



Release Bulletin

Sybase Control Center 3.2.8

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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 3.2.8 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 31 and *Sybase Control Center Accessibility Information* on page 31 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

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:

The operating systems supported for Sybase Control Center server installation have changed; the following is updated for SCC 3.2.8.

Table 1. Sybase Control Center Server Requirements

SCC Server Platform	Operating System
x86/32-bit	Windows 7, 8
	Windows Server 2008 R2
	Red Hat Enterprise Linux 5, 6
	SUSE Linux Enterprise 10, 11 SP1

SCC Server Platform	Operating System
x86/64-bit	Windows 7, 8 Windows Server 2008 R2, 2012 Red Hat Enterprise Linux 5, 6 SUSE Linux Enterprise 10, 11 SP1
Solaris SPARC 64-bit	Solaris 10, 11
Solaris-64 (x64)	Solaris 10, 11

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 150 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 SAP[®] Sybase Event Stream Processor > Configure Sybase Control Center > Setting Up Statistics Collection > Event Stream Processor Data Collections*
 - *Sybase Control Center for SAP Sybase IQ > Configure Sybase Control Center > Setting Up Statistics Collection > SAP 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	15.7.1 or later
Replication products	Replication Server [®] : 12.6 or later Replication Agent [™] : 15.0 or later Mirror Replication Agent: 15.0 or later
SAP Sybase Event Stream Processor	5.1 or later
SAP Sybase IQ	Monitoring: 15.3 or later Administration: 15.3 or later

Supported Product Modules and Release Documents

Product module and release document versions for this release of Sybase Control Center.

Use this list to determine whether you have the most recent version of an SCC product module. You can download new and updated product module plug-ins from downloads.sybase.com.

Note: The list shows the most recent Sybase Control Center product modules. SCC 3.2.8 supports SCC product module versions 3.2.8 and earlier.

Product Modules Supported by Sybase Control Center 3.2.8
Sybase Control Center 3.2.7 ESD1 for SAP Sybase IQ
Sybase Control Center 3.2.7 ESD2 for SAP Sybase Event Stream Processor
Sybase Control Center 3.2.7 for Adaptive Server Enterprise

Known Issues

Product Modules Supported by Sybase Control Center 3.2.8
Sybase Control Center 3.2.6 for Data Assurance
Sybase Control Center 3.2.6 for Replication

Use this list to identify the correct release bulletin and installation guide on the Product Documentation Web site at *sybooks.sybase.com*.

Release Documents for Sybase Control Center 3.2.8
Release Bulletin: Sybase Control Center 3.2.8 (this document)
Installation Guide: Sybase Control Center 3.2.7

Note: Documentation on the Web site may be revised at any time. Sybase recommends that you check periodically for updates.

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
723979	<p>The Sybase Control Center server fails to start in Windows 7.</p> <p>When you try to start SCC using <code>scc.bat</code>, a Windows dialog asks Do you want to allow the following program to make changes to your computer? After presenting this dialog twice, SCC shuts down even when you click Yes. You might see SCC start-up errors in addition to the dialog.</p> <p>This happens because the "Run as administrator" property is enabled in the JRE installed by the ASE and SCC installers.</p> <p>Workaround: Disable "Run as administrator" on the JRE:</p> <ol style="list-style-type: none"> 1. In Windows Explorer, right-click these executable files: <ul style="list-style-type: none"> <code>%SYBASE_JRE7_32%\bin\java.exe</code> (present in both 32-bit and 64-bit installations) <code>%SYBASE_JRE7_64%\bin\java.exe</code> (64-bit OS only) 2. Select Properties. 3. In the Compatibility tab, unselect Run this program as administrator. 4. Enter <code>%SYBASE%\SCC-3_2\bin\scc.bat</code> to start SCC.
711014	<p>The pluggable authentication module (PAM) configuration file (<code>sybase-csi</code>) supplied with Sybase Control Center does not support Linux RedHat 6.0.</p> <p>Workaround: Create a <code>sybase-csi</code> file that contains:</p> <pre>auth include system-auth account include system-auth password include system-auth session include system-auth</pre> <p>For more information on <code>sybase-csi</code> files, see <i>Get Started > Setting Up Security > Configuring a Pluggable Authentication Module (PAM) for UNIX</i> in the SCC online help.</p>
698297	<p>SCC does not support downgrade from a newer release to an older release.</p> <p>Workaround: If you need the ability to roll back an SCC upgrade, back up the SCC installation directory (<code>SCC-3_2</code>, <code>SCC-3_1</code>, or <code>SCC-3_0</code>) before you upgrade.</p>

Change Request Number	Description
677805	<p>Cannot deploy a second SCC server instance on the same host.</p> <p>An error appears in agent.log:</p> <pre>2011-07-14 16:39:21,131 [ERROR] [asa.ASAInstanceManagerService] [Agent Bootstrap Thread] - com.sybase.ua.service. 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.</pre> <p>This problem does not occur if one of the instances is an SCC agent, which is a more common scenario.</p> <p>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:</p> <ol style="list-style-type: none"> 1. On the second SCC server instance, open this file: <code>SCC-3_2/instances/<instance2>/services/ SccSADataserver/service-config.xml</code> 2. Locate this line: <pre><set-property property="com.sybase.asa.serv- er.name" value="scc_repository" /></pre> 3. Change <code>scc_repository</code> to something different, such as <code>scc_repository2</code> or <code>scc_repository_instancename</code>. 4. To display SCC ports that are in use, enter: <pre>scc --info ports</pre> 5. See <i>Configuring Ports</i> in the online help for instructions on using the <code>scc --ports</code> command to reassign the ports on the second SCC instance. The two instances must use different ports.

