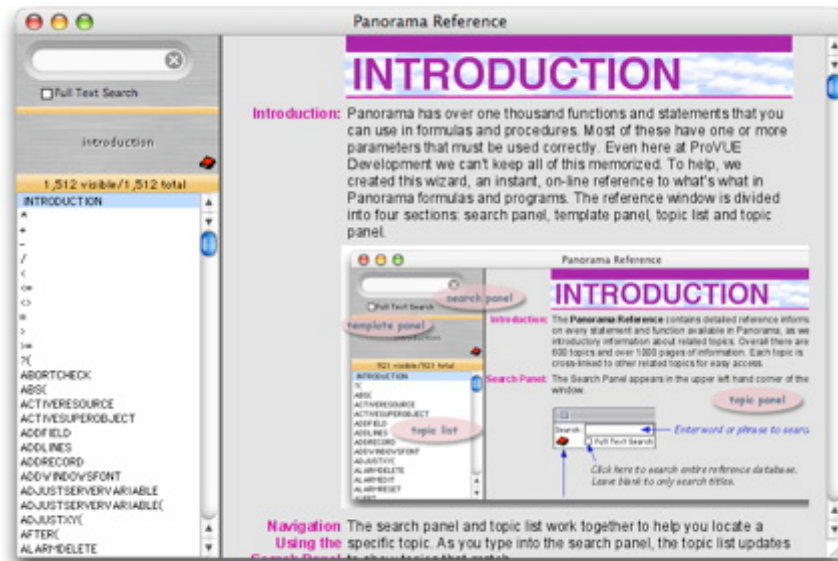
When we decided to switch to PDF documentation in 1999 we made a conscious decision not to think that way. Extra pages in a PDF file are essentially free, so we took full advantage of this new opportunity. There are literally thousands of screen shots, all full size for maximum clarity. This probably doubles the page count compared to a typical printed manual. We

also used an extra large (14 point) font size for maximum readability, which also increases the page count. Every topic is covered in depth, often with more than one approach discussed. We've included a 900 page reference and a 200 page tutorial. We think the end result is a better experience for you, the end user.

---

## What is the Programming Reference wizard?

The latest version of Panorama includes over 1,500 statements and functions that can be used in procedures and formulas. Even for the programmer's here at ProVUE that is a lot to remember and keep track of, so we created the Programmer's Reference wizard to help keep track of it for you. This wizard provides almost instantaneous access to documentation for every statement and function available.

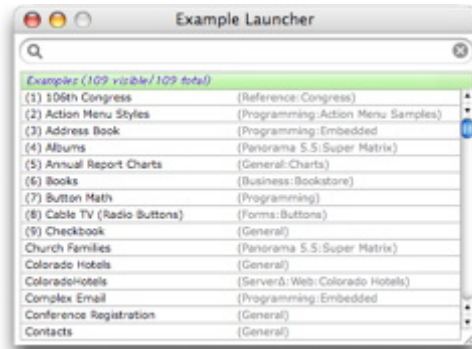


If you are using Panorama 5.0 or later you can access this window instantaneously by pressing Control-R (this combination can be changed with the Hotkey wizard).

---

## Are example databases available?

Yes, over 100 example databases are included in the deluxe download version of Panorama. These examples can be quickly accessed with the *Example Launcher* wizard in the *Demo* submenu of the *Wizard* menu.



Another good source for example databases is the Panorama QNA e-mail discussion list. Users frequently post databases they have created as examples. You can find out more information about the QNA list on the [Support](#) page.

---

### How do I contact technical support?

See the [Support](#) page.

---

### How do I subscribe/unsubscribe to the Panorama QNA list?

The Panorama QNA (questions and answers) list is an e-mail based community discussion forum. It's a great place to share ideas and find solutions to problems. Or just lurk in the background and pick up valuable tips and tricks. This list is monitored by everyone at ProVUE, including the programmers and even the company president! See the [QNA Email Forum](#) page to subscribe or unsubscribe from this list.

