Release Bulletin
EAServer 6.0.2 for Linux

Document ID: DC37793-01-0602-01

Last revised: November 8, 2007

1. Accessing current release bulletin information

A more recent version of this release bulletin may be available on the Web. To check for critical product or document information added after the product release, use the Sybase® Product Manuals Web site.

❖ **Accessing release bulletins at the Sybase Product Manuals Web site**

1   Go to Product Manuals at http://www.sybase.com/support/manuals/.

2   Select a product and language and click Go.

3   Select a product version from the Document Set list.

4   Select the Release Bulletins link.

5   From the list of individual documents, select the link to the release bulletin for your platform. You can either download the PDF version or browse the document online.

2. Product summary

Enclosed is Sybase EAServer version 6.0.2, which is compatible with:

•   RedHat Advanced Server 4.0, Kernel version 2.6.9-22.ELsmp

•   SuSE Professional 9.3, Kernel version 2.6.11.4-20a-default

2.1 Version contents

Enclosed is Sybase EAServer version 6.0.2, build 60222. You may have a later build number if you have installed ESD patches for this release. If so, the cover letters provided with each patch contain the build number and additional documentation.

Table 1 describes the products that EAServer 6.0.2 supports.

Table 1: Product support

Product	Supported versions/builds
Adaptive Server® Enterprise	12.5.*x* and 15.0.*x*
C++ compiler	GNU GCC 3.*x*
Eclipse	3.1.1
Java Development Kits (JDK):	Versions:
1.4	1.4.2_15
1.5	1.5.0_12
Jetty	6.1
Oracle client	9.2.01 and 10g
PowerBuilder® Virtual Machine (PBVM)	10.2.1 build 9671
Web server redirector plug-ins:	Versions:
Apache	2.0.55
Sun Java System	6.1
SQL Anywhere®	10.0
Web browser	Firefox 1.5.0.6

2.2 J2EE compliance

EAServer version 6.*x* complies with the Java 2 Platform, Enterprise Edition (J2EE) Specification, version 1.4 requirements, when operating in the following product configuration:

- EAServer Advanced Edition license

- Adaptive Server Enterprise 15.0 database, with the included jConnect™ for JDBC™ driver

Other EAServer 6.*x* product configurations may not fulfill the requirements of the J2EE Specification. For more information about the EAServer 6.*x* J2EE 1.4 compatibility branding, see the Sun J2EE 1.4 Compatibility page at http://java.sun.com/j2ee/compatibility_1.4.html.

3. Special upgrade instructions

You must install EAServer 6.0.2 on top of an EAServer 6.0 installation. You can run the upgrade either on the command line or by using a script.

Note If Eclipse is installed on a different machine than EAServer, see "Upgrading the Eclipse plug-in" on page 5.

❖ **Upgrading EAServer from the command line**

1   Unzip the EAServer 6.0.2 EBF into a temporary location.

2   On the command line, run:

```
upgrade.sh /default ${djc.home} ${eclipse.home}
```

`djc.home` is the EAServer installation directory and `eclipse.home` is the Eclipse installation directory.

The upgrade program asks you whether to upgrade JDK versions 1.4.2 and 1.5.0. If you select to upgrade a JDK version, the program prompts you for the installation location.

❖ **Upgrading EAServer using a script**

1   Unzip the EAServer 6.0.2 EBF into a temporary location.

2   Edit the *upgrade.properties* file to configure these values:

Property	Description	Default
eclipse.upgrade	Upgrade Eclipse; true or false	false
eclipse.home	Location of Eclipse installation to upgrade; ignored if eclipse.upgrade is false	
jdk14.upgrade	Upgrade JDK 1.4; true or false	false
jdk14.default.path	Location of JDK 1.4 installation to upgrade; ignored if jdk14.upgrade is false	
jdk14.upgrade.version	Upgrade JDK 1.4 to this version; ignored if jdk14.upgrade is false	jdk1.4.2_15
jdk15.upgrade	Upgrade JDK 1.5; true or false	false
jdk15.default.path	Location of JDK 1.5 installation to upgrade; ignored if jdk15.upgrade is false	

Property	Description	Default
jdk15.upgrade.version	Upgrade JDK 1.5 to this version; ignored if jdk15.upgrade is false	jdk1.5.0_12

3   Run:

```
upgrade.sh /silent ${djc.home}
```

The upgrade program reads *upgrade.properties*, and completes the upgrade.

