



**Release Bulletin**

---

# **Sybase Control Center 3.2**

DOCUMENT ID: DC01003-01-0320-01

LAST REVISED: May 2011

Copyright © 2011 by Sybase, Inc. All rights reserved.

This publication pertains to Sybase software and to any subsequent release until otherwise indicated in new editions or technical notes. Information in this document is subject to change without notice. The software described herein is furnished under a license agreement, and it may be used or copied only in accordance with the terms of that agreement.

To order additional documents, U.S. and Canadian customers should call Customer Fulfillment at (800) 685-8225, fax (617) 229-9845.

Customers in other countries with a U.S. license agreement may contact Customer Fulfillment via the above fax number. All other international customers should contact their Sybase subsidiary or local distributor. Upgrades are provided only at regularly scheduled software release dates. No part of this publication may be reproduced, transmitted, or translated in any form or by any means, electronic, mechanical, manual, optical, or otherwise, without the prior written permission of Sybase, Inc.

Sybase trademarks can be viewed at the Sybase trademarks page at <http://www.sybase.com/detail?id=1011207>. Sybase and the marks listed are trademarks of Sybase, Inc. ® indicates registration in the United States of America.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world.

Java and all Java-based marks are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Unicode and the Unicode Logo are registered trademarks of Unicode, Inc.

All other company and product names mentioned may be trademarks of the respective companies with which they are associated.

Use, duplication, or disclosure by the government is subject to the restrictions set forth in subparagraph (c)(1)(ii) of DFARS 52.227-7013 for the DOD and as set forth in FAR 52.227-19(a)-(d) for civilian agencies.

Sybase, Inc., One Sybase Drive, Dublin, CA 94568.

# Contents

<b>Product Summary .....</b>	<b>1</b>
<b>Installation and Upgrade .....</b>	<b>3</b>
Installation and Implementation of Sybase Control Center 3.2 .....	3
Supported Server Versions .....	4
<b>Known Issues .....</b>	<b>5</b>
Known Issues for Installation .....	5
Known Issues for Sybase Control Center .....	8
Known Issues for Adaptive Server .....	9
Known Issues for Replication .....	12
Known Issues for Sybase IQ .....	15
Known Issues for Accessibility .....	17
<b>Documentation Changes .....</b>	<b>21</b>
<b>Obtaining Help and Additional Information .....</b>	<b>23</b>
Technical Support .....	23
Sybase Product and Component Certifications .....	23
Creating a MySybase Profile .....	23
Accessibility Features .....	24
Sybase Control Center Accessibility Information .....	24



# 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 3.2 offers monitoring and administration capabilities for Sybase products.

For information on supported operating systems, see the *Sybase Control Center Installation Guide*.

For information about new features in this version, see the new features topics in the online help for each Sybase Control Center product module.

For information about accessibility, see *Accessibility Features* on page 24 and *Sybase Control Center Accessibility Information* on page 24 in this release bulletin.



# 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 3.2, see the *Sybase Control Center Installation Guide*.

## Installation and Implementation of Sybase Control Center 3.2

---

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

### **Installation:**

For adequate performance, the Sybase Control Center server machine must have at least two 2.4GHz processors and 4GB RAM.

### **Implementation:**

- Resources – for each Sybase Control Center server, monitor no more than 100 resources. To monitor more than 100 resources, distribute them over several Sybase Control Center servers, with each SCC 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.
  - Repository – do not turn purge off unless you configure purging as part of a scheduled backup. By default, purge is turned on and set to execute daily. In the online help, see the topics on scheduling backups of the repository and configuring repository purging.

## Supported Server Versions

---

Component versions supported by Sybase Control Center.

Managed Server or Agent	Version
Replication Server	12.6 or later
Replication Agent	15.0 or later
Mirror Replication Agent	15.0 or later
Adaptive Server	15.0.2 or later for Sybase Control Center for Adaptive Server, which offers full monitoring capabilities. 15.0.3 or later for Adaptive Server Cluster Edition monitoring. 12.5.4 or later for Sybase Control Center for Replication, which monitors only the RepAgent threads in the registered Adaptive Server.
Sybase IQ	Monitoring: 15.1 ESD #2.1 or later Administration: 15.3 or later



# Known Issues

Learn about known issues and workarounds for Sybase Control Center.

## Known Issues for Installation

Known issues and workarounds for installing Sybase Control Center.

