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Pervasive PSQL v9 for Printers Software

Thank you for your purchase of Pervasive PSQL v9! This software release replaces the older Btrieve 6.15 engine originally shipped by Printers Software, providing improved reliability, performance, and features. We hope it will speed up your operations and make your business more successful as well!

This document was prepared in conjunction with Printers Software 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 two warnings of which you should be aware:

WARNINGS:

- * Pervasive PSQL v9 does not support Windows 95. If you have any old computers running this operating system, you should upgrade the workstation to (at least) Windows 98 Second Edition. Windows NT (Service Pack 6a), Windows 2000, and Windows XP are all supported as well.
- * This version of the Pervasive database is new for 2005. If you have other applications based on Btrieve or Pervasive.SQL, including PeachTree, Great Plains, Macola, or others, please check with the software vendor for compatibility information BEFORE installing this release. Goldstar Software and Pervasive Software are **not** able to offer free support to get these products running on this version.
- * Do NOT install from a Terminal Services or Remote Desktop Connection! This is not supported.

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):** With the Workgroup Engine, you received an installation CDROM and one or more serial numbers on the invoice. You are licensed to install this software on as many computers as you have serial numbers. If you need a serial number for an additional computer, please contact us. Be aware that you will be limited to 5 computers running PSI at one time (concurrent usage) with the WGE – to exceed this requires the Client/Server Engine instead.

Installing: First, have all users exit PSI and reboot. Disable your anti-virus software temporarily. Insert the CDROM into each PC (starting with the server) and follow the installation prompts for a *Complete* install. If you are running Symantec Anti-Virus and still get messages about “malicious scripts”, select *Authorize this script*. Be sure to do all computers at the same time.

- **The Client/Server Engine (CSE):** The CSE requires the use of a Windows NT/2000/2003, NetWare, 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 PSI concurrently. New license packs can be purchased later to allow more users.

Installing: First, have all users exit PSI & 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:\PVS\ directory and share it, if possible to make the client installs easier. Finally, from each computer running PSI, disable any anti-virus software, browse to the \\servername\PVS\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. **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 the PSI application, 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.
2. **Performance Tip:** After your system has been running on Pervasive SQL v9 for a few weeks, and you are comfortable enough that you will never go back to the old version, you may wish to rebuild your *.PSI data files to take advantage of even more performance gains. See our white paper on this topic at <http://www.goldstarsoftware.com/press.asp> or contact Printers Software for more information.
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. Search the local and network hard disks to locate any of the 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:\PVSWARE\BIN folder. (Copies in the PVSWARE 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.) Please note that installing an upgrade to PSI after installing Pervasive.SQL may put these files right back there, so you may need to look for them again at that time.
4. **Version Error 8005:** If you receive this error upon starting the PSI application, then you may have some older DLL's in your environment. Check the PSI directory as well as the local workstations for any old versions of the files, as indicated in #3 above. If you find them, remove or rename them.
5. **Problem Printing Reports:** If you receive an error printing reports after upgrading to Pervasive.SQL, then you need to check to ensure that your PSIDEF.INI file contains the following line anywhere in the section marked [Special]:
TempPath=.\.

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 – call them at 800-BTRIEVE and have your serial number (from the boxed product) available. Additional 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 Printers Software.