

Embarcadero Performance Center 2.5 Installation Guide

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Installation

This section provides detailed advice on installing the application. The Embarcadero Performance Center Installation Guide includes the following sections:

Technical Requirements

Installing Embarcadero Performance Center

Uninstalling Embarcadero Performance Center

Technical Requirements

Embarcadero Performance Center is a 32-bit application that runs in a Microsoft Windows environment. The application has specific prerequisite and minimum requirements for both the server and client, and the application requires a database server as a <u>repository</u> to store information used during monitoring. We recommend that you review the installation requirements before proceeding with the Embarcadero Performance Center Installation.

In addition to the prerequisite and minimum requirements for both the server and client, and the repository, the TCP protocol needs to be up and running on both the Embarcadero Performance Center client and server.

Before installing Embarcadero Performance Center, the Installation checks your server to see if your environment includes the required prerequisites. If any of these items are missing, or if you are running earlier versions, when you get to the <u>Embarcadero Performance Center Setup</u> panel, only the <u>Install Performance Center Prerequisites</u> button is available. To proceed with the installation, you must select this option. The installation will return a Prerequisite Component list with the missing components selected by default. You must install any missing prerequisites before you can install the application. If you do not install these components, you cannot install Embarcadero Performance Center.

Context sensitive help is available throughout the installation. To access the help for a particular panel, press F1.

Repository

Embarcadero Performance Center uses a database server as a repository to store information used during monitoring. The database server must include database middleware so that the Performance Center Server can connect to the repository. The table below describes the supported databases and corresponding database middleware:

Database Server	Database Middleware
Oracle version 8.0 – 10g	Oracle SQL*Net Client
	NOTE Before installing Embarcadero Performance Center Repository on an Oracle Server, we recommend that you review the <u>Oracle Interoperability Matrix</u> to confirm compatibility between Database Server and Database Middleware.
	NOTE You cannot deploy objects to the SYS user account.
Microsoft SQL Server 2000 and 2005	Microsoft SQL Server Client Library
Sybase 12.0 – 15.0	Sybase Open Client

CAUTION: If you are installing the Performance Center Repository on Oracle 9.0.1.1.1, you need Oracle 9i patch set version: 9.0.1.3.1 installed on your database server before you can install the repository.

We recommend that your server have a default storage space of 50 MB. However, larger database environments may require more storage space.

Embarcadero Performance Center Installation Prerequisites

Before installing Embarcadero Performance Center, the Installation checks to see if the machine where you are installing the application has the components described in the table below. If any of these items are missing, or if you are running earlier versions, when you get to the <u>Embarcadero Performance Center Setup</u> panel, only the Install Performance Center Prerequisites button is available. To proceed with the installation, you must <u>select</u> this option. The installation will return a Prerequisite Component list with the missing components selected by default. You must install any missing prerequisites before you can install the application. If you do not install these components, you cannot install Embarcadero Performance Center.

NOTE: Some Windows components require that you restart your machine. If you require any of these components, the installation will ask if you want to restart your machine before proceeding. If you do not restart your machine, the installation will terminate.

Component	Description
Internet Explorer (IE) 5.5 or later	Embarcadero Performance Center uses IE to display the application Web pages and reports. Embarcadero Performance Center also uses the Microsoft Task Scheduler component of IE for scheduling some reports. You must have the start the Scheduler service to schedule Performance Center reports.
	If you do not have IE, or if you are running a version earlier than 5.0, the installation will install or upgrade IE to version 5.5 on your server.

Component	Description
Microsoft Data Access Component (MDAC) 2.7 or later	Embarcadero Performance Center uses MDAC to establish a connection to your repository database and monitored datasources.
	If you do not have MDAC, or if you are running a version earlier than 2.7, the Installation will install or upgrade MDAC on your server.
Windows Scripting Host 5.6 or later	Embarcadero Performance Center uses this tool to run Visual Basic scripts.
	If you do not have Windows Scripting Host, or if you are running a version earlier than 5.0, the Installation will install or upgrade Windows Scripting Host on your server.
Microsoft Windows Installer 1.11 or later.	The installation uses this to install Apache. It is included in the installation.
Apache httpd Server (Apache) 2.035 or later	Embarcadero Performance Center uses Apache httpd Server 2.035 as the default Web server to use for managing communication between the Embarcadero Performance Center Client and Server.
	For details on how the installation determines which Web server to use, see Embarcadero Performance Center Web server.

For details about the prerequisite installation, see Server and Repository Prerequisite Installation.

Embarcadero Performance Center Server Requirements

Embarcadero Performance Center server has specific Server requirements, which are detailed below:

Minimum Hardware Requirements

- 256 megabytes (MB) of RAM
- 60-MB hard disk storage

NOTE: As with any system, the number of processes you are running can affect performance.

Operating System Requirements

- Apache Version 2.0.35 (provided with the installation)
- Windows 2000

OR

• Windows XP

OR

• Windows 2003

Prerequisites for Embarcadero Performance Center Client

If you are installing using the Embarcadero Performance Center Client Only installation, the Installation checks to see if the machine where you are installing the application the components described in the table below:

Component	Description
Internet Explorer (IE) 5.0 or later	Embarcadero Performance Center uses IE to display the application Web pages and reports.
	If you do not have IE, or if you are running a version earlier than 5.0, the Installation will install or upgrade IE to version 5.5 on your client.
Microsoft Data Access Component (MDAC) 2.7 or later	Embarcadero Performance Center Client uses MDAC to assist in communication with the server
Active Directory Service Interface (ADSI) 2.5	Embarcadero Performance Center uses ADSI to create and configure a user.
	If you do not have ADSI, or if you are running a version earlier than 2.5, the Installation will install or upgrade ADSI on your server.

If you are missing either of the components, the Installation asks if you want to install them before proceeding with the installation. If you do not install these components, you cannot install Embarcadero Performance Center. After the Installation installs the prerequisites, you must restart your machine.

For details about the prerequisite installation, see Installing Embarcadero Performance Center Client Prerequisites.

Client Requirements

Embarcadero Performance Center Client has specific requirements, which are detailed below.

Minimum Hardware Requirements

- 64 MB of RAM
- 30-MB hard disk

Operating System Requirements

• Windows 2000

OR

• Windows 2003

OR

• Windows XP

Oracle Interoperability Matrix

To perform accurate monitoring, your Oracle SQL*Net8 client must be compatible with your Oracle Server version. The matrix below displays the interoperability for all versions of Oracle SQL*Net8 Client and Oracle Server. Please review the matrix to confirm compatibility between Database Server and Database Middleware:



Server and Repository Prerequisites

Before installing Embarcadero Performance Center, the Installation checks to see if the machine where you are installing the application has the components required to run Embarcadero Performance Center. If any of these components are missing, or if you are running earlier versions, when you get to the Embarcadero Performance Center Setup panel, only the Performane Center Prerequisites button is available.

1 To proceed with the installation, select the Performance Center Prerequisites option, then click Next.

The installation does a component check and returns a message box listing the missing components.

- 2 Review the Confirm Additional Components list, and then do the following:
 - If you want the Installation to add these components on your server, click Yes.
 - If you do not want to install the additional components, click No.
 - **NOTE:** If you click No, the installation will terminate. You cannot install Embarcadero Performance Center until you install the missing prerequisite components.

The Installation installs the additional components in the following order:

- 1 IE
- 2 MDAC
- 3 ADSI
- 4 Windows Scripting Host
- 5 Microsoft Installer (installs Apache)
- 6 Apache

If you are installing Apache, the installation opens a separate Installation Wizard. You must complete each panel to install Apache. When the Apache installation completes, the installation returns you to the Embarcadero Performance Center installation. If it is necessary to restart your machine before proceeding, the installation prompts you to do so.

NOTE: Some Windows components require that you restart your machine. If you require any of these components, after installation, you will be prompted to restart your machine. You must restart your machine to proceed with the Embarcadero Performance Center installation.

When the Installation finishes installing the additional components, it displays a message box that asks if you want to reboot your server.

CAUTION: To continue with the installation, you must reboot your server.

- If you want to reboot your server, on the installation message box, click Yes.
- If you do not want to reboot your server, click No.

The Installation terminates the installation.

CAUTION: If you clicked No, you must reboot your server before continuing with the Embarcadero Performance Center Installation.

Embarcadero Performance Center Web Server

Embarcadero Performance Center uses a Web server to manage communications between the Embarcadero Performance Center Client and Server. The table below describes how the installation determines which Web server to use for Embarcadero Performance Center:

Action	Result
Installation does not detect a Web server.	Installation installs Apache 2.0.35.
Installation detects an Apache version earlier than 2.035.	You will be prompted to uninstall your earlier version of Apache so version 2.0.35 can be installed.

Client Installation Prerequisites

After you select your install components, the Installation performs a series of checks to confirm that your client includes Windows Scripting Host and IE. The Installation displays message boxes as it checks for each component. After completing the component check, the Installation displays a Confirm Additional Components list box, which lists the components that are missing from your client. The Installation installs the additional components in the following order:

1 IE

2 MDAC

CAUTION: You must reboot your client before running Embarcadero Performance Center.

