SYBASE®
An SAP® Company

Installation Guide

Replication Server® Data Assurance Option 15.7

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Planning Your Installation

Before you install or upgrade, prepare your environment.

- Identify the components and options to install or upgrade.
- Obtain a license.
- Make sure your system meets all requirements for your installation scenario and planned use.

Note: If you are upgrading from a previous version, review the update considerations at the end of this document.

Obtaining a License

Before installing your product, choose a SySAM license model, determine license server information, and obtain license files.

These steps summarize the actions you must take to install a Sybase® Software Asset Management (SySAM) license. You must refer to the *Sybase Software Asset Management Users Guide* for details.

1. Choose a SySAM license model.

License Model	Description
Unserved license model	Licenses are obtained directly from a license file. If you are using an unserved license, save the license file to the machine on which you install the product.
Served license model	A license server manages the allocation of licenses among multiple machines.

2. For the served license model, decide whether to use an existing or new license server.

   The license server and your product installation do not need to share the same machine, operating system, or architecture.
3. If you chose the served license model, do one of:

   - Install the new license server on a machine that does not have an existing license server.
   - To install on a machine that is running a SySAM 1.0 license server, follow migration instructions in the *Sybase Software Asset Management Users Guide* to migrate to the newer SySAM version.

4. Before installing your product, get license files from the Sybase Product Download Center (SPDC) at *https://sybase.subscribenet.com* using SPDC access information you receive from Sybase or your Sybase reseller.

Next

For more information on SySAM licensing, see the *Sybase Software Asset Management Users Guide* on the Sybase Product Documentation Web site at *http://sybooks.sybase.com*.

License Type

The Replication Server® Data Assurance Option requires the REP_DATA_ASSURANCE license.

Sub-capacity Licensing

Sybase offers sub-capacity licensing, which lets you license Sybase products on a subset of the CPUs available on a physical machine.

Platform Support

Table 1. SySAM Virtualization Sub-capacity Compatibility

Vendor	Product	Platform Support	Virtualization Type
HP	nPar	HP IA 11.31	Physical partition
	vPar		Virtual partition
	Integrity Virtual Machines with Resource Manager		Virtual machine
	Secure Resource Partitions		OS containers
IBM	LPAR	AIX 6.1, AIX 7	Virtual partition
	dLPAR		Virtual partition
Sun	Dynamic System Domains	Solaris 10	Physical partition
	Solaris Containers/Zones with Solaris Resource Manager		OS partition

Vendor	Product	Platform Support	Virtualization Type
Intel, AMD	VMWare ESX Server Guest O/ S: Windows, Linux, and Sun Solaris x64 VMWare ESX Server excludes VMWare Workstation and VMWare Server.	VMWare ESX 3.5, ESX 4.0 and ESX 4.1, Guest OS: Windows 2008 R2, Windows 7, Red Hat 5.6, SuSE 11, Sun Solaris x64	Virtual machine
	Xen, DomainU: Windows and Linux Xen excludes Sun Solaris x64.	Windows 2008 R2, Windows 7, Red Hat 5.6, and SuSe 11	Virtual machine

Enabling Sybase Sub-capacity Licensing

You must have a sub-capacity licensing agreement with Sybase before you can enable sub-capacity licensing. As with other Sybase licenses, you must generate a license key. For specific steps, see the *SySAM Quick Start Guide*.

Note: Keep your license server up to date.

Although the installation media include a copy of the most recent SySAM license server, Sybase recommends that you periodically check for license server updates on the SySAM Standalone License Servers Web site at *http://www.sybase.com/sysam/server*.

Requirements

When using SySAM sub-capacity licensing, set the SYBASE_SAM_CAPACITY environment variable before installing, or, you can copy in the license key after installation.

If you are using sub-capacity licensing, do one of:

- Set the SYBASE_SAM_CAPACITY environment variable before starting your installer. Follow the instructions provided in the *SySAM Users Guide > Configuring SySAM Sub-capacity*. However, start your installer instead of starting the sub-capacity-enabled Sybase product. The installer includes the **sysamcap** utility located in `sysam_utilities/bin`.
- Select **Continue installation without a license key** in the Sybase Software Asset Management License pane during installation. After installation, copy your license key to *`installed_directory`*`/SYSAM-2_0/licenses` directory where *`installed_directory`* is where you have installed your components.

