QUEST SOFTWARE

Toad® for Oracle 9.5

Getting Started Guide

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Getting Started Guide
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Preface

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Toad for Oracle

Toad is a powerful application development tool. Using Toad, you can build and test PL/SQL packages, procedures, triggers, and functions. You can create and edit database tables, views, indexes, constraints, and users.

Toad lets you view the Oracle Dictionary, tables, indexes, stored procedures, and more.

Code can be created from shortcuts and code templates. You can also create your own code templates.

With Toad you can:

- Create, browse, or alter objects.
- Graphically build, execute, and tune queries.
- Edit PL/SQL and profile stored procedures.
- Manage your common database tasks from one central window.
- Find and fix database problems with constraints, triggers, extents, indexes, and grants.
- Control code access and development (with or without a third party version control product) using Toad's cooperative source control feature.

The PL/SQL debugger (available in the Toad for Oracle Professional, Toad for Oracle Xpert, and Toad for Oracle Suite editions) lets you step through the code as it executes. With this feature you can run a debug session with or without arguments, set breakpoints, watch variables, and more.

The optional Quest DBA Module adds database administration functionality to Toad. With this module you can manage space, compare schemas, monitor database performance, create new databases, maintain redo logs, perform health checks, and more.

Toad Editions

Toad for Oracle, Version 9.5 comes in several editions. Choose the edition that is right for your environment. For more information about the different editions, contact your Quest Sales representative.

In many cases, if functionality is disabled it may be that you do not have an appropriate license to utilize it. When Toad is running, you can see what components you have licensed by selecting About from the Help Menu.

About This Guide

This Guide describes how to install and run Toad.

The guide covers the following major topics:

- System Requirements
- Installation
- Registration
- Troubleshooting

This guide focuses on installation.

Additional Information

In addition to this guide, there are a number of options available for quickly finding the information you need.

Online Help

There are several ways to access online help topics.

To...	Do This...
Display the table of contents for help topics	Select **Help | Contents**. If required, in the Help window, select the Contents tab.
Search for a specific help topic	Select the Search tab in an open Help window.
Display the index for help topics	Select **Help | Index**. If required, in the Help window, select the Index tab.

To...	Do This...
Display help for a specific window or dialog	In the window or dialog, do one of the following: • Click **Help** • Press F1 **Note** Not all windows and dialogs are linked to specific help topics.

Release Notes

To access the release notes, select **Start | All Programs | Quest Software | Toad for Oracle | Documentation | Release Notes** or from within Toad, select **Help | Release Notes** from the main menu.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software lets organizations deliver, manage and control complex database environments through award-winning products for Oracle, SQL Server, IBM DB2, Sybase, and MySQL. Quest Software can be found in offices around the globe and at http://www.quest.com.

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Contact Quest Support

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With SupportLink, you can do the following:

- Quickly find thousands of solutions (Knowledgebase articles/documents).
- Download patches and upgrades.
- Seek help from a Support engineer.
- Log and update your case, and check its status.

View the Global Support Guide for a detailed explanation of support programs, online services, contact information, and policy and procedures. The guide is available at: http://support.quest.com/pdfs/Global Support Guide.pdf

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Installation

Contents

Overview

System Requirements

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Overview

This chapter covers the system requirements and install process for Toad, and the different types of installs. It also shows the uninstall procedure.

You can install Toad from a CD-ROM or installation files you have downloaded from the Quest Software, Inc. web site, www.quest.com.

Before installing Toad, make sure that your system meets the minimum hardware and software requirements. Also check your SQL*Net or Net8 setup with another application, such as Oracle's tnsping utility, to verify your connection with the database.

Caution If you also have the freeware version of Toad, you should not install the commercial version over the freeware version. This will adversely affect some functions. Install the commercial version in a different directory from the freeware version.

System Requirements

Toad requires Windows NT, Windows 2000, Windows Server 2003 (32-bit or 64 bit), Windows XP (32-bit or 64-bit), Windows XP SP2, or Windows Vista (32-bit or 64-bit).

Note Toad will not run on Linux, Unix, OS2, or Macintosh systems.

