



## Scribe Insight 6.3 FAQ from the May 1 webinar

**Q: With the new install, are there still workstation and server install configurations?**

**A:** Yes. The same configurations exist. The focus on the install related work for Scribe Insight 6.3 was more in and around overall usability of the install then how the product is actually configured.

**Q: Is Scribe Insight 6.3 free when upgrading from a previous version?**

**A:** Yes, if you are on a valid maintenance agreement, you can upgrade for free. If you are not sure if you are on a valid maintenance agreement, contact to your Scribe Certified Reseller.

**Q: When Installing Scribe Insight 6.3, do you need to uninstall previous versions?**

**A:** Yes. You must uninstall previous versions of Scribe Insight and related adapters prior to installing Scribe Insight 6.3.

**Q: Does Scribe Insight still need to be installed from the Root?**

**A:** No, the setup.exe can be launched from anywhere on your local hard drive.

**Q: Does uninstalling remove settings and configurations (such that you have to reconfigure when you upgrade)?**

**A:** No, the Uninstall does not remove database settings; so publisher and related settings are preserved. DTS's created with previous versions of Insight should continue to work as well.

**Q: What Databases are supported for the SCRIBEINTERNAL database?**

**A:** SQL 2000 and beyond.

**Q: What operating systems are supported?**

**A:** Windows XP, Windows 2003 Server, Vista and Windows 2008.

**Q: Who should I contact with additional questions regarding this upgrade?**

**A:** You should contact your Scribe Certified Reseller.

**Q: If I have a second copy of Scribe Insight installed for backup purposes, will it work after I upgrade?**

**A:** No, with version 6.3 you can only register the software once. If you have a second registered copy, please contact your Scribe Certified Reseller.