Change request number	Description
617603	<p><b>The Windows uninstaller may fail to remove the Sybase Control Center installation directory.</b></p> <p>This happens because the directory (SCC-3_1 or SCC-3_2) contains a file path that is too long. If you try to remove the folder manually, the error is not informative—it says that <code>about_files</code> could not be deleted.</p> <p><b>Workaround:</b> To remove the installation directory:</p> <ol style="list-style-type: none"> <li>1. Locate this folder:  <code>&lt;SCC-install_dir&gt;\services\EmbeddedWebContainer\container\Jetty-6.1.22\work\Jetty_0_0_0_0_8282_help.war_help__.smpe97</code></li> <li>2. Shorten the path by changing the name of <code>Jetty_0_0_0_0_8282_help.war_help__.smpe97</code> to a single character, such as <code>j</code>.</li> <li>3. Right-click the installation directory (SCC-3_1 or SCC-3_2) and select <b>Delete</b>.</li> </ol>

Change request number	Description
<p>614392 588793</p>	<p><b>Different installer technologies for Sybase products overwrite existing program files.</b></p> <p>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.</p> <p>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.</p> <p><b>Workaround:</b> Select a unique installation directory if you are installing multiple Sybase programs on the same server.</p> <p>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.</p>

Change request number	Description
613897	<p><b>Installing Replication Server 15.2 on the Sybase Control Center server causes Sybase Control Center not to start.</b></p> <p>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.</p> <p><b>Workaround:</b> Reset the environment variables and restart Sybase Control Center. The environment variables to reset for each platform are:</p> <p>Linux (x86-64)</p> <ul style="list-style-type: none"> <li>• SYBASE_JRE6=\$SYBASE/shared/JRE-6_0_20_32BIT (on 32-bit OS)</li> <li>• SYBASE_JRE6=\$SYBASE/shared/JRE-6_0_20_64BIT (on 64-bit OS)</li> <li>• SYBASE_JRE6_32=\$SYBASE/shared/JRE-6_0_20_32BIT</li> <li>• SYBASE_JRE6_64=\$SYBASE/shared/JRE-6_0_20_64BIT</li> </ul> <p>Windows (x86-64)</p> <ul style="list-style-type: none"> <li>• SYBASE_JRE6=%SYBASE%\Shared\JRE-6_0_20_32BIT (on 32-bit OS)</li> <li>• SYBASE_JRE6_32=%SYBASE%\Shared\JRE-6_0_20_32BIT</li> </ul> <p>Solaris (SPARC)</p> <ul style="list-style-type: none"> <li>• SYBASE_JRE6=\$SYBASE/shared/JRE-6_0_20</li> <li>• SYBASE_JRE6_32=\$SYBASE/shared/JRE-6_0_20</li> <li>• SYBASE_JRE6_64=\$SYBASE/shared/JRE-6_0_20</li> </ul> <p>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.</p>

## Known Issues for Sybase Control Center

Known issues and workarounds for Sybase Control Center core functionality.

Change request number	Description
648793	<p><b>There are issues with displaying and accessing the Next and Previous links on the index tab in the Sybase Control Center online help.</b> (The index is the middle tab at the bottom of the left pane in the help window.)</p> <ul style="list-style-type: none"> <li>• In Firefox, the <b>Next</b> and <b>Previous</b> links are not visible. They are visible in Internet Explorer.</li> <li>• You cannot select the <b>Next</b> and <b>Previous</b> links using only the keyboard.</li> </ul> <p><b>Workaround:</b> Use Internet Explorer and click <b>Next</b> and <b>Previous</b> using the mouse.</p>
643727	<p><b>The browser crashes when you authenticate resources.</b></p> <p><b>Workaround:</b> If you are running Adobe Flash Player version 10.0 or earlier, upgrade to Flash Player 10.1.</p>
618904	<p><b>When you log in to Sybase Control Center in Windows Vista, an SSL handshake exception for a bad certificate appears in the agent log.</b> It is safe to ignore this exception.</p>
614028	<p><b>When you open some Sybase Control Center views from the application menu, the focus remains on the menu instead of moving to the new view.</b></p> <p>Affected views include the heat chart, alert monitor, node monitor, schedule creation wizard, and alert subscription wizard. This happens in both Internet Explorer 7 and Firefox 3.5.</p>
607229	<p><b>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.</b></p> <p>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.</p> <p><b>Workaround:</b> None.</p>
587717	<p><b>Chart datatips appear in incorrect locations.</b></p> <p>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.</p> <p><b>Workaround:</b> None. This is an Adobe Flex SDK issue.</p>

