



## **DBArtisan Installation Guide**

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# Contents

|                                                     |    |
|-----------------------------------------------------|----|
| DBArtisan Installation Guide . . . . .              | 4  |
| Technical Requirements . . . . .                    | 4  |
| Windows 2000 and XP support. . . . .                | 5  |
| Vista support. . . . .                              | 6  |
| Installing DBArtisan. . . . .                       | 6  |
| Installation Wizard. . . . .                        | 6  |
| Licensing DBArtisan . . . . .                       | 7  |
| License Request Wizard . . . . .                    | 8  |
| License Request Wizard - Panel 1 . . . . .          | 8  |
| License Request Wizard - Panel 2 . . . . .          | 8  |
| License Request Wizard - Panel 3 . . . . .          | 9  |
| License Request Wizard - Last Panel . . . . .       | 9  |
| Embarcadero License Server . . . . .                | 9  |
| Additional Product Resources. . . . .               | 9  |
| Embarcadero Technologies Technical Support. . . . . | 10 |

# DBArtisan Installation Guide

This guide covers the installation requirements for DBArtisan.

Before you can register any Embarcadero Technologies application, you must meet the minimum [technical requirements](#). If you meet all the minimum technical requirements, you can [install](#) DBArtisan. After installation, you must [license](#) the application.

For more information, see

[Technical Requirements](#)

[Installing DBArtisan](#)

[Licensing DBArtisan](#)

[Additional Product Resources](#)

## Technical Requirements

DBArtisan is a 32-bit application that runs in a Microsoft Windows environment. Before using DBArtisan, please verify that your environment meets the following requirements:

- Microsoft Internet Explorer 5.5 or later
- [Hardware](#)
- [Operating System](#)
- [Database](#)

**NOTE:** Users need full registry privileges during the installation and access to the keys under HKEY\_CURRENT\_USER in the registry after installation.

### Hardware Requirements

Embarcadero Technologies recommends the following minimum hardware requirements:

- 256 MB of memory
- 256 MB of disk space

### Operating System Requirements

DBArtisan supports the following operating systems:

- Windows 2000
- Windows XP
- Windows Vista

For more information, see [Windows 2000 and XP support](#).

## Database Support

The table below describes the database platforms DBArtisan supports and the server and client requirements:

| Platform                                 | Server                                                                                                                                                                                                                 | Client                                                                                                                                                                                                    |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IBM DB2 UDB for OS/390 and z/OS          | IBM DB2 for OS/390 and z/OS v7 and v8.                                                                                                                                                                                 | When going through a DB2 Connect gateway, DB2 UDB Client for Windows 6.0 or later. When going directly to the mainframe from the client, DB2 Connect Personal Edition v6 or higher on the client machine. |
| IBM DB2 UDB for Linux, Unix, and Windows | IBM DB2 Universal Database 8 and 9                                                                                                                                                                                     | IBM DB2 UDB Client for Windows 7.2 or later.<br><b>NOTE:</b> When using a v8 client, DBArtisan only supports connecting to a v8 Database on Windows, Linux and Unix.                                      |
| Microsoft SQL Server                     | Microsoft SQL Server 2000 and 2005<br><b>NOTE:</b> For SQL Server 2005, only object types like users, logins, roles, config parameters, etc., are supported. We do NOT support Microsoft .NET extensions at this time. | Microsoft SQL Server Client Library                                                                                                                                                                       |
| MySQL                                    | MySQL 4.x. (DBArtisan is tolerant of 5.x but does not support Stored Procedures, Triggers, Views.)                                                                                                                     | MySQL ODBC driver 3.5.1 and above                                                                                                                                                                         |
| Oracle                                   | Oracle 8i, 9i, and 10g                                                                                                                                                                                                 | Oracle SQL*Net Client                                                                                                                                                                                     |
| Sybase ASE                               | Sybase System 12.5, Sybase 15                                                                                                                                                                                          | Sybase Open Client                                                                                                                                                                                        |

## Windows 2000 and XP support

Windows XP, Windows 2000 Professional, Windows 2000 Server, and Windows 2000 Advanced Server have two user security groups:

- Users
- Power Users

Microsoft intentionally does not grant members of the Users Group the authority to install applications or make global changes to the system. Restricted Users are members of the Users Group. Standard users belong to the Power Users Group. Microsoft grants members of the Power Users Group the authority to install programs. You must be a member of the Administrators Group in order to install and use Embarcadero Technologies applications.

