



Installation Guide

Sybase Control Center 3.1

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About Sybase Control Center

Sybase® Control Center is a server application that uses a Web-browser-based client to deliver an integrated solution for monitoring and managing Sybase products.

Sybase Control Center provides a single comprehensive Web administration console for real-time performance, status, and availability monitoring of large-scale Sybase enterprise servers. Sybase Control Center combines a modular architecture, a rich client administrative console, agents, common services, and tools for managing and controlling Sybase products. It includes historical monitoring, threshold-based alerts and notifications, alert-based script execution, and intelligent tools for identifying performance and usage trends.

A Sybase Control Center server can support:

- Up to 50 monitored resources (servers)
- Up to 10 users logged in simultaneously

Obtaining Help and Additional Information

Find documents and other resources related to Sybase Control Center.

The Sybase Product Documentation Web site lets you access Sybase documentation using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product documentation and online help, the Web site also has links to EBFs/ Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and the Sybase Developer Network.

To access the Sybase Product Documentation Web site, go to “Product Documentation” at <http://sybooks.sybase.com>.

Note: An updated release bulletin, with critical product or document information added after the product release, may be available from the Sybase Product Documentation Web site. To read or print PDF documents, you need Adobe Acrobat Reader, which is available as a free download at <http://www.adobe.com/>.

Installation Workflows for Sybase Control Center

These workflows define a complete path for planning, installing, and upgrading.

Choose the workflow that best describes your scenario.

Note: You may want to print this topic and use it as a checklist.

Installing the product for the first time

1. *Plan your installation* on page 5 and perform *preinstallation tasks* on page 9.
2. Use the Sybase installer to install Sybase Control Center:
 - In interactive *GUI or console mode* on page 11, or
 - In *silent mode with a response file* on page 13
3. If you plan to use Latency Monitoring **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, *install JDBC drivers for Non-Sybase Replicate Databases* on page 19.
4. *Configure the SSL certificate* on page 28.
5. *Configure Sybase Control Center* on page 29.
6. *Set passwords or disable the default login accounts* on page 30.

Upgrading to a new version

1. *Plan your installation* on page 5 and perform *preinstallation tasks* on page 9.
2. Use the Sybase installer to install Sybase Control Center:
 - In interactive *GUI or console mode* on page 11, or
 - In *silent mode with a response file* on page 13
3. *Upgrade Sybase Control Center from 3.0.x to 3.1.* on page 17
4. If you plan to use Latency Monitoring **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, *install JDBC drivers for Non-Sybase Replicate Databases* on page 19.
5. *Configure the SSL certificate* on page 28.
6. *Configure Sybase Control Center* on page 29.
7. *Set passwords or disable the default login accounts* on page 30.
8. *Uninstall the previous version of Sybase Control Center* on page 15.

Planning Your Installation

Before you install, prepare your environment.

- Identify the computer on which you will install the Sybase Control Center server. One server can frequently cover an entire enterprise. Review the *Installation Restrictions* on page 8.
- Review *System Requirements* on page 5 to verify the computer is suitable for your planned use.
- Read *Preinstallation Tasks* on page 9 and *Installing the Server with the Sybase Installer* on page 11 to review the decisions you must make.

Obtaining a License

There are no licensing requirements for this version of Sybase Control Center.

System Requirements

Make sure your system meets all requirements before you install Sybase Control Center (SCC).

Sybase recommends the following minimum specifications for the Sybase Control Center server machine:

- Two 2.4GHz processors
- 4GB of RAM

Table 1. Supported platforms and operating systems

SCC server platform	SCC server operating system	Browser (must support Adobe Flash Player 10 or later)	Browser operating system
x86/32-bit x86/64-bit	Windows XP Pro Windows Vista Windows Server 2003 Windows Server 2008 Windows 7	Microsoft Internet Explorer 7, 8 Firefox 3.x	Windows XP Pro Windows Vista Windows Server 2003 Windows Server 2008 Windows 7

SCC server platform	SCC server operating system	Browser (must support Adobe Flash Player 10 or later)	Browser operating system
x86/32-bit x86/64-bit	Red Hat Enterprise Linux 4, 5 SUSE Linux Enterprise 10, 11	Firefox 3.x (Red Hat only)	Red Hat Enterprise Linux 5
Sun SPARC 64-bit	Solaris 9 and 10	Firefox 3.x	Solaris 10
x86/64-bit	No SCC server support on Solaris 10 x64—run the SCC server on a supported platform	Firefox 3.x	Solaris 10 x64
HP Itanium 2 64-bit	HP-UX 11.23 and 11.31	No browsers supported on this platform—connect to the server from a browser on another platform	
IBM POWER 5	IBM AIX 5.3	No browsers supported on this platform—connect to the server from a browser on another platform	
IBM POWER 6	IBM AIX 6.1	No browsers supported on this platform—connect to the server from a browser on another platform	

Disk space requirements vary considerably depending on the number of servers you monitor and how much performance data you collect. As your repository of historical performance data grows, expect Sybase Control Center to use more disk space. Sybase recommends that you closely monitor disk usage and growth trends so you can add more storage in a timely manner.

Note: If you enable Sybase Control Center during installation, the disk space requirements are increased.