Hardware Requirements

- 75 MB disk space required to run Toad
- 512 MB RAM required, 1 GB recommended
- CD-ROM drive or internet connection (required for installation only)
- VGA monitor, 1024x768 resolution, small fonts
- 1024 x 768 screen resolution
- Mouse pointing device

Software Requirements

- SQL*Net (32 bit) or Net8 for Oracle 8
- Oracle Database 7.3.4 or higher

Additional Requirements for different modules

FEATURES/MODULES	ADDITIONAL REQUIREMENTS
Debugger	For PL/SQL Debugging: • Oracle Probe v2.0 or higher SYS.DBMS_DEBUG package. • For Java debugging: DBMS_DEBUG_JDWP package.
Quest DBA module	Same as Toad Requirements.
Knowledge Xpert	5 MB of disk space.
eBiz module	Toad Requirements and database with Oracle eBusiness Suite installed.
SQL Optimizer	Hardware Requirements: • 90MB disk space. • Software requirements • Microsoft's .NET Framework 2.0 • Microsoft Internet Explorer 6.0 or later • Adobe® Acrobat® Reader 5.0 or later (for viewing the Installation Guide)

Windows Privileges and Toad

At a minimum, in order to install and run Toad, make a connection, and do basic operations, you must be a Power User and have read/write privileges on the Oracle homes directories that you use for your connections. If you are a Power User, you will additionally require read access to the Oracle client folder.

If you are running Windows Vista, and your account is under UAC (user account control) with Data Redirection enabled, Toad should be run with administrative privileges.

Installation Types

Installation types are applicable to any installer that is performing an installation of any of the Features provided. The Toad Group Policy Manager is a special case and is not subject to these installation types, but rather has its own installation type as described below.

Full Local

This is the default choice. This installation is a full client and server install. This installs all Toad files to your local hard drive. A “Toad for Oracle” folder is created on your local hard drive and the installer puts Toad.exe, Toad.chm, and other Toad files in your Toad for Oracle folder. Toad for Oracle/User Files contains most of your personal configuration files and the majority of the Toad files.

Network - Server and Client options

Note If you are installing Toad as a network installation, the Toad license key is written to the server. On the client side, Toad will prompt you for a license key the first time it runs. The server should not be read-only when Toad is run for the first time.

An advantage of installing Toad to a network server is that as Toad is updated, the network administrator only has to update the server files. All users are updated when you update Toad on the server, as opposed to having to update each workstation individually. This makes periodic Toad updates easier.

A disadvantage of installing Toad to a server is that whenever someone starts Toad at their workstation, they have to read the Toad.exe application file across the network. If you have a slow network, or a network with a lot of traffic, this type of installation might not be your best choice.

Note If you choose a Network installation and you have installed Microsoft Security Update #896358, the Toad Help will not work. This is because the security update restricts the use of the ActiveX control that governs the Help files. It is recommended that you install Toad locally if you want to be able to use Toad Help.

A Network installation has two parts. The server installation, which resides on the server and contains the build of the application, and the client installation, which installs

personal configurations to each individual workstation. The Server installation MUST be installed before you can install a client installation on a personal computer.

Network Install - Server

This installs Toad.exe and Toad.chm on the network server so other users can run the Network Install - Client installation to create shortcuts to the served Toad. If Toad is installed to run on a server, the network administrator should be the only one with write access to Toad.

Network Install - Client (must install server side first)

This option is for individual workstations in situations where toad.exe and toad.chm are already installed on the server. This option installs the personal configuration files to the PC, and creates shortcuts to toad.exe and toad.chm on the server, where Toad has been previously installed.

If you choose this option, you need to know where on the server toad.exe and toad.chm reside.

Citrix/Terminal Server

Citrix/Terminal Server support is offered for Toad 8.5 and higher and enabled when you choose the Citrix/Terminal Server option.

Toad requires read access to the Toad Installation directory, HKLM\Software\Quest Software\Toad in the registry, and the Oracle directory.

Under Toad.exe Properties|Compatibility tab|User Account Privileges, make sure the “Allow non-administrators to run this program” box is checked.