3.1 Upgrading the Eclipse plug-in

(CR #444383) To upgrade the Eclipse plug-in when it is installed on a machine that does not have an EAServer 6.*x* installation, you must upgrade the plug-in manually.

Workaround:

1   Unzip the EAServer 6.0.2 upgrade *.zip* file into a temporary directory.

2   Copy all the files from the *eclipse* subdirectory to your Eclipse installation directory. For example, if Eclipse is installed in */usr/eclipse*, upzip the 6.0.2 upgrade file to */temp*, then copy the files from */temp/eclipse* to */usr/eclipse*.

3.2 Migrating entities from EAServer 5.*x* to 6.0.2

You can migrate existing EAServer 5.*x* entities to EAServer 6.0.2. The EAServer 6.0.2 migration tool enables you to migrate a subset of entity types from the 5.*x* repository to the 6.0.2 repository, saving time by scanning only those entity types in which you are interested. For details, see the *EAServer 6.0.2 New Features Guide*.

The *EAServer Migration Guide* is available on the Product Manuals Web site at http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.dc00485_0600/html/easmig/title.htm.

 "Migration tool issues" on page 11 in this release bulletin describes problems that are known to occur during migration.

4. Changed functionality in this version

What's New in EAServer describes features added in this version. You can view this book on the Sybase Product Manuals Web site at http://infocenter.sybase.com/help/index.jsp. Browse to the EAServer 6.0.2 collection, then select this title.

5. Known issues

This section describes known problems in this version of EAServer.

5.1 Failure to obtain correct license file

(CR #430720) If you start EAServer using a remote desktop connection, the server does not obtain the correct license file.

Workaround: To enable the server to obtain the correct license file when you connect from a remote desktop, use a Virtual Network Computing (VNC) system, such as VMWare or RealVNC.

5.2 Eclipse 3.1 and Red Hat Linux

(CR #461357) Eclipse 3.1 does not run on Red Hat Linux. To connect from Eclipse 3.1 to EAServer running on Linux, install Eclipse on a different platform.

5.3 Security risk

(CR #434293) Do not use HTTP to connect to the Management Console; the administrative user ID and password are passed in plain-text format during the login process, thus posing a security risk.

Workaround: Use HTTPS to log in to the Management Console. To use HTTPS, you first need to obtain a certificate. If you use the sample (test) certificate that is included with EAServer, anyone with EAServer 6.0 has access to your private (test) key. Therefore, Sybase recommends that you use your own certificate.

5.4 Ant version 1.6.5

(CR #439259) EAServer 6.0.2 is certified to run with Ant version 1.6.5, which is installed with EAServer. If another version of Ant is installed on the same machine, problems can occur when you run EAServer, because the configuration files that Ant uses for setup may be incompatible with EAServer 6.0.2.

Workaround:

1   In the EAServer *bin* subdirectory, create a file named *set-ant-opts-local.sh*.

2   To prevent Ant from using incompatible setup information, enter the following lines:

```
DJC_ANT_ARGS=--noconfig
export DJC_ANT_ARGS
```

To pass command line options to Ant, set the value of DJC_ANT_ARGS to the list of options; for example:

```
DJC_ANT_ARGS= -debug -logfile Ant.log
export DJC_ANT_ARGS
```

Save and close *set-ant-opts-local.sh*.

3   Restart the server.

5.5 Configuring EAServer entities

(CR# 408976) If you run *configure.sh* in a command window to configure an EAServer entity, configuration fails if you specify either the full path to the user configuration file or the ".xml" extension. For example, these commands fail:

```
configure.sh $DJC_HOME/config/entity-user
configure.sh entity-user.xml
```

where *entity-user.xml* is the user configuration file for the EAServer entity.

Workaround: Change to the EAServer *config* directory, and run:

```
configure.sh entity-user
```

5.6 Refreshing EAServer 6.0 applications

(CR #440644) Deploying an application in EAServer 6.0 creates a configuration file for the application, which includes a `refresh` target similar to:

```
<target name="refresh-default">
    <echo level="info" message="refresh: appA"/>
    <ant antfile="ejbjar-appA.appA_ejbmodule.xml" target="refresh"/>
    <ant antfile="webapp-appA.appA_webmodule.xml" target="refresh"/>
</target>
```

If you run `refresh.sh` **config-file** to refresh an EAServer 6.0 application, the application's children (EJBs, Web applications, connectors, and application clients) are refreshed, but the application itself is not. To refresh an EAServer 6.0 application, including its class loader, use either the Management Console or the wsh refresh command line tool.

