SYBASE®

Sybase Control Center 3.1

Contents

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Product Summary

This release bulletin provides late-breaking information about Sybase® Control Center. A more recent version may be available on the Web.

Sybase Control Center 3.1 offers monitoring and managing capabilities for Sybase products.

For information about accessibility, see *Sybase Control Center Accessibility Information* on page 28.

Product Summary

Installation and Upgrade

Get last-minute information about installation and upgrading that was omitted from or incorrect in your installation guide, or that needs special emphasis.

For detailed information about installing Sybase Control Center 3.1, see the *Sybase Control Center Installation Guide*.

Installer and uninstaller fail in Windows Vista, Windows 2008, and Windows 7 x86 64-bit if compatibility mode is not set

The installer and uninstaller cannot set environment variables, and therefore fail, in Microsoft Windows Vista, Windows 2008, and Windows 7 on x86 64-bit.

Workaround: In Windows Explorer, right-click `setup.exe` or `setupConsole.exe` and select **Properties**. On the Compatibility tab, select Windows XP compatibility mode.

After installation, make the same compatibility mode change to the uninstaller:

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

Sybase Control Center licensing

This information is missing from the *Sybase Control Center Installation Guide*:

Sybase Control Center is licensed free of charge to customers who have a paid license for a product managed by Sybase Control Center (Adaptive Server, Sybase IQ, Replication Server, Replication Agent, or Mirror Replication Agent). Evaluation licenses are also available.

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.

Installation Guide topics affected:

- Obtaining a License

Run installer and uninstaller as administrator in Windows Vista, Windows 2008, and Windows 7

This information is missing from the *Sybase Control Center Installation Guide*:

Because of heightened security features in Windows Vista, Windows 2008, and Windows 7, you must set the Run as Administrator option on the Sybase Control Center installer and

uninstaller (CR 618888). Before running these files, right-click them and select **Run as Administrator**:

- `setup.exe`
- `setupConsole.exe`
- `%SYBASE%\sybuninstall\SCCSuite\uninstall.exe`

Installation Guide topics affected:

- Installing with the Sybase Installer
- Installing in Unattended (Silent) Mode
- Uninstalling

Log in as administrator for uninstallation or silent installation

This information is missing from the *Sybase Control Center Installation Guide*:

In all versions of Windows, log in as an administrator to perform a silent installation or to uninstall Sybase Control Center.

Installation Guide topics affected:

- Installing in Unattended (Silent) Mode
- Uninstalling

All platforms: Port conflicts with upgrades

This information is missing from the *Sybase Control Center Installation Guide*:

If you are upgrading Sybase Control Center, Sybase recommends that you shut down the earlier version 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. It is necessary to configure different ports only if you plan to run the two versions of Sybase Control Center simultaneously, which is not recommended.

Installation Guide topics affected:

- Installing with the Sybase Installer
- Creating a Response File

Use Run as Administrator for the first launch of Sybase Control Center in Windows 2008, Windows 7, and Windows Vista

This information is missing from the *Sybase Control Center Installation Guide*:

The *Installation Guide* topic Registering the ODBC Driver explains how to use the Run as Administrator setting in Windows Vista the first time you launch Sybase Control Center. You

must also use Run as Administrator the first time you launch Sybase Control Center in Windows 2008 and Windows 7—even if you already have administrative privileges.

Installation Guide topics affected:

- Registering the ODBC Driver
- Starting and Stopping Sybase Control Center in Windows

Running Sybase Control Center in the background in UNIX

This information is missing from the *Sybase Control Center Installation Guide* and the online help:

You can use **nohup**, **&**, and **>** to run Sybase Control Center in the background and redirect output and system error to a file. Sybase recommends that you do this from the Sybase Control Center `bin` directory. Starting Sybase Control Center this way disables the console.

Here are two sample commands that 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.

For Bourne shell (sh) or Bash:

```
cd <SCC-install-dir>/bin; nohup ./scc.sh 2>&1 > scc-console.out &
```

For C shell:

```
cd <SCC-install-dir>/bin; nohup ./scc.sh >& scc-console.out &
```

See the *Installation Guide* or the online help for other methods of starting Sybase Control Center.

Installation Guide and help topics affected:

- Starting and Stopping Sybase Control Center in UNIX

Installation and Implementation of Sybase Control Center 3.1

Guidelines that ensure that Sybase Control Center installs and performs at a satisfactory level.

Performance may be affected if you do not follow these configuration and usage guidelines. For example, you may see UI errors, and collections may fail.

