Release Bulletin Enterprise Connect[™] Data Access 12.6 for Microsoft Windows

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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 release of the product CD, use the Sybase® Technical Library Product Manuals Web site.

Accessing release bulletins at the Technical Library Product Manuals Web site

- 1 Go to Product Manuals at http://www.sybase.com/support/manuals/.
- 2 Follow the links to the appropriate Sybase product.
- 3 Select the Release Bulletins link.
- 4 Select the Sybase product version from the Release Bulletins list.
- 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 names and packaging

Before Sybase introduced Enterprise ConnectTM Data Access (ECDA) 12.5, its options were sold as individual DirectConnectTM products named "DirectConnect for [target]." You will see the name "DirectConnect" used in the software and in documents. This document uses the old product names except for the title page. Past and current option names are as follows:

Table 1: DirectConnect and ECDA names

Old product name	Current option name
DirectConnect for DB2 UDB	Enterprise Connect Data Access Option for DB2 UDB

Old product name	Current option name
DirectConnect for Informix	Enterprise Connect Data Access Option for Informix
DirectConnect Manager	Part of each Enterprise Connect Data Access Option and still called DC Manager
DirectConnect for Microsoft SQL Server	Enterprise Connect Data Access Option for Microsoft SQL Server
DirectConnect for ODBC	Enterprise Connect Data Access Option for ODBC
DirectConnect for Oracle	Enterprise Connect Data Access Option for Oracle

3. About this release bulletin

This release bulletin contains fixes, enhancements, and known issues for DirectConnect version 12.6 for the following products:

- DirectConnect for DB2 UDB
- DirectConnect for Informix
- DirectConnect for Microsoft SQL Server
- DirectConnect for ODBC
- DirectConnect for Oracle

In this release bulletin, any information that is specific to any DirectConnect product is noted.

4. Product summary for version 12.6

Enclosed are the DirectConnect version 12.6 products that are built on Open ClientTM and Open ServerTM version 12.5.1.

DirectConnect products are within the Enterprise Connect Data Access product set for Microsoft Windows which consists of products that provide access to distributed data. For more information, see the Enterprise Connect Data Access *Overview Guide*.

In version 12.6, the following DirectConnect products are shipped:

- DirectConnect for DB2 UDB
- DirectConnect for Informix
- DirectConnect for Microsoft SQL Server
- DirectConnect for ODBC

• DirectConnect for Oracle

Server and client products are distributed on separate CDs.

Note Starting with ECDA 12.6, DirectConnect for AS/400, which provided SNA-based access to DB2 UDB for AS/400, is no longer supported. However, access to DB2 UDB on AS/400 is now provided through TCP/IP with the ECDA Option for DB2 UDB. See the ECDA installation guides for migration guidelines.

4.1 Version contents

DirectConnect 12.6 includes the following:

- Program CD-ROMs
- Installation documentation and all product documentation on CD-ROM
- This release bulletin on CD-ROM

The following table shows the contents and product ID numbers for DirectConnect 12.6.

Product/Documentation	Media	Product ID
Enterprise Connect Data Access	CD-ROM	CD68123-55-1260-01
Options for Windows		
DirectConnect Client	CD-ROM	CD68122-55-1260-01
Technical Library	CD-ROM	CD30002-55-1260-01
Enterprise Connect Data Access	Technical Library	DC39550-01-1260-01
Installation Guide for Windows	CD-ROM	
Enterprise Connect Data Access and	Technical Library	DC35365-01-1260-01
Mainframe Connect Server	CD-ROM	
Administration Guide for		
DirectConnect		
Enterprise Connect Data Access	Technical Library	DC38454-01-1260-01
Options User's Guide for Access	CD-ROM	
Services		
Enterprise Connect Data Access	Technical Library	DC34201-01-1260-01
Option for Oracle Server	CD-ROM	
Administration and User's Guide		
Release Bulletin Enterprise Connect	This document	DC74920-01-1260-02
Data Access for Microsoft Windows		
Data Access for wherosoft whiteows		1

Product/Documentation	Media	Product ID
Technical Library Contents	CD-ROM	DC32754-01-1260-01

4.2 Hardware and software requirements

Following are system requirements for Windows 2000, Windows 2003, and DirectConnect Manager.

