# Release Bulletin
# Software Developer's Kit Version 15.0
# for Linux

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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 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

This release bulletin describes issues relating to all the components in the Software Developer's Kit (SDK), including Open Client™. See "Product components" on page 3 for a complete list of SDK components.

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 **Warning!** If you install both SDK and Open Server™ in the same directory, Sybase recommends that you use the same version and ESD levels. Because SDK and Open Server share files, using different version and ESD levels can cause product failures.

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Sybase Open Server version 15.0 products are available on:

- Intel x86 32-bit, IBM POWER 32-bit, IBM POWER 64-bit, and AMD 64-bit/EM64T platforms running on Red Hat Enterprise Linux 3.0.

- Linux Itanium 64-bit, running on Red Hat Enterprise Linux 4.0 Update 4.

For more information regarding these platforms and the features supported, refer to Table 1 on page 10.

## 2.1 Product components

The Software Developer's Kit version 15.0 CD includes the following components:

- Open Client, version 15.0

- Embedded SQL$^{™}$/C, version 15.0

- Sybase Adaptive Server® Enterprise (ASE) ODBC Driver by Sybase, version 15.0

- Language modules 15.0

## 2.2 Patches

The following are the minimum required release levels for Red Hat Enterprise Linux 3.0.

- kernel version - 2.4.21-20.ELsmp

- glibc-2.2.4-29 or later

- gcc 3.2.3-42 or later

The following are the minimum required release levels for Red Hat Enterprise Linux 4.0 on Itanium 64-bit:

- kernel version - 2.6.9-42 or later

- glibc-2.3.4-2.25 or later

- gcc 3.4.6-3 (20060404) or later

## 2.3 POSIX threads and pthreads libraries

Open Client™ uses POSIX threads. When you use threaded libraries (*_r*), link with the pthreads library.

See the Open Client and Open Server *Programmer's Supplement* for UNIX for information on Open Client libraries.

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**Note**  DB-Library does not support any type of thread interface.

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## 2.4 IPv6 support

As of this release, Sybase SDK supports IPv6 on all platforms that SDK is released on, including Linux x86 32-bit and Linux Itanium 64-bit.

## 2.5 Sample files

You can find sample files in the SDK installation directory *$SYBASE/$SYBASE_OCS/sample*.

## 2.6 Utilities

There are two versions of the bcp, isql, defncopy, and cpre utilities— nonthreaded and native-threaded. The native-threaded version names have "*_r*" suffixes.

# 3.  Special installation instructions

See the Software Developer's Kit and Open Server *Installation Guide* version 15.0 for your platform for instructions on how to install the software. For guidelines for installing SDK with other Sybase products on the same server, refer to "Guidelines for installing SDK with other Sybase products" on page 14 of this release bulletin.

For instructions on configuring your environment, see the Open Client and Open Server *Configuration Guide* version 15.0 for your platform.

For information on compiling and executing Open Client and Open Server applications, including the sample programs, see the Open Client and Open Server *Programmer's Supplement* version 15.0 for your platform.

## 3.1 Installing EBFs

To ensure that your installation is the most current, Sybase strongly recommends that, after you have installed SDK version 15.0, you download and install the corresponding latest available EBFs. You can download product updates at Sybase Downloads at http://downloads.sybase.com.

## 3.2 Installation and configuration instructions

When the SDK and Open Server softwares have completed installation without errors, the products are ready to use and you can configure your environment.

### 3.2.1 Pre-installation instructions for Linux on POWER (32-bit and 64-bit)

Open Server and SDK are compiled and linked with Visual Age compiler XLC version 7.0. Prior to installation of SDK or Open Server, you must install runtime libraries for the Visual Age compiler on your system. Otherwise, you will receive an installation error.

Before installing the runtime libraries, you must verify that Visual Age runtime packages were installed previously by issuing the following command:

rpm -q vacpp.rte-7.0.0-0

If a "vacpp.rte-7.0.0-0" message is returned, Visual Age runtime packages were installed previously, and you may proceed with the installation of SDK or Open Server.

