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Sybase Unwired Platform 1.5.5

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About this Release Bulletin

This release bulletin discusses known issues, workarounds, as well as late-breaking documentation updates for Sybase® Unwired Platform version 1.5.5.

This release bulletin is a companion document for the *Sybase Unwired Platform 1.5.5 Cover Letter* and *New Features* documents:

- For a list of previous issues that have been fixed in this release, read the *Cover Letter* included with the EBF archive file you downloaded.
- For information about new features of this release, see the *Sybase Unwired Platform 1.5.5 New Features* guide.

Note: This release bulletin is cumulative, and includes some information from EBFs or Maintenance Releases. See the cover letters included with EBF archive files for additional information.

EBF and Maintenance Release Changes

Describes cumulative changes added to 1.5.5 by way of EBF or Maintenance releases. See the cover letter with the archive download for additional information.

EBF 18422: 1.5.5 Patch Changes

CR #	Description
652784	**iOS and Xcode version changes for 1.5.5** These versions changes were made for 1.5.5: • Xcode version 3.2.5 is supported. • iOS SDK version 4.2 is supported. Previous versions of the SDK are no longer supported with the EBF 18422: 1.5.5 patch. • The `<UnwiredPlatform_InstallDir>\UnwiredPlatform \Servers\UnwiredServer\ClientAPI\ObjectiveC \libs.iPad` directory is removed from 1.5.5, and the `libs` directory is now used for both iPhone and iPad. This changes how you set up the Xcode development environment to work with generated iPhone code from Sybase Unwired Platform. See *Importing Libraries and Code into the Xcode IDE* on page 2.

Importing Libraries and Code into the Xcode IDE

Import the generated MBO code and associated libraries into the iOS development environment.

Note: For more information on Xcode, refer to the Apple Developer Connection: *http://developer.apple.com/tools/Xcode/.*

1. In the Xcode IDE, create a new Xcode project.
2. Select the **General** tab, and set Base SDK for All Configurations to iOS 4.2. If your code needs to run on a device with an earlier version of the OS (such as 3.2 for iPad, or 3.1.3 for iPhone), this can be changed by setting the iPhone OS Deployment Target on the **Build** tab.
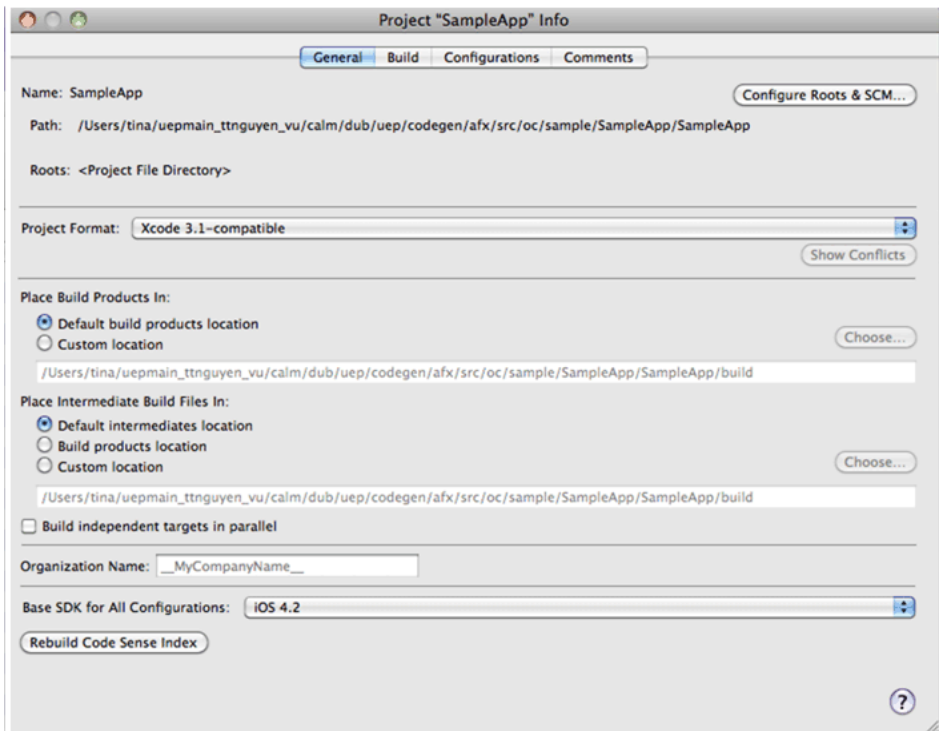
3. Copy the generated code from your Microsoft Windows environment to a location on your Mac (for example, your Home directory).
4. Copy over the include files from`<unwired server install>\ClientAPI \ObjectiveC\includes` and the libraries from `<unwired server install> \ClientAPI\ObjectiveC\libs` to a directory on your Mac (for example, your Home directory). The `libs` directory includes libraries for both iPhone and iPad.

a) After copying the directories into a local directory on your Mac, open **Finder** and locate the `<unwired server install>\ClientAPI\ObjectiveC \includes` folder.

b) Drag the `<unwired server install>\ClientAPI\ObjectiveC \includes\internal` and `<unwired server install>\ClientAPI \ObjectiveC\includes\public` subfolders into Groups & Files, under the project name.

c) If prompted to copy existing items into the destination group's folder, ensure **Copy items into destination group's folder (if needed)** is selected and then click **Add** to copy the `include\internal` and `include\public` directories into your project's folder.

5. Add the generated *.h and *.m files to the project:

   a) In the Xcode Groups & Files pane, right-click **<Project Name>**, and create a new group in your project.

   b) Import the generated code into the new group by selecting **Add**, then **Existing Files**.

   c) Navigate to the directory that contains the generated code.

   d) Select both the `includes` and `src` folders for the generated code. Click **Add**.

   e) If prompted to copy existing items into the destination group's folder, ensure **Copy items into destination group's folder (if needed)** is selected and then click **Add** to copy the `Generated Code` folder into your project's folder. This step ensures that all .h and .m files are added to the project's search path.

6. Add `libclientrt.a`, `libSUPObj.a`, and `libMO.a` to your project.

   a) In the Xcode Groups & Files pane, select and right-click **<Project Name>** and select **Add**, then **Existing Files**.

   b) Navigate to the directory where you copied the libraries.

   c) Select the `libclientrt.a`, `libSUPObj.a`, and `libMO.a` libraries in Finder. Drag the libraries into Xcode under your project's name.

   d) Select **Copy items into destination group's folder (if needed)**, then click **Add**.

   Note: The library version should correspond to the configuration you are building. For example, if you are building for a debug version of the simulator, navigate to `libs/ Debug-iphonesimulator/` to add the libraries.

7. Add `Settings.bundle` to the Xcode project:

   a) Select and right-click **<Resources>**, and select **Add**, then **Existing Files**.

   b) Navigate to the `includes` directory, select `Settings.bundle`, and add it.

   c) Select **Copy items into destination group's folder (if needed)**, then click **Add**.

   Note: This allows the device client user to use the Settings application to input their user preference information, such as server name, server port, user name, and activation code.

8. Add the following frameworks from the SDK to the project by selecting **Project** > **Edit Active Target <ProjectName>** > **General**.

- Security.framework
- AddressBook.framework
- QuartzCore.framework
- CoreFoundation.framework
- libicucore.A.dylib
- libz.1.2.3.dylib
- libstdc++.dylib
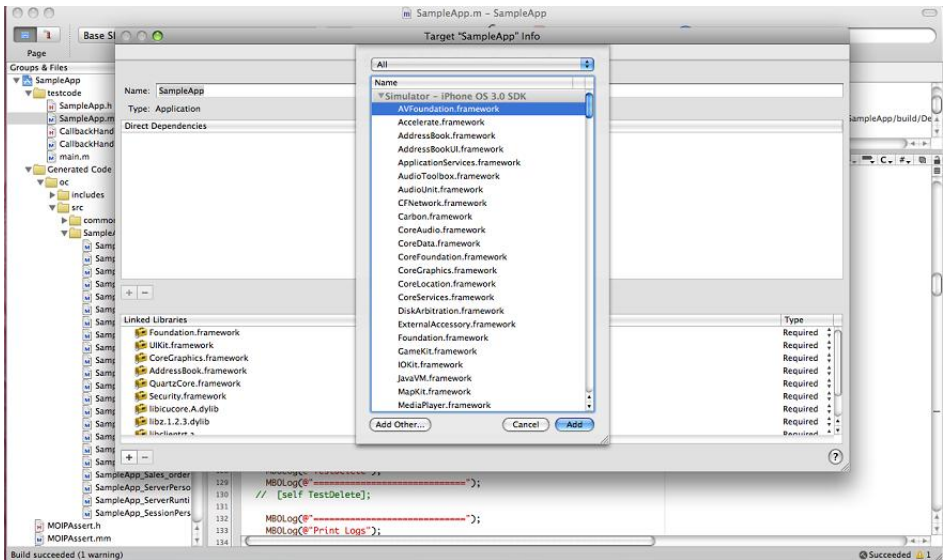
9. Edit the Xcode project Library Search Paths by selecting **Project** > **Edit Active Target <ProjectName>** > **Build** > **Search Paths** > **Library Search Paths**. Specify the path to the location where you copied the libraries in step 6. Remove any libstdc++ paths (such as `usr/lib/arm-apple-darwin10/4.2.1`) from the library search path.

   a) Edit the Header Search Paths to include the `include\internal` and `include \public` directories.

