

# Toad Data Modeler 5.1

**Installation Guide** 

© 2013 Quest Software, Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software, Inc.

The information in this document is provided in connection with Quest products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest products. EXCEPT AS SET FORTH IN QUEST'S TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software World Headquarters LEGAL Dept 5 Polaris Way Aliso Viejo, CA 92656 email: legal@quest.com

Refer to our Web site (www.quest.com) for regional and international office information.

#### Trademarks

Quest, Quest Software, the Quest Software logo, Toad, T.O.A.D., Toad World are trademarks and registered trademarks of Quest Software, Inc in the United States of America and other countries. For a complete list of Quest Software's trademarks, please see <a href="http://www.quest.com/legal/trademarks.aspx">http://www.quest.com/legal/trademarks.aspx</a>. Other trademarks and registered trademarks are property of their respective owners.

Toad Data Modeler 5.1

Installation Guide

# **Table of Contents**

Introduction	3
Notes before Installation:	3
System Requirements	4
Virtualization Support	4
Supported Database Platforms	5
First Installation (Clean Install)	8
Upgrade	10
Side-by-Side Installation	11
Silent Installation	12
Shortcuts	12
Database Platforms	13
Un-Installation	16
Trial Version Information	17
Limitations of Trial Version	17
Functionality Restrictions:	17
Default Locations	18
1. After Toad Data Modeler is installed	18
2. After you run Toad Data Modeler	19
Appendix: Contact Quest	22
Contact Quest Support	22
Contact Quest Software	22
About Quest Software (now a part of Dell)	22
Indov	24

## **Introduction**

Open and unzip the installation package that contains:

- Installation file (MSI)
- Release Notes file (HTML)
- Installation Guide file (PDF)

#### **Notes before Installation:**

- If you have installed any version of Toad Data Modeler (TDM) using the TDM stand alone installer and run any of the Toad bundles that contain Toad Data Modeler, the Quest Installer will display incorrectly that Toad Data Modeler has not been installed.
- 2. Installing features for Toad Data Modeler: During the initial installation of Toad Data Modeler you have the option to install support for the various database platforms, using the new 'Features' functionality within the Quest Installer (QI). If you want to add new features (after TDM is already installed), you must do so from the Control Panel via the Add or Remove Programs section in your operating system.
- 3. To install Toad Data Modeler successfully, Administrator privileges are necessary.
- 4. Toad Data Modeler supports side-by-side installation.
  - Upgrade New version of Toad Data Modeler is installed to the same folder where previous version was installed.
  - Side-by-side Installation New version of Toad Data Modeler is installed to another location.
- 5. Limitations of trial version: 30 day trial period and multiple features limited to a maximum of 25 entities.
- 6. Do NOT open and resave models originally created in a developmentally higher version of Toad Data Modeler (e.g. in v. 5.0.5) in lower version of Toad Data Modeler (e.g. in v. 3.5.10).
- 7. Note for users of Toad Data Modeler BETA: BETA uses different folders for configuration files and other default directories than Toad Data Modeler Commercial version. You can install and use both versions on one computer.

# **System Requirements**

Before installing Toad Data Modeler, ensure your system meets the following minimum hardware and software requirements:

	Minimal Requirements	Optimal
Platform	Pentium IV	Pentium dual core
Memory	512 MB	4 GB
Hard Disk Space	200 MB	400 MB
Operating System	Microsoft Windows XP (32-bit or 64-bit, Service Pack 2) Microsoft Windows Vista (32/64-bit) Microsoft Windows Server 2003 (32/64-bit, Service Pack 2) Microsoft Windows Server 2008 (32/64-bit) Microsoft Windows Server 2008 R2 (64-bit) Microsoft Windows 7 (32/64-bit) Microsoft Windows 8 PRO (64-bit)	

# **Virtualization Support**

Before installing Toad Data Modeler, review the following for virtualization support:

Application Virtualization	Toad Data Modeler has been tested for Citrix support on Windows XP using the XenApps 5.0 Server.
Desktop Virtualization	Toad Data Modeler has been tested with the following: Quest vWorkspace 7.0 running on Windows XP (32-bit)
(VDI)	<b>Note:</b> Problem during print on virtual printer - The problem occurs only in case of print from local machine (all printers from local machine are visible on vWorkspace). If the virtual printer is installed on vWorkspace directly, the problem doesn't occur.
Server Virtualization	Oracle VM 3.0 Toad Data Modeler has been tested with VMware Server 2 running on Windows 7.

