Contents

DBArtisan Installation Guide ............................................................. 5
Technical Requirements ................................................................... 5
  Hardware Requirements ................................................................ 5
  Operating System Requirements ................................................... 5
  XP Support ................................................................................. 6
  Vista and Windows 7 Support ....................................................... 6
  32-bit Versus 64-bit Operating System Support and Restrictions ...... 7
Database Support ........................................................................... 7
  IBM DB2 for Z/OS Stored Procedure Requirements ....................... 8
Installing DBArtisan ........................................................................ 8
Installation Wizard ......................................................................... 8
Licensing ....................................................................................... 9
  Licensing Overview ...................................................................... 9
  Viewing Your License Type and Modules ..................................... 10
  Understanding Trial, Workstation, and Networked Licenses .......... 10
  DBArtisan License Modules, DBMS Support, and Feature Availability. 10
  DBArtisan XE Pro License Modules, DBMS Support, and Feature Availability 10
  Directing Queries Regarding Licenses ........................................ 11
Licensing Your Application ............................................................. 11
  Registering a Trial or Workstation License During Installation .... 11
  Registering a Workstation License After Application Startup ...... 12
  Registering By Phone ................................................................ 12
  Registering a Networked License ............................................... 13
  Online/Offline Mode and Concurrent License Checkout ............... 13
Additional Product Resources ......................................................... 14
Embarcadero Technologies Technical Support ................................. 14
  Contacting Embarcadero Technologies Technical Support .......... 15
    Via the Web ........................................................................... 15
    Via Phone ............................................................................ 16
    Via Email ............................................................................. 16
  ........................................................................................................ 16
Index ................................................................................................ 17
DBArtisan Installation Guide

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
- Database Support
- Installing DBArtisan
- Licensing

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 requirements
- Operating system requirements

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:

- 500 MB of memory
- 500 MB of disk space

Operating System Requirements

DBArtisan supports the following operating systems.

- Windows 7 (32-bit and 64-bit)
- Windows XP (32-bit and 64-bit)
• Windows Vista (32-bit and 64-bit)

For more detailed information, see the following topics:

• XP Support
• Vista and Windows 7 Support
• 32-bit Versus 64-bit Operating System Support and Restrictions

XP SUPPORT
Windows XP has 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. On the Control Panel, open User Accounts.
2. On the Users tab, select a user and then click the Properties button.
3. Click the Group Membership tab.

VISTA AND WINDOWS 7 SUPPORT
Windows Vista UAC and Windows 7 provide two user types:

• Standard user
• Administrator

DBArtisan can be installed or uninstalled by an administrator or by a standard user using an 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.

32-BIT VERSUS 64-BIT OPERATING SYSTEM SUPPORT AND RESTRICTIONS
DBArtisan is a 32-bit application that runs emulated on 64-bit versions of Windows. The only requirement is that DBArtisan supports only 32-bit versions of the client software that must be installed for connectivity to each DBMS that DBArtisan will work against.

DATABASE SUPPORT

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

<table>
<thead>
<tr>
<th>Platform</th>
<th>Server</th>
<th>Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM DB2 for OS/390 (z/OS)</td>
<td>IBM DB2 for OS/390 (z/OS) v7, v8, and v9.</td>
<td>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.</td>
</tr>
<tr>
<td>IBM DB2 for Linux, Unix,</td>
<td>IBM DB2 Universal Database 8 and 9</td>
<td>IBM DB2 Client for Windows 7.2 or later.</td>
</tr>
<tr>
<td>and Windows</td>
<td></td>
<td>NOTE: When using a v8 client, DBArtisan only supports connecting to a v8 Database on Windows, Linux and Unix.</td>
</tr>
<tr>
<td>Microsoft SQL Server</td>
<td>Microsoft SQL Server 2000, 2005, and 2008</td>
<td>Microsoft SQL Server Client Library</td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MySQL</td>
<td>MySQL 4.x. (DBArtisan is tolerant of 5.x but does not support Stored Procedures, Triggers, Views.)</td>
<td>MySQL ODBC driver 3.5.1 and above</td>
</tr>
<tr>
<td>Oracle</td>
<td>Oracle 8i, 9i, 10g, and 11g</td>
<td>Oracle SQL*Net Client</td>
</tr>
<tr>
<td>Sybase ASE</td>
<td>Sybase System 12.5, Sybase 15</td>
<td>Sybase Open Client</td>
</tr>
</tbody>
</table>

