SYBASE®

An **SAP**® Company

Installation Guide

Sybase Control Center 3.2.7

Contents

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 10 users logged in simultaneously
- Up to 100 monitored resources (servers)

  Many factors contribute to the practical limit on how many resources you can monitor from one Sybase Control Center server: availability of system resources such as CPU, memory, and disk space; how many data collections are scheduled; the interval between data collections; and the type of work that Sybase Control Center is doing (administration versus monitoring).

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 manuals 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 on the Sybase Product Documentation 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 Task Flows for Sybase Control Center

Task flows are complete paths for planning, installing, and upgrading. Choose the task flow that best describes your scenario.

Tip: Print this topic and use it as a checklist.

Installing SCC for the First Time	Upgrading to a New Version
Plan your installation on page 5.	*Plan your installation* on page 5, including *preparing to roll back from an upgrade* on page 8.
Perform *preinstallation tasks* on page 11.	Perform *preinstallation tasks* on page 11.
Install Sybase Control Center: • In interactive *GUI or console mode* on page 15, or • In *silent mode with a response file* on page 18.	Install Sybase Control Center: • In interactive *GUI or console mode* on page 15, or • In *silent mode with a response file* on page 18.
	Upgrade Sybase Control Center on page 23.
If you plan to use **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, *install JDBC drivers for Non-Sybase Replicate Databases* on page 27.	If you plan to use **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, *install JDBC drivers for Non-Sybase Replicate Databases* on page 27.
Configure the SSL certificate on page 38.	*Configure the SSL certificate* on page 38.
Configure Sybase Control Center on page 41.	*Configure Sybase Control Center* on page 41.
Set passwords or disable the default login accounts on page 39.	*Set passwords or disable the default login accounts* on page 39.
	Uninstall the previous version of Sybase Control Center on page 21.

Planning Your Installation

Before you install, prepare your environment.

- Identify the computer on which you will install the Sybase Control Center server, including the various product module plug-ins needed for your enterprise. 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 11 and *Installing the Server with the Sybase Installer* on page 15 to review the decisions you must make.

Obtaining a License

Sybase Control Center is licensed free of charge to customers who have a paid license for a product managed by Sybase Control Center (including Adaptive Server®, Sybase® IQ, Sybase Event Stream Processor, Replication Server®, Replication Agent™, Mirror Replication Agent, or Replication Server Data Assurance option). Evaluation licenses are also available.

You need not obtain a license. The installer offers these licensing options:

- Install licensed copy of Sybase Control Center Suite – choose this option if you have a paid license for a product managed by Sybase Control Center. It installs Sybase Control Center under a permanent (nonexpiring) license.
- Evaluate Sybase Control Center Suite – choose this option if you do not have a paid license for a product managed by Sybase Control Center, or if you do not want to install a permanent copy of Sybase Control Center. The evaluation license expires after 30 days.

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. Sybase Control Center Server Requirements

SCC Server Platform	Operating System
x86/32-bit x86/64-bit	Windows XP Pro. Service Pack 1 or later is required to run SCC as a service. Windows Vista Windows 7 Windows Server 2008 R2 Red Hat Enterprise Linux 5, 6 SUSE Linux Enterprise 10, 11 SP1
Solaris SPARC 64-bit	Solaris 9, 10
Solaris-64 (x64)	Solaris 10

Before you run the SCC installer, install any patches for your operating system required for Java Runtime Environment (JRE) 6 and 7.

SCC 3.2.7 supports these browsers with Flash Player 10.1 or greater:

• Internet Explorer 8 or greater
• Firefox 3.6 or greater

Table 2. Disk Space Requirements for Installation

Architecture	Minimum Disk Space Required	Minimum Temporary Disk Space to Run Installer
Windows x86	530MB	45MB
Linux x86	540MB	25MB
Solaris SPARC	550MB	25MB

Disk space requirements after installation 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.

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.
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, consider limits on monitoring and hardware requirements when you plan your Sybase Control Center deployment.

Before you deploy Sybase Control Center, consider the number of servers that SCC will monitor. An SCC server can monitor up to 100 resources. (The number of resources one SCC server can effectively monitor depends on the complexity of the monitored resources, the frequency of data collection, the number of concurrent SCC users, and the hardware configuration of the host on which SCC is running.) To monitor more than 100 resources, install additional SCC servers and distribute the resources among them. The monitoring limit applies whether you install SCC on the same machine as a managed server or on a dedicated machine.

Also consider where to install Sybase Control Center. SCC may collect and store performance data for every server it monitors. Because data collection can use significant quantities of CPU cycles, disk space, and network resources, SCC can affect the performance of other servers sharing the same host machine. Consequently, Sybase recommends that you plan carefully before installing an SCC server on the same host as a managed server in a production environment.

In these situations, however, combined installations of SCC and a managed server can provide adequate performance:
• Testing, evaluation, and proof of concept projects
• Scenarios where use of SCC is very light
• When the host machine's resources meet or exceed the combined requirements of SCC and the managed server

If you install SCC on the same machine as a managed server, consult the system requirements for both SCC and the managed server and make sure that the host machine provides ample CPU, RAM, disk, and network resources for both products. The resources required by a single managed server vary a great deal based on the server's configuration, as do the resources required by SCC. In general, SCC uses more resources to manage more complex servers. SCC also uses more resources when it is configured to run more frequent data collections.

If you install Sybase Control Center and a managed server on the same machine and later need help to separate them, contact Sybase technical support for assistance.

Preparing to Roll Back from an Upgrade

Sybase Control Center does not support downgrade. Back up your SCC installation directory so you can manually restore the previous release if necessary.

This procedure applies only to upgrades from Sybase Control Center 3.2.x to later versions in the 3.2 series because these versions are installed into the same SCC-3_2 directory. If you are

upgrading from SCC 3.1 or SCC 3.0, you do not need to prepare to roll back—just keep your old installation directory and continue to run SCC from it. Avoid running the new and old versions of SCC simultaneously unless you have assigned them different ports.

1. Copy the SCC installation directory for the older version (SCC-3_2, SCC-3_1, or SCC-3_0) to a location outside the parent `Sybase` directory.