**Note:** Toad Data Modeler may work correctly in virtualization environments other than the tested ones. In case of virtualization servers, support for Toad Data Modeler is provided on the basis of supported operating systems.

# **Supported Database Platforms**

Toad Data Modeler supports the following database platforms:

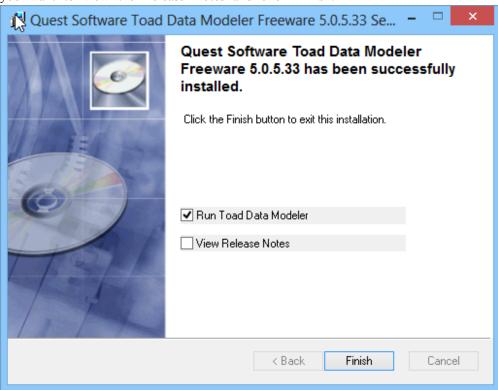
Supported Database System	Reverse Engineerin g	Import From SQL File	Alter Script Generation	SQL/DDL Code Generation
DB2 z/OS v. 10	✓	-	-	✓
DB2 z/OS v. 9	✓	-	-	✓
DB2 v. 10.1 (LUW)	✓	-	<b>9</b>	✓
DB2 v. 9.7 (LUW)	✓	✓	<b>9</b>	✓
DB2 v. 9.5 (LUW)	✓	✓	<b>9</b>	✓
DB2 v. 9 (LUW)	✓	✓	<b>9</b>	✓
DB2 UDB v. 8 (LUW)	✓	✓	✓	✓
Ingres 10.0	✓	-	-	✓
Ingres 9.3	✓	-	-	✓
Greenplum 4.2	✓	-	<b>9</b>	✓
Greenplum 4.1	✓	-	<b>I</b>	✓
Microsoft Access 2007/2010	✓	-	-	✓
Microsoft Access 2000-2003	✓	-	-	✓
Microsoft SQL Azur e	✓	⊌	✓	✓
Microsoft SQL Server 2012	✓	⊌	✓	✓
Microsoft SQL Server 2008	✓	✓	✓	✓

Supported Database System	Reverse Engineerin g	Import From SQL File	Alter Script Generation	SQL/DDL Code Generation
Microsoft SQL Server 2005	✓	✓	<b>I</b>	9
Microsoft SQL Server 2000	✓	-	✓	✓
MySQL 5.5	✓	<b>I</b>	<b>I</b>	<b>√</b>
MySQL 5.1	✓	<b>9</b>	9	<b>√</b>
MySQL 5.0	9	9	9	S
Oracle 12c	9	-	9	9
Oracle 11g R2	9	9	9	<b>ℰ</b>
Oracle 11g R1	9	9	9	<b>৶</b>
Oracle 10g	9	9	9	S
Oracle 9i	9	9	9	S
PostgreSQL 9.2	9	-	9	S
PostgreSQL 9.1	9	-	9	II.
PostgreSQL 9.0	⊌	-	9	9
PostgreSQL 8.4	⊌	-	9	9
PostgreSQL 8.3	✓	-	9	9
PostgreSQL 8.2	9	-	9	9
PostgreSQL 8.1	9	-	9	9
SQLite 3.7	9	-	-	9
Sybase ASE 15.7	9	-	-	9
Sybase ASE 15.5	9	-	-	9
Sybase ASE 15	✓	-	-	9

Supported Database System	Reverse Engineerin g	Import From SQL File	Alter Script Generation	SQL/DDL Code Generation
Sybase ASE 12.5	✓	-	-	<b>9</b>
Sybase IQ 15.2	✓	-	-	<b>9</b>
Sybase SQL Anywhere 11	✓	-	_	✓
Teradata 13	✓	-	-	<b>I</b>
Other databases (Universal Model)	✓	-	-	-

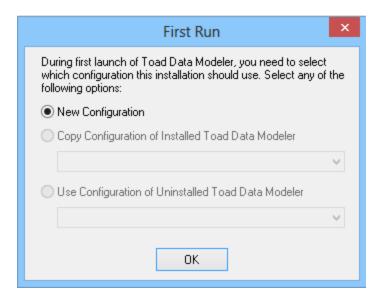
# First Installation (Clean Install)

- Run the Toad Data Modeler Setup Wizard and go through the installation process.
   Default path where Toad Data Modeler is installed:
   C:\Program Files\Quest Software\Toad Data Modeler 5.1
- 2. Select what features (support for various database systems) you want to install.
- 3. In the end of the installation process, select Run Toad Data Modeler, chose if you want to view the Release Notes and click Finish.