Installation:

The Sybase Control Center server machine must have at least two 2.4GHz processors and 4GB of RAM.

Implementation:

- Monitored Resources – for each Sybase Control Center server, monitor no more than 50 resources. If you need to monitor more than 50 resources, distribute them over several Sybase Control Center servers, with each Sybase Control Center server on a separate machine.
- Collection Jobs – set up only one collection for each collection type for each managed resource. See Configure > Setting Up Statistics Collection in the online help for your product module.

  Note: Some collection jobs are created by default upon resource authentication. In the online help, see:
  - Sybase Control Center for Adaptive Server Enterprise > Configure > Setting Up Statistics Collection > Adaptive Server Data Collections
  - Sybase Control Center for Replication > Configure > Setting Up Statistics Collection > Replication Data Collections
  - Sybase Control Center for Sybase IQ > Configure > Setting Up Statistics Collection > Sybase IQ Data Collections

- Users – allow no more than 10 users to log in to Sybase Control Center simultaneously. See "About Sybase Control Center" in the *Sybase Control Center Installation Guide* or the online help.
- Repository – do not turn purge off unless you configure it as part of a scheduled backup. By default, purge is turned on and set to execute daily. In the online help, see Sybase Control Center > Manage Sybase Control Center > Repository > Scheduling Backups of the Repository and Sybase Control Center > Manage Sybase Control Center > Repository > Configuring Repository Purging.

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.

Server	Version
Sybase IQ	15.1 ESD #2.1 or later

Known Issues

Learn about known issues and workarounds for Sybase Control Center.

Known Issues for Sybase Control Center Installation

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

Change request number	Description
588793 614392	**Different installer technologies for Sybase products overwrite existing program files.** Sybase products use two different installer technologies: InstallAnywhere and InstallShield MultiPlatform. InstallAnywhere and InstallShield MultiPlatform installers place files and registration mechanisms in subdirectories with identical names. If you install two Sybase products that use different installer technologies in the same directory, the later installation might overwrite or incorrectly update files from the initial installation. For example, if the initial installation is Sybase Control Center, using the InstallAnywhere technology, and additional programs are installed on the same server using InstallShield MultiPlatform (for example Replication Server 15.2 and Adaptive Server Enterprise 15.0.3), InstallAnywhere installed files may be overwritten by the InstallShield MultiPlatform installation, causing the program not to function properly. **Workaround:** Select a unique installation directory if you are installing multiple Sybase programs on the same server. Sybase recommends that you do 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.

Change request number	Description
613897	**Installing Replication Server 15.2 on the Sybase Control Center server causes Sybase Control Center not to start.** Because Replication Server 15.2 and Sybase Control Center use different installation technologies, Sybase Control Center environment variables are changed during the Replication Server installation. This causes Sybase Control Center not to start. **Workaround:** Reset the environment variables and restart Sybase Control Center. The environment variables to reset for each platform are: HP (Itanium) • `SYBASE_JRE6=$SYBASE/shared/JRE-6_0_1` • `SYBASE_JRE6_32=$SYBASE/shared/JRE-6_0_1` • `SYBASE_JRE6_64=$SYBASE/shared/JRE-6_0_1` AIX (POWER Series) • `SYBASE_JRE6=$SYBASE/shared/JRE-6_0_SR6_64BIT` • `SYBASE_JRE6_64=$SYBASE/shared/JRE-6_0_SR6_64BIT` Linux (x86-64) • `SYBASE_JRE6=$SYBASE/shared/JRE-6_0_17_32BIT` (on 32-bit OS) • `SYBASE_JRE6=$SYBASE/shared/JRE-6_0_17_64BIT` (on 64-bit OS) • `SYBASE_JRE6_32=$SYBASE/shared/JRE-6_0_17_32BIT` • `SYBASE_JRE6_64=$SYBASE/shared/JRE-6_0_17_64BIT` Windows (x86-64) • `SYBASE_JRE6=%SYBASE%\Shared\JRE-6_0_17_32BIT` (on 32-bit OS) • `SYBASE_JRE6=%SYBASE%\Shared\JRE-6_0_17_64BIT` (on 64-bit OS) • `SYBASE_JRE6_32=%SYBASE%\Shared\JRE-6_0_17_32BIT` • `SYBASE_JRE6_64=%SYBASE%\Shared\JRE-6_0_17_64BIT` Solaris (SPARC) • `SYBASE_JRE6=$SYBASE/shared/JRE-6_0_17` • `SYBASE_JRE6_32=$SYBASE/shared/JRE-6_0_17` • `SYBASE_JRE6_64=$SYBASE/shared/JRE-6_0_17` Alternatively, to avoid any overlap in the installed program files if you are installing multiple Sybase programs on the same server, select a unique directory.