If a "package vacpp.rte-7.0.0-0 is not installed" message is returned, Visual Age runtime packages were not installed. You must then download the XLC v7.0 runtime executables from the
IBM website at http://www-1.ibm.com/support/docview.wss?uid=swg24007906.

Follow the instructions on the Web page to download and install the packages on your system. Be sure to select the installation package for Red Hat 3.0 operating systems from the download table. When installation of XLC Version 7.0 runtime libraries is complete, you may proceed with the installation of SDK or Open Server.

## 3.3 Modifying *interfaces* file entries with *dscp* or *dsedit*

Use dscp or dsedit to modify directory service entries. See the Open Client and Open Server *Configuration Guide* version 15.0 for UNIX for details on how to use these utilities.

# 4.  Changed functionality in this version

Changed functionality for Sybase SDK is described in *New Features SDK 15.0 and Open Server 15.0 for Microsoft Windows, Linux, and UNIX.*

# 5.  Known problems

This section describes all of the known issues that exist for this release.

## 5.1 Installer fails to launch when SELinux is enabled

[CR #528711]

This error message appears when installing Open Server in Linux with SELinux enabled:

```
This application requires a Java Run Time Environment
(JRE) to run. Searching for one on your computer was not
successful. Please use the command line switch
-is:javahome to specify a valid JRE. For more help use
the option -is:help.
```

*Workaround:* Check your Java version by running:

```
image_location/JVM/bin/java -version
```

If you receive the message:

```
Error loading:
image_location/JVM/bin/classic/libjvm.so: cannot
restore segment prot after reloc: Permission denied
```

Execute one of the following:

*   Change the default security context for *image_location*/JVM with:

    ```
    chcon -R -t textrel_shlib_t image_location/JVM/bin
    ```

*   Disable SELinux by editing the */etc/sysconfig/selinux* file and setting:

    ```
    SELINUX=disabled
    ```

## 5.2 Failure of ESQL/C and ESQL/COBOL compilations on Linux

[CR #436932]

Compiling Embedded SQL/C or Embedded SQL/COBOL applications on Linux platforms fails if the LANG environment variable is set to a UTF-8 default, as occurs on some Linux platforms. For example, the LANG environment variable is set by default to "en_US.UTF-8" on Red Hat AS 3.0 platforms.

*Workaround:*

- Unset the LANG environment variable at the shell level, or

- Set the LANG environment variable equivalent to the iso_1 mapping indicated in the [linux] section of the *locales.dat* file. For example, you can set LANG to "en_US (iso_1)" or "C (iso_1)".

## 5.3 XA not available

Extended Architecture (XA) Interface Library for ASE Distributed Data Manager is not available on the Linux platform.

## 5.4 Error in installer string

[CR #398187]

The installer version string contains "EBF XXXXX", which you can ignore.

## 5.5 ASE ODBC Driver by Sybase issues

This section describes the known problems and workarounds, if any, for ASE ODBC Driver by Sybase version 15.0.

### 5.5.1 Unsupported ODBC features

This version of Sybase Adaptive Server Enterprise ODBC Driver by Sybase does not support the following features:

- Bookmarks  (SQLBindCol for Column 0, SQLDescribeCol for Column 0, SQLColAttribute for Column 0, SQLGetData for Column 0, SQLFetchScroll with SQL_FETCH_BY_BOOKMARK as the Fetch Orientation)

- SQLBulkOperations

- SQLSetPos

- SQLCancel

- Asynchronous Execution

- Kerberos encryption of network traffic

- Obtaining Adaptive Server connection from the interfaces file

### 5.5.2 Limitations when used with Adaptive Server 12.x

The following are limitations of ASE ODBC Driver when used with Adaptive Server version 12.x:

- You cannot use Server-side cursors that are invoked when UseCursor property is set to 1. The workaround is to not use the server-side cursors; to do so, set UseCursor to 0.

- You cannot use Prepared statements that are invoked when DynamicPrepare connection property is set to 1. The workaround is to not use Prepared statements; to do so, set DynamicPrepare to 0.

- You cannot use output and input/output parameters on a stored procedure call.