4.2.1 System requirements for Windows 2000 and Windows 2003

Following are minimum system requirements for DirectConnect products for version 12.6:

ltem	Requirements
CPU	Sybase recommends an Intel-compatible processor with a minimum of 500 megahertz.
RAM	512MB of RAM to run Windows 2000 and Windows 2003 for DirectConnect products.
Software	Microsoft Windows 2000 or Windows 2003.
	• Microsoft Data Access Component (MDAC) version 2.8 or later. This is required for the DirectConnect server machine and the machine running Adaptive Server®.
Storage	A minimum of 300MB, plus at least 500KB for each locale you plan to support.

Table 3: DirectConnect system requirements for Windows

Note DirectConnect version 12.6 no longer supports Microsoft Windows NT.

Data Direct operating system required patch

DirectConnect for DB2 UDB (for AS/400 only): For ISERIES servers running at operating system level 5VR2M0, you need to install the Program Temporary Fix (PTF) SF99502: 520 DB2 UDB for ISERIES.

4.2.2 System requirements for DirectConnect Manager

Following are the minimum system requirements for DirectConnect Manager:

ltem	Requirements
CPU	Microsoft Windows 2000 Service Pack 4 or later, or Microsoft Windows 2003. Sybase recommends a Windows Pentium class processor with a minimum of 300 megahertz.
RAM	Sybase recommends 256MB.
Storage	20MB.
Network access	Network access to DirectConnect servers.

Table 4: DirectConnect Manager system requirements

5. Special installation and configuration instructions

The following special installation instructions either replace existing documented instructions or are new installation instructions that were created after the release of DirectConnect version 12.6:

- System environment files
- Null pointer exception during installation
- Installing DirectConnect 12.6 with Open Client and Open Server 12.5
- Installing multiple products on the same machine
- Uninstalling from an environment that has multiple Sybase products

5.1 System environment files

For 12.6, to allow multiple DirectConnect installations to exist on the same machine, Sybase has provided an environment file %*SYBASE*%*DC*-12_6*DC_SYBASE.bat*. The %*SYBASE**SYBASE.bat* environment file is no longer used.

5.2 Null pointer exception during installation

A null pointer exception may occur when you install DirectConnect into ASE 12.5.3 or ESD #1 installations. If the DirectConnect installation fails with a Java null pointer exception error during the extraction of installation files, make the following adjustments.

* To correct the installation

1 Cancel the current DirectConnect installation.

- 2 Delete the *%SYBASE%_jvm_ECDA_Suite* directory created during installation.
- 3 Reinstall DirectConnect using the Custom installation option.
- 4 During custom installation, deselect the ESQL/C and ESQL/COBOL options.

5.3 Installing DirectConnect 12.6 with ASE 15.0

As a result of incompatibilities with ASE 15.0, Sybase strongly recommends that you install the Enterprise Connect Data Access 12.6 options, including DirectConnect Manager, in their own product directory.

5.4 Installing DirectConnect 12.6 with Open Client and Open Server 12.5

If you are installing DirectConnect 12.6 into a directory that already has Open Client and Open Server 12.5 or earlier, you must do one of the following:

• Uninstall Open Client and Open Server before installing DirectConnect 12.6,

or

• Install DirectConnect into a different directory than Open Client and Open Server 12.5.

5.5 Installing multiple products on the same machine

Following are tasks that you need to perform before you install any Sybase software into a directory in which Sybase software is already installed.

Create a backup Create a backup of the existing installation directory and, if possible, the environment variable settings and registry.