Change request number	Description
586837	<p><b>The SQL Anywhere repository database fails to start on SuSE Linux Enterprise Server 11 SP1, 64-bit.</b></p> <p><b>Workaround:</b> Execute this command before starting Sybase Control Center, or add it at the beginning of <code>SCC-3_2/bin/scc.sh</code>:</p> <pre>ulimit -v 59326240</pre> <p>The command increases the virtual memory available to Sybase Control Center.</p>
576129	<p><b>Pressing F5 to refresh your browser logs you out of Sybase Control Center.</b></p> <p>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.</p> <p><b>Workaround:</b> Do not use F5 when you are logged in to Sybase Control Center.</p>
560601	<p><b>The Sybase Control Center HTTP redirect fails when you use IPv6 format.</b></p> <p>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:</p> <pre>http://sccxppro64.v6:8282/scc</pre> <p><b>Workaround:</b> Use a URL with the HTTPS format and port to connect to SCC in IPv6 networks. For example:</p> <pre>https://sccxppro64.v6:8283/scc</pre>
558970	<p><b>If you change the text size (Control+Alt++ or Control+Alt+-) for an SCC session in your browser, the change does not persist when you restart the browser.</b></p>

## Known Issues for Adaptive Server

Known issues and workarounds for Sybase Control Center for Adaptive Server.

Change request number	Description
652937	<p><b>Recommended interval between data collections is now 5 minutes or more.</b></p> <p>The Setting up Statistics Collection help topic recommends setting the interval between scheduled data collections to 60 seconds or more. Disregard this. Sybase now recommends an interval of at least 5 minutes.</p>

Change request number	Description
619051	<p><b>Opening the Statement Cache window on the Adaptive Server Monitor results in an error:</b></p> <p>[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.</p> <p>This error occurs because the statement cache is not configured on the monitored Adaptive Server.</p> <p><b>Workaround:</b> Configure the statement cache of the Adaptive Server.</p>
618501	<p><b>Authentication of Unified Agent for Adaptive Server 15.5 fails on Windows.</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Adaptive Server version is 15.5.</li> <li>• Adaptive Server is running on the Windows 32-bit or 64-bit platforms.</li> <li>• The Unified Agent is configured to use the NT login module.</li> <li>• The Sybase Control Center user attempts to authenticate using the Windows login and password.</li> </ul> <p><b>Workaround:</b> 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 <b>passencrypt</b> utility that is part of the Unified Agent installation.</p>
617047	<p><b>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.</b></p> <p><b>Workaround:</b> Close, then reopen the Adaptive Server Administration dashboard.</p>
616855	<p><b>The allocation information about devices for an Adaptive Server that is configured to use the Chinese language and character set appear in Chinese rather than in English.</b></p> <p>Click the <b>Devices Used</b> tab to see allocation information.</p> <p><b>Workaround:</b> None.</p>