- SQLProcedureColumns method does not return complete column type information.

- Limited descriptor types are supported in the SQLColAttribute function

*Workaround*: Upgrade to the current version of Adaptive Server.

## 5.6 InstallShield issues

This section describes the known problems you might encounter when installing the SDK product.

### 5.6.1 Installation fails with a "JVM not found" error

[CR #402531]

If the installation directory has the set-group-ID bit set, the installation may fail with the following error:

```
JVM not found
```

If this happens, the *install_location/log.txt* file (where *install_location* is your installation directory) contains an error similar to the following:

```
An error occurred attempting to copy the current JVM:
ServiceException: (error code = 399; message = "Command
failed: '/bin/chmod 775 <install location>/uninstall
/JRE-1_4 ' rc = 1 Error message: chmod: not all
```

```
requested changes were made to <install location>
/uninstall/JRE-1_4
```

*Workaround*: Retry the installation a second time.

### 5.6.2 Error messages received during creation of response file

[CR #398188]

Error messages appear when SDK 15.0 installer generates a response file. The response file is created when the "template" option is used during setup.

Error messages begin with, "`...Error formatting options file entry...Illegal character '8' in encoding name`", and end with, "`Options file ... was successfully created, however one or more entries were not formatted properly`".

Ignore these error messages as they have no effect on the functionality of the response file created.

# 6.  Product compatibilities and interoperability

Version 15.0 of Open Client works with Adaptive Server 15.0 on the following platforms:

- IBM RS/6000 AIX 5.2

- HP-UX 11.11 (or HP-UX 11iv1.0) on PA-RISC

- HP-UX 11.23 on Itanium

- Linux RH 3.0 x86

- Linux RH 4.0 on Itanium 64-bit

- Linux RH 3.0 on POWER

- Linux RH 3.0 on AMD64 (Opteron)/EMT64

- Sun Solaris 8 (SPARC) 32-bit and 64-bit

- Sun Solaris 10 x64 32-bit and 64-bit

- Windows 2003 (x64) Service Pack 1

- Windows 2000 x86

Table 1 lists the platforms, compilers and third-party products Open Client is built and tested on:

*Table 1: Open Client platform compatibility*

| Platform | Operating system level | C and C++ compilers | COBOL compilers | Kerberos version | *Light-weight Directory Access (LDAP) | Secure Sockets Layer (SSL) |
|----------|------------------------|---------------------|-----------------|------------------|---------------------------------------|----------------------------|
| HP-UX 11.11 32-bit | HP-UX 11i | HP C 11.00.00 ANSI<br><br>HP ANSI C++ B3910B A.06.00 | MF Server Express 4.0 | CyberSafe Trust Broker 2.1, MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4, SBGSE 2.0 |
| HP-UX 11.11 64-bit | HP-UX 11i with Patch bundle 99OP | HP C 11.00.00<br><br>HP ANSI C++ B3910B A.06.00 | Not available | MIT 1.4.3 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4, SBGSE 2.0 |
| HP Itanium 32-bit | HP-UX 11.23 | C/C++ aCC HP aC++/ANSI C B3910B A.05.05 | MF Server Express 4.0 SP2 | MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.6f |
| HP Itanium 64-bit | HP-UX 11.23 | C/C++ aCC HP aC++/ANSI C B3910B A.05.05 | Not available | MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.6h |
| IBM 32-bit | AIX 5.2 | C++ 5.0.22 | MF Server Express 4.0 | CyberSafe Trust Broker 2.1, MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4, SBGSE 2.0 |
| IBM 64-bit | AIX 5.2 | C++ 5.0.22 | Not available | MIT 1.4.3 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4, SBGSE 2.0 |
| Linux x86 32-bit | Red Hat EL 3.0 | gcc 3.2.3-42 | MF Server Express 4.0 SP2 | MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4 |