Overwrite existing files On all platforms, when you install Sybase products into a directory that contains other Sybase products, the installer overwrites existing files with the same name. If the files on the system are newer than the ones being installed, the installer prompts you to specify whether or not to overwrite the existing files. In most cases, you want the newer version of the files and should choose not to overwrite newer files.

System variables On Windows, if Sybase products are installed and you install another Sybase product into a different directory on the same machine, the system variables (such as, SYBASE) are reset to the directory where the last Sybase product was installed. Thus, any Sybase products that were on the system before and were configured to run as Windows services may no longer run automatically and may not be manageable through the Control Panel service controls.

To correct this problem, run the previously installed products from within a DOS command shell, or create scripts that set the environment and run the product. When using a DOS command shell, run the environment scripts, such as *SYBASE.bat*, for that product before running the product to set the variables correctly.

5.6 Uninstalling from an environment that has multiple Sybase products

	Uninstalling Sybase products from environments that contain multiple Sybase products may affect operation of the remaining Sybase products.
	This occurs because Sybase products frequently share modules or files, such as Connectivity (files in the Sybase <i>OCS-12_5</i> directory), JVM (files in the <i>shared</i> or <i>shared-1_0</i> directories), Language Modules, and Sybase Software Access Management (SySAM).
Shared files between products	When uninstalling Sybase products from a directory that contains multiple Sybase products, be aware that if you choose to uninstall one of the products that share files, you may remove files that the remaining products require and cause the products to fail.
Change to variable settings	On Windows, removing Sybase products may result in changes to the system variable settings, which may also impact the operation of the remaining products or services.

6. New functionality and software fixes in version 12.6

The following sections provide references to a New Features document and describes the new functionality and the fixes for version 12.6.

6.1 New functionality

The new functionality is described in the Enterprise Connect Data Access *New Features* 12.6 document.

6.2 DirectConnect use of Open Client and Open Server libraries

DirectConnect 12.6 has changed how it uses the Open Client and Open Server libraries. Although DirectConnect will continue to install the Open Client and Open Server libraries in the Sybase root directory (*SYBASE/OCS-12_5*), it will not use these libraries. Instead, it installs a copy of these libraries in the DirectConnect *DC_12_6/lib* directory, which allows DirectConnect to isolate these libraries from Open Client and Open Server updates and from other Sybase products. This ensures that the DirectConnect libraries are the same version as the libraries used for certification. The DirectConnect ESD installation process makes updates to these libraries.

6.3 Software fixes

Following are software fixes for version 12.6.

6.3.1 Revised DirectConnect scripts

The DirectConnect scripts (*DCStart*, *AddServer*, *DCDirector*, *DC_SYBASE*) that are generated during installation have been simplified and improved. These scripts no longer rely on global shell environment variables; instead, they set environment variables based on the installation-generated file, *DC_SYBASE*.

Warning! The DirectConnect scripts use the *DC_SYBASE* script and not the *SYBASE* script.

The scripts and installation program have been changed to prevent environment variable overruns or truncation (CR 325317). Sybase strongly recommends that you use the scripts for DirectConnect operations to ensure a proper operating environment.

Future versions of the DirectConnect installer will not set global environment variables; then will require the use of supplied DirectConnect scripts for starting DirectConnect and DCDirector.

Note Express Transfer and ODBC option users: If you are using third-party ODBC drivers, including the ASE ODBC driver, you may need to modify the *DC_SYBASE* script to contain the library search path information required by the third-party ODBC driver.

6.3.2 Software fixes

The following table lists the known problems that were fixed for the DirectConnect version 12.6. The DirectConnect products affected are identified, and each issue contains a description, resolution, and the associated Quality Tracking System (QTS) number.