Change request number	Description

617603	**The Windows uninstaller may fail to remove `SCC-3_1`, the Sybase Control Center installation directory, because the file path is too long.**
	
	If you try to remove the folder manually, the error is not informative—it says that `about_files` could not be deleted.
	
	Workaround: To remove the installation directory:
	
	1. Locate this folder:
	`<SCC-install_dir>\services\EmbeddedWebContainer`
	`\container\Jetty-6.1.22\work\Jet-`
	`ty_0_0_0_0_8282_help.war__help__.smpe97`
	2. Shorten the path by changing the name of Jet-ty_0_0_0_0_8282_help.war__help__.smpe97 to a single character, such as j.
	3. Right-click the installation directory (SCC-3_1, by default) and select **Delete**.

Known Issues for Sybase Control Center

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

Change request number	Description
619406	**After dropping an alert, the Thresholds tab is not refreshed.** If there is only one alert defined in **Resource Properties > Alerts > Alert Management**, the **Thresholds** tab is not refreshed after the alert is dropped. **Workaround:** Close, then open **Resource Properties > Alerts > Alert Management**.

Change request number	Description

619299	**The agentd script for running Sybase Control Center 3.1 as a service in UNIX needs modifications.**
	
	Replace $SYBASE/SCC-3_1/bin/agentd with this script. Then follow the instructions for configuring Sybase Control Center to run as a service, found in "Starting and Stopping Sybase Control Center in UNIX" in the *Sybase Control Center Installation Guide*.
	
	<pre>### begin script ###
	#!/bin/sh
	# chkconfig: 2345 90 10
	# description: Starts and stops the Sybase Contol Center
	daemon.
	#
	# Sybase Control Center (SCC) daemon
	#
	# Usage:
	# This script must be installed in your platform's
	startup
	# directory (/etc/init.d on Linux) and enabled using
	the
	# platform's standard tools (i.e. chkconfig on linux).
	#
	# Important: Before installing this script, you must
	edit it
	# to set SYBASE to the Sybase Install directory con-
	taining SCC.
	#
	SYBASE=<Replace_with_path_to_parent_directo-
	ry_of_SCC-3_1>
	SCC_HOME=${SYBASE}/SCC-3_1
	
	. ${SYBASE}/SYBASE.sh
	
	if [-d ${SCC_HOME}]; then
	  echo SCC Home: ${SCC_HOME}
	else
	  echo SCC_HOME variable not set to a valid Sybase Con-
	trol Center install directory
	  exit 1
	fi
	
	case "$1" in
	start)
	    cd ${SCC_HOME}/bin
	    ./scc.sh --start 2>&1 >> ${SCC_HOME}/log/scc-con-
	sole.out &
	    echo Started SCC. Output can be found at ${SCC_HOME}/
	log/scc-console.out
	    ;;</pre>

Change request number	Description

	<pre>stop)
	    cd ${SCC_HOME}/bin
	    ./scc.sh --stop
	    ;;
	
	status)
	    cd ${SCC_HOME}/bin
	    ./scc.sh --status
	    ;;
	
	restart)
	    cd ${SCC_HOME}/bin
	    ./scc.sh --stop
	    ./scc.sh --start 2>&1 >> ${SCC_HOME}/log/scc-con-
	sole.out &
	    echo Started SCC. Output can be found at ${SCC_HOME}/
	log/scc-console.out
	    ;;
	
	*)
	    echo "Usage: $0 { start
		stop	restart	status }"
				    exit 1
				    ;;
				esac
				
				exit 0
				### end script ###</pre>

618820	**Resolution e-mail is inconsistent and does not reach all users.** When an alert is resolved, every user with active subscriptions to the alert is supposed to receive e-mail explaining that the alert condition has been resolved. Instead, the subscription selected in the property sheet at the time the alert was resolved determines which users are e-mailed. If there are no subscriptions, then no informative e-mail is sent. If the alert is critical, but the warning subscription is selected, the e-mail is sent to the warning subscribers. **Workaround:** None.
618818	**Alert resolution after subscription creation or modification fails.** Alert resolution fails with this message: `Resolve alert failed. Alert resolution failed. java.lang.Exception : Alert not found in sendResponseMessage():` *alert_name* **Workaround:** Close the properties sheet after adding or modifying subscriptions.