Change Request Number	Description
586837	<p>Sybase Control Center fails to start because it does not have enough memory.</p> <p>Workaround: For instructions on adjusting memory, see <i>Get Started > Launching Sybase Control Center > Configuring Memory Usage</i> in the SCC online help.</p> <p>In UNIX, you can also execute this command before starting SCC, 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>

Known Issues for Sybase Control Center

Known issues and workarounds for Sybase Control Center core functionality, which is present in all product modules.

Change Request Number	Description
735382 735386	<p>An operating system issue can prevent SCC from starting in some versions of Linux.</p> <p>Errors report that the SQL Anywhere <code>scc_repository</code> database cannot be started. Related SQL Anywhere CRs: 734192, 728597.</p> <p>The OS issue is a possible transparent huge page bug in Red Hat Enterprise Linux 6 and other Linux distributions with kernel versions greater than 2.6.38. The Red Hat tracking number is 891857.</p> <p>Workaround: If SCC fails to start on a host running Linux, particularly RHEL 6 or later, and you see errors about the <code>scc_repository</code> database, set the environment variable <code>SA_DISABLE_DIRECTIO</code> to 1 and start SCC again.</p>
721981	<p>When you use a 64-bit version of Internet Explorer 8 or 9 to read SCC online help, graphics may fail to load.</p> <p>Each missing graphic is replaced with a red X. The problem is most noticeable on the landing page when you first open the online help.</p> <p>Workaround: Use an earlier or a 32-bit version of IE, or use another browser.</p>

Change Request Number	Description
721119	<p>Script execution is not logged as expected on UNIX.</p> <p>Alert-triggered script executions are not being recorded in SCC-3_2\log\alert-server.log as they are supposed to be. Information about the execution from the RemoteShell Service's ProcessRunner is appearing in SCC-3_2\log\agent.log, but this is not the alert script execution code that we expect to see logged in alert-server.log.</p> <p>Workaround: None.</p>
697145	<p>You cannot use incremental backups of the Sybase Control Center repository to recover the database.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Shut down SCC. 2. Open this file in a text editor: SCC-3_2/services/SccSADatasever/service-config.xml. 3. Delete this line: <pre data-bbox="463 765 1099 817"><set-property property="com.sybase.asa.database.options" value="-m" /></pre> 4. Save the changes and start SCC. <p>You can restore the repository database using incremental backups taken after this change.</p>
587717	<p>Datatypes in monitoring views and the statistics chart appear in fixed locations on the browser screen regardless of where the chart is located. If you move the chart on the screen, the datatips do not move with the chart.</p> <p>(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 product module plug-ins.</p> <p>Workaround: None. This is an Adobe Flex SDK issue.</p>
576129	<p>Pressing F5 to refresh your browser logs you out of Sybase Control Center.</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>Workaround: Do not use F5 when you are logged in to Sybase Control Center.</p>

Change Request Number	Description
560601	<p>Cannot log in because the Sybase Control Center HTTP redirect fails when you use IPv6 format.</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://myscc64.v6:8282/scc</pre> <p>Workaround: Use a URL with the HTTPS format and port to connect to SCC in IPv6 networks. For example:</p> <pre>https://myscc64.v6:8283/scc</pre>

Known Issues for Adaptive Server

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

Change Request Number	Description
712447	<p>Clicking Add Buffer Pool in the data cache context menu or in the Caches screen from Sybase Control Center Monitor has no effect.</p> <p>Workaround: Use Add Buffer Pool in the Caches Property screen in the Sybase Control Center Administration Console.</p>
712308	<p>Adaptive Server version 15.5 ESD #2 cluster only: Cannot drop a new instance on a new node.</p> <p>Doing so causes this error:</p> <pre>Drop instance error:7</pre> <p>Workaround: Use sybcluster to drop the instance.</p>
712287	<p>In some cases, opening the Adaptive Server Monitor Threads screen may cause a Numeric Overflow error that is reported within Sybase Control Center and in the Sybase Control Center agent.log file.</p> <p>This occurs because the value of the TaskRuns column in a row of the monThread table exceeds 2147483647 for a thread.</p> <p>Workaround: Shut down and restart Adaptive Server to reset the value of the TaskRuns column.</p>