Table 2. Disk space requirements for installation

Architecture	Space required	Minimum requirements for /tmp directory
Windows x86	640MB	200MB
Linux x86	500MB	310MB
Sun SPARC	475MB	370MB
HP Itanium	642MB	570MB
IBM Power	433MB	350MB

Supported Server Versions

Component versions supported by Sybase Control Center.

Server	Version
Replication Server	12.6 or later
Replication Agent	15.0 or later
Mirror Replication Agent	15.0 or later
Adaptive Server	15.0.2 or later for Sybase Control Center for Adaptive Server, which offers full monitoring capabilities. 15.0.3 or later for Adaptive Server Cluster Edition monitoring. 12.5.4 or later for Sybase Control Center for Replication, which monitors only the RepAgent threads in the registered Adaptive Server.
Sybase IQ	15.1 ESD #2.1 or later

Sybase Control Center Network Ports

Check the ports used on the installation machine for conflicts with the ports Sybase Control Center uses.

Sybase Control Center uses TCP ports for a variety of services. If another application is using one of the ports listed here, Sybase Control Center may fail to start, or its services might not work properly.

Note: If Sybase Control Center is installed, you can use **scc --info ports** to list Sybase Control Center ports currently in use (by any application or server). Use the **scc** command's **--ports** option to reassign Sybase Control Center ports. See the Sybase Control Center online help for details.

Port name	Default port number	Required?	Description
RMI	9999	Yes	Sybase Control Center server port used for RMI protocol access.

Port name	Default port number	Required?	Description
HTTP	8282	Yes	Sybase Control Center server port used for HTTP Web access to the server. All HTTP traffic is redirected to the secure HTTPS channel.
HTTPS	8283	Yes	Sybase Control Center server port used for secure HTTPS Web access to the server. All HTTP traffic is redirected to the secure HTTPS channel.
Database	3638	Yes	Sybase Control Center server repository database port; used by several services.
Messaging Service	2000	Yes	Sybase Control Center server messaging port.
Tds	9998	No	Sybase Control Center server port used for Tabular Data Stream™ (TDS) protocol access.
Jini Http	9092	No	Jini HTTP port for Jini discovery services.
Jini Rmid	9095	No	Jini RMID server port for Jini discovery services.
Ldap	389	No	LDAP discovery service adaptor port.

Installation Restrictions

To avoid performance problems, isolate Sybase Control Center from other servers.

A Sybase Control Center server can monitor up to 50 resources (servers). To monitor more than 50 resources, install additional Sybase Control Center servers and distribute the resources among them. Install each Sybase Control Center server on a separate machine.

Warning! Sybase recommends that you not install Sybase Control Center on a machine that is being used as a production server for any other product. Sybase Control Center collects and stores performance data for every server it monitors, using CPU cycles, network resources, and disk space in significant quantities. Running two (or more) servers on the same machine can result in unacceptable performance from all products.

Preinstallation Tasks

Prepare for the installation.

Sybase Control Center employs a client/server architecture that allows multiple clients to monitor all supported Sybase servers (including Adaptive Server, Replication Server, and Sybase IQ) in an enterprise using a small number of Sybase Control Center servers—often, you need only one. The Sybase Control Center client is a rich Internet application that runs in a Web browser. It requires the Adobe Flash Player plug-in.

1. Make sure the computer on which you plan to install Sybase Control Center meets the system requirements and has good network connectivity to the servers it will manage and the client workstations. Also consider these deployment issues:
 - Minimizing network latency – you will see better performance if you install Sybase Control Center near the monitored servers and near the workstations on which the clients are running.
 - Redundancy – if Sybase Control Center serves a mission-critical function in your organization, consider installing more than one Sybase Control Center server for failover.
 - Administration and security – you might exercise differing levels of control in different parts of your enterprise, for example, by protecting the data in some servers more strictly than others.
2. Involve others in the preparations, particularly if you are planning a UNIX deployment. Configuring security on a UNIX server requires root privileges.
3. Read the release bulletin to learn about known issues that came up too late to be included in the Sybase Control Center help.
4. Install patches for your operating system required for Java Runtime Environment (JRE) 6, if any.
5. Decide where in the file system to install Sybase Control Center. Do not install into a directory that is named using spaces (Program Files, for example) or non-ASCII characters.

Installing Sybase Control Center

Install the server using your chosen method.

Prerequisites

Complete server installation planning and preinstallation tasks.

Task

You can install Sybase Control Center in two ways:

- Using the interactive Sybase installer in GUI or text-based console mode. See *Installing with the Sybase Installer* on page 11.
- Using unattended or silent mode, in which you create a response file that supplies your answers to installer prompts. See *Installing with a Response File* on page 13.

Installing with the Sybase Installer

Download the installer and install a Sybase Control Center server in GUI or console mode. The installer creates an SCC directory and installs the selected components into that directory.

Prerequisites

Perform the preinstallation tasks.

Task

The Sybase Control Center installer runs in GUI mode (as graphic dialogs) or in text-based console mode in both Windows and UNIX (Linux, Solaris, IBM AIX, and HP/UX) operating systems.

1. (Windows) Log in using an account with administrative privileges.
2. Download the installer from <http://downloads.sybase.com>.
3. If you are installing Sybase Control Center in GUI mode on a UNIX operating system, make sure the `$DISPLAY` environment variable is set to the machine where you want to view the installer.

If you do not set this variable correctly, you see the text-based console.

