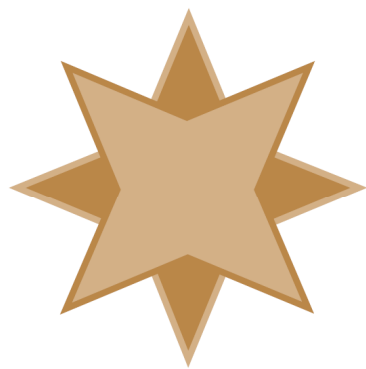


Downloading Actian Zen v17

A White Paper From



GOLDSTAR
SOFTWARE

www.GoldstarSoftware.com

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

Downloading Actian Zen v17

Last Updated: August 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 v17 AI environment.

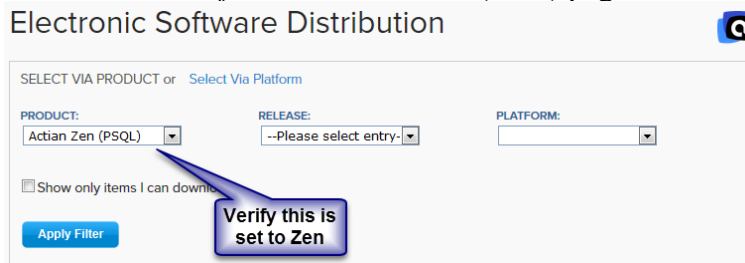
Note that Zen v17 is a paid upgrade from previous versions, so if you do not yet have a license for Zen v17, please contact [Goldstar Software](http://www.goldstarsoftware.com) for current pricing.

Download the Latest Installation File

You must FIRST download the Actian Zen v17 installation files. The current version as of this update is FCS, or v17.00.

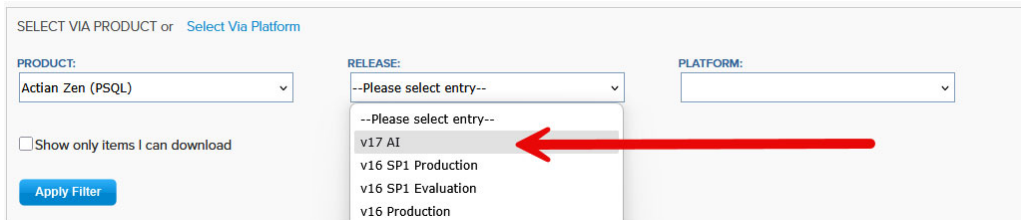
1. Use your web browser to go to http://esd.actian.com/product/Zen_PSQL/ to get to the *Electronic Software Distribution* (ESD) page:

Electronic Software Distribution



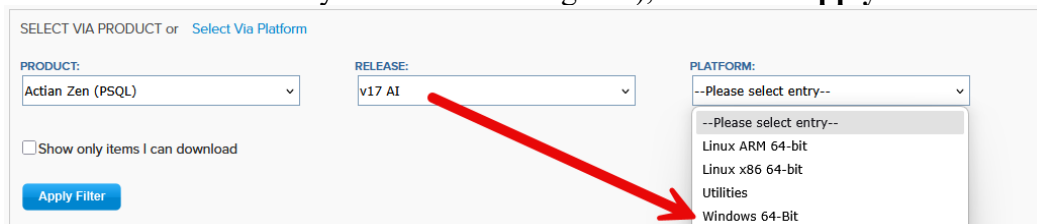
The screenshot shows the ESD portal interface. At the top, it says 'SELECT VIA PRODUCT or Select Via Platform'. Below this, there are three dropdown menus: 'PRODUCT:', 'RELEASE:', and 'PLATFORM:'. The 'PRODUCT:' dropdown is currently set to 'Actian Zen (PSQL)'. A blue callout box with an arrow points to this dropdown, containing the text 'Verify this is set to Zen'. There is also a checkbox labeled 'Show only items I can download' and a blue 'Apply Filter' button.

2. Open the *Release* dropdown box to select the version you need. For Zen v17, select **v17 AI**.



This screenshot shows the 'RELEASE:' dropdown menu open. The options listed are: '--Please select entry--', 'v17 AI', 'v16 SP1 Production', 'v16 SP1 Evaluation', and 'v16 Production'. A red arrow points to the 'v17 AI' option, indicating it should be selected.