NOTE: Since DBArtisan is a 32-bit application that runs emulated on 64-bit versions of Windows, only 32-bit versions of the DBMS client software are supported.
IBM DB2 for Z/OS Stored Procedure Requirements

When working against an IBM DB2 for z/OS data source, DBArtisan relies on the following stored procedures, provided as an optional installation step in setting up the DB2 subsystem:

- DSNWZP
- DSNUTILS
- ADMIN_COMMAND_DSN
- ADMIN_COMMAND_DB2

Prior to using DBArtisan against an IBM DB2 for z/OS data source, ensure that these components are installed on the server. See http://publib.boulder.ibm.com/infocenter/dzichelp/v2r2/topic/com.ibm.db2.doc.inst/stpadd.htm#stpadd for more information.

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.

**NOTE:** Before installing Rapid SQL XE from Embarcadero ToolCloud, see http://docs.embarcadero.com/products/xe/ for additional requirements or revised instructions.

**CAUTION:** If you have not registered a license when you start a DBArtisan installation, you will be prompted to register a license. For more information, see Licensing.

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

<table>
<thead>
<tr>
<th>Panel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome...</td>
<td>The start of the install process.</td>
</tr>
</tbody>
</table>
LICENSING

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.

For more information, see the following topics:

• Licensing Overview
• Licensing your Application
• Online/Offline Mode and Concurrent License Checkout

LICENSING OVERVIEW

The following discussion provides a high-level discussion of key licensing topics and directs you to sources of more detailed information.

Viewing your License Type and Modules

Understanding Trial, Workstation, and Networked Licenses

DBArtisan License Modules, DBMS Support, and Feature Availability

DBArtisan XE License Modules, DBMS Support, and Feature Availability

Directing Queries Regarding Licenses
VIEWING YOUR LICENSE TYPE AND MODULES
The About... dialog, available from the Help menu, displays your license type and each individual license module currently registered.

UNDERSTANDING TRIAL, WORKSTATION, AND NETWORKED LICENSES
Three kinds of licenses are available: Trial, Workstation, and Networked.

<table>
<thead>
<tr>
<th>License Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trial licenses</td>
<td>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.</td>
</tr>
<tr>
<td>Workstation licensing</td>
<td>A license or set of licenses is tied to a particular workstation. The product can only be used on that workstation.</td>
</tr>
<tr>
<td>Networked licensing</td>
<td>Networked licenses are administered and distributed by a central License Server (Embarcadero License Center or Acresso 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. Note: Concurrent licenses can be borrowed for use without a network connection. For details, see Online/Offline Mode and Concurrent License Checkout.</td>
</tr>
</tbody>
</table>


DBARTISAN LICENSE MODULES, DBMS SUPPORT, AND FEATURE AVAILABILITY
Individual license modules correspond to the DBMS platforms you are licensed to use. In addition, each DBMS license module corresponds to a product edition. The following table indicates feature availability for each license module edition:

<table>
<thead>
<tr>
<th>License Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>Provides baseline support including datasource management, object management, SQL editing and execution, and standard tools and utilities.</td>
</tr>
<tr>
<td>Professional</td>
<td>Standard edition features plus SQL Debugger and SQL Profiler.</td>
</tr>
<tr>
<td>Workbench</td>
<td>Professional edition features plus Performance Analyst, Space Analyst, Capacity Analyst, and Backup Analyst.</td>
</tr>
</tbody>
</table>