Workaround: This issue has been fixed in EAServer 6.0.2, but the problem still exists for applications that were deployed in EAServer 6.0. To resolve the issue with 6.0 configuration files, you can either:

• Redeploy the application, or

• Update the configuration file manually, by changing the `refresh` target code to:

```
<target name="refresh-default">
    <echo level="info" message="refresh: application-name"/>
    <refresh module="application-name"/>
</target>
```

5.7 Obsolete HTTP server properties

(CR #452369) Beginning in version 6.0.2, EAServer no longer supports these HTTP properties:

• httpUseCustomGetServerInfo

• httpProxyProtocol

• httpProxyPort

• httpGetServerInfoFrom

Instead, EAServer reads these HTTP header fields:

• host – to determine the host and port the client used to connect.

- sybaseredirectorheader – to determine the protocol that was used to connect to a Web redirector.

If you call any of the HttpRequest methods, getServerName, getServerPort, or getProtocol, the values are retrieved from the browser. This is the same behavior that was achieved by setting httpGetServerInfoFrom to "source" in versions of EAServer earlier than 6.0.2.

5.8 Configuring a database type

If you specify values for both the dataSourceClass and driverClass properties when you configure a database type, the system uses the class defined by dataSourceClass, and ignores these properties:

- driverClass
- databaseURL, because it is used only by the driver class

5.9 Running deploy -jdk15

(CR #473660) If you run the deploy.sh command line tool with the -jdk15 option, EAServer should compile generated Java source files with the JDK 1.5 compiler, but this option does not work. EAServer uses the JDK 1.4 compiler instead.

Workaround: Use these options to specify the JDK version, the runtime library, and the compiler version for compiling the generated Java source files:

Compiler version	Options
JDK 1.4	-jdk14 -rt14 -target14
JDK 1.5	-jdk15 -rt15 -target15

For example, to deploy *test.war*, load *eas-server-15.jar*, and compile the generated Java source files with the JDK 1.5 compiler, run:

```
deploy.sh -jdk15 -rt15 -target15 test.war
```

5.10 SQL Anywhere database issues

When you upgrade to EAServer 6.0.2, Adaptive Server Anywhere (ASA) version 9.0.2 is upgraded to version 10.0, and the name of the database server changes from ASA to SQL Anywhere.

5.10.1 DBProxy client may crash EAServer

(CR #471417) Connecting to EAServer from a DBProxy client may cause EAServer to crash. This is a jConnect bug.

Workaround: To avoid this problem, either:

* Run the jConnect script *jcatalog.sql*, or

* Install a version of SQL Anywhere later than 10.0.

5.10.2 Red Hat Linux does not support security

(CR #463115) With security enabled, SQL Anywhere 10 does not run on Red Hat Linux.

Workaround:

1   Edit */etc/selinux/config*, and set SELINUX=disabled.

2   Restart the server.

Note Database security is disabled.

5.10.3 SQL Anywhere incompatible with jConnect driver

(CR #446037) With Adaptive Server Enterprise, EAServer uses an underlying jConnect driver when users select com.sybase.djc.sql.jit.SybaseDataSource3 as the database driver. However, the jConnect driver does not work with SQL Anywhere, so EAServer uses a JDBC-ODBC driver instead.

5.10.4 JMS messages unreliable with SQL Anywhere 10.0

(CR #474250) If you are using the SQL_Anywhere database type and the com.sybase.djc.sql.jit.SybaseDataSource3 database driver, sending and receiving JMS messages may be unreliable. This issue is resolved in SQL Anywhere version 10.0.1.

5.10.5 Ping fails when the value of databaseURL is "[default]"

(CR #467797) If you create a data source to access either a Sybase_ASA or SQL_Anywhere database type, and set the value of the databaseURL property to "[default]," attempts to ping the database fail and this message displays:

```
Ping failed due to exception: Use of the JIT driver
wrapper for SQL Anywhere requires use of the underlying
```

> IAnywhere JDBC/ODBC driver - please reconfigure data
> source 'asa10demo' to include the odbcDataSource
> property. Please see the server log file for additional
> details.