Change Request Number	Description
710398	<p>After you create a new instance in an Adaptive Server cluster using the Sybase Control Center Administration Console, the new instance status may display incorrectly and all options in the Context menu are disabled for that instance.</p> <p>This is an intermittent issue that may not occur in all cases.</p> <p>Workaround: Use the sybcluster utility to start the new instance.</p>
695138	<p>Sybase Control Center cannot authenticate with the Unified Agent installed with Adaptive Server 15.5.x (Unified Agent 2.5) using the default password for earlier versions of the Unified Agent.</p> <p>You see this error:</p> <pre data-bbox="427 604 1180 708">User 'uafadmin' failed to authenticate with server 'ASE155x' agent. Login failed: No successful loginmodules. Please check credentials.</pre> <p>Workaround: Use the new default password, Sybase4me, to authenticate Unified Agent. Sybase recommends that you change the default password immediately.</p>
690795	<p>After you change the kernel mode and restart the Adaptive Server, the Sybase Control Center monitor view may not update correctly, or may not correctly display that the kernel has been changed.</p> <p>When you change the kernel mode from either threaded to process or process to threaded in the Configuration screen of Sybase Control Center, and then restart the server, the monitor view may not update correctly or threads may still be displayed after changing to process mode.</p> <p>Workaround: When you change the server kernel mode in Adaptive Server 15.7 or higher, you may need to complete the following steps to correctly display this resource in the monitor view.</p> <ol data-bbox="427 1177 864 1298" style="list-style-type: none"> 1. Close the monitor dialog view. 2. Restart the Adaptive Server. 3. Clear and reauthenticate the server. 4. Open the monitor view for your resource.

Change Request Number	Description
618901	<p>Authentication of Unified Agent for Adaptive Server 15.5 or earlier fails on Windows.</p> <p>The attempt to authenticate the Sybase Control Center with the Unified Agent managing an Adaptive Server fails when all these conditions are met:</p> <ul style="list-style-type: none"> • Adaptive Server version is 15.5 or earlier. • 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. <p>Workaround: Upgrade to Adaptive Server 15.5 ESD #1 or later.</p> <p>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 you use the Simple Login Module, you must encrypt the password values using the passencrypt utility that is part of the Unified Agent installation.</p>
616855	<p>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.</p> <p>To see allocation information, select Databases in the Adaptive Server Monitor, then click the Devices Used tab.</p> <p>Workaround: None.</p>
613300	<p>Errors are reported on the Sybase Control Center console if a managed Adaptive Server resource is unavailable.</p> <p>Workaround: To prevent repeating error messages:</p> <ol style="list-style-type: none"> 1. In the Perspective Resources view, select the Adaptive Server resource and click the drop-down arrow that appears to the right. 2. Select Properties. 3. Select Collection Jobs. 4. Select all listed jobs. 5. To suspend all collections on the Adaptive Server resource, click Suspend. 6. To start collections when the Adaptive Server resource is available, click Resume.
596022	<p>The Adaptive Server Monitor screens for an Adaptive Server cluster may not respond while a failover operation is occurring in the cluster.</p> <p>Workaround: None.</p>

Known Issues

Change Request Number	Description
589902	<p>In some cases, Sybase Control Center displays incorrect values for size and amount of space used by a segment in cluster configurations.</p> <p>This affects the data and charts that appear on the Details tab of the Segments screen in the Adaptive Server Monitor.</p> <p>Workaround: None.</p>

Known Issues for Data Assurance

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

Change Request Number	Description
696767	<p>Administration Console options in the Sybase Control Center Properties dialog (Application > Administration > General Settings > Administration Console) let you set timeout and row count thresholds for data retrieval. These settings have no effect in Sybase Control Center for Data Assurance.</p> <p>Workaround: None.</p>
670225	<p>You cannot rename objects you create in Data Assurance or Sybase Control Center.</p> <p>Objects include agent connections, database connections, comparesets, and jobs.</p> <p>Workaround: Create a new object with the desired name and delete the old one.</p>

Known Issues for Replication

Known issues and workarounds for Sybase Control Center for Replication.

Change Request Number	Description
712718	<p>A SQL Anywhere® error occurs in a 15.7 environment with no routes.</p> <p>When no routes exist, the rs_helproute RSSD stored procedure does not return a result set. Currently, the Sybase Control Center for Replication functionality uses the result set to close the prepared statement. Since the result set is null, the prepared statement remains open, and eventually causes this error: SQL Anywhere Error -685: Resource governor for 'prepared statements' exceeded.</p> <p>The default setting for SQL Anywhere is a maximum of 50 prepared statements opened at one time. After 50 SCC for Replication collections, this error occurs and the Replication collections fail.</p> <p>Workaround: Since there are no routes, there is no workaround for this in a single 15.7 Replication Server environment. You can increase the maximum number of prepared statements, however, this only delays the problem from occurring.</p>
704647	<p>The heat chart may not show correct status for Replication Server alert changes.</p> <p>Workaround: Use the Alert Monitor to see the correct status. To open the Alert Monitor, select View > Open > Alert Monitor.</p>
704458	<p>Resources of type Path MO appear in the Perspective Resources view.</p> <p>A path MO resource is created when you click on a path name link in Replication Server Monitor > Paths.</p> <p>Workaround: Path MO resources do not cause problems; you can ignore them or remove them from your perspective.</p>
697776	<p>No data is displayed for Adaptive Server RepAgent sender threads in the Replication Path Dashboard using alternate connections.</p> <p>Workaround: Query the new Adaptive Server MDA tables to get statistics for the new RepAgent senders. These are the new MDA tables:</p> <ul style="list-style-type: none"> • monRepLogActivity • monRepScanners • monRepScannersTotalTime • monRepSenders