4. If you are installing on Windows Vista, Windows 7, or Windows 2008 on x86 64-bit, set compatibility mode for the installer to Windows XP:
 - a) Right-click `setup.exe` or `setupConsole.exe` and select **Properties**.
 - b) On the Compatibility tab, select **Windows XP** compatibility mode.

Installing Sybase Control Center

c) Click **OK**.

5. Launch the installer:

Operating system	GUI mode	Console mode
Windows	Open <code>setup.exe</code>	Execute <code>setupConsole.exe -i console</code>
UNIX	Execute <code>setup.bin</code>	Execute <code>setup.bin -i console</code>

Note: If you have trouble starting the installer, make sure you have the required operating system patches for the Java Runtime Environment (JRE) version 6.

6. On the introduction screen, click **Next**.

7. Select the directory in which to install Sybase Control Center. Click **Next**.

The default installation directory is:

- Windows – `C:\Sybase`
- UNIX – `/opt/sybase`

8. If the Warning message for installing into an existing directory appears, click **Next**.

9. Select the type of installation:

- **Full** – installs the Sybase Control Center server, Sybase Control Center framework services, and all available components.
- **Custom** – allows the user to select the components of Sybase Control Center to install.

10. Select the type of software license for Sybase Control Center.

11. Select the most appropriate region, read the license terms, and select **I agree to the terms of the Sybase license for the install location specified**. Click **Next**.

12. On the pre-install summary screen, verify the selected installation features and confirm there is enough available disk space to complete the installation. To start the installation click **Next**.

13. On the Configure Sybase Control Center screen, make sure the HTTP and HTTPS ports specified do not conflict with any ports used by other applications and services on this machine. If you enter your own port numbers rather than accepting the defaults, make a note of them—you will need the port numbers to connect a browser to Sybase Control Center.

If you are installing an upgrade, the HTTP and HTTPS port numbers cannot be the same as the port numbers used for the older version of Sybase Control Center.

14. On the Configure RMI screen, make sure the RMI port specified does not conflict with any ports used by other applications and services on this machine.

15. (Windows) On the Service Setup screen, to install Sybase Control Center as a Windows service, select **Yes**.

If you select **No**, you must start Sybase Control Center manually.

16. On the Review Configuration Summary screen, verify the configuration is correct and click **Next**.

To change the configuration settings, click **Previous** to return to the Configure Sybase Control Center and Configure RMI screens. Modify the settings and click **Next**.

17. To start Sybase Control Center, select **Yes**, and then click **Next**.

It may take a few minutes for Sybase Control Center to start.

18. On the Installation Completed screen, click **Done**.

Installing with a Response File

Create and use an installation response file to install Sybase Control Center in silent mode, with minimal user input.

Creating a Response File

Record installation responses into a response file or copy the sample response file. In either case, edit the file to customize the responses.

To create a response file when installing in GUI or console mode, use the **-r** command line argument. The **-r** argument records your responses to the installation wizard's prompts and creates a response file when the installation wizard exits. The response file is a text file that you can edit to change any responses.

Alternative: Sybase provides a sample response file called `sample_response.txt`. You can find it in the directory to which your Sybase Control Center installer images were downloaded. Rather than creating a response file as described below, you might prefer to copy and edit the sample response file. The options are documented in the file.

Note: If you are installing an upgrade, the HTTP and HTTPS port numbers you specify in the response file cannot be the same as the port numbers used for the older version of Sybase Control Center.

1. If you are installing on Windows Vista, Windows 7, or Windows 2008 on x86 64-bit, set compatibility mode for the installer to Windows XP:
 - a) Right-click `setup.exe` or `setupConsole.exe` and select **Properties**.
 - b) On the Compatibility tab, select **Windows XP** compatibility mode.
 - c) Click **OK**.
2. To generate the response file during installation, run:

- Windows console mode:

```
setupConsole.exe -i console -r <full-path-to-response-file>
```

For example:

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```
setupConsole.exe -i console -r C:\work\responsefile.txt
```

- Windows GUI mode:

```
setup.exe -r <full-path-to-response-file>
```

For example:

```
setup.exe -r C:\work\responsefile.txt
```

- UNIX:

```
setup.bin -r <full-path-to-response-file>
```

For example:

```
setup.bin -r /work/responsefile.txt
```

Note: The directory path you specify for the response file must already exist.

3. See *Installing with the Sybase Installer* on page 11 for instructions on responding to the installer.

Installing in Unattended (Silent) Mode

To perform a silent or unattended installation, run the installer and provide a response file that contains your preferred installation configuration.

Prerequisites

Create an installation response file.

Task

To install in silent mode:

Windows:

```
setupConsole.exe -f <responseFileName> -i silent  
-DAGREE_TO_SYBASE_LICENSE=true -DRUN_SILENT=true
```

UNIX:

```
setup.bin -f <responseFileName> -i silent  
-DAGREE_TO_SYBASE_LICENSE=true -DRUN_SILENT=true
```

where *responseFileName* is the full path and name of the file containing your installation options.

Note: You must agree to the Sybase License Agreement when installing in silent mode. You can either:

- Include the option

```
-DAGREE_TO_SYBASE_LICENSE=true
```

in the command line argument.

- Edit the response file to include the property