Workaround: Set the databaseURL property to "jdbc:odbc:driver=EAS 6.0
ASA;uid=dba;pwd=sql;eng=*<asa10_db_alias>*," where *<asa10_db_alias>*
is the value of the -n parameter that is used when starting the database.

5.10.6 ODBC driver version

(CR #470030) The ODBC driver that you use with EAServer must be either the
driver packaged with EAServer or a later version.

5.10.7 ODBC data sources

(CR# 436653) If you use a SQL Anywhere ODBC data source on Solaris, an
EAServer core dump can occur when the ODBC data source is accessed.

Workaround: Start the database manually, and set the database engine (using
the -n option) to the same value as the EngineName property that is defined in
$DJC_HOME/intersolv/odbc.ini.

For example, if the ODBC DSN definition in *odbc.ini* is:

```
[EAS Demo DB V10u]
Driver=/eas60214/ASA100/lib/libdbodbc10_r.so
EngineName=easdemo10u
Start=
UID=dba
PWD=sql
DatabaseFile=/shared/easdemo10u.db
```

To start *easdemo10u.db*, use the -n option to set the value of the database
engine to "easdemo10u":

```
$ASANY9/bin/dbeng9 -x
"tcpip(MyIP=127.0.0.1;Host=localhost;Port=2638;DoBroadcast=no;BroadcastListen
er=no)" -n easdemo10u /testarea/shared/easdemo10u.db -Z -zs 5M -zn 10 -o
../logs/ds-EASDemo.log
```

5.11 Migration tool issues

The following issues occur when using the migrate command line tool to
migrate an earlier version of EAServer to version 6.0.2.

5.11.1 Mapping one-to-many relationships

(CR #441918) By default, EAServer 5.*x* uses a join table to map one-to-many relationships. If you migrate an entity that uses a join table from 5.*x*, EAServer 6.0 generates queries for the EJBs in the relationships incorrectly.

Workaround: Use a foreign key instead of a join table.

5.11.2 Unencrypted password in migration.log

(CR# 436926) If you connect to EAServer 5.*x* using an account with a password set from the migration tool GUI, the 5.*x* password is not encrypted in the log file *migrate.log*.

Workaround: Once you successfully migrate to EAServer 6.0.2, remove *migrate.log* from the production server.

5.11.3 Open Client Client-Library content not migrated

(CR# 437181) The migrate tool fails to migrate *sql.ini* content for Open Client™ Client-Library™ connections.

5.12 Web Services Toolkit issues

5.12.1 Activating and deactivating Web services

(CR #448806) The wstool commands for activating and deactivating Web services, wstool activate and wstool deactivate, do not work.

5.12.2 Datatype mapping

(CR #449109) In EAServer 6.0, the Web services datatype-mapping version is set to 1.3, so xsd:short may be mapped to either the short or unsignedByte Java datatype. This causes some Web service tests to fail.

Workaround: Set the datatype-mapping version to 1.2, so xsd:short will always be mapped to the short datatype:

1   Start EAServer, and connect to the server using the Management Console.

2   Expand the Servers folder, and select the server.

3   On the General tab, find the WebServices Type Mapping Version field. The default value is 1.3.

4   Change the value to 1.2, and click Save.

5.12.3 Apache Scout

(CR #448380) The Apache Scout client method BusinessLifeCycleManager.saveAssociations fails, and a null pointer exception is returned.

5.12.4 Exposing components as Web services

(CR #444503) In Eclipse, if you attempt to expose a non-Web service component as a Web service using the Expose as Web Service menu option, it does not work. After you click Finish on the last step of the Expose wizard, the system becomes unresponsive.

Workaround: Use the Quickly Expose as Web Service menu option.

(CR #467421) If you run wstool.sh to expose a component as a Web service, the console reports success, but the operation fails.

Workaround: Use the Management Console to expose the component as a Web service.

5.12.5 Duplicating Web Services Registry names

(CR# 435906) You can configure two Web Services Registries to have the same name, by changing the name of an existing Web Services Registry to the same name as another Registry.

