# Downloading
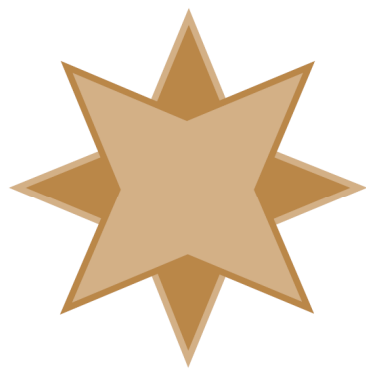# Actian Zen v16 SP1

A White Paper From

GOLDSTAR
SOFTWARE

*www.GoldstarSoftware.com*

For more information, see our web site at
**http://www.goldstarsoftware.com**

# Downloading Actian Zen v16 Service Pack 1
**Last Updated: January 2026**

Actian's web site uses a portal for Electronic Software Distribution, and it can be a bit confusing.  Because users often don't know what they need to download, we have created these directions to help you get the proper installation files for your Zen v16 environment.

*Note that Zen v16 is a paid upgrade from previous versions, so if you do not yet have a license for Zen v16, please contact Goldstar Software for current pricing.*

## IMPORTANT NOTE REGARDING TRIAL DOWNLOADS

In December 2024, Actian changed their downloads to provide only a 1-day trial, instead of the 30-day trial.  This makes this useless to use unless you already have a formal product license, or unless you request a trial key from Actian. We think this is silly, as it makes it almost impossible to test the software properly before deployment.

If you need a 30-day trial key, then you can download the older v16.00 Installer from our web site at http://www.goldstarsoftware.com/patches-zen16.asp and use the 30-day trial key there.  If you are testing v16.10, then you can immediately patch the engine to the SP1 release (as described here) and the 30-day key from v16.00 will still be available to you.

# Download the Latest Installation File

You must FIRST download the Actian Zen v16 installation files. The current version as of this update is Service Pack 1, SP1, or v16.10.

1. Use your web browser to go to http://esd.actian.com/product/Zen_PSQL/ to get to the *Electronic Software Distribution* (ESD) page:
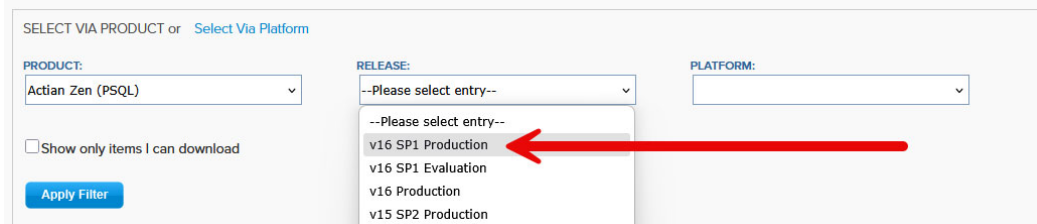


2. Open the *Release* dropdown box to select the version you need. For Zen v16, select **v16 SP1 Production**. (The downloads in the v16 SP1 Evaluation section are the same, but that section lacks any additional *Update* downloads.)



3. Open the *Platform* dropdown box and select the platform you need (probably **Windows x86** unless you need something else), then click **Apply Filter**.



4. Scroll down to see a link below for the **Zen v16 SP1 Production: Enterprise Server, Workgroup, Client** downloads. Click on the link to open up the list of downloads.



5. Once the list of downloads is shown, scroll through the list and locate the exact download you are looking for and click on the blue **DOWNLOAD** button to download the file. If you need a Workgroup Engine, scroll down to find the *Zen-Workgroup...* download. If you need a server engine, look for either the *Zen-*

*EnterpriseServer…* or *Zen-CloudServer…* download, depending on the direction you are going.

6. For the workstation installs within a multi-user configuration, the Zen Client installer is included *inside* of each **Engine** install package. If you prefer a separate install, Actian now recommends installing the *Zen Client and Reporting Engine v16* component, as this includes not only the 32-bit and 64-bit Client, but also the 64-bit reporting (cache) engine. As this component requires a 64-bit operating system, if you are installing to a 32-bit OS, you will instead need to extract the Client installer from the Engine installer and use that. Goldstar Software does NOT recommend installing the Reporting Engine unless you actual intend on using it, and we recommend sticking with the standard Client install.

7. When you click on the **DOWNLOAD** button, you will next see the *Actian ID Login* screen. If you already have an Actian account, provide your Email address and password. If you forgot your password, click the link in the lower left corner to reset it. **If you don't have an account, click "Not a member?" to create a new account (but do NOT check the box that indicates you have a support contract).**



8. When you see the *Download* page, your download *may* start automatically. However, sometimes, you see the following screen instead and need to click the **Click Here** link to get it started.

9. You should then see the *Electronic Software Distribution* license agreement screen. Select the radio button to accept the terms and click **Continue**.