10. For debug device builds, check Build Active Architecture Only on the **Build** tab, and make sure that the armv6 architecture is selected. If the build is for iPad, then make sure iPhone/iPad is selected as the Targeted Device Family.

11. Write your application code to reference the generated MBO code. See the *Developer Reference for iOS* for information about referencing the iOS Client Object API.

Known Issues with Installing, Uninstalling, and Upgrading

Learn about known security, installation, uninstallation, and upgrade issues and workarounds.

Security Alert

CR #	Description
664906	**Oracle issues a security advisory for JDK 1.6 Update 24** Oracle has announced a critical patch update for JDK 1.6 on Windows, and other JDK/JRE versions on other platforms. Due to successful security attacks, Oracle advises all users to update their JDK/JRE installation to JDK 1.6 Update 24 immediately. This impacts Sybase Unwired Platform installations, since JDK 1.6 is distributed with the product. To learn more about the Sun/Oracle critical patch advisory: • *http://www.oracle.com/technetwork/topics/security/javacpufeb2011-304611.html* • *http://www.oracle.com/technetwork/java/javase/overview/index.html* **Workaround**: To keep your Sybase Unwired Platform installation secure, download and apply the JDK 1.6 Update 24 patch as described in *Updating JDK 1.6 for Sybase Unwired Platform* on page 5.

Updating JDK 1.6 for Sybase Unwired Platform

Download the JDK 1.6 patch from the Oracle Web site, and update your Sybase Unwired Platform 1.5.5 environment. Since Unwired Platform uses the JDK in several places, you will need to update the JDK PATH in several files, and recreate the Unwired Server service to use the new JDK PATH.

Follow these procedures for each node in your Sybase Unwired Platform environment:

1. Navigate to the Oracle site: *http://www.oracle.com/technetwork/java/javase/downloads/ index.html*.
2. Select the appropriate JDK 1.6 patch level 24, and download it. You may have to search the Web site archives for Update 24.
3. Follow the Oracle self-extracting instructions for the download you selected (for example 32 bit or 64 bit). Extract the files to the appropriate location:

- 32-bit OS: `<UnwiredPlatform_InstallDir>\UnwiredPlatform\JDK1.6.0_xx`
- 64-bit OS: `<UnwiredPlatform_InstallDir>\UnwiredPlatform\JDK1.6.0_xx-x64`

4. Update all instances of the JDK path (for example, change `JDK1.6.0_16` to `JDK1.6.0_24`) in these batch files:

- `UnwiredWorkSpace.bat`, located in:
  `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Eclipse\`
- `set-java-home.bat`, located in:
  `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\bin\`

  Note: This file is set with 64-bit JDK path on 64-bit OS.

- `set-java-home.bat`, located in:
  `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\OpenDS\lib\`
- `myenvClient.bat` and `myenv.bat`, located in:
  `<UnwiredPlatform_InstallDir>\SCC-3_0\bin\`

5. Run the `sup-server-service.bat` batch file from the command prompt.

- `sup-server-service.bat` is located in:
  `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\bin\`

  ```
  UnwiredServer\bin\sup-server-service.bat remove
  ```

  ```
  UnwiredServer\bin\sup-server-service.bat install manual[auto]
  ```

  This re-creates the Unwired Server service with the updated JDK path.

6. Restart Unwired Server.

Known Issues for Unwired Server

Learn about known issues and apply workarounds for Unwired Server.

CR #	Description
631466	**When you use "asadbservice.bat stop" to stop a server service, you may encounter an error where the server service stops, but the database service keeps running.** This may occur because the default timeout for a Windows service is 20 seconds, which does not give the database service enough time stop. **Workaround**: Run **reconfigure-mms.bat**, then use Windows Services to manually stop the database service. For details, see *System Administration of the Unwired Platform > System Reference*.
628914	**If you are already using a messaging application with one relay server, you cannot switch to another relay server in the same application during runtime.** **Workaround**: Uninstall, then reinstall, the current messaging application on the device. Before you use the messaging application after the reinstallation, change the relay server information in the Profile screen.
576726	**The full range of valid values is not supported if the attribute uses the default datatype (`int`) for an Adaptive Server® Anywhere database column of type `unsigned int`.** **Workaround**: To support the full range of valid values for an `unsigned int` attribute, set the datatype for the attribute as `long`.

Known Issues for Sybase Control Center

Learn about known issues and apply workarounds for Sybase Control Center.

CR #	Description
651517	**Package import fails in clustered environments.** The import/export feature in Sybase Control Center used for staging packages from development to production cluster environments does not replicate packages correctly. **Workaround**: Avoid the import/export feature and deploy the package archive instead (for example, Sybase Control Center package deployment or the deploy command).
625108	**An administrator cannot search the Device Notification domain log by user.** **Workaround**: Use other criteria, such as device or package, to perform a search.

Known Issues for Sybase Unwired WorkSpace – Mobile Business Object Development

Learn about known issues and apply workarounds for Unwired WorkSpace and mobile business object (MBO) development.

CR #	Description
648243	**SAP data type string (variable length) is detected as STRING(8)** The SAP data types `STRING` and `XSTRING` (both without length restriction) are discovered in Unwired WorkSpace as `STRING(8)` and `XSTRING(8)` respectively. **Workaround:** Modify the discovered length of the generated parameter or attribute to a length that suits your needs. In the current implementation, any specified length larger than 32767 automatically causes a column of unrestricted length to be generated in the device database.
621243	**The deployment and code generation of a mobile business object fails if you name it with one of these words that is a Java datatype or C# value type: binary, boolean, byte, char, date, datetime, time, decimal, double, float, object, int, integer, long, short, string.** **Workaround**: Do not use these words as part of the MBO name.
617546	**An update operation fails if set maxlength for the attribute is less than the length in the enterprise information (EIS) database column.** If **rtrim** is not used in these cases, the update operation fails with this exception: ``` com.sybase.vader.da.jdbc.MinCheckAffected RowCountException.null ``` **Workaround**: Use the **rtrim** function in the SQL statement to update operations for `char` datatype columns, such as: ``` SELECT dept_id, rtrim(dept_name) as dept_name, dept_head_id FROM sampledb.dba.department ```
613403	**When generating MBO attributes from an Adaptive Server Enterprise table, Visual SQL may display a `SQLSTATE=42000` error message.** Because Unwired WorkSpace cannot retrieve the datatype of the parameter in the **where** clause when you access Visual SQL, the datatype is set to `String` by default, which can lead to a type conversion error. **Workaround**: Ignore the warning message. The MBO is created successfully.

CR #	Description
611864	**When you drag and drop a stored procedure that uses one of several datatypes as a parameter or returns a resultset with a column of one of these types to a new MBO, the resultset contains only the `RETURN_VALUE` row.** The affected datatypes are: `long varbit`, `varbit`, `uniqueidentifier`, `xml`, `long nvarchar`, `nchar`, and `nvarchar`. **Workaround**: None.
594744	**The correct `Date/Datetime/Time` datatype cannot be retrieved when you create an MBO; the datatype is incorrectly set to `string`.** When you edit an MBO definition you see `Data source or definition has changed. Do you want to refresh and remap?`. If you select yes, an error message similar to `The metadata is not in sync with the backend data source` appears. This error is caused by a JDBC driver limitation. **Workaround**: 1. Click **OK** in the error dialog. 2. In the Properties view, select **Attributes > Load Parameters** tab. 3. Change the datatype of the parameter and datasource type to `DATE/DATETIME/TIME` to match the column type of the datasource. 4. Specify the **Propagate to** column to match the datasource column to which it is being propagated. 5. Refresh the definition to clear the error.