5.12.6 Web services display in random order

(CR# 422161) Selecting the Management Console options to display Web services either alphabetically or in descending order by date fail. Web services display in random order.

5.13 Adaptive Server Enterprise 12.5.*x*

(CR #447543) If you are using Adaptive Server Enterprise version 12.5.*x* with EAServer, you may see this error:

```
"SELECT INTO command not allowed within multi-statement transaction"
```

Workaround: On the machine where Adaptive Server is installed, run:

```
%DJC_HOME%\extras\jconnect-6.05\sp\sql_server12.5.sql
```

5.14 Miscellaneous issues

5.14.1 Help option for the wsh command line tool

(CR #436938) Other EAServer command line tools require a hyphen before the help option, but if you enter `wsh.sh -help`, a system exception occurs, and a stack trace displays.

Workaround: To use the help option with the wsh command line tool, enter:

```
wsh.sh help
```

5.14.2 SSLServiceProvider.getGlobalProperty

(CR #436638) The SSLServiceProvider method for checking the status of FIPS, SSLServiceProvider.getGlobalProperty("fips140"), has not been implemented in EAServer 6.0.2.

5.14.3 Permission required to use JIT data sources

(CR #465348) You can use a JIT (just-in-time) data source to access a database only if you have permission to create tables in the database.

5.14.4 Management Console help link

(CR #468346) When you click the Help link in the Management Console, you may see an exception in the server log.

Workaround: Refresh the console.

6. Documentation updates and clarifications

This section contains updates and clarifications for the EAServer product manuals.

6.1 Automated Configuration Guide

6.1.1 Chapter 3, "Using Scheduled Tasks"

(CR #477285) The section "Predefined tasks" fails to list the CleanupPBCookies task. You can schedule this task to remove unwanted PowerBuilder cookies from your machine.

6.1.2 Chapter 6, "Using jagtool and jagant"

Obsolete jagtool commands

(CR #465796 and #447432) These jagtool commands are documented in the *Automated Configuration Guide*, but the commands are not supported in EAServer 6.0 and later:

- configure

- export

- exportconfig

- grantroleauth

- mergeprops

- props

- removeroleauth

- set_props

Generating stubs

(CR #462838) To generate stubs for a package or component, you can use the jagtool gen_stubs command. See the *Automated Configuration Guide* for more information about jagtool commands.

Syntax

gen_stubs [-javastubs true|false] [-cppstubs true|false]
[-javastubjarname *file-name*] [-javastubcodebase *path*]
[-cppstubcodebase *path*] [-compilejavastubs true|false]
[-verbose true|false] *entity*

Option	Description
javastubs	Whether to generate Java stubs; the default is true.
cppstubs	Whether to generate C++ stubs; the default is true.
javastubjarname	If specified, the Java stubs are placed in a JAR file of the specified name. The file name must include the full path.
	If not specified, Java files are generated (the default).
javastubcodebase	The location of the code base for Java stubs; the default is *$DJC_HOME/genfiles/java/stubs*.
cppstubcodebase	The location of the code base for C++ stubs; the default is *$DJC_HOME/include*.
compilejavastubs	Whether to compile the generated Java stubs; the default is true.

Option	Description
verbose	Whether to produce verbose output while generating stubs; the default is false.
entity	The name of the entity for which stubs are being generated, in the form *EntityType:EntityName*, where *EntityType* is either "Package" or "Component."

Return values

Return value	Indicates
0	The command ran successfully; the result is true/success.
2	The command did not run successfully; an exception was thrown.

6.2 CORBA Components Guide

6.2.1 Chapter 4, "Managing CORBA Packages and Components"

(CR #437366) You cannot use hyphens ("-") in CORBA-component package names. CORBA-component packages are those that contain CORBA/C++, CORBA/Java, or PowerBuilder components.

6.2.2 Chapter 5, "Developing and Deploying PowerBuilder Components"

(CR #405138) You cannot use a hyphen ("-") in the name of a PowerBuilder NVO method or variable. EAServer wraps NVOs as EJBs, and Java does not support method or variable names that contain hyphens.

6.3 Enterprise JavaBeans User's Guide

6.3.1 Chapter 3, "Developing EJB Clients"

If clients run with a JRE, instead of a full JDK, you can prevent the client from trying to generate and compile stubs by setting the system property djc.allowRuntimeCompile to false for the Java command that starts the client application.