Change request number	Description
613300	<p><b>Errors are reported on the Sybase Control Server console if a managed Adaptive Server resource is unavailable.</b></p> <p><b>Workaround:</b> Use this procedure to prevent repeating error messages:</p> <ol style="list-style-type: none"> <li>1. Right-click the Adaptive Server resource.</li> <li>2. Select <b>Properties</b>.</li> <li>3. Select <b>Collection Jobs</b>.</li> <li>4. Select all listed jobs.</li> <li>5. To suspend all collections on the Adaptive Server resource, click <b>Suspend Schedule</b>.</li> <li>6. To start collections when the Adaptive Server resource is available, click <b>Resume Schedule</b>.</li> </ol>
612680	<p><b>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.</b></p> <p><b>Workaround:</b> None.</p>
611398	<p><b>Under certain conditions, the Adaptive Server Administration dashboard does not include the expected list of running processes in the Shutdown Server dialog box.</b></p> <p><b>Workaround:</b> Close, then reopen the Adaptive Server Administration dashboard.</p>
607240	<p><b>When opened, the View Errorlog dialog reports No data and errors are reported in the agent . log file for the Unified Agent managing Adaptive Server 15.5.</b></p> <p><b>Workaround:</b> Install an updated version of the Adaptive Server Agent plug-in:</p> <ol style="list-style-type: none"> <li>1. Shut down the Unified Agent managing the Adaptive Server.</li> <li>2. Rename the Adaptive Server Agent plug-in file in the Adaptive Server installation area: <code>\$\$SYBASE/UAF-2_5/plugins/com.sybase.ase/lib/ASEAgentPlugin.jar</code> .</li> <li>3. Copy the Adaptive Server Agent plug-in from: <code>\$\$SYBASE/SCC-3_1/plugins/ASEMAP/lib/ASEAgentPlugin.jar</code> to <code>\$\$SYBASE/UAF-2_5/plugins/com.sybase.ase/lib/ASEAgentPlugin.jar</code>.</li> <li>4. Start the Unified Agent managing the Adaptive Server.</li> </ol>
606676	<p><b>If the network connection to the Unified Agent host is inactive, the Adaptive Server Administration window reports that the Unified Agent is not registered.</b></p> <hr/> <p><b>Note:</b> Do not reregister the agent if this occurs.</p> <hr/> <p><b>Workaround:</b> Restore the network connection to the Unified Agent host machine.</p>

Change re-quest number	Description
596022	<p><b>The Adaptive Server Monitor screens for an Adaptive Server cluster may not respond while a failover operation is occurring in the cluster.</b></p> <p><b>Workaround:</b> None.</p>
589902	<p><b>In some cases, Sybase Control Center displays incorrect values for size and amount of space used by a segment in cluster configurations.</b></p> <p>This affects the data and charts that appear on the <b>Details</b> tab of the <b>Segments</b> screen.</p> <p><b>Workaround:</b> None.</p>
567204	<p><b>Exception error: invoking method getRelatedManagedObjects.</b></p> <p>This error occurs when two users attempt to validate a resource at exactly the same time.</p> <p><b>Workaround:</b> Ignore the exception error and retry the task.</p>
564691	<p><b>The Adaptive Server-specific columns in the heat chart show an incorrect label value.</b></p> <p>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.</p> <p><b>Workaround:</b> Close, then reopen the heat chart.</p>
561126	<p><b>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.</b></p> <p><b>Workaround:</b> None.</p>

## Known Issues for Replication

Known issues and workarounds for Sybase Control Center for Replication.

Change re-quest number	Description
652937	<p><b>Recommended interval between data collections is now 5 minutes or more.</b></p> <p>The Setting up Statistics Collection help topic recommends setting the interval between scheduled data collections to 60 seconds or more. Disregard this. Sybase now recommends an interval of at least 5 minutes.</p>



Change re-quest number	Description
619409	<p><b>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.</b></p> <p><b>Workaround:</b> None.</p>
619404	<p><b>Status is not updated automatically when a latency monitoring process completes.</b></p> <p>After a latency monitoring process completes, its status is not updated in the <b>Monitor &gt; Paths</b> view and shows a Running status.</p> <p><b>Workaround:</b> Select the path. Open, then close its <b>Quick Admin</b> panel.</p>
619385	<p><b>Only the Latency Monitoring collection start and end time is available when populating the Latency Monitoring History chart.</b></p> <p>If more than one <b>rs_ticket</b> 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.</p> <p><b>Workaround:</b> None.</p>
619382	<p><b>In the Replication Server Paths view, if a selected path replicates data to a non-Sybase database, the Latency chart displays zero latency.</b></p> <p>Sybase Control Center monitors latency in two different ways. The default is by reading the <b>rs_lastcommit</b> table at the replicate database or, when configured, by reading the <b>rs_ticket_history</b> table at the replicate database. The <b>rs_ticket_history</b> 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 <b>rs_lastcommit</b> does not, thus Sybase Control Center cannot access the <b>rs_lastcommit</b> table in non-Sybase replicate databases. Consequently, the Latency chart displays zero latency. This is also true for the Latency chart in the <b>Path</b> dashboard.</p> <p><b>Workaround:</b> To monitor latency to non-Sybase replicate databases, configure and use Latency Monitoring.</p>
616952	<p><b>Connection arrows in the topology view depend on correctly defined connections.</b></p> <p>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.</p> <p><b>Workaround:</b> When creating the Replication Server connection definition to the non-Sybase replicate database, omit the <b>with log transfer</b> clause that is used for creating a primary connection definition.</p>

