



Product Documentation

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# ER/Studio Team Server XE7

Evaluation Guide

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April 9, 2015

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# INTRODUCTION

ER/Studio Team Server is a model and metadata collaboration platform that provides greater meaning, understanding and context to enterprise data. Database professionals, developers, and business analysts gain better comprehension and compliance using integrated model, metadata & collaboration tools. Team Server's collaborative enterprise glossary brings together the entire organization to foster improved metadata, business definitions, governance, compliance, and security policies. Online models showcase data relationships, while powerful search capabilities help users locate enterprise data with ease. Integration with Embarcadero's database management tools, including DBArtisan Team Server, extends the reach of enterprise metadata with interactive "on-the-fly" tool-tips containing glossary definitions, policy information and associated metadata in the client tools.

## PRODUCT BENEFITS BY AUDIENCE

### Data Consumers

- Integrate effective data comprehension capabilities in to daily workflows, delivering context and meaning to every user.
- Enable collaboration around data among teams across business units or business functions.
- Support corporate compliance initiatives by driving responsible use of sensitive or private data.

### Data Modeling Professionals

- Integrate the glossary's business definitions with internal web assets to provide on-the-fly business context with tool-tips and pop-ups.
- Create a single registry of all available data sources.
- Adhere to industry regulations and business standards regarding security and privacy, by alerting users who view or modify sensitive data within the tools.

### Data Management Professionals & Developers

- Enable extended search capability with DBArtisan Team Server.
- Develop applications faster by using business terms to easily locate data elements.
- Monitor access to and use of business glossaries and associated functions, to understand immediate data management requirements.
- View in-line metadata in DBArtisan & Rapid SQL.

## ABOUT THIS GUIDE

This guide is intended to help you get started using Embarcadero's metadata collaboration solution, ER/Studio Team Server, as part of the ER/Studio product family.



The design of the guide is to enable you to either read through and see the exciting features that Team Server delivers, or if you have a demo environment set up, you can follow our evaluation step-by-step sections. These sections are highlighted with the 'mouse' icon and allow you to get first-hand experience at the exciting new features.



Should you wish to experience some of the more advanced features in the evaluation, you will be required to configure your installation so that these features can be demonstrated. These sections are highlighted with the 'configuration/tools' icon.



The reading sections enable you to walk you through some more complicated features and give an overview for you to read through only. These are highlighted by the 'reading' icon.

To complete this guide fully, you will need to have versions of ER/Studio Data Architect, Repository and Team Server installed. For more information, an up to date installation guide is available online. Please see <http://docwiki.embarcadero.com/TeamServer/ERStudio/en> for details.

You will need additional files for this evaluation, they can be found here: [TS Eval Files.zip](#)

The tutorials are divided into 14 sessions in three parts, do them all at once or complete them individually as your time permits. You can use this basic tutorial as a road map of some product highlights, but also to help you find your own path in exploring Embarcadero's Team Server.

#### Part 1 - The basics

- [Getting Started with Embarcadero Team Server](#) on page 5
- [ER/Studio Team Server - Glossaries and Terms](#) on page 6
- [Create a new glossary](#) on page 6
- [Import Glossaries and Terms](#) on page 7
- [Searching for Terms - A Usage Example](#) on page 7
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#### Part 2 - Set up, Alerts and DB Team Server

- [Setting up for further evaluation](#) on page 9
- [ER/Studio Data Architect Configuration](#) on page 10
- [ER/Studio Team Server Configuration](#) on page 11
- [ER Objects - Viewing Alerts](#) on page 14
- [DB Team Server and DB Power Studio Product Integration](#) on page 15

#### Part 3 - Advanced features

- [ER/Studio Team Server - More Features](#) on page 22
- [People](#) on page 22
- [Glossary Tooltips](#) on page 22

# GETTING STARTED WITH EMBARCADERO TEAM SERVER

When you first log in to Team Server, you are presented with the Start Here page.

**NOTE:** The default login being Username = Admin > Password = Admin.

The screenshot shows the 'Start Here' page of the EMBARCADERO TEAM SERVER. The top navigation bar includes links for Home, Glossaries, Terms, People, ER Objects, ER Tools, Data Sources, and Apps. A sidebar on the left provides quick access to Stream, Description, Community, and Documentation. The main content area is titled 'Welcome to Team Server Core' and features several key sections:

- What's New?**: A section highlighting new features, interface updates, and bug fixes, with a link to the wiki.
- Importing Glossaries**: A section explaining how to import glossaries and terms to the Team Server installation.
- Synchronize with Model Repository**: A section explaining how to collaborate by syncing diagrams.
- Getting Started**: A section for new users, providing a video and a link to learn more.
- Data Lineage**: A section explaining how to graphically understand and interactively explore data lineage, with a video and a link to learn more.
- Save Time...**: A section explaining how to use the HTML version of a report and the printing function, with a link to learn more.
- Access Team Server with an API**: A section explaining how to access and control business glossaries and model data from an application, with a link to learn more.
- Manage Your Data with DB PowerStudio**: A section explaining how to simplify database development, administration, and performance tuning across all major DBMS platforms, with a link to learn more.
- Now supporting Big Data!**: A section explaining that the latest version of DA now supports Hadoop Hive, MongoDB, Teradata, and many more platforms, with a link to learn more.

The graphic below names and describes the functionality of some key elements of the Team Server user interface.

Home page displays the social interface, showing recent activity and team communication.

Easy access to Global Search, Glossaries, Terms, People, ER Objects, ER Tools and Data Sources.

Items that you have followed are listed here to give you easy one-click access. As are users that have followed you.

The screenshot shows the Embarcadero Team Server interface. At the top is a navigation bar with the Embarcadero logo and a search bar. Below the navigation bar is a secondary menu with links: Home, Glossaries, Terms, People, ER Objects, ER Tools, and Data Sources. The main content area is divided into three sections. On the left is a sidebar with links: Start Here, Stream, Description, Community, and Documentation. The central section displays a stream of activity, including posts from users like Jessica, sally, and admin, with options to like, reply, share, flag, and delete. On the right is a sidebar with sections for Followers and Following, listing users and glossaries/terms that the user is following.