Because Restricted Users are members of the Users Group, they cannot install and run Embarcadero Technologies applications.

**CAUTION:** You must be a member of the Administrators Group in order to install and use Embarcadero Technologies applications.

To open the Group Membership tab where you can determine your group and review the Microsoft security guidelines:

- 1 Open the **Windows 2000 Professional Control Page**.
- 2 Open **Users and Passwords**.

- 3 On the **Users** tab, select a user.
- 4 Click the **Properties** button.
- 5 In the **Properties** dialog box, click the **Group Membership** tab.

## Vista support

Windows Vista UAC provides two user types:

- Standard user
- Administrator

DBArtisan can be installed or uninstalled by an administrator or by a standard user using their administrator token. Standard users can run DBArtisan.

## Installing DBArtisan

To install DBArtisan successfully, you must complete each panel of the [Installation Wizard](#). After the installation is complete, we recommend that you reboot your machine before using DBArtisan.

**CAUTION:** To install DBArtisan from the command line, you should be sure to manually uninstall all prior versions of DBArtisan.

## Installation Wizard

The DBArtisan Installation Wizard installs all corresponding files on your machine. The wizard varies depending on the license type you choose. To proceed to the next panel of the wizard, click **Next**. To cancel the installation process at any time, click **Cancel**.

**NOTE:** Before beginning a client installation, you should have the server name or IP address of the Embarcadero License Server available. You'll need to enter that information as part of the client install process. If the Embarcadero License Server is not on the default (4880) port, you'll need to have the correct number on hand too.

| Panel                               | Description                                                                                                                                                                                                                                                                                                 |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Welcome to the InstallShield Wizard | The start of the install process.                                                                                                                                                                                                                                                                           |
| License Agreement                   | This panel of the Installation Wizard displays the license agreement. To continue the installation, click <b>I accept the terms in the license agreement</b> . You cannot proceed to the next step in the installation if the <b>I do not accept the terms in the license agreement</b> option is selected. |
| Customer Information                | Type your user and company information. Specify whether this is a single-user installation.                                                                                                                                                                                                                 |

| Panel                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Install Type                                          | Choose between Workstation or Client installation<br>A Workstation installation installs DBArtisan on a single local machine.<br>A Client installation installs DBArtisan on the local machine but requires network access to the Embarcadero License Server, which is where the licensing files point. The Embarcadero License Server provides a concurrent (floating) license. For more information, see <a href="#">Licensing DBArtisan</a> . |
| Server Connection (Client installation only)          | You must provide the Embarcadero License Server Connection information. Specify the IP address or server name for the Embarcadero License Server. The default port number is 4880. Before proceeding, we recommend that you ping the server machine to verify the connection.                                                                                                                                                                    |
| License File Location (Workstation installation only) | Specify whether or not you currently have a license.txt file.                                                                                                                                                                                                                                                                                                                                                                                    |
| License File Usage (Workstation installation only)    | Locate and select your license.txt file.                                                                                                                                                                                                                                                                                                                                                                                                         |
| Destination Folder                                    | Identify the folder where you want the program files to reside. The default directory is <b>C:\Program Files\Embarcadero\DBA850</b> .                                                                                                                                                                                                                                                                                                            |
| Select Program Folder                                 | Select or provide a Program folder.                                                                                                                                                                                                                                                                                                                                                                                                              |
| Notification Properties                               | Identify the user name, email address, and SMTP mail server that DBArtisan should use when sending notifications.                                                                                                                                                                                                                                                                                                                                |
| About Desktop Icon                                    | Create a program folder and/or icon for your desktop. Specify whether you want files with extensions of .sql, .eqb, and .rsl to be associated with the DBArtisan application.                                                                                                                                                                                                                                                                    |
| Ready to install the program                          | Review your settings and click <b>Install</b> to continue the installation process.                                                                                                                                                                                                                                                                                                                                                              |
| InstallShield Wizard Complete                         | Finishes the installation process. When the install is completed, Embarcadero recommends that you reboot your machine.<br>For a Workstation installation, you have to complete the <a href="#">License Request Wizard</a>                                                                                                                                                                                                                        |

## Licensing DBArtisan

DBArtisan includes a trial period in which you can use the application before you must license it. To use DBArtisan after this trial period, you must obtain a license. To continue using the application without interruption, we recommend that you license it as soon as possible.