584645	**Use the rtrim function in relationships between two string attributes that map from a char field.**
	
	When the enterprise information system (EIS) is a SQL Anywhere database and you create a relationship between two string attributes that map from a char field, and the nullability setting for the char field in the parent table is not null, the char field in child table is nullable. The relationship does not work.
	
	Workaround: Manually update the query statement for the parent MBO to apply the **rtrim()** function to the char field in the column list.
	
	For example, if the original query for the parent MBO is:
	
	`select region from sampledb.dbo.sales_regions`
	
	update the SQL statement to:
	
	`select rtrim(region) as region from sampledb.dbo.sales_re-gions`

CR #	Description
642942	**Cannot generate code with Javadoc option enabled to a folder containing Chinese characters** When using the code generation wizard, if you enable the option to generate javadoc, you cannot generate the code to a folder containing Chinese characters without first changing the Language for non-uniode programs to Chinese. **Workaround:** 1. From the Start menu, select **Settings > Control Panel**. 2. Double-click **Regional and Language Options**, then click the **Advanced** tab. 3. From the drop-down list, select **Chinese**, and click **Apply**. 4. Click **OK**.

Known Issues for Sybase Unwired WorkSpace – Device Application Development

Learn about known issues and apply workarounds for Unwired WorkSpace and device application development.

Code Generation

Describes known issues when using Sybase Unwired WorkSpace to generate mobile application code for BlackBerry, Windows, Windows Mobile, or Apple applications.

CR	Description
649216	**Visual Studio generated target path cannot contain Chinese characters on Windows7.** In Windows7, if the generated project target path contains non-ASCII characters, the compilation fails. This issue occurs because the default character encoding of Windows 7 is INconsistent with Java default String encoding. **Workaround:** Either: • Use only ASCII characters in the path and solution name, or, • Open the generated project in Visual Studio, then compile and immediately deploy it to a device.

Device Application Designer

Describes known issues when using Device Application Designer to create BlackBerry or Windows Mobile applications, or generating code using Device Application Designer.

CR #	Description
648922	**`StackOverflowException` when application includes both a radio group and table control on some devices.** This issue occurs when the region control takes up only one column. **Workaround**: Set the region's horizontal span to 2 in the Device Application Designer.

CR #	Description

648280	**Argument exception thrown when local MBO for all data types is updated.**
	
	If an update form contains a binary text box, then the form cannot be opened in the Visual Studio Form Designer and an error appears:
	
	`Events cannot be set on the object passed to the event binding service because a site associated with the object could not be located.`
	
	This error occurs because of the default behaviour of Visual Studio. In Visual Studio designer code, the default data binding event handle cannot be changed, and this is why the error appears.
	
	Workaround: Move the statement of change data binding format event handle to the constructor of the form.
	
	For example, locate this code:
	
	`private void InitializeComponent()`
	` {`
	`.........`
	`      System.Windows.Forms.Binding localobjectattribute12Ed-`
	`itboxBinding=new`
	`         System.Windows.Forms.Binding("Text", this.LocalOb-`
	`jectBindingSource, "Attribute12",`
	`        true, System.Windows.Forms.DataSourceUpdateMode.Nev-`
	`er);`
	`      localobjectattribute12EditboxBinding.Format += new`
	`   System.Windows.Forms.ConvertEventHandler(Localobjectat-`
	`tribute12EditboxBinding_Format);`
	`this.localobjectattribute12Editbox.DataBindings.Add(local-`
	`objectattribute12EditboxBinding);`
	`........`
	` }`
	
	And change it to:
	
	`private void InitializeComponent()`
	` {`
	`.........`
	`      System.Windows.Forms.Binding localobjectattribute12Ed-`
	`itboxBinding=new`
	`         System.Windows.Forms.Binding("Text", this.LocalOb-`
	`jectBindingSource, "Attribute12",`
	`        true, System.Windows.Forms.DataSourceUpdateMode.Nev-`
	`er);`
	`     // comment the below line`
	`     // localobjectattribute12EditboxBinding.Format += new`
	`System.Windows.Forms.ConvertEventHandler(Localobjectattri-`
	`bute12EditboxBinding_Format);                        this.lo-`
	`calobjectattribute12Editbox.DataBindings.Add(localobjectat-`
	`tribute12EditboxBinding);`

CR #	Description
	```
....
 }
``` Then add this code to the constructor: ```
public FormUpdateLocalobject()
{
   Cursor.Current = Cursors.WaitCursor;
   InitializeComponent();
   if (this.localobjectattribute12Editbox.DataBindings !=
null &&
      this.localobjectattribute12Editbox.DataBind-
ings.Count != 0)
         {
            this.localobjectattribute12Editbox.DataBind-
ings[0].Format += new
               System.Windows.Forms.ConvertEventHandler(Lo-
calobjectattribute12EditboxBinding_Format);
         }
....
}
```
648103	**When navigating from a grid table screen to a create screen and back again, the grid table becomes shorter.** As a result, you cannot scroll to the bottom of the table. **Workaround:** Refresh the screen.
647955	**Device controls in Visual Studio Forms Designer do not work.** After the controls are added to the form, there are some compilation errors: ```
The type or namespace name 'Drawing' does not exist in the
namespace 'Sybase.UnwiredPlatform.Windows'.
``` **Workaround:** Add `C:\UnwiredPlatform\Unwired_WorkSpace\Vis-ualStudio\ComponentLibrary\PocketPC\Sybase.Unwired-Platform.Windows.dll` to project reference before you add the Sybase controls through the form designer.
646823	**Datetime type of EditBox missing validation.** In the Device Application Designer, if the generated BlackBerry screens have input fields that expect a Datetime type, and if a device user then enters invalid Datetime values (for example, "2010-1111-01T1111"), no validation error dialog appears. **Workaround:** Use the datetime picker to ensure the value is entered correctly.

CR #	Description
645593	**Composite deletes for child MBOs generates an error.** When synchronizing a child MBO to submit a composite delete for a child MBO, an error message appears: `com.sybase.up.bobclient.data.MobileAppException:com.sybase.persistence.OjbectNotFoundException`. This error occurs because the parent has been deleted for that specific child, and therefore the operation cannot be successfully submitted. **Workaround:** Do not synchronize the child MBO.
638549	**ObjectNotFoundException thrown while deleting a new pending row.** When you update or delete a pending new object, and configure the Device Application Designer to submit the operation immediately, you get an `ObjectNotFoundException`. **Workaround:** Ensure all create, update, delete operations are configured identically, either with a pending state or not; do not mix them.
632216	**When two MBOs have multiple one-to-one relationships, the generated Device Application Designer may miss menu items that use these relationships.** **Workaround**: 1. On the Flow Design page, select the detail screen of the parent MBO. 2. Go to the Screen Design page. 3. Drag and drop a menu item onto the Menu area. 4. Enter a menu item name. 5. Add a Save Context action to the menu item: • Control – **List Detail on Display**. • Relationship – select the relationship that the Device Application Designer missed. 6. Add a Connection action to the same menu item with these values: • Connection – **Goto** • Screen – the detail screen where the relationship should take the user to.
629782	**A Windows Mobile or BlackBerry device throws an exception with `SQLE_NOT_IM-PLEMENTED`.** **Workaround**: If the device client database throws this exception in a **JOIN** query, verify join fields to ensure they are the same type.

CR #	Description
627602	**When you try to install a generated message-based synchronization application on the Windows Mobile Emulator using a storage card, you see an error message similar to `Some kind of disk I/O error occurred` when you start the application.** This problem is restricted to the emulator, and does not occur in the device itself. The error is caused by the SQLite library, which handles applications installed on external storage memory differently than those installed in the main storage area. **Workaround**: Install the application in the main storage memory of emulator, or test the application using an actual Windows Mobile device instead of the emulator.
586955	**Failed to compile BlackBerry device application if the items of choice have large amounts of data.** If the BlackBerry device application (custom code or generated code from Device Application Designer) contains too many String literals, they are propagated into the generated Java classes. This propagation can cause compiling errors like `Data contribution too large`. Although RIM gives a suggestion at *http://www.blackberry.com/knowledgecenterpublic/livelink.exe/fetch/2000/348583/800901/Support_-_Error_cod_data_section_too_large.html?nodeid=800816&vernum=0*, the same error still occurs when the length of string literal exceeds 12315. **Workaround:** Do not use long String literals.

Mobile Workflow Forms Editor
Describes known issues when using Mobile Workflow Forms Editor to create message-based mobile workflows.

CR #	Description
649091	**Cannot customize child parameter mappings for list type.** Currently, for workflow form operations that list parameters generated by dragging and dropping, the child parameter mapping appears to not work and cannot be changed. **Workaround:** Manually edit the generated `.xml` file.
648247	**In the screen after the server-initiated starting point, you cannot select list keys with the dynamic choice control.** **Workaround**: Select the list keys from the list control instead.

