


**Installing and configuring**  
**Pervasive.SQL 2000**  
**for Service Accent™**



**Vantage Computing Ltd**

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## What is Pervasive.SQL 2000?

Service Accent relies on a piece of software called a database engine; although Service Accent manages your data and presents it in a precise manner to you, the database engine is responsible for storing and retrieving your data from a storage medium like your hard disk.

There are many different types of database engines available, and Service Accent uses one called Pervasive.SQL 2000, which is produced by an American company called Pervasive Software Inc. It is the database engine of choice because it has particular features that benefit Service Accent, including scalability (it can handle one user to thousands), price (it can be purchased in user brackets) and reliability.

As standard, Service Accent comes with a previous version of Pervasive.SQL 2000 called Btrieve. This is sufficient for single users or particular types of network, but in other cases, more data processing power is called for, and this requires the installation of Pervasive.SQL 2000.

## What version do I need?

There are two main types of Pervasive.SQL 2000, which are:

- **Workgroup**  
This is designed for 2 to 5 users and does not rely on a specific network server. It is ideal for a network comprised of Windows 95, Windows 98, Windows NT 4.0 workstation and/or Windows 2000 Professional, and this is normally called a peer-to-peer network, where no one pc takes overall charge of the network.

It is recommended that the network runs the TCP/IP network protocol.

- **Client/Server**  
Designed for more than 5 users, this relies on a specific file server on the network to handle the workload of data processing. Novell NetWare, Windows NT 4.0 Server and Windows 2000 Server can be used as the operating system for the file server.

It is recommended that the network runs the TCP/IP network protocol if you run a Windows NT or 2000 server.

The version you have purchased or have been given to install reflects your requirements.

## Installing Pervasive.SQL 2000 Workgroup Engine

The Pervasive.SQL 2000 Workgroup Engine needs to be installed on all workstations that will be running Service Accent. Additionally, one of these workstations, or a workstation that is not running Service Accent, must be nominated as the workgroup gateway (this will be discussed later).

To install the software, insert the CD-Rom in to the workstation's CD drive. The autoplay feature of Windows should run the setup routine automatically, but if not, use Windows Explorer to locate setup.exe on the CD-Rom.

**Note:** You should accept all the defaults during this installation.

Repeat this procedure for all workstations that will be running Service Accent.

## Nominating a workgroup gateway

In order for Pervasive.SQL 2000 to operate efficiently, one workstation in the workgroup is automatically nominated to be the workgroup gateway. This means that all requests to access the database from other members of the workgroup will be directed to the workgroup gateway, which will actually do the data processing on the database.

By default, the first workstation to access the database is automatically nominated to the role of workgroup gateway. This is often not a problem, but it can produce undesirable side-effects, including:

- Slow data retrieval if the workgroup gateway is a slow machine
- Inability to access the database if the gateway is turned off and other workgroup members are accessing the database
- Over-burdening the gateway if it has other applications running

For these reasons, it is usually recommended that one workstation is nominated to be the gateway. This machine should have the following qualities:

- Running during working hours (i.e., doesn't need to be turned off or rebooted while users are in Service Accent)
- Plenty of RAM (64Mb or more recommended)
- Fast (Pentium 200Mhz or faster recommended).

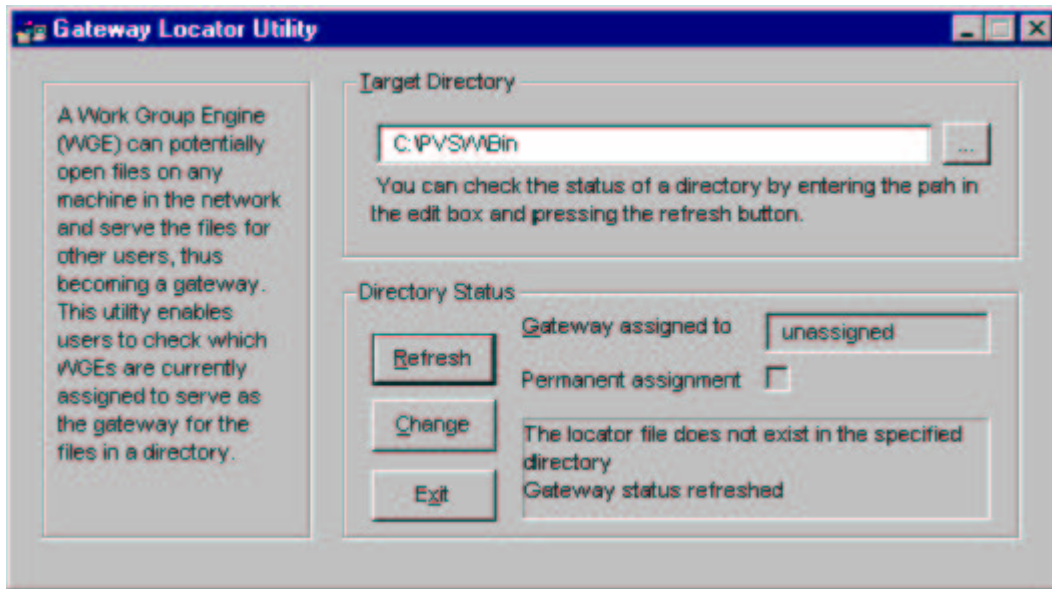
## Configuring the gateway


If the workstation to become the gateway does not already have Pervasive.SQL 2000 installed, you must install it now, as above.