```
AGREE_TO_SYBASE_LICENSE=true
```

Except for the absence of the GUI or console screens, all actions of a silent installation are the same as the actions of GUI and console-mode installations. The results of a silent-mode installation are thus exactly the same as one done in GUI or console mode with the same responses.

Warning! On Windows, Sybase recommends that you use the `setupConsole.exe` executable, which runs in the foreground when you are running a silent installation. The normal `setup.exe` executable runs in the background, giving you the impression that the installation has terminated, and results in additional installation attempts using the silent installation. Multiple installations at the same time may corrupt the Windows Registry and lead to a failure to restart the operating system.

Uninstalling

Remove Sybase Control Center from your system.

You can uninstall:

- In GUI mode – you respond to questions from the uninstaller
- In silent mode – the uninstaller removes files without your input

Uninstalling removes all components, including the Sybase Control Center basic functionality and the product modules. You cannot uninstall individual components.

Uninstalling does not remove:

- Files in the Sybase directory that may be shared with other Sybase products, including the JRE
 - Files that were created after installation, such as logs and backup files
1. If you are uninstalling on Windows Vista, Windows 7, or Windows 2008 on x86 64-bit, set compatibility mode for the uninstaller to Windows XP:
 - a) Right-click `%SYBASE%\sybuninstall\SCCSuite\uninstall.exe` and select **Properties**.
 - b) On the Compatibility tab, select **Windows XP** compatibility mode.
 - c) Click **OK**.
 2. Launch the uninstaller.

In Windows:

GUI mode	Open or double-click: <code>%SYBASE%\sybuninstall\SCCSuite\uninstall.exe</code>
GUI mode	Alternatively, start the uninstaller by selecting Control Panel > Add or Remove Programs > Sybase Control Center Suite > Change/Remove

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Silent mode	<p>Execute:</p> <pre>start /WAIT %SYBASE%\sybuninstall\SCCSuite\uninstall.exe -i silent</pre> <p>To delete user data files, add this option to the command:</p> <pre>-DUNINSTALL_DELETE_DATA_FILES=true</pre> <hr/> <p>Note: Files requiring manual deletion may remain in the Sybase Control Center installation directory even if you use the DELETE_DATA_FILES option.</p>
--------------------	--

In UNIX:

GUI mode	<p>Execute:</p> <pre>\$SYBASE/sybuninstall/SCCSuite/uninstall.bin</pre>
Silent mode	<p>Execute:</p> <pre>\$SYBASE/sybuninstall/SCCSuite/uninstall.bin -i silent</pre> <p>To delete user data files, add this option to the command:</p> <pre>-DUNINSTALL_DELETE_DATA_FILES=true</pre> <hr/> <p>Note: Files requiring manual deletion may remain in the Sybase Control Center installation directory even if you use the DELETE_DATA_FILES option.</p>

3. If you are using GUI mode, follow the instructions in the uninstaller.

If you are using silent mode in Windows, a second console window opens and remains open while the uninstaller is working. When the uninstaller is finished, the second window disappears and the command prompt reappears in the first window.

4. To delete files created after installation, remove the Sybase Control Center installation directory when the uninstaller is finished.

If no other Sybase products are installed on this machine, you may also want to remove the Sybase directory (in a default installation, Sybase is the parent of the Sybase Control Center installation directory).

Migrating the Repository

Upgrade to the new version of Sybase Control Center by copying key files in the repository.

Prerequisites

Install the latest version of Sybase Control Center before migrating the repository.

Task

1. Shut down all instances of Sybase Control Center.
2. Navigate to the installation location of the earlier version of Sybase Control Center.
3. Copy the following files:
 - Windows –
 - %SYBASE%\SCC-3_0\services\Repository\scc_repository.db
 - %SYBASE%\SCC-3_0\services\Repository\scc_repository.log
 - UNIX –
 - \$SYBASE/SCC-3_0/services/Repository/scc_repository.db
 - \$SYBASE/SCC-3_0/services/Repository/scc_repository.log
4. Paste the copied files into the corresponding directory of the latest installed version.

For example, paste the files into C:\Sybase\SCC-3_1\services\Repository
5. Start the new version of Sybase Control Center.

When you initially start the latest-version server with the earlier-version repository, the repository is automatically migrated to the most current version.

Installing JDBC Drivers for Non-Sybase Replicate Databases

To use latency monitoring **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, you must install JDBC drivers to enable Sybase Control Center for Replication to connect to those replicate databases.

You can install JDBC drivers at any time after installing Sybase Control Center, even if Sybase Control Center is already running.

1. Download the JDBC drivers for your databases. Drivers are typically available with the database server or on the database vendor's Web site.
 - Oracle 9i, 10g, 11g
Driver – Oracle JDBC Thin Driver 11.1 for use with JDK 1.5 (ojdbc5.jar)
 - Microsoft SQL Server 2005 and 2008
Driver – Microsoft SQL Server 2005 JDBC Driver 1.2 (sqljdbc.jar)
 - IBM DB2 UDB 8.22, 9.1, 9.5
Driver – IBM DB2 for Unix, Linux, and Windows JDBC Driver 9 (db2jcc.jar and db2jcc_license_cu.jar)
2. Place the driver in:
 - Windows – %SYBASE%\SCC-3_1\plugins\RMAP\lib
 - UNIX – \$SYBASE/SCC-3_1/plugins/RMAP/lib
3. If Sybase Control Center is running, restart the server.

Starting and Stopping Sybase Control Center

Launch Sybase Control Center or shut it down. You can run Sybase Control Center as a service in Windows and UNIX.

Registering the ODBC Driver

In Windows, run **scc.bat** with administrative privileges to register the ODBC driver.

When Sybase Control Center starts for the first time on a Windows machine, it registers its ODBC driver. Because the automatic registration of the ODBC driver edits the registry settings, you must execute **scc.bat** using elevated administrative privileges. If you launch for the first time without adequate privileges, Sybase Control Center generates an error and fails to start.

In Windows Vista, you must use the **Run as administrator** setting to launch Sybase Control Center even if you already have administrative privileges. This process is described below.

In other versions of Windows, you must be logged in as an administrator to start Sybase Control Center for the first time. You need not follow the steps below.

1. In Windows Vista, open the command prompt window with administrative privileges:
 - Select **Start > All Programs > Accessories**. Right-click **Command Prompt** and select **Run as administrator**.
 - Alternatively, enter **cmd** in the Start Menu search box and press **Shift+Ctrl+Enter**.
2. Run **scc.bat**.

Starting and Stopping Sybase Control Center in Windows

There are several ways to start and stop Sybase Control Center. You can start it manually, which is useful for testing and troubleshooting, or set the service to start automatically and to restart in case of failure.

If you run Sybase Control Center manually, you must issue a command every time you want to start it. If you run as a service (which is recommended), you can configure Windows to automatically start and restart Sybase Control Center. These are the options:

- Use the **scc.bat** command to start Sybase Control Center manually. The command gives you access to the Sybase Control Center console, which you can use to shut down the server and to display information about services, ports, system properties, and environment variables. You can also use **scc.bat** to change the logging level for

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troubleshooting purposes. Using **scc.bat** prevents you from taking advantage of the automatic start and restart features available to services.

- Use the Services list under the Windows Control Panel to start, stop, and configure the Sybase Control Center service.
- Use the **net start** and **net stop** commands. This is another way to run Sybase Control Center as a service.

Note: To start or stop Sybase Control Center as a service, you must have selected **Yes** in the installer to install Sybase Control Center as a service.

The installer attempts to start Sybase Control Center as a service and configures the service to restart automatically. Before starting, check the Windows Services list for a Sybase Control Center service.

- Start Sybase Control Center:
 - a) (Recommended) Change to the Sybase directory immediately above the installation directory and run **SYBASE.bat**.
 - b) If you are starting Sybase Control Center for the first time in Windows Vista, access the command prompt as an administrator so that Sybase Control Center can register its ODBC driver.
 - c) Enter:

```
%SYBASE%\SCC-3_1\bin\scc.bat
```

- Stop Sybase Control Center:
 - a) (Recommended) Change to the Sybase directory immediately above the installation directory and run **SYBASE.bat**.
 - b) Enter:

```
%SYBASE%\SCC-3_1\bin\scc.bat --stop
```

Note: You can also enter **shutdown** at the `scc-console>` prompt.

- Start or stop from the Windows Control Panel; configure automatic start and restart:
 - a) Open the Windows Control Panel.
 - b) Select **Administrative Tools > Services**.
 - c) Locate Sybase Control Center 3.1. If the service is running, the status column displays “Started.”
 - d) To start or stop the service, right-click Sybase Control Center 3.1 and choose **Start** or **Stop**.
 - e) To configure automatic starting, double-click the service.
 - f) To set the service to automatically start when the system starts, change the **Startup type** to Automatic.
 - g) To restart the service in case of failure, choose the **Recovery** tab and change the First, Second, and Subsequent failures to Restart Service.

- h) Click **Apply** to save the modifications and close the dialog.
- Start or stop the Sybase Control Center service from the Windows command line:
 - a) To start the service, enter:

```
net start "sybase control center 3.1"

The Sybase Control Center 3.1 service is starting.....
The Sybase Control Center 3.1 service was started
successfully.
```

- b) To stop the service, enter:

```
net stop "sybase control center 3.1"

The Sybase Control Center 3.1 service is stopping.....
The Sybase Control Center 3.1 service was stopped
successfully.
```

Starting and Stopping Sybase Control Center in UNIX

There are two ways to start Sybase Control Center. You can start it manually, which is useful for testing and troubleshooting, or you can set up a service to start automatically and to restart in case of failure.

If you run Sybase Control Center manually, you must issue a command every time you want to start or stop it. If you run as a service (which is recommended), you can configure Sybase Control Center to start and restart automatically. These are the options:

- Use the **scc.sh** script to start Sybase Control Center manually. The command gives you access to the Sybase Control Center console, which you can use to shut down and to display information about services, ports, system properties, and environment variables. You can also use **scc.sh** to run Sybase Control Center at a nondefault logging level for troubleshooting. When you use **scc.sh**, you cannot take advantage of the automatic start and restart features available to services.
- Use the **agentd** script to configure a Sybase Control Center service that starts automatically.

Here are the steps:

- **Before you start Sybase Control Center for the first time, set environment variables.** Do this only once.
 - a) Change to the Sybase directory (the parent of the Sybase Control Center installation directory).
 - b) Execute one of the following to set environment variables.

Bourne shell:

```
. SYBASE.sh
```

C shell:

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```
source SYBASE.csh
```

- **Start Sybase Control Center manually.**

- a) To start Sybase Control Center and drop into the console when the startup sequence is finished, enter:

```
$SYBASE/SCC-3_1/bin/scc.sh
```

- **Shut down Sybase Control Center.**

- a) To shut down from the `scc-console>` prompt, enter:

```
shutdown
```

Warning! Do not enter **shutdown** at a UNIX prompt; it shuts down the operating system.