Change request number	Description
612305	**Collection history cannot be viewed using a Web browser with Flash Player 10.0.42.34 on 32-bit machines running RedHat 5 Linux.** **Workaround:** Use a browser with an older version of the Flash Player or use a browser on a different platform.
607229	**While executing the Agent Authentication, Server Start, Server Stop and Errorlog View commands in Adaptive Server, you may experience performance degradation if there is a firewall between Sybase Control Center and the monitored Adaptive Server machines.** Communication between Sybase Control Center and a monitored Adaptive Server requires an RMI connection to be established between Sybase Control Center and the Unified Agent of the Adaptive Server. If a firewall prevents these connections from being established, performance may degrade. **Workaround:** None.
595631	**A right click does not highlight the resource being acted on.** If you left-click to select a resource in the Perspective Resources view then right-click a different resource, the first resource remains visibly selected. However, if you select an option from the context menu, it is applied to the second (right-clicked) resource.
587717	**Chart datatips appear in incorrect locations.** The datatips for all charts are showing up in incorrect locations. (A datatip is a tool tip that displays the data value for a particular spot on a graph or chart when you mouse over that spot.) This occurs in all component plug-ins. **Workaround:** None. This is an Adobe Flex SDK issue.
576129	**Pressing F5 to refresh your browser logs you out of Sybase Control Center.** Browser refresh does not refresh data inside Sybase Control Center, but refreshes the loaded application or pages in the browser—in this case, the Adobe Flash on which Sybase Control Center is built. Consequently, pressing F5 logs you out of any servers you are currently logged in to, including Sybase Control Center. **Workaround:** Do not use F5 when you are logged in to Sybase Control Center.

560601	**Cannot connect to Sybase Control Center using IPv6 format.**
	
	If you use an IPv6 HTTP URL for Sybase Control Center, it does not redirect to HTTPS as it should. For example, this URL does not work:
	
	`http://sccxppro64.v6:8282/scc`
	
	Workaround: Use a URL with the HTTPS format and port to connect to Sybase Control Center in IPv6 networks. For example:
	
	`https://sccxppro64.v6:8283/scc`

Known Issues for Adaptive Server

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

Change request number	Description
619051	**Opening the Statement Cache window on the Adaptive Server Monitor results in an error:** `[error#=12052] Collection of monitoring data for table 'monCachedStatement' requires that the 'statement cache size' configuration option(s) be enabled. To set the necessary configuration, contact a user who has the System Administrator (SA) role.` This error occurs because the statement cache is not configured on the monitored Adaptive Server. **Workaround:** Configure the statement cache of the Adaptive Server.
618501	**Authentication of Unified Agent for Adaptive Server 15.5 fails on Windows.** The attempt to authenticate the Sybase Control Center Adaptive Server Administer dashboard with the Unified Agent managing an Adaptive Server fails when all these conditions are met: • Adaptive Server version is 15.5. • Adaptive Server is running on the Windows 32-bit or 64-bit platforms. • The Unified Agent is configured to use the NT login module. • The Sybase Control Center user attempts to authenticate using the Windows login and password. **Workaround:** Use the Simple Login Module of the Unified Agent to maintain a local list of logins and passwords for each Unified Agent installation. When using the Simple Login Module, you must encrypt the password values using the **passencrypt** utility that is part of the Unified Agent installation.
617047	**The Shutdown dialog on the Adaptive Server Administration dashboard shows a stale process list and displays a security authorization error when resource credentials are changed while the Administration dashboard is open.** **Workaround:** Close, then reopen the Adaptive Server Administration dashboard.