---

### I belong to the QNA list, so why can't I post a question?

You can only post a question from the exact e-mail account that you used to sign up to the list. If you have more than one e-mail account make sure that you are using the one that you gave when you signed up.

---

### How can I submit a file or screenshot to technical support or to the QNA list?

When you want to pass along files, images or movies we recommend a web utility named *DropBox*. This service allows you to share files (much like iDisk) and is free up to 2 Gigabytes. Your "DropBox" appears as a local folder on your hard drive. The contents of this folder are automatically synchronized to the "cloud". You can have multiple copies of your DropBox on different machines and they will all be synchronized. Very cool.

Inside your DropBox there is a "Public" folder. Files in that folder can be accessed by anyone with a web browser. To get the URL for an item in your public folder, right click on the file. You can then share that item with anyone by giving them the link. So if you want to post a screenshot or share a file with the QNA list or with ProVUE technical support staff, just copy it to the public folder in your dropbox, get the URL, and include the URL in your message.

If you use the link below to sign up you'll get an extra 250 free Mb on your DropBox, and so will ProVUE.

<https://www.getdropbox.com/referrals/NTcxNjMONTk>

Note: If you use DropBox to share Panorama files between your own computers you will probably have to use the platform converter to use the transferred files on the Mac. On the PC they will work fine as long as they have the .pan extension.

---

## Questions about Forms, Graphics & Reports

### **Can I lay out forms and reports the way I want?**

Yes. Panorama's graphic editor uses standard object drawing techniques and includes tools for about two dozen types of objects, including shapes, text, images, movies, buttons, lists, pop-up menus, matrixes, even a complete word processor. There are also extensive tools to help you design your form and get everything lined up perfectly.

---

### **Can Panorama print labels?**

Yes. You can set up the label format yourself or choose from about two dozen ready-to-use Avery label templates. Panorama can automatically print labels in 1-up, 2-up, 3-up, 4-up or more columns, and can print labels across each

### **Can I use multiple fonts/sizes/styles within a cell?**

Panorama normally allows only a single font/size/style within a database cell. However, if you use Panorama's built-in word processor you can include not only multiple fonts, sizes and styles, but also tab stops, colors, indentation, left/right center justification and adjustable leading (vertical spacing). You can include the word processor in any database you create or you can use our ready-to-use *Mini Correspondence* wizard, with built-in VCard support.

---

### **Can I include pictures and movies in a database?**

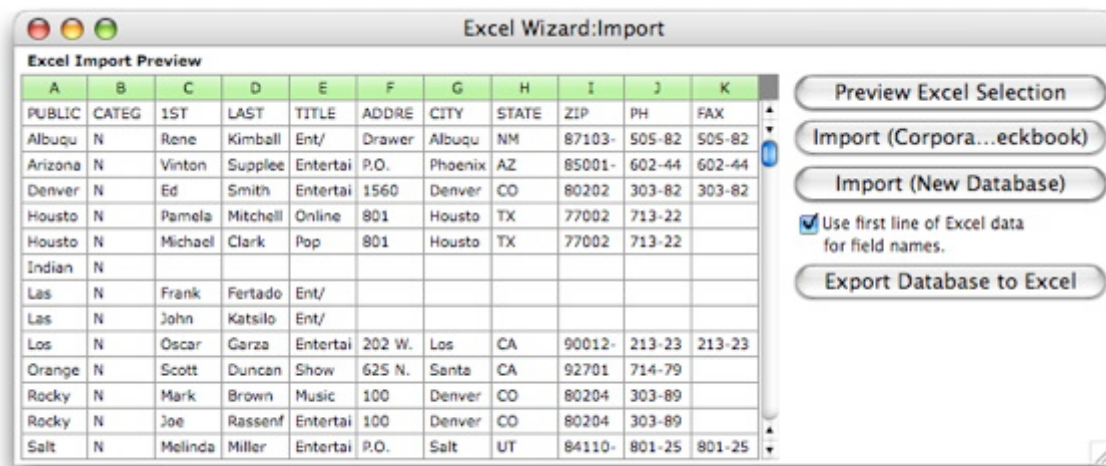
Pictures and movies are not included in the database itself, but can be linked by reference (location and name) and displayed on any form. If you want to use JPEG, TIFF, GIF, PNG or PSD format you'll need the optional [Enhanced Image Pack](#). On a PC system you'll also need to install Apple's [QuickTime](#).