10. Your download will now start normally within the browser. *Sometimes, the Actian web site gets a bit hinky with these links, and you may get into a loop where you have to keep clicking links until it works. Just keep going, and it should complete eventually.*

If you have any problems with this process, which is solely controlled by Actian Corporation, please contact them directly at 800-BTRIEVE for assistance.
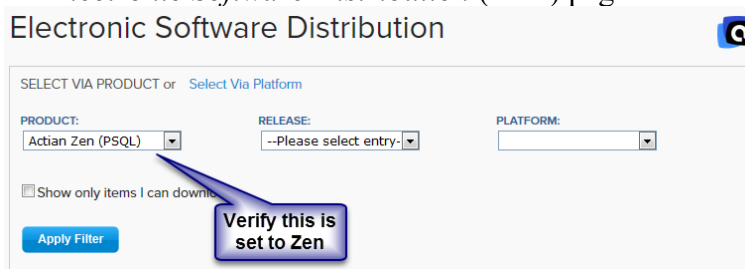
# Download the Latest Update Patch (Optional)

After Actian releases a new Service Pack, they may periodically release additional Updates for that release before the next Service Pack is created.
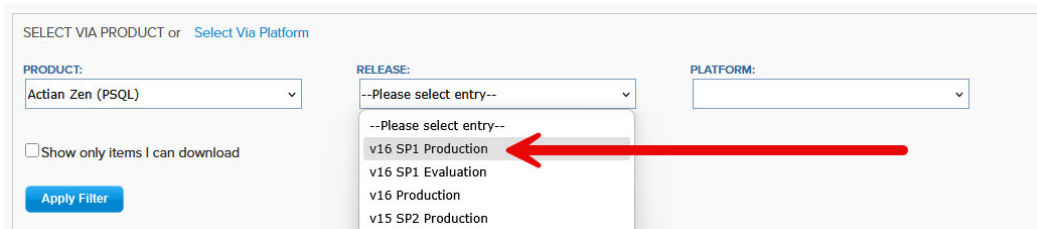
**\*\*\* THERE ARE NO PATCHES FOR V16.10 YET, SO SKIP THIS! \*\*\***

If you are installing to a new computer, we recommend installing the latest and greatest code whenever possible.  These patch releases are updated every month or two, so you can also check back for additional bug fixes periodically.
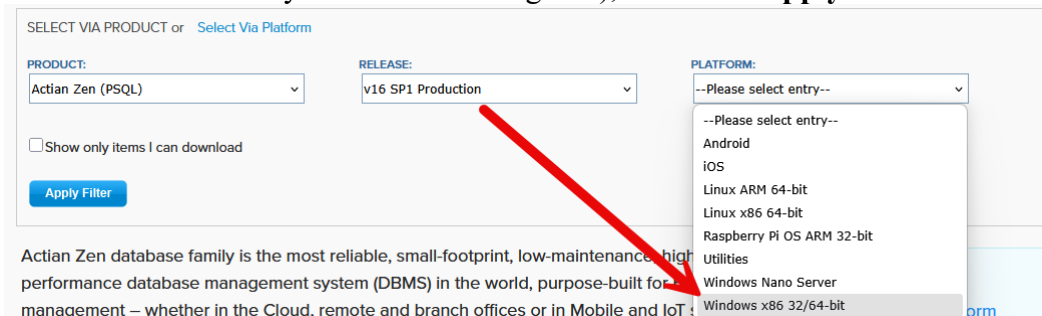
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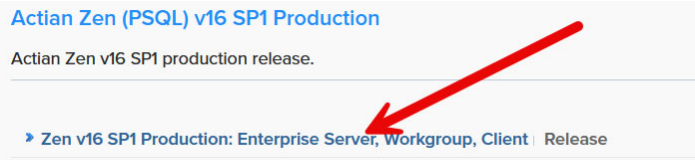


3. Open the *Platform* dropdown box and select the platform you need (probably **Windows x86** unless you need something else), then click **Apply Filter**.



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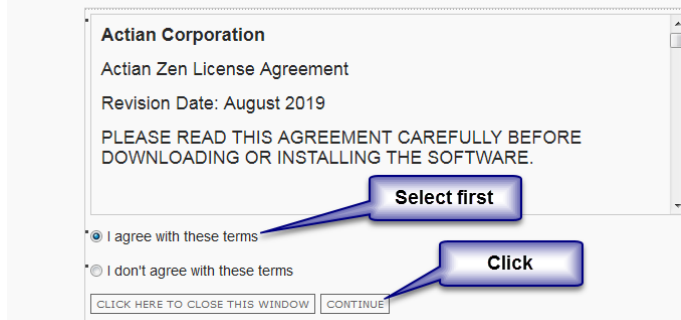
downloads.



5. Once the list of downloads is shown, scroll through the list and locate the exact download you are looking for and click on the blue **DOWNLOAD** button to download the file. Note that the Patch downloads will be identified with the text "Update #" in the header line, and will usually have a file name including the word "Patch". If you are running a Workgroup Engine, look for the *Zen_Patch_WGE* download. If you have an Enterprise Server Engine, find the *Zen_Patch_EnterpriseServer* file. If you have Zen Cloud Server Engine, you should instead look for *Zen_Patch_CloudServer* download. To update workstations running the Zen Client, you should ALSO download the *Zen_Patch_Client* file. Again, if you don't see any Patch files, there may not be any at this time.

6. When you click on the **DOWNLOAD** button, you will next see the *Actian ID Login* screen. If you already have an Actian account, provide your Email address and password. If you forgot your password, click the link at the lower left corner. If you don't have an account, click "Not a member?" to create a new account (but do NOT check the box that asks if you have a support contract).



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9. Your download will now start normally within the browser.

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If you are not comfortable with this process, we do offer a complete set of installation services to handle your entire installation remotely at a fixed price, or on-site (for mission-critical systems). For more information, contact us at 1-708-647-7665 or visit http://www.goldstarsoftware.com.