| Platform | Operating system level | C and C++ compilers | COBOL compilers | Kerberos version | *Light-weight Directory Access (LDAP) | Secure Sockets Layer (SSL) |
|---|---|---|---|---|---|---|
| Linux on Itanium 64-bit | Red Hat EL 4.0 Update 4 | gcc version 3.4.6-3 20060404<br><br>glibc-2.3.4-2.25 | Not available | Not available | Not available | SSL not available |
| Linux on POWER 32-bit | Red Hat EL 3.0 | xlc 7.0.0-1 | Not available | MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | OpenSSL 0.9.71 |
| Linux on POWER 64-bit | Red Hat EL 3.0 | xlc 7.0.0-1 | Not available | MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | OpenSSL 0.9.71 |
| Linux AMD64 (Opteron)/ EM64T | Red Hat EL 3.0 | gcc 3.x | Not available | MIT 1.4.3 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4m |
| Sun Solaris 8 (SPARC) 32-bit | Solaris 8 | Sun C/C++ 6.2 | MF Server Express 4.0 | CyberSafe Trust Broker 2.1, MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4, SBGSE 2.0 |
| Sun Solaris 8 (SPARC) 64-bit | Solaris 8 | Sun C/C++ 6.2 | Not available | CyberSafe Trust Broker 2.1, MIT 1.4.1 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4, SBGSE 2.0 |
| Sun Solaris 10 x64 32-bit | Solaris 10 | Sun Studio 10 | Not available | MIT 1.4.2 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.6f |
| Sun Solaris 10 x64 64-bit | Solaris 10 | Sun Studio 10 | Not available | MIT 1.4.2 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4 |

| Platform | Operating system level | C and C++ compilers | COBOL compilers | Kerberos version | *Light-weight Directory Access (LDAP) | Secure Sockets Layer (SSL) |
|---|---|---|---|---|---|---|
| Windows 2000 (x86) 32-bit | Windows 2000 | MS C 6.0 (Microsoft Developers Studio; unoptimized, development only) | Net Express 4.0 | CyberSafe Trust Broker 4.0, MIT 2.6.5 | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Certicom SSL Plus 5.0.4, SBGSE 2.0 |
| Windows Opteron 64-bit | Windows 2003 | C/C++ compiler 14.00.40310.41 | Not available | Not available | OpenLDAP 2.3.27 including OpenSSL 0.9.8c | Open SSL 0.9.8d |

## 6.1 Open Client and Open Server compatibility

Open Server version 15.0 is certified to work with the Client-Library and Adaptive Server products shown in Table 2:

*Table 2: Open Client and Open Server compatibility*

| Open Server 15.0 platform | Client-Library 15.0 | Client-Library 12.5.1 | Adaptive Server 15.0 | Adaptive Server 12.5.3 |
|---|---|---|---|---|
| HP-UX 11.11 (or HP-UX 11iv1.0) on PA-RISC 32-bit and 64-bit | x | x | x | x |
| HP-UX 11.23 on Itanium 32-bit and 64-bit | x | x | x | x |
| IBM RS/6000 AIX 5.2 32-bit and 64-bit | x | x | x | x |
| Linux on Itanium 64-bit | x | x | x | x |
| Linux RH 3.0 x86 32-bit | x | x | x | x |
| Linux RH 3.0 on POWER 32-bit and 64-bit | x | x | x | x |
| Linux RH 3.0 on AMD64 (Opteron)/EMT64 | x | x | x | x |
| Sun Solaris 8 (SPARC) 32-bit and 64-bit | x | x | x | x |
| Sun Solaris 10 x64 32-bit and 64-bit | x | x | x | x |
| Windows 2000 x86 32-bit | x | x | x | x |
| Windows2003 64-bit | x | x | x | x |

LEGEND: x = compatible; n/a = product not available on that platform.

Additionally, for Open Server:

- Header files included in an application must be the same version level as the library with which the application is linked.

- Bulk-Library routines cannot be used in applications that call Open Server version 2.x routines.

- DB-Library™ based Open Server applications are not supported starting with version 11.x or later.

## 6.2 Interoperability matrix

Table 3 shows the interoperability matrix of Adaptive Server, Replication Server®, SDK, and Open Server across versions. For specific platform or O/S level information, refer to the respective product certification reports.