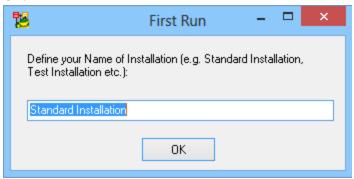


**Note:** Toad Data Modeler allows side-by-side installation. Although this is your first installation, Toad Data Modeler needs to create a new Installation folder where configuration settings and other files will be saved. Therefore, the following dialog will occur.

Only New Configuration option is available. Click **OK**.



4. Name the Installation folder. *Standard Installation* is a default name. Confirm **OK**.



5. Toad Data Modeler opens in a trial mode. If you have obtained your commercial key, click **Enter Commercial Key** and enter your license key.

**Note:** After you install Toad Data Modeler, a new installation folder will be created in your User (Documents and Settings) directory – *Standard Installation*.

# **Upgrade**

If you select this installation method, it means that:

• You had Toad Data Modeler installed on your computer (v. 4.3.x or previous) and uninstalled it before the new version installation.

OR

You did not uninstall previous version and still have Toad Data Modeler (v. 4.3.x or previous) installed on your computer.

• You install the new version to the same location where the previous version is.

#### Steps:

- Run the Toad Data Modeler Setup Wizard and go through the installation process.
   Default path where Toad Data Modeler is installed:
  - C:\Program Files\Quest Software\Toad Data Modeler 5.1

Note: earlier versions were installed to C:\Program Files\Quest Software\Toad Data Modeler 4 folder

- 2. Select which features (support for various database systems) you want to install.
- 3. In the end of the installation process, select Run Toad Data Modeler and click Finish.
- 4. Select either new configuration or configuration settings of previous version and click **OK**.

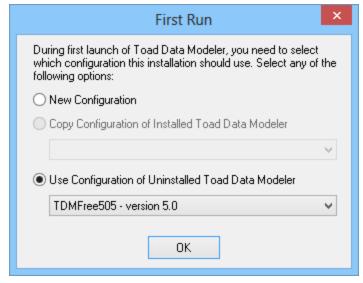
# **Side-by-Side Installation**

If you select this installation method, it means that:

- You already have Toad Data Modeler installed on your computer (v. 4.3.x or previous). You do not uninstall this old version.
- You install the new version to a new location.

#### Steps:

- 1. Run the Toad Data Modeler Setup Wizard and go through the installation process.
- 2. In step **Destination Folder**, define a new path where the new Toad Data Modeler version should be installed.
- 3. Continue the installation process and select what features (support for various database systems) you want to install.
- 4. Select either new configuration or configuration settings of previous version and click **OK**. For new configuration settings, define a new name for the Installation folder. *Standard Installation* is a default name. Confirm **OK**.



5. Toad Data Modeler opens in a trial mode.

If you are a holder of a permanent license key, click **Enter Commercial Key** and enter your license key information from previous Toad Data Modeler version (see e.g. the **Help** menu | **Licensing**).

**Note:** You will not have to enter your commercial key again if you use Microsoft Windows Vista or Microsoft Windows 7 OS.

### **Silent Installation**

To perform a silent installation of Toad Data Modeler, you must have the setup.MSI file for Toad Data Modeler. This MSI is then used with the installation variable to define the installation options. The argument for the silent installation from a command line is "/q". To specify a directory where Toad Data Modeler should be installed, it is possible to use INSTALLDIR option is not specified, default installation directory is used (e.g. 32 bit Windows- C:\Program Files\Quest Software\Toad Data Modeler 5.0\).

#### **Example:**

Silent installation with INSTALLDIR custom installation directory option specified: setup.msi /q INSTALLDIR="C:\Toad Data Modeler 5.0\"

In order to specify for which database platform Toad Data Modeler should be installed or which shortcuts should be created and where, use the parameter **ADDLOCAL**. If this parameter is not used, default installation will be performed (all features, shortcuts and full databases support).

#### **Example:**

Silent installation with default installation directory (INSTALLDIR option not specified), ADDLOCAL options to install full features, shortcuts and database support for basic PostgreSQL features and specifically for PostgreSQL 8.1 and 8.2. setup.msi /q

ADDLOCAL=Complete, XPMANIFEST, SUPPORTDATABASES, SHORTCUTUNINSTALL, SHORTCUTDESKTOP, SHORTCUTSTARTMENU, SHORTCUTQUICKLAUNCH, SHORTCUTHELP, POSTGRESQL, POSTGRESQL81, POSTGRESQL82

If only a partial support for databases with the parameter **ADDLOCAL** is installed, always use the options **Complete**, **XPMANIFEST**, **SUPPORTDATABASES**. These three options are obligatory for the correct installation.