Installing the Additional Components

- 1 Review the Confirm Additional Components list, and then do the following:
 - If you want the Installation to install these additional components on your client, click Yes.
 - If you do not want to install the additional components, click No.
- 2 After the Installation finishes, it displays a message asking if you want to reboot your client.
 - If you want to reboot your client, on the installation message box, click Yes.
 - If you do not want to reboot your client at this time, click **No**.

CAUTION: If you clicked No, you must reboot your client before running Embarcadero Performance Center.

Installing Performance Center

Embarcadero Performance Center Installation includes three components. The table below describes each component:

Installation Type	Description
<u>Server</u>	Includes a group of components that are responsible for unattended performance monitoring and notification of threshold violations.
Repository	Includes a repository where Embarcadero Performance Center stores information used during monitoring.
<u>Client</u>	Includes the graphical user interface (GUI) that lets you view performance information gathered from the monitored datasources.

There are two installations available: the full version, which installs all three components and the client-only version, which installs only the client.

The Embarcadero Performance Center installation is a multi-panel wizard that guides you through the installation process and prompts you to:

- Enter user information.
- Set notification properties.
- Create a Performance Center Repository.

You must install the <u>Server and Repository</u> for server-side monitoring and you must install the <u>Client</u> to use the Embarcadero Performance Center user interface. You cannot install the Embarcadero Performance Center Server without installing a Performance Center Repository. You can install the Embarcadero Performance Center Client before installing the Server and Repository, and separate from the server and repository installation.

NOTE: By default, the integrated installation installs all three components of Performance Center - the Server, Client, and Repository. If you do not want to install the Client, you can clear the Client check box.

Notification Properties

In addition to installing a server, repository, and client, Embarcadero Performance Center also lets you set up <u>Notification Properties</u> so that you or a designated person can receive e-mail notifications regarding threshold violations. This lets you quickly resolve any problem in your environment.

Server, Client, and Repository Installation

The full version of Performance Center installs the Client, the Server and includes the database that houses the Embarcadero Performance Center Repository.

Performance Center Components

Click Next in the Performance Center Components panel to continue.

Embarcadero Performance Ce	nter Setup
Performance Center Componer	** Embarcadero Technologies
EMBARCADERO TECHNOLOGIES.	Component Description > Embarcadero Performance Center Client > Embarcadero Performance Center Server This version of Performance Center installs the Performance Center Client and Server on this machine. To install just the Client, click 'Cancel' and run the Client-only version. Otherwise, clieck Next to continue.
InstallShield	< Back Cancel

Welcome to the Embarcadero Perfomance Center installation

Next, the installation checks your computer to confirm that it includes all the <u>prerequisites</u> required to run the application. You must install the Embarcadero Performance Center prerequisites for both the Server and Client before you can install the application. If you do not install these components, you cannot install Embarcadero Performance Center. The installation will detect and install any of the missing prerequisites.

- **NOTE:** If you are installing the Server and Client and you are missing any of the prerequisites required to run Embarcadero Performance Center, when you proceed to the <u>Embarcadero Performance</u> <u>Center Setup</u> panel, the Install Performance Center option will not be unavailable. Before you can proceed with the installation, you must do the <u>Server and Repository Prerequisite installation</u>.
- **NOTE:** If you are only installing the <u>Client</u>, the installation asks if you want to install any missing components.

Embarcadero Performance Center Setup	
	Embarcadero Technologies
	Welcome to the Embarcadero Performance Center installation! All prerequisites must be successfully installed before proceeding to the product installation.
EMBARCADERO TECHNOLOGIES.	Performance Center Prerequisites
	Performance Center
InstallShield	< Back Cancel

- Click Next.
 - **NOTE:** If all the prerequisites are not present, the installer will notify you of what is missing. Otherwise, the installer will notify you that everything is present and you can continue with the installation.

License Agreement

This panel displays the licence agreement for Performance Center. To proceed with the installation, you must accept the License Agreement terms.

Click Yes to continue.

CAUTION: If you click No, the Installation will terminate. You cannot proceed with the installation if you do not accept the LIcense Agreement terms.



User Registration Information

The User Registration Information panel enables you to type your User Name and Company name.

Type your name and company name in the fields provided, and then click Next.



Select Destination Directory Location

This panel displays the default folder in which Performance Center will be installed. The default folder is C:\Program Files\Embarcadero\PerformanceCenter.

- 1 To change the installation folder, click **Browse** and select a different folder.
- 2 Click Next to continue.

Embarcadero Performance Ce	enter Setup
Select Destination Directory L	ecation Embarcadero Technologies
EMBARCADERO TECHNOLOGIES.	Setup will install Embarcadero Performance Center in the following folder. To install to this folder, click Next. To install to a different folder, click Browse and select another folder. Destination Folder C:\Program Files\Embarcadero\PerformanceCenter
InstallShield	< <u>B</u> ack <u>N</u> ext> Cancel

Performance Center Service Logon Account

This panel enables you to select an account for running the Performance Center service. You can use a Windows user account or, if you will be using intergrated security to connect to your datasources, you should use a domain user account.

- 1 Select either Performance Center Internal Account or Domain User Account.
- 2 If you selected Domain User Account, type the user name, password, and domain name in the fields provided.

Embarcadero Performance Ce	enter Setup	×
Performance Center Service L	ogon Account Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	In order for the Performance Center Service to run, it must be assigned a Windows user account. If you will be using integrated security to connect to your datasources then you need to use a domain user account instead of the local system account. Log On As: © Performance Center Internal Account © Domain User Account: User name: Password: Domain:	
InstallShield	< Back Cancel	

Select Program Folder

This panel lets you choose the program folder in which to install Performance Center. The default is **Embarcadero Performance Center**.

- 1 Click **Next** to use the default.
- 2 If you want to use another program folder, either type a new folder name in the Program Folder field, or select one from the Existing Folders list. Click **Next**.

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Embarcadero Performance Center Setup		
Select Program Folder	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue. Program Folder: Embarcadero Performance Center Existing Folders: Administrative Tools Adobe ADL Instant Messenger Canon PhotoRecord Canon Utilities CM Synergy 6.3 CoffeeCup Software DeltAccessories DevTrack Embarcadero DBArtisan 8.0.0	
InstallShield	< <u>Back</u> Cancel	

About Desktop Icon

This panel enables you to place a program folder and/or program icon on the desktop of the intallation machine.

Enable the desired options, and then click Next.

Embarcadero Performance Center Setup			
About Desktop Icon	Embarcadero Technologies		
	Please choose icon(s) that should be created on the desktop		
	Desktop Icons		
EMBARCADERO TECHNOLOGIES.	✓ Create Program Folder On The Desktop		
	🗔 Create Program Icon On The Desktop		
InstallShield	< <u>B</u> ack <u>N</u> ext> Cancel		

Start Copying Files

This panel displays a summary of the settings you have specified for the current installation.

Click **Next** to continue copying files or click Back to make changes. The Installation installs and registers files, creates virtual directories, and adds rights. This process takes several minutes.

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Embarcadero Performance Center Repository Wizard

Embarcadero Performance Center requires a repository, which must reside on an existing Oracle, MS SQL, or Sybase database, for storing information used during monitoring. There are three types of Embarcadero Performance Center Repository installations:

- 1 Create a new Performance Center Repository. (Default Setup)
- 2 Create and customize a new Performance Center Repository. (Advanced Setup)
- 3 Use an existing Performance Center Repository

Repository Installation

Completing the panel



• Select the target option button, and then click OK.

For create a new Performance Center Repository The installation opens the <u>Embarcadero Performance</u> Center Default Repository Installation.

For create and customize a new Performance Center Repository The installation opens the first panel of the <u>Create Repository Wizard</u>.

For a detected existing repository If the installation detects an existing Oracle, SQL Server, or Sybase repository, it returns a RegisterDS message.

To continue with the repository upgrade, click Yes.

After upgrading your Oracle, SQL Server, or Sybase repository, the installation opens the <u>InstallShield Wizard</u> <u>Complete panel</u>.

NOTE: If the Installation does not detect an existing Oracle, SQL Server, or Sybase repository, it opens the <u>Embarcadero Performance Center Repository Wizard</u>.

Embarcadero Performance Center Default Repository Installation

The Default Repository Installation panel lets you select the target repository server platform, database, and administrative login for the Embarcadero Performance Center Repository. The Embarcadero Performance Center Repository installation also lets you specify a new login that will own the Embarcadero Performance Center Repository.

- 1 Click the **Platform** list, and then click the target platform.
 - **NOTE:** The Embarcadero Performance Center Repository installs on the following platforms: Oracle, SQL Server, Sybase.
- **CAUTION:** If you are installing the Performance Center Repository on Oracle 9.0.1.1.1, you need Oracle 9i patch set version: 9.0.1.3.1 installed on your database server before you can install the repository.
- 2 In the **Database** list, select the database on which you want to install the Embarcadero Performance Center Repository.

NOTE: You must have administrative privileges on the database that you choose.