Write access is required to the Oracle directory if any of the users want to edit the tnsnames.ora file by using the TNSNames Editor.

When you choose a Citrix installation, all user files are stored in a user_name directory. When a Citrix user opens Toad for the first time, Toad will copy the contents of this folder to the user’s associated Application Data folder for Toad.

Toad Group Policy Manager

The Toad Group Policy Manager is a free utility which is currently available with a licensed copy of Toad for Oracle. Quest Software reserves the right to remove, change or alter this utility at any time.

It is strongly recommended that you read all of the Group Policy Editor documentation before deploying this feature. Group Policy Editor documentation can be found in the Group Policy Editor Help file, or in the GrpPlcyEdtr.pdf file, both of which are installed when you install the Group Policy Editor.

The Group Policy Manager functionality consists of three parts, which do not have to reside on the same machine. :

- Group Policy Server - a Windows service that controls delivery of policy files to individual Toad instances.
- Group Policy Editor - installed on an administrator's machine, the administrator can use the policy editor to setup groups and policies, and publish policies to the policy server.
- Toad Policy files - all client installations of Toad include a toad.pdl file in the installation directory. This file contains the restrictions provided by the Group Policy Server. If you are planning on using the managed environment, this .pdl file will need to be replaced with a managed file (that includes a group assignment for receiving policies) before that instance of Toad can be controlled.
- For full information about the Toad Policy Manager, please see the Toad Policy Editor help file, or ToadGrpPlcy.pdf.

Installation options

You can install the Group Policy Manager in one of three ways:

- Full Install - Installs the Group Policy Server and the Group Policy Editor to the same location.
- Group Policy Server - Installs only the Group Policy Server.
- Group Policy Server - Installs only the Group Policy Editor.

Note If you want to use the server and the editor from the same machine, you must select the Full install option. Otherwise the installed parts will not be able to communicate.

Upgrading Group Policy Manager

Toad 9.5 installs Group Policy Manager to a slightly different directory path than did Toad 9.1. There are two things you must understand when upgrading the Group Policy Manager components.

Group Policy Server

When you upgrade the Group Policy Server, the Quest Installer will locate the old installation path and upgrade the Server within that directory. Because of this, the Installation path notation in the installer may not be honored if there is an old version of the Server installed.

Group Policy Editor

To upgrade Toad Group Policy Editor and maintain any settings and files you have created using the old version, you will need to move the old files as described in the following procedure.

Moving Group Policy Manager for upgrade

1. Move the following files from the current Editor Directory:
   - Group Policy.ini
   - Group PolicyGUI.ini
   - Entire Files subdirectory
2. To your preferred directory path. The default path is:

   ```
   \Program Files\Quest Software\Toad Group Policy Manager\Editor
   ```

install.log

Install.log is created by the install script. It contains a detailed list of what the installation did. This file can be helpful when trying to diagnose an installation problem such as low disk space, inadequate NT privileges, and so on.

The Quest Installer places the install.log file in the directory:

```
C:\Documents and Settings\All Users\Application Data\Quest Software\Quest
Installer\Logs folder
```

Installing Toad for Oracle

Installing Toad for Oracle is a full install of the Toad product, including the optional applications, SQL Tuning and Knowledge Xpert, if applicable. You can choose to install these during the install process.

To install Toad for Oracle

1. After you have selected to install Toad for Oracle, the first install dialog box is a Welcome screen. This ensures that you want to install Toad. If you want to cancel, click Cancel. Otherwise, click **Next**.
2. The software license agreement displays in the next screen. Read it, make sure "I accept the agreement" is selected, and then click **Next** to continue.
3. Select your destination directory. The default directory is C:\Program Files\Quest Software, but you can browse through your directories and select another one if desired.

   If you choose to install Toad in the same directory as a previous installation, the installer will upgrade Toad.

   Click **Next**.
4. Select your install type and any additional features you want installed. Click the title of the feature to see install types for them. The default is to install all features.
5. Click **Next**. If you have selected SQL Optimizer you will be notified that this option requires the .NET Framework 2.0 and presented with another licensing agreement. If this is the case, click "I agree" and then click Continue to continue installation.
6. Click **Install** to start the installation processes. As the installation program works, the log file is created as described above.
7. When Toad for Oracle has been installed, the installer will notify you. Click **Finish**.