Change Request Number	Description
696767	<p>Administration Console options in the Sybase Control Center Properties dialog (Application > Administration > General Settings > Administration Console) let you set timeout and row count thresholds for data retrieval. These settings have no effect in Sybase Control Center for Replication.</p> <p>Workaround: None.</p>
696166	<p>The Adaptive Server Monitor Replication Agent tab does not display the RepAgent thread sender connection names. However, it shows the list of the controlling Replication Servers for each RepAgent.</p> <p>Workaround: Open the Replication Server Monitor Connections tab for each controlling Replication Server. It displays the connection names for the Adaptive Server RepAgents. You can also login to Replication Server and use the admin who command to derive this information.</p> <p>To access the Replication Server Monitor Connections tab:</p> <ol style="list-style-type: none"> 1. From the Perspective Resources view, select the controlling Replication Server and click Resource > Monitor. 2. Click Connections.
687149	<p>Sybase Control Center for Replication may not have descriptions for some Replication Server 15.7.1 configuration parameters.</p> <p>Workaround: See the <i>Replication Server 15.7.1 Reference Manual</i> for information on the parameters with missing descriptions. The manual is available on the Product Documentation Web site at sybooks.sybase.com.</p>
686837	<p>A queue graph for intermediate Replication Server is missing in the Replication Path dashboard.</p> <p>When you open the Path dashboard, the ASE Replication Agent thread always displays zero.</p> <p>Workaround: Upgrade Adaptive Server Enterprise to 15.0.3 or later.</p>
619385	<p>Gaps may appear in the stacked columns of the latency monitoring history chart.</p> <p>Only the latency monitoring collection start and end times are 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.</p> <p>Workaround: None.</p>

Change Request Number	Description
619382	<p>Latency cannot be obtained for non-ASE replicate databases.</p> <p>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.</p> <p>Workaround: To monitor latency to non-Sybase replicate databases, configure and use latency monitoring. See the <i>Sybase Control Center Installation Guide</i> for details.</p>
617051	<p>Status is not updated automatically when a latency monitoring process completes.</p> <p>After a latency monitoring process completes, its status continues to show as “Running” in the Monitor > Paths view.</p> <p>Workaround: To refresh the path status, click anywhere else in the pane to change the focus away from the path, then click the path again.</p>
616460	<p>Connection arrows in the topology view depend on correctly defined connections.</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>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.</p>
614419	<p>Multiple error messages appear when a single Replication Server goes down.</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 reported by all monitored Replication Servers, making it appear that the error message may be coming from other Replication Servers.</p> <p>Workaround: None.</p>

Known Issues

Change Request Number	Description
611190	<p>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.</p> <p>Workaround: None.</p>
611023	<p>An empty value for the <code>pdb_xlog_device</code> parameter shows as invalid in the Quick Admin view for Replication Agent, even though an empty value is valid.</p> <p>Workaround: None.</p>
578836	<p>Replication Server data collections fail if the replication access library stored procedures are removed from the Replication Server System Database (RSSD).</p> <p>Workaround: Unregister, then reregister the Replication Server with Sybase Control Center.</p>
565911	<p>When you open a Path dashboard, the RepAgent thread graph does not appear.</p> <p>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.</p>
563885	<p>The “Launch Statistics Chart” option is missing when you right-click an Adaptive Server registered for replication.</p> <p>Workaround: None.</p>
562600	<p>The “Run the job: Once” and “Run the job: Repetitively” options (or “Repeat once” and “Repeat indefinitely”) are not supported for Replication Server data collection jobs.</p> <p>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.</p> <p>Workaround: Change the job option to Until (or Repeat until) and specify a date for the job to stop running.</p>
559160	<p>Replication Server performance statistics collection does not support Replication Server 12.6 and 15.0.</p> <p>The monitor and counters interface in versions 12.6 and 15.0 differs from the interface in Replication Server 15.0.1 and later.</p> <p>Workaround: None.</p>

Known Issues for SAP Sybase Event Stream Processor

Known issues and workarounds for Sybase Control Center for SAP® Sybase Event Stream Processor.

Change Request Number	Description
714997	<p>In the online help in SCC, the “Sybase Control Center for Event Stream Processor” link in the right pane of the home page does not work.</p> <p>Workaround: Use the “Sybase Control Center for Event Stream Processor” link in the left pane.</p>

Known Issues for SAP Sybase IQ

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

Change Request Number	Description
737595	<p>Adding a hash or hash-range partition to an unpartitioned table causes a server error.</p> <p>If you attempt to add a hash or hash-range partition to an existing unpartitioned table, an error message appears. If you unpartition a table with a hash or hash-range partition, you cannot re-add it. This behavior does not occur when adding a range partition to an existing unpartitioned table.</p> <ul style="list-style-type: none"> • Workaround – Create a new table with a hash or hash-range partition. Migrate the data from the original table to the new table, and then drop the original table.