## ER/STUDIO TEAM SERVER - GLOSSARIES AND TERMS

Now that you have logged in, you can start to explore the rich features of Embarcadero Team Server.

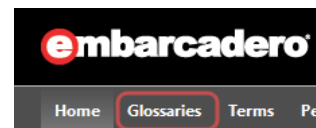
Your Home Page has Streams to keep you informed of any modifications or activity with, for example, ER Objects, Glossaries or Terms that you have an interest in. These are especially useful to keep in touch with any discussions.

The top navigation menu allows you to navigate through the features available. The left menu bar gives further features related to the current top menu item.




### CREATE A NEW GLOSSARY

- 1 To create a new Glossary, on the top menu bar click on the **Glossaries** tab.





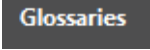


- 2 On the top right of the window, click the  button to open the New Glossary dialog.
- 3 Enter the **Name**, 'My Glossary' and a **Definition** of your choosing.
- 4 Click **Save** to create your new Glossary.

That's it!

Creating Terms in your new Glossary is just as easy. However, if you would like to create many Glossaries and Terms quickly and easily, we have an import function that can create Glossaries and Terms simply.

## IMPORT GLOSSARIES AND TERMS



- 1 To import a .csv file, on the top menu bar click on the  tab.
- 2 On the top right of the window, click the  button.
- 3 Browse and locate the *glossaries\_demo.csv* file that is supplied for this example and click the  button.

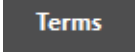
**NOTE:** You are welcome to choose the *glossaries\_full.csv* file, which is a much larger file, packed with Glossaries and Terms available for you to use. Please be aware that it will take a few minutes to import the fully loaded csv file.

- You can download the supplied files here: [TS\\_Eval\\_Files.zip](#)

You can now start to explore and relate Terms to your ER Objects.

## SEARCHING FOR TERMS - A USAGE EXAMPLE



- 1 To search for a Term, on the top menu bar click on the  tab.
- 2 In the Search Bar, type 'Customer'

**TIP:** You will notice that as you type, the search function matches results while you are typing. This makes your time spent looking for items more efficient.

- 3 From the search results, *click* on the item **Customer** with a **Term Type** of **Sales**.

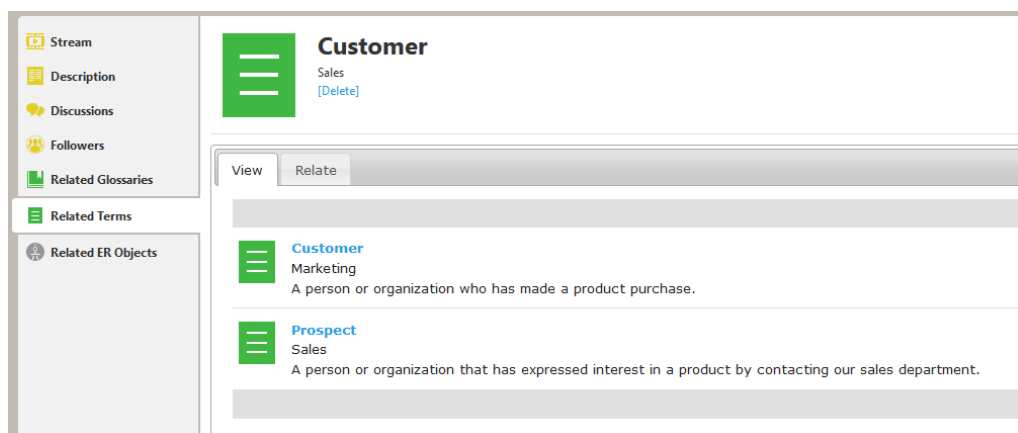


The description of this *Sales Glossary* Term is "A person or organization that has expressed interest in a product by contacting our sales department." However, in the Marketing department, this may be referred to as a '**Prospect**'. Clearly defined business terms made available in your organization can explain and simplify the use of the same terms in different departments.

- 4 From the left Menu bar, *click* **Related Terms**, to see which other Terms might be useful to you, that you may not have directly searched for.



In this example you can see that '**Prospect**' is a related term. Misunderstandings of similar terms in your organization can be overcome by relating terms, allowing your users to easily find and clarify business terms.



## FILTERING SEARCH TERMS

As you have found already, searching for Terms can be simple but powerful. Giving your users the capability to collaborate effectively.

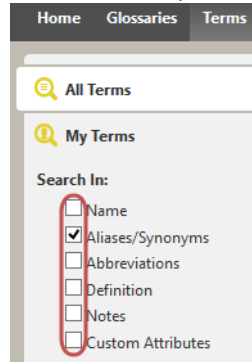
Sometimes users across your organization can be confused with different abbreviations and searching on the Internet can often just confuse matters. Your organization's Glossary, is the single, common source for truthful metadata for your organization.

If you would like to narrow your search, you can filter what is included in the search by changing the values in the **Search In** filters.

1 Click on **Terms** in the top navigation menu, in the search box, type 'FOS'.



2 In the 'Search In' tickboxes, clear all items except Aliases/Synonyms..

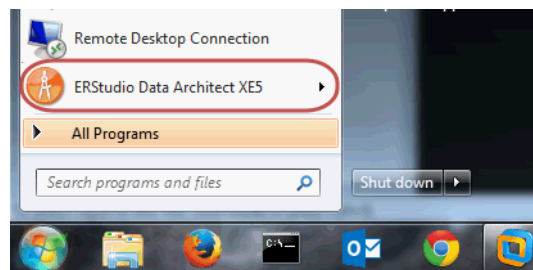


Only Factory Outlet Store is remaining from the search results. The **Search In** filters enable you to search not only queries the Term name, but also Aliases/Synonyms, Abbreviations, Definition, Notes (not by default) and Custom Attributes.

## SETTING UP FOR FURTHER EVALUATION

Before viewing Model data in ER/Studio Team Server you will need to synchronize with the Repository data. Adding a Model to the Repository is done from ER/Studio.