Change request number	Description
616855	**The allocation information about devices for an Adaptive Server that is config-ured to use the Chinese language and character set appear in Chinese rather than in English.** Click the **Devices Used** tab to see allocation information. **Workaround:** None.
613300	**Errors are reported on the Sybase Control Server console if a managed Adaptive Server resource is unavailable.** **Workaround:** Use this procedure to prevent repeating error messages: 1. Right-click the Adaptive Server resource. 2. Select **Properties**. 3. Select **Collection Jobs**. 4. Select all listed jobs. 5. To suspend all collections on the Adaptive Server resource, click **Suspend Schedule**. 6. To start collections when the Adaptive Server resource is available, click **Resume Schedule**.
612680	**When you use Sybase Control Center to start an Adaptive Server, the error log table appears but does not include any rows until the server starts.** **Workaround:** None.
611398	**Under certain conditions, the Adaptive Server Administration dashboard does not include the expected list of running processes in the Shutdown Server dialog box.** **Workaround:** Close, then reopen the Adaptive Server Administration dashboard.
607240	**When opened, the View Errorlog dialog reports `No data` and errors are re-ported in the `agent.log` file for the Unified Agent managing Adaptive Server 15.5.** **Workaround:** Install an updated version of the Adaptive Server Agent plug-in: 1. Shut down the Unified Agent managing the Adaptive Server. 2. Rename the Adaptive Server Agent plug-in file in the Adaptive Server installation area: `$SYBASE/UAF-2_5/plugins/com.sybase.ase/lib/ASEAgentPlugin.jar` . 3. Copy the Adaptive Server Agent plug-in from: `$SYBASE/SCC-3_1/plu-gins/ASEMAP/lib/ASEAgentPlugin.jar` to `$SYBASE/UAF-2_5/plugins/com.sybase.ase/lib/ASEAgentPlu-gin.jar`. 4. Start the Unified Agent managing the Adaptive Server.

Change request number	Description
606676	**If the network connection to the Unified Agent host is inactive, the Adaptive Server Administration window reports that the Unified Agent is not registered.**
	Note: Do not reregister the agent if this occurs.
	Workaround: Restore the network connection to the Unified Agent host machine.
596022	**The Adaptive Server Monitor screens for an Adaptive Server cluster may not respond while a failover operation is occurring in the cluster.**
	Workaround: None.
589902	**In some cases, Sybase Control Center displays incorrect values for size and amount of space used by a segment in cluster configurations.**
	This affects the data and charts that appear on the **Details** tab of the **Segments** screen.
	Workaround: None.
567204	**Exception error: invoking method getRelatedManagedObjects.**
	This error occurs when two users attempt to validate a resource at exactly the same time.
	Workaround: Ignore the exception error and retry the task.
564691	**The Adaptive Server-specific columns in the heat chart show an incorrect label value.**
	The Adaptive Server-specific columns in the heat chart do not display the correct label value of "Normal," "Warning," or "Critical" if the threshold value is changed when you create an alert.
	Workaround: Close, then reopen the heat chart.
561126	**After the Sybase Control Center server automatically renames the `agent.log` file, Sybase Control Center for Adaptive Server continues to write entries to the original log file.**
	Workaround: None.

Known Issues for Replication

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

Change request number	Description
619409	**When creating alerts for Replication Server paths, Sybase Control Center displays all paths associated with the Replication Server. However, the alerts that are created only appear under the replicate Replication Server.** **Workaround:** None.
619404	**Status is not updated automatically when a latency monitoring process completes.** After a latency monitoring process completes, its status is not updated in the **Monitor > Paths** view and shows a Running status. **Workaround:** Select the path. Open, then close its **Quick Admin** panel.
619385	**Only the Latency Monitoring collection start and end time is available when populating the Latency Monitoring History chart.** If more than one **rs_ticket** is collected, only one time, that is, one column, will be reported in the chart for both tickets. This appears as a gap in the stacked columns. **Workaround:** None.
619382	**In the Replication Server Paths view, if a selected path replicates data to a non-Sybase database, the Latency chart displays zero latency.** Sybase Control Center monitors latency in two different ways. The default is by reading the **rs_lastcommit** table at the replicate database or, when configured, by reading the **rs_ticket_history** table at the replicate database. The **rs_ticket_history** table is used by Latency Monitoring, which provides the ability to configure connectivity information to non-Sybase replicate databases. However, the default latency monitoring using **rs_lastcommit** does not, thus Sybase Control Center cannot access the **rs_lastcommit** table in non-Sybase replicate databases. Consequently, the Latency chart displays zero latency. This is also true for the Latency chart in the **Path** dashboard. **Workaround:** To monitor latency to non-Sybase replicate databases, configure and use Latency Monitoring.