Caution: During installation of support for particular database platform, it is necessary to install basic support for the selected database platform, e.g. option **ORACLE** plus particular database like **ORACLE 10G**!

#### **Shortcuts**

KEY (command line option)	Feature
SHORTCUTDESKTOP	Creates a shortcut for Toad Data Modeler on the Desktop.
SHORTCUTSTARTMENU	Creates a shortcut for Toad Data Modeler in the Start Menu.

KEY (command line option)	Feature
SHORTCUTQUICKLAUNCH	Creates a shortcut for Toad Data Modeler in the Quick Launch bar.

#### **Database Platforms**

Below find **ADDLOCAL** options (**KEYS**) to be used in silent installation for basic support and individual databases support.

```
DB2 (LUW)
```

```
DB2 - Basic support for DB2 (LUW)

DB2UDBv8 - Support for DB2 UDB 8 (LUW)

DB2v9 - Support for DB2 9 (LUW)

DB2v95 - Support for DB2 9.5 (LUW)

DB2v9.7 - Support for DB2 9.7 (LUW)

DB2v10.1 - Support for DB2 10.1 (LUW)
```

#### DB2 zOS

```
DB2zOSv9 - Support for DB2 zOS v. 9

DB2zOSv10 - Support for DB2 zOS v. 10
```

#### Greenplum

```
GREENPLUM - Basic support for Greenplum
GREENPLUM41 - Support for Greenplum 4.1
GREENPLUM42 - Support for Greenplum 4.2
```

#### **Ingres**

```
INGRES - Basic support for IngresINGRES93 - Support for Ingres 9.3INGRES10 - Support for Ingres 10.0
```

#### **Microsoft Access**

```
MSACCESS - Basic support for MS Access

MSACCESS_2000_2003 - Support for Microsoft Access 2000/2002/2003
```

```
msaccess_2007_2010 - Support for Microsoft Access 2007/2010
Microsoft SQL Azure
      MSSQL AZURE - Support for Microsoft SQL Azure
Microsoft SQL Server
      MSSQL - Basic support for Microsoft SQL Server
      MSSQL2000 - Support for Microsoft SQL 2000
      MSSQL2005 - Support for Microsoft SQL 2005
      MSSQL2008 - Support for Microsoft SQL 2008
      MSSQL2012 - Support for Microsoft SQL 2012
MySQL
      MYSQL - Basic support for MySQL
      MYSQL50 - Support for MySQL 5.0
      MySQL51 - Support for MySQL 5.1
      MySQL55 - Support for MySQL 5.5
Oracle
      ORACLE - Basic support for Oracle
      ORACLE 9 - Support for Oracle 9i
      ORACLE 10G - Support for Oracle 10G
      ORACLE 11G R1 - Support for Oracle 11G
      ORACLE_11G_R2 - Support for Oracle 11G R2
      ORACLE_12C - Support for Oracle 12c
PostgreSQL
      POSTGRESQL - Basic support for PostgreSQL
      POSTGRESQL81 - Support for PostgreSQL 8.1
```

POSTGRESQL82 - Support for PostgreSQL 8.2

POSTGRESQL83 - Support for PostgreSQL 8.3

POSTGRESQL84 - Support for PostgreSQL 8.4

POSTGRESQL90 - Support for PostgreSQL 9.0

```
POSTGRESQL91 - Support for PostgreSQL 9.1

POSTGRESQL92 - Support for PostgreSQL 9.2

SQLite

SQLITE37 - Support for SQLite 3.7

Sybase ASE

SYBASE - Basic support for Sybase ASE

SYBASE12.5 - Support for Sybase ASE 12.5

SYBASE15 - Support for Sybase ASE 15

SYBASE15.5 - Support for Sybase ASE 15.5

SYBASE15.7 - Support for Sybase ASE 15.7

Sybase IQ
```

SYBASEIQ15.2 - Support for Sybase IQ 15.2

#### Sybase SQL Anywhere

SYBASE SQL ANYWHERE 11 - Support for Sybase SQL Anywhere 11

#### Teradata

TERADATA130 - Support for Teradata 13

#### **Universal Database**

UNIVERSAL DATABASE - Support for universal database platforms

Other parameters for silent installs can be found after you run "setup.msi?" command.