Change request number	Description
616831	<p><b>If an Adaptive Server cluster goes down, the displayed RepAgent thread status in Replication is down.</b></p> <p>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.</p> <p><b>Workaround:</b> Follow these steps:</p> <ol style="list-style-type: none"> <li>1. From the Perspective Resources view, right-click the Adaptive Server cluster and select <b>Properties &gt; Connection</b>.</li> <li>2. Change the connection parameters to that of another working node in the Adaptive Server cluster, then click <b>Apply</b>.</li> </ol>
614419	<p><b>Multiple error messages are displayed when a single Replication Server goes down.</b></p> <p>When a monitored Replication Server goes down, several error messages are recorded in the <code>agent.log</code>. 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.</p> <p><b>Workaround:</b> None.</p>
611190	<p><b>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.</b></p> <p>When you configure the Replication Agent parameters in the Quick Admin view while in the replicating state, the changes are not successfully applied, but they show up if you click the <b>Show changes applied this session</b> option.</p> <p><b>Workaround:</b> None.</p>
611023	<p><b>An empty value for the parameter <code>pdb_xlog_device</code> shows as invalid in the Quick Admin view for Replication Agent, even though an empty value is valid.</b></p> <p><b>Workaround:</b> None.</p>
609710	<p><b>Logical connections do not have any alerts.</b></p> <p>The <b>Add Alert</b> wizard shows logical connections beneath the Replication Server resource. When you click the <b>Type</b> page, this message appears at the bottom of the page: "All available alert definitions have been created for this resource."</p> <p><b>Workaround:</b> None. This message is expected since there are no alerts defined for Logical Connections at this time.</p>

Change request number	Description
578836	<p><b>Collections fail if replication access library stored procedures are removed.</b></p> <p>Replication Server data collections fail if the replication access library stored procedures are removed from the Replication Server System Database (RSSD).</p> <p><b>Workaround:</b> Unregister and reregister the Replication Server.</p>
565911	<p><b>The RepAgent thread graph does not appear.</b></p> <p>When you open a Path dashboard, the RepAgent thread graph does not appear.</p> <p><b>Workaround:</b> 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.</p>
563885	<p><b>The Launch Statistics Chart option is missing when you right-click an Adaptive Server registered for replication.</b></p> <p><b>Workaround:</b> None.</p>
562598 562600	<p><b>Repeat once and Repeat indefinitely options are not supported for Replication Server data collection jobs.</b></p> <p>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.</p> <p><b>Workaround:</b> Change the collection job option to <b>Repeat until</b> so that the job runs a specific number of times.</p>
559160	<p><b>Replication Server performance statistics collection does not support Replication Server 12.6 and 15.0.</b></p> <p>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.</p> <p><b>Workaround:</b> None.</p>

## Known Issues for Sybase IQ

Known issues and workarounds for Sybase Control Center for Sybase IQ.

Change request number	Description
667673	<p><b>The Create Dbspace wizard incorrectly allows you to create a dbspace from a multiplex reader.</b> The dbspace created is valid.</p>

Change request number	Description
667667	<p><b>If a Sybase IQ simplex server that is registered in Sybase Control Center is converted to a multiplex server using another instance of SCC, Sybase Central, or the command line, the current SCC does not detect the conversion and continues to display the server as simplex.</b></p> <p><b>Workaround:</b> Re-authenticate the simplex resource so that SCC displays it as multiplex.</p>
667537	<p><b>The CPU History chart in the IQ Multiplex Level Monitor view displays no data.</b></p> <p><b>Workaround:</b> Look at the CPU History charts in one or more node-level monitor views:</p> <ol style="list-style-type: none"> <li>1. Select the node in the Perspective Resources View and select <b>Resource &gt; Monitor Node</b>.</li> <li>2. In the monitor view, select <b>Overview</b> in the left pane.</li> <li>3. On the Overview page, select the <b>Server</b> tab. The CPU History chart is on the left side.</li> </ol>
666382	<p><b>Authentication can take a very long time, especially when the resource is a multiplex.</b></p> <p>In some cases the authentication dialog fails to dismiss.</p>
663752	<p><b>Multiplex monitors opened from the Administration Console control multiplex monitors opened later. (IQ2764 AC)</b></p> <p>Workaround:</p> <ul style="list-style-type: none"> <li>• Open the IQ Multiplex Level Monitor from the Perspective Resources view rather than the Administration Console: select a multiplex server in the Perspective Resources view and select <b>Resource &gt; Monitor Multiplex</b>.</li> <li>• If you open a multiplex monitor from the Administration Console, log out of SCC and log back in to clear compromised monitor.</li> </ul>