3. Open the *Platform* dropdown box and select the platform you need (probably **Windows 64-Bit** unless you need something else), then click **Apply Filter**.



This screenshot shows the 'PLATFORM:' dropdown menu open. The options listed are: '--Please select entry--', 'Linux ARM 64-bit', 'Linux x86 64-bit', 'Utilities', and 'Windows 64-Bit'. A red arrow points to the 'Windows 64-Bit' option, indicating it should be selected. The 'PRODUCT:' dropdown is still set to 'Actian Zen (PSQL)' and the 'RELEASE:' dropdown is now set to 'v17 AI'.

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<http://www.goldstarsoftware.com>

4. You will now get a new link below for the **Zen v17 AI | Release** downloads. Click on the link to open up the list of downloads.

[Actian Zen \(PSQL\) v17 AI](#)

Actian Zen v17 AI release with VectorAI DB support.

Please email LicensePsql@Actian.com to request a trial license.

[> Zen v17 AI | Release](#)

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. Look for either the *Zen-EnterpriseServer...* or *Zen-CloudServer...* download.
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 recommends installing the *Zen Client and Reporting Engine v17* 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.
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 asks if you have a support contract).

The image shows the Actian ID Login screen. At the top is the Actian logo. Below it are two input fields: "Email" and "Password". A red box labeled "Log In Here" with an arrow points to the "Email" field. Below the "Password" field is a blue "Log in" button. To the left of the button is a red box labeled "Forgot Password?" with an arrow pointing to a link labeled "Forgot your password?". To the right of the button is a red box labeled "Create New Account" with an arrow pointing to a link labeled "Not a member?".

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.

Download

Your download will begin in a moment. No Download? [Click here.](#)

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.

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.

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

Electronic Software Distribution

SELECT VIA PRODUCT or [Select Via Platform](#)

PRODUCT: RELEASE: PLATFORM:

☐ Show only items I can download

[Apply Filter](#)

Verify this is set to Zen

2. Open the *Release* dropdown box to select the version you need. For Zen v17, select **v17 AI**.

SELECT VIA PRODUCT or [Select Via Platform](#)

PRODUCT:

RELEASE:

PLATFORM:

☐ Show only items I can download

[Apply Filter](#)

--Please select entry--
v17 AI
v16 SP1 Production
v16 SP1 Evaluation
v16 Production

3. Open the *Platform* dropdown box and select the platform you need (probably **Windows 64-Bit** unless you need something else), then click **Apply Filter**.

SELECT VIA PRODUCT or [Select Via Platform](#)

PRODUCT:

RELEASE:

PLATFORM:

☐ Show only items I can download

[Apply Filter](#)

--Please select entry--
Linux ARM 64-bit
Linux x86 64-bit
Utilities
Windows 64-Bit

4. You will now get a new link below for the **Zen v17 AI | Release** downloads. Click on the link to open up the list of downloads.

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Actian Zen v17 AI release with VectorAI DB support.
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[Zen v17 AI | Release](#)

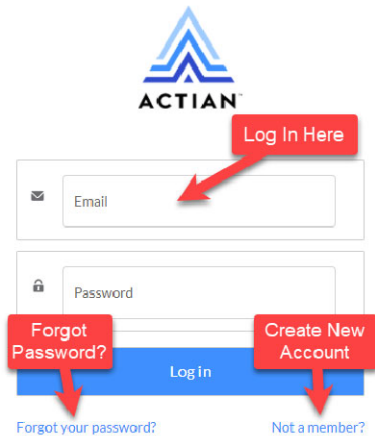
5. Once the list of downloads is shown, scroll through the list and locate the exact download you are looking for and click on the blue **DOWNLOAD** button to download the file. Note that the Patch downloads will be identified with the text

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<http://www.goldstarsoftware.com>

“Update #” in the header line, and will usually have a file name including the word “Patch”. 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 *Action 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).



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



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



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

If you have any problems with this process, which is solely controlled by Actian Corporation, please contact them directly at 800-BTRIEVE for assistance.

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>.