- 3 In Please login as the administrator for the selected database, select either the Use OS Authentication or Use Database Authentication button.
 - **NOTE:** If you choose Use Database Authentication, the Embarcadero Performance Center Install asks you to type the name of a login with administrative privileges in the Administrator Login field and a valid password for that login in the Administrator Password field.
- 4 In the **Please supply a new login name as the repository owner**, type the name of a new login and password for the login that Embarcadero Performance Center will use as the Embarcadero Performance Center Repository owner.
 - NOTE: The default login name is PERFCNTR_REPO.
- 5 Click Next.
- **CAUTION:** If Embarcadero Performance Center installed MDAC on your server and you did not reboot your server after completing the installation, Embarcadero Performance Center will not be able to install your repository database. To resolve this problem, proceed with the installation. When the installation is complete, open the Embarcadero Performance Center Database Wizard and install your repository database.

Embarcadero Performance Center Repository Wizard

This panel lets you select the target repository server platform on which to install the Embarcadero Performance Center Repository. Embarcadero Performance Center supports three types of repositories:

- <u>1</u> Oracle
- 2 SQL Server
- 3 Sybase
- **CAUTION:** If you are installing the Performance Center Repository on Oracle 9.0.1.1.1, you need Oracle 9i patch set version: 9.0.1.3.1 installed on your database server before you can install the repository.

If you do not have an existing repository, or if you selected the <u>Create New Repository</u> option button on the Repository Wizard, the installation opens the Create Repository Wizard, which is a multi-panel wizard to guide you through the installation process and prompts you to:

- Set up or create a user account owner.
- Select or create storage for the Embarcadero Performance Center Repository.
- · Install the Embarcadero Performance Center Repository on an existing database.
- Register one or more database(s) for monitoring.
- **CAUTION:** If Embarcadero Performance Center installed MDAC on your server and you did not reboot your server after completing the installation, Embarcadero Performance Center will not be able to install your repository database. To resolve this problem, proceed with the installation. When the installation is complete, open the Embarcadero Performance Center Database Wizard and install your repository database.

For Create a New Repository If you are creating a new repository, you must select the <u>target repository server</u> <u>platform</u>. You can create a new repository on either an Oracle, SQL Server, or Sybase database server.

For Upgrade an Existing Repository If you are upgrading your repository server, the installation displays this panel if it cannot detect an existing repository on the machine where you are installing Embarcadero Performance Center. To upgrade an existing repository, you must manually point to it.

Embarcadero Performance Center Repository Installation 2 of 4

This panel lets you select the target server where you want the installation to create the Embarcadero Performance Center Repository.

Embarcadero Performance Cent	ter Repository Installation 1 of 4	×
	The Performance Center Repository can be installed on the following DBMS platforms. Supported Platform(s): Oracle Sybase	
X Cancel P Help	K Back Mext	all

1 Click the Server list, and then click the target server.

CAUTION: If you are installing the Performance Center Repository on Oracle 9.0.1.1.1, you need Oracle 9i patch set version: 9.0.1.3.1 installed on your database server before you can install the repository.

- 2 Click the option button that corresponds to the target login authentication:
 - OS
 - Database
- 3 If you selected **Database Authentication**, type the login name and password in the corresponding boxes.
 - **NOTE:** For all supported Oracle platforms, if you select the Use Database Authentication option button, you must use the Sys login to create the repository.
- 4 Click Next.

For Oracle repository The Installation opens the <u>Embarcadero Performance Center Repository Installation 3 of</u> <u>3</u> panel.

For SQL Server repository The Installation opens the <u>Embarcadero Performance Center Repository</u> Installation 3 of 4 panel.

For Sybase repository The installation opens Embarcadero Performance Center Repository Installation 3 of 4.

Oracle

The Oracle database installation is a two-panel wizard that guides you through creating an Oracle repository for storing information used during monitoring. During the repository installation, you have the option to create a new user as well as a new tablespace.

Embarcadero Performance Center Repository Installation 3 of 3

This panel lets you select or create a user account and supply the user login information.

Embarcadero Performance Ce	Embarcadero Performance Center Repository Installation 3 of 3		
	All Performance Center Repository tables, indexes, and views will be created in the QA_06 (Oracle 7.3) server selected. Please select or create an owner.		
	Ne <u>w</u>		
	Table object placement (and its available space):		
	▼ <u>Ne</u> w		
	Index object placement (and its available space):		
	•		
	Please supply the user password.		
	Password:		
	Confir <u>m</u> :		
🗶 <u>C</u> ancel 💡 <u>H</u> elp	K Back	all	

- To create a new user account, see Creating a New User Account.
- If you are not creating a new user account, proceed to step 1.

- 1 Click the **Object Owner** list, and then click the object owner.
 - To create new storage structures to use for the Embarcadero Performance Center Repository, see <u>Creating a</u> <u>Repository</u>.
 - If you are not creating a new repository storage structure, proceed to step 2.
- 2 Click the **Table object placement** list, and then click the target repository storage structure.
- 3 Click the **Index object placement** list, and then click the target storage structure.
- 4 In the **Password** box, type the object owner password.
- 5 In the **Confirm** box, retype the object owner password.
- 6 Click Install to execute the SQL scripts on your server.

The Installation opens the Installing Embarcadero Performance Center Repository dialog box and executes a series of SQL scripts, which create the collection of tables, indexes, and code that Embarcadero Performance Center uses to store information used for monitoring. This process can take several minutes.

7 When the installation finishes, on the Embarcadero Performance Center Repository dialog box, click Done.

The Installation opens the InstallShield Wizard Complete panel.

Creating an Oracle User

During the Embarcadero Performance Center installation you can select an existing Oracle user account, or you can create a new user account. The Installation can use this account to hold the repository objects and another to perform the actual monitoring of the database Embarcadero Performance Center Repository. If you choose to create a new user account, the Installation Wizard opens the Create User Wizard to guide you through the process of creating a user without requiring you to know any of the underlying commands. As you step through, the User Wizard constructs the CREATE USER statement from the information you supply.

To open the Create User Wizard during the installation process, you must work from the second panel of the database install.

Opening the User Wizard

1 On the second panel of the Repository Wizard, click New, next to the Object Owner list.

Embarcadero Performance Ce	nter Repository Installation 3 of 3	×
	All Performance Center Repository tables, indexes, and views will be created in the QA_06 (Oracle 7.3) server selected. Please select or create an owner.	
	Object Owner	\sim
	Ne <u>w</u>])
	Iable object placement (and its available space):	
	▼ New	
	Index object placement (and its available space):	
	Please supply the user password.	
	Password:	
	Confir <u>m</u> :	
X <u>C</u> ancel ? <u>H</u> elp	K Back	I

The Installation opens the Create New User Wizard.

NOTE: To create a user, you must have the CREATE USER system privilege.

Oracle User Wizard - Panel 1

The first panel of the User Wizard lets you:

- Set up the user name.
- Identify the user by password, externally or globally.

NOTE: To create a user, you must have the CREATE USER system privilege.

Create User - Pager 1 of 4				X
	 What is the name How should the r € <u>P</u>asswo If you do not pro- access will be very 	e of the new user? new user be identifi ord <u>C</u> Externally vide a password for mified through the o	ed? O <u>G</u> lobally the user, user perating system.	
	P <u>a</u> ssword: C <u>o</u> nfirm:			
		< <u>B</u> ack	<u>N</u> ext >	Cancel

Completing Panel 1

1 In the What is the name of the user? box, type the name of the user.

NOTE: The name of the user can be up to 30 characters long.

2 In the **How should the user be identified?** box, click the appropriate option button. The table below describes the option buttons:

Option	Description
Password	Indicates that Oracle should identify the user with the password you provide. In the Password box and in the Confirm box, type the user's password.
Externally	Indicates that Oracle should verify the database user name against an existing operating system user name.
Globally	Indicates that Oracle will permit access to the user by obtaining user name and password information from the security domain central authority. This option is only available in Oracle8 and later. In the External Name box, type the external name of the database user.

3 Click Next.

The Installation opens the <u>next panel</u> of the wizard.

Oracle User Wizard - Panel 2

The second panel of the User Wizard lets you assign tablespaces and a profile to the user.

Create User - Page 2 o	f 4	×
	 What is the default tablespace for objects that the user creates? USER_DATA www.tablespace What is the tablespace to be used for the user's temporary segments? 	
	 What is the profile for the user? The profile limits the amount of database resources the user can use. DEFAULT 	
	< <u>B</u> ack <u>N</u> ext > Cancel	

Completing Panel 2

Embarcadero Performance Center gives you the option to create a new tablespace for the objects that the new user creates.

- To create a new tablespace, proceed to Creating a Repository.
- If you do not want to create a new repository, proceed to step 1.
- 1 In the **What is the default tablespace for objects that the user creates?**, click the list, and then click the target tablespace.
- 2 In the What is the default tablespace for the user's temporary segments?, click the list, and then click the target tablespace.
- 3 In the **What is the profile for the user?**, click the list, and then click the target profile.
- 4 Click Next.

The Installation opens the <u>next panel</u> of the wizard.

Oracle User Wizard - Panel 3

The third panel of the User Wizard lets you assign tablespace quotas to the user.