6.3.2 Chapter 4, "Creating Application Clients"

(CR #472302) In the section "Starting the runtime container," this example for starting an application client's runtime container is incorrect:

```
runclient.sh -client my_appclient -login true
```

The correct syntax is:

```
run-appclient.sh -client my_appclient -login true
```

6.4 Installation Guide

6.4.1 Chapter 4, "Installing and Configuring a Web Server Redirector Plug-In"

(CR #474827) In the section "Adding FIPS and TLS support to the Web server redirector plug-ins," the correct name of the Apache 2.0 library is *libjeas2_mod_f140.so*. The library name that is documented in Chapter 4 is incorrect (*libjeas_mod2_f140.so*).

6.5 Migration Guide

6.5.1 Chapter 4, "Installing and Configuring a Web Server Redirector Plug-In"

(CR #474827) In the section "Adding FIPS and TLS support to the Web server redirector plug-ins," the correct name of the Apache 2.0 library is *libjeas2_mod_f140.dll*. The library name that is documented in Chapter 4 is incorrect (*libjeas_mod2_f140.dll*).

6.6 Security Administration and Programming Guide

6.6.1 Chapter 6, "Using TLS and FIPS"

(CR #474337) The section "SSL/TLS and FIPS Support" describes how to enable FIPS support, "Enabling FIPS using the Certicom Java libraries." Step 2 says to set the com.sybase.ejb.fips connection property to specify FIPS usage, but fails to specify the value. To enable FIPS support, set the value of com.sybase.ejb.fips to true; to disable, set the value to false.

6.7 System Administration Guide

6.7.1 Chapter 3, "Creating and Configuring Servers"

(CR #473658) The section "Configuring system logging" describes how to customize the location of the system log files, but the name of the variable (DJC_JVM_ARGS) is incorrect. The correct variable is DJC_JVM_USER_ARGS; for example:

```
set DJC_JVM_USER_ARGS=%DJC_JVM_USER_ARGS% -Ddjc.logFile=/myserver/myserver.log
-Ddjc.logFileMaxSize=5m -Ddjc.logFileRotation=true
```

> **Note** If you customize the location of the system log files, only the HTTP log is rotated; the server log is not.

6.7.2 Chapter 4, "Database Access"

The section that describes how to configure a database type fails to explain that if you define both a dataSourceClass and a driverClass, EAServer uses only the dataSourceClass value—see "Configuring a database type" on page 9.

6.7.3 Chapter 12, "Command Line Tools"

deploy

(CR #475510) The documentation that states the deploy.sh command line tool includes an eas5naming option is incorrect. This option is not supported.

(CR #475511) EAServer 6.0.2 does not support the -jsr154filter option for the deploy.sh command line tool. -jsr154filter will be supported in a later version of EAServer.

wlogin and wlogout

(CR #443144) The command line tools wlogin.sh and wlogout.sh support the following syntax only:

```
wlogin.sh <host:port>
wlgout.sh <host:port>
```

Chapter 12 incorrectly states that you can pass the server name if it is defined in the local repository.

6.7.4 Chapter 13, "JNI Compiler"

(CR #472818) Before calling a generated proxy class, standalone clients must call either:

- JNICC_CreateJavaVM to initialize the JVM, or

- JNICC_SetJavaVM(JavaVM* *vm*) if the JVM has already been initialized

6.7.5 Chapter 14, "Systems Management"

(CR #437261) EAServer supports Simple Network Management Protocol (SNMP) features that conform to the Java Specification Request JSR 77. The status of a server and its components are reported as Management Information Base objects, which can be polled, and can also be reported as SNMP traps.

6.8 Web Services Toolkit User's Guide

6.8.1 Chapter 9, "Using wstool and wstant"

(CR #464242) The Ant build example for the exposeComponent command is incorrect:

```
<wst_antTask command="exposeComponent"
entity="component:myPackage/myComponent"/>
```

The correct command is:

```
<wst_antTask command="exposeComponent"
entity="myPackage/myComponent"/>
```

7. Technical support

Each Sybase installation that has purchased a support contract has one or more designated people who are authorized to contact Sybase Technical Support. If you have any questions about this installation or if you need assistance during the installation process, ask the designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

8. Other sources of information

Use the Sybase Getting Started CD, the SyBooks™ CD, and the Sybase Product Manuals Web site to learn more about your product:

- The Getting Started CD contains release bulletins and installation guides in PDF format, and may also contain other documents or updated information not included on the SyBooks CD. It is included with your software. To read or print documents on the Getting Started CD, you need Adobe Acrobat Reader, which you can download at no charge from the Adobe Web site using a link provided on the CD.

