Tech Tip #20: Getting More Help

Overview: Getting support help from Actian, Goldstar, and more

As you can imagine, there are MANY aspects to any given database environment, and these Tech Tips have only scratched the surface thus far. There will inevitably be other issues that you will run into over the lifespan of your PSQL environment, and that is why we end this series with a list of other places to find help.

For the do-it-yourself database administrator, there are a number of free resources to consider. Here are a few of the more popular options right now:

- **PSQL Knowledgebase**: Actian maintains a knowledgebase on their web site, which can be found at http://www.pervasive.com/database/Home/Resources/KnowledgeBase.aspx. You can search their wide range of articles for lots of good solutions.
- **PSQL Forums**: Actian maintains web-based forums at http://cs.pervasive.com/forums/ that are frequented by both Actian staff and experienced users alike – all of whom are willing to give of their time and talents to answer questions and help solve problems.
- **Goldstar Software Knowledgebase**: We maintain our own detailed knowledgebase, which has information going back to the early 1990's, and has been compiled from numerous sources over the years. As this is our internal KB, it is only available by subscription with a One-Year Electronic Support agreement. Get details from http://www.goldstarsoftware.com/kbase.asp.
- **Goldstar Software White Papers**: We have also created a large number of detailed white papers that explain many different facets of the PSQL environment. You can find these documented on the web at http://www.goldstarsoftware.com/whitepapers.asp.

Sometimes, problems can be such that it just isn't worth doing yourself, and it is best to get an expert involved immediately. For these times, there is help available just a phone call away.

First and foremost, the product is produced and supported primarily by Actian Corporation. Actian provides one free technical support incident in the first 30 days after purchasing, so be sure to take advantage of this incident if possible. Beyond that, Actian charges a per-incident fee for technical support. For a complete list of support policies and options from Actian, please check out their web site:

http://www.pervasive.com/database/Home/Support.aspx

Another option for support is your product reseller. In North America, Goldstar Software is the top reseller of the PSQL database engines, and we provide extensive support for the product line as well. (Other resellers may not support the product, so it is always good to ask whether they support it or not *before* you purchase your license.) Goldstar Software provides a limited amount of free support with each Server Engine purchased, and additional paid support for both Server and Workgroup Engines is available on a per-hour cost basis as well. You can find more information about our technical support options here:

http://www.goldstarsoftware.com/support.asp

This is the last Tech Tip in our series! If you've stayed with us this long, then I hope you have found these tips to be helpful and informative, and I thank you for your continued attention.