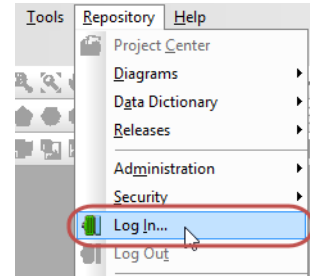
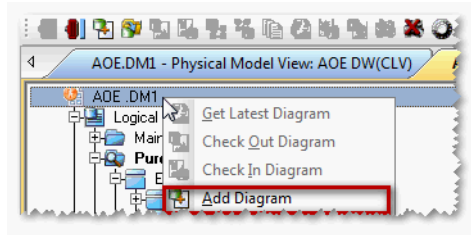
To open ER/Studio in Windows 7, go to **Start > All Programs > ER Studio Data Architect**.



## ER/STUDIO DATA ARCHITECT CONFIGURATION



- 1 From your ER/Studio DA program window, **Open** the *AOE.dm1* file which is found with the [evaluation files](#).
- 2 Click the Repository Login in the menu bar Repository > Log In.
- 3 Log in using the name and password that you set during the Repository install.
- 4 In the Data Model Window (the left pane) *right click* the





*AOE.dm1* Model icon and from the context menu, click **Add Diagram**. On the Add Diagram options window, click **OK** to add the diagram to the Repository.

- 5 Right Click the *AOE.DM1* model icon again. You will now see more options available. Click **Check Out Diagram**. At this point you can also choose to check out the model exclusively if you require. For this demo, you can accept the default setting.



You have now added a diagram and *checked out* a diagram from the Repository!

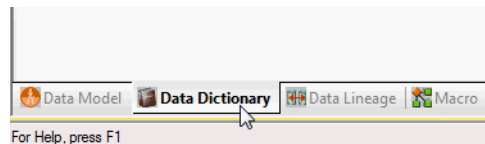
This allows many users to collaborate on a model and *check in* their changes for others to

see. The icons change from a 'locked' padlock , to an open padlock  to show which objects you have checked out. Your model should now have green 'open padlock' icons.

## SETTING UP A SENSITIVE DATA ALERT

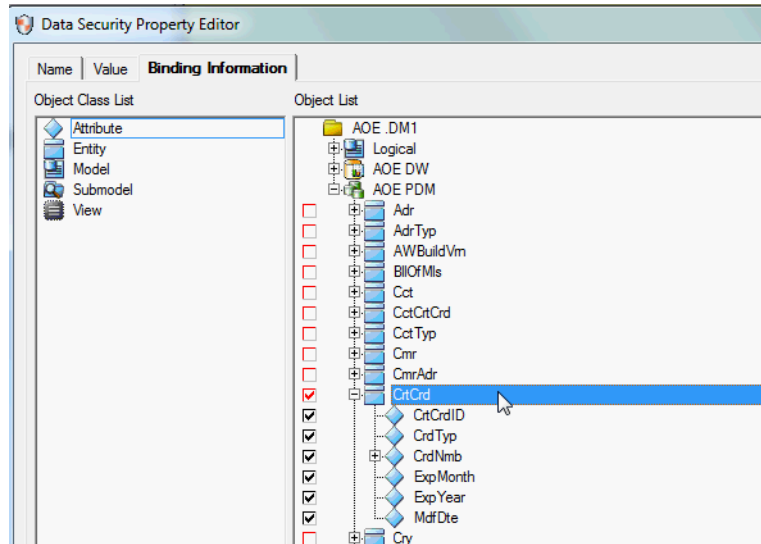


- 6 Click the **Data Dictionary** tab to change the Data Model window to a Data Dictionary



window. Expand the following selection **Data Dictionary > AOE\_DD > Data Security Information > Data Security Classification** and double-click **Privacy Level**. You will be asked to check out the item from the Repository, click **Check Out** to open the editor.

- 7 In the **Data Security Property Editor**, change to the **Binding Information** tab and in the **Object Class List**, click on **Attribute**. In the **Object list** pane expand **AOE.DM1 > AOE PDM > CrtCrd**. Select the tickbox for **CrtCrd**, which will include: CrdCrdID, CrdTyp, CrdNmb, ExpMonth, ExpYear, MdfDte.



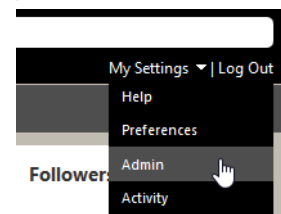
- 8 Double click **CrdNmb** and set the Value Override as 'Regulated Customer Info'.
  - 9 Click OK to close the editor.
  - 10 Right click **Data Dictionary > AOE\_DD** and click **Check In Data Dictionary**.
  - 11 Click OK to sync your changes. Then **Yes** and **OK** in the following pop up windows.
- NOTE:** You have now bound information to columns in ER/Studio Data Architect.
- 12 Finally, *right click* the **AOE.DM1** in the data model window and choose **Check In Diagram**.

## ER/STUDIO TEAM SERVER CONFIGURATION



Now that you have synchronized your ER/Studio model to the Repository, we are going to sync your Team Server with the Repository to view and work with that model data.

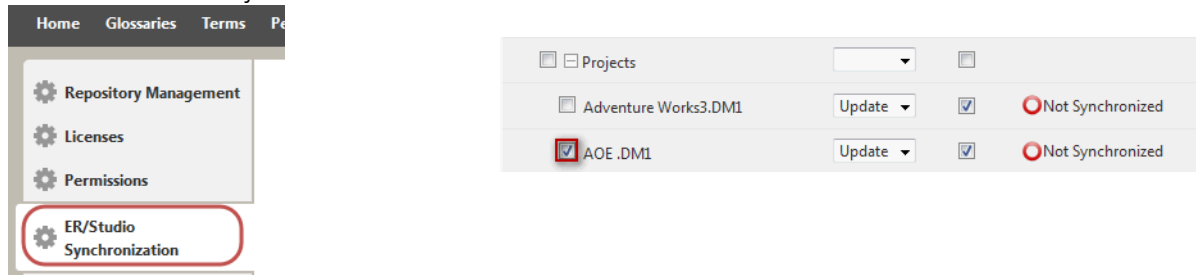
- 1 Log in to Team Server using a web browser and browsing to the server address/port, and username and password that you chose during installation.
- 2 Click the **My Settings > Admin** menu on the right of the top menu bar.



- 3 In the administration page, you have access to **ER/Studio Synchronization**.