Silent Installations

Toad for Oracle version 9.5 features the ability to configure a silent install in the same manner you would any MSI command line installation. Extract the installers as described in Extracting the MSI Installer below.

Extracting the MSI Installer

In order to perform a silent install for Toad for Oracle, you must first extract the MSI file from the Quest Installer. This MSI is then used with the installation variable (ADDLOCAL parameter in the examples below) to define the type of install you want to perform.

To extract the MSI file, you will need to use the executable file packer.exe, available from https://support.quest.com.

To extract the MSI

1. Download **packer.exe** from https://support.quest.com.
2. From the command line, change directory to the directory where you have saved packer.exe.
3. Also at the command line, use packer.exe to extract the MSI as follows:

   ```
   packer.exe extract "path to setup executable" "extraction path"
   ```

   For example:

   ```
   packer.exe extract "c:\temp\Toad 9.5.exe" "C:\temp"
   ```

   will extract the MSI from the file Toad 9.5.exe into the C:\temp directory.

   Note When entering the paths, be sure to include any spaces within the directory or filename.

   Packer.exe unpacks Toad and Toad Group Policy Manager from the Quest Installer and uploads the appropriate files into the directory you have specified. You can then open the new folders to view the MSI files.

Full Installation

The Windows internal command **msiexec.exe** launches the MSI and passes command line parameters set by the user. A typical command line might look like this:

```
msiexec /i "<path to msi file, including file name>"
INSTALLDIR="<installation folder, including final \>" ADDLOCAL=Client,Server
/q /l*v <path to install log, including file name>
```

Network Installation

For a silent network install, you would first extract the MSI from the Quest Installer then install the server side with a command similar to:

```
msiexec /i "<path to msi file, including file name>"
INSTALLDIR="<installation folder, including final \>" ADDLOCAL=Server /q /
l*v <path to install log, including file name>
```

Then install the client side by running a command line that looks like the following::

```
msiexec /i "<path to msi file, including file name>"
INSTALLDIR="<installation folder, including final \>" ADDLOCAL=Client
SERVERDIR="<path to server folder>" /q /l*v <path to install log, including
file name>
```

Where SERVERDIR is the same as INSTALLDIR from the previous command that silently installed the server side.

Citrix Installation

For a silent Citrix installation, first extract the MSI from the Quest Installer then install the server side with a command similar to

```
msiexec /i "<path to msi file, including file name>"
INSTALLDIR="<installation folder, including final \>" CITRIX=1 /q /l*v <path
to install log, including file name>
```

Silent Uninstall

Uninstalling the MSI is similar. Use an "x" in place of the "i" and do not include the INSTALLDIR property, i.e.:

```
msiexec /x "C:\Documents and
Settings\johndoe\Desktop\ToadforOracle91SetupFull.msi" /q
```

Parameters for Silent Installs

The following is a full explanation of options, parameters, and their meanings:

Option	Parameter	Meaning
/I	Package|ProductCode	Installs or configures a product.
/f	[p|o|e|d|c|a|u|m|s|v] Package|ProductCode	Repairs a product. This option ignores any property values entered on the command line. The default argument list for this option is 'omus.' p - Reinstalls only if file is missing. o - Reinstalls if file is missing or an older version is installed. e - Reinstalls if file is missing or an equal or older version is installed. d - Reinstalls if file is missing or a different version is installed. c - Reinstalls if file is missing or the stored checksum does not match the calculated value. Only repairs files that have msidbFileAttributesChecksum in the Attributes column of the File table. a - Forces all files to be reinstalled. u - Rewrites all required user-specific registry entries. m - Rewrites all required computer-specific registry entries.
		s - Overwrites all existing shortcuts. v - Runs from source and re-caches the local package. Do not use the v reinstall option for the first installation of an application or feature.
/a	Package	Administrative installation option. Installs a product on the network.
/x	Package/ProductCode	Uninstalls a product.