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Create User - Page 3 of 4					×
	To create an object o allocate space on a ta This step is OPTIONA	r temporary ablespace. S NL.	segment, t Select it be	he user i low.	nust
	Tablespaces OEM_REPOSITORY RBS RBS2 SAMPLE1 SYSTEM TABLESPACES TEMP1 TEMP2 TEST25 USERDATA USERS USERSPACE1 USER_DATA		Quota		Set <u>D</u> uota <u>Select All</u> Unselect All
		< <u>B</u> ack	Nex	t>	Cancel

You can choose from three options:

- Set Quota
- Select All
- Unselect All

The table below describes the each option:

Option	Steps
Set Quota	Lets you choose the tablespace where you want to allocate space for the user.
Select All	Lets you allocate space for the user on all tablespaces.
Unselect All	Lets you clear any selections.

Be sure to set space quotas for the tablespaces you would like to use to house the table and index repository objects. The temporary tablespace should have either set or unlimited quotas.

Completing Panel 3

- 1 Click the button that corresponds to the target quota option:
 - Set Quota
 - Select All
 - Unselect All

- 2 If you selected Set Quota, do the following:
 - In the **Tablespace** box, click the target tablespace. Click the **Set Quota** option button to open the **Set Tablespaces Quota** dialog box.
 - Click the Unlimited or Other option button.
 - If you click **Other**, type the value of the quota, and then click list to indicate **KB** or **MB**.
 - To close the Set Tablespaces Quota dialog box, click OK.
- 3 If you selected Select All, in the Tablespace box, click the Select All option button to select all the tablespaces.
- 4 If you selected **Unselect All**, in the **Tablespace** box, click the **Unselect All** option button to unselect all of the tablespaces
- 5 Click Next.

The Installation opens the <u>next panel</u> of the wizard.

Oracle User Wizard - Panel 4

The fourth panel of the User Wizard lets you grant roles to the use.

Create User - Page 4 of 4	×
La construction de la constructi	Do you wish to grant any roles to the user? If so, then select them from the list below.
	CONNECT CTXAPP DBA DELETE_CATALOG_ROLE E EXECUTE_CATALOG_ROLE EXECUTE_CATALOG_ROLE
	Do you wish to grant admin options to all selected roles?
2	⊙Yes ⊂ No
	Do you wish to enable all selected roles as default roles?
	🗢 Enable 🗢 Disable
	< <u>B</u> ack Finish Cancel

Completing Panel 4

1 In the **Do you wish to grant any roles to the user?**, click any roles that you want to grant to the user, or to grant all roles to the user, click **Select All**.

NOTE: To clear your selections, click Unselect All.

2 In **Do you wish to grant admin options to all selected roles?**, click one of the following option buttons:

Option	Result	
Yes	Grants admin options to the selected roles.	
No	Ensures that the selected roles are not granted admin options.	

3 In Do you wish to enable all selected roles as default roles?, click one of the following option buttons:

Option	Description
Enable	Enables the selected roles as default roles.
Disable	Disables the selected roles as default roles.

4 Click **Finish**.

The Installation opens the Execute SQL dialog box.

5 To create the database, click

The Installation creates the new object owner and then opens a message box.

<u>Execute</u>

6 Click OK.

The Installation returns you to the Embarcadero Performance Center Repository Installation Wizard.

Creating a Repository

During the Embarcadero Performance Center installation you must select an existing storage area to use for the repository storage, or create a new storage structure. Embarcadero Performance Center uses the repository storage to store information used for monitoring. If you choose to create a new repository storage, the Installation Wizard opens the Create Tablespace Wizard, to guide you through the process of creating a repository storage structure without requiring you to know any of the underlying commands. As you step through the process, the Tablespace Wizard constructs the CREATE TABLESPACE statement from the information you supply.

To open the Tablespace Wizard during the installation process, you must be on the second panel of the repository install.

Opening the Tablespace Wizard

• On the second panel of the **Repository Wizard**, click **New**, next to the **Tablespace Object placement (and its** available space) list.

Embarcadero Performance Center Repository Installation 3 of 3		<
	All Performance Center Repository tables, indexes, and views will be created in the QA_06 (Oracle 7.3) server selected. Please select or create an owner.	
	▼ New	
	Iable object placement (and its available space):	
	Index object placement (and its available space):	
	Please supply the user password.	
	Password:	
	Confir <u>m</u> :	
X Cancel ? Help	K Back Mext	

The Installation opens the Tablespace Wizard.

Oracle Tablespace Wizard - Panel 1 The first panel of the Tablespace Wizard lets you:

- Name the tablespace.
- Specify which types of objects will be stored on the tablespace.
- Place the tablespace online or offline.
- Indicate if you want to activate redo logging.

NOTE: This panel is only for Oracle8 or later.

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Create Tablespace - Page 1 of 3	
	A tablespace consists of one or more files that are used to store data for an Oracle database. You can place any storage object, such as a table or index, on a tablespace. What is the name of the tablespace? Should the tablespace be placed online following its creation? © Online © Offline What type of objects will the tablespace contain? © Permanent © Temporary Do you want redo logging when Schema/Data is modified? © Logging © No Logging
	< Back Next > Cancel

For the Embarcadero Performance Center Storage Structures you should use ONLINE, PERMANENT, and LOGGING.

Completing Panel 1

- 1 In the **What is the name of the tablespace** box, type the name.
- 2 In the **Should the tablespace be placed online following its creation** box, click one of the following option buttons:

Option	Definition	
Online	Indicates the tablespace should be online.	
Offline	Indicates the tablespace should be offline.	

3 In the What types of objects should the tablespace contain box, click one of the following option buttons:

Option	Definition
Permanent	Indicates that the objects contained in the tablespace should be permanent.
Temporary	Indicates that the objects contained in the tablespace should be temporary.

4 In the **Do you want redo logging when Schema/Data is modified** box, click one of the following option buttons:

Option	Definition
Logging	Indicates that you want redo logging when Schema/Data is modified.
No Logging	Indicates that you do not want redo logging when Schema/Data is modified.

5 Click Next.

The Installation opens the <u>next panel</u> of the wizard.

Oracle Tablespace Wizard - Panel 2 The second panel of the Tablespace Wizard lets you:

- Add the datafiles that comprise the tablespace.
- Specify the parameters for the datafiles.

Create Tablespace - Page 2 of	3		×
	Add the datafiles for the tab	lespace below.	
	Datafile	Size	
]	
l			
15-			Add
11			Edit
			Drop
	< <u>B</u> ack	<u>N</u> ext >	Cancel

Completing Panel 2

1 Click Add.

The Installation opens the Create Data File dialog box.

- 2 In the Datafile Name box of the Add Datafile dialog box, type the datafile name.
- 3 In the **Datafile Size** box, type the datafile size.

NOTE: The datafile must be greater than or equal to 50 MB.

- 4 Click the list to indicate **MB** or **KB**.
- 5 In **Reuse Existing File?**, click one of the following option buttons:

Option	Definition
Yes	To reuse the existing file.

Option	Definition
No	If you do not want to reuse the existing file.

- 6 To auto-extend the datafile, select the **Autoextend** check box.
- 7 In the **Disk Space to Allocate to the Datafile When More Extents are Required** box, type the disk space to allocate to the datafile when more extents are required.
- 8 Click the list to indicate **MB** or **KB**.
- 9 To specify the maximum disk space allowed for allocation to the datafile, click the **Unlimited** option button or the **Other** option button.

NOTE: If you click Other, type the amount in the Other box, and then click the list to indicate MB or KB.

- 10 To add the datafile to the tablespace definition, click **OK**.
- 11 To close the Add Datafile dialog box, click Close.

The Installation returns you to the second panel of the Tablespace Wizard.

- 12 To add other datafiles, click Add.
- 13 When you finish adding datafiles, click Next.

The Installation opens the <u>next panel</u> of the wizard.

Oracle Tablespace Wizard - Panel 3

The third panel of the Tablespace Wizard lets you specify how Oracle should manage the growth of the tablespace.

Create Tablespace - Page 3 of 3	
Specify the default storage parameters for any objects created on teablespace. What should be the default extent sizes? Initial Extent: DEFAULT KB Minimum Extent: DEFAULT KB Minimum Extents: DEFAULT Maximum Extents: DEFAULT What should be the growth rate for sizing additional extents? Percent Increase: DEFAULT DEFAULT	
< <u>B</u> ack Finish Cancel	
Completing Panel 3

- 1 In the What should be the default extent sizes boxes:
 - Click the list or type the value in the Initial Extent box.
 - Click the list or type the value in the **Next Extent** box.
 - Type the value in the Minimum Extent box.
- 2 In the How many extents should be allocated to the objects placed on the tablespace boxes:
 - Click the list or type the value in the **Minimum Extents** box.
 - Click the list or type the value in the Maximum Extents box.
- 3 In the What should be the growth rate for sizing additional extents, click the list or type the percentage in the box.
- 4 Click Finish.

The Installation opens the Execute SQL dialog box.

5 To create the database, click

e, click | 👂 <u>E</u>xecute

The Installation creates the tablespace and then opens a message box.

- 6 Click OK.
- If you are creating a tablespace from the Database Install 3 of 3 panel, the Installation returns to the Embarcadero Performance Center Repository Installation Wizard.
- If you are creating a tablespace from the Create User Panel, the Installation returns to the second panel of the Create User Wizard.