Change request number	Description
616952	**Connection arrows in the topology view depend on correctly defined connections.** The direction in which a connection arrow points in the topology depends on how the Replication Server connection is defined. If a primary connection definition is used for a replicate-only connection to a non-Sybase data target, the connection arrow between Replication Server and the non-Sybase data target may point in the wrong direction, from the target instead of to the target. **Workaround:** When creating the Replication Server connection definition to the non-Sybase replicate database, omit the **with log transfer** clause that is used for creating a primary connection definition.
616831	**If an Adaptive Server cluster goes down, the displayed RepAgent thread status in Replication is down.** An Adaptive Server cluster has several nodes. Each node has its own host and port. You can register an Adaptive Server cluster and one of its nodes. If the registered node goes down while monitoring replication in the Adaptive Server cluster, the RepAgent thread and that node will show as down instead of automatically using another working node. **Workaround:** Follow these steps: 1. From the Perspective Resources view, right-click the Adaptive Server cluster and select **Properties > Connection.** 2. Change the connection parameters to that of another working node in the Adaptive Server cluster, then click **Apply**.
614419	**Multiple error messages are displayed when a single Replication Server goes down.** When a monitored Replication Server goes down, several error messages are recorded in the `agent.log`. The correct error message is displayed, however, it is reported by all Replication Servers being monitored, making it appear that the error message may be coming from other Replication Servers. **Workaround:** None.
611190	**When you click the Show changes applied option, changes to the Replication Agent parameters show even if they have not been successfully applied to the server.** When you configure the Replication Agent parameters in the Quick Admin view while in the replicating state, the changes are not succesfully applied, but they show up if you click the **Show changes applied this session** option. **Workaround:** None.

Change request number	Description
611023	**An empty value for the parameter pdb_xlog_device shows as invalid in the Quick Admin view for Replication Agent, even though an empty value is valid.** **Workaround:** None.
609710	**Logical connections do not have any alerts.** The **Add Alert** wizard shows logical connections beneath the Replication Server resource. When you click the **Type** page, this message appears at the bottom of the page: `"All available alert definitions have been created for this resource."` **Workaround:** None. This message is expected since there are no alerts defined for Logical Connections at this time.
578836	**Collections fail if replication access library stored procedures are removed.** Replication Server data collections fail if the replication access library stored procedures are removed from the Replication Server System Database (RSSD). **Workaround:** Unregister and reregister the Replication Server.
565911	**The RepAgent thread graph does not appear.** When you open a Path dashboard, the RepAgent thread graph does not appear. **Workaround:** Replication Server is case-sensitive. The Adaptive Server name and the connection and route names must match, including case. If the case is different, unregister the Adaptive Server, then reregister it using the correct case.
563885	**The Launch Statistics Chart option is missing when you right-click an Adaptive Server registered for replication.** **Workaround:** None.
562598 562600	**Repeat once and Repeat indefinitely options are not supported for Replication Server data collection jobs.** If you select one of these options, the job is created, but Sybase Control Center for Replication does not collect the statistics. Instead, it writes an error message to the Sybase Control Center console and log file. **Workaround:** Change the collection job option to **Repeat until** so that the job runs a specific number of times.
559160	**Replication Server performance statistics collection does not support Replication Server 12.6 and 15.0.** The monitor and counters interface in versions 12.6 and 15.0 is very different from the interface in Replication Server 15.0.1 and later. **Workaround:** None.

Known Issues for Sybase IQ

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

Change request number	Description
612771	**Simplex servers should not be able to create multiplex collection jobs.** When you configure jobs for a simplex Sybase IQ server, the Create Collection Job wizard / Collection Information screen displays multiplex options (All Multiplex Statistics and Multiplex Availability Collections). **Workaround:** Do not use the multiplex options unless you are configuring collection jobs for a multiplex server.
619594	**Alerts created for multiplexes using multiplex collections do not work.** Sybase Control Center allows you to create an alert in the Alerts window of the Resource Properties view for a multiplex. While alerts using node-level collections on individual nodes in a multiplex work, alerts using multiplex collections never fire. **Workaround:** 1. Register the coordinator node of the multiplex with Sybase Control Center. 2. Schedule the collection "All Statistics Collection" for the coordinator node. **Warning!** Do not schedule "All Multiplex Statistics Collection" for any server. It may cause redundant collections to run on the multiplex nodes, which degrades performance. 3. In the Monitor Multiplex view for the coordinator node, open the Topology screen. 4. Choose an individual node on which you want to configure alerts and select Monitor Node. Sybase Control Center registers the node and opens a monitor window. 5. Close the monitor window that just opened. 6. Schedule "All Statistics Collection" on the newly registered node. 7. Repeat the two previous steps for other nodes in the multiplex on which you want alerts. 8. Configure alerts on the individual nodes as needed. **Note:** A side-effect of this workaround is that you must open the statistics chart for each multiplex node separately.