Option	Parameter	Meaning
/j	[u|m]Package or [u|m]Package/ tTransform List or [u|m]Package/ gLanguageID	Advertises a product. This option ignores any property values entered on the command line. u - Advertises to the current user. m- Advertises to all users of machine. g - Language identifier. t - Applies transform to advertised package.
/L	[i|w|e|a|r|u|c|m|o|p|v|x|+ |!|*] Logfile	Writes logging information into a logfile at the specified existing path. The path to the logfile location must already exist. The installer does not create the directory structure for the logfile. Flags indicate which information to log. If no flags are specified, the default is 'iwearmo.' i - Status messages. w - Nonfatal warnings. e - All error messages. a - Start up of actions. r - Action-specific records. u - User requests.c - Initial UI parameters. m - Out-of-memory or fatal exit information. o - Out-of-disk-space messages. p - Terminal properties. v - Verbose output.
		x - Extra debugging information. Only available on Windows Server 2003. + - Append to existing file. ! - Flush each line to the log. "*" - Wildcard, log all information except for the v and x options. To include the v and x options, specify "/l*vx".

Option	Parameter	Meaning
/q	n|b|r|f	Sets user interface level. q , qn - No UI qb - Basic UI. Use qb! to hide the Cancel button. qr - Reduced UI with no modal dialog box displayed at the end of the installation. qf - Full UI and any authored FatalError, UserExit, or Exit modal dialog boxes at the end. qn+ - No UI except for a modal dialog box displayed at the end. qb+ - Basic UI with a modal dialog box displayed at the end. The modal box is not displayed if the user cancels the installation. Use qb+! or qb!+ to hide the Cancel button. qb- - Basic UI with no modal dialog boxes. Please note that /qb+- is not a supported UI level. Use qb-! or qb!- to hide the Cancel button. **Note** The ! option is available with Windows Installer 2.0 and works only with basic UI. It is not valid with full UI.

Uninstall

Uninstalling Toad for Oracle

When you use Toad, you create new Toad files such as SQL scripts, data output, or temp files. When you run uninstall, Toad has no way of knowing what those files are. So it won't remove files that you have created. You must manually delete them.

To uninstall Toad:

- From **Start|Programs|Quest Software|Quest Installer,** select the Quest Installer, and then follow the instructions for uninstalling the appropriate program.

  -OR-

- Go to **Add/Remove Programs** in Windows and remove Toad.

Note If a network administrator maintains server components, they will not be uninstalled. The network Toad components will have to be manually deleted.

How Uninstalling works for the install types

Local Toad Install (FULL)

Uninstalls all program files from your PC, with the exception of files you have created, such as SQL scripts, data output and temp files.

Network Install - Client

Uninstall only removes client files. With this type of install, the toad.exe and toad.chm files were installed on a server. The files on the server will have to be manually deleted, as will any files you have created, such as SQL scripts, data output, and temp files.

Network Install - Server

This is run by a network administrator. Toad.exe and toad.chm files were installed on the server. An install log was not created and it did not create an uninstall. This is intentional, because if a network administrator decides to uninstall Toad, this affects all workstations. Network Toad files must be manually deleted to mitigate this.

When a network installation is involved, remember that any Toad components that are installed on the server cannot be automatically uninstalled. They will have to be

manually deleted. When Toad files are installed on the server they always include toad.exe and toad.chm. Toad files on the client (workstation) can be uninstalled.

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Server Side Installation Wizard

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Overview

During the installation, you have the opportunity to install the server side objects for Toad using the Server Side Objects wizard. After installation, you can access this wizard to administer these objects from the **Database|Administer|Server Side Objects Wizard** menu item.

The Server Side Installation wizard lets you add, remove, or update server side objects (for Toad features that require objects installed on the server side of the Oracle instance).

The server side objects apply only to their corresponding features, and Toad's other features will run successfully without the server side objects.

The Server Side Installation wizard simplifies installing and administering these objects. In order to install server side objects, you need access to the account for the Toad user, the account for the schema where you are installing them, or an account with the DBA role.

Features with server side objects

.