2. Install the new version of SCC and perform the upgrade procedure as described elsewhere in this guide.

3. Follow these steps if, after performing the upgrade, you need to roll back:
   a) Uninstall the new version of SCC—see *Uninstalling* on page 21.
   b) To reset environment variables, run the SCC installer for the version you are rolling back to. Any configuration you enter in the installer will be overwritten when you restore your old installation directory. Do not start SCC from the installer.
   c) Copy the backed-up installation directory to its original location in the file system.

Preinstallation Tasks

Prepare for the installation.

Sybase Control Center employs a Web-based multitier architecture that allows multiple SCC clients to monitor and manage all supported Sybase servers in an enterprise using a small number of SCC servers—often, you need only one. An SCC remote command and control agent is installed with each managed server that requires it. The SCC client is a rich Internet application that runs in a Web browser. It requires the Adobe Flash Player plug-in version 10.x or later.

1. Identify a host on which to run each Sybase Control Center server you need to deploy.

   These are typical SCC environments.

   Figure 1: In this scenario the Sybase Control Center server, which provides the management UI, is installed on a dedicated host. An SCC remote command and control agent is installed with each managed server. The Web clients require no SCC software.
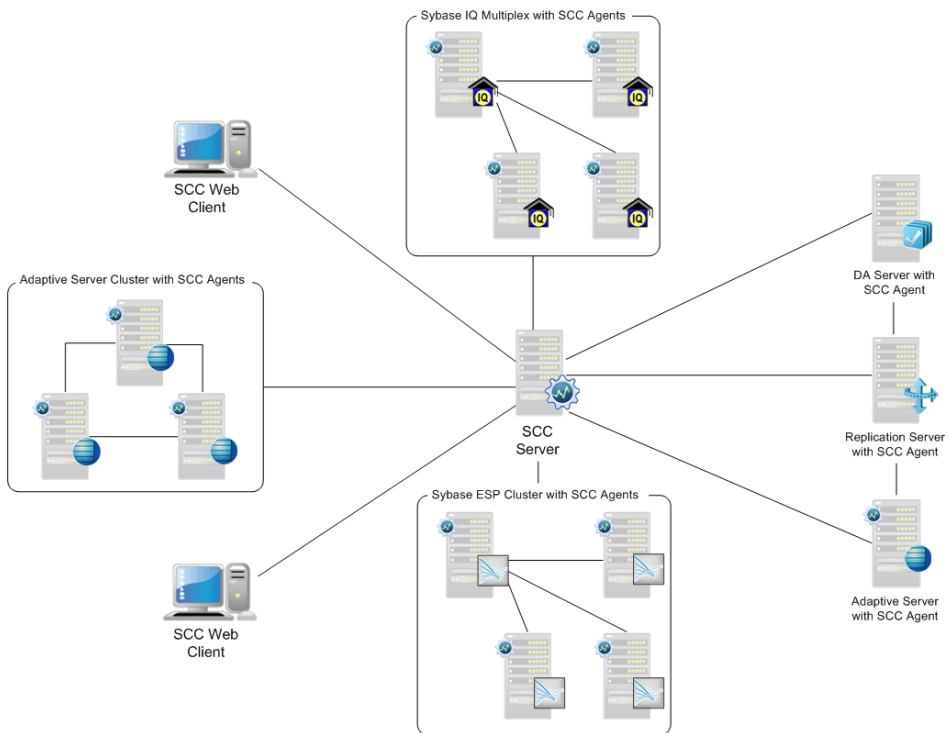
Figure 2: In this scenario the Sybase Control Center server, which provides the management UI, shares a host with a managed server. (Here, the managed server sharing the SCC host is Sybase IQ, but it could be of any type.) Other managed servers are installed with SCC remote command and control agents. The Web clients require no SCC software.
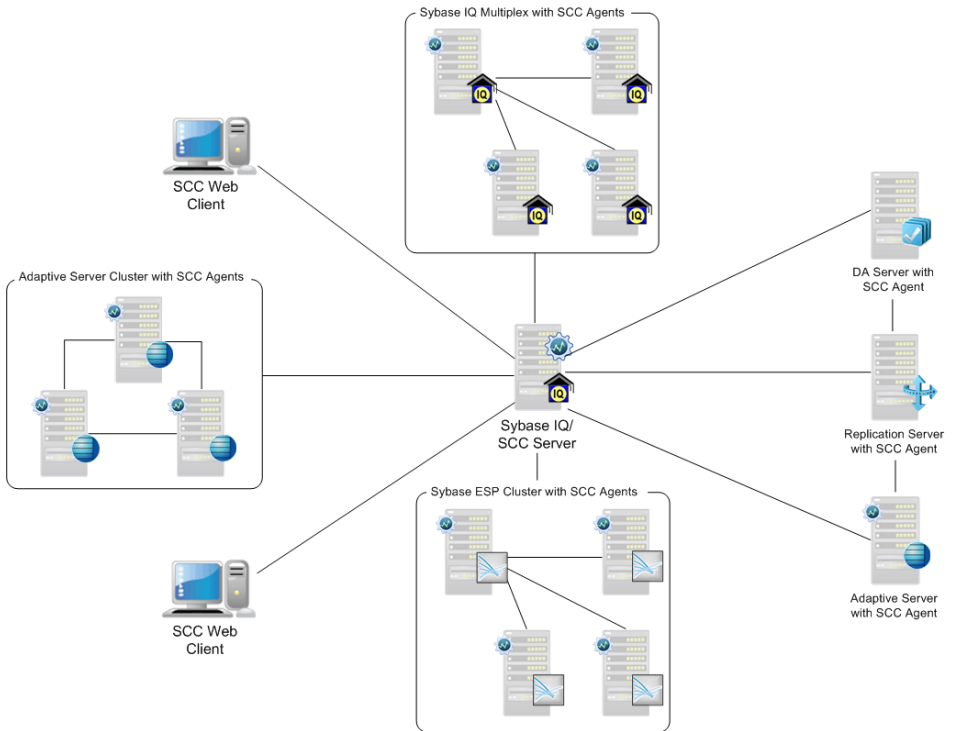
2. Make sure the computer on which you plan to run Sybase Control Center meets the *System Requirements* on page 5.

3. Make sure the computer on which you plan to run SCC has good network connectivity to the servers it will manage and to the client workstations.

4. Consider these deployment issues:

   • Minimizing network latency – you see better performance if you install Sybase Control Center near the monitored servers and near the workstations on which SCC Web clients are running.