---

Questions about working with other software  
(import/export/web/email)

### **Can Panorama import data from my existing databases and spreadsheets (FileMaker, Excel, etc.)?**

Yes, but usually not directly. Panorama can easily import tab and comma delimited (CSV) text files. Consult the documentation for your database or spreadsheet to learn how to export your data in these universal formats. Panorama 5.5 on the Mac can also directly import and export from Excel spreadsheets using the *Excel wizard* in the *Import-Export* submenu of the *Wizard* menu (this feature is not available on Windows).



---

## Can Panorama export data to other database or spreadsheet software?

Yes, but not directly. Panorama can easily export tab and comma delimited (CSV) text files. Consult the documentation for your database or spreadsheet to learn how to import data in these universal formats. The one exception is Excel — Panorama 5.5 on the Mac can export directly to Excel using the *Excel wizard* in the *Import-Export* submenu of the *Wizard* menu (this feature is not available on Windows).

---

## Can Panorama import/export VCards with other applications (Address Book, Entourage, MYOB, etc.)?

VCards are an industry standard for "electronic business cards" (see ["VCards take guesswork out of sharing contact info"](#)). If your Panorama database contains contact information (name, address, phone, etc.) it can be set up to work with VCards. If you create your database with Panorama's *New Database Wizard* most of this setup is done for you, otherwise you'll need to configure the VCard connection with the *Generic Fields* wizard. You can use the *VCard Wizard* to exchange either single or multiple VCards at time, or you can add a few lines of code to your database to build this capability directly into your applications.

---

## Can Panorama dial the phone?

Yes. Panorama 5.5 or later includes five “plug-in” modules (called *channels*) for phone dialing.

- [Tone](#): This channel generates touch tones using the computer's speaker. Hold the phone up to the speaker to dial (it really works!).
  - [Dialectic](#): This is a highly rated dialing program that can dial using over a dozen methods, including via a modem, bluetooth cellphone, or via a number of VOIP phone systems.
  - [Jon's Phone Tool](#): This program is a predecessor of Dialectic (see above) and is no longer available, but you can continue to use it if you purchased it before.
  - [ABDialer](#): This channel uses a shareware program that can dial using a modem or via a bluetooth cellphone.
  - [Vonage](#): This channel directly accesses the internet to dial your Vonage Internet phone.
  - On the PC currently only the Tone and Vonage channels are available.
  - The “plug-in” channel system is modular, so we can and probably will add additional modules in the future.
- 

### **Can Panorama send e-mails?**

Yes. Panorama 5.5 and later includes several “plug-in” modules (called *channels*) for sending e-mail from Panorama. (Most of these modules requires a 3rd party e-mail software that you may have already or can acquire for free or at low cost — you select the module you want to use depending on which e-mail program you want to use.) Once a module is configured for your e-mail server you can send e-mail automatically from any database, including “bulk e-mail” (please use responsibly and do not spam). You can build e-mail functionality into any database and Panorama includes a built-in wizard for managing bulk e-mail. We've created a [YouTube video](#) that teaches the basics of sending e-mail with Panorama.

---

### **Can web content be integrated with my database?**

Yes. Panorama V or later can fetch and download data from any web server, including tables, images, maps, directories, rates, catalogs, news stories — anything you can see with a web browser can be automatically loaded and used with Panorama. You can use this information directly or in combination with your existing data.

---

### **Can Panorama export to HTML?**

Yes. The *Text Export* wizard makes it easy to export the contents of any database as an HTML table. This wizard gives you complete control over the

table appearance, including the font, size, column widths, and row shading. Panorama's programming language can be used for further customization, even allowing you to include JavaScript in the generated HTML.