System Requirements

Make sure your system meets all requirements before you install. See the release bulletin for the most current information about required system patches.

Item	Requirement
CPU	A minimum of 1 single core, 2 GHz processor
RAM	A minimum of 512MB RAM
Disk storage	A minimum of 1GB of available hard disk space

Operating system	One of:
	• Microsoft Windows 2008 R2
	• Microsoft Windows 7
	• Microsoft Windows XP
	• HP Itanium (64-bit):
	  • HPUX 11.31
	  The installer requires the **gzip** utility. Ensure that the path to gzip is set in the $PATH environment variable.
	• IBM AIX (64-bit):
	  • AIX 6.1
	  • AIX 7.x
	• Linux on x64 (64-bit):
	  • Red Hat 5.5
	  • Red Hat 6.0
	  • SuSE Linux Enterprise Server SLES 10
	  • SuSE Linux Enterprise Server SLES 11
	• Linux on IBM p-Series (Linux on POWER) (64-bit):
	  • Red Hat Enterprise Linux 5.5
	  • Red Hat Enterprise Linux 6.0
	  • SuSE Linux Enterprise Server SLES 10
	  • SuSE Linux Enterprise Server SLES 11
	• Sun Solaris on Sun SPARC (64-bit):
	  • Solaris 10
	• Sun Solaris 10 x64 (64-bit)

Deployment Types

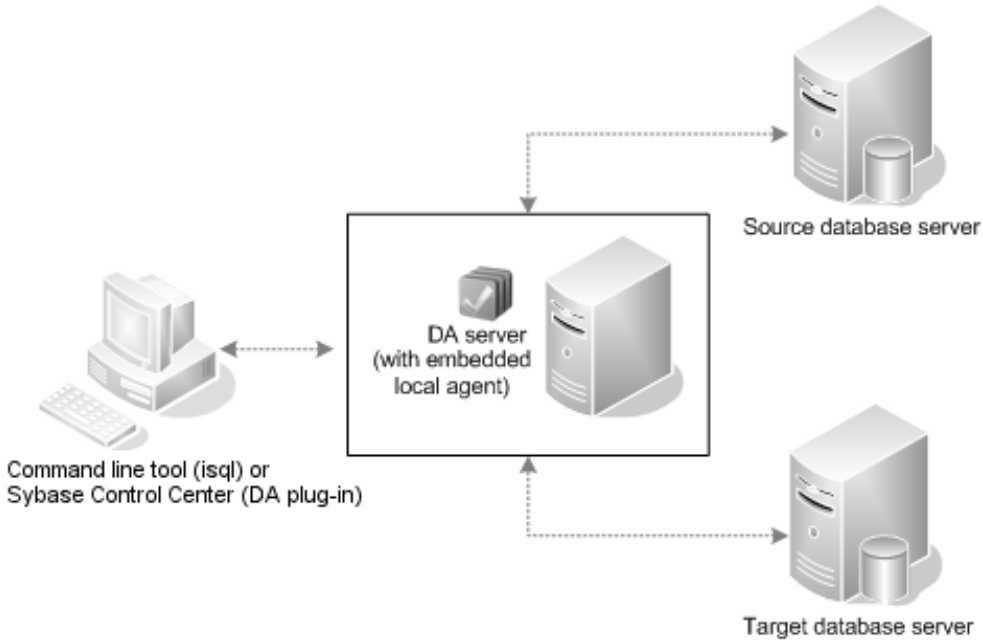
You can set up a single-server or a distributed deployment for Replication Server Data Assurance (DA) Option.

Your choice of deployment type depends on your performance needs and the ease of installation and maintenance required.

Single-Server Deployment

A single-server deployment consists of Data Assurance (DA) server, and the local agent that comes with the DA server installation installed on a single machine. The local agent connects to database servers for simple comparison.