Known Issues for Accessibility

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

Change request number	Description
616081	**Customized display settings not inherited during installation.** The following display customizations are not inherited by Sybase Control Center installer dialogs: • Large user-selected fonts do not affect installer message font size, and the installer message font size remains the same. • Narrator screen-reader application announces wizard pages, headers, and typed characters, but does not announce any information within the windows, license agreements, or menus. • High-contrast and color settings affect installer messages, headers, menus, and buttons, but they do not affect the background color of the main wizard panes. Since the background color of wizard panes is not changed to high contrast mode, some messages on it are illegible. **Workaround:** Install Sybase Control Center using console mode.
615585	**Keyboard shortcuts not available on some installation dialogs.** The following dialogs have malfunctioning keyboard shortcuts: • Setup Sybase Control Center as a service – Yes and No buttons • Do you want to start Sybase Control Center – Yes and No buttons • Choose Install set – Full and Custom buttons • All windows – Cancel button While choosing a sub-feature dialog on the Custom Install dialog, the **Tab** key does not navigate through the buttons. **Workaround:** Use the mouse to select the button, or press **Tab** key to navigate through the buttons.
615280	**Sometimes, focus is not indicated when clicking on items with the mouse.** **Workaround:** None.
615038	**Using the Delete key in a text field for a collection attempts to delete the collection.** If you have your cursor in the text field of a schedule for a collection and want to delete the text there, the **Delete** key attempts to delete the schedule. **Workaround:** Use the **Backspace** key in these fields.

Change request number	Description
615036	**In the Collection Job wizard, some keys take you out of the table of collections to the side panel.** Keys that move your focus away from the table of collections are Page Up, Page Down, Home, End, and arrow keys. **Workaround:** Press the **Tab** key to revert focus to the table of collections.
614800	**You cannot gain focus from the keyboard to the right click context menu to extend, resize, or add buffer pool on Adaptive Server views, screens, or tabs.** **Workaround:** Use the mouse to gain focus.
614618	**Changing the system fonts or font colors has no effect on Sybase Control Center.** **Workaround:** This is an Adobe Flex issue.
614246	**Hover-over text for min, max and resize controls in Sybase Control Center windows is not announced by screen readers.** **Workaround:** None.
614243	**Chart contents are not announced by screen readers.** **Workaround:** Some charts have a **Data** tab that contains the chart data. This data can be read by screen readers.
614233	**You cannot gain focus to the Save All or Reset All controls from the keyboard or from screen readers on Adaptive Server Monitor views, screens, or tabs.** You also cannot use the **Enter** key to change a value. **Workaround:** Use the mouse to gain focus.
614232	**You cannot gain focus to the options panes in Adaptive Server views, screens, or tabs from the keyboard or from screen readers.** **Workaround:** Use the mouse to gain focus.
614023	**ctrl+ and ctrl- do not affect font sizes.** **Workaround:** Use ctrl-alt + and ctrl-alt - to change font sizes.
611616	**There are keyboard problems in the Quick Admin view for Replication Server.** In the Quick Admin view for a Replication Server connection, the up or down arrow keys, the Home key, and the End key sometimes malfunction. Also, when selecting a parameter row, you cannot focus on to the editable text field or drop-down menu using the keyboard. **Workaround:** This is an Adobe Flex SDK grid issue.

Known Issues

Change request number	Description
611598	**You cannot enter values using the keyboard for the range-of-date option for filter events on Adaptive Server monitoring views.** **Workaround:** Use the mouse to select the range-of-date filter option. If you are using the keyboard, select the start and end dates using the calendar control.
611421	**You cannot gain focus on the min-max panes via keyboard or from screen readers on Adaptive Server views or screens.** **Workaround:** Use the mouse to gain focus.
590271	**Installer UI: The magnifier utility does not follow focus changes when the keyboard is used.** The windows screen magnifier does not follow the Hot keys and Tab key focuses when navigating in the InstallAnywhere installation wizard. **Workaround:** Use the mouse to gain magnifier focus.
578870	**You can tab through all windows, but the window with focus does not come to the front.** **Workaround:** Use **View > Select > <window>** to bring the window forward.
563531	**Keyboard access is difficult with some wizards and screens.** Some wizards, views or screens may open larger than the current Sybase Control Center display window. Using tabs to get to the command buttons may be ineffective if the buttons are off the screen. **Workaround:** Make sure your screen resolution is 1024 X 768. Use ctrl-alt arrow keys to move the current perspective window.
563523	**You cannot tab to the username on the login screen with the Firefox browser.** **Workaround:** Use Internet Explorer.
562210	**You cannot gain focus to certain sections of Adaptive Server client screens.** **Workaround:** None.