**NOTE:** To sync with the Repository, you will need to have added a model to the Repository from ER/Studio DA, which is listed on page 9.

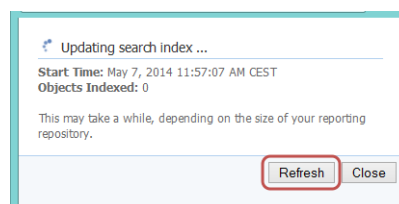
- 4 On the left menu bar, *click* **ER/Studio Synchronization** and then *Click* the tickbox for the AOE.DM1 Project in the main window.



- 5 From the **Actions** menu, *click* '**Synchronize Selected**' to sync the Repository data to ER/Studio Team Server.
- 6 If this is the first time you have visited the web page, you may have popups blocked in your web browser. If this is the case, you will need to 'Allow pop-ups' for your server's address by clicking on the alert bar pictured below.



- 7 Once the sync has completed, you will see the status as *Success*. If you would like to check on progress, please click *refresh*.
- 8 To catalog all of the ER Objects, click **My Settings > Admin > Repository Management > Update Search Index**. You can click refresh to check on the progress.

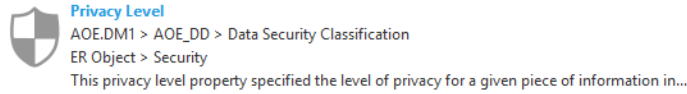


You have now synchronized the Repository data across to your Team Server installation!



## ER/STUDIO TEAM SERVER CONFIGURATION - ADDING AN ALERT

- 1 To set up an Alert, Click on the ER Objects tab in the top Navigation menu.
- 2 In the **Search Box**, type in 'Privacy Level'. Click on the Security Object **Privacy Level** in the Object list.



- 3 On the Privacy Level Security Object page, click on **Alerts** from the left menu.
- 4 To create a new Alert, click the **New Condition** button.
- 5 Fill out the **New Condition Alert** settings, Value, Regulated Customer Info, Warning and any additional text you require.

New Condition Alert

Show Alert for Matching

☐ Bound Object
 ☒ Value

Matching Value

Regulated Customer Info

Alert Level

☒ Warning
 ☐ Info

Notification Text

Regulated Customer Information!  
Not to be replicated without proper approval.

Save

Cancel

- 6 Save the new Alert.

## ER OBJECTS - VIEWING ALERTS



Searching for ER Objects is made simple in Team Server.

- 1 From the top navigation menu, click **ER Objects**.
- 2 In the search box, type 'credit card'. You will see from the search result that the column **CrdNmb** is listed.



The name of the column does not correspond with your search, but because Team Server is searching all fields, it makes it easy to find Objects that are abbreviated or shortened.

- 3 Open the ER Object **CrdNmb** and you can see the security alert that you set up earlier!

- 4 If you have a DB Artisan Team Server license, the alert that you see here is also available when viewing the column in DB Artisan.

## RELATING TERMS



It is very easy to relate Objects to Glossary Terms.

- 1 On the top navigation menu, Click on **Terms**.
- 2 Type 'CLV' in search box.
- 3 Click on **Customer Lifetime Value** term.
- 4 Click Related ER Objects
- 5 Click on Relate tab
- 6 In the **search box**, type the following: 'datefirstpurchase' and relate it to the Customer Lifetime Value term using the

**Relate** button.



## TERMS - ADVANCED USE

You have already imported terms, and seen how relating different terms can be useful.



Lets have a look at a more advanced term.

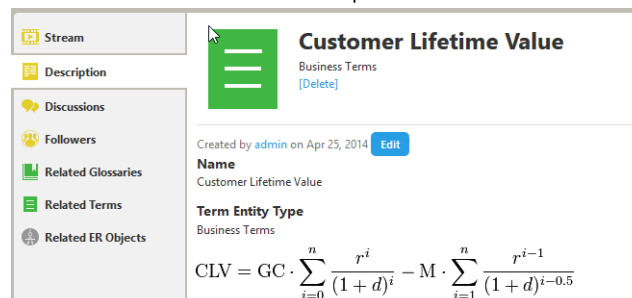
**NOTE:** The related objects used here were set up in a previous section, see [Relating Terms](#).

1 On the top navigation menu, Click .

2 Type 'Customer Lifetime Value' in to the search box.

**TIP:** You can also type 'CLV' as the search will find the term through it's abbreviation.

3 Click the Term **Customer Lifetime Value** to open the Term.



★ In this example, you may have been asked to organize the data required for the CLV equation. Normally this information would be in disparate locations and finding and confirming that data may be a difficult process.

With the Terms you have set up in previous sections, you can simply click '**Related ER Objects**' and collect all of the data required for the equation. While having 'Stewards' listed for your Terms, you can easily find the organization's expert for that particular data.

## DB TEAM SERVER AND DB POWER STUDIO PRODUCT INTEGRATION

DB Team Server can be integrated with the following DB Power Studio products:

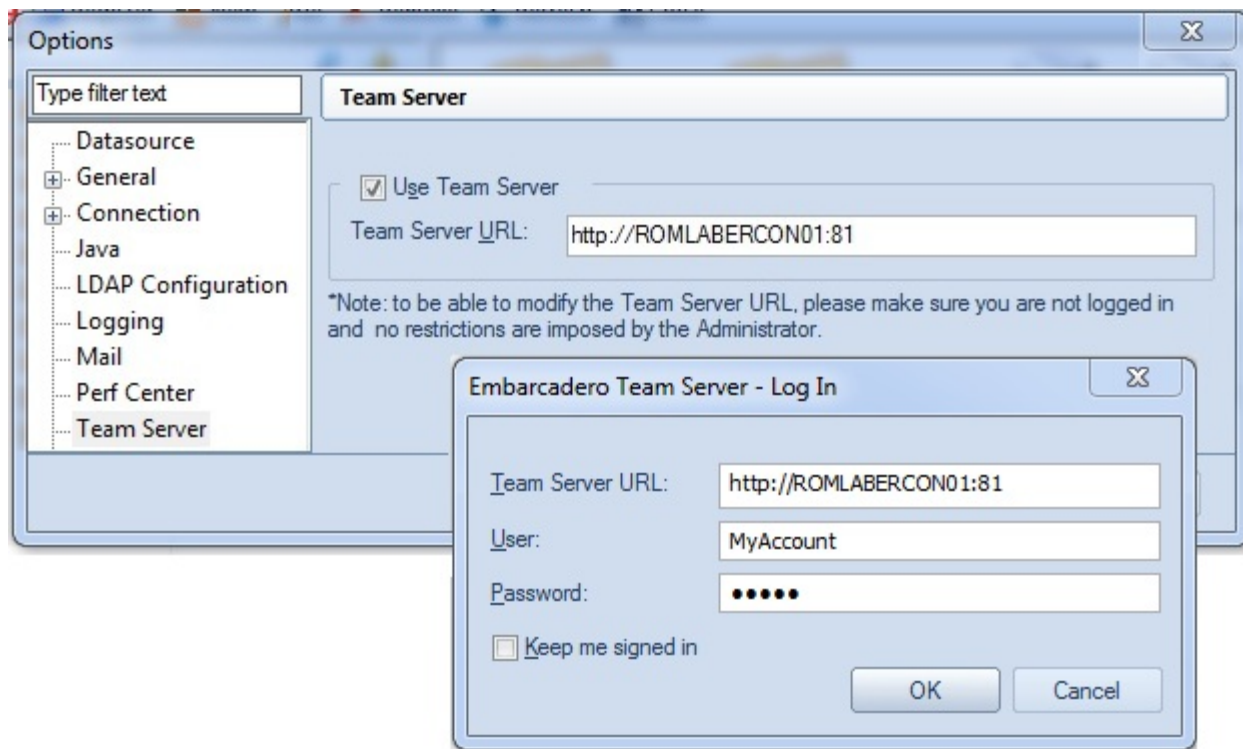
- **DBArtisan** - aimed primarily at DBAs, DBArtisan provides a comprehensive DBMS toolbox. General feature categories include object management, a SQL editing, execution, and debugging environment, and a variety of monitoring and analysis tools.
- **Rapid SQL** - aimed at developers, Rapid SQL also features object management and a SQL editing, execution, and debugging environment. A collection of coding aids is also provided.

The following section is a read through only. To demo these features you will need a working data source and a DB Artisan installation. If you need an introduction to the features and benefits of these products, see <http://www.embarcadero.com/products> for details.



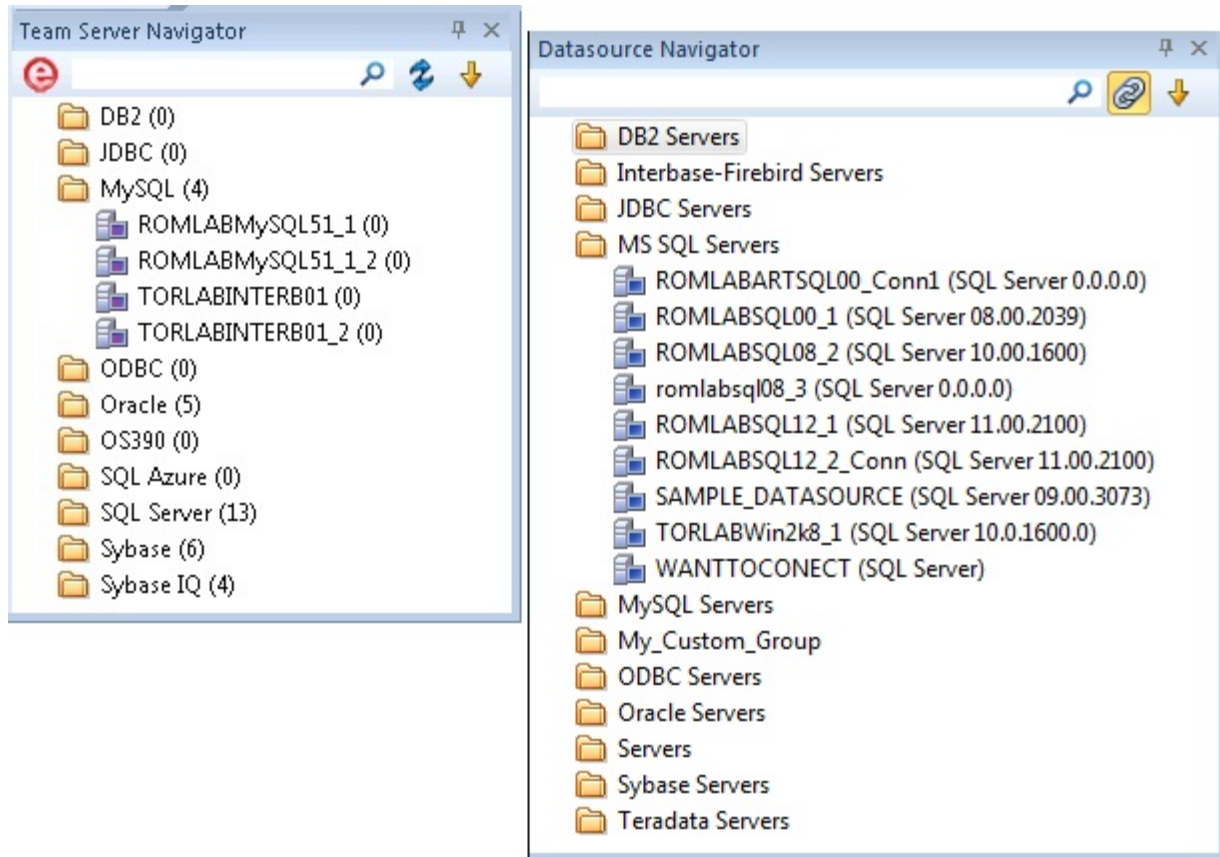
## ENABLING AND CONFIGURING DB TEAM SERVER USAGE

If you are familiar with either product, then you know that the Options Editor (**File > Options**) is where you set up DBArtisan/Rapid SQL features. A **Team Server** panel lets you enable DB Team Server usage and provide the URL required to connect. Once configured, a **Tools > Login** command lets you sign in to your DB Team Server instance.