To shut down from the UNIX command line, enter:

```
$SYBASE/SCC-3_1/bin/scc.sh --stop
```

- **Configure Sybase Control Center to run as a service.**

A UNIX service is a daemon process that starts automatically after the machine is started and runs in the background. In UNIX installations, a shell script, **agentd**, is available in `$SYBASE/SCC-3_1/bin`. Use **agentd** to configure the Sybase Control Center service. (Some UNIX platforms supply tools that make service configuration easier; Linux **chkconfig** is an example.)

Note: Sybase recommends that if you are not familiar with the process of setting up services in UNIX, you delegate this task to a system administrator or consult the system administration documentation for your UNIX platform.

- a) Copy **agentd** into this directory:

- HPUX: `/sbin/init.d`
- AIX: `/etc/rc.d/init.d`
- All other platforms: `/etc/init.d`

- b) Open **agentd** and edit the line that sets the *SYBASE* variable. Set it to the location of your Sybase installation (that is, the parent of `SCC-3_1`, the Sybase Control Center installation directory).

- c) On Linux, execute this command to configure the service to run in run levels 2, 3, 4, and 5:

```
/usr/sbin/chkconfig --add agentd
```

You can test the **agentd** script with `/usr/sbin/service agentd status`.

(The **service** command accepts these options: `start | stop | status | restart`.)

- d) On other UNIX platforms, make two soft links in this directory:

- HPUX: `/sbin/rcX.d`
- AIX: `/etc/rc.d/rcX.d`
- All other platforms: `/etc/rcX.d`

Where X is the run level (for example, 3). Set the links to point to:

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- HPUX: /sbin/init.d/agentd: S90agentd and /sbin/init.d/agentd: K10agentd
- AIX: /etc/rc.d/init.d/agentd: S90agentd and /etc/rc.d/init.d/agentd: K10agentd
- All other platforms: /etc/init.d/agentd: S90agentd and /etc/init.d/agentd: K10agentd

The S90agentd link starts the service and the K10agentd link stops the service.

The two-digit numbers in the links indicate the start and stop priorities of the service.

- e) Use the S90agentd and K10agentd links to test starting and stopping the service. The links are called automatically when the system is booted or shut down.

Starting and Stopping Sybase Control Center

Getting Started After Installing

Perform post-installation testing and configuration.

Prerequisites

Start Sybase Control Center.

Task

1. Install Adobe Flash Player 10 or later in the Web browser you will use to connect to Sybase Control Center.

Flash Player is a free plug-in. You can download the latest version from <http://get.adobe.com/flashplayer/>.

If Flash Player is already installed but you are not sure which version you have, go to the Adobe test site at <http://adobe.com/shockwave/welcome>. Move your mouse over the **About** button in the Flash Player box. It displays your Flash Player version.

2. To connect to Sybase Control Center, direct your browser to:

```
https://<fcc_server_hostname>:8283/fcc
```

Note: If you changed the default HTTPS port during installation, use the new port number instead of 8283.

3. If you see an error about the security certificate, add Sybase Control Center to your browser's trusted sites zone (Internet Explorer) or add a security exception (Firefox).
4. Log in. Sybase Control Center has two default login accounts:
 - sccadmin – for initial configuration and setting up permanent authentication.
 - sccuser – for testing.

Neither of these accounts requires a password.

Note: The sccadmin and sccuser accounts and the simple login module on which they are based are not intended for use in a production environment. Sybase recommends that you pass authentication responsibility to your operating system or to LDAP, as described in the *Sybase Control Center > Get Started > Setting Up Security* section of the online help.

Sybase further recommends that you set passwords on sccadmin and sccuser as soon as possible, and that you disable the accounts as soon as you have set up and tested authentication.

5. (Optional) Configure passwords or disable sccadmin and sccuser—see *Setting Passwords or Disabling Default Login Accounts* on page 30.

6. Learn about Sybase Control Center by following the links on the introductory screen—or, to open the help system, click ? in the upper-right corner of the screen, or select **Help > Online Documentation**.

Configuring the SSL Certificate

Ensure the security of encrypted SSL communication between Sybase Control Center and browser clients by installing an X.509 certificate.

When you start Sybase Control Center for the first time, it generates a self-signed X.509 Secure Sockets Layer (SSL) certificate for the host that it is running on. Because self-signed certificates are not issued by a trusted certificate authority, most browsers show an error when they try to connect to Sybase Control Center using the self-signed certificate.

You can override the browser error or add a security exception. It is generally safe to accept the self-signed certificate if you know that the server is on a protected machine. However, your browser may still display a certificate error.

To eliminate certificate errors, install a permanent SSL certificate from a certificate authority. Sybase recommends that you install a certificate signed by a certificate authority before using Sybase Control Center in your production network. Obtain a certificate for each machine on which a Sybase Control Center server is installed.

The following is an overview of the procedure for purchasing and installing an SSL certificate from a certificate authority. For full details, see <http://docs.codehaus.org/display/JETTY/How+to+configure+SSL>.