Scenario	Suggested Deployment	Task
• Low network latency between the DA server and database servers • Few concurrent comparisons are required • Ease of deployment and maintenance preferred over maximum performance	Single-server	Install the DA server component on a single machine. **Note:** DA server has a built-in local agent that you can use, which provides the same functionality as the remote DA agent. This is easier to setup, but if the network connection between the database server and DA server is slow, this network latency makes the DA jobs run slower. Avoid using the 'external sort' option when DA is installed as a single server deployment, as the embedded local agent must handle all of the sorting work, which may put DA server under excessive strain. Add one or more DA agents to a single-server deployment to create a distributed deployment.

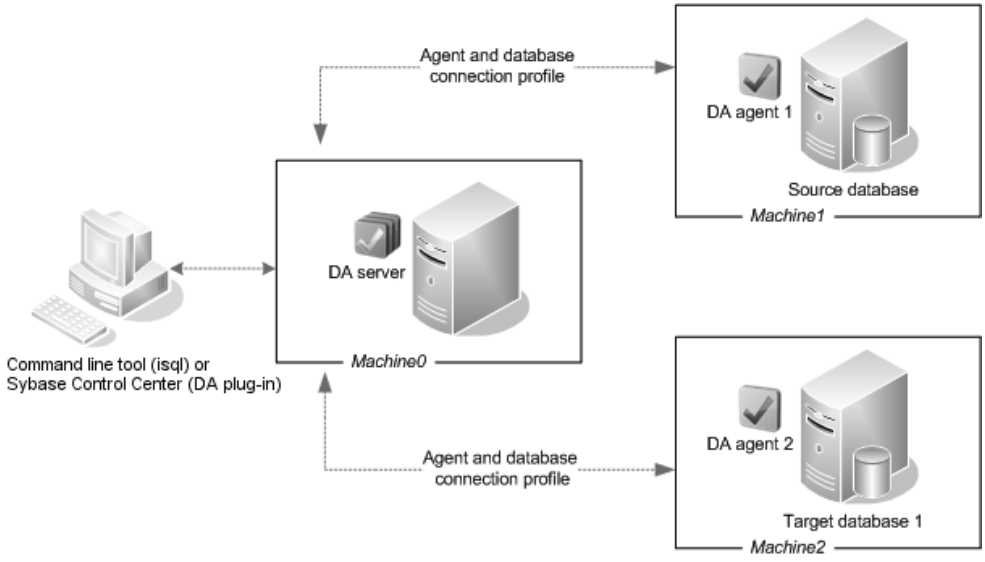


Distributed Deployment

A distributed deployment consists of Data Assurance (DA) server installed on one machine, and DA agents installed on or near the machines where the target and source databases are

residing. The DA server stores the agent and database connection profiles used to establish the connection required for comparing databases.

Scenario	Suggested Deployment	Task
• High network latency between the DA server and database servers • Many concurrent comparisons • The external sort function is used to work with very large tables • Performance takes precedence over ease of deployment and maintenance	Distributed	**1.** Install the DA server component to *Machine0*. **2.** Install DA agent components to *Machine1* and *Machine2*. **3.** Install additional DA agents to other machines if necessary. To achieve maximum performance, a standalone DA agent can be installed on the same machine as the database server. This configuration removes any network latency between the database and the DA agent. Typically, the DA agent is a lightweight process and does not negatively impact the host machine. However, in cases where the DA agent requires more CPU-time and disk space when used with the 'external sort' option (to avoid using SQL 'order by' when selecting data to compare), the preferred configuration is to install a standalone DA agent on a separate machine, which shares a fast ethernet connection with the database server. **4.** Complete the distributed deployment by creating an agent connection for each DA agent in the DA server, then assign database connections to the DA agent nearest the database servers.


Agent and database
connection profile
DA agent 1
Source database
Machine1
DA server
Machine0
Command line tool (isql) or
Sybase Control Center (DA plug-in)
Agent and database
connection profile
DA agent 2
Target database 1
Machine2

Installing Replication Server Data Assurance Option

Install Replication Server Data Assurance (DA) Option server and agents using your chosen deployment option.

Prerequisites

Before installing a Data Assurance (DA) server, identify the:

- Java RMI port – the Java RMI port used by outside applications to connect to the DA server's Java API. The default is 4500.
- TDS port – the port used by the command line tool (CLT) or **isql** utility. The default is 4501.
- DASD port – the port on which the system database runs. The default is 4503.
- HTTP port – the port used by the DA server Web server, which runs one environment Java server page. The default is 4504.