Change Request Number	Description
736548	<p>Behavior #1: Missing multiplex resource in the Perspective window. Only the original simplex resource appears.</p> <p>After you convert a simplex resource to a multiplex resource, the wizard indicates success, but the new multiplex resource does not appear in the Perspective Resources view. Only the original simplex resource appears. If you open the Administration Console and click IQ server, the error message <code>Object detail load failed</code> appears. No objects for the simplex resource appear in the folders of the Administration Console.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Stop and restart the SCC server. 2. Log in to SCC. 3. In the Perspective Resources view, re-authenticate the simplex resource. The simplex resource becomes a functioning multiplex resource. <p>Behavior #2: Missing objects for the coordinator IQ server resource in Administration Console folders after creating a new multiplex resource.</p> <p>After converting a simplex resource to a multiplex resource, no objects for the original simplex resource (now the coordinator resource) appear in the various folders in the administration console.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Stop and restart the SCC server. 2. Log in to SCC. 3. In the Perspective Resources view, re-authenticate the multiplex resource. Objects now appear for the coordinator resource.

Change Request Number	Description
735485	<p>Behavior #1: Server error when refreshing a text index.</p> <p>When you click the Refresh Now button on the properties page of a text index, the process fails with the message:</p> <pre>Index name, object name and object owner must be either all null or all non-null</pre> <p>Workaround #1:</p> <ol style="list-style-type: none"> 1. In the left pane of the Administration Console, select IQ Servers > Schema Objects > Tables > Tables. 2. Select the table on which the text index is based in the right pane and either: <ul style="list-style-type: none"> • Click the arrow to the right of the name and select Properties, or • From the Administration Console menu bar, select Resource > Properties. 3. In the left pane, select Text Indexes. 4. In the right pane, select the text index, and click Refresh. <p>Workaround #2:</p> <ol style="list-style-type: none"> 1. In the left pane of the Administration Console, select IQ Servers > Schema Objects > Text Indexes. 2. Select the text index from the right pane and either: <ul style="list-style-type: none"> • Click the arrow to the right of the name and select Refresh Data, or • From the Administration Console menu bar, select Resource > Refresh Data. <hr/> <p>Note: This workaround is available for all refresh types except Snapshot.</p> <p>Behavior #2: Server error when truncating a text index.</p> <p>When you click the Truncate Now button on the properties page of a text index, the process fails with the message:</p> <pre>com.sybase.scc.jmx.ManagedObjectGateway.err_invoke_op Access</pre> <p>Workaround #1:</p> <ol style="list-style-type: none"> 1. In the left pane of the Administration Console, select IQ Servers > Schema Objects > Text Indexes. 2. Select the text index from the right pane and either: <ul style="list-style-type: none"> • Click the arrow to the right of the name and select Truncate Data, or • From the Administration Console menu bar, select Resource > Truncate Data. <p>Workaround #2:</p> <ol style="list-style-type: none"> 1. In the left pane of the Administration Console, select IQ Servers > Schema Objects > Tables > Tables. 2. Select the table on which the text index is based in the right pane and either:

Change Request Number	Description
	<ul style="list-style-type: none"> • Click the arrow to the right of the name and select Properties, or • From the Administration Console menu bar, select Resource > Properties. <ol style="list-style-type: none"> 3. In the left pane, select Text Indexes. 4. In the right pane, select the text index, and click Truncate.
732628	<p>Some nodes in a multiplex shut down after adding a DB file to IQ_SYSTEM_MAIN.</p> <p>When adding a DB file to IQ_SYSTEM_MAIN, any node in the multiplex whose agent is not registered and authenticated becomes stopped.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. In the left pane of the Administration Console, select IQ Servers > Multiplex Management > Multiplex Servers. 2. Select a stopped node from the right pane and either: <ul style="list-style-type: none"> • Click the arrow to the right of the name and select Register Agent, or • From the Administration Console menu bar, select Resource > Register Agent. 3. Accept the defaults displayed and click OK. 4. Select the same node from the right pane and either: <ul style="list-style-type: none"> • Click the arrow to the right of the name and select Authenticate Agent, or • From the Administration Console menu bar, select Resource > Authenticate Agent. 5. Type the SCC agent password and click OK. 6. Select the same node from the right pane and either: <ul style="list-style-type: none"> • Click the arrow to the right of the name and select Synchronize Server, or • From the Administration Console menu bar, select Resource > Synchronize Server. 7. Click Finish to start the synchronization. 8. Click Close when synchronization is complete. 9. Select the same node from the right pane and either: <ul style="list-style-type: none"> • Click the arrow to the right of the name and select Start Server, or • From the Administration Console menu bar, select Resource > Start Server. 10. Click Finish to start the server. 11. Click Close when the server is successfully started. 12. Repeat these steps for each stopped node in the multiplex.