   • Unified Sybase Control Center environment – consider installing the SCC server in a central location. Add all the SCC product module plug-ins you need (SCC for Adaptive Server, SCC for Data Assurance, SCC for ESP, SCC for Replication, or SCC for Sybase IQ) to the central installation. This lets you manage and monitor your servers from one SCC installation, which is especially useful in a replication environment.

- Administration and security – you can exercise differing levels of control in different parts of your enterprise, for example, by protecting the data in some servers more strictly than in others.

5. Involve others in the preparations, particularly if you are planning a UNIX deployment. Configuring SCC security on a UNIX server requires root privileges.

6. Read the *Sybase Control Center Release Bulletin* to learn about known issues and changes that came up too late to be included in the Sybase Control Center help.

7. Install patches for your operating system required for Java Runtime Environment (JRE) 6 and 7, if any.

See *oracle.com* for information on OS patch levels for JRE 6 and JRE 7. You need OS patches for both JREs because the SCC installer uses JRE 6, but SCC itself uses JRE 7.

Note: You need not install or upgrade the JREs; they are included in the SCC installer.

8. Decide where in the file system to install Sybase Control Center. Do not install into a directory that is named using non-ASCII characters. If the file system already includes a Sybase directory, consider installing SCC there.

If you are installing SCC in an Adaptive Server cluster, Event Stream Processor cluster, or Sybase IQ multiplex environment, consider using shared-disk mode. Shared-disk mode lets you run multiple SCC instances (any combination of SCC servers and SCC agents) from a single SCC installation. For more information, see the SCC online help on the Product Documentation Web site at *http://sybooks.sybase.com/sybooks/sybooks.xhtml? prodID=10680*.

Installing Sybase Control Center

Install the SCC server using your chosen method.

Prerequisites

Complete server installation planning and preinstallation tasks, including *Preparing to Roll Back from an Upgrade* on page 8.

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 15.
* 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 18.

Note: You can install Sybase Control Center 3.2.7 on top of SCC 3.2.x; no upgrade is required. However, you need not install SCC 3.2.x before installing SCC 3.2.7.

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.
* If you are upgrading, Sybase recommends that you shut down the earlier version of Sybase Control Center before installing the new version. When the installer configures HTTP, HTTPS, and RMI ports, it checks to see if the port numbers provided are in use. If the earlier version of Sybase Control Center is running when you install the new version, you cannot use the same ports in both versions. Configure different ports only if you plan to run the two versions of Sybase Control Center simultaneously, which is not recommended.

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 and Solaris) operating systems.

1. If you received Sybase Control Center along with a product managed by SCC (Adaptive Server, Data Assurance, replication products, Event Stream Processor, or Sybase IQ),

copy the Sybase Control Center installer from the media to the machine on which you plan to install it.

To obtain Sybase Control Center on the Web, including product module plug-ins that were not included on the media with your server product, download the SCC installer from *http://downloads.sybase.com*.

2. If necessary, unzip or untar the installer package.

3. (Windows) If you are installing in any version of Windows, log in using an account with administrative privileges.

4. (Windows) If you are installing 32-bit SCC on 64-bit Windows Vista, Windows 7, or Windows 2008, set compatibility mode for the installer to Windows XP.

   Tip: To avoid these extra steps, use the 64-bit SCC Windows installer.

   a) Right-click `setup.exe` or `setupConsole.exe`.
   b) Select **Properties**.
   c) On the Compatibility tab, select **Windows XP** compatibility mode.
   d) Click **OK**.

5. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the installer. You must do this even if you already have administrative privileges.

   a) Right-click `setup.exe` or `setupConsole.exe`.
   b) Select **Run as Administrator**.

6. (UNIX) 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 installer in text-based console mode.

7. Launch the installer:

Operating System	GUI Mode	Console Mode
Windows	Open `setup.exe`	Execute `setupConsole.exe -i console`
UNIX	Execute `setup.bin`	Execute `setup.bin -i console`

   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.

8. Select the type of software license for Sybase Control Center. You need not obtain a license if you choose to install a licensed copy.

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

10. Select the directory in which to install Sybase Control Center.

The default installation directory is:
- Windows – `C:\Sybase`
- UNIX – `/opt/sybase`

11. If the warning message about installing into an existing directory appears, click **Next**.

12. Select the type of installation:
- **Full** – installs the Sybase Control Center server core functionality and all available product modules.
- **Custom** – allows you to select the Sybase Control Center product modules to install. SCC core functionality is always installed.

> **Note:** For upgrades: If you used the earlier version of Sybase Control Center to manage and monitor more than one type of resource (Adaptive Server, Data Assurance, Event Stream Processor, Sybase IQ, Replication Server, Replication Agent, Mirror Replication Agent), install the same set of product module plug-ins with the new version of SCC.

13. On the Preinstallation Summary screen, verify the selected installation features and confirm there is enough disk space available to complete the installation. To start the installation, click **Install**.

14. 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 unless you will never run the older and newer versions at the same time.

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

16. On the Security Login Modules screen, set the passwords for SCC administration login accounts:
- sccadmin – the SCC administrator account
- uafadmin – the SCC agent administrator account

Your password must be at least six characters long.

17. On the Review Configuration Summary screen, verify that the configuration is correct.

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

18. On the Enable SCC Shared Disk screen, click **Yes** to enable shared-disk mode if you plan to run multiple SCC servers or agents from this installation. If you select Yes, specify a name for the first SCC instance (an SCC agent) on the next screen.
The installer may take a few minutes to create and set up the instance.

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

Sybase recommends that you configure a service in a production environment. If you select **No**, you must start Sybase Control Center manually.

20. To start SCC when the installation is completed, select **Yes** on the Start Sybase Control Center screen.
SCC may take a few minutes to start.

21. Review the results on the Installation Completed screen and click **Done**.

Next
If you are using shared-disk mode, see the Sybase Control Center online help for:

- Instructions on deploying and managing instances of SCC agents and servers
- Information on how deploying instances changes the directory structure of your SCC installation

Installing with a Response File

Create and use an installation response file to install Sybase Control Center in silent mode, with minimal user input. Silent mode is a convenient way to install SCC on multiple machines, or to set up an installation that can be repeated in case of hardware failure.

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.