1. To obtain an SSL certificate from a known certificate authority (such as VeriSign, Inc. or Thawte, Inc.), generate a certificate signing request (CSR) and send it to the certificate authority. Use one of these commands to generate the CSR:

Windows:

```
keytool -certreq -alias jetty -keystore
%SYBASE%\SCC-3_1\services\EmbeddedWebContainer\keystore
-file scc_jetty.csr
```

UNIX:

```
keytool -certreq -alias jetty -keystore
$SYBASE/SCC-3_1/services/EmbeddedWebContainer/keystore
-file scc_jetty.csr
```

Note: The keytool utility resides in the Sybase JRE install directory:

Windows: %SYBASE_JRE6%\bin\keytool

UNIX: \$SYBASE_JRE6/bin/keytool

There are two JRE-related environment variables. If SYBASE_JRE6 is not found, the system tries SYBASE_JRE.

2. Follow the instructions provided by the certificate authority to import the signed certificate into the Sybase Control Center keystore and, if necessary, to install the certificate authority's trusted certificate in the "truststore," cacerts. Typically, the command to import the signed certificate is:

Windows:

```
keytool -keystore %SYBASE%\SCC-3_1\services
\EmbeddedWebContainer\keystore
-import -alias jetty -file scc_jetty.crt -trustcacerts
```

UNIX:

```
keytool -keystore $SYBASE/SCC-3_1/services/
EmbeddedWebContainer/keystore
-import -alias jetty -file scc_jetty.crt -trustcacerts
```

The initial keystore password is `changeit`.

Configuring Sybase Control Center

Set up security and configure Sybase Control Center product modules. You must perform these tasks before you can use Sybase Control Center.

1. Access the online help by doing one of the following:
 - Click **?** in the upper-right corner of the Sybase Control Center screen. Expand the Sybase Control Center books in the left pane of the help window.
 - Visit <http://sybooks.sybase.com> and select Sybase Control Center from the Select a Product list.

The help includes a module called *Sybase Control Center* that documents basic features, followed by a module for each product component you have installed. The help on the Sybooks site includes all the help modules.

2. Complete these required configuration tasks:

Task	Location in help
Configure security. Includes setting up authentication and role mapping.	<i>Sybase Control Center > Get Started > Setting Up Security</i>

Task	Location in help
<p>Configure product modules.</p> <p>Includes registering servers, setting up statistics collection, and creating alerts.</p> <hr/> <p>Note: Configuration tasks vary by component. If you have more than one Sybase Control Center product module installed, follow the configuration steps for each one.</p>	<p><i>Product module help > Configure</i></p>

Setting Passwords or Disabling Default Login Accounts

Set new passwords for the sccadmin and scuser accounts if you plan to use the accounts. If you do not plan to use the accounts, disable them.

Prerequisites

Before disabling the sccadmin account:

- Configure Sybase Control Center to authenticate users through Windows, UNIX, or LDAP. See *Get Started > Setting Up Security*.
- Grant Sybase Control Center administration privileges to at least one Windows, UNIX, or LDAP user account. See *Get Started > User Authorization*.

Task

1. In a text editor, open the `csi.properties` file:

```
Windows: %SYBASE%\SCC-3_1\conf\csi.properties
UNIX: $SYBASE/SCC-3_1/conf/csi.properties
```

2. Search for `=sccadmin`.

The line containing `=sccadmin` and the lines following should look like this:

```
CSI.loginModule.2.options.username=sccadmin
CSI.loginModule.2.options.password=
CSI.loginModule.
2.options.roles=uaAgentAdmin,uaPluginAdmin,sccAdminRole
CSI.loginModule.2.options.encrypted=false
```

3. (Optional) To disable the sccadmin account, comment out the sccadmin block of the file by inserting a number or hash symbol (#) at the beginning of every line. Do the same for scuser, then skip to step 11.
4. Encrypt and copy a password for the sccadmin account. (See *Encrypting a Password* on page 31.)
5. Paste the encrypted password at the end of the line that ends with `password=`.

6. On the bottom line, change `encrypted=false` to `encrypted=true`.
7. Encrypt and copy a different password for `scuser`.
8. Return to `csi.properties` and search for `=scuser`.
9. Paste the encrypted password at the end of `scuser's password=` line.
10. On the bottom line of the `scuser` block, change `encrypted=false` to `encrypted=true`.
11. Save the file and exit.
12. To make the new or disabled passwords take effect, restart Sybase Control Center. (See *Starting and Stopping Sybase Control Center in Windows* on page 21 or *Starting and Stopping Sybase Control Center in UNIX* on page 23.)

Encrypting a Password

Use the **passencrypt** utility to encrypt passwords and other values that must be kept secure while stored in text files.

You can safely store an encrypted password in a properties file. Enter the password in clear text (unencrypted) when you execute **passencrypt** and when you use the password to log in.

passencrypt, which is located in the Sybase Control Center `bin` directory, uses the DES encryption algorithm.

1. Open a command window and change to the `bin` directory:

Windows: `cd <SCC-install-directory>\bin`

UNIX: `cd <SCC-install-directory>/bin`

2. Encrypt a password:

```
passencrypt -text <new_password>
```

The `passencrypt` utility encrypts the password you enter and displays the password in encrypted form.

3. Copy the encrypted password.
4. Paste the encrypted password where needed.
5. When you have encrypted all the passwords you need, immediately close the command window—it displays passwords in clear text.

Troubleshooting Installation

Determine the cause of problems and apply the recommended solution.