SQL Server

The SQL Server database installation is a four-panel wizard that guides you through creating a SQL Server repository for storing information used during monitoring. During the repository installation, you have the option to create a new user as well as a new tablespace.

Embarcadero Performance Center Repository Installation 3 of 4

This panel lets you select the SQL Server database where you want the installation to create the Embarcadero Performance Center Repository. If you do not want to use an existing database, the Installation lets you create a new one.

Embarcadero Performance Cen	ter Repository Installation 3 of 4	×
	Please select the database to house the Performance Repository.	
X Cancel ? Help	Kext	

- To create a database, see Creating a Database.
- If you are not creating a database, proceed to step 1.
- 1 Click the **Database** list, and then click the target database.
- 2 Click Next.

The Installation opens the Embarcadero Performance Center Repository Installation 4 of 4 panel.

Embarcadero Performance Center Repository Installation 4 of 4

This panel lets you select the SQL Server object owner, table and index object placement as well as set the user Login and Password for the database.

- To create a new object Owner, see Creating a SQL Server User.
- If you are not creating a new user account, proceed to step 1.
- 1 Click the **Table object placement (Filegroups)** list, and then click the target repository storage structure.
- 2 Click the Index object placement (Filegroups) list, and then click the target storage structure.
- 3 In the **Login** box, type the object owner login
- 4 In the **Password** box, type the object owner password.
- 5 In the **Confirm** box, retype the object owner password.

6 Click Install to execute the SQL scripts on your server.

The Installation opens the Installing Embarcadero Performance Center Repository dialog box and executes a series of SQL scripts, which create the collection of tables, indexes, and code that Embarcadero Performance Center uses to store information used for monitoring. This process can take several minutes.

7 When the installation finishes, on the Embarcadero Performance Center Repository dialog box, click Done.

The installation opens InstallShield Wizard Complete.

Creating a SQL Server Database

During the Embarcadero Performance Center installation you can create a new SQL Server database. The Installation can use this database as the repository. If you choose to create a new database, the Installation Wizard opens the Create Database Wizard to guide you through the process of creating a database without requiring you to know any of the underlying commands. To open the Create Database Wizard during the installation process, you must work from the first panel of the database install.

Opening the Database Wizard

• On the third panel of the Repository Wizard, click New, next to the Database list.

SQL Server Database Wizard - Panel 1 The first panel of the Database Wizard lets you:

- Name the database.
- Attach an existing set of operating system files.

Database Wizard - Step 1	of 4	×
	A database stores a defined collection of tables and other objects that address some business application.	
	What is the name of the <u>d</u> atabase?	
	Do you want to create database by attaching an existing set of operating system files? O Yes O No	
	< <u>Back N</u> ext > Cancel Help	

Completing Panel 1

- 1 In the What is the name of the database? box, type the name of the database.
- 2 To create a database by attaching a set of existing operating system files, click the **Yes** option button.
- 3 If you do not want to attach a set of existing files, select the **No** option button.
- 4 Click Next.

The Installation opens the Add Database Files dialog box.

Add Database and Transaction Log Files

The <u>Add Database file</u> and <u>Add Transaction Log file</u> dialog boxes let you add files to your SQL Server database. SQL Server 7 maps databases over a set of operating system files. SQL Server does not mix data and log information on the same file, and only one database uses individual files. This set of operating system files consists of primary data files, secondary data files, and logfiles. Each database consists of one primary data file that acts as the main database storage unit for the database and can refer to other database files. The main function of secondary data file is to store data that cannot fit in the primary data file. You can have multiple secondary data files. The logfile contains the information used to recover the database. Each database must have at least one logfile.

If you do not have an existing Database or Transaction Log file, the installation automatically opens these dialog boxes before opening the next panel of the wizard.

Adding a Database File

- 1 To change the filegroup name, in the **Filegroup** box, click the **FileGroup** list, and then click the new filegroup name.
- 2 To set the filegroup as the default, select the **Default** check box.
- 3 In the **Database File** box, type the name of the database file in the **Name** box.
 - **NOTE:** In the File Path box, the Installation inserts the file name you specified above and the default location of the primary database file. To change this location, type the full path in the File Path box. The Installation automatically gives the database file the mdf file name extension.
- 4 In the Size box, type the value of the size of the database file, and then click the list to indicate MB or KB.
- 5 To make a growth rate, select the **Allow Growth** check box, and in the **Growth Rate** box, type the percentage value of the growth rate, and then click the list to indicate **MB** or **KB**.
- 6 To make the database file grow to an unlimited size, click the **Unlimited** option button, which lets a database file grow until it has used all available space on the disk.
- 7 To limit the growth of the file to a certain size, click the **Size** option button, type the value of the size of the database file, and then click the list to indicate **MB** or **KB**.
- 8 Click OK.

The Installation adds the database file.

- 9 To continue adding database files, repeat steps 1-8.
- 10 When you finish adding database files, click **Close**.

The Installation closes the Add Database file dialog box and opens the next panel of the wizard.

Adding a Transaction Log file

- 1 In the **Database File** box, type the name of the transaction log in the **Name** box.
 - **NOTE:** In the File Path box, the installation automatically inserts the transaction logfile name you specified above and the default location of the logfile. To change this location, type the full path in the box. the installation automatically gives the logfile an extension of *.ldf.
- 2 In the Size box, type the value of the size of the transaction, and then click the list to indicate MB or KB.
- 3 To make a growth rate, select the **Allow Growth** check box, and in the **Growth Rate** box, type the percentage value of the growth rate, and then click the list to indicate **MB** or **KB**.
- 4 To make the database file grow to an unlimited size, click the **Unlimited** option button, which lets a database file grow until it has used all available space on the disk.
- 5 To limit the growth of the file to a certain size, click the **Size** option button, type the value of the size of the database file, and then click the list to indicate **MB** or **KB**.
- 6 Click **OK**.

The Installation adds the database file.

7 Click the Close.

The installation closes the Add Transaction Log file dialog box and opens the next panel of the wizard.

SQL Server Database Wizard - Panel 2

The second panel of the Database Wizard lets you add, edit or delete database files.

	In which files do you w	ish to place the databas	e?	
	Name	Physical Name	Size	[
	🔄 Filegroups È- 🚞 PRIMARY (Defau	lt)		
L	🤐 🏢 tutu2	f:\mssql7\tutu2.mdf	10.00 MB	
				<u>A</u> dd
				<u>E</u> dit
				Delete
<u> </u>				
		Charles News	1 Canad 1	Li ala

Completing Panel 2

- 1 To edit an existing database file, click the file, and then click Edit.
- 2 To delete an existing database file, click the file, and then click **Delete**.
- 3 When you finish adding database files, click **Next**.

The Installation opens the Add Transaction Log File dialog box.

SQL Server Database Wizard - Panel 3

The third panel of the Database Wizard lets you add, edit or delete transaction log files.

Database Wizard - Step 3 o	f 4	×
In which files do you log?	u wish to place the database transaction	
Name Physical Name	Size	1
12 f:\mssql7\12.ldf	10.00 MB	
		Add
		Edit
		<u> </u>
		<u>D</u> elete
	< <u>B</u> ack <u>N</u> ext > Cancel	Help

Completing Panel 3

• Click Next.

The Installation opens the <u>next panel</u> of the wizard.

SQL Server Database Wizard - Panel 4 The fourth panel lets you specify database options.

Database Wizard - Step 4 of	4 🗙
	Which database options do you wish to activate? (Dptional) ANSI null default ANSI nulls ANSI warnings auto create statistics auto update statistics autoclose autoclose autoshrink concat null yields null cursor close on commit dbo use only default to local cursor merge publish offline published quoted identifier
	< Back Finish Cancel [Help]

Completing Panel 4

- 1 In Which database options do you wish to activate, select the appropriate check boxes or click Check All.
- 2 When you finish specifying database options, click **Finish**.

The installation opens the Execute SQL dialog box.

3 To create the database, click

<u>Execute</u>.

The Installation creates a new database and then opens a message box.

4 Click OK.

The Installation returns you to the Embarcadero Performance Center Repository Installation Wizard.

Creating a SQL Server User

During the Embarcadero Performance Center installation you can create a new user account. The Installation can use this account to hold the repository objects and another to perform the actual monitoring of the database Embarcadero Performance Center Repository. If you choose to create a new user account, the Installation Wizard opens the Create User Wizard to guide you through the process of creating a user without requiring you to know any of the underlying commands. To open the Create User Wizard during the installation process, you must work from the second panel of the database install.

Opening the User Wizard

On the fourth panel of the Repository Wizard, click New, next to the Object Owner list.

SQL Server User Wizard - Panel 1 The first panel of the User Wizard lets you:

- Select the login ID or create a new one.
- Set a user name.

User Wizard - Step 1 of 2		×
	A user is an account created for a login that provides access to a specific database. What is the login ID of the new user? What is the name of the user?	
	< Back Next > Cancel Help	

1 In the What is the login ID for the new user? list, click the target login name.

If there is no login ID in the list, or if you want to create a new login ID, click <New>.

For Creating a New Login ID The installation opens the Login Wizard.

For an Existing Login Proceed to step 2.