Change request number	Description
651730 651542 651539 651532 651531 651530 651529 651527 651525 651519 651398 647028 647026 647025 646895 646883 646881 646874	<p><b>Changing the name of a Sybase IQ server in Sybase Control Center or in Sybase Central can lead to a variety of problems in SCC.</b></p> <p>The server may disappear from chart labels and legends in various places in the multiplex monitor view, such as the Connections, Connection Details, and Cache Size charts. The name is not updated in other places, including the Topology view, the Cache Reads chart, the CPU History chart, and the temporary and main store Disk Usage tabs.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. To open the IQ Multiplex Level Monitor, select the multiplex in the Perspective Resources view and select <b>Resource &gt; Monitor Multiplex</b> from the view's menu.</li> <li>2. In the left pane of the monitor view, click <b>Settings</b>.</li> <li>3. On the Settings screen, click <b>Select Nodes</b>.</li> <li>4. In the Select Nodes dialog, find the server whose name was changed and select its checkbox in the Server column.</li> <li>5. Click <b>OK</b> to return to the monitor view.</li> <li>6. If the server is still missing or its name has not been updated, close the IQ Multiplex Level Monitor and reopen it as described in step 1.</li> </ol>
640584	<p><b>When you authenticate a Sybase IQ server, enter the user ID in Sybase Control Center in the same case in which it is defined in the Sybase IQ sysuser table.</b></p> <p>When the cases do not match, SCC authenticates the server—for example, if the sysuser entry says DBA you can authenticate as dba—but you cannot make changes in the Administration Console.</p>

## Known Issues for Accessibility

Known issues and workarounds for accessibility in Sybase Control Center.

Change request number	Description
648803	<p><b>The NVDA screen reader reads the wrong data for rows in the Perspective Resources view.</b></p> <p><b>Workaround:</b> None.</p>

Change request number	Description
616081	<p><b>Customized display settings not inherited during installation.</b></p> <p>The following display customizations are not inherited by Sybase Control Center installer dialogs:</p> <ul style="list-style-type: none"> <li>• Large user-selected fonts do not affect installer message font size, and the installer message font size remains the same.</li> <li>• Narrator screen-reader application announces wizard pages, headers, and typed characters, but does not announce any information within the windows, license agreements, or menus.</li> <li>• 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.</li> </ul> <p><b>Workaround:</b> Install Sybase Control Center using console mode.</p>
614246 614243	<p><b>The NVDA screen reader does not read the data in in the statistics chart, nor does it read the window controls in the upper-right corner of the chart (minimize, maximize, resize) when the cursor hovers over them.</b></p>
615585	<p><b>Keyboard shortcuts not available on some installation dialogs.</b></p> <p>The following dialogs have malfunctioning keyboard shortcuts:</p> <ul style="list-style-type: none"> <li>• Setup Sybase Control Center as a service – Yes and No buttons</li> <li>• Do you want to start Sybase Control Center – Yes and No buttons</li> <li>• Choose Install set – Full and Custom buttons</li> <li>• All windows – Cancel button</li> </ul> <p>While choosing a sub-feature dialog on the Custom Install dialog, the <b>Tab</b> key does not navigate through the buttons.</p> <p><b>Workaround:</b> Use the mouse to select the button, or press <b>Tab</b> key to navigate through the buttons.</p>
615280	<p><b>Sometimes, focus is not indicated when clicking on items with the mouse.</b></p> <p><b>Workaround:</b> None.</p>
615036	<p><b>In the Collection Job wizard, some keys take you out of the table of collections to the side panel.</b></p> <p>Keys that move your focus away from the table of collections are Page Up, Page Down, Home, End, and arrow keys.</p> <p><b>Workaround:</b> Press the <b>Tab</b> key to revert focus to the table of collections.</p>