Product	Description	Resolution	QTS #
All DirectConnects	Adaptive Server® Enterprise/Component Integrated Services (ASE/CIS) was unable to delete all rows using cursors.	The sequence error that prevented all rows from being deleted has been resolved.	347653
	DirectConnect did not support the catalog stored procedure sp_special_columns on Windows. This support was available only on the UNIX platforms.	Support for the catalog stored procedure sp_special_columns is now available on Windows platforms.	212820
DirectConnect for DB2 UDB	A stored procedure with multiple results sets caused a fetch error.	Stored procedures now support multiple results sets.	369255
only	A stored procedure output parameter had an incorrect value of <i>NULL</i> instead of an integer value.	A problem with DB2 output parameters has been corrected.	369807
	A request was received to support AS/400 SQL stored procedures.	AS/400 SQL stored procedures are now supported.	226468
DirectConnect for Informix only	Select statements and other results- generating queries did not produce results against Informix tables containing VARBINARY columns.	This has been corrected.	275721
	Dynamic inserts into char columns on Informix failed because the UserDataType field of the CS_DATAFMT structure was not initialized.	The UserDataType field of the CS_DATAFMT structure is now initialized.	268278
	Attempts to perform bulk transfers of rows containing a NULL value datetime column failed.	This has been corrected, and it is now possible to perform bulk transfers of NULL value datetime columns.	241483
	When in sybase transformation mode, a failure occurred when inserting binary values preceded by an 0x.	This problem has been corrected, and it is now possible to insert binary values preceded by 0x, with or without quotation marks.	234250
DirectConnect for Microsoft SQL Server only	The SQL_GUID datatype caused failures.	The SQL_GUID datatype is now supported.	224420
	A null character data caused SQL statement truncation.	Null characters and binary zeros in SQL statement are stripped when the StripBinaryZero property is set.	291774

Table 5: Description of software fixes

7. Known issues

Following are known problems in DirectConnect products in version 12.6:

- DirectConnect issues
- General issues
- InstallShield issues
- Product-specific issues

Note For the most current information regarding the status of the known issues, refer to the latest *EBF README* file.

7.1 DirectConnect issues

The following table lists outstanding issues that apply to DirectConnect products. Each issue identifies specific hardware or operating system information, a workaround (if available), and the QTS assigned to it, if any.

Known issues for specific DirectConnect products without QTS identifiers are described in sections following this table.

Product	Description	Workaround	QTS #
All DirectConnect products except DirectConnect for Oracle	Express transfer does not support the transfer of char datatypes to and from decimal datatypes.	Convert query datatypes from char to decimal datatypes in the transfer query statement by using the SQL CAST function.	None.
	Express transfer does not support the transfer of text datatypes to and from char datatypes.	Convert query datatypes from text to char datatypes in the transfer query statement by using the SQL CAST function.	
DirectConnect for DB2 UDB	CLOB data is limited to 32K. BLOB datatype is not supported.	Use DirectConnect for z/OS.	None.
only	Using the AlternateID property to connect to the mainframe causes errors.	None.	385229
	DB2 varchar datatype larger than 255 characters is incorrectly reported as a varchar datatype by the sp_columns property.	None. (A fix is expected in 12.6, ESD#1.)	383494 385500

Table 6: Known issues for DirectConnect products

7.2 General issues

This section contains general issues in version 12.6 that have no QTS identifiers.

7.2.1 Editing sql.ini with a word processing program

If you edit the *sql.ini* file with a word processing program, such as Microsoft Word, extra non-printable characters can be added to the end of text in the *sql.ini* file. As a result, Sybase Open Server-based applications might not recognize server names as defined in the *sql.ini* file.

To modify the *sql.ini* file, use dsedit, which Sybase provides with your Open Client and Open Server installation.

7.2.2 Service Name Redirection default value

The default *server.cfg* file does not give *snrf.tbl* as the default value. For a workaround, if you are using the default *snrf.tbl*, enter the following in the *server.cfg* file under the section called Client Interaction:

ServiceRedirectionFile=snrf.tbl

7.3 InstallShield issues

This section contains issues that pertain to InstallShield.