Although two or more products can be interoperable, remember that new features introduced in a newer version of a product may not be supported with older versions of the same or other products.

For the latest interoperability report on these products, refer to the technical document (#1026087) on MySybase at http://www.sybase.com/.

*Table 3: Interoperability matrix*

| Adaptive Server Enterprise | | SDK and Open Server | | Replication Server | | |
|---|---|---|---|---|---|---|
| **15.0** | **12.5.3** | **15.0** | **12.5.1** | **12.6** | **12.5** | **12.1** |
| HP-UX 11.11 (or HP-UX 11iv1.0) on PA-RISC 32-bit and 64-bit | x | x | x | x | x | x |
| HP-UX 11.23 on Itanium 32-bit and 64-bit | x | x | x | x | x | x |
| IBM RS/6000 AIX 5.2 32-bit and 64-bit | x | x | x | x | x | x |
| Linux on Itanium 64-bit | x | x | x | n/a | n/a | n/a |
| Linux RH 3.0 x86 32-bit | n/a | x | x | x | n/a | n/a |
| Linux RH 3.0 on POWER 32-bit and 64-bit | x | x | x | n/a | n/a | n/a |
| Linux RH 3.0 on AMD64 (Opteron)/EMT64 | x | x | x | n/a | n/a | n/a |
| Sun Solaris 8 (SPARC) 32-bit and 64-bit | x | x | x | x | x | x |
| Sun Solaris 10 x64 32-bit and 64-bit | x | x | x | x | n/a | n/a |
| Windows 2000 (x86) 32-bit | x | x | x | x | x | x |
| Windows 2003 64-bit | x | x | x | x | x | x |

LEGEND: x = compatible; n/a = product not available on that platform.

**Note** The Open Client and Open Server compatibility information shown in Table 3 is relevant only if the compatible products are installed in different $SYBASE directories.

## 6.2.1 Guidelines for installing SDK with other Sybase products

Below are guidelines for installing version 15.0 of SDK on the same server with other Sybase products:

- In general, Sybase recommends that you place the new installation of SDK in separate directories from other Sybase products, such as Replication Server, OpenSwitch, Enterprise Connect™ Data Access, and Sybase IQ, unless Sybase Tech Support has specifically recommended installation in the same directory to address an issue.

- Sybase does not recommend mixing versions of SDK and Open Server in the same directory. For example, do not install SDK 15.0 in a directory containing Open Server 12.5.1 — in this case, upgrade both SDK and Open Server to 15.0.

## 6.3 SDK and Open Server compatibility

For SDK and Open Server compatibility, the header files included in an application must be the same version level as the library with which the application is linked.

## 6.4 DB-Library compatibility with Client-Library

Following are DB-Library compatibility issues:

- Support for new features in Open Client or Adaptive Server have been made primarily to the Client-Library API. This includes support for LDAP, SSL, HA Failover, bulk copies into DOL tables, and so on. For this reason, Sybase strongly recommends creating all new applications with the Client-Library API. Older applications written in DB-Library that can be run against Adaptive Server servers offering new technology may also need to be migrated to Client-Library.

- Support for new features are not added to this DB-Library.

- Minimal features are added to this version of DB-Library. To know more about these features, see *New Features Open Server and SDK 15.0 for Microsoft Windows, Linux, and UNIX*.

- Although it is possible for DB-Library and Client-Library calls to exist in the same application, Sybase does not test or certify combining the two different APIs. If you must use the two APIs together, make sure the libraries are not only at the same major release level but also at the same ESD level.

For help on converting a DB-Library application to a Client-Library application, refer to the Open Client *Client-Library Migration Guide*.

# 7.  Programming issues

This section describes programming issues relevant to Open Client and
Embedded SQL.

## 7.1 General issues

This section describes programming issues for all Open Client products.

### 7.1.1 Upgrading to a new release

For statically and dynamically linked Open Client applications (dblib, ctlib, and
esql), Sybase recommends the following:

*   For statically linked applications, you must do a complete rebuild of the
    applications with the new version of software. You must recompile and
    relink the applications with the new header files and libraries.