DBARTISAN XE PRO LICENSE MODULES, DBMS SUPPORT, AND FEATURE
AVAILABILITY
An XE license provides access to all supported DBMS platforms. XE modules and feature availability are as follows:

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>XE Pro</td>
<td>Provides baseline support including datasource management, object management, SQL editing and execution, and standard tools and utilities, SQL Debugger and SQL Profiler.</td>
</tr>
<tr>
<td>Analyst Pack</td>
<td>Provides access to Performance Analyst, Space Analyst, Capacity Analyst, and Backup Analyst.</td>
</tr>
</tbody>
</table>

DIRECTING QUERIES REGARDING LICENSES
Questions regarding license availability, feature availability, and client or server licensing, should be directed as follows:

- If you work in an organization that uses networked licensing, direct any questions to your site's DBArtisan administrator
- If you are using workstation licensing, direct licensing questions to your Embarcadero Technologies representative

LICENSING YOUR APPLICATION
See the following topics for details on registering your product:

- Registering a trial or workstation license during installation
- Registering a workstation license after application startup
- Registering by phone
- Registering a networked license

REGISTERING A TRIAL OR WORKSTATION LICENSE DURING INSTALLATION
Shortly after initiating download of a trial version of an Embarcadero product, you should receive an email with a serial number you must register during installation. Similarly, if you purchase an Embarcadero product while no trial version is active, you will receive a serial number that must be registered during installation.

1. Start the installation. 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 During Installation 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.
2. On the Help menu select About and then on the dialog that opens, click Register. A registration dialog opens.
3. Select the I have received an activation file (*.slip or reg*.txt) radio box.
4. Click the Browse button and use the Select License Activation File dialog to locate and select the activation file you installed.
5. Click the Import button to import the activation file and when complete, click the Finish button.

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.

ONLINE/OFFLINE MODE AND CONCURRENT LICENSE CHECKOUT

Concurrent licenses can be used in both online and offline modes. In online mode, you must have a continuous network connection to your License Center. Licenses are checked out when you start DBArtisan and checked back in when you shut DBArtisan down.

You can also use a license in offline mode. When you explicitly check out a license for offline use, you can use DBArtisan without a connection to your License Center for a specified duration. This lets you work while travelling or commuting, work away from your primary work area, or use DBArtisan when a network connection is unavailable or not required.

NOTE: Contact your site administrator for information on offline license availability, the maximum duration, offline license policy at your site, or any other issues arising from online license usage.
To check out a license for offline use
1. On the Help menu, select Checkout License. The Check Out License For Offline Use dialog opens.
2. Select the check box associated with each individual license you want to check out.
3. In the Checkout Duration box, type the number of hours that you can use the offline license without a network connection to the License Center.
4. Click OK.
You can work offline for the specified duration. The duration period begins immediately.
If you subsequently establish a network connection to the License Center before the license duration expires, you can indicate to the License Center that the offline license is no longer required.

To indicate that an offline license is no longer required
1. On the Help menu, select Checkin License.
There is no interruption in DBArtisan usage. The license is not actually checked in until you shut down DBArtisan.

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
- Developer Network

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 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](http://www.embarcadero.com/support/open_case.jsp)
- Via [Phone](http://www.embarcadero.com/support/open_case.jsp)
- Via [Email](http://www.embarcadero.com/support/open_case.jsp)

**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 to 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 to 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
Index

A
Additional resources 14

C
concurrent licenses
    checkout, offline usage 13

D
Developer Network 11
Discussion Groups 14
Documentation 14

E
EMEA
    Technical Support 14

F
FAQs 14
Forums 14

I
Installation 8

K
Knowledge Base 14

L
licensing 11
    offline/online, concurrent 13

O
offline
    license usage 13

P
password, Developer Network 11

R
registration code 11
registration, product 11

S
serial number 11

T
Technical Requirements 5
    Database 7
    Hardware 5
    Operating System 5
Technical Support 14

U
user ID, Developer Network 11