7.3.1 Uninstall function not removing all DirectConnect files

On Windows, when you use InstallShield's Uninstall function from the Start menu, it does not remove all DirectConnect server files. Be sure to verify the files and manually remove any that remain.

7.4 Product-specific issues

This section contains issues that relate to specific products in version 12.6.

7.4.1 DirectConnect for DB2 UDB

Following are issues pertaining to DirectConnect for DB2 UDB.

Code page support

For code page conversions involving extended character sets, configure a DRDA Data Source Name (DSN) to match the code page of the DirectConnect client application by setting its IANAAppCodePage property to the client's code page.

DirectConnect for DB2 UDB supports code page translation for one code page for each DirectConnect for DB2 UDB service. To configure code page translation, add the following setting to the ODBC DSN configurations corresponding to your DirectConnect for DB2 UDB services:

 IANAAppCodePage – set this to the code page of the clients connecting to the DirectConnect for DB2 UDB service using this DSN entry. Unless you are using characters in the extended character set of the code page, a common code page (for example, 1252) is recommended.

For additional information, refer to the Enterprise Connect Data Access Options *User's Guide for Access Services*, in Chapter 2, "Configuring the Access Service Library for DirectConnect."

Setting WorkArounds2 value for space padding

For space padding, you need to verify that a special string key, the WorkArounds2=131072 string value, is defined in the Windows registry. This allows the driver to pad DB2 char for bit data fields with spaces instead of binary zeros. Repeat the process for each DB2 UDB DSN that you are going to use with DirectConnect. See the Enterprise Connect Data Access *Installation Guide* for Microsoft Windows, in Chapter 5, in the section titled, "Add the WorkArounds2 String Key to pad DB2 character data."

7.4.2 DirectConnect for Informix

Following is an issue pertaining to DirectConnect for Informix.

Setting WorkArounds value to support bulk transfers

For bulk transfer and ASE/CIS select into statements to process, the WorkArounds=536870912 value string must be set in the Windows registry for each DirectConnect for Informix DSN. See the Enterprise Connect Data Access *Installation Guide* for Microsoft Windows, in Chapter 5, in the section titled, "Add the WorkArounds String Key to support bulk transfers."

7.4.3 DirectConnect for Oracle

Following are issues pertaining to DirectConnect for Oracle.

Removing DirectConnect for Oracle setup as a Windows service

If you set up DirectConnect for Oracle as a Windows service, you must remove the service using instdco.exe as described in the DirectConnect for Oracle *User's Guide*. The InstallShield Uninstall process does not remove the Windows service.

Default character set

If the default character set for DirectConnect for Oracle does not match that of Adaptive Server Enterprise/Component Integration System (ASE/CIS) and writetext is issued to insert text, the text field is not converted as expected. For the us_english language, this should not be a problem, as the normal printing characters are the same in the supported character sets. However, for other languages, this can pose a problem.

The workaround is to make sure that ASE/CIS has the same default character set as DirectConnect for Oracle. For better performance, it is always best to use the same character set.

Joins with char and varchar

Joins between char columns and varchar columns might not return any rows. In addition, the query returns no rows when run directly against Oracle. However, running the query against Adaptive Server with the same data will return rows. The difference occurs because Sybase and Oracle have different comparison rules when the columns are not all fixed length. The workaround is to alter the table definitions so the column definitions match.

Blank-padded comparisons

If a column c1 of type char(5) has a value "a" inserted into it, the following SQL statement does not return any rows if the table is on an Oracle database:

select ... where c1 like "a"

Oracle does not make blank-padded comparison for arguments to like clauses. However, when executed against a table on Adaptive Server, the same SQL statement fetches the row.

Given the same setup, the following SQL statement returns the row when the table is on either Adaptive Server or Oracle:

select...where c1 = "a"

When c1 = "a" is used, Oracle produces blank-padded comparison.

7.4.4 Microsoft SQL Server

Following are issues pertaining to Microsoft SQL Server.