CR #	Description
646973	**Workflow Extraction Rules do not support double quotes ("") to delimit parameter values.** For example, if you want to extract the receiver's name John Smith from the To field of the mail, and you use double quote tags, the rule fails: ``` Tag Before Parameter: " Tag After Parameter: " <jsmith@google.com> ``` **Workaround**: Use single quotes (' ') to tag parameters: ``` Tag Before Parameter: ' Tag After Parameter: ' <jsmith@google.com> ```
646957	**The DateReceived extraction rule type is not supported.** **Workaround**: Do not use this rule.
645864	**Incorrect error description for workflow screens.** If you have a parameter that is not mapped to a key, an error appears: ``` "The screen 'Department_create' has a menu item 'Create' which is trying to invoke the operation 'create' on the 'De- partment' MBO without having an instance of that MBO." ``` This message does not accurately reflect the issue. **Workaround:** Either the parameter is: • Capable of being filled by an attribute, but the user has no MBO instance available to it, or, • Unmapped, and has no default value, or, • Mapped to a personalization key. Resolve any of these issues and the error disappears.

CR #	Description
639179	**Avoid unnecessary data refresh of MBOs in workflow packages that are not bound to data sources.** If you have MBOs that are not bound to any data source, but have operations, create a "dummy" MBO so you can search for it within the workflow MBO search dialog. **Workaround:** Create a data source with no data to create an MBO without a real data source. For example: 1. Create a staged BAPI function inside the SAP system, or create a staged table in the backend database system. 2. Use Unwired WorkSpace to generate the MBO by mapping to that staged BAPI function or staged table. 3. Create a separate cache policy and separate synchronization group for this MBO. 4. Set the cache policy to DCN. This prevents data refresh of the MBO during runtime.
638607	**Overlap between email list key and object query resultset key.** If you have both an email starting point that invokes an object query and a menu item that triggers an object query on the same MBO, they each use different keys (for example, MyMBO and MyMBO_findAll_resultSetKey), regardless of whether the user needs to use the same key. **Workaround:** Revise the implementation to use different keys and screens for any screen that follows the: • email starting point • menu item that triggers a query
636248	**Matching rules that are defined in the Workflow wizard or the Notification Processing wizard cannot be removed.** **Workaround**: Use the **Flow Design** page > **Properties** view > **Matching Rules** tab to remove these rules.
628826	**Copying and pasting an issue with multiple objects.** **Workaround**: Copy and paste only one Listview or Htmlview at a time.
596195	**Mobile Workflow applications do not support NULL values.** You cannot send NULL values from the client to the server. If you attempt to retrieve NULL values from the server, the attempt fails. **Workaround**: Do not use NULL values.

Known Issues for Device Clients and Applications

Learn about known issues and apply workarounds for device applications.

Common Issues for Multiple Device Types

CR #	Description
651389	**Windows Mobile and BlackBerry client applications may leak database connections.** For these types of applications, each thread is allocated a database connection when doing CRUD operation on the package MBO. The connection remains on the thread and is not closed unless you explicitly call `closeConnection`. If the application spawns a thread, performs any operation then throws the thread away, the connection remains open until the application exits. **Workaround:** Explicitly call `closeConnection` before destroying threads.
649551	**If user credentials are changed in the backend SAP system, applications can still access SAP content.** This connection remains open, because Unwired Server pools open connections that were originally created with credentials that are now invalid. Because SAP JCo client connections do not support reauthentication, the same session remains active despite using expired credentials. **Workaround:** Update the SAP credentials used in Sybase Control Center. Then clear the existing connection currently pooled by stopping and restarting Unwired Server.
649083	**Sort works incorrectly device applications when child MBOs that have multiple primary keys.** For Blackberry and Windows applications, object queries and dynamic queries do not work properly in this case: When a query includes a similar SELECT statement: `SELECT * FROM MBO WHERE attribute1 = something ORDER BY attribute2` and when this same SELECT statement sets attribute1 or attribute2 as primary keys or part of a named query's WHERE clause, the query fails. **Workaround:** Remove the named query that contains the where clause of attribute1 or attribute2, and instead use a dynamic query for that named query, including the one shown in the SELECT statement.

CR #	Description
648305	**Sync screen hangs when an MBO does an initial sync.** When an MBO contains many attributes, the default client database page size might not be appropriate. Consequently, the generated application takes a long time to synchronize the MBO. **Workaround:** Manually increase the page size for the database client on the device.
629818	**Passing null values for user name/password personalization keys is not supported.** **Workaround**: None.
| 594804 | **When performing a search with "equals" and "ends with" search criteria, you see an `Unable to find...` message.**<br><br>When performing a search with "does not end with" search criteria, all the rows are shown.<br><br>**Workaround:** If your table includes the char column, you can use SQL with **rtrim(column name)** as the column name in the MBO definition. For example:<br><br>```
SELECT    dept_id,
          rtrim(dept_name) as dept_name,
          dept_head_id
  FROM sampledb.dba.department
``` |

Known Issues for BlackBerry

Learn about known issues and apply workarounds specific to the BlackBerry.

CR #	Description
628249	**Cannot see details of photos taken by in-device camera on BlackBerry 8220 and 9000.** When you try to display a photo taken by the device's camera in an MBO details screen or pending operation screen, you cannot see the image in detail, and the pending screen cannot focus on the column. **Workaround**: Use a non-bitmap image instead of a photo.
641424	**BlackBerry application incorrectly displays "Previous instance still active" message.** When you perform the following actions on OS 5.0, you might get a `Previous instance still active` message: 1. From the application, press Back button to exit. 2. Re-open the application and press Back button to exit again. **Workaround**: None. Ignore the message.

CR #	Description
623504	**You see unexpected errors when you shut down a BlackBerry Mobile Data System during synchronization.** **Workaround**: Restart MDS. For more information on this known BlackBerry issue, see the BlackBerry Issue Tracker page at *https://www.blackberry.com/jira/browse/JAVAAPI-1131* (login required).
619983	**On BlackBerry devices, you cannot input Chinese characters into the password field.** Protected personalization keys and passwords use the same user interface component on RIM, which does not allow Chinese characters. **Workaround:** None.
612195	**Cannot import memo to the device application when performing a Read Memo PIM action by focusing on the memo in the memo list.** This applies to: • BlackBerry 8900, version 4.6.1 • BlackBerry 9000, version 4.6.0 • BlackBerry 9530, version 4.7.0 • BlackBerry 8220, version 4.6.0 **Workaround**: 1. Open the memo in the memo list. 2. Perform the import.
567841	**Extra icon appears on BlackBerry device application.** If you generate code using the Device Application Designer Code Generation wizard with the **Debug the BlackBerry application with the BlackBerry Java Plug-in** option, then run the application using the BlackBerry Java pug-in for Eclipse, an extra icon appears on the device screen. **Workaround:** None. You can ignore the extra icon. It does not affect application use.

Known Issues for Windows and Windows Mobile
Learn about known issues and apply workarounds specific to Windows and Windows Mobile.

CR #	Description
641760	**When the device user selects a date using the time picker control, the Control screen freezes.** This happens when Datetime field does not have focus. **Workaround:** Give the Datetime field focus before using the time picker.
622391	**Double-byte characters are not supported for Windows Mobile device ribbon names.** If the Windows Mobile device ribbon name contains double-byte characters in Device Application Designer, you receive a compile error or generate Windows Mobile CAB error after code generation. **Workaround:** None.
617045	**On some Windows Mobile devices, the editbox control properties Show Border and vertical and horizontal spans do not show properly on the device.** **Workaround:** None.

Known Issues for APIs and Custom Development

Learn about known issues and apply workarounds for APIs and custom development.

CR #	Description
651359	**DynamicQuery API calls from MBOs fail.** Invoking `FindWithQuery` with this query causes a `NullPointerException`: ``` Query query = new Query(); Object valueObject = null; query.TestCriteria = AttributeTest.Equal("PHASE", valueObject); ``` **Workaround**: To query for null fields, use the `IS_NULL` operator: ``` Query query = new Query(); query.TestCriteria = AttributeTest.Is- Null("PHASE"); ```

CR #	Description
620706	**You cannot insert DEFAULT in the timestamp column when the API is accessing SQL Server.**
	Workaround: DEFAULT is a Microsoft SQL keyword, and cannot be set by the client. Instead, use this **create** operation:
	```insert into sql_date (c_datetime, c_smalldt) values(:dt1, :dt2)```

Documentation Issues and Updates

Read about updates, corrections, and clarifications to the documentation released with Sybase Unwired Platform 1.5.5.