Prerequisites
If you are upgrading, Sybase recommends that you shut down the earlier version of Sybase Control Center before installing the new version. When the installer configures HTTP, HTTPS, and RMI ports, it checks to see if the port numbers provided are in use. If the earlier version of Sybase Control Center is running when you install the new version, you cannot use the same ports in both versions. Configure different ports only if you plan to run the two versions of Sybase Control Center simultaneously, which is not recommended.

Task

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.

Alternatively, Sybase provides a sample reponse file called `sample_response.txt` in the directory where your Sybase Control Center installer images were downloaded. Rather

than creating a reponse file as described below, you might prefer to copy and edit the sample response file. The options are documented in the file. You must provide values for the password properties CONFIG_SCC_CSI_SCCADMIN_PWD and CONFIG_SCC_CSI_UAFADMIN_PWD.

1. (Windows) If you are installing 32-bit SCC on 64-bit Windows Vista, Windows 7, or Windows 2008, set compatibility mode for the installer to Windows XP.

   Tip: To avoid these extra steps, use the 64-bit SCC Windows installer.

   a) Right-click `setup.exe` or `setupConsole.exe`.
   b) Select **Properties**.
   c) On the Compatibility tab, select **Windows XP** compatibility mode.
   d) Click **OK**.

2. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the installer. You must do this even if you already have administrative privileges.

   a) Right-click `setupConsole.exe`.
   b) Select **Run as Administrator**.

3. To generate the response file during installation, run:
   • Windows console mode:

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

   For example:

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

   • Windows GUI mode:

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

   For example:

   ```
   setupConsole.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.

4. See *Installing with the Sybase Installer* on page 15 for instructions on responding to the installer.

5. Before using the response file, open it and add values for the password properties CONFIG_SCC_CSI_SCCADMIN_PWD and CONFIG_SCC_CSI_UAFADMIN_PWD. For security reasons, the values you enter are not recorded in the response file, but setting these passwords to non-null values during installation is required.

Next

The response file contains passwords in clear text. After you use the file, destroy it or remove the passwords.

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.
• If you are upgrading, Sybase recommends that you shut down the earlier version of Sybase Control Center before installing the new version. When the installer configures HTTP, HTTPS, and RMI ports, it checks to see if the port numbers provided are in use. If the earlier version of Sybase Control Center is running when you install the new version, you cannot use the same ports in both versions. Configure different ports only if you plan to run the two versions of Sybase Control Center simultaneously, which is not recommended.

Task

1. (Windows) If you are installing in any version of Windows, log in using an account with administrative privileges.
2. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the installer. You must do this even if you already have administrative privileges.
   a) Right-click `setupConsole.exe` (recommended) or `setup.exe`.

   > **Warning!** In Windows, Sybase recommends that you use `setupConsole.exe`, which runs in the foreground when you perform a silent installation. `setup.exe` 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.

   b) Select **Run as Administrator**.
3. 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 accept the Sybase software license when you install in silent mode. You can either:

- Include this option in the command line argument:

```
-DAGREE_TO_SYBASE_LICENSE=true
```

or:

- Edit the response file to include:

```
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.

Uninstalling

Remove Sybase Control Center from your system.

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

You need not uninstall to disable or remove instances of SCC agents and servers running from a shared disk installation. See the SCC online help for details on managing instances.

1. (Windows) If you are uninstalling in any version of Windows, log in as an administrator.
2. (Windows) If you are uninstalling in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the uninstaller. You must do this even if you already have administrative privileges.
   a) Right-click `%SYBASE%\sybuninstall\SCCSuite-X_X\uninstall.exe`, where *X_X* is the release number.
   b) Select **Run as Administrator**.
3. Launch the uninstaller.

   In Windows:
   - Open or double-click:

   ```
   %SYBASE%\sybuninstall\SCCSuite-X_X\uninstall.exe
   ```

   where *X_X* is the release number.

- • Alternatively, select **Control Panel > Add or Remove Programs > Sybase Control Center > Change/Remove**.

In UNIX:

Execute:

```
$SYBASE/sybuninstall/SCCSuite-X_X/uninstall
```

where *X_X* is the SCC release number.

4. Follow the instructions in the uninstaller.

5. To delete files created after installation, remove the Sybase Control Center installation directory when the uninstaller is finished. By default, the SCC installation directory is located in the Sybase directory and includes the release number in its name—for example, Sybase/SCC-3_2.

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

Upgrading Sybase Control Center

Upgrade to the new version of Sybase Control Center.

You can upgrade Sybase Control Center from version 3.1.x or 3.0.x to 3.2.7. If you installed SCC 3.2.7 over an earlier version of 3.2, there is no need to perform the upgrade steps.

You can upgrade:

- Singleton SCC servers – those that are not using the shared-disk feature.
- SCC server instances where multiple SCC servers and SCC agents run from a single installation on a shared disk.

SCC agents do not require upgrade steps after you install the new version.

Upgrading a Singleton Sybase Control Center

Upgrade a singleton Sybase Control Center server by copying key files in the repository.

Prerequisites

Install the latest version of Sybase Control Center before upgrading. If you used the earlier version of Sybase Control Center to manage and monitor more than one type of resource (Adaptive Server, Data Assurance, Event Stream Processor, Sybase IQ, Replication Server, Replication Agent, Mirror Replication Agent), install the same set of product module plug-ins with the new version of SCC.

Task

1. Shut down both the old and the new versions of Sybase Control Center.
2. Navigate to the installation location of the earlier version of Sybase Control Center.
3. Copy these files:

   Windows –
   - `%SYBASE%\SCC-3_1\services\Repository\scc_repository.db`
   - `%SYBASE%\SCC-3_1\services\Repository\scc_repository.log`

   or:
   - `%SYBASE%\SCC-3_0\services\Repository\scc_repository.db`
   - `%SYBASE%\SCC-3_0\services\Repository\scc_repository.log`

   UNIX –
   - `$SYBASE/SCC-3_1/services/Repository/scc_repository.db`
   - `$SYBASE/SCC-3_1/services/Repository/scc_repository.log`

or:
- `$SYBASE/SCC-3_0/services/Repository/scc_repository.db`
- `$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_2\services\Repository`.