NCHAR and NVARCHAR datatype support

Microsoft NCHAR and NVARCHAR datatypes are not supported but are translated to the single-byte character set of the operating system. Unicode characters that cannot be mapped are translated to a default character for the operating system.

Service pack version

If your Microsoft SQL Server is not at Service Pack 3 or later, set QuotedIdentifiers=yes for the DSN entry for accessing Microsoft SQL Server.

8. Product compatibilities

DirectConnect products in version 12.6 are compatible with the following:

- Sybase Open Client 12.5.1 and later
- Adaptive Server 12.5 and later
- ASE/CIS 12.5 and later
- Sybase Replication Server® 12.6 and later
- jConnectTM for JDBCTM for 6.0 and later
- DirectConnect Manager 12.6 and later

Warning! DirectConnect 12.6 cannot be installed in the same directory tree with Adaptive Server 11.x and later, or with Sybase Replication Server 11.x and later.

9. Documentation updates and clarifications

Following are updates to DirectConnect documentation.

9.1 DirectConnect for Oracle

The following documentation revisions are for the Enterprise Connect Data Access Option for Oracle *Server Administration and User's Guide*.

9.1.1 Chapter 3, Reference Topics for Oracle

In the section titled, "Lightweight Directory Access Protocol (LDAP)," add the following information for Windows.

To set up LDAP for Windows

1 In the %*SYBASE*%\%*SYBASE_OCS*%*ini* directory, create a *libtcl.cfg* file and add the following lines under [DIRECTORY]:

```
; This is the sample Net-Library configuration file
which
; shows how to specify the different types of drivers
that
; will be used by Client-Library and Server-Library
; applications.
;
;
; This is the sample for NT platforms.
;
```

[DRIVERS]

NLWNSCK=TCP Sockets NLWNSCK=TCP/IP Sockets

[NT_DIRECTORY]

ldap=libdldap ldap://

[SECURITY]

;NTLM=LIBSMSSP

[FILTERS]

;SSL=LIBFSSL

Warning! The LDAP URL under the [NT_DIRECTORY] must be on a single line.

2 Set the following Sybase environment variables:

```
set SYBASE=d:\as125_IR
set SYBASE_TCL_CFG=d:\as125_IR\OCS-
12_5\ini\libtcl.cfg
```

set SYBASE_OCS=OCS-12_5
set PATH=%SYBASE%;%SYBASE%\%SYBASE_OCS%\dll;
%SYBASE%\%SYBASE_OCS%\lib3p;%SYBASE%\
%SYBASE_OCS%\lib;
%SYBASE%\%SYBASE_OCS%\ini;%SYBASE\%SYBASE_OCS%
\bin;%PATH%

- 3 Add your server entry to the LDAP server: %SYBASE%\%SYBASE_OCS%\bin\dsedit
- 4 Add an entry for your server into the LDAP server, following the same steps that you would for an Adaptive Server Enterprise server. Refer to the Adaptive Server Enterprise *Utility Guide* for more information on using dsedit.

To test the new setup, isql into the server without using the sql.ini file.

9.1.2 Chapter 4, "Executing Remote Procedure Calls"

In the section titled, "RPCs passed to Oracle," replace the second paragraph with the following:

When DirectConnect for Oracle executes a stored program, it associates the actual and formal parameters by position. Therefore, when calling a subprogram using DirectConnect for Oracle, the parameters must be passed using positional notation or named notation.

Note Mixed notations, both positional and named, are not supported in a single Oracle procedure call.

10. 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.

11. Other sources of information

Use the Sybase Getting Started CD, the SyBooksTM 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/.

11.1 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 Select Products from the navigation bar on the left.
 - 3 Select a product name from the product list and click Go.
 - 4 Select the Certification Report filter, specify a time frame, and click Go.
 - 5 Click a Certification Report title to display the report.

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.

11.2 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.