Sybase Control Center

Documentation Changes

Read about updates, corrections, and clarifications to the documentation released with Sybase Control Center 3.1.

Issues with product module PDFs for online help

Each PDF version of the component online help for Sybase Control Center 3.1 has these issues, none of which affects the technical content:

*   The component title appears twice on the title page.
*   The landing and copyright pages for the HTML version of the help appears between the Contents and the beginning of the help.

In addition, in the Sybase Control Center for Sybase IQ PDF, there is an invalid date on the trademarks page. It should say "February 2010."

Running Sybase Control Center as a service for UNIX

Instructions on running Sybase Control Center as a service in Unix are wrong in online help for Sybase Control Center 3.1.

In the online help included with Sybase Control Center 3.1, the topic **Sybase Control Center > Get Started > Launching Sybase Control Center > Starting and Stopping Sybase Control Center in UNIX** includes incorrect instructions on configuring Sybase Control Center to run as a service. See the updated version of the topic in the *Sybase Control Center Installation Guide* or in the help posted on the Web at *http://sybooks.sybase.com*. In addition, see *CR 619299* on page 11 in this Release Bulletin, which includes an updated version of the **agentd** script.

Replication Server Troubleshooting

This topic must be added to the Replication Server Troubleshooting section:

Replication Server revalidation frequency: The repository stores a list of the connections, routes, and queues for all monitored Replication Servers. Sybase Control Center does not collect statistics for objects unless the objects are listed in the repository. The revalidation frequency controls how often Sybase Control Center refreshes or revalidates the list of objects associated with each monitored server. Currently, this is done only once an hour. If a refresh is required sooner than one hour, reauthenticate the Replication Server to refresh the list of objects associated with it.

Documentation Changes

Sybase Control Center

Obtaining Help and Additional Information

Use the Sybase Getting Started CD, SyBooks™ Online or CD or download, and online help, to learn more about this product release.

- The Getting Started CD (or download) – contains release bulletins and installation guides in PDF format, and also contains other documents or updated information not included on the SyBooks CD.
- The SyBooks CD (or download) – contains product manuals. The Eclipse-based SyBooks browser allows you to access the manuals in an HTML-based format. Some documentation is provided in PDF format, which you can access through the PDF directory on the SyBooks CD. See the *SyBooks Installation Guide* on the Getting Started CD, or the *README.txt* file on the SyBooks CD for instructions about installing and starting SyBooks.
- SyBooks Online at *http://sybooks.sybase.com/* – is an online version of SyBooks that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product manuals, the Web site also has links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and other resources.
- Online help in the product, if available.

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

Note: A more recent release bulletin, with critical product or document information added after the product release, may be available from SyBooks Online.

Technical Support

Get support for Sybase products.

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

Sybase Product and Component Certifications

Certification reports verify Sybase product performance on a particular platform.

To find the latest information about certifications:

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

Creating a MySybase Profile

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

To create a MySybase profile:

- Go to *http://www.sybase.com/mysybase* and click **Register Now**.

Accessibility Features

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

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

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

Sybase HTML documentation has been tested for compliance with accessibility requirements of Section 508 of the U.S Rehabilitation Act. Documents that comply with Section 508 generally also meet non-U.S. accessibility guidelines, such as the World Wide Web Consortium (W3C) guidelines for Web sites.

Note: You may need to configure your accessibility tool for optimal use. Some screen readers pronounce text based on its case; for example, they pronounce ALL UPPERCASE TEXT as initials, and MixedCase Text as words. You might find it helpful to configure your tool to announce syntax conventions. Consult the documentation for your tool.

For information about how Sybase supports accessibility, see the Sybase Accessibility site: *http://www.sybase.com/products/accessibility*. The site includes links to information about Section 508 and W3C standards.

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

Sybase Control Center Accessibility Information

Sybase Control Center uses the Adobe Flex application.

For the most current information about Adobe Flex keyboard shortcuts, see *http://livedocs.adobe.com/flex/3/html/help.html?content=accessible_5.html*.

Note: To use Sybase Control Center with JAWS for Windows screen reading software effectively, download and install the appropriate Adobe scripts. See *www.adobe.com*.

Obtaining Help and Additional Information