Delmarva Power

Help Desk Management System

System Installation Guide

Introduction

The Help Desk Management, hereafter referred to as HDMS, requires the installation of the ACCELL™ fourth generation language (4GL) and a relational data base management system (RDBMS). The RDBMS in use at Delmarva Power at the time of this writing is UNIFY 2000™. Both ACCELL and UNIFY 2000 are products of the Unify Corporation. It is our understanding that Accell will also function with the ORACLE™ and INFORMIX™ RDBMS's, but they have not been tested. We are currently investigating a conversion to ORACLE.

ACCELL™ and UNIFY 2000™ Installation

In general, it is best to follow the installation instructions which are shipped with the ACCELL and UNIFY 2000 software products. Any instructions which appear here are valid for the software available in June of 1991 - changes may be required for later releases.