



Embarcadero® All-Access Client™ 1.0.1

User's Guide

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Welcome to Embarcadero All-Access Client

Embarcadero All-Access Client is a comprehensive tool chest of award-winning, multi-platform Embarcadero products. All-Access Client enables you to access a wide range of applications from a single launch point, targeting the following roles:

- **Architects** have access to design and modelling tools.
- **Developers** involved in general application development, Web development, and database engineering have access to a wide range of tools for developing, testing, and tuning code.
- **DBAs** can access tools to monitor, analyze, and manage database systems.

All-Access is offered in three different formats, or modes, in order to provide more flexibility and convenience for organizations who want to deploy the products offered in the suite:

- **Network Licensing Mode** indicates that the Client communicates with All-Access Server to run the available products.
- **Workstation Mode** indicates that the Client runs independent of All-Access Server.
- **USB Mode** indicates that the Client runs from a portable USB device, independent of All-Access Server. This is a temporary mode and has a fixed expiry date.

This guide is organized so that each task has specific instructions where that task would differ between formats, as indicated by subheadings or additional notes at the end of each section.

Technical Requirements

All-Access Client is a Windows application with no significant requirements.

Products offered through the client have the same approximate memory and disk size footprints as products obtained outside of the All-Access tool set. For more detailed information on the requirements of each of these products, refer to the product documentation on an application-by-application basis.

Installation Notes

For information on the particularities surrounding the installation of All-Access Client, refer to the installation guide that was packaged with this user guide.

Licensing Products Obtained Through All-Access Client

Depending on what mode of All-Access Client you are using, licenses for Embarcadero products are provided through different methods:

- In **Network Licensing** mode, licensing is automatically handled by All-Access Server. No action is required in order to obtain licenses and use the products provided by the Client.
- In **Workstation** mode, each application must be activated in order to run. When you purchase an All-Access Pass, you will receive an email containing a pass code. This pass code must be used to obtain serial numbers for each All-Access application you want to use, and then a serial number must be acquired before the product can be registered. For more detailed information on this process, refer to the All-Access Client Installation Guide.
- In **USB Mode**, licensing is handled automatically. No action needs to be taken in order to activate products. Additional Product Resources

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

Go to www.embarcadero.com/support, or click any of the links below, to find:

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

Embarcadero Technologies Technical Support

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

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

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

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

Contacting Embarcadero Technologies Technical Support

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

Personal Information

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

Product and System Information

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

Problem Description

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

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

- Via the [Web](#)

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

Via the Web

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

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

Via Phone

United States

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

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

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

EMEA

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

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

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

Via Email

United States

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

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

EMEA

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

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

Using All-Access Client

Embarcadero All-Access Client is a comprehensive tool chest of award-winning, multi-platform Embarcadero products. All-Access Client enables you to access a wide range of applications from a single launch point, targeting the following roles:

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This section contains the following topics:

[Getting Started](#)

[Configuring All-Access Client](#)

Getting Started

This section contains information on how to get started with All-Access Client. It contains information on how to obtain the Client, initially, as well as information on downloading applications and running the software on your machine.

[Client Overview](#)

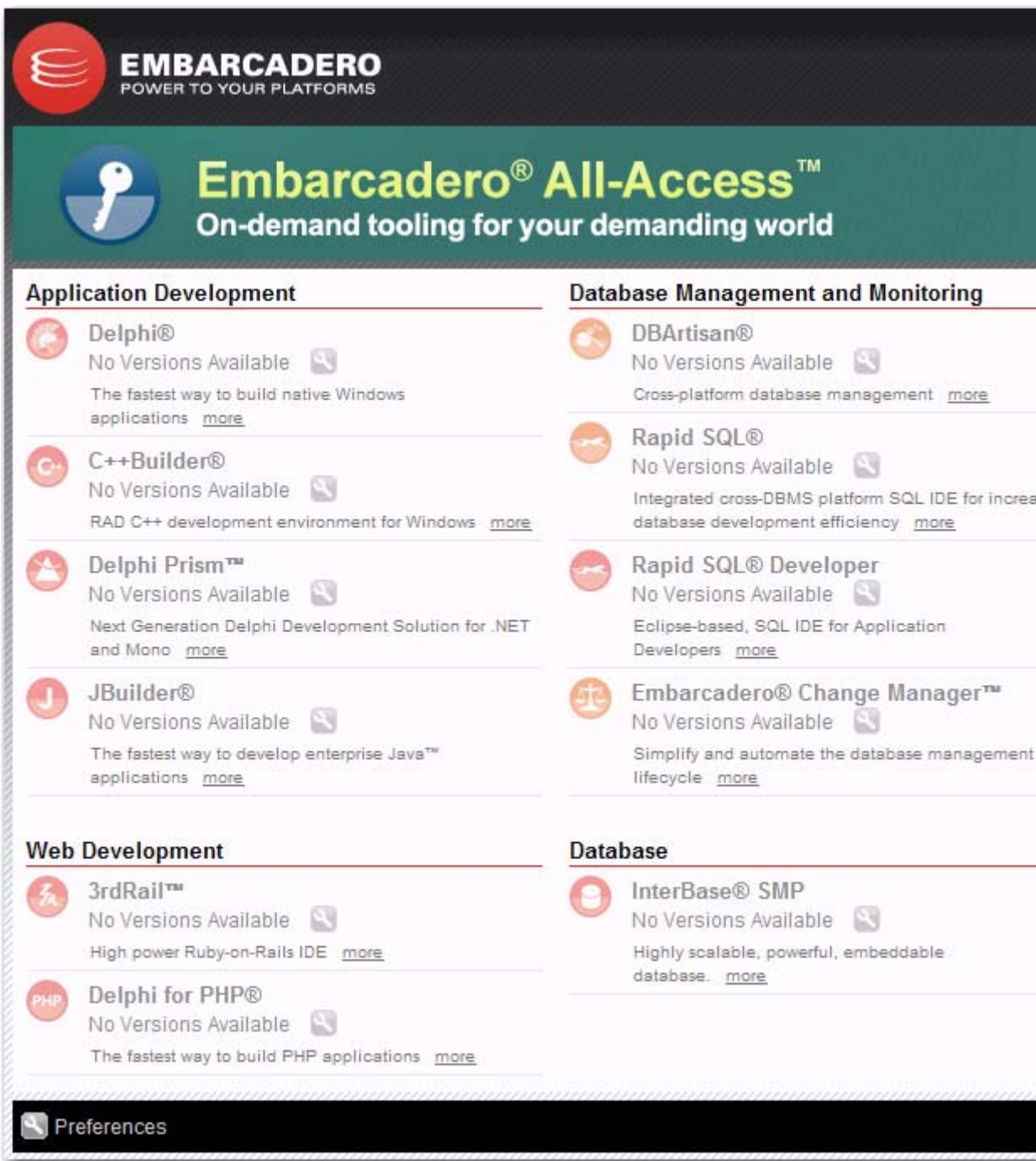
[Getting Starting in Network Licensing Mode](#)