- 2 In the What is the name of the user box, type a user name.
- 3 Click Next.

The installation opens the <u>next panel</u> of the wizard.

SQL Server User Wizard - Panel 2

The second panel of the User Wizard lets you grant any applicable system privileges to the user.

User Wizard - Step 2 of 3	Which roles do you want the new user to join? (Optional) db_accessadmin db_backupoperator db_datareader db_ddladmin db_denydatareader db_owner db_securityadmin	×
	< <u>B</u> ack Finish Cancel Help	

Completing Panel 2

- 1 To assign system privileges, in Which roles do you want the new user to join? select the appropriate check box.
- 2 Click Finish.

The installation opens the Execute SQL dialog box.

3 To create the database, click **Execute**

The Installation creates the user and then opens a message box.

4 Click OK.

The Installation returns you to the Embarcadero Performance Center Repository Installation Wizard.

SQL Server Login ID

During the Embarcadero Performance Center installation you can create a new SQL Server login ID. The Installation can use this login ID for the SQL Server user. If you do not have a valid login ID, or if you choose to create a new login ID, the Installation Wizard opens the Login Wizard to guide you through the process of creating a login ID without requiring you to know any of the underlying commands. To open the Login Wizard during the installation process, you must work from the first panel of the <u>Create User Wizard</u>, which is on the last panel of the <u>SQL Server Repository</u> install.

The SQL Server Login Wizard lets you create logins and specify security options without knowing the underlying commands.

The SQL Server Login Wizard lets you:

• Name the login.

- Specify the type of login to create.
- Define a login password.
- Select the databases on which to create users.
- Select the user type.
- Specify database roles.

Important Notes

None

For more information, see:

- Opening the SQL Server Login Wizard
- SQL Server Login Wizard Panel 1

Opening the SQL Server Login Wizard

1 On the **Datasource** menu, select **Register**.

Embarcadero Performance Center opens the Register Datasource dialog box opens.

- 2 On the General tab, select SQL Server from the Datasource Type drop-down list.
- 3 Select a datasource from the **Datasource Name** drop-down list, and then click **Login**.

Embarcadero Performance Center connects to the target datasource.

4 Click the **New** button to the right of the **User Name** box.

Embarcadero Performance Center opens the first panel of the Login Wizard.

SQL Server Login Wizard - Panel 1

The table below describes the options and functions of the first panel of the SQL Server Login Wizard:

Option	Description
What is the name of the login?	Lets you type the login name.
Specify whether this login account will be for a SQL Server or a Windows NT User or Group.	To make Embarcadero Performance Center verify the login with database authentication, click the SQL Server option button, and then complete the password and confirm boxes.
	To make Embarcadero Performance Center verify the login with operating system authentication, click the NT User or Group option button.
	Click the Domain list, and then click a domain.

For more information, see SQL Server Login Wizard - Panel 2.

SQL Server Login Wizard - Panel 2

The table below describes the options and functions of the second panel of the SQL Server Login Wizard:

Option	Description
What should be the login's default database?	Lets you select the default database. Avoid specifying the master database to prevent users from creating objects there inadvertently.
What is the login's default language?	Lets you select the default language. Embarcadero Performance Center automatically defaults to the server's default language.

For more information, see <u>SQL Server Login Wizard - Panel 3</u>.

SQL Server Login Wizard - Panel 3

The table below describes the options and functions of the second panel of the SQL Server Login Wizard:

Option	Description
Select database to create users	Lets you select the appropriate target database check boxes.
	User Name - If you are adding a user name that is different from the Login ID, type the new name in the User Name box.
	Database Roles - Lets you select the check boxes corresponding to the target database roles.

Sybase

The Sybase database installation is a three-panel wizard that guides you through creating a Sybase repository for storing information used during monitoring. During the repository installation, you have the option to create a database, new user, and/or a new segment.

Embarcadero Performance Center Repository Installation 3 of 4

This panel lets you select the Sybase server database where you want to store the Embarcadero Performance Center Repository. If you do not want to use an existing database, the installation lets you create a new one.

Embarcadero Performance Cer	nter Repository Installation 3 of 4
	Please select the database to house the Performance Repository.
	X
X <u>C</u> ancel ? <u>H</u> elp	Mext Install

- 1 To create a new user account, see <u>Creating a Sybase Database</u>.
- 2 Click Next.

The Installation opens Embarcadero Performance Center Repository Installation 4 of 4.

Embarcadero Performance Center Repository Installation 4 of 4

This panel lets you set the object owner, table object placement, index object placement, as well as type and confirm the use login password.

Embarcadero Performance Ce	nter Repository Installation 4 of 4	×
	All Performance Center Repository tables, indexes, and views will be created in the SYBASENT (Sybase 12) server selected. Please select or create an owner. Object Owner	
	▼ Ne <u>w</u>	
	Table object placement (Segments):	
	▼ <u>New</u>	
	Index object placement (Segments):	
	▼	
	Please supply the login and password for this user.	
	Login:	
	Password:	
	Confir <u>m</u> :	
X <u>C</u> ancel ? <u>H</u> elp	K Back	П

- To create a new user account, see Creating a New User Account.
- If you are not creating a new user account, proceed to step 1.
- 1 Click the **Object Owner** list, and then click the object owner.
 - To create new storage structures to use for the Embarcadero Performance Center Repository, see <u>Creating a</u> <u>Segment</u>.
 - If you are not creating a new repository storage structure, proceed to step 2.
- 2 Click the **Table object placement** list, and then click the target repository storage structure.
- 3 Click the **Index object placement** list, and then click the target storage structure.
- 4 In the **Password** box, type the object owner password.
- 5 In the **Confirm** box, retype the object owner password.
- 6 Click Install to execute the SQL scripts on your server.

The Installation opens the Installing Embarcadero Performance Center Repository dialog box and executes a series of SQL scripts, which create the collection of tables, indexes, and code that Embarcadero Performance Center uses to store information used for monitoring. This process can take several minutes.

7 When the installation finishes, on the Embarcadero Performance Center Repository dialog box, click Done.

The installation opens InstallShield Wizard Complete.

Creating a Sybase Database

During the Embarcadero Performance Center installation you can select an existing Sybase database, or you can create a new one. The Installation can use this database as the repository. If you choose to create a new database, the Installation Wizard opens the Create Database Wizard to guide you through the process of creating a database without requiring you to know any of the underlying commands. To open the Create Database Wizard during the installation process, you must work from the first panel of the database install.

Opening the Database Wizard

• On the third panel of the Repository Wizard, click New, next to the Database list.

Sybase Database Wizard - Panel 1

The first panel of the Database Wizard lets you:

- Name the database.
- Set special database properties.

Completing Panel 1

- 1 In the What is the name of the database? box, type the name of the database.
- 2 To create the database for loading the database dump using the For Load option, click the Yes option button.
- 3 If you do not want to create the database for loading the database dump using the For Load option, click the **No** option button.

NOTE: The For Load option speeds loading by eliminating the step for pre-initializing panels.

- 4 To create the database using the with Override option, click the **Yes** option button.
- 5 If you do not want to create the database using the with Override option, click the **No** option button.
- 6 Click Next.

The Installation opens the <u>next panel</u> of the wizard.

Sybase Database Wizard - Panel 2

The second panel of the Database Wizard lets you specify how and where you want to place the physical storage of the database.

We strongly recommend that you place the transaction log on a separate device from all other database fragments.

Completing Panel 2

Before you can complete the second panel of the wizard, you must add a database fragment. The Add Database Fragment dialog box opens when you proceed from panel one to panel two of the Create Database Wizard.

- 1 To specify the placement of the database, in the **Data Device** box, click the **Device** list.
- 2 In the Size box, type the MB value of the data device.
- 3 OPTIONAL In the Log Device box, click the list to specify the placement of the transaction log.
- 4 If you specify a log device, in the Size box, type the MB value of the log device.

5 Click Add.

The Installation adds the database fragment and closes the Add Database File dialog box.

- To add more database fragments, click Add.
- To edit an existing database fragment, click the fragment and then click Edit.

Execute

- To delete an existing database fragment, click the fragment and then click **Delete**.
- 6 When you finish adding database fragments, click **Next**.

The Installation opens the <u>next panel</u> of the wizard.

Sybase Database Wizard - Panel 3

The third panel of the Database Wizard lets you set database options.

Completing Panel 3

- 1 In Which database options do you wish to activate, select the appropriate check boxes or click Check All.
- 2 When you finish specifying database options, click **Finish**.

The Installation opens the Preview: Create dialog box.

3 To create the database, click

The Installation creates a new database and then returns you to the <u>Embarcadero Performance Center</u> <u>Repository Installation Wizard</u>.

Creating a Sybase User

During the Embarcadero Performance Center installation you can select an existing Sybase user account, or you can create a new user account. The Installation can use this account to hold the repository objects and another to perform the actual monitoring of the database Embarcadero Performance Center Repository. If you choose to create a new user account, the Installation Wizard opens the Create User Wizard to guide you through the process of creating a user without requiring you to know any of the underlying commands. To open the Create User Wizard during the installation process, you must work from the second panel of the database install.

Opening the User Wizard

• On the fourth panel of the Repository Wizard, click New, next to the Object Owner list.

