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Pervasive PSQL Summit v10 for Alliance Billing Inc.

Thank you for your purchase of Pervasive PSQL Summit v10! This software release powers the Alliance Billing Inc. applications, providing superior reliability, performance, and advanced features to make storing your data as safe and efficient as possible.

This document was prepared in conjunction with Alliance Billing Inc. to assist in the process of getting the new database software up and running quickly and easily. Please read through both sides of this page before you install the software, as the information contained herein will answer most questions you will have. There are a few warnings of which you should be aware:

WARNINGS:
✸ Pervasive PSQL v10 does not support Windows 95, 98, Me, or NT. If you have any old computers running these older operating systems, you must upgrade the workstation to Windows 2000, Windows XP, Windows 2003 Server, or Windows Vista BEFORE installing PSQLv10.
✸ This version of the Pervasive database is new for 2007. If you have other applications based on Btrieve or Pervasive PSQL, including PeachTree, NDChealth, Lytec Medical, PracticeWorks, Lantis, DigitalVoice, Lanier, or others, please check with the software vendor for compatibility information BEFORE installing this release. Goldstar Software and Pervasive Software are **<u>not</u>** able to offer free support to get these other products running on this version.

If you have questions about the above, please contact Goldstar Software for clarification.

You have purchased either the Workgroup Engine or the Client/Server Engine (see your invoice):

❑ **The Workgroup Engine (WGE)**: The Workgroup Engine is valid for running the Agents Express FREE Edition, or for any other edition in Single-User mode ONLY.
Installing: First, have all users exit **Agents Express** and reboot. Disable your anti-virus software temporarily. If you have an installation CDROM, insert the CDROM into each PC (starting with the server) and follow the installation prompts for a *Complete* install. If not, please download the 10-day Trial License from www.pervasive.com/downloads, and supply your purchased license number when you install or afterwards with the Pervasive License Administrator.

❑ **The Client/Server Engine (CSE)**: The CSE requires the use of a Windows 2000/2003/Vista or Linux server. It is not licensed per computer, but rather by concurrent user, meaning you can install the client software to as many computers as you have, but only the number of licensed users will be able to run **Agents Express** concurrently. New license packs can be purchased later to allow more users.
Installing: First, have all users exit **Agents Express** & reboot. Go to the server and log in as Administrator. Disable any anti-virus software, then insert the CDROM and follow the prompts for a *Complete* server install. Copy the CLIENTS directory from the CDROM to the C:\PVSW directory and share it, if possible to make the client installs easier. Finally, from each computer running **Agents Express**, disable any anti-virus software, browse to the \\servername\PVSW\CLIENTS\WINDOWS directory, and run the SETUP.EXE application, following the prompts for a *Complete* installation. (You can also install the client directly from the CDROM.) Be sure to do all computers at the same time.

After installing, there are a few items of interest for you to review. (Over)

1. Manual Configuration Requirements: There is a configuration change that must be made on EACH computer in the network, regardless of whether you have the CSE or WGE installed.
    - Start the Pervasive Control Center (Start/Run/PCC.EXE).
    - On the right hand side of the main screen, click Configure Microkernel Router.
    - Click on the entry for "Performance Tuning".
    - On the right side, **uncheck** the "Use Cache Engine" setting.
    - Click OK, then close the PCC and save your changes.
    You should now restart your computer to ensure that the changes take effect.

2. Performance Tip: If the WGE is used, the machine with the data files physically on it (usually known as the *peer server*) should be designated as the permanent gateway using the Gateway Locator Utility. (If this is on a separate computer from those running **Agents Express**, then you will ALSO need to have a database license for this computer as well.) Changing the configuration from a floating gateway (the default) to a permanent gateway will provide the best performance and stability. See our white paper on this topic at http://www.goldstarsoftware.com/press.asp or the related training video for more information. This is done on one computer (the server) only, and is NOT needed for the CSE.

3. Status 116 Problem: We have seen some sites with Status 116 errors after installing. If you run the application and do NOT see the Pervasive.SQL splash screen, then you may have an old DLL still stuck on your system somewhere. Search the local and network hard disks to locate any of these files: Wbtrcall.dll, Wbtrvres.dll, Wbtrlocl.dll, Wbtr32.exe, Wbtrv32.dll, W32bticm.dll, Wbtrthnk.dll, W32mkde.exe, or W32mkrc.dll, dated 1999 or older. If you find such a file, rename or delete it. Do NOT delete any copies in the C:\PVSW\BIN folder. (Copies in the PVSWARCH directory have been found and successfully archived by the installer. You may leave these copies alone, and after a few weeks, you can safely remove this entire directory structure.)

Additional tips may be posted on our web site at http://www.goldstarsoftware.com/apps.asp. Please check there for further information before calling support. Free installation-related support is available from Pervasive Software for physical "Box Product" purchases – call them at 800-BTRIEVE and have your serial number (from the boxed product) available. Additional (limited) support is available from Goldstar Software via Email at support@goldstarsoftware.com or via phone at 708-647-7665, and support is also available directly from Alliance Billing Inc.