Change request number	Description
614800	<p><b>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.</b></p> <p><b>Workaround:</b> Use the mouse to gain focus.</p>
614618	<p><b>Changing the system fonts or font colors has no effect on Sybase Control Center.</b></p> <p><b>Workaround:</b> This is an Adobe Flex issue.</p>
614246	<p><b>Hover-over text for min, max and resize controls in Sybase Control Center windows is not announced by screen readers.</b></p> <p><b>Workaround:</b> None.</p>
614243	<p><b>Chart contents are not announced by screen readers.</b></p> <p><b>Workaround:</b> Some charts have a <b>Data</b> tab that contains the chart data. This data can be read by screen readers.</p>
614233	<p><b>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.</b></p> <p>You also cannot use the <b>Enter</b> key to change a value.</p> <p><b>Workaround:</b> Use the mouse to gain focus.</p>
614232	<p><b>You cannot gain focus to the options panes in Adaptive Server views, screens, or tabs from the keyboard or from screen readers.</b></p> <p><b>Workaround:</b> Use the mouse to gain focus.</p>
614023	<p><b>ctrl+ and ctrl- do not affect font sizes.</b></p> <p><b>Workaround:</b> Use ctrl-alt + and ctrl-alt - to change font sizes. This is the Flex standard.</p>
611616	<p><b>There are keyboard problems in the Quick Admin view for Replication Server.</b></p> <p>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.</p> <p><b>Workaround:</b> This is an Adobe Flex SDK grid issue.</p>
611598	<p><b>You cannot enter values using the keyboard for the range-of-date option for filter events on Adaptive Server monitoring views.</b></p> <p><b>Workaround:</b> 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.</p>

## Known Issues

Change request number	Description
611421	<p><b>You cannot gain focus on the min-max panes via keyboard or from screen readers on Adaptive Server views or screens.</b></p> <p><b>Workaround:</b> Use the mouse to gain focus.</p>
590271	<p><b>Installer UI: The magnifier utility does not follow focus changes when the keyboard is used.</b></p> <p>The windows screen magnifier does not follow the Hot keys and Tab key focuses when navigating in the InstallAnywhere installation wizard.</p> <p><b>Workaround:</b> Use the mouse to gain magnifier focus.</p>
578870	<p><b>You can tab through all windows, but the window with focus does not come to the front.</b></p> <p><b>Workaround:</b> Use <b>View &gt; Select &gt; &lt;window&gt;</b> to bring the window forward.</p>
563531	<p><b>Keyboard access is difficult with some wizards and screens.</b></p> <p>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.</p> <p><b>Workaround:</b> Make sure your screen resolution is 1024 X 768. Use ctrl-alt arrow keys to move the current perspective window.</p>
563523	<p><b>You cannot tab to the User Name field on the login screen with the Firefox browser.</b></p> <p><b>Workaround:</b> Use Internet Explorer.</p>
562210	<p><b>You cannot gain focus in certain sections of Adaptive Server client screens.</b></p> <p><b>Workaround:</b> None.</p>



# Documentation Changes

Updates, corrections, and clarifications to the documentation released with Sybase Control Center 3.2.

## *Do Not Delete Shared Files When Dropping Sybase IQ Nodes*

The information below was omitted from these help topics:

- *Manage and Monitor > Manage and Monitor the Sybase IQ Environment > Manage and Monitor a Sybase IQ Multiplex > Manage a Multiplex Server > Secondary Servers*
- *Manage and Monitor > Manage and Monitor the Sybase IQ Environment > Manage and Monitor a Sybase IQ Multiplex > Manage a Multiplex Server > Failover*

In the Drop Secondary Node wizard and the Failover wizard, use caution in selecting the option to delete files when you drop a node. If any of the files to be deleted are shared main files, data can be lost, and the remaining Sybase IQ servers might not be able to start afterwards.

## *Install the SCC Agent on All Multiplex Nodes*

The information below was omitted from the help shipped with Sybase Control Center for Sybase IQ, but is included in the help on the SyBooks Web site.

A new troubleshooting topic, *SCC Fails to Control Multiplex Servers*, explains that when you install Sybase IQ in a single location on a shared disk and use that single installation to run multiple multiplex nodes, SCC is unable to perform control tasks (including starting and stopping) on the nodes. To solve the problem, install the SCC agent on each node.



## Obtaining Help and Additional Information

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

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

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

---

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

---

## Technical Support

---

Get support for Sybase products.

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

## 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](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](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](http://www.adobe.com).

---