---

### **Can Panorama be used to generate dynamic web content?**

Yes, this is one of the features of the [Panorama Enterprise Server](#).

---

### **Is Panorama ODBC or JDBC compliant?**

No. We are investigating the possibility of including this feature in a future release.

---

### **Can I use Panorama with my iPhone?**

Panorama does not currently support the iPhone. We are investigating the possibility of iPhone support in the future. You can use the iPhone as a web client with the [Panorama Enterprise Server](#).

---

### **Can I use Panorama with my Palm/PocketPC?**

Panorama does not directly support export or synchronizing with Palm/PocketPC handhelds, but many Panorama users have successfully transferred data to their handheld devices by exporting the data as tab or comma delimited text.

---

## Questions about programmability

### **Is Panorama programmable?**

Yes, Panorama has a complete program development environment. Like Basic, C or Java your programs are text based and may be editing using Panorama's built-in text editor or your favorite text editing program. If you have programming experience you'll find all of the standard constructs you are familiar with, including:

- Structured control flow (if/else/endif, case, loops)
- Subroutines (with parameter passing and local variables)

- Local, global and permanent variables
- Text, numeric, date and array data
- Built-in debugger (with breakpoints and single stepping)
- Extensible language (build your own statement and function extensions to the language)
- Support for scripts written in Perl, Ruby, Python, PHP, AppleScript and shell scripts
- Cross reference tool for managing large projects
- GUI tools for assisting in the design of windows, dialogs and menus

Panorama programs can be triggered by buttons, menus, or automatically triggered by various user actions (opening and closing files, etc.) Your programs can completely manage control of the user experience, including full customization of windows, dialogs and menus.

---

### **Do I have to learn programming to use Panorama?**

Absolutely not. In fact many customers have been using Panorama on a daily basis for years without ever writing a single line of code. You can set up databases, enter data, sort, select, summarize, calculate, create graphic layouts and reports, even charts without learning any programming.

On the other hand it's easy to write simple programs in Panorama, and even a simple program can save time by automating tasks you perform regularly. For beginning users Panorama even includes a "program recorder" feature. This feature watches and records your actions for later playback. You can use your recordings as is, or customize them after they have been recorded with Panorama's built-in program editor. The recorder is a great way to "ease into" acquiring basic programming skills.

---

### **How does Panorama's programming language compare with other languages like C, Basic, etc.?**

If you have used Basic, C, Pascal or JavaScript you should quickly be comfortable with Panorama's built in programming language. Of these languages Panorama is probably closest to Basic, but it incorporates ideas from a number of sources. Panorama's programming language is tightly integrated with the database. You'll find dozens of statements for manipulating database information, as well as user interface elements like windows, menus and dialogs.

One thing you'll immediately notice about Panorama's programming language is that it is very free format. Unlike C and Pascal it does not require a separator semicolon (or any other character) between statements. Unlike most

Basic implementations it allows multiple statements per line, and it also allows a statement to be split across multiple lines (as long as you don't split a token in the middle). For example you can put three statements on one line, like this:

```
statement1 statement2 statement3
```

Like Basic, Panorama's programming language does not use program blocks, but has special statements (else, endif, endcase) to indicate the end of a block.

```
if this=that
    statement1
    statement2
    statement3
endif
```

Like most programming languages (but unlike some versions of Basic) Panorama requires that you declare variables before you use them (with the local, global or fileglobal statements). However, Panorama has very loose variable typing. Not only do you not have to define the type of a variable when you declare it, you can change the type of data held in a variable at any time. This program fragment is perfectly legal:

```
local myVariable /* declare the variable */
myVariable=3 /* assign a number */ myVariable="hello
world" /* assign text */ myVariable=93.45 /* back to a
number */
```

When using variables Panorama takes care of all memory allocation, and there are no pointers or pointer arithmetic. This example also shows that Panorama supports C++ style comments (you can also use // to comment to the end of the line). Unlike C, /\* \*/ comments may be nesting, making this a good way to temporarily "comment out" sections of code.