5. Determine whether, in the earlier version of SCC, you modified this file (to add a password for the sccadmin account, for example):

In SCC 3.2.5 or earlier: `SCC-3_2/conf/csi.properties`

In SCC 3.2.6 or later: `SCC-3_2/conf/csi_config.xml`

If so, make the same changes to `SCC-3_2/conf/csi_config.xml` in the latest version. Note that in SCC 3.2.6, the name and format of the CSI file changed and the sccuser account was removed.

Note: Sybase recommends that you do not use login accounts defined in `csi_config.xml` in a production environment. See the *Get Started > Setting up Security* section of the Sybase Control Center online help for instructions on configuring authentication through LDAP or the operating system.

6. Start the new version of Sybase Control Center.
When you start the latest-version server with the earlier-version repository, the repository automatically migrates to the most current version.

Upgrading Shared-Disk Instances

Upgrade a Sybase Control Center server instance by copying key files in the repository.

Prerequisites

Install the latest version of Sybase Control Center before upgrading.

If you are running multiple SCC server instances, install the latest version of SCC into a different directory from the earlier version. For example:

Earlier version: `Sybase\scc326\SCC-3_2`
Later version: `Sybase\scc327\SCC-3_2`

If you used the earlier version of Sybase Control Center to manage and monitor more than one type of resource (Adaptive Server, Data Assurance, Event Stream Processor, Sybase IQ, Replication Server, Replication Agent, Mirror Replication Agent), install the same set of product module plug-ins with the new version of SCC.

Task

1. Enable shared-disk mode in the new installation directory. In `SCC-3_2\bin`, enter:
   ```
   sccinstance -enable
   ```

2. Deploy instances in the new installation directory. For example, enter this in `SCC-3_2\bin` to deploy a server instance called Boston:
   - Windows –
     ```
     sccinstance -create -server -instance Boston -service
     ```
   - UNIX –
     ```
     sccinstance -create -server -instance Boston
     ```

   For more information on deploying instances, see *Get Started > Deploying an Instance from a Shared Disk Installation* in the online help.

3. Shut down all instances of Sybase Control Center—both old and new versions.

4. Navigate to the installation location of the earlier version of SCC on the shared disk.

5. Copy the earlier-version `scc_repository.db` and `scc_repository.log` files. For example:

   Windows –
   - `%SYBASE%\scc326\SCC-3_2\instances\<instance-name>\services\Repository\scc_repository.db`
   - `%SYBASE%\scc326\SCC-3_2\instances\<instance-name>\services\Repository\scc_repository.log`

   UNIX –
   - `$SYBASE/scc326/SCC-3_2/instances/<instance-name>/services/Repository/scc_repository.db`
   - `$SYBASE/scc326/SCC-3_2/instances/<instance-name>/services/Repository/scc_repository.log`

6. Paste the copied files into the corresponding instance directory of the latest installed version. For example:
   ```
   C:\Sybase\scc327\SCC-3_2\instances\<instance-name>\services\Repository.
   ```

7. Determine whether, in the earlier version of SCC, you modified this file (to add a password for the sccadmin account, for example):

   In SCC 3.2.5 or earlier: `SCC-3_2/conf/csi.properties`

   In SCC 3.2.6 or later: `SCC-3_2/conf/csi_config.xml`

   If you did, make the same changes to `SCC-3_2/conf/csi_config.xml` in the latest version. Note that in SCC 3.2.6, the name and format of the CSI file changed and the sccuser account was removed.

   Note: Sybase recommends that you do not use login accounts defined in `csi_config.xml` in a production environment. See the *Get Started > Setting up*

Security section of the Sybase Control Center online help for instructions on configuring authentication through LDAP or the operating system.

8. Start each instance of the new version of Sybase Control Center.
When you start the latest-version server with the earlier-version repository, the repository automatically migrates to the most current version.

Installing JDBC Drivers for Non-Sybase Replicate Databases

(Optional, replication only) 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 the Sybase Control Center server 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 JDBC Driver 2.0 (`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 drivers in:

- Windows – `%SYBASE%\SCC-3_2\plugins\RMAP\lib`
- UNIX – `$SYBASE/SCC-3_2/plugins/RMAP/lib`

3. If Sybase Control Center is running, stop it and start it again.

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

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, Windows 2008, and Windows 7, 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, Windows 2008, or Windows 7, 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 or the SCC agent. You can start manually, which is useful for testing and troubleshooting, or set the service to start automatically and to restart in case of failure.

This topic applies to both Sybase Control Center (the server) and the Sybase Control Center agent that runs on each product server managed by SCC. It applies to both singleton installations and instances of SCC agents and servers running from a shared disk.

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

- Use the **scc.bat** command to start Sybase Control Center or the SCC agent 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.bat** to change the logging level for 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 for an SCC server or agent.
- Use the **net start** and **net stop** commands. This is another way to run Sybase Control Center or the SCC agent as a service.

Note: To start an SCC agent or server as a service:
- In a singleton installation, you must have selected **Yes** in the installer to install the agent or server as a service.
- In a shared disk installation, the agent or server must have been deployed using the **-service** option of the **sccinstance** command.

In a singleton installation, the installer lets you start Sybase Control Center or the SCC agent as a service and configures the service to restart automatically. Before starting, check the Windows Services list for a Sybase Control Center service.

Here are the steps for each starting and stopping option:

- **Start Sybase Control Center or the SCC agent:**
  a) (Skip this step for the SCC agent.) If you are starting Sybase Control Center for the first time in Windows Vista, Windows 2008, or Windows 7, set the **Run as Administrator** option on the command prompt so that Sybase Control Center can register its ODBC driver. (This is necessary even if you are logged in as an administrator.)
  b) Enter the **scc** command.

     For a singleton installation:
     ```
     %SYBASE%\SCC-3_2\bin\scc.bat
     ```

     For an instance:
     ```
     %SYBASE%\SCC-3_2\bin\scc.bat -instance <instance-name>
     ```

     You can omit the **-instance** option if the instance's name is the same as its host name (the default).
- **Stop Sybase Control Center or the SCC agent:**
  a) Enter the **scc --stop** command.

     For a singleton installation:
     ```
     %SYBASE%\SCC-3_2\bin\scc.bat --stop
     ```

     For an instance:

```
%SYBASE%\SCC-3_2\bin\scc.bat --stop -instance <instance-
name>
```

You can omit the **-instance** option if the instance's name is the same as its host name (the default).