Sybase User Wizard - Panel 1 The first panel of the User Wizard lets you:

- Select the login ID.
- Set a user name.
- · Select a user group.

User Wizard - Step 1 of 2	×
 A user is an account created for a login that provides access to a specific database. A user is an account created for a login that provides access to a specific database. A user is an account created for a login that provides access to a specific database. A user is an account created for a login that provides access to a specific database. A user is an account created for a login that provides access to a specific database. A user is an account created for a login that provides access to a specific database. A user is an account created for a login that provides access to a specific database. A user is the login ID of the new user? A what is the name of the user? A What is the name of the user? A What is the name of the user? A tran be up to 30 A userI A tran be up to 30 A tran	
< Back Next > Cancel	

1 In the What is the login ID for the new user? list, click the target login name.

If there is no login ID in the list, or if you want to create a new login ID, click <New>.

For Creating a New Login ID The installation opens the Login Wizard.

For an Existing Login Proceed to step 2.

- 2 In the What is the name of the user box, type a user name.
- 3 Click the **To which group will the user belong** list, and then click the target group.
- 4 Click Finish.

The Installation returns you to the Embarcadero Performance Center Repository Installation Wizard.

Sybase Login ID

During the Embarcadero Performance Center installation you can create a new Sybase login ID. The Installation can use this login ID for the Sybase user. If you do not have a valid login ID, or if you choose to create a new login ID, the Installation Wizard opens the Login Wizard to guide you through the process of creating a login ID without requiring you to know any of the underlying commands. To open the Login Wizard during the installation process, you must work from the first panel of the <u>Create User Wizard</u>, which is on the last panel of the <u>SQL Server Repository install</u>.

The Sybase Login Wizard lets you create a login and specifying security options without requiring you to know any of the underlying commands.

The Sybase Login Wizard lets you:

- Name the login ID.
- Define a login password.
- Specify a default database and language for the login.

- Grant roles to the login.
- Lock the login upon creation.
- Select databases to create users.
- Select user types, user names, and user groups.
- Select aliases.

Important Notes

None

For more information, see Sybase Login Wizard - Panel 1.

Sybase Login Wizard - Panel 1

The table below describes the options and functions of the first panel of the Sybase Login Wizard:

Option	Description
What is the ID for the Login?	Lets you type the login name. Can be up to 30 characters long.
What is the password for the new login?	Lets you type the password for the new login. Must be between six and 30 characters.

For more information, see Sybase Login Wizard - Panel 2.

Sybase Login Wizard - Panel 2

The table below describes the options and functions of the second panel of the Sybase Login Wizard:

Option	Description
OPTIONAL What is the full name of the login box?	Lets you type the full name for the login.
What should be the login's default database?	Database - Lets you select the default database.
What is the login's default language?	Language - Lets you select the default language. If you do not select one, Embarcadero Performance Center uses the server's default language.

NOTE: You should avoid specifying the master database to prevent users from creating objects there inadvertently.

For more information, see Sybase Login Wizard - Panel 3.

Sybase Login Wizard - Panel 3

The table below describes the options and functions of the third panel of the Sybase Login Wizard:

Option	Description
OPTIONAL Select any roles that you wish to grant to the login from the list below	Lets you select the check boxes that correspond to the roles you want to grant.
Do you want to lock the new login after creating it?	Lets you lock the new login after Embarcadero Performance Center creates it. Locking the login prevents immediate access.

For more information, see Sybase Login Wizard - Panel 4.

Sybase Login Wizard - Panel 4

The table below describes the options and functions of the fourth panel of the Sybase Login Wizard:

Option	Description
Select databases to create users	Lets you select the check boxes corresponding to the databases.
	User Type - Lets you select the user type to add.
	If you select dbo and you want to transfer aliases and permissions, click the Transfer Aliases and Permissions check box.
	If you select User, in the User box, click the User Name list, and click the target user name, click the Group list, and then click the target user group.
	If you select Alias, in the Alias box, click the User Name list, and then click the target user name.

NOTE: The options available on this panel depend on the version of Sybase running on the datasource.

Creating a Segment

During the Embarcadero Performance Center installation you must select an existing storage area to use for the repository storage, or create a new storage structure. Embarcadero Performance Center uses the repository storage to store information used for monitoring. If you choose to create a new repository storage, the Installation Wizard opens the Create Segment Wizard, to guide you through the process of creating a repository storage structure without requiring you to know any of the underlying commands.

Opening the Segment Wizard

On the fourth panel of the Repository Wizard, click New, next to the Table object placement (Segments) list.

Sybase Segment Wizard - Panel 1

The first panel of the Segment Wizard lets you name the segment.

Segment Wizard - Step 1	of 2 🛛 🗙
	A segment is a logical storage mechanism that allows you to place tables and indexes on specific physical partitions.
	What is the name of the segment?
	< <u>B</u> ack <u>N</u> ext > Cancel

- 1 In the What is the name of the segment? box, type the name of the segment.
- 2 Click Next.

The installation opens the <u>next panel</u> of the wizard.

Sybase Segment Wizard - Panel 2

The second panel of the Segment Wizard lets you place the segment on one or more database fragments.

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Segment Wizard - Step 2 o	f 2		×
	On which dat to place the s	abase device(s) do ; segment?	you w ish
	Logical Name	Physical Name	Size
	< <u>B</u> ack	Select <u>A</u> I	Unselect All Cancel

- 1 In the **On which database device do you wish to place the segment?** grid, click the database (device) fragments on which you want to place the segment, or Select All.
- 2 Click Finish.

The Installation returns you to the Embarcadero Performance Center Repository Installation Wizard.

Upgrading an Existing Oracle or Sybase Repository

If you selected the <u>Use existing Performance Center repository</u> option button, the installation lets you upgrade your existing Oracle or Sybase repository server.

- **NOTE:** If the installation detects an existing Oracle, SQL Server, or Sybase repository server on the machine where you are installing Embarcadero Performance Center, it returns the user name and server name and gives you the option to upgrade this server or to create a new server.
- **NOTE:** If the installation does not detect an existing Oracle, SQL Server, or Sybase repository server on the machine where you are installing Embarcadero Performance Center, you still have the option to create a new server or upgrade an existing server. If you choose to upgrade an existing server, you must enter the information manually.

For a detected existing repository If the installation detects an existing Oracle, SQL Server, or Sybase repository, it returns a RegisterDS message.

• To continue with the repository upgrade, click Yes.

After upgrading your Oracle, SQL Server, or Sybase repository, the installation opens the <u>InstallShield Wizard</u> <u>Complete panel</u>.

For an undetected existing repository If the Installation does not detect an existing Oracle, SQL Server, or Sybase repository, it opens the Embarcadero Performance Center Repository Wizard.

Embarcadero Performance Center Repository Wizard 2 of 2 This panel lets you:

- Select the server where the repository resides.
- Select the owner login and password authentication.
- For Database Authentication, supply the repository login and password.

Embarcadero Performance Center Repository Wizard 2 of 2		
	Please select the server where the current repository is located.	
	Please supply the owner login and password for the repository.	
	Use <u>D</u> atabase Authentication	
	Login Name: Password:	
X Cancel ? Help	K	

- 1 Click the Please select the server where the current repository is located list, and then click the target server.
- 2 Click the option button that corresponds to the target login authentication:
 - OS
 - Database
- 3 If you selected **Database Authentication**, type the login name and password in the corresponding boxes.

NOTE: For all supported Oracle platforms, if you select the Use Database Authentication option button, you must use the Sys login to create the repository.

4 Click OK.

The installation opens the Verifying Performance Center Repository dialog box.

5 Click Close.

The installation returns a RegisterDS message.

6 To continue with the repository upgrade, click **Yes**.

After upgrading your Oracle repository, the installation opens the InstallShield Wizard Complete panel.

InstallShield Wizard Complete

This panel lets you complete the Embarcadero Performance Center Installation.

Embarcadero Performance Center Setup		
	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	InstallShield Wizard Complete Setup has finished installing Embarcadero Performance Center on your computer. Yes, I want to restart my computer now. No, I will restart my computer later. Remove any disks from their drives, and then click Finish to complete setup.	
InstallShield	< Back Finish Cancel	

1 To restart your computer later, click the **No**, I will restart my computer later option button.

NOTE: The default selection is Yes, I want to restart my computer now.

2 Click Finish.

CAUTION: If you opt to restart your computer later, you must restart your computer before you can use Embarcadero Performance Center.

If you left the Yes option button selected, the Installation restarts your computer. When you restart your computer, Embarcadero Performance Center runs a validate routine and then returns a message box indicating if there are any errors. To view the Result Log after the validate routine runs, click Yes.

Client Installation

The Embarcadero Performance Center Client installation is a multi-panel wizard that installs the Client component and all corresponding files on your machine.

During the installation process, the Installation checks to see if you have the following additional components:

- · Windows Script Host
- I.E. 5.5 or later
- **CAUTION:** You must install the additional components before you can proceed with the Embarcadero Performance Center Client Installation.

When the Installation finishes installing the additional components, it asks if you want to reboot your machine. If you do not reboot your machine at this time, you must do so before opening the Embarcadero Performance Center Client.