Change Request Number	Description
730793	<p>In the Failover Wizard, if both the coordinator node (CN) and designated failover node (DFO) are stopped, and you select a new failover node, an error message appears, and the failover fails.</p> <p>This behavior occurs because the CN must be running in order to select a different failover node.</p> <p>Workaround: Use Interactive SQL to stop the multiplex node and restart it using the appropriate flags to bring the node online as the coordinator. Contact technical support for further assistance.</p>
729451	<p>You cannot grant or revoke permissions on a proxy table.</p> <p>The functionality to grant and revoke object-level permissions on a proxy table at the table level is not currently implemented in SCC.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Grant the object-level permissions at the user, group (15.3 and 15.4) or role (16.0) level. • Use Interactive SQL to grant the object-level permissions at the table level.
727450	<p>You cannot truncate data although you have the correct permissions (TRUNCATE permission on the materialized view)—the Truncate Data option is not available.</p> <p>Workaround: Use <code>dbisql</code> to truncate.</p>
724206	<p>User impersonation does not work.</p> <p>The functionality to configure one user to temporarily assume the roles and system privileges of another user (known as impersonation) is not currently implemented in SCC.</p> <p>Workaround: Use Interactive SQL.</p>
723112	<p>Performing a task that includes database validation on a SUSE platform causes a server error.</p> <p>The process fails with the message:</p> <pre>SCC Agent <host_name>:9999 does not know Sybase IQ version string. Something is wrong with the IQ Agent plug-in</pre> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Shut down Sybase Control Center. 2. Log on as root. 3. Execute: <code>ln -s /usr/bin/env /bin/env</code> 4. Restart Sybase Control Center. 5. Log on as the original user. 6. Retry task.

Known Issues

Change Request Number	Description
716431	<p>Dual control password management does not work.</p> <p>When the Change Password Dual Control option is enabled in a user's login policy, an error message appears if you attempt to change the user's password. Dual control password management is not currently implemented in SCC.</p> <p>Workaround: Use Interactive SQL to change the user's password.</p>
696767	<p>Administration Console options in the SCC Properties dialog (Application > Administration > General Settings > Administration Console) let you set timeout and row count thresholds for data retrieval. These settings have no effect in Sybase Control Center for SAP Sybase IQ.</p> <p>Workaround: None.</p>
686963	<p>If you use Server Properties to change the server configuration, and you also make changes at Request Logging or Options pages, the server configuration process runs but does not make the additional changes.</p> <p>Workaround: Make changes in Server Properties from individual pages and click OK for each page.</p>
685207	<p>The Liveness Timeout value for multiplex secondary servers always appears as 0 seconds in the INC Properties dialog.</p> <p>Even if you leave the value at the default (120 seconds) or set it in the Configuration Editor and restart, the INC Properties dialog displays a Liveness Timeout of 0 seconds. The value is correct on the server; only the display is wrong.</p> <p>Workaround: In the SCC Administration Console:</p> <ol style="list-style-type: none"> 1. In the left pane, expand IQ Servers > Multiplex Management and select Multiplex Servers. 2. In the right pane, select a server and click the drop-down arrow that appears to the right. 3. Select Properties. 4. In the left pane of the properties dialog, select Server Properties. 5. In the right pane, enter <code>liv</code> in the filtering field above the Name column. This filters out all the properties except Liveness Timeout.

Change Request Number	Description
676665	<p>If you change the database location, restart the server, and later try to change back to the previous location, the server fails to start.</p> <p>The failure occurs because old database files remain in place when you change to a new location. If you change back to an old location, the server finds out-of-date files.</p> <p>To view or change the path to the database location:</p> <ol style="list-style-type: none"> 1. In the Administration Console, select IQ Servers. 2. Select a server in the right pane and click the drop-down arrow that appears next to the server's name. 3. Select Properties. 4. In the left pane of the properties dialog, select Configuration. <p>Workaround: Before changing back to the old location, remove the .db, iqmsg, and .lmp files from the old location. If they exist, also remove <code>params.cfg</code>, <code>start_server.sh</code>, and <code>stop_server.sh</code>.</p> <hr/> <p>Note: Do not remove <code>.iq</code>, <code>.iqtmp</code>, and <code>.log</code> files. Doing so may prevent your server from starting.</p>
676218	<p>When you modify property values in the Dbspace Properties dialog in the Administration Console, changes to dbspace properties that should propagate to the DB Files Properties dialog do not automatically do so.</p> <p>Workaround: If your changes to the Dbspace Properties dialog do not appear in the DB Files Properties dialog:</p> <ol style="list-style-type: none"> 1. Close the DB File Properties dialog. 2. Click DB Files in the left pane of the Administration Console. 3. In the Folder menu, select Refresh. 4. Select the dbfile in the right pane, click the drop-down arrow, and select Properties.
676079	<p>In the Configuration File Editor, the Maximum Output File Size uses kilobytes as the default. There is no way to specify MB or GB.</p> <p>Workaround: In the <code>params.cfg</code> file in the database directory, set the value with the -zs switch. Use K, M or G after the numerical value. For example: <code>-zs 4000K</code>, <code>-zs 240M</code>, or <code>-zs 30G</code>.</p>
676076	<p>In the Debug page of the Configuration File Editor, the following logging levels are missing from the Debug Level drop-down: "other," "procedures," "triggers," "plan," "hostvars," "replace," and "blocks."</p> <p>Workaround: To set the debug level to any of the missing levels, set the -zr switch in the <code>params.cfg</code> file in the database directory. You can include more than one level. For example: <code>-zr procedures, triggers, plans</code>.</p>