Before installing a DA agent, identify the:

- Java RMI port – the Java RMI port used by the DA server to connect to the DA agent. The default is 4510.
- TDS port – the port used by command line tool (CLT) or **isql** utility. The default is 4511.
- DTS port – the port used by the DA agent to stream fingerprints back to the DA server during comparisons. The default is 4512.
- HTTP port – the port used by the DA agent Web server, which runs one environment Java server page. The default is 4514.

Installing in GUI Mode

The installer creates the target directory and installs the selected components into that directory.

The installer for DA server and agents is on the same CD used to install Replication Server. Although you can install one DA server and one DA agent at a time from the installer on a machine, you must run the installer again to install additional DA agents. You cannot install DA server and agents remotely, so you may need to mount the CD and install on more than one machine, depending on your chosen deployment.

1. Verify that the drive on which you will install the DA server and agents has enough disk space.

2. Insert the Replication Server DA Option media in the appropriate drive, or download and extract the installation image from the Sybase Product Download Center (SPDC).
3. (Windows) Launch the **setup** program.

   Note: If the installer does not start automatically, double-click `setup.exe` or select **Start** > **Run** and enter:

   ```
   x:\da_installer\setup.exe
   ```

   where *x*: is your CD drive.

   Set the environment variable TMP to *directory_name*, where *directory_name* is the name of the temporary directory to which the installation program writes the temporary installation files.For example:

   ```
   set TMP=C:\WINDOWS\Temp
   ```

   When specifying the *directory_name*, include its full path. Reexecute `setup.exe`.
4. (UNIX) If you downloaded the product from SPDC, go to the directory where you extracted the installation image and start the installer:

   ```
   ./da_installer/setup.bin
   ```

   If you are installing using the CD, mount it and start the installer.

   Note: The location of the **mount** command is site-specific and may differ from the instructions shown here. If you cannot mount the CD drive using the path shown, check your operating system documentation or contact your system administrator.

   - On HP-UX Itanium:

   a) Log out, log in as “root”, and mount the CD using:

   ```
   mount -F cdfs -o ro device_name /mnt/cdrom
   ```

   b) Log out as “root” and log in again as “sybase.”
   c) Start the installer:

   ```
   cd /cdrom
   ./da_installer/setup.bin
   ```

   - On IBM AIX:

   a) Log in as “sybase” and mount the CD:

   ```
   mount -v 'cdrfs' -r device_name /mnt/cdrom
   ```

   b) Start the installer:

   ```
   cd /device_name
   ./da_installer/setup.bin
   ```

   - On Sun Solaris:

   a) The operating system automatically mounts the CD. Log in as “sybase.”

Note: If you get CD-reading errors, check your operating system kernel to make sure that the ISO 9660 option is turned on.

If you have previously installed a Sybase product on your system using a CD, the # sign interferes with the installation process. Before using the current CD, either:

- Restart your system, or,
- Eject the CD. Delete the *Volume Label* file in `/vol/dsk`, and reinsert the CD.

b) Start the installer:

```
cd /cdrom/Volume Label
./da_installer/setup.bin
```

- On Linux and Linux on POWER:

a) Log in as "sybase" and mount the CD:

```
# mount -t iso9660 /dev/cdrom /mnt/cdrom
```

b) Start the installer:

```
cd /mnt/cdrom
./da_installer/setup.bin
```

where:

- *cdrom* and */mnt/cdrom* is the directory (mount-point) you specified when mounting the CD drive.
- *device_name* is the name of the CD device drive.
- `setup.bin` is the executable file name to install Replication Server DA Option.

Set the environment variable IATEMPDIR to *tmp_dir*, where *tmp_dir* is the temporary directory to which the installation program writes the temporary installation files. For example, in C shell:

```
setenv IATEMPDIR "/usr/bin/tmp_dir"
```

When specifying the *tmp_dir*, include the full path. Reexecute `setup.bin`.

5. In the Introduction window, click **Next**.
6. Select your geographic location to display the