Windows problems

Installer fails to start	If the installer does not start, perform a silent installation using a response file. See <i>Creating a Response File</i> on page 13.
Sybase Control Center fails to start after installation	Execute scc.bat —see <i>Starting and Stopping Sybase Control Center in Windows</i> on page 21.

<p>Cannot connect to Sybase Control Center or install Adobe Flash Player</p>	<p>Browsers with strong security settings, including Internet Explorer (IE) Enhanced Security Configuration, fail to connect to Sybase Control Center if they are unable to load Flash Player. When you try to connect, you might see a message similar to this:</p> <p>This content requires the Adobe Flash Player. Get Flash.</p> <p>In some cases, there is no indication of the need for Flash Player; you might see only a gray box in the browser window.</p> <p>To install Flash Player so that you can use Sybase Control Center, relax the security settings on your browser, including ActiveX controls in IE.</p> <ol style="list-style-type: none"> 1. To download Flash Player, click the Get Flash link or go to http://get.adobe.com/flashplayer/. 2. Review the license agreement and click Agree and install now. If your browser's security options are too strict, they prevent Flash Player from installing. 3. Change the level of security so you can install Flash Player: <ul style="list-style-type: none"> • In Internet Explorer, go to Tools > Internet Options > Security tab > Internet > Custom level. Most options in the Security Settings dialog have Disable and Enable settings. Many also have a Prompt setting, which means that IE prompts you for approval before using the feature or performing the action described. Set all disabled options in the dialog to Enable or Prompt. Prompt is safer. • In Firefox, go to Tools > Options > Content and Tools > Options > Security and choose less restrictive settings. 4. Return to the main window and reload the Flash Player installation page. Flash Player installs automatically and plays a small animation when it finishes. 5. Connect to Sybase Control Center and log in.
<p>Adobe Flash Player installation displays a gray box</p>	<p>If another program or instance of Internet Explorer (IE) is running the Flash Player, it may interfere with the installation of a newer version of Flash.</p> <ul style="list-style-type: none"> • Close all programs and browser windows and start the installation again. • Manually download and install the Adobe Flash Player by clicking the Get Flash link, or by going to http://get.adobe.com/flashplayer/. • Uninstall all previous versions of Adobe Flash and restart the computer. Start the installation again. <p>If the problem persists, refer to this Adobe TechNote: http://kb2.adobe.com/cps/191/tn_19166.html</p>

Running scripts is not enabled	If you see <code>Running scripts is not enabled</code> or a similar message while you are connected to Sybase Control Center, relax the security settings on your browser as described in the previous item.
Installer or uninstaller fails on Windows Vista, Windows 7, and Windows 2008 x86 64-bit	The installer or uninstaller fails on Microsoft Windows Vista, Windows 7, and Windows 2008 on x86 64-bit because it cannot set environment variables. In Windows Explorer, right-click <code>setup.exe</code> , <code>setupConsole.exe</code> , or <code>uninstall.exe</code> and select Properties . On the Compatibility tab, select Windows XP compatibility mode.

UNIX problems

UNIX operating systems include Linux, Solaris, AIX, and HP-UX.

Cannot run the installer in GUI mode	To correct the problem, enter the following command at the UNIX prompt of the remote machine, where <code>host_name</code> is the name of the machine on which you want the installer to appear (that is, on your local machine): For C shell: <pre>setenv DISPLAY host_name:0.0</pre> For Bourne shell: <pre>DISPLAY=host_name:0.0; export DISPLAY</pre>
Client not authorized to connect to server	If you see this error message when you launch the installer, the remote machine does not have permission to display the user interface on the local machine where you are working: <pre>Xlib: connection to "host_name" refused by server Xlib: Client is not authorized to connect to Server xhost: unable to open display "host_name"</pre> To correct the problem: <ol style="list-style-type: none">1. Enter the following command at the UNIX prompt of your local machine, where <code>remote_machine</code> is the machine on which you are running the installer: <pre>xhost +remote_machine</pre>2. Restart the installer.
Sybase Control Center fails to start after installation	Execute <code>scc.sh</code> —see <i>Starting and Stopping Sybase Control Center in UNIX</i> on page 23.

Troubleshooting Installation

Cannot connect to Sybase Control Center or install Adobe Flash Player	<p>Browsers with strong security settings fail to connect to Sybase Control Center if they are unable to load Flash Player. When you try to connect, you might see a message similar to this:</p> <p>This content requires the Adobe Flash Player. Get Flash.</p> <p>In some cases, there is no indication of the need for Flash Player; you might see only a gray box in the browser window.</p> <p>To install Flash Player so that you can use Sybase Control Center, relax the security settings on your browser.</p> <ol style="list-style-type: none">1. To download Flash Player, click the Get Flash link or go to <i>http://get.adobe.com/flashplayer/</i>.2. Review the license agreement and click Agree and install now. If your browser's security options are too strict, they prevent Flash Player from installing.3. Change the level of security so you can install Flash Player. In Firefox, go to Tools > Options > Content and Tools > Options > Security and choose less restrictive settings.4. Return to the main window and reload the Flash Player installation page. Flash Player installs automatically and plays a small animation when it finishes.5. Connect to Sybase Control Center and log in.
Running scripts is not enabled	<p>If you see <code>Running scripts is not enabled</code> or a similar message while you are connected to Sybase Control Center, relax the security settings on your browser as described in the item on installing Flash Player, above.</p>

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