Known Issues

Change Request Number	Description
670173	<p>The Database Options, Group Options, and User Options dialogs do not allow these actions provided in Sybase Central: Create Options, Remove Options, and Mark Options as Permanent.</p> <p>Workaround: Use Interactive SQL to configure the options.</p>
669571	<p>The Administration Console's Execute SQL window returns no status for successful queries that return no results.</p> <p>Interactive SQL users expect a message like <code>Execution time: 0.01 seconds</code>.</p> <p>Workaround: None.</p>
667667	<p>If an SAP Sybase IQ simplex server that is registered in Sybase Control Center is converted to a multiplex server using anything other than this instance of SCC (including another instance of SCC or the command line), the current SCC does not detect the conversion and continues to display the server as simplex.</p> <p>Workaround: Reauthenticate the simplex resource so that SCC displays it as multiplex.</p>
666382	<p>Authentication can take a very long time, especially when the resource is a multiplex.</p> <p>In some cases, the authentication dialog fails to dismiss.</p> <p>Workaround: You can safely click Cancel to dismiss the Authentication dialog at any time after you click OK.</p>

Known Issues for Accessibility

Known issues and workarounds for accessibility in Sybase Control Center.

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

Change Request Number	Description
616081	<p>Customized display settings not inherited during installation.</p> <p>The following display customizations are not inherited by Sybase Control Center installer dialogs:</p> <ul style="list-style-type: none"> • 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. <p>Workaround: Install Sybase Control Center using console mode.</p>
615280	<p>Sometimes, focus is not indicated when clicking items with the mouse.</p> <p>Workaround: None.</p>
615036	<p>In the Collection Job wizard, some keys take you out of the table of collections to the side pane.</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>Workaround: Press the Tab key to revert focus to the table of collections.</p>
614800	<p>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.</p> <p>Workaround: Use the mouse to gain focus.</p>
614618	<p>Changing the system fonts or font colors has no effect on Sybase Control Center.</p> <p>Workaround: None. This is an Adobe Flex issue.</p>
614246	<p>Hover-over text for min, max, and resize controls in Sybase Control Center windows is not announced by screen readers.</p> <p>Workaround: None.</p>
614243	<p>Chart contents are not announced by screen readers.</p> <p>Workaround: Some charts have a Data tab that contains the chart data. This data cannot be read by screen readers.</p>

Change Request Number	Description
614023	<p>Ctrl+ and Ctrl- do not affect font sizes.</p> <p>Workaround: Use Ctrl-Alt + and Ctrl-Alt - to change font sizes.</p>
611421	<p>You cannot gain focus on the min-max icons via the keyboard or from screen readers on Adaptive Server views or screens.</p> <p>Workaround: Use the mouse to gain focus.</p>
590271	<p>Installer UI: The magnifier utility does not follow focus changes when the keyboard is used.</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>Workaround: Use the mouse to gain magnifier focus.</p>
578870	<p>You can tab through all windows, but the window with focus does not come to the front.</p> <p>Workaround: Use View > Select > <window> to bring the window forward.</p>
563523	<p>You cannot tab to the User Name field on the login screen with the Firefox browser.</p> <p>Workaround: Use Internet Explorer.</p>
562210	<p>You cannot gain focus in certain sections of Adaptive Server client screens.</p> <p>Workaround: None.</p>

Documentation Changes

Updates, corrections, and clarifications to the documentation released with Sybase Control Center 3.2.8.

SCC for SAP Sybase ESP Help: Incorrect Document ID

The online help shipped with Sybase Control Center 3.2.7 for SAP Sybase Event Stream Processor includes an incorrect document ID on the landing page and on the second page of the PDF. The correct document ID, DC60012-01-0327-03, appears in the help posted on the Product Documentation Web site.

Installation Guide: Change to Supported Operating Systems Planning Your Installation > System Requirements

The operating systems supported for Sybase Control Center server installation have changed. See the updated list in *Installation and Implementation of Sybase Control Center* on page 1.

SCC for SAP Sybase IQ Help: Do Not Configure Dbspace Alerts on Secondary Nodes

Configure Sybase Control Center > Creating an Alert > SAP Sybase IQ Alerts

The asterisks and corresponding note in these table rows were omitted from the Sybase Control Center online help shipped with Sybase Control Center for SAP Sybase IQ, but are included in the help on the Product Documentation Web site.

AlertKPI	Description	Alert Type
Dbspace size in use*	Dbspace size in use in MB.	Threshold
Dbspace file size in use*	Dbspace file size in use in MB.	Threshold
Dbspace percent available*	Percentage of Dbspace size available.	Threshold
Dbspace file percent available*	Percentage of Dbspace file size available.	Threshold

*Do not configure dbspace alerts on secondary nodes in a multiplex—they do not work. Only the coordinator node can gather statistics for dbspaces and fire dbspace alerts.

SCC for SAP Sybase IQ Help: Multiplex Connection Disallowed by Login Policy

This information was omitted from the online help for Sybase Control Center for Sybase IQ but is included in the help on the Product Documentation Web site.

Troubleshoot Sybase Control Center for SAP Sybase IQ > Multiplex Connection Disallowed by Login Policy

Problem: If your login cannot access all nodes, authentication returns the security error Connection disallowed by login policy for this user.