Features with Server Side Objects	Toad	Individual	Publicly Accessible
CodeXpert	X		X
Explain Plan†	X	X	X
Profiler	X	X	X
Security	X		
Team Coding	X		X
Space Manager*	X		

* *The Space Manager wizard helps you set up the privileges for Toad, but the View Tablespaces window will install and administer the objects.*

† *The Explain Plan Server Side Objects can be installed and edited from within Toad itself. They are not included in the Server Side Objects wizard.*

The following are features with server side objects:

CodeXpert

Lets you save reports to the database and retrieve them at a later date.

Server side objects can be installed in the following schema: Toad, Publicly Accessible.

Explain Plan tables

Displays formatted plan info and saves plans.

Server side objects can be installed in the following schema: Toad, Individual, Publicly Accessible.

Note While Explain Plans have Server side objects, Toad can create these without the use of this wizard. See the help file: Explain Plans for more information.

Toad Profiler interface to DBMS_PROFILER

Server side objects can be installed in the following schema: Toad, Individual, Publicly Accessible.

Toad Security

Toad Security lets you restrict users' access to specific Toad features.

Server side objects can be installed in the following schema: Toad.

Team Coding

Team Coding lets users check in and check out PL/SQL objects and optionally associate those objects with a third party source control provider.

Server side objects can be installed in the following schema: Toad, Publicly Accessible.

Toad Space Manager

This part of the Quest DBA module tracks space usage and I/O over time.

Server side objects can be installed in the following schema: Toad.

To install server side objects

1. Open the Server Side Install wizard. You can do this from the installer when installing Toad, or from within Toad, select **Database|Administer|Server Side Objects wizard**.
2. Select the appropriate option:

   Note Options are described in detail in the following sections:

   - Install, upgrade, or remove objects for all users to share.
   - Install or remove objects for an individual schema to use.
   - Create setup scripts without a database connection.
3. Enter the connection information you want to use to install these objects.

   Note Whether you are using a TNS file, or an LDAP server, servers will be listed in the database dropdown.
4. Click **Next** to move on, or **Back** to go back a screen.

Install, Upgrade or Remove objects for all users to share

If you choose the **Install, upgrade, or remove objects for all users to share** option, the next screen is a connection information window. It includes three choices:

- Install or remove shared objects in the Toad Schema.
- Drop the entire Toad schema and all public synonyms for its objects.
- Install or remove shared objects in a schema other than Toad.

Install or remove shared objects in the Toad schema

Use this option to create and administer a repository schema called TOAD. This schema gives you a central location from which to maintain the tables needed to run the above mentioned portions of Toad. You can create some of these objects (for example, Profiler) in every schema in which you intend to use them (every schema would then have the same required tables), but if you have a large number of users, using the TOAD schema is more efficient.

Use the provided check boxes to select the Toad features for which you want to administer server side objects.You can Add or Remove, and, depending on the situation, Administer, Recreate, Recompile, or Repair objects. Toad checks the status of the objects and lists the status below the object title. The possible status messages are:

- Found and OK
- Not Found
- Error (an Error notice describes the problem)

There are check boxes and additional options for:

- Toad CodeXpert
- Toad Security
- Toad Profiler
- Team Coding
- Toad Space Manager (part of the Quest DBA module, and must be set up within Toad while connected to the Toad schema.)

  Note You must click Next from the first three options to access the Space Manager screen.

Drop the Toad schema and all public synonyms for its objects

This option lets you easily drop both the Toad schema and all the public synonyms associated with it.

The next screen asks you to enter the connection information. DBA privileges are required. Enter the database where the Toad schema resides.

The Toad user and associated public synonyms are dropped. If you previously used this client to set up Team Coding on your database, you will also be prompted to drop any roles that you created for Team Coding.

Install or remove shared objects in a schema other than Toad

You need to log in as the owner of the shared objects. (You cannot install Toad Security outside of the Toad schema.)

Select the appropriate check boxes and options for the objects you would like to administer.

- Toad Profiler
- CodeXpert
- Team Coding

Install or Remove objects for an individual schema to use

Toad Profiler support can be provided on an individual basis.