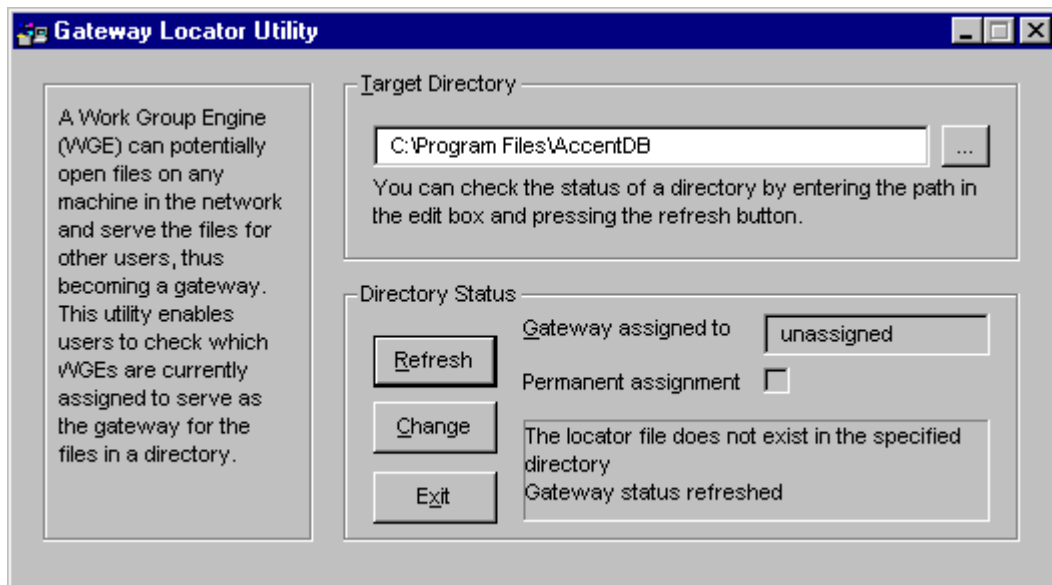
Once Pervasive.SQL 2000 has been installed, perform the following actions:

Click the Windows **Start** button, click on **Programs**, then click on **Pervasive**, then click on **Pervasive.SQL 2000**, then click on **Utilities**, and finally click on **Gateway locator**.

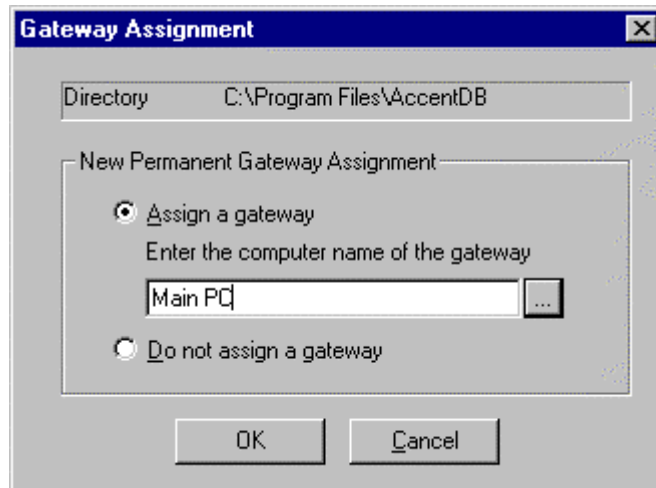
Initially, you will get the following screen:



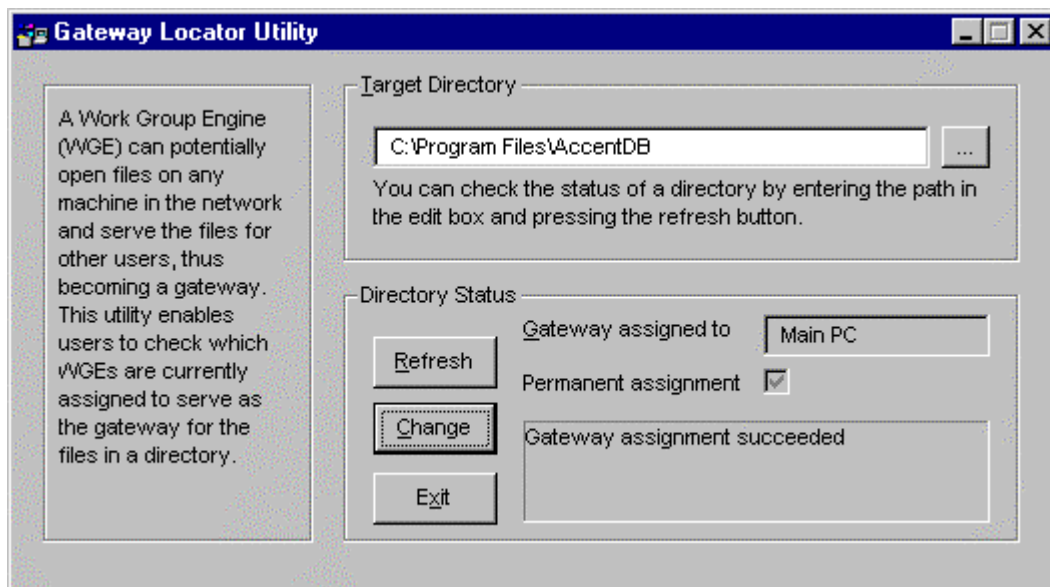
Click on the ellipses button (  ) button to select the correct folder containing the Service Accent database, so you see something like:



To set the gateway machine to own this database, click the **change** button...



By default, the option **Assign a gateway** is set, with the workstation's network name automatically entered. Click ok and check that the settings are correct, for example, you have chosen the correct **Target directory**, the **Gateway assigned to** field is pointing to this workstation, and **Permanent assignment** is ticked, as below:



Click exit to quit the Gateway Locator.

**Note** This setting is global to the network; in other words, any workstation connecting to the Target Directory you specify will know automatically what workstation is configured as the server. You do not need to repeat this on any other workstation.