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" in the Services list. It may be followed by a release number; if the service is for an instance, it is also followed by the instance name. Service names do not distinguish between agents and servers. If the service is running, the Status column displays "Started."
  d) To start or stop the service, right-click the **Sybase Control Center** entry in the Services list and choose **Start** or **Stop**.
  e) To configure automatic starting, double-click the service.
  f) To set the service to automatically start when the machine 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 (controlling either Sybase Control Center or the SCC agent) from the Windows command line:**
  a) To start the service, enter the **net start** command.

  For a singleton installation:
  ```
  net start "sybase control center 3.2.7"

  The Sybase Control Center 3.2.7 service is starting......
  The Sybase Control Center 3.2.7 service was started
  successfully.
  ```

  For an instance, include the instance name (Boston-1 in this example) in parentheses:
  ```
  net start "sybase control center 3.2.7 (Boston-1)"

  The Sybase Control Center 3.2.7 (Boston-1) service is
  starting......
  The Sybase Control Center 3.2.7 (Boston-1) service was
  started successfully.
  ```

  b) To stop the service, enter the **net stop** command.

  For a singleton installation:

```
net stop "sybase control center 3.2.7"

The Sybase Control Center 3.2.7 service is stopping.....
The Sybase Control Center 3.2.7 service was stopped
successfully.
```

For an instance, include the instance name (Boston-1 in this example) in parentheses:

```
net stop "sybase control center 3.2.7 (Boston-1)"

The Sybase Control Center 3.2.7 (Boston-1) service is
stopping.....
The Sybase Control Center 3.2.7 (Boston-1) service was
stopped successfully.
```

Starting and Stopping Sybase Control Center in UNIX

You can start Sybase Control Center or the SCC agent 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.

This topic applies to both Sybase Control Center (the server) and the Sybase Control Center agent that runs on each product server managed by SCC. It applies to both singleton installations and instances of SCC agents and servers running from a shared disk.

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

*   Use the **scc.sh** script to start Sybase Control Center or the SCC agent manually. You can either:
    *   Run **scc.sh** in the foreground to get 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.
    *   Run **scc.sh** in the background to suppress the console.

    You can use **scc.sh** to run Sybase Control Center at a nondefault logging level for troubleshooting. When you start manually with **scc.sh**, you cannot take advantage of the automatic start and restart features available to services.
*   Use the **sccd** script to configure a service that starts Sybase Control Center or the SCC agent automatically.

Here are the steps for each starting and stopping option:

*   **Before you start Sybase Control Center or the SCC agent 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:

```
source SYBASE.csh
```

• **Run Sybase Control Center or the SCC agent in the foreground.**

Running in the foreground is a method of manually starting; you must issue commands to stop and restart Sybase Control Center or the SCC agent.

a) To start Sybase Control Center or the SCC agent and drop into the console when the start-up sequence is finished, enter the **scc** command.

For a singleton installation:

```
$SYBASE/SCC-3_2/bin/scc.sh
```

For an instance:

```
$SYBASE/SCC-3_2/bin/scc.sh -instance <instance-name>
```

You can omit the **-instance** option if the instance's name is the same as its host name (the default).

• **Run Sybase Control Center or the SCC agent in the background.**

You can use **nohup**, **&**, and **>** to run Sybase Control Center or the SCC agent in the background, redirect output and system error to a file, and suppress the SCC console. Running in the background is a method of manually starting; you must issue commands to stop and restart Sybase Control Center or the SCC agent.

a) Execute a command similar to the sample below that matches your shell. Both sample commands direct output to the file `scc-console.out`. If the output file already exists, you might need to use additional shell operators to append to or truncate the file.
Bourne shell (sh) or Bash

For a singleton installation:

```
nohup ./scc.sh 2>&1 > scc-console.out &
```

For an instance:

```
nohup ./scc.sh -instance <instance-name> 2>&1 > scc-console-
your-instance.out &
```

You can omit the **-instance** option if the instance's name is the same as its host name (the default).

C shell

For a singleton installation:

```
nohup ./scc.sh >& scc-console.out &
```

For an instance:

```
nohup ./scc.sh -instance <instance-name> >& scc-console.out &
```

You can omit the **-instance** option if the instance's name is the same as its host name (the default).

- **Shut down Sybase Control Center or the SCC agent.**
    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 the **scc --stop** command.

    For a singleton installation:
    ```
    $SYBASE/SCC-3_2/bin/scc.sh --stop
    ```

    For an instance:
    ```
    $SYBASE/SCC-3_2/bin/scc.sh --stop -instance <instance-
    name>
    ```

    You can omit the **-instance** option if the instance's name is the same as its host name (the default).

- **Configure Sybase Control Center or the SCC agent 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. UNIX installations of Sybase Control Center include a shell script, **sccd**, which you can use 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 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 `$SYBASE/SCC-3_2/bin/sccd` into this directory:
        - AIX (SCC agent only): `/etc/rc.d/init.d`
        - HP-UX (SCC agent only): `/sbin/init.d`
        - All other platforms: `/etc/init.d`
    b) Open `sccd` and make these changes:
        - Change the line that sets the SYBASE variable to the location of your Sybase installation (that is, the parent of `SCC-3_2`, the Sybase Control Center installation directory). By default, this directory is called `Sybase`.
        - If you are not using shared-disk mode, or you are using shared-disk mode to run a single instance whose name is the same as the host name, skip to step *5.c* on page 35 or step *5.d* on page 35.