DBArtisan supports two types of licenses.

- |                          |                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workstation Installation | Installs DBArtisan and the licensing files on the local machine. The application is then tied to this machine. You must complete the <a href="#">License Request Wizard</a> to get a license.                                                                                                                                                         |
| Client Installation      | Installs DBArtisan on the local machine but points the licensing files to the license server. You can complete the installation of DBArtisan but won't be able to use the application until you have a concurrent (floating) license.<br><b>NOTE:</b> <a href="#">Embarcadero License Server</a> must be installed and running on the server machine. |

During the licensing stage of an installation, you are prompted to choose an installation/licensing type. If you choose a Workstation installation, you are subsequently prompted as to whether you already have a license file:

- If you do not have a license file you can proceed with the installation. After using the [License Request Wizard](#) to obtain a license, you can then copy the license file to the release-specific subfolder of C:\Program Files\Embarcadero\.

- If you have already acquired a license file, the installation prompts you for the location of the file.

If you choose a Client installation, you are prompted for the server name/server IP address and port number of your Embarcadero License Server.

## License Request Wizard

The License Request Wizard lets you specify:

- License type
- Database platforms
- User Information
- Company Information
- Method for submitting your information to Embarcadero Technologies

### Completing the License Request Wizard

To complete the License Request Wizard, do the following:

- 1 Open **DBArtisan**.
- 2 On the **Help** menu, click **About**, and then click **License**.  
DBArtisan opens the [first panel](#) of the License Request Wizard.

### License Request Wizard - Panel 1

The table below describes the options and functionality on the first panel of the License Request Wizard:

| Option                           | Description                                                                |
|----------------------------------|----------------------------------------------------------------------------|
| Request Type                     | Lets you request a trial license or a license for a purchased product.     |
| Customer Information             | Lets you specify customer and purchase details.                            |
| Additional Notes and/or Comments | <b>OPTIONAL:</b> Lets you type notes or comments for your license request. |

### License Request Wizard - Panel 2

The table below describes the options and functionality on the second panel of the License Request Wizard:

| Option              | Description                                                                |
|---------------------|----------------------------------------------------------------------------|
| User Information    | Lets you type in your user information. Be sure to complete each field.    |
| Company Information | Lets you type in your company information. Be sure to complete each field. |



## License Request Wizard - Panel 3

The table below describes the options and functionality on the third panel of the License Request Wizard:

| Option              | Description                                                                                                                                                      |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| License Information | Lets you select the machine's MAC address.                                                                                                                       |
| Email Destination   | Select key@embarcadero.com if DBArtisan was purchased in the United States.<br>Select uk.key@embarcadero.co.uk if DBArtisan was purchased in the United Kingdom. |

## License Request Wizard - Last Panel

The table below describes the options and functionality on the last panel of the License Request Wizard.

| Option             | Description                                                                                                                                        |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Summary of Request | Displays a summary of your license request.                                                                                                        |
| Send E-mail        | Sends the information, via e-mail message, to Embarcadero Technologies Licensing.                                                                  |
| Print Fax          | Prints the information to your default printer. You must then fax the printed information to Embarcadero Technologies Licensing at (415) 495-4418. |
| Save File          | Opens the Save As dialog box, where you can save your information for use at a later date.                                                         |
| Finish Button      | DBArtisan opens the About Embarcadero DBArtisan dialog box.                                                                                        |

## Embarcadero License Server

Embarcadero License Server is a stand-alone tool that manages concurrent (floating) licenses for Embarcadero Technologies distributed applications. With Embarcadero License Server, licenses are administered from a central location. The administrator can see how many licenses are available and if they are in use. Specific users can be added or removed and licenses can be reallocated as needed.

**CAUTION:** Embarcadero License Server must be installed on a computer in your network before you can install an Embarcadero Technologies client application.

The Embarcadero License Server Installation and User Guide is available at:

<http://www.embarcadero.com/products/dbartisan/dbdocs.html>

For more information, contact Embarcadero Technologies Technical Support.

## Additional Product Resources

The Embarcadero Web site is an excellent source for additional product information, including white papers, articles, FAQs, discussion groups, and the Embarcadero Knowledge Base.