CR #	Description
649885	**Incorrect navigation paths in the documentation.** Through the course of documentation enhancements, these navigation paths have shifted. These navigation issues will be corrected in a future version.
	Workaround: Use the document title to locate the topic and search on the topic title listed.

Installation

The following issues were identified in this document. This document was not updated with this release.

Title	Summary
Performing a Cluster Installation of Deployment Edition	When performing the data tier installation of Unwired Platform and selecting the **Install Data Tier into high availability environment** option, it may be unclear what information to enter into the **Enter a path to Microsoft cluster setup** field.
	Enter the path to the shared cluster storage resource that will house the data tier database files. The path must use a drive letter mapped on each data tier host. It cannot be a UNC path. The path must point to an empty directory, or a new directory to be created by the installer, in the shared cluster storage resource.

Title	Summary
Postinstallation Tasks	The documentation of Unwired Sever says that for the deployment edition, you should configure security for LDAP. However, this information should be more precise. Unwired Platform is installed with no-authentication security by default. Consequently all applications authenticate everyone successfully unless the default is changed. Any supported provider can be used, not just LDAP.
	Ensure you configure Unwired Server in Sybase Control Center to use a third-party security provider. Do not leave the default no-authentication security mode enabled as your production configuration.

Sybase Unwired WorkSpace - Device Application Development

The following issues were identified in this document. These issues could not be corrected in time for publication.

Title	Summary
Adding Controls to Containers	**Screen capture is not updated for 1.5.5.**
	Disregard the screen capture in this topic. The interface in Unwired WorkSpace uses correct versions.
Mobile Business Object Relationships	**Creating a single child on composite relationship does not work.**
	When one child screen has two or more relationships with a parent, and a create operation is submitted through a composite relationship, then the user subsequently drills down through the other relationship to the child to perform a create operation, both fail to upload to server.
	A failed **create**, **update**, **delete** on a composite relationship child causes the parent to be in pending status and the user sees that in the pending operation screen, but because its status is not **create**, **update**, or **delete**, it appears as "other."
	Information in this section should clarify that when you are using a composite MBO relationship as a datasource, and performing an operation on a child screen, you must always go through the parent screen, or the operation fails.

Configuring the BlackBerry Java Plug-in for Eclipse Standalone Environment

If the supported version of the BlackBerry Java Plug-in for Eclipse is unavailable for the version of Sybase Unwired Platform you are using, this is an alternative way to develop BlackBerry applications using the BlackBerry Java Plug-in for Eclipse.

Prerequisites

Generate the code for the Device Application Designer. See *Sybase Unwired Platform 1.5.5 > Sybase Unwired WorkSpace - Device Application Development Documentation >*

Prototyping a Device Application Using the Designer > Prototyping a Device Application Using the Device Application Designer > Generating Device Application Code > Generating Code for a BlackBerry Device Application. In the Device Application Designer code generation wizard, in the Locations options, select **Generate code only**.

Task

1. Download the BlackBerry Java Plug-in for Eclipse (full installer) from *http:// us.blackberry.com/developers/javaappdev/.* Follow the installation instructions provided with the download and install it in its own location (not in the Sybase Unwired Platform Eclipse directory).

2. Open the standalone BlackBerry Java Plug-in for Eclipse.

3. To use the generated code from the Device Application Designer, you must create two new BlackBerry projects—a client project and an option project. Create the client project:

    a) Select **File > New > BlackBerry Project**.

    b) In the New BlackBerry Project wizard, enter a project name, for example, DeptDemoClient, and click **Next**.

    c) In Java Settings, click **Next**.

    d) On the Templates page, select **Empty Application** and click **Finish**.

4. Create the option project:

   a) Select **File > New > BlackBerry Project**.

   b) In the New BlackBerry Project wizard, enter a project name, for example, DeptDemoOption, and click **Next**.

   c) In Java Settings, click **Next**.

   d) On the Templates page, select **Empty Library** and click **Finish**.

5. Delete all of the automatically created files in the src and res folders for each project.

6. Open the BlackBerry_App_Descriptor.xml file for each project and delete the application icons.

7. Add build paths for the projects:

   a) Right-click the **DeptDemoClient** project and select **Build Path > Configure Build Path**.

   b) On the Properties page, select **Java Build Path** in the left pane, and click **Add External Jars**.

   c) Navigate to <UnwiredPlatform_InstallDir>\UnwiredPlatform \Unwired_WorkSpace\Eclipse\sybase_workspace\mobile

       `\eclipse\plugins\com.sybase.uep.bob.rim_<version>`
       `\generate\blackberry\build-<BlackBerry_OS_version>` and
       double-click **BOBFramework.jar** to add it to the build path.

d) Expand the `BOBFramework.jar` file and select **Javadoc location**, then click
    Edit .

e) Set the location to `<UnwiredPlatform_InstallDir>\UnwiredPlatform`
    `\Unwired_WorkSpace\Eclipse\sybase_workspace\mobile`
    `\eclipse\plugins\com.sybase.uep.bob.rim_<version>`
    `\generate\blackberry\BOBFrameworkJavadoc.zip` and click **OK**.

f) Repeat these steps to add the `BOBFramework.jar` file to the build path for the
    DeptDemoOption project.

g) Add the `UltraLiteJ.jar` file to the build path for DeptDemoOption by navigating
    to `<UnwiredPlatform_InstallDir>\UnwiredPlatform`
    `\Unwired_WorkSpace\Eclipse\sybase_workspace\mobile`
    `\eclipse\plugins\com.sybase.uep.bob.rim_<version>`
    `\generate\blackberry`.

8. Copy the generated files from the Device Application Designer to the DeptDemoClient project.

By default, the generated files are in the DAD Generated Code \<application_name>.bob\Blackberry folder in the Mobile Application project that contains the Device Application Designer file.

a) From DAD Generated Code\<application_name>.bob\Blackberry \generated, copy the application folder to the DeptDemoClient project's <root path>\generated (not the src folder).

These files contain the generated UI classes, custom screen and action classes, the image resources used by custom screens and actions, the extra source for custom screens and actions, and the BOBUIController.java file.

b) From DAD Generated Code\<application_name>.bob\Blackberry \generated, copy the images folder to the DeptDemoClient project's <root path>\generated.

These files contain the images used on the application UI.

c) If the application uses SubClasses or WidgetEvents, there is a custom folder under DAD Generated Code\<application_name>\Blackberry. Copy it to DeptDemoClient project's root path.

d) Copy the build_version.txt, build-shared.xml, and run-simulator.xml files to the DeptDemoClient root path.

---

9. Copy the generated files from the Device Application Designer to the DeptDemoOption project.

   a) From `DAD Generated Code\<application_name>.bob\Blackberry \generated`, copy the `option` folder to the DeptDemoOption project's `<root path>\generated`.

   These files contain the generated classes of setting screens, styles, and the `OptionsMain.java` file.

   b) From `DAD Generated Code\<application_name>.bob\Blackberry \generated`, copy the `images` folder to the DeptDemoOption project's `<root path>\generated`.

   These files contains the images used on the application UI.

   c) From `DAD Generated Code\<application_name>.bob\Blackberry`, copy the `object_api` folder to the DeptDemoOption project's root path.

   d) From `DAD Generated Code\<application_name>.bob\Blackberry`, copy the `temp_afx` folder to the DeptDemoOption project's root path.

10. Add the files to the DeptDemoClient project source.

   a) Right-click the client project and select **Build Path > Configure Build Path**.

   b) Click the **Source** tab and click **Add Folder**.

   c) Select the **generated\application**, **generated\images**, and **custom\application** folders (if applicable) and click **OK**.

d) Click the **Projects** tab and click **Add**.

e) Select the **DeptDemoOption** project and click **OK**.

f) Click **OK**.

11. Add the files to the DeptDemoOption project source.

   a) Right-click the option project and select **Build Path > Configure Build Path**.

   b) Click the **Source** tab and click **Add Folder**.

   c) Select the **generated\option**, **generated\images**, and **object_api\genfiles\java\src** folders and click **OK**.

   d) Click **OK**.

12. Open the `BlackBerry_App_Descriptor.xml` file for DeptDemoClient, and set the values for title, version, vendor, and description. Add an application icon by selecting the ribbon image from `generated\images`.

13. Go to the Build page of `BlackBerry_App_Descriptor.xml` for DeptDemoClient. For example, if the project is for BlackBerry OS 5.0.0, add `VER_5_0_0` to Preprocessor Directives, and set it to active.