- If you are using shared-disk mode to run a single instance whose name is not the host name, or to run multiple instances on the same host, add the instance name to the script name. Change:

```
SCRIPT_NAME=scc.sh
```

to:

```
SCRIPT_NAME="scc.sh -instance <instance-name>"
```

- If you are using shared-disk mode to run multiple instances on the same host, append the instance name to the name of the ouput log file. Change:

```
./${SCRIPT_NAME} --start 2>&1 >> ${SCC_HOME}/log/scc-
service.out &
```

to:

```
./${SCRIPT_NAME} --start 2>&1 >> ${SCC_HOME}/log/scc-
service_<instance-name>.out &
```

- If you are using shared-disk mode to run multiple instances on the same host, save a copy of the `sccd` script for each instance, giving each copy a unique name. In each copy, add the instance name to the script name and append the instance name to the output log file name as described above. Perform the remaining steps in this procedure for each copy of `sccd`.

c) In Linux, configure the service to run in run levels 2, 3, 4, and 5:

```
/usr/sbin/chkconfig --add sccd
/usr/sbin/chkconfig --level 2345 sccd
```

You can test the `sccd` script with `/usr/sbin/service sccd status`. (The **service** command accepts these options: **start** | **stop** | **status** | restart.)

d) On non-Linux platforms, locate this directory:

- AIX (SCC agent only): `/etc/rc.d/rc<X>.d`
- HP-UX (SCC agent only): `/sbin/rc<X>.d`
- Solaris: `/etc/rc<X>.d`

where <X> is the run level (for example, 3). Make two soft links in the directory for your platform and set the links to point to:

- AIX (SCC agent only):
  `/etc/rc.d/init.d/sccd: S90sccd` and
  `/etc/rc.d/init.d/sccd: K10sccd`
- HP-UX (SCC agent only):
  `/sbin/init.d/sccd: S90sccd` and
  `/sbin/init.d/sccd: K10sccd`
- Solaris:
  `/etc/init.d/sccd: S90sccd` and
  `/etc/init.d/sccd: K10sccd`

The `S90sccd` link starts the service and the `K10sccd` link stops the service. The two-digit numbers in the links indicate the start and stop priorities of the service.

e) Use the `S90sccd` and `K10sccd` links to test starting and stopping the service. The links are called automatically when the machine is started or shut down.

Getting Started After Installing

Perform postinstallation testing and configuration.

Prerequisites
Start Sybase Control Center.

Task

1. Install Adobe Flash Player 10.1 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*. Click the link that says **Test your Adobe Flash Player installation**. The version information box on the next page that appears displays your Flash Player version.

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

   ```
   https://<scc_server_hostname>:8283/scc
   ```

   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 provides a default login account, sccadmin, for initial configuration and setting up permanent authentication. The password is set during installation.

   Note: The sccadmin account and the preconfigured user login module on which it is 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 disable sccadmin as soon as you have set up and tested authentication, and that you change the password on the sccadmin account if you do not plan to set up and test authentication right away.

5. (Optional) Change the password or disable sccadmin—see *Changing the Password or Disabling the Default Login Account*.

6. Learn about Sybase Control Center. 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 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_2\services\EmbeddedWebContainer\keystore
-file scc_jetty.csr
```

UNIX:

```
keytool -certreq -alias jetty -keystore
$SYBASE/SCC-3_2/services/EmbeddedWebContainer/keystore
-file scc_jetty.csr
```

Note: The **keytool** utility resides in the Sybase JRE installation directory:

Windows: `%SYBASE_JRE7%\bin\keytool`

UNIX: `$SYBASE_JRE7/bin/keytool`

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_2\services
\EmbeddedWebContainer\keystore
-import -alias jetty -file scc_jetty.crt -trustcacerts
```

UNIX:
```
keytool -keystore $SYBASE/SCC-3_2/services/
EmbeddedWebContainer/keystore
-import -alias jetty -file scc_jetty.crt -trustcacerts
```

The initial keystore password is changeit.

Setting Passwords or Disabling Default Login Accounts

Set new passwords for default user accounts if you plan to use them. If you do not plan to use the accounts, disable them. The default user accounts are sccadmin (Sybase Control Center) and uafadmin (SCC agent).

Prerequisites
Before disabling the sccadmin or uafadmin accounts:

- Configure Sybase Control Center (or the SCC agent, if you are disabling its uafadmin account) to authenticate users through LDAP or the operating system. See *Get Started > Setting Up Security* in the Sybase Control Center online help.
- Grant Sybase Control Center (or SCC agent) administration privileges to at least one user account in LDAP or the operating system. See *Get Started > User Authorization* in the online help.

Task

1. In a text editor, open the csi_config.xml file:

   Windows: %SYBASE%\SCC-3_2\conf\csi_config.xml
   UNIX: $SYBASE/SCC-3_2/conf/csi_config.xml

2. Search for the account name:
   - Sybase Control Center: sccadmin
   - SCC agent: uafadmin

   The block containing the account name should look similar to this:
```
<!-- Default SCC admin account: sccadmin -->
<authenticationProvider controlFlag="sufficient"

name="com.sybase.security.core.PreConfiguredUserLoginModule">
```

```
    <options name="username" value="sccadmin"/>
    <options name="password"
value="{SHA-256:QZT6pRIx6l8=}sENxwVBfp65aaTjd/
vAZFQAQOmkrk4Zl7iXLOFyJqCM="/>
    <options name="roles" value="SCC Administrator"/>
</authenticationProvider>
```

or

```
<!-- Default SCC agent admin account: uafadmin -->
<authenticationProvider controlFlag="sufficient"

name="com.sybase.security.core.PreConfiguredUserLoginModule">
    <options name="username" value="uafadmin"/>
    <options name="password"
value="{SHA-256:WNATpqw76zA=}GYeAKdTRiIh1VcqmWv1k/
A2pcXSHfLUBr9boP03ArKE=" />
    <options name="roles" value="SCC Agent Administrator"/>
</authenticationProvider>
```

3. (Optional) To disable an account, comment out the sccadmin or uafadmin block of the file
by moving the --> characters from the end of the first line to the end of the last line, so the
last line looks like this:

```
</authenticationProvider> -->
```

Then skip to step *6*.

4. Encrypt and copy a password for the sccadmin or uafadmin account. (See *Encrypting a
Password* on page 40.)

5. Paste the encrypted password into the value field of the password line. It looks similar to
this—be sure to paste inside the double quotes:

```
<options name="password"
value="{SHA-256:WNATpqw76zA=}GYeAKdTRiIh1VcqmWv1k/
A2pcXSHfLUBr9boP03ArKE=" />
```

6. Save the file and exit.

7. To make the new or disabled passwords take effect, restart the Sybase Control Center
server or agent on which the changes were made.

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 configuration 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 SHA-256
hash algorithm for passwords used in the PreConfiguredLoginModule in
csi_config.xml.

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

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

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

2. To encrypt a password, enter **passencrypt -csi**. Enter your new password at the resulting prompt.
passencrypt encrypts the password you enter (which does not appear on the screen) and displays the password in encrypted form.