### **Un-Installation**

To uninstall Toad Data Modeler, you must do so from the **Control Panel** | **Add or remove programs** (Windows XP) or **Programs & Features** (Windows Vista, Windows 7, or Windows 8).

Note: All user files remain preserved after the uninstallation. You can find them at: C:\Users\\{user name}\My Documents\Toad Data Modeler (C:\Documents and Settings\user name\My Documents\Toad Data Modeler for Windows Vista and previous versions of Microsoft Windows systems); and configuration files at: C:\Users\\{user name}\AppData\Roaming\Quest Software\Toad Data Modeler (C:\Documents and Settings\\{user name}\Application Data\Quest Software\Toad Data Modeler for Windows Vista and previous versions of Microsoft Windows systems). For complete uninstall (which means you will lose all your models, generated scripts, reports, Version Manager etc.), delete these folders too.

## **Trial Version Information**

#### **Limitations of Trial Version**

- 30 day trial period
- 25 entity limit for the following features (the restrictions relate to both physical and logical models)

**Note:** To use Toad Data Modeler without these restrictions, please contact your Quest Sales Representative at sales@quest.com to request a full functionality trial override key.

### **Functionality Restrictions:**

- Save Model You can save a model with max 25 entities.
- Preview You can preview a model with max 25 entities.
- **Print** You can print a model with max 25 entities.
- Export to Graphic File You can export a model with max 25 entities to graphic file.
- **SQL/DDL Script Generation** You can generate SQL/DDL script only for first 25 entities of the model. Other objects (procedures, functions etc.) don't have any limitation.
- Report You can generate HTML/RTF/PDF report for a model with max 25 entities.
- Alter Report You can generate alter report for a model with max 25 entities.
- **XSL Transformation Report** You can generate the XSL Transformation report only for first 25 entities of the model. Other objects (procedures, functions etc.) don't have any limitation.

#### First run of Toad Data Modeler:

Toad Data Modeler opens in a trial mode. Trial period is 30 days. During this time, you can evaluate the software.

Click **Continue Evaluation** to open the Toad Data Modeler Trial version.

Click **Purchase Commercial Key** to be directed to the Quest Software website.

Click Enter Commercial Key to enter your license key.

#### 30-day trial period has expired:

After the 30-day trial period has expired, you can either purchase a commercial key or request a trial extension.

Click **Request Trial Extension** to evaluate Toad Data Modeler for another trial period.

Click Purchase Commercial Key to be directed to the Quest Software website.

Click Enter Commercial Key to enter your license key.

## **Default Locations**

As Toad Data Modeler supports side-by-side installation, there are two folders:

#### Installation #

- Default path: C:\Users\{user name}\AppData\Roaming\Quest Software\Toad Data Modeler\Installation #.
- The number of installation is increasing with every new installation.
- In this folder, configuration files and Version Manager files are stored.

**Standard Installation** (or <name> installation that you define)

- Default path: C:\Users\{user name}\My Documents\Toad Data Modeler\Standard Installation
- In this folder, aliases, models, naming conventions, user packages, user OTPs, styles and XSL files are stored.

In this location: *C:\Users\{user name}\My Documents\Toad Data Modeler*, there are GeneratedScripts, Logs and Reports folders (folders for outputs) and the new Standard Installation folder where user's files are stored.

#### 1. After Toad Data Modeler is installed

Toad Data Modeler application is installed to: C:\Program Files (x86)\Quest Software\Toad Data Modeler 5.1. Here, the following directories can be found:

#### BIN

In this directory, particularly the TDM.exe and Support.xml file containing list of supported database systems are stored. Libraries for reverse engineering of particular databases (\*.dll files) are stored here too.

#### **Configs**

Config files with default settings and default layout of Toad Data Modeler are stored here (TDM.txe and .txd files).

#### **Documents**

Directory with documentation to Toad Data Modeler – Help file, Reference Guide, License Agreement and Third Party License.

#### **Naming Conventions**

Directory with .csv files that can be imported and used in glossaries for naming conventions in Toad Data Modeler.

#### **Packages**

System packages and metamodels are stored in System subdirectory. Default *My Package* and Templates package are stored in User subdirectory.

#### Samples

Directory with sample Toad Data Modeler models and sample Galleries.

#### **Selected OTPs**

Directory with .txo files for each supported database platform and logical model, containing Default (System) Selected Object Types and Properties.

#### Sources

Directory containing source files that must be publicly available based on licensing.

