



DBArtisan® 8.6 Installation Guide

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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.

The following topics walk you through this process:

- [Technical Requirements](#)
- [Installing DBArtisan](#)
- [Additional Product Resources](#)

Lastly, for more information, see [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 for OS/390 (z/OS)	IBM DB2 for OS/390 (z/OS) v7, v8, and v9.	When going through a DB2 Connect gateway, DB2 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 for Linux, Unix, and Windows	IBM DB2 Universal Database 8 and 9	IBM DB2 Client for Windows 7.2 or later. NOTE: 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, 2005, and 2008 NOTE: For SQL Server 2005 and 2008, 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, 10g, and 11g	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.

CAUTION: For the purposes of running DBArtisan, default standard user token privileges should not be modified. Modifying standard user token privileges can result in licensing issues which will prevent DBArtisan from operating properly.

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 panels presented by the wizard vary depending on whether you are upgrading or performing an initial installation. To proceed to the next panel of the wizard, click **Next**. To cancel the installation process at any time, click **Cancel**.

Use the following table as a guide to understanding the panels you may encounter when installing DBArtisan:

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 I accept the terms in the license agreement . You cannot proceed to the next step in the installation if the I do not accept the terms in the license agreement option is selected.
Customer Information	Type your user and company information.
Destination Folder	Identify the folder where you want the program files to reside. The default directory is C:\Program Files\Embarcadero\DBA860\ .
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 Install to continue the installation process.

Panel	Description
InstallShield Wizard Complete	Finishes the installation process. When the install is completed, Embarcadero recommends that you reboot your machine.

Licensing Your Application

Each Embarcadero client application requires one or more licenses in order to run. An Embarcadero product, such as DBArtisan or ER/Studio, has a baseline license which provides basic feature support for that product. In addition, incremental licenses may be required to support specific DBMS platforms, product add-ons, or other functions.

Three kinds of licenses are available: Trial, Workstation, and Networked.

Trial licenses: A license for a 14-day, full-featured trial version of the product. The trial license must be registered before you can use the product.

Workstation licensing: A license or set of licenses is tied to a particular workstation. The product can only be used on that workstation.

Networked licensing: : Networked licenses are administered and distributed by a central License Server (Embarcadero License Center or Acreso FLEXnet Publisher). There are two types of networked licenses: *Concurrent* and *Networked Named User*. With Concurrent licensing, users on different machines take turns using licenses from a shared pool. With Networked Named User licensing, licenses are pre-assigned to specific users setup on the license server's user list. Those users are guaranteed to have licenses available any time.

Registering a Trial or Workstation License at Application Startup

Shortly after downloading a trial version of an Embarcadero product, you should receive an email with a serial number, which you must register as follows. These instructions also apply if you have purchased a product and received a serial number prior to running the application for the first time, or if the trial period has expired.

- 1 Start the application. An **Embarcadero License Registration** dialog appears.
- 2 Copy the serial number from the email and paste it in the **Serial Number** field.
- 3 Enter your Embarcadero Developer Network account credentials in the **Login or Email** and **Password** fields. If you have not previously created an EDN account, or have forgotten your password, click **I need to create ...** or **I've lost my password**.
- 4 Click **Register**.

Your activation file should be downloaded and installed automatically. If this does not happen, click the **Trouble Connecting? Try Web Registration** link and follow the prompts. If you still have problems, see [Registering by Phone](#).

Registering a Workstation License after Application Startup

The following instructions assume that you have received a workstation license by email and that you currently have a valid trial license. If you did not install a trial version or the trial period has expired, follow the instructions in [Registering a Trial or Workstation License at Application Startup](#) instead.

- 1 On the Help menu select **About** and then on the dialog that opens, click **Manage** to open a license manager dialog.
- 2 On the **Serial** menu, select **Add Serial Number**.
- 3 Copy the serial number from the email and paste it in the **Add Serial Number** dialog, then click **OK**.
- 4 Right-click on the serial number you added, and then select **Register** from the context menu. A registration dialog opens.

NOTE: The **Registration Code** box shows a machine-specific identifier required with other registration methods.

- 5 Ensure that the **Register using Online Registration** radio box is selected.
- 6 Provide Developer Network credentials in the **Login name or Email** and **Password** boxes. If you have not previously created an EDN account, or have forgotten your password, click **I need to create ...** or **I've lost my password**.
- 7 Click **Register**.
- 8 If prompted to restart the application, click **Yes**.

Your activation file should be downloaded and installed automatically. If this does not happen, click the **Trouble Connecting? Try Web Registration** link and follow the prompts. If you still have problems, see [Registering by Phone](#).

Registering by Phone

If you have problems with either of the above procedures, you can register licenses by phone. You will have to provide Developer Network credentials; the registration code displayed in the Embarcadero License Registration dialog that appears when you start an unlicensed application; the product base license serial number; and the license serial numbers for any additional features you have purchased.

For North America, Latin America and Asia Pacific, 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.

For Europe, Africa and the Middle East, call +44 (0)1628-684 494. The hours are Monday to Friday, 9 A.M. to 5:30 P.M. U.K. time.

Shortly after phoning in, you will receive an email containing an activation file. Then do the following:

- 1 Save the file to the desktop or a scratch directory such as c:\temp.
- 1 On the Help menu select **About** and then on the dialog that opens, click **Register**. A registration dialog opens.
- 2 Select the **I have received an activation file (*.slp or reg*.txt)** radio box.
- 3 Click the **Browse** button and use the **Select License Activation File** dialog to locate and select the activation file you installed.
- 4 Click the **Import** button to import the activation file and when complete, click the **Finish** button.
- 5 If prompted to restart the application, click **Yes**.

Registering a Networked License

If you work in an organization using Networked licensing, an administrator, department head, or someone providing a similar function will provide you with an activation file.

Once you receive the file, save it to the `license` subfolder of your product's main installation folder (typically `C:\Program Files\Embarcadero\<product><version>\license\`), then restart the application.

No additional steps are necessary.

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, 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.

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

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