Client Only Installation

You can use either the Integrated installation or the Client Only installation to install the Embarcadero Performance Center Client user interface. You must use the Client only installation if you want to use a Floating Network License. Installing the Client with a Floating Network License is a two-step process:

- 1 Install the NetClient Setup Files
- 2 Install the Workstation

The installation for the NetClient Setup files and the Workstation is the same. To install Embarcadero Performance Center Client with a Floating Network LIcense, follow the steps outlined in this section.

Performance Center Components

This panel starts the Installation Wizard.

Embarcadero Performance Center Client Setup		
Performance Center Component	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	Component Description > Embarcadero Performance Center Client This version of Performance Center only installs the Performance Center Client on this machine. To install the Performance Center Client and Server, click 'Cancel' and run the Client-Server version. Otherwise, clieck Next to continue.	
InstallShield	< Back Cancel	

· Click Next.

Welcome to the InstallShield Wizard for Embarcadero Performance Center

Embarcadero Performance Center Client Setup		
	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	Welcome to the InstallShield Wizard for Embarcadero Performance Center Client The InstallShield® Wizard will install Performance Center on your computer. To continue, click Next.	
InstallShield	< Back Cancel	

• Click **Next** to continue to the <u>License Agreement</u> panel.

License Agreement

This panel displays the Embarcadero Technologies License Agreement. To proceed with the installation, you must accept the License Agreement terms.

Embarcadero Performance Ce	enter Client Setup
License Agreement Please read the following license	agreement carefully. Embarcadero Technologies
	Press the PAGE DOWN key to see the rest of the agreement.
EMBARCADERO TECHNOLOGIES.	Embarcadero Technologies Software License Agreement This is a legal agreement between you (either an individual or an entity) and Embarcadero Technologies, Inc. (the "Agreement"). By unsealing the software package you are agreeing to be bound by the terms of this Agreement. 1. License. Embarcadero Technologies, Inc. ("Licensor"), as the sole owner and titleholder of the enclosed program ("Software") and associated manuals ("Manual"), hereby grants you (the "Licensee") the right to use the enclosed Software and Manual only under the terms of this Agreement. Subject to the terms of this Agreement, Licensee has a non-exclusive non-transferable license to use this concur of the Software solely for
	 (a) If Licensee has purchased a Single Seat License, Licensee may install the Software on one computer. (b) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer. (b) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer. (c) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer. (b) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer. (b) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer. (c) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer. (c) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer. (c) If Licensee has purchased a Concurrent Users License, Licensee may install the Software on one computer.
InstallShield	K Back Yes No

- To accept the license terms, click **Yes**.
- **CAUTION:** If you click No, the Installation terminates. You cannot proceed with the installation if you do not accept the LIcense Agreement terms.

The Installation opens the User Registration Information panel.

User Registration Information

This panel lets you enter your name and your company's name.

Embarcadero Performance Center Client Setup		
User Registration Information	Embarcadero Technologies	
	Please enter your name and the name of the company for which you work.	
EMBARCADERO TECHNOLOGIES.	User Name: Embarcadero Embarcadero	
InstallShield	< Back Next > Cancel	

- 1 In the **User Name** field, type your name.
- 2 In the **Company Name** field, type your company's name.
- 3 Click Next.

The Installation opens the Select Destination Directory Location panel.

Select Destination Directory Location

This panel lets you choose the directory where the Installation Wizard stores the Embarcadero Performance Center Program files. The default destination directory is:

C:\Program Files\Embarcadero\PerformanceCenter

NOTE: If you are using the default destination directory, skip step 1.

Embarcadero Performance Center Client Setup		
Select Destination Directory L	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	Setup will install Embarcadero Performance Center Client in the following folder. To install to this folder, click Next. To install to a different folder, click Browse and select another folder. Destination Folder C:\\Embarcadero\PerformanceCenterClient	
InstallShield	< Back Cancel	

- 1 To install Embarcadero Performance Center in a different directory, click **Browse**, and in the **Path** box, type the new destination location.
- 2 Click Next.

The Installation opens the <u>Select Program Folder</u> panel.

Select Program Folder

Program Icons are added to the default folder: C:\Program Files\Embarcadero Performance Center.

NOTE: If you are using the default program folder, skip step 1.

Embarcadero Performance Center Client Setup		
Select Program Folder	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue. Program Folder: Embarcadero Performance Center Client Existing Folders: Administrative Tools Administrative Tools Administrative Tools Administrative Tools Adbe AOL Instant Messenger Canon DhotoRecord Canon Dhitlities CM Synergy 6.3 CoffeeCup Software Dell Accessories DevTrack Embarcadero DBArtisan 8.0.0	
InstallShield	< <u>B</u> ack <u>N</u> ext > Cancel	

1 If you do not want to use the default folder, then type a the name of a new folder or select a folder from the **Existing Folders** list.

2 Click Next.

The Installation opens the <u>About Desktop Icon</u> panel.

About Desktop Icon

This panel enables you to place a program folder and/or program icon on the desktop of the intallation machine.

Embarcadero Performance Center Client Setup		
About Desktop Icon ##NEW_STRING_EMPTY##	Embarcadero Technologies	
	Please choose icon(s) that should be created on the desktop	
	Desktop Icons	
EMBARCADERO TECHNOLOGIES.	🔽 Create Program Folder On The Desktop	
	Create Program Icon On The Desktop	
InstallShield	< Back Cancel	

• Enable the desired options, and then click Next.

The Installation opens the Start Copying Files panel.

Start Copying Files

This panel lets you review your settings before the Installation Wizard copies the files.



- 1 To make any changes to your settings, click Back.
- 2 When you are ready to start copying files, click Next.

The Installation installs and registers files, creates virtual directories, and adds rights. This process takes several minutes. When the process is complete, the Installation opens the <u>InstallShield Wizard Complete</u> panel.

InstallShield Wizard Complete

This panel lets you complete the Embarcadero Performance Center Installation.

Embarcadero Performance Center Client Setup		
	Embarcadero Technologies	
	InstallShield Wizard Complete	
EMBARCADERO TECHNOLOGIES.	Setup has finished installing Embarcadero Performance Center Client on your computer.	
InstallShield	K Back Cancel	

• To complete the installation, click Finish.

CAUTION: You must reboot your machine once you complete the installation.

Uninstalling Performance Center

Embarcadero Performance Center includes an uninstall utility that removes the application from your machine. It also lets you remove your server, repository, or client from your machine without requiring you to uninstall the entire application.

If you are Uninstalling Embarcadero Performance Center Server, you have the option to leave the repository or remove it. Unless you are moving your repository to another supported platform, we recommend that you leave the repository and use the installation utility to upgrade it.

CAUTION: If you remove your server, repository, or client, before using Embarcadero Performance Center, you must run the installation process again to reinstall this particular component.

Uninstalling Your Server, Client, and/or Repository

1 On the Windows taskbar, click Start, point to Programs, Embarcadero Performance Center, and then click Uninstall Performance Center.

Embarcadero Performance Center opens the InstallShield Wizard to guide you through the uninstallation process.

Before uninstalling Embarcadero Performance Center and all of its components, the installation prompts you to confirm that you want to delete the application.

Embarcadero Performance Center 2.0.0 Uninstall		
About Uninstall	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	Uninstall Confirmation Destructive Action! Please Confirm! Are you sure you want to uninstall Performance Center?	
InstallShield	<back cancel<="" td=""><td></td></back>	

2 To remove Embarcadero Performance Center, click Next.

If you are uninstalling the Embarcadero Performance Center Server, the installation opens the Uninstall Repository message.

Uninsta	tall Repository	
?	Do you wish to uninstall the Performance Center Repository? Note: If you uninstall the repository you will lose all of the statistical is not recommended if you are upgrading your version of Performanc Yes	l information that was gathered by Performance Center. Uninstalling the repository ice Center.

3 Click **Yes** to uninstall the Repository or **No** to leave the Repository intact.

NOTE: We recommend that you do not uninstall the repository if you are upgrading Embarcadero Performance Center.

If you choose to uninstall the Repository, the Wizard will prompt you to unregister any registered database(s) from the Performance Center Repository.

The uninstall process may take several minutes. When the InstallShield Wizard completes the process, it opens the Installation Complete dialog box.

Embarcadero Performance Center 2.0.0 Uninstall		
Installation Complete	Embarcadero Technologies	
EMBARCADERO TECHNOLOGIES.	InstallShield Wizard Complete The InstallShield Wizard has successfully installed Embarcadero Performance Center. Before you can use the program, you must restart your computer. Yes, I want to restart my computer now. No, I will restart my computer later. Remove any disks from their drives, and then click Finish to complete setup.	
InstallShield	< Back Cancel	

4 Click Finish.

You must restart your computer to complete the uninstallation.

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
- <u>Technical Papers</u>
- 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 <u>Knowledge Base</u> of commonly-encountered issues and hosts <u>Discussion Forums</u> 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 <u>Contacting Embarcadero Technologies Technical Support</u> 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 <u>Email</u>

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 <u>http://www.embarcadero.com/support/open_case.jsp.</u>

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
- <u>upgrade@embarcadero.com</u> 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:

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

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