[Getting Started in Workstation Mode](#)

[Getting Started in USB Mode](#)

Client Overview

All-Access Client is the interface through which you launch Embarcadero products. It provides a single gateway to all of the applications that have been downloaded and stored in the repository directory.



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Getting Starting in Network Licensing Mode

Network Licensing mode users must download the Client from All-Access Server and then run the executable. Ask your administrator for details regarding the location of this download page and to obtain your user name and password, if it differs from your regular machine credentials.

The applications that are available to you are based on the applications that reside on the server and your licensing privileges, as defined by the administrator.

Available applications automatically launch when you click the product name on the Client interface.

Getting Started in Workstation Mode

Workstation mode users can launch the Client from their machine. Before using the products, applications must be downloaded by clicking on the name of the specified product on the interface.

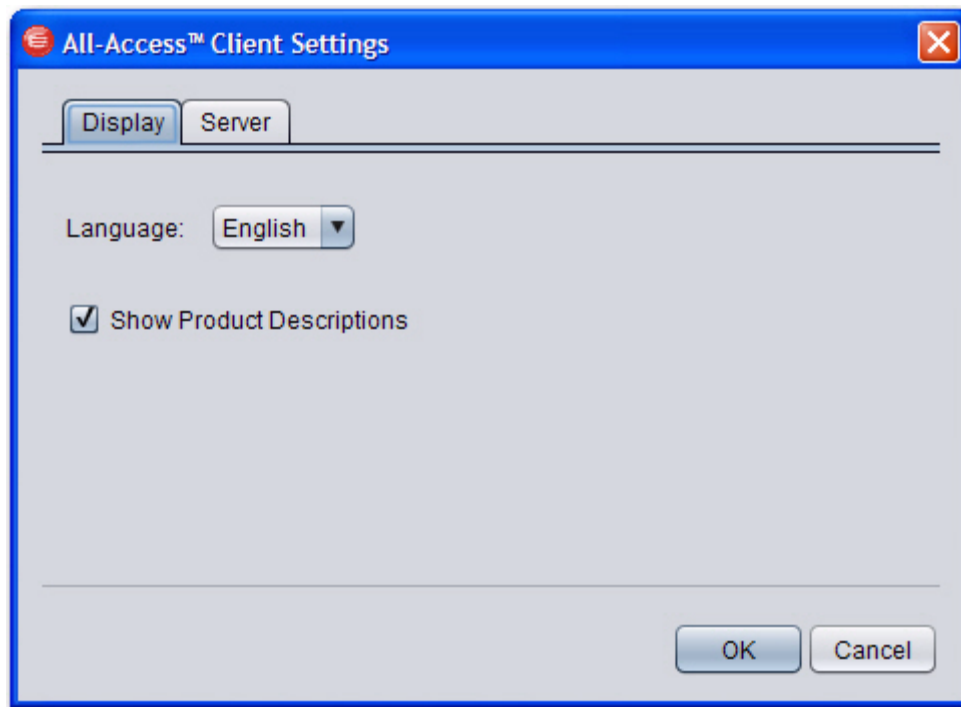
When you select an application, if it is not downloaded, a splash screen appears demonstrating what that application's interface looks like. Additionally, the Client automatically begins downloading the product in the background. The Client will continue to download the application even after the demo screen is closed. When the product is finished downloading, it will launch when the product name is selected on the Client interface.

Getting Started in USB Mode

USB mode enables users to launch the Client from their machine. It works in the same manner as Workstation mode, except that USB mode has an automatic expiry date, after which you will no longer be able to download and run applications from this version of the Client.

Configuring All-Access Client

The **Preferences** command is located in the bottom left-hand corner of All-Access Client. It enables you to modify the interface in terms of language and showing or hiding product descriptions, as well as change the connection parameters to All-Access Server if you are using Network Licensing mode.



- The **Display** tab enables you to change the language that the Client displays. Use the drop down menu to choose from **English, Japanese, Dutch, or German**.
- Select the **Show Product Descriptions** check box to show or hide the product descriptions on the interface, respectively.
- If you are using **Network Licensing** mode, the **Server** tab enables you to specify the host name and port of All-Access Server so the Client can connect to it. Enter the host name and port of the Server, as specified by your administrator, in the fields provided.