#### Styles

Default CSS styles for report generation.

#### Version Manager

Definition files for Version Manager.

#### **XSL**

Directory with .xslt files - templates for XSL transformation.

#### Release Notes document

Document with information on the product release.

## 2. After you run Toad Data Modeler

After you run the application, new directories will be created in your *Users* (*Documents and Settings*) directory. The files that you can modify will be copied to these directories. (From C:\Program Files\Quest Software\Toad Data Modeler 5.1).

All changes you make in the files (e.g. changes in the application layout, new aliases, modified styles in reports, new default path to generated SQL/DDL code, modified My Package.txg file etc.) will be saved in your *Documents and Settings* directory and will be preserved when you update the application.

If you need to restore the original default settings, you can simply delete appropriate file in the *Documents and Settings* directory. When you run Toad Data Modeler then, appropriate original default file from C:\Program Files\Quest Software\Toad Data Modeler 5.1 will be copied to the *Documents and Settings* directory again.

You will find the 'user' files in the following locations:

1. C:\Users\{user name}\AppData\Roaming\Quest Software\Toad Data Modeler\Installation #

Here, Configs and Version Manager directories can be found.

**Note:** The number of installation will be increasing with every new installation.

#### **Configs**

Config files with settings of Toad Data Modeler and TDM.txe file with the application environment (layout) are stored here.

#### Version Manager

Structure that you create in Version Manager is saved here.

#### 2. C:\Users\{user name}\My Documents\Toad Data Modeler\{Installation name}

Here, the following directories are created:

#### Connections

Connections you create and save during reverse engineering or in Connections dialog.

#### **Convertor Options**

Convertor user settings files.

#### Galleries

Default user galleries directory.

#### Models

Default path for physical and logical models you create in Toad Data Modeler.

#### **Naming Conventions**

Directory with naming convention definitions (.txn files) that you create in Toad Data Modeler.

#### **Packages**

Directory with metamodels and packages (.txg files). User packages - *My Package* and add-ons are stored here, including the Templates.txg package.

#### **Projects**

Default Projects directory

#### **Scripts**

Default directory for scripts.

#### **Selected OTPs**

Directory with User Selected Object Types and Properties.

#### Styles

Default path to CSS styles for reports.

#### XSL

Directory where user .xslt files for XSL transformation are stored.

#### 3. C:\Users\{user name}\My Documents\Toad Data Modeler

Here, the following directories are created:

#### **Generated Scripts**

Directory where DDL/SQL script and alter scripts are generated.

#### Logs

Default directory for various Logs generated by Toad Data Modeler.

#### Reports

Directory where HTML, RTF reports, PDF and XSLT outputs are generated.

# **Appendix: Contact Quest**

### **Contact Quest Support**

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a Quest product and have a valid maintenance contract. Quest Support provides unlimited 24x7 access to Support Portal at <a href="https://www.quest.com/support">www.quest.com/support</a>.

From our Support Portal, you can do the following:

- Retrieve thousands of solutions from our online Knowledge Base
- Download the latest releases and service packs
- Create, update and review Support cases

View the *Global Support Guide* for a detailed explanation of support programs, online services, contact information, policies and procedures. The guide is available at: <a href="www.quest.com/support">www.quest.com/support</a>.

### **Contact Quest Software**

Email <u>info@quest.com</u>

Quest Software, Inc.

World Headquarters

Mail 5 Polaris Way

Aliso Viejo, CA 92656

USA

Web site <u>www.quest.com</u>

See our web site for regional and international office information.

### **About Quest Software (now a part of Dell)**

Quest Software simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest go to <a href="https://www.quest.com">www.quest.com</a>.

Established in 1987, Quest Software (Nasdaq: QSFT) provides simple and innovative IT management solutions that enable more than 100,000 global customers to save time and money

across physical and virtual environments. Quest products solve complex IT challenges ranging from <u>database management</u>, <u>data protection</u>, <u>identity and access management</u>, <u>monitoring</u>, <u>user workspace management</u> to <u>Windows management</u>. For more information, visit <u>www.quest.com</u>.

# **Index**

A after toad data modeler is installed 18 after toad data modeler is run 19 В before installation notes 3  $\mathbf{C}$ citrix support 4 D default locations 18 F first installation 8  $\mathbf{o}$ operating systems 4 S side-by-side installation 11 silent installation 12 supported database platforms 5 system requirements 4  $\mathbf{T}$ trial period expired 17 trial version limitations 17 U upgrade 10

V

virtualization 4