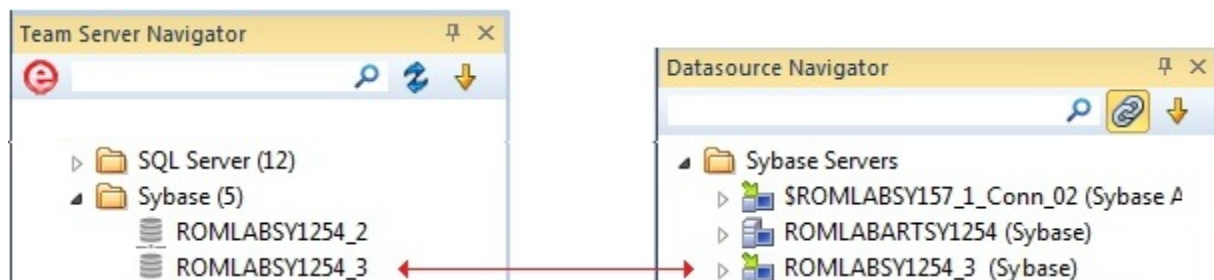
## USING THE TEAM SERVER NAVIGATOR

Once logged in, you have access to datasource definitions, ER/Studio data model details, and activity streams available. A **View > Team Server > Navigator** command lets you toggle display of the Team Server Navigator. Similar to the Datasource Navigator provided in DBArtisan and Rapid SQL, the Team Server Navigator provides a browsing tool and lets you initiate Team Server features.

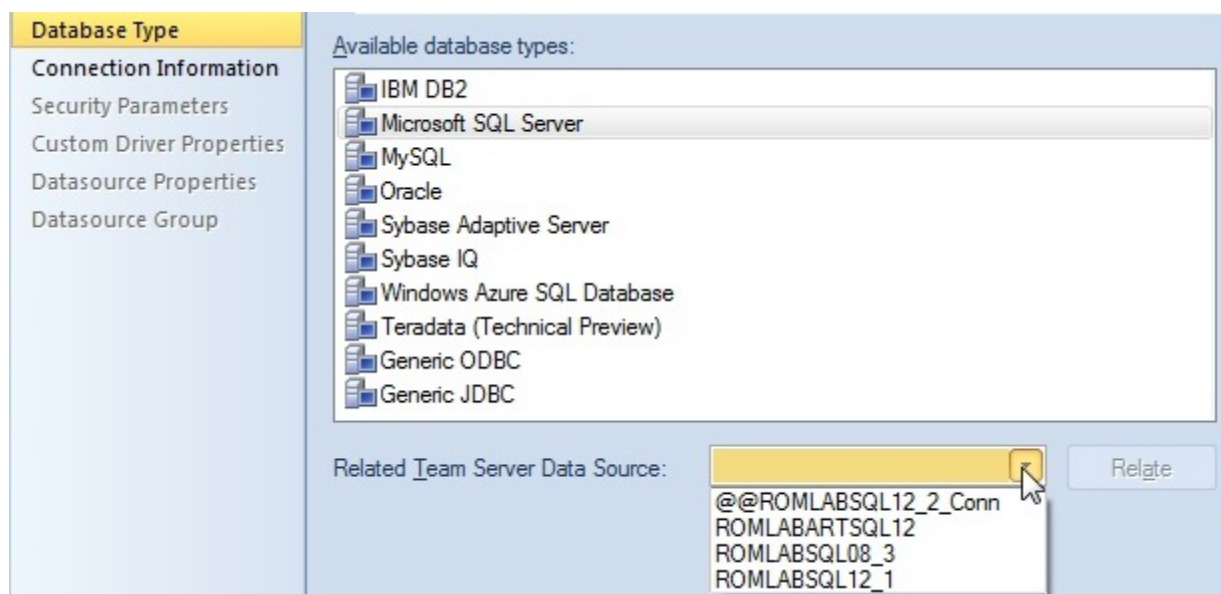


## REGISTERING A DB TEAM SERVER DATASOURCE LOCALLY

Without DB Team Server, DBArtisan and Rapid SQL use locally-specified, static datasource definitions. Significantly, a locally-registered datasource can be synchronized with a Team Server definition.



For organizations with multiple copies of Rapid SQL or DBArtisan, when a datasource definition must be changed due to an operational change, the change can be made in one location and automatically propagated to all Rapid SQL/DBArtisan instances. When registering a datasource to DBArtisan or Rapid SQL, a single control attaches the locally registered datasource to the Team Server version.