Panorama uses the + operator for both addition and text concatenation. The statement below will display 7:

```
message 3+4
```

while this statement will display 34:

```
message "3"+"4"
```

Panorama generally does not implicitly convert data types, so this statement will display an error message:

```
message 3+"4"
```

You can use the `str()` or `pattern()` function to explicitly convert numbers to text, and the `val()` function to convert text to numbers.

Like Basic, Panorama uses the `=` symbol for both assignment and equality comparison. The meaning depends on the context. In this example a value (3) is being assigned into a field or variable named `x`:

```
x=3
```

In this example the field or variable named `x` is being tested to see if it contains the value 3:

```
if x=3
```

Unlike C you cannot embed special characters in a string constant using backslash notation (for example `"first line\nsecond line"`). You must build a line like this by appending together the individual components

```
("first line"+chr(13)+"second line")
```

You can also use the `¶` and `↵` symbols to represent carriage return and tab characters, for example

```
"first line" + ¶ + "second line"
```

Unlike C, subroutines are not handled as functions, but must be explicitly

called with the call statement (similar to Basic's gosub statement). You can also pass parameters to a subroutine, like this:

```
call NewOrder,"Mark","Wilson"
```

Panorama's programming language, which has roots back to 1986, is not object oriented. However, it is extensible, meaning that you can add your own statements and functions which are syntactically indistinguishable from Panorama's built in statements and functions.

For more information on Panorama's programming capabilities see Chapter 24, 25 and 26 of the Panorama Handbook and the Programming Reference wizard.

---

### **What text parsing tools does Panorama have?**

Panorama has dozens of functions to assist with any text parsing job, including special functions for parsing HTML and XML tags. Panorama does not include any GREP functions, but almost any task that you might perform with GREP can be performed with combinations of Panorama functions. For more information see Chapter 24 of the Panorama Handbook and the Programming Reference wizard. (You can also perform GREP operations by embedding code in Perl, Ruby or Python into your Panorama programs.)

---

### **Is Panorama AppleScript compatible?**

Yes. AppleScript extends the power of Panorama's programming language to other programs on your computer. Using AppleScript you can control the Finder, web browsers, e-mail clients, FTP software, or any other application that supports AppleScript. There are two ways to use AppleScript from within Panorama — you can launch a script that you have pre-defined using Apple's Script Editor, or you can include AppleScript's directly within your Panorama procedures. (You can even build and execute an AppleScript on-the-fly). Panorama is also scriptable itself, so other applications can control Panorama. For more information see Chapter 27 of the Panorama Handbook.

---

### **Can Panorama access the OS X UNIX shell?**

Yes. The *ExecuteUnix* statement, included in Panorama's programming language, allows Panorama programs to use any UNIX command. The output of the command (stdout) is automatically placed in a Panorama variable.

### **Can Panorama access the Windows Command Line?**

Yes. The *ExecuteUnix* statement, included in Panorama's programming language, allows Panorama programs running on the PC to run any command line. The output of the command (stdout) is automatically placed in a Panorama variable.

---

### **Can I program Panorama using Perl? Ruby? Python? PHP?**

Yes, Panorama 5.5 and later supports embedding programs written in any of these languages inside a Panorama procedure. If you are using a Mac these languages are already installed on your computer. If you are using a PC you'll need to [install them yourself](#).

---

### **How can I meet other Panorama programmers?**

The Panorama QNA (questions and answers) list is an e-mail based community discussion forum. It's a great place to share ideas and find solutions to problems. Much of the discussion on this list revolves around programming tips and techniques, and members of our list are very generous with newcomers. Come and join the discussion! See the [QNA Email Forum](#) page to subscribe or unsubscribe from this list.