3. Copy the encrypted password.

4. Paste the encrypted password where needed.

Enabling Incremental Backups

(Optional) Enable the Sybase Control Center repository to generate incremental backups.

You can perform these steps at any time. You may not be able to restore the repository from incremental backups taken before this change.

1. Shut down SCC.

2. Open this file in a text editor:

   `SCC-3_2/services/SccSADataserver/service-config.xml`

3. Delete this line:

   ```
   <set-property property="com.sybase.asa.database.options"
   value="-m" />
   ```

4. Save the changes and start SCC.

Next
To configure backups, see *Manage and Monitor > Manage Sybase Control Center > Repository > Scheduling Backups of the Repository* in the online help.

Configuring Sybase Control Center

Before using Sybase Control Center, perform configuration and setup tasks (including setting up security).

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 in the product includes a module for each product component you have installed. The help on the Sybooks site includes all the help modules.

2. Complete these configuration procedures:

Task	Location in help
(Optional) Perform a quick start.	*Get Started > Quick Start for an Evaluation*
Perform setup tasks for a production environment.	*Get Started > Get Started in a Production Environment*
Configure SCC product modules. Includes registering servers, setting up statistics collection, and creating alerts. **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.	*Configure*

Troubleshooting Installation

Resolve problems with Sybase Control Center.

Table 3. Windows Problems

Problem	Solution
Installer fails to start	To display error messages, run **setupConsole.exe** instead of **setup.exe**.
Installer or uninstaller fails on Windows Vista, Windows 7, or Windows 2008 x86 64-bit	The installer or uninstaller fails because it cannot set environment variables. This is common if you use a 32-bit (nt386) SCC installer on a 64-bit machine. In Windows Explorer, right-click `setup.exe`, `setupConsole.exe`, or `uninstall.exe` and select **Properties**. On the Compatibility tab, select **Windows XP** compatibility mode.
Error on installing or starting SCC as a service in Windows XP	If you see the error below, upgrade Windows XP to Service Pack 1 or later. The base version of Windows XP cannot run Sybase Control Center as a service. ```sccservice.exe - Entry Point Not Found:` `The procedure entry point SetDllDirectoryA could not be` `located in the dynamic link library KERNEL32.dll.```
SCC fails to start after installation	Execute **scc.bat**—see *Starting and Stopping Sybase Control Center in Windows* on page 29.

SCC fails to start after installation because it does not have enough memory	You may see an error:
	
	```Could not create the Java virtual machine.```
	
	If the maximum heap size on the machine running SCC is smaller than SCC's initial heap size (128MB), SCC cannot start. To increase the memory available to SCC, set the *SCC_MEM_MAX* environment variable to a value appropriate to your machine. For example:
	
	```> set SCC_MEM_MAX=512```
	
	This enables you to start SCC with the **scc** command. See the SCC online help for information on changing memory options for the SCC Windows service: *Get Started > Launching Sybase Control Center > Configuring Memory Usage*.

Running scripts is not enabled	If you see `Running scripts is not enabled` or a similar message while you are connected to Sybase Control Center, relax the security settings on your browser as described in the next item.

Problem	Solution
Cannot connect to Sybase Control Center or install Adobe Flash Player	Browsers with strong security settings, including Internet Explorer (IE) Enhanced Security Configuration, fail to connect to Sybase Control Center if they cannot load Flash Player. When you try to connect, you might see a message similar to: `This content requires the Adobe Flash Player. Get Flash.` In some cases, there is no indication of the need for Flash Player; you might see only a gray box in the browser window. To install Flash Player so that you can use Sybase Control Center, relax the security settings on your browser, including ActiveX controls in IE. 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: • 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.

Table 4. UNIX Problems

Problem	Solution

Cannot run the installer in GUI mode	1. Verify that you have installed any operating system patches required for Java Runtime Environment (JRE) 6.
	2. Enter the following command at the UNIX prompt of the remote machine, where *host_name* is the name of the machine on which you want the installer to appear (that is, your local machine):
	For C shell:
	`setenv DISPLAY host_name:0.0`
	
	For Bourne shell:
	`DISPLAY=host_name:0.0; export DISPLAY`

Installation fails; you may see messages saying the file system is full	Clear enough space in `/tmp` to allow the installer to run. For space requirements, see *System Requirements* on page 5.
SCC fails to start after installation	Execute **scc.sh**—see *Starting and Stopping Sybase Control Center in UNIX* on page 32.

SCC fails to start after installation because it does not have enough memory	You may see an error:
	`Could not create the Java virtual machine.`
	
	If the maximum heap size on the machine running SCC is smaller than SCC's initial heap size (128MB), SCC cannot start. To increase the memory available to SCC, set the *SCC_MEM_MAX* environment variable to a value appropriate to your machine. For example:
	`bash$ export SCC_MEM_MAX=512`
	
	This enables you to start SCC with the **scc** command.
	
	You can also execute this command before starting SCC, or add it at the beginning of `SCC-3_2/bin/scc.sh`:
	`ulimit -v 59326240`
	
	The command increases the virtual memory available to Sybase Control Center.
	
	See the SCC online help for information on changing memory options for an SCC UNIX service: *Get Started > Launching Sybase Control Center > Configuring Memory Usage*.

Problem	Solution

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:
	
	```Xlib: connection to "host_name" refused by server```
	```Xlib: Client is not authorized to connect to Server```
	```xhost: unable to open display "host_name"```
	
	To correct the problem:
	
	1. Enter the following command at the UNIX prompt of your local machine, where remote_machine is the machine on which you are running the installer:
	
	```xhost +remote_machine```
	
	2. Restart the installer.

Running scripts is not enabled	If you see `Running scripts is not enabled` 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, below.
Cannot connect to Sybase Control Center or install Adobe Flash Player	Browsers with strong security settings fail to connect to Sybase Control Center if they cannot load Flash Player. When you try to connect, you might see a message similar to this: ```This content requires the Adobe Flash Player. Get Flash.``` In some cases, there is no indication of the need for Flash Player; you might see only a gray box in the browser window. To install Flash Player so that you can use Sybase Control Center, relax the security settings on your browser. 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. 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.

Index

rolling back after 8
task flow 3

W

Web site for Sybase documentation 1

Windows
    installation restrictions 8
    starting, stopping Sybase Control Center or
        SCC agent 29
workflow, installation and upgrade 3

Index