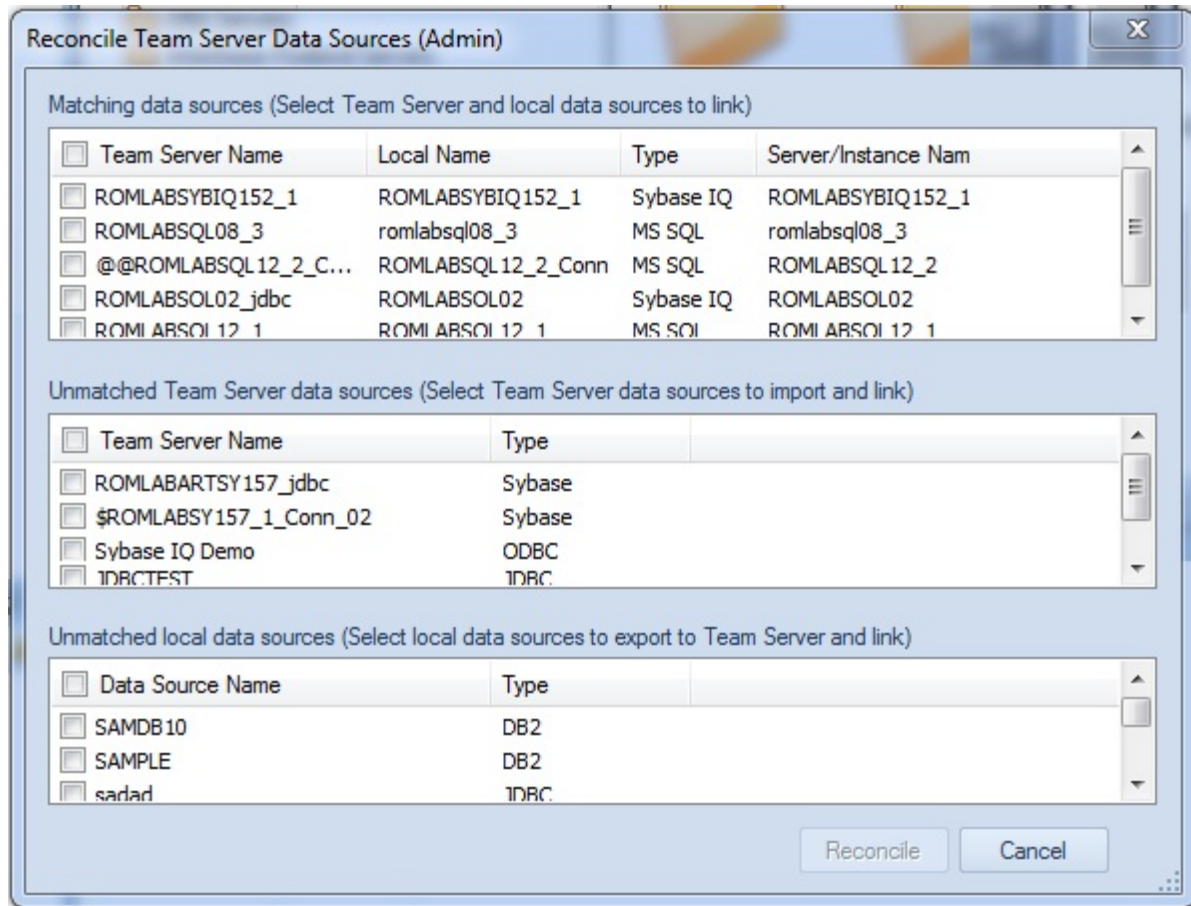


Once initially registered, an attached, local datasource definition is resynchronized with the Team Server version each time you connect to that datasource.



## OTHER DATASOURCE MANAGEMENT FEATURES

A Rapid SQL or DBArtisan user has access to a feature (**Datasource > Reconcile Data Sources**) that lets you manage multiple Team Server and local datasource definitions simultaneously.

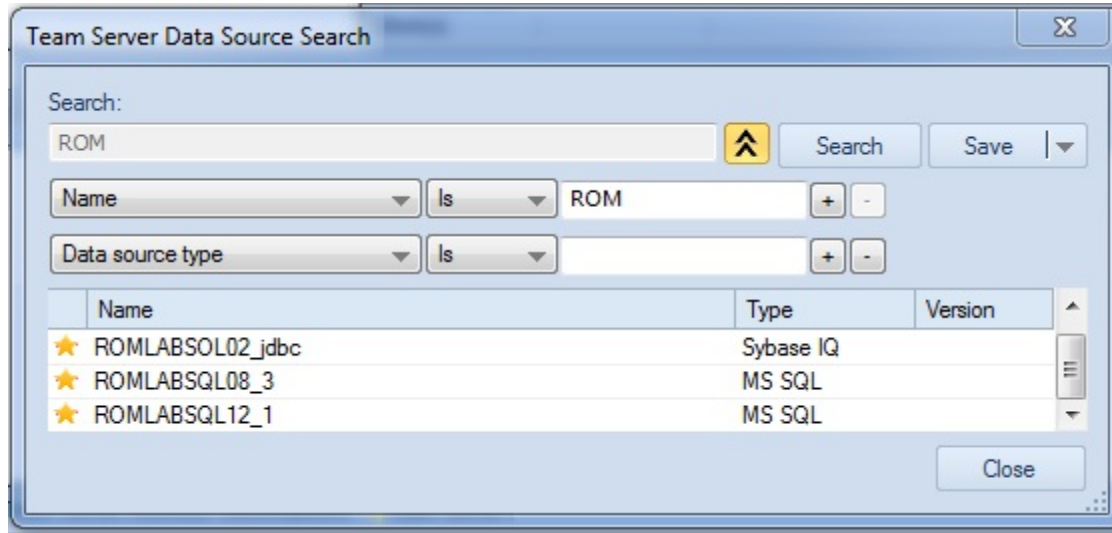


A full set of options is provided for managing the relationship between Team Server datasource definitions and those registered locally.



## ADVANCED DATASOURCE SEARCH

In addition to simple browsing of datasources available on a DB Team Server instance, a **Datasource > Team Server Data Source Search** command issued from DBArtisan or Rapid SQL opens a dialog that lets you perform an advanced search of datasources.



You can search by name or by one or more ANDed criteria. Specific conditions include items such as database type and version as well as operational characteristics like performance and storage details. The advanced search mechanism attempts to anticipate the differing needs across an enterprise. For example:

- IT personnel might be interested in all datasources with free space issues.
- A developer might be looking for all datasources of a specific DBMS type and version.
- A quality assurance engineer might be looking for a specifically-configured datasource in order to duplicate a customer issue.



## USING MODEL DATA IN THE SQL EDITOR

Rapid SQL and DBArtisan both have powerful SQL Editor environments that let you develop, debug, and execute SQL scripts. Key features include automated coding assistance and error detection options. When you open a SQL Editor (**File > New > ISQL** in DBArtisan or **File > New SQL** in Rapid SQL) against a datasource attached to a DB Team Server definition, editor features can make use of associated model data.

For example, if a line of code references an object with associated meta data, a warning icon is displayed in the gutter, beside the page number. On execution, details from the model data for that object definition are displayed in the **Error** pane.



```

1 select *
2 from gim.dbo.BROKER t1
3 where t1.BROKER_FIRST_NAMES is not null
4 and t1.BROKER_LAST_NAME is null
5

```

Error				
Batch	line	Column	Error type	Error Message
	2	6	Metadata Information	BROKER (Broker) Data Steward : Larry
	4	28	Syntax	Encountered unexpected token "null"

Similarly, when hovering the mouse over a column name, table name or view name, a tooltip showing the entity/attribute description is displayed.

```

1 select *
2 from gim.dbo.BROKER t1
3 where t1.BROKER_FIRST_NAME is not null and t1.BROKER_LAST_NAME is null
4
5

```

Metadata Information: BROKER (Broker) Data Steward: Larry

Subsequently clicking in the tooltip opens a browser window on DB TeamServer, with the associated ER/Studio model data definition for that object.