---

## General troubleshooting questions

### **Why does Panorama crash frequently on my computer?**

Most users find that Panorama is a very stable application that rarely, if ever crashes. If you are experiencing frequent crashes or unusual behavior then there is most likely something wrong with your system. Here are some items to look for:

**Faulty RAM:** Because Panorama is RAM based it can be more sensitive to RAM problems than many other programs. In some cases RAM may appear to work ok most of the time but be flaky because it doesn't quite meet the specs for your computer. It's almost impossible to reliably test memory in an OS X or Windows system. The best technique for tracking down memory problems is either to temporarily replace the memory modules or to temporarily remove as much memory as possible to see if the symptoms are improved. To learn more about this topic see [MacFixIt - Troubleshooting Tools: Memtest and Rember](#) and

[MacInTouch – Bad RAM: The Effect of Memory Defects.](#)

**Permission Errors:** UNIX permission errors can cause all kinds of problems on OS X systems (see [Permission Repair: The Full Story](#)). Fortunately these errors are easily fixed with Apple's Disk Utility program, which is included with OS X (see [How to Repair Permissions](#)). Panorama 5.5 and later also includes a *File Permissions* wizard that can repair the permissions of Panorama itself, as well as Panorama databases.

**Neglected System Maintenance Tasks:** Mac OS X requires certain regular maintenance tasks to be performed in order to keep the system running smoothly. Some of these will run automatically on Macs that are turned on 24 hours per day, while others require the user to initiate the maintenance. These maintenance tasks include normal Unix-style maintenance as well as Mac OS X-style tasks. The Unix-style maintenance tasks are normally scheduled to run in the middle of the night. If your Mac is not on at the scheduled time, the task won't run. Mac OS X does not wake from sleep to perform these tasks. If you don't leave your system on all night you may want to consider purchasing a utility like [Macaroni](#), which will make sure that these tasks run automatically, keeping your Mac in tip-top shape (we have no connection with Atomic Bird software). Macaroni also repairs disk permissions on a regular basis (see above).

**Bad Font:** Believe it or not, a corrupted font can cause Panorama (and other programs) to crash, and this has actually happened to a handful of Panorama users. This Apple [tech note](#) doesn't mention Panorama but has been helpful in fixing Panorama problems caused by a bad font. Another useful resource is [Font Management in Mac OS X](#). Tools that you can use to diagnose and repair font problems include [Smasher](#) (Insider Software) and [FontDoctor](#) (Morrison Software Design).

**Other Problems:** Some other web sites that include useful information for tracking down Macintosh system problems include [MacinTouch](#) and [MacFixit](#). You can also find many useful utility programs on [VersionTracker](#).

---

## Why does an error message – 10660 appear when I double click on the database

This indicates that a copy of the Panorama application is in the trash. If it is the only copy you need to drag it out of the trash ASAP! If it is a duplicate copy (for example you have upgraded to a newer version) you should empty the trash to eliminate this message.

---

### **Why does Panorama loop endlessly (spinning rainbow) when I try to print?**

A small percentage of Panorama users have reported this problem when printing on Leopard. It appears to be a bug in Apple's Leopard release (only Carbon applications will encounter this problem, so other programs may print fine). We have developed a workaround that bypasses the Apple bug — this workaround is included in Panorama 5.5.1 and later versions. If you encounter this problem you should download and install the latest release (if you have Panorama V or earlier you will need to purchase an upgrade to use this version).

---

### **Why does the message "Corrupted permanent variable" sometimes appear when opening a database?**

Each time it opens a database Panorama V checks the validity of any permanent variable in that database. (Even if you haven't set up a variable yourself many Panorama wizards do set up permanent variables in your databases to store configuration information, including the *Live Clairvoyance* wizard, *Generic Fields*, *Text Export*, *Text Import*, *Speech Wizard*, and *Hotkey Manager*.) If a variable is corrupted, Panorama displays an error message and fixes the variable (any value stored in the variable is lost, however). Previous versions of Panorama would not check for corruption and would sometimes crash if there was a problem with a variable.

---

### **How do I contact technical support?**

See the [Support](#) page.

---