Go to [www.embarcadero.com/support](http://www.embarcadero.com/support), or click any of the links below, to find:

- [Documentation](#)
- [Online Demos](#)
- [Technical Papers](#)
- [Discussion Forums](#)
- [Knowledge Base](#)

## Embarcadero Technologies Technical Support

If you have a valid maintenance contract with Embarcadero Technologies, the Embarcadero Technical Support team is available to assist you with any problems you have with our applications. Our maintenance contract also entitles registered users of Embarcadero Technologies' products to download free software upgrades during the active contract period.

To save you time, Embarcadero Technologies maintains a [Knowledge Base](#) of commonly-encountered issues and hosts [Discussion Forums](#) that allow users to discuss their experiences using our products and any quirks they may have discovered.

To speak directly with Embarcadero Technical Support, see [Contacting Embarcadero Technologies Technical Support](#) below.

**NOTE:** Evaluators receive free technical support for the term of their evaluation (14 days).

### Contacting Embarcadero Technologies Technical Support

When contacting Embarcadero Technologies Technical Support please provide the following to ensure swift and accurate service:

#### Personal Information

- Name
- Company name and address
- Telephone number
- Fax number
- Email address

#### Product and System Information

- Embarcadero product name and version number. This information is found under Help, About.
- Your client operation system and version number.
- Your database and version number.

#### Problem Description

A succinct but complete description of the problem is required. If you are contacting us by telephone, please have the above information, including any error messages, available so that an Embarcadero Technical Support Engineer can reproduce the error and clearly understand the problem.

There are three ways to contact Embarcadero's Technical Support department:

- Via the [Web](#)

- Via [Phone](#)
- Via [Email](#)

### **Via the Web**

Embarcadero Technical Support provides an online form that lets you open a Support case via the Web. To access this form, go to [http://www.embarcadero.com/support/open\\_case.jsp](http://www.embarcadero.com/support/open_case.jsp).

We normally acknowledge the receipt of every case on the same day, depending on the time of submission.

### **Via Phone**

#### **United States**

Embarcadero Technologies Technical Support phone number is (415) 834-3131 option 2 and then follow the prompts. The hours are Monday through Friday, 6:00 A.M. to 6:00 P.M. Pacific time.

For licensing issues, including Product Unlock Codes, call (415) 834-3131 option 2 and then follow the prompts. The hours are Monday through Friday, 6:00 A.M. to 6:00 P.M. Pacific time.

The Embarcadero Technologies Technical Support fax number is (415) 495-4418.

#### **EMEA**

Embarcadero Technologies Technical Support phone number is +44 (0)1628 684 499. The hours are Monday to Friday, 9 A.M. to 5:30 P.M. U.K. time.

For licensing issues, including Product Unlock Codes, call +44 (0)1628-684 494. The hours are Monday to Friday, 9 A.M. to 5:30 P.M. U.K. time

The Embarcadero Technologies Technical Support fax number is +44 (0)1628 684 401.

### **Via Email**

#### **United States**

Depending on your needs, send your email to one of the following:

- [support@embarcadero.com](mailto:support@embarcadero.com) - Get technical support for users and evaluators
- [upgrade@embarcadero.com](mailto:upgrade@embarcadero.com) - Request upgrade information
- [key@embarcadero.com](mailto:key@embarcadero.com) - Request a product key
- [wish@embarcadero.com](mailto:wish@embarcadero.com) - Make a suggestion about one of our products

#### **EMEA**

Depending on your needs, send your email to one of the following:

- [uk.support@embarcadero.com](mailto:uk.support@embarcadero.com) - Get technical support for users and evaluators
- [uk.upgrade@embarcadero.com](mailto:uk.upgrade@embarcadero.com) - Request upgrade information
- [uk.key@embarcadero.com](mailto:uk.key@embarcadero.com) - Request a product key
- [uk.wish@embarcadero.com](mailto:uk.wish@embarcadero.com) - Make a suggestion about one of our products

# Index

## A

Additional resources 9

## C

Citrix/Terminal Server License 9

## D

Discussion Groups 9

Documentation 9

## E

EMEA

Technical Support 10

## F

FAQs 9

Forums 9

## I

Installation 6

## K

Knowledge Base 9

## L

Licensing 7

## R

Registration

Wizard 8

Opening 8

Panel 1 8

Panel 2 8

Panel 3 9

Panel 4 9

## T

Technical Requirements 4

Database 5

Hardware 4

Operating System 4

Technical Support 10

## W

Windows 2000 5