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Actian PSQL v12 for American Medical Software

Thank you for your purchase of Actian PSQL v12! This software release powers the American Medical Software (AMS) application, providing superior reliability, performance, and advanced features to run your application better.

This document was prepared in conjunction with American Medical 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 a few warnings of which you should be aware:

WARNINGS:
✷ Actian PSQL v12 does not support Windows 95, 98, Me, NT, 2000, or Windows XP. If you have any old computers running these older operating systems, you must upgrade the workstation to Windows Vista SP1, or Windows 7/8/10 BEFORE installing PSQLv12.
✷ This version of the PSQL database is new for 2015. If you have other applications based on Btrieve or 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 Actian Corporation are **not** 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 Server Engine (see your invoice). The engine is delivered via download or on an optional CDROM with a serial number and activation key. Engines are purchased by *Concurrent User*, which means that you can install the engine ONE time (on the server which physically contains the data), install the PSQL client onto as many workstations as you have, and the engine will track the number of concurrent users. If you need to add more users, please contact us.

❑ **The Workgroup Engine (WGE)**: The WGE should be installed to the computer which physically stores the data files (the server). If the files are stored on a non-Windows storage device, you should install the WGE to the fastest PC and use the Gateway Locator tool to set the gateway to this computer. **Installing**: First, have all users exit AMS and reboot. Disable your anti-virus software temporarily. Insert the CDROM or download into the server PC (the one that contains the data) and follow the installation prompts for a *Complete* install as a *Service*. Activate your license at the end of the installation. Then, on each of the other computers in the workgroup, install the PSQL Client. Do all computers at the same time. See Item #2 on the next page for information on setting the Gateway.

❑ **The Server Engine**: The Server Engine must be installed to a Windows 2008/2012/Vista/Win7/8/10 operating system. **Installing**: First, have all users exit AMS & reboot. Log in to the server console as **Administrator**. Disable any anti-virus software, then insert the CDROM or download and follow the prompts for a *Complete* server install. Finally, from each workstation running AMS, disable any anti-virus software, run the PSQL Client installation, following the prompts for a *Complete* installation. 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 one configuration change that must be made on EACH computer in the network, regardless of whether you have the Server 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, which is incompatible with AMS.
    - 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 AMS, 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/whitepapers-installation.asp or the related training video for more information. This is done on one computer (the server) only, and is not needed with the Server Engine.

3. Performance Tip: If you are have never rebuilt your database files (WINDIR\X*.BTR), you may wish to do so once you are running on PSQL v12 for a few weeks to take advantage of even more performance gains. Go to http://www.goldstarsoftware.com/whitepapers-troubleshooting.asp to view our white paper on *Rebuilding Database Files* for more information.

4. Free Software Updates: Actian periodically releases new patches to this product. You can obtain the most recent software updates directly from their web site at www.pervasivedb.com by clicking on the PSQL v12 link on the left side. Be sure to update all systems at the same time for best results. You can sign up for Email updates at www.goldstarsoftware.com/mladd.asp. American Medical Software recommends updating to the latest PSQL v12 Update as soon as you install the engine.

5. ODBC Error After Upgrading: If you upgrade your system and receive a message "ODBC Connection Error" immediately after the upgrade, please run the AMS utility \WINDIR\ODBCADMIN.EXE. This AMS tool will correct the ODBC driver for the new database engine. If you have questions about using this tool, please contact American Medical Software directly, as this is their tool.

6. Status 161: If you receive a Status 161, this indicates that the number of PSQL users has been exceeded, or that your 30-day trial has expired. Please go to the server (or gateway, in a Workgroup environment) and run the PSQL License Administrator utility (Start/Programs/Actian PSQL v12/Utilities) to verify that your license has been properly applied. You should see a Permanent License for the engine you purchased. If not, re-enter your license key and click on Authorize.

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