14. Open the `BlackBerry_App_Descriptor.xml` file for the DeptDemoOption project and set the values for version, vendor, and description. Select **Auto-run on startup**.

15. Set up the simulator environment:

   a) From `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Unwired_WorkSpace\Eclipse\sybase_workspace\mobile\eclipse\plugins\com.sybase.uep.bob.rim_<version>\generate\blackberry`, copy the `UltraLiteJ.cod` and `UltraLiteJ.alx` files to the `plugins\net.rim.ejde.componentpack<BlackBerry_OS_version>\components\simulator` directory of the standalone BlackBerry Java Plug-in for Eclipse.

   b) From `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Unwired_WorkSpace\Eclipse\sybase_workspace\mobile\eclipse\plugins\com.sybase.uep.bob.rim_<version>\generate\blackberry\build-<BlackBerry_OS_version>`, copy `SUPPushListener.cod`, `SUPPushListener.alx`, `BOBFramework.cod`, `BOBFramework.alx`, `BOBFramework.debug`, and `BOBFramework-n.debug` files to the `plugins\net.rim.ejde.componentpack<BlackBerry_OS_version>\components\simulator` directory of the standalone BlackBerry Java Plug-in for Eclipse.

   c) (Optional) If custom coding uses any third party jar files, copy all those related files to the Simulator location as well (`.jar` files, `.cod` files, and so on).

16. Right-click **DeptDemoClient** and select **Run As > BlackBerry Simulator**.

System Administration

The following issues were identified in this document. These issues could not be corrected in time for publication.

Title	Summary
Setting Up Data Tier Nodes	Step three in the *Setting Up Data Tier Nodes* topic refers to the 1.5.2 *Installation Guide* topic, *Installing the Data Tier on a Separate Host for a Deployment Installation*. This topic is now called *Installing the Data Tier on its Own Host for a Deployment Installation*. **Note:** For cluster setup information, see 1.5.5 *System Administration* starting with the topic *Implementing an N+2-node Cluster for Optimal Redundancy*.
Backing Up System Data	Default locations for Unwired Server and Sybase Control Center database and transaction log files have been added to *Backing Up System Data*. This information would also be useful for: • *System Administration > Introduction to Sybase Unwired Platform > Platform Components > Runtime Databases* • *System Administration > Systems Maintenance and Monitoring > Backup and Recovery > Backing Up System Data > Backing Up a SQL Anywhere Database > Validating and Backing Up Platform Data*
Managing Backup Transaction Logs	Sybase recommends that you manage the size of transaction logs as part of your backup and restore policy. See *Managing Transaction Logs* for information.
Server Performance Tuning	A new property was added to support messaging performance. The message size limitation can be changed by modifying an internal Unwired Server property, `sub.msg.mzx_content_size`. If you feel the 20KB value should be changed, work with your Sybase representative. The current message size limit for Unwired Server is 20KB. In general, enlarging the message size results in a lower number of messages, and higher efficiency. Performance also depends on the device environment. A message that is too large stresses the device, and negates efficiency. Device factors include memory and size of the object graph being sent. In some cases, a larger message size terminates message processing. When the Unwired Server message size exceeds the limit, the message is immediately sent to the client side.

Title	Summary
Apple Pro-visioning for iOS	A new 2048-bit Entrust certificate needed for Apple Push Notification Service (APNS) push to work, because APNS push functionality stops working on 22 December 2010.

Apple now uses a 2048-bit root certificate from Entrust, which provides a more secure connection between Unwired Server and APNS. This certificate comes with the Windows OS, and is upgraded automatically with Windows Update, if it is enabled. This information is not part of the procedure that documents APNS support.

If Windows Update is disabled, you must manually download and install the certificate. Go to: *https://www.entrust.net/downloads/binary/entrust_2048_ca.cer*. For help on installing the certificate, see *http://www.entrust.net/knowledge-base/technote.cfm?tn=8282*. |

Managing Transaction Logs

Manage the size of transaction logs to prevent the log files from growing indefinitely.

You could use the SQL Anywhere **dbbackup** utility, with the **-xo** flag. The **-xo** flag deletes the current transaction log file, once it has been backed up successfully, and creates a new one. See *SQL Anywhere® Server – Database Administration* for information.