If you do not want to create the Toad user, you can create and administer some of the objects in the schemas where you intend to use them. This might be more efficient if you have a small number of users for these special features and you do not want all of your users to have access.

If you choose this option, remember that each user who needs to use the features will have to have setup done individually.

The next window is a connection information window and you will need to enter connection information for the user account where you want to create the objects.

Create Setup scripts without a database connection

You can create the scripts to set up the Toad schema and so on without access to the database connection that you need. Then you can log in later and run the scripts. The check boxes let you select and save the desired setup scripts to disk.

Set up Wizard Finished

The last screen displays whether the script has been run or saved and that setup is complete.

If there were errors, they are noted, and you are referred to the log to verify.

Toad runs other checks on your database and describes:

- Status of SYS.DBMS_DEBUG (required for use of the debugger features)
- Status of SYS.DBMS_PROFILER (required to use the Toad Profiler)

4

Registration

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Trial Version Registration

Note Before you register the trial version of Toad you will need a registration key. The PL/SQL debugger and the Quest DBA module are activated in the trial key.

To start trial Toad

1. Start Toad.
2. The Product Authorization window displays.
3. Click in the Product Authorization box.
4. Enter the software registration key number.

If you have previously used a Toad trial key you will receive an “Invalid Key” message. A trial key can only be used once, even between different versions of Toad.

Expired or Invalid Registration Key

If your registration key has not been activated after a certain time period, it expires. This is to ensure that you are not evaluating an old copy of Toad. If your unactivated key expires, download the latest trial copy and get your new registration key, or call Quest Sales at 949-754-8000 for a trial extension.

If you are satisfied with the trial version and want to purchase the commercial license key, refer to the next section. Remember, you’ll need to update your license key from the **Help**|**Register Toad** menu item.

Purchase

To purchase the latest version or place a large order, you can either;

Contact Quest Sales at 949-754-8000 to discuss payment options

-OR-

Visit the Quest Software web site at www.quest.com.

You'll receive a temporary key from the download.

After your order is processed, your permanent license key is sent to you. At this point, go to the **Help** menu, click **Register Toad,** and enter your new authorization key number, also known as the license or registration key number. Enter the site message (for example, Company name).

In the future, when you download upgrades from the Quest web page, you'll need the license key number. Select **Help**|**Register Toad**, highlight your number from the authorization key number box, and copy and paste the number into the web form.

You might need to restart Toad to reinitialize your options and enable all functionality.

Product Authorization Errors

The following table shows steps that you can take when encountering an authorization problem or error in Toad.

Error Message	Explanation and Possible Solution
Authorization string has expired	This occurs when the trial authorization for Toad has expired. If the trial date has not passed, check that the date on your system is set correctly.
Invalid authorization string or site message	This indicates that the authorization string or the site message has not been entered correctly. Make sure that they have been entered exactly. The site message is case sensitive. If you try to use a trial key more than once (or multiple trial keys) you will get an Invalid Key message because trial keys can only be used once.

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Troubleshooting

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Overview

This section discusses troubleshooting installation and connection problems. For a comprehensive list of Frequently Asked Questions, refer to the toadsoft.com site and follow the links.

Cannot connect to Personal Oracle

If you are having trouble connecting to Personal Oracle or creating a SQL*Net alias for PO7 or PO8, then for the database name on the Toad login window, try one of the following entries:

```
2:
BEQ-LOCAL
LOCAL
TCP-LOOPBACK
```

For Schema/Passwords, try one of the following pairs:

```
DEMO/DEMO
SCOTT/TIGER
SYS/CHANGE_ON_INSTALL
SYSTEM/MANAGER
```

PATH Environment

The most frequent cause of problems is the resetting of the PATH environment variable. To set your default Oracle home, you can use the Oracle Home selector (provided with Oracle) to set it accurately. *Refer to your Oracle documentation for more information.*

Support

If you have questions about using Toad, and you can't find the answers in this guide or Toad Help, please contact the customer support staff. The Help|Support Bundle provides updated support information and tools for contacting support.

The information it contains will be useful for support when resolving issues and you should include this support information with emails to Quest Support. The Support Bundle window is discussed in detail in the Toad Help.