*   For dynamically linked applications, Sybase recommends a recompile and
    relink with the SDK libraries that have changed to include "syb" in library
    names.

    **Note**  If you have made any changes to the application files, a recompile
    is mandatory.

Be certain that the runtime libraries are for the same major release as the
version used to build the application.

## 7.2 Client-Library issues

This section describes programming issues of Client-Library version 15.0.

### 7.2.1 ct_poll

Do not call ct_poll from within any Client-Library callback function or from
within any other function that can execute at the system-interrupt level. Calling
ct_poll at the system-interrupt level corrupts Open Client and Open Server
internal resources and causes recursion in the application.

### 7.2.2 Asynchronous operations

To properly exit Client-Library, wait until all asynchronous operations are complete, then call ct_exit. If an asynchronous operation is in progress when ct_exit is called, the routine returns CS_FAIL and does not exit Client-Library properly, even when CS_FORCE_EXIT is used.

Client-Library fully supports asynchronous operations on your UNIX platform. For more information, see "Asynchronous Programming" in the Open Client *Client-Library/C Reference Manual*.

### 7.2.3 Registered procedure notifications

The CS_ASYNC_NOTIFS connection property controls how a Client-Library application receives registered procedure notifications from an Open Server application.

Currently, the Open Server application sends a notification to the client as one or more Tabular Data Stream™ (TDS) packets. However, the client application does not learn of the notification until Client-Library reads the notification packets from the connection and invokes the application's notification callback.

You must set CS_ASYNC_NOTIFS to CS_TRUE for ct_poll to trigger the application's notification callback on a connection that is otherwise idle. In other words, unless your application is actively sending commands and reading results on the connection, your application does not receive notifications when CS_ASYNC_NOTIFS is CS_FALSE (the default).

## 7.3 Embedded SQL issues

This section describes programming issues specific to:

• Embedded SQL/C version 15.0 and later

### 7.3.1 Sharing Embedded SQL/C objects among multiple threads

By default, Embedded SQL/C connections, cursors, and dynamic statements cannot be shared by multiple threads. The namespace for each of these object types is limited to the currently executing thread; one thread cannot refer to objects that were created by another thread. Objects can be shared by setting the macro CONNECTIONS_ARE_SHARED_ACROSS_THREADS to 1 by using the -D compiler option when compiling the *sybesql.c* module.

---

**Warning!** If Embedded SQL/C objects are shared by multiple threads, the application programmer must add thread serialization code to ensure that objects associated with a single connection are not used simultaneously by multiple threads.

---

Normally, Dynamic descriptors can be shared by multiple threads. To give each thread its own namespace for dynamic descriptors, when compiling the *sybesql.c* module, use the -D compiler option to set the macro DESCRIPTOR_SCOPE_IS_THREAD to 1 .

### 7.3.2 Precompiler *-p* option

Applications that rely on inserting empty strings instead of NULL strings when the host string variable is empty does not work if the -p option is turned "on." The persistent bind implementation prevents Embedded SQL from circumventing Client-Library protocol (which inserts NULL strings).

### 7.3.3 Error or warning prevents with *select into* statements

You can retrieve multiple rows with a single select into statement by using arrays as output host variables. If no errors or warnings occur, all selected rows are returned up to the limit of the length of the arrays. However, if a truncation, conversion warning, or error occurs, rows are returned only up to and including the row where the error or warning occurred. To ensure receiving all rows, use a cursor and continue fetching until there are no more rows.

### 7.3.4 Embedded SQL/C sample programs

When you enter an incorrect password, sample programs *example1.pc* and *example2.pc* generate incorrect error numbers. You can ignore these numbers.

# 8.  Utility issues

This section describes issues that concern the standalone utilities.

## 8.1 Utility messages changed

With this release, messages generated by the bcp, defncopy, and isql utilities have changed. If you process these messages with scripts (such as with awk or grep) that parse specific strings, you may need to change the search patterns of the scripts to accommodate the new messages.

# 9.  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.

# 10.  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/.

## 10.1 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.

## 10.2 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.

# 11.  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.

Open Client and Open Server documentation has 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.

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**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.

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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.