While those features provide immediate access to model data from DB Team Server, you can also have entity/attribute information automatically written to a script. The Format feature, primarily aimed at beautifying code, is initiated using the **Format** button.



When invoked, a comment with element/attribute details is written to each line referencing an element with associated model data.

```

1 select t1.col1 "Agent_First_Name"
2 , t1.col2 "Agent_Middle_Initial"
3 , t1.col3 "Agent_Last_Name"
4 , t1.col9 "Agent_Years_With_Firm"
5 from GIM.dbo.FINTAB_44 /* Entity: Finance_Agent_Table */

```

A developer subsequently opening script, a function or procedure for example, can quickly see that it references data that may be regulated.

## OTHER DB TEAM SERVER FUNCTIONALITY

Miscellaneous DB Team Server functionality in Rapid SQL and DBArtisan includes:

- Users can monitor their own activity stream or the activity stream for a datasource definition. Similarly, users can open a window to monitor their notifications.
- Rapid SQL and DBArtisan let you open a browser window on the connected DB Team Server for direct access to Team Server features.

## ER/STUDIO TEAM SERVER - MORE FEATURES




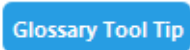

### PEOPLE

Collaborating is made easy with Team Server. On the top navigation menu through the People menu item, you have access to follow, discuss and collaborate with your social connections.



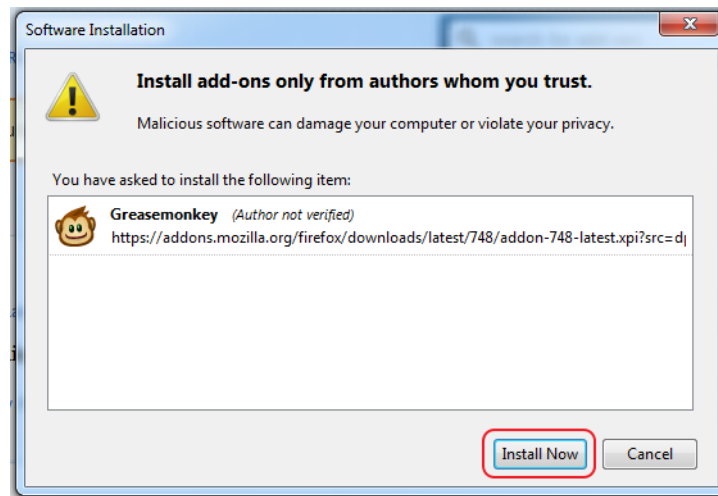
### GLOSSARY TOOLTIPS

To enable the Glossary Tool Tip feature:

- 1 Ensure you are running your Team Server window in Mozilla Firefox.
- 2 On the top navigation menu, Click .
- 3 Click .
- 4 Install Greasemonkey add-on using the link provided. 



- 5 You may also receive a warning before installing similar to the following pop up message. Click 'Install Now' to proceed with the add-on installation.



- 6 When the install has finished, click

**Add Glossary Tool Tip**

- 7 Click OK to install

**NOTE:** You may be required to restart your browser.

- 8 Click **My Settings > Admin**.

- 9 From the left navigation bar, click **Glossary Tool Tip**.

- 10 In the top right of the page, click

**New Association**

- 11 Fill out the fields of the New Association pop-up window, clicking **Add** to save each field before adding another.

**URL Patterns** - The URL list of the web sites/pages that you would like to associate with your Glossary. Type in this field <http://en.wikipedia.org/>\*\*

**Glossaries** - A list of one or more Glossaries that you would like to associate with the web sites in the URL Patterns field. Type 'Sales' then click **Add**

**Definitions** - You can add a definition of your association between the URL and Glossary.

- 12 Click **Save**.



- 13 Go to <http://en.wikipedia.org/wiki/Customer> to watch the magic!

On the page that opens, you can see how the fields are highlighted, and when you hover your mouse over the highlighted 'customer' words, a definition is given from your **Sales** glossary.

## Customer

From Wikipedia, the free encyclopedia

A person or organization that has expressed interest in a product by contacting our sales department.

[View in Team Server](#)

*"Clientele" redirects here. For the British rock band, see The Clientele.*

A **customer** (sometimes known as a **client**, **buyer**, or **purchaser**) is the individual or organization that purchases a product or service.

### Conclusion

Thank you for completing the tutorials. It should have given you a good start to continue working with your diagrams in a collaborative environment. You should now know how to import and relate Glossaries and Terms, create Data Sources and Object alerts, and set up Glossary Tool Tips to enable user collaboration and simplify data compliance in your organization.

## ADDITIONAL EVALUATION RESOURCES

Embarcadero Technologies provides a variety of resources to help support your evaluation and selection of a Data Modeling product for your organization.

### Web site

Visit our Web site for current product and company information, educational materials and supporting information. Visit [www.embarcadero.com](http://www.embarcadero.com).

### Electronic Documentation

Detailed reference documentation is available on the ER/Studio Evaluation CD or online at <http://docwiki.embarcadero.com/TeamServer/ERStudio/en/>

Further manuals are available at <http://docs.embarcadero.com>.

### Online FAQ

The ER/Studio online FAQ provides answers to commonly asked questions regarding licensing, installation and other helpful topics.

To review the FAQs for ER/Studio visit: [www.embarcadero.com/products/er-studio/faq](http://www.embarcadero.com/products/er-studio/faq)

### Support

You can contact ER/Studio support engineers, consultants and engineers directly by sending inquiries to:

For North America, Latin America and Asia Pacific:

[support@embarcadero.com](mailto:support@embarcadero.com)

For Europe, Africa and the Middle East:

[uk.support@embarcadero.com](mailto:uk.support@embarcadero.com)

or log a case through embarcadero.com at: <http://support.embarcadero.com/>

## **Telephone Support**

We encourage you to call us anytime you would like help or have questions during your evaluation, we value your feedback.

For North America, Latin America and Asia Pacific:

Phone: 415.834.3131

Hours: Monday to Friday, 6:00am - 6:00pm Pacific time

For Europe, Africa and the Middle East

Phone: +44 (0) 1628 684499

Hours: Monday to Friday, 9:00am to 5:30pm UK time