You could also use a variant of the SQL Anywhere **BACKUP DATABASE** command. See the *SQL Anywhere Server – SQL Reference* for **BACKUP DATABASE** command options. This example performs daily backups automatically from within the database server:

```
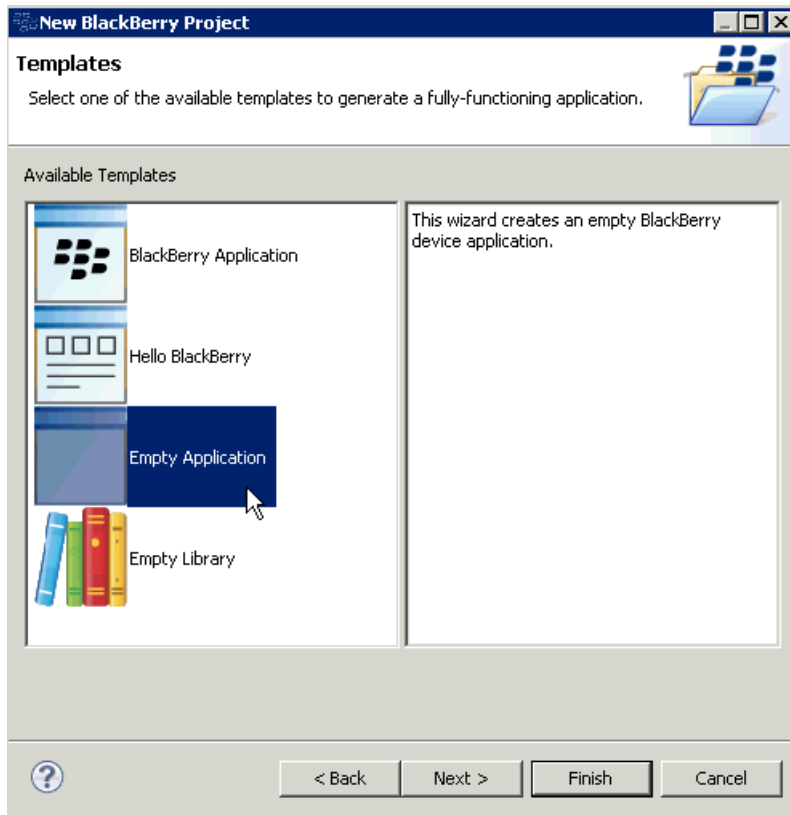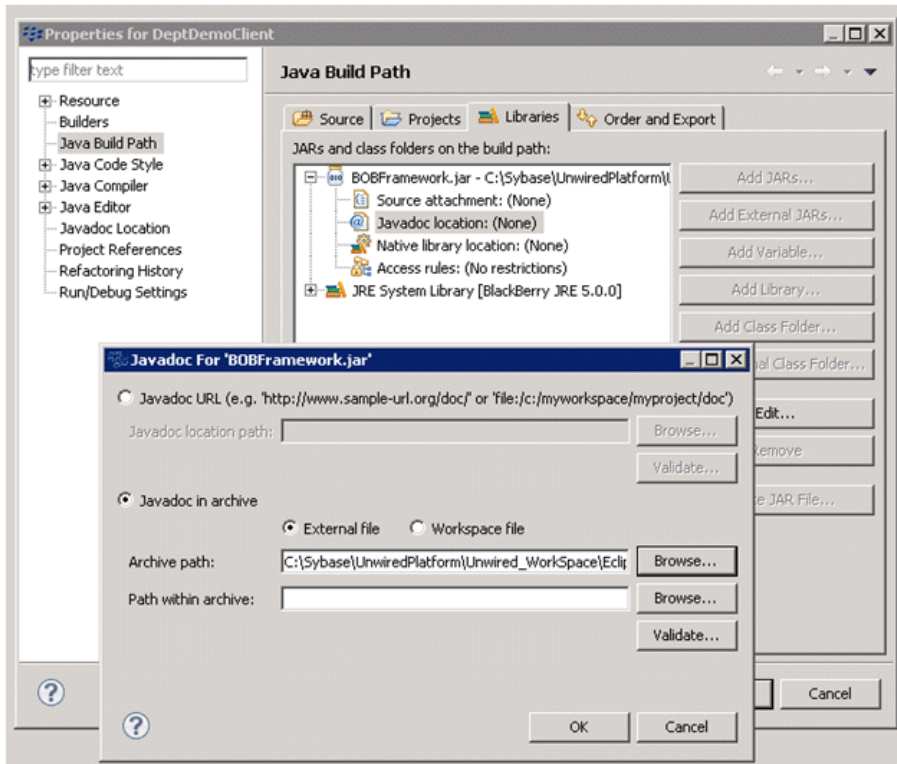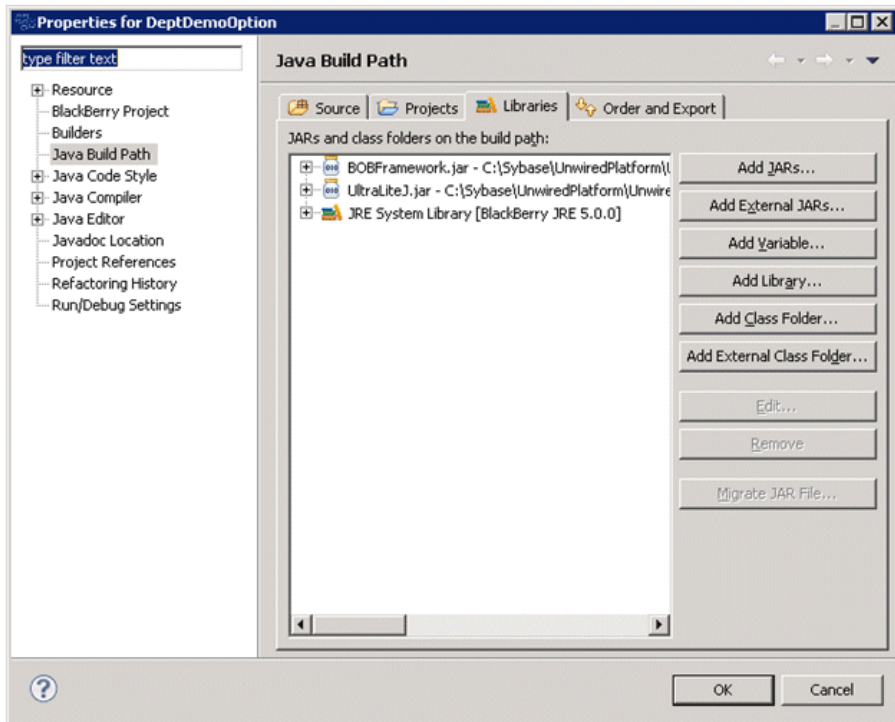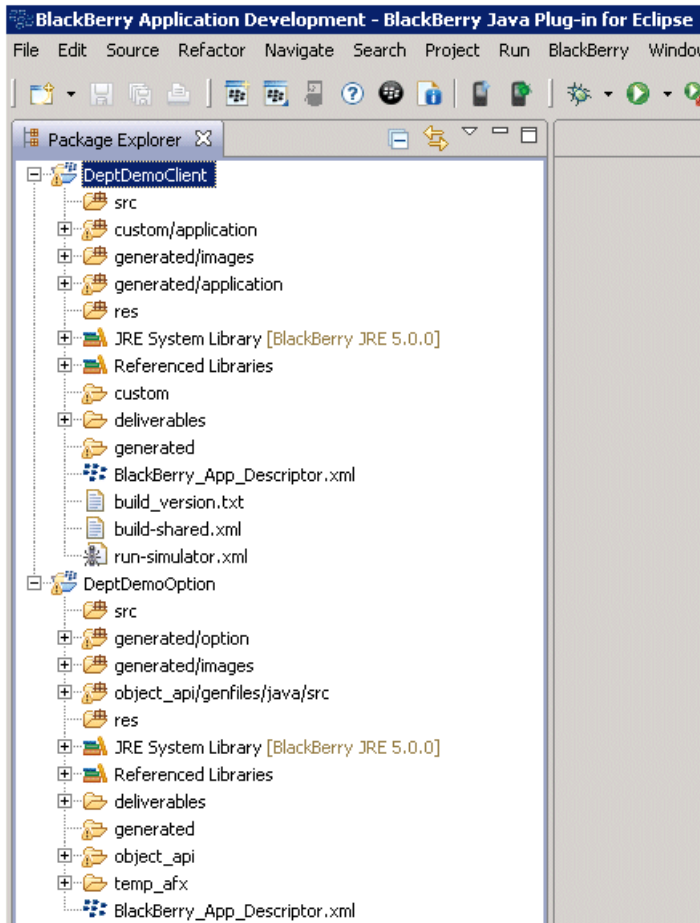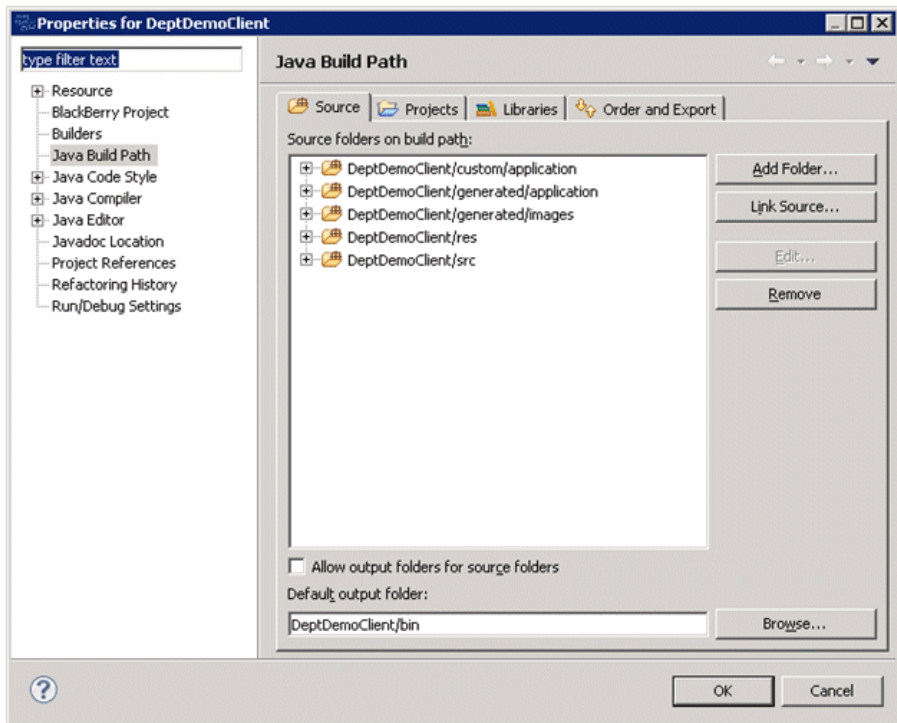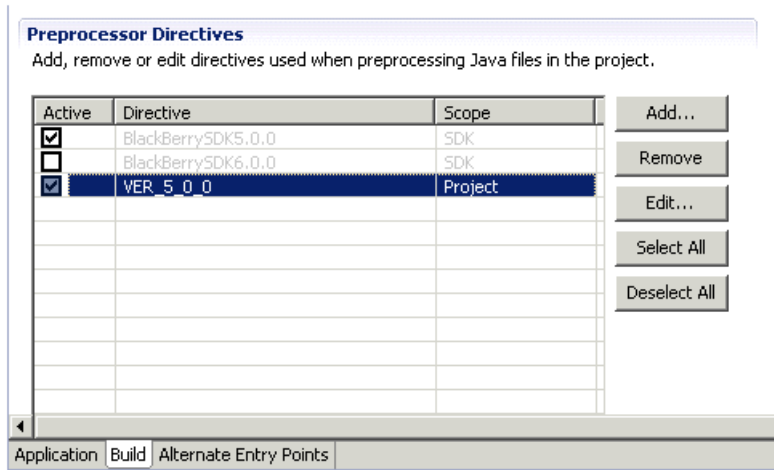CREATE EVENT NightlyBackup
SCHEDULE
START TIME '23:00' EVERY 24 HOURS
HANDLER
BEGIN
   DECLARE dest LONG VARCHAR;
   DECLARE day_name CHAR(20);

   SET day_name = DATENAME( WEEKDAY, CURRENT DATE );
   SET dest = 'd:\\backups\\' || day_name;
           BACKUP DATABASE DIRECTORY dest
   TRANSACTION LOG RENAME;
END;
```

Backing Up System Data

For platform data, back up Unwired Server runtime databases and Sybase Control Center (SCC) repositories using the process described for SQL Anywhere databases. Messaging database requires its own process.

