SYBASE®

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Release Bulletin

Sybase Control Center 3.2.3

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 3.2.3 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 20 and *Sybase Control Center Accessibility Information* on page 20 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, see the *Sybase Control Center Installation Guide*.

Installation and Implementation of Sybase Control Center 3.2.3

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 – monitor no more than 100 resources with a single SCC server. To monitor more resources, distribute them over several SCC 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 Data Assurance > Configure > Setting Up Statistics Collection > Data Collections for Replication Server Data Assurance Option*
> - *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

Server versions that support managing and monitoring by Sybase Control Center (SCC).

Managed Server or Agent	Version
Adaptive Server	Non-clustered Adaptive Server, monitoring and administration: 15.0.2 or later
	Non-clustered Adaptive Server, monitoring only RepAgent threads for Sybase Control Center for Replication: 12.5.4 or later
	Adaptive Server Cluster Edition, monitoring and administration: 15.0.3 or later
Data Assurance	15.6 or later
Replication products	Replication Server®: 12.6 or later
	Replication Agent™: 15.0 or later
	Mirror Replication Agent: 15.0 or later
Sybase IQ	Monitoring: 15.1 ESD #2.1 or later
	Administration: 15.3 or later

SCC also supports earlier versions of SCC product module plug-ins.

Known Issues

Learn about known issues and workarounds for Sybase Control Center.

Known Issues for Installation, Upgrade, and Deployment

Known issues and workarounds for installing, upgrading, and deploying Sybase Control Center.

Change Request Number	Description

680008	**Upgrade from SCC for Replication 3.0 to 3.2.3 fails.**
	
	Adaptive Server resources do not display or function properly.
	
	Workarounds: Do either of the following:
	
	• Reauthenticate the affected Adaptive Servers:
	   1. In the Perspective Resources view, select one or more Adaptive Servers.
	   2. Select **Resource > Clear Authentication**.
	   3. Select one of the cleared Adaptive Servers and select **Resource > Authenticate**. Enter login ID and password at the prompts.
	   4. Repeat for any remaining Adaptive Servers that require authentication.
	• Starting from the SCC 3.0 installation, upgrade to 3.1, then upgrade again from 3.1 to 3.2.3.

Change Request Number	Description

677805	**Cannot deploy a second SCC server instance on the same host.**
	
	An error appears in `agent.log`:
	
	``
	2011-07-14 16:39:21,131 [ERROR] [asa.ASAInstanceMa-
	nagerService]
	[Agent Bootstrap Thread] - com.sybase.ua.serv-
	ice.AgentServiceException: Failed to start database
	engine com.sybase.ua.services.asa.ASAEngine$Invalid-
	ConnectionException: The connection to
	scc_repository is not valid. The file location
	/net/hmoconc/omni/cisqa/skibba/sccinstance_test/syb-
	ase/SCC-3_2/instances/sccnhrh564d.
	sybase.com/services/Repository/scc_repository.db
	does not match the file location specified in
	the service-config.xml (/net/hmoconc/omni/cisqa/
	skibba/sccinstance_test/sybase/SCC-
	3_2/instances/instance2/services/Repository/scc_re-
	pository.db). This may indicate that another
	SCC repository server is running from a different in-
	stallation directory and the connection is
	being made to the wrong server instance. Check to
	make sure any SCC repository servers running
	on the network each have a unique server name and tcp
	port.
	``
	
	This problem does not occur if one of the instances is an SCC agent, which is a more common scenario.
	
	Workaround: Sybase does not recommend running more than one SCC server instance on a single host computer in a production environment. To enable a second server instance in a test or development environment:
	
	1. On the second SCC server instance, open this file:
	`SCC-3_2/instances/<instance2>/services/`
	`SccSADataserver/service-config.xml`
	2. Locate this line:
	`<set-property property="com.sybase.asa.serv-`
	`er.name" value="scc_repository" />`
	3. Change `scc_repository` to something different, such as `scc_re-`
	`pository2` or `scc_repository_instancename`.

Known Issues for Sybase Control Center

Known issues and workarounds for Sybase Control Center core functionality.

Change Request Number	Description
643727	**The browser crashes when you authenticate resources.** **Workaround:** If you are running Adobe Flash Player version 10.0 or earlier, upgrade to Flash Player 10.1 or later.
619406	**After dropping an alert, the Thresholds tab is not refreshed.** If only one alert is configured for a resource, information is not updated on the Thresholds tab of the Alerts page in the Resource Properties dialog when you drop the alert. **Workaround:** Close, then reopen the Resource Properties dialog. (In the Perspective Resources view, select the resource and select **Resource > Properties > Alerts**.)
618904	**When you log in to Sybase Control Center in Windows Vista, an SSL handshake exception for a bad certificate appears in the agent log.** **Workaround:** You can safely ignore this exception.
618893	**Attempts to access SCC online help immediately after SCC starts can result in an HTTP 404 "Not found" error.** **Workaround:** Wait a couple of minutes and try again.

Change Request Number	Description

618754	**You cannot use incremental backups of the Sybase Control Center repository to recover the database.**
	
	Workaround:
	
	1. Shut down SCC.
	2. Open this file in a text editor: `SCC-3_2/services/SccSAData-server/service-config.xml`.
	3. Locate this line:
	`<set-property property="com.sybase.asa.server.op-tions" value="-m -qi -qw`
	`-sb 0 -gn 100 -gm 500 -zl -zp" />`
	4. Remove `-m`, so the line becomes:
	`<set-property property="com.sybase.asa.server.op-tions" value="-qi -qw`
	`-sb 0 -gn 100 -gm 500 -zl -zp" />`
	5. Save the changes and start SCC.
	
	You can restore the repository database using incremental backups taken after this change.

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 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.
587717	**Chart datatips appear in incorrect locations.** The datatips for all charts are showing up in incorrect locations. (A datatip is a tooltip 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.
586837	**The SQL Anywhere repository database fails to start on SuSE Linux Enterprise Server 11 SP1, 64-bit.** **Workaround:** Execute this command before starting Sybase Control Center, 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.

Change Request Number	Description
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 log in because the Sybase Control Center HTTP redirect fails when you use 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 SCC in IPv6 networks. For example:
	
	`https://sccxppro64.v6:8283/scc`

558970	**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.** **Workaround:** None.

Known Issues for Adaptive Server

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

Change Request Number	Description
683998	**Data compression set to "row" appears as "page" in the Properties screen.** If you create a database with data compression set to "row," or if you change the data compression to "row" by using Properties, the display on the Properties screen does not show the changed value. **Workaround:** This is only a display issue. You can verify that the data compression is set correctly by issuing **sp_helpdb** *dbname* from the Execute SQL screen.

Change Request Number	Description
618901	**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. • You attempt to authenticate using the Windows login and password.
	Workaround: Upgrade to Adaptive Server 15.5 ESD #1 or later.
	With Adaptive Server 15.5 GA, 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.
616855	**The allocation information about devices for an Adaptive Server that is configured to use the Chinese language and character set appears 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 Center console if a managed Adaptive Server resource is unavailable.**
	Workaround: 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**.
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.

Change Request Number	Description
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.
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 Data Assurance

Known issues and workarounds for Sybase Control Center for Data Assurance.

Change Request Number	Description
670225	**You cannot rename objects you create in Data Assurance or Sybase Control Center.** Objects include agent connections, database connections, comparesets, and jobs. **Workaround:** Create a new object with the desired name and delete the old one.
652937	**Recommended interval between data collections is now 5 minutes or more.** 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.

Known Issues for Replication

Known issues and workarounds for Sybase Control Center for Replication.

Change Request Number	Description
652937	**Recommended interval between data collections is now 5 minutes or more.** 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.

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 appear only 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 continues to show as "Running" in the **Monitor > Paths** view. **Workaround:** Select the path. Open, then close its **Quick Admin** pane.
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, is 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: by reading the **rs_lastcommit** table at the replicate database (the default) 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.
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.

Change Request Number	Description
616831	**If an Adaptive Server cluster stops responding, the RepAgent thread status shown 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 stops responding while monitoring replication in the Adaptive Server cluster, the status of the RepAgent thread and of that node appear as "Down" instead of automatically using another working node. **Workaround:** 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 apppear 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 reported by all monitored Replication Servers, making it appear that the error message may be coming from other Replication Servers. **Workaround:** None.
611190	**When you configure Replication Agent parameters in the Quick Admin view while in the replicating state, the changes appear when you select "Show changes applied this session" even though they have not been successfully applied.** **Workaround:** None.
611023	**An empty value for the pdb_xlog_device parameter 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, you see this message 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.

Change Request Number	Description
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.
562600 562598	**"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 SCC does not collect the statistics. Instead, it writes an error message to the SCC 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

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

Change Request Number	Description
667673	**The Create Dbspace wizard incorrectly allows you to create a dbspace from a multiplex reader.** The dbspace created is valid.

Change Request Number	Description
667667	**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.** **Workaround:** Reauthenticate the simplex resource so that SCC displays it as multiplex.
666382	**Authentication can take a very long time, especially when the resource is a multiplex.** In some cases, the authentication dialog fails to dismiss.
663752	**Multiplex monitors opened from the Administration Console control multiplex monitors opened later.** (IQ2764 AC) **Workaround:** • 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 **Resource > Monitor Multiplex**. • If you open a multiplex monitor from the Administration Console, log out of SCC and log back in to clear compromised monitor.
652937	**Recommended interval between data collections is now 5 minutes or more.** 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.

Change Request Number	Description
651730 651542 651539 651532 651531 651530 651529 651527 651525 651519 651398 647028 647026 647025 646895 646883 646881 646874	**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.** 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. **Workaround:** 1. Select the multiplex in the Perspective Resources view and select **Resource > Monitor Multiplex** from the view's menu. 2. In the left pane of the monitor view, click **Settings**. 3. On the Settings screen, click **Select Nodes**. 4. In the Select Nodes dialog, find the server whose name was changed and select its checkbox in the Server column. 5. Click **OK** to return to the monitor view. 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*.
640584	**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.** 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.

Known Issues for Accessibility

Known issues and workarounds for accessibility in Sybase Control Center.

Change Request Number	Description
648803	**The NVDA screen reader reads the wrong data for rows in the Perspective Resources view.** **Workaround:** None.
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.
615280	**Sometimes, focus is not indicated when clicking items with the mouse.** **Workaround:** None.
615036	**In the Collection Job wizard, some keys take you out of the table of collections to the side pane.** 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 pools 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.

Change Request Number	Description
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.
614023	**Ctrl+ and Ctrl- do not affect font sizes.** **Workaround:** Use Ctrl-Alt + and Ctrl-Alt - to change font sizes. This is the Flex standard.
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.
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.
563523	**You cannot tab to the User Name field on the login screen with the Firefox browser.** **Workaround:** Use Internet Explorer.
562210	**You cannot gain focus in certain sections of Adaptive Server client screens.** **Workaround:** None.

Documentation Changes

Updates, corrections, and clarifications to the documentation released with Sybase Control Center 3.2.3.

Updating Sybase Control Center for Replication Online Help
Sybase Control Center 3.2.3 shipped with the wrong online help plug-in for Sybase Control Center for Replication. Follow these steps to install the correct plug-in:

1. Go to *http://www.sybase.com/downloads* and download the new help plug-in, com.sybase.scc.rep.doc_32.zip. Do not unzip it.
2. Shut down SCC.
   Stop the service or enter **shutdown** in the SCC console window.
3. Update the SCC for Replication online help.
   Copy the new version of com.sybase.scc.rep.doc_32.zip into this directory: SCC-3_2\plugins\RMAP\assets\help.
   The new version of the help file overwrites the old version.
4. Go to SCC-3_2\services\SybaseControlCenter\help and delete these files:
   - com.sybase.infocenter.scc.zip
   - help.war
   - help_info.xml
5. Delete this folder:
   SCC-3_2\services\EmbeddedWebContainer\container
   \Jetty-6.1.22\work
   \Jetty_0_0_0_0_8282_help.war__help__.smpe97
   In Windows, you might see an error. Give the folder a shorter name (J, for example) so that Windows can delete it.
6. Restart SCC.
   In Windows, start the service or enter **scc** at a command prompt.
   In UNIX, start the service (daemon) or enter **scc.sh** at a command prompt.
7. To see the updated help, point a browser to *https://localhost:8283/help/index.jsp*.
   It takes SCC a few minutes to rebuild the help when you install new zip files. If you see a Page not found message, wait a minute or two and try again.

Creating Adaptive Server Defaults
This information was omitted from the online help for Sybase Control Center for Adaptive Server Enterprise.

A default is a value that is applied to a table column when a row of data is inserted and no value is provided for the column. Once you create a default, you can bind it to table columns and to user datatypes. To create a default:

1. From the application menu bar, select **View > Open > Administration Console**.
2. Select **ASE Servers > Compiled Objects > Defaults**.
3. Click the drop-down arrow that appears next to **Defaults** and select **New**.
4. Follow the prompts to add a new default.

Recommended Interval Between Data Collections Is 5 Minutes or More

This information was omitted from the help shipped with Sybase Control Center for Adaptive Server Enterprise, but is included in the help on the Product Documentation Web site.

Sybase now recommends that you schedule data collections at least 5 minutes apart. The help topic *Configure > Setting Up Statistics Collection* has been updated to reflect this new guideline. See *Sybase Control Center 3.2.2 for Adaptive Server Documentation* at *sybooks.sybase.com*.

Even on the Web site, this information is up to date only in the SCC for Adaptive Server online help.

User-Defined Datatypes

This information was omitted from the help shipped with Sybase Control Center for Adaptive Server Enterprise, but is included in the help on the Product Documentation Web site.

You can configure your own datatypes in the Administration Console. These help topics have been added:

- *Manage and Monitor > Manage and Monitor the Adaptive Server Environment > User-Defined Datatypes*
- *Manage and Monitor > Manage and Monitor the Adaptive Server Environment > User-Defined Datatypes > Adding a User-Defined Datatype*
- *Manage and Monitor > Manage and Monitor the Adaptive Server Environment > User-Defined Datatypes > User-Defined Datatype Properties*

See *Sybase Control Center 3.2.2 for Adaptive Server Documentation* at *sybooks.sybase.com*.

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*
- 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 *http://www.adobe.com/accessibility/products/flex/jaws.html*.