- The SyBooks CD contains product manuals and is included with your software. The Eclipse-based SyBooks browser allows you to access the manuals in an easy-to-use, HTML-based format.

  Some documentation may be provided in PDF format, which you can access through the PDF directory on the SyBooks CD. To read or print the PDF files, you need Adobe Acrobat Reader.

  Refer to the *SyBooks Installation Guide* on the Getting Started CD, or the *README.txt* file on the SyBooks CD for instructions on installing and starting SyBooks.

- The Sybase Product Manuals Web site is an online version of the SyBooks CD that you can access using a standard Web browser. In addition to product manuals, you will find links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and the Sybase Developer Network.

  To access the Sybase Product Manuals Web site, go to Product Manuals at http://www.sybase.com/support/manuals/.

8.1 Sybase certifications on the Web

Technical documentation at the Sybase Web site is updated frequently.

❖ **Finding the latest information on product certifications**

1   Point your Web browser to Technical Documents at http://www.sybase.com/support/techdocs/.

2   Click Certification Report.

3   In the Certification Report filter select a product, platform, and timeframe and then click Go.

4   Click a Certification Report title to display the report.

❖ **Finding the latest information on component certifications**

1   Point your Web browser to Availability and Certification Reports at http://certification.sybase.com/.

2   Either select the product family and product under Search by Base
     Product; or select the platform and product under Search by Platform.

3   Select Search to display the availability and certification report for the
     selection.

❖   **Creating a personalized view of the Sybase Web site (including support
    pages)**

     Set up a MySybase profile. MySybase is a free service that allows you to create
     a personalized view of Sybase Web pages.

1   Point your Web browser to Technical Documents at
     http://www.sybase.com/support/techdocs/.

2   Click MySybase and create a MySybase profile.

8.2 Sybase EBFs and software maintenance

❖   **Finding the latest information on EBFs and software maintenance**

1   Point your Web browser to the Sybase Support Page at
     http://www.sybase.com/support.

2   Select EBFs/Maintenance. If prompted, enter your MySybase user name
     and password.

3   Select a product.

4   Specify a time frame and click Go. A list of EBF/Maintenance releases is
     displayed.

     Padlock icons indicate that you do not have download authorization for
     certain EBF/Maintenance releases because you are not registered as a
     Technical Support Contact. If you have not registered, but have valid
     information provided by your Sybase representative or through your
     support contract, click Edit Roles to add the "Technical Support Contact"
     role to your MySybase profile.

5   Click the Info icon to display the EBF/Maintenance report, or click the
     product description to download the software.

9. Accessibility features

This document is available in an HTML version that is specialized for
accessibility. You can navigate the HTML with an adaptive technology such as
a screen reader, or view it with a screen enlarger.

EAServer 6.0.2 and the HTML documentation have been tested for compliance with U.S. government Section 508 Accessibility requirements. Documents that comply with Section 508 generally also meet non-U.S. accessibility guidelines, such as the World Wide Web Consortium (W3C) guidelines for Web sites.

The online help for this product is also provided in HTML, which you can navigate using a screen reader.

For information on using EAServer without a mouse, see "Keyboard navigation" in Chapter 2, "Management Console Overview," in the *EAServer System Administration Guide*.

Note You might need to configure your accessibility tool for optimal use. Some screen readers pronounce text based on its case; for example, they pronounce ALL UPPERCASE TEXT as initials, and MixedCase Text as words. You might find it helpful to configure your tool to announce syntax conventions. Consult the documentation for your tool.

For information about how Sybase supports accessibility, see Sybase Accessibility at http://www.sybase.com/accessibility. The Sybase Accessibility site includes links to information on Section 508 and W3C standards.

For a Section 508 compliance statement for EAServer, go to Voluntary Product Assessments at http://www.sybase.com/detail_list?id=52484, and click the link for EAServer.