Table 1. Runtime Database Default File Locations

Runtime Databases	Default File Locations

Unwired Server	For a Developer Edition installation, database files and transaction logs are installed:
	
	`<UnwiredPlatform_InstallDir>\UnwiredPlat-`
	`form\Servers\UnwiredServer\data`
	
	• Consolidated database:
	    • Database file: `default.db`
	    • Transaction log: `default.log`
	• Cluster database:
	    • Database file: `clusterdb.db`
	    • Transaction log: `clusterdb.log`
	• Monitor database:
	    • Database file: `monitordb.db`
	    • Transaction log: `monitordb.log`
	
	For a separate Data-tier node, these database files and transaction logs are installed:
	
	• With a Microsoft cluster, in the Microsoft cluster folder you created:
	    `<Microsoft_cluster_folder>\CDB`
	• With no Microsoft cluster:
	    `<UnwiredPlatform_InstallDir>\UnwiredPlat-`
	    `form\Data\CDB`

Sybase Control Center	Database files and transaction logs on each Unwired Server node:
	
	`<UnwiredPlatform_InstallDir>\SCC-3_0\serv-`
	`ices\Repository`
	
	• Database file: `scc_repository.db`
	• Transaction log: `scc_repository.log`

Note: When you make a backup, decide where to store the backup files: on the Unwired Server host or on some other computer or third-party hardware/software package used for backup purposes.

Sybase Control Center Online Help

The following issues were identified in this document. These issues could not be corrected in time for publication.

Title	Summary
Protecting the LDAP Login Module Bind-Password Property	A new topic is added that describes how to encrypt an LDAP bind password in the Sybase Unwired Platform LDAP Login Module. This procedure uses the `csi-tool.jar`. See *Protecting the LDAP Login Module BindPassword Property* on page 35.
	Note: For other login modules, you can continue to use the procedure in *Encrypting a Password*, which uses the **passencrypt** utility.

Protecting the LDAP Login Module BindPassword Property

Encrypt an LDAP Server bind password that must be kept secure while stored in the Sybase Control Center `csi.properties` file.

Prerequisites

- Sybase Unwired Platform (version 1.5.2, 1.5.3, or 1.5.5) must be installed.
- Sybase Control Center must be started via Microsoft Windows service.

Task

This procedure assumes that Sybase Unwired Platform and Sybase Control Center are installed at the default location, typically `C:\Sybase\UnwiredPlatform` for Sybase Unwired Platform, and `C:\Sybase\SCC-3_0` for Sybase Control Center.

1. Use Microsoft Windows service to stop Sybase Unified Agent 3.0.
2. Modify the registry:
   a) Run **regedt32.exe** to open the registry editor.

   Note: This step should be performed by a knowledgeable system administrator.
   b) Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\SYBASE\Unified Agent 3.0`.
   c) Create a String value named `jvmopt6`, and set its value to:
   ```
   -Dcom.sybase.security.BootstrapConfigurationURL=file:///C:/
   Sybase/UnwiredPlatform/Servers/UnwiredServer/Repository/CSI/
   csibootstrap.properties
   ```

   Note: If `jvmopt6` already exists, use `jvmopt7`, or a similar name.

3. Copy `C:\Sybase\UnwiredPlatform\Servers\UnwiredServer`
`\Repository\CSI\csikeystore.jceks` to `C:\Sybase\SCC-3_0`.

4. Encrypt the password by running:

```
java -jar C:\Sybase\UnwiredPlatform\Servers\UnwiredServer\lib\ext
\csi-tool.jar csi.encmessage @C:\Sybase\UnwiredPlatform\Servers
\UnwiredServer\Repository\CSI\csibootstrap.properties --text
secret
```

Note: This example encrypts the password `secret`, which is the default value of bind password for the OpenDS LDAP Server installed by Unwired Server (Developer Edition installation only).

5. Navigate to `C:\Sybase\SCC-3_0\conf\csi.properties`, and update `csi.properties` with the encrypted password string generated in the previous step, as follows:

```
CSI.loginModule.
8.options.AuthenticationSearchBase=ou=users,dc=example,dc=com
CSI.loginModule.8.options.BindDN=cn=Directory Manager
CSI.loginModule.8.options.BindPassword.e=1-
AAAAEgQQVbvdEKVgXU6uEeFauCtmwqP3745Y6j5QlfbwupIxXUe0HUBsnyFcHpXMl
fmCG3jGm1fhUcm4E5PdwUqtJaSlvQ==
CSI.loginModule.8.options.DefaultSearchBase=dc=example,dc=com
CSI.loginModule.8.options.ProviderURL=ldap://helxp-vm1:10389
CSI.loginModule.
8.options.RoleSearchBase=ou=groups,dc=example,dc=com
CSI.loginModule.8.options.ServerType=openldap
CSI.loginModule.8.options.moduleName=SUP LDAP Login Module
CSI.loginModule.
8.provider=com.sybase.ua.services.security.ldap.LDAPWithRoleLogin
Module
CSI.loginModule.8.controlFlag=sufficient
```

6. Use Microsoft Windows service to restart Sybase Unified Agent 3.0.

Reference: Administration APIs

The following issues were identified in this document. These issues could not be corrected in time for publication.

Title	Summary
Deploying a Package through the SUPDomain interface	**Code example describes a parameter by an incorrect file type** The code example for the `deployPackage` method describes the `file name` parameter as a deployment unit (DU). The file name should be the jar archive generated using "Sybase Unwired WorkSpace - Mobile Business Object Development tooling" for MBO package deployment.

Troubleshooting

The following issues were identified in this document. These issues could not be corrected in time for publication.

Title	Summary
Attempt to Upgrade Unwired Server Fails	Problem: When attempting to upgrade Unwired Server with an EBF, in a cluster, the upgrade process fails. The failure occurs when upgrading the messaging service.
	Explanation: This occurs if the user account does not have read and write permissions to the shared data folder on the consolidated database (CDB) node. The user account used to upgrade to 1.5.5 must have read and write permissions to the shared data folder, otherwise, the upgrade fails, indicating that the messaging server failed to upgrade.
	Solution: 1. If necessary, uninstall anything that has been installed successfully. 2. Log on with a user account with the appropriate permissions.

Obtaining Help and Additional Information

Use the Sybase Getting Started CD, Product Documentation site, and online help to learn more about this product release.

- The Getting Started CD (or download) – contains release bulletins and installation guides in PDF format, and may contain other documents or updated information.
- Product Documentation at *http://sybooks.sybase.com/* – is an online version of Sybase documentation that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product documentation, the Web site also has links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, Community Forums/Newsgroups, and other resources.
- Online help in the product, if available.

To read or print PDF documents, you need Adobe Acrobat Reader, which is available as a free download from the *Adobe* Web site.

Note: A more recent release bulletin, with critical product or document information added after the product release, may be available from the Product Documentation Web site.

Technical Support

Get support for Sybase products.

If your organization has purchased a support contract for this product, then one or more of your colleagues is designated as an authorized support contact. If you have any questions, or if you need assistance during the installation process, ask a designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

Downloading Sybase EBFs and Maintenance Reports

Get EBFs and maintenance reports from the Sybase Web site.

1. Point your Web browser to *http://www.sybase.com/support*.
2. From the menu bar or the slide-out menu, under **Support**, choose **EBFs/Maintenance**.
3. If prompted, enter your MySybase user name and password.
4. (Optional) Select a filter from the **Display** drop-down list, select a time frame, and click **Go**.
5. Select a product.

   Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as an authorized support contact. If you have not registered, but have valid information provided by your Sybase representative or through your support contract, click **My Account** to add the "Technical Support Contact" role to your MySybase profile.
6. Click the **Info** icon to display the EBF/Maintenance report, or click the product description to download the software.

Sybase Product and Component Certifications

Certification reports verify Sybase product performance on a particular platform.

To find the latest information about certifications:

• For partner product certifications, go to *http://www.sybase.com/detail_list?id=9784*
• For platform certifications, go to *http://certification.sybase.com/ucr/search.do*

Creating a MySybase Profile

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

1. Go to *http://www.sybase.com/mysybase*.
2. Click **Register Now**.

Accessibility Features

Accessibility ensures access to electronic information for all users, including those with disabilities.

Documentation for Sybase products is available in an HTML version that is designed for accessibility.

Vision impaired users can navigate through the online document with an adaptive technology such as a screen reader, or view it with a screen enlarger.

Sybase HTML documentation has been tested for compliance with accessibility requirements of Section 508 of the U.S Rehabilitation Act. 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.

Note: You may 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 the Sybase Accessibility site: *http://www.sybase.com/products/accessibility*. The site includes links to information about Section 508 and W3C standards.

You may find additional information about accessibility features in the product documentation.