Solution: Use a login account with access to the SERVER logical server to authenticate a multiplex resource. Connection using the SERVER logical server context requires the ACCESS SERVER LS system privilege. CR #653603.

Displaying the Versions of SCC Components

This new topic was omitted from the Sybase Control Center online help for all product modules except SCC for Event Stream Processor; for SCC for SAP Sybase IQ, it is present in the help on the Product Documentation site but not in the help available in SCC itself:

About Sybase Control Center for ... > Displaying the Versions of SCC Components

View a list of components installed in Sybase Control Center and their versions.

Check the versions of the product modules in your SCC installation to determine whether your installation is up to date. SCC release bulletins list supported product module versions. You

Documentation Changes

can find SCC release bulletins on the Product Documentation web site at <http://sybooks.sybase.com/sybooks/sybooks.xhtml?prodID=10680>

1. Log in to SCC and select **Help > About Sybase Control Center**.
2. Compare the versions of product modules (listed as management agent plug-ins) against the versions published in the most recent *Sybase Control Center Release Bulletin*.

Modifying a Resource's Name and Connection Properties

This new topic was omitted from the Sybase Control Center online help for all product modules except SCC for Event Stream Processor and SCC for SAP Sybase IQ:

Manage and Monitor > Manage Sybase Control Center > Resources > Modifying a Resource's Name and Connection Properties

Change the properties of a resource registered with Sybase Control Center.

1. In the Perspective Resources view, select a resource and select **Resource > Properties**.
2. (Optional) On the General Properties page, modify the name or description of the resource.

Enter the actual name of the managed server, using uppercase and lowercase letters. If the name registered in Sybase Control Center does not exactly match the server name, some monitoring functions, including the topology view, do not work.

3. (Optional) On the Connection Information page, modify:
 - the host name
 - the port number
 - other options for the managed resource
4. Click **OK** (to apply the changes and close the properties dialog) or **Apply** (to apply the changes and leave the dialog open).

SCC for Adaptive Server Help: Setting Parameters in the Configuration File

Several changes were omitted from the online help shipped with Sybase Control Center for Adaptive Server, but are included in the help on the Product Documentation Web site.

Setting Adaptive Server Parameters in the Configuration File:

- This topic moved from the *Configure* section to the *Manage and Monitor > Manage Sybase Control Center* section. It is not necessary to set the parameters described here during configuration.
- This note was added to the topic:

Note: Sybase recommends that you consult Sybase technical support before setting any parameters in the configuration file.

- Details on the parameters you can set have been moved to the subtopic, Configuration Parameters for Adaptive Server.

Configuration Parameters for Adaptive Server, a subtopic of Setting Adaptive Server Parameters in the Configuration File:

- Along with its parent *Setting Adaptive Server Parameters in the Configuration File*, this topic moved from the *Configure* section to the *Manage and Monitor > Manage Sybase Control Center* section.
- The default value of **query_timeout** changed to 600 seconds.
- Some information on parameters was moved to this topic from *Setting Adaptive Server Parameters in the Configuration File*.
- The topic was revised to make default values easier to find.

SCC for DA Help: SSL Support in Replication Server Data Assurance Option

The documentation for the SSL support feature in Replication Server Data Assurance (DA) Option 15.7.1 is not included in the Sybase Control Center for Data Assurance online help. The remote method invocation (RMI) communication between Sybase Control Center for Data Assurance and DA server can be encrypted using Secure Sockets Layer (SSL) / Transport Layer Security (TLS).

For detailed information on the SSL support in DA, see *Replication Server Data Assurance Option 15.7.1 > Users Guide > Security and Access Control*.

SCC for Adaptive Server Help: KPI Error Alert Flags

Information on these KPI error alert flags was omitted from the online help shipped with Sybase Control Center for Adaptive Server, but is included in the help on the Product Documentation Web site.

- Number of Critical Flags Last Collection
- Number of Error Flags
- Number of Information Flags
- Number of Warning Flags

Alert Reference: SCC for Sybase IQ

This information was omitted from the online help for Sybase Control Center for Sybase IQ.

Data collection names are missing from the online help topic *Configure > Creating an Alert > Sybase IQ Alerts, Collections, and KPIs*. Alerts are based on key performance indicators (KPIs). For a listing of the KPIs in each data collection, consult the table in the online help at *Configure > Setting Up Statistics Collection > Sybase IQ Data Collections*. CR #683329-3.

Launching the Administration Console

Some topics in the online help do not give the steps for launching the Administration Console that are best suited to the task described. The Administration Console can display information for a single resource, for a group of resources, or for all resources in the current perspective.

- To populate the Administration Console with information on one or more resources: in the Perspective Resources view, select the resources and select **Resource > Administration Console**. This method is fastest.
- To populate the Administration Console with information on all the resources in the current perspective: from the main menu bar, select **View > Open > Administration**

Console. If you are monitoring a large number of resources, the Administration Console may take a few minutes to load. CR #668582.

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/News groups, 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.

Obtaining Help and Additional Information

Note: To use Sybase Control Center effectively with versions of JAWS for Windows screen reading software before version 11, download and install the appropriate Adobe scripts. See <http://www.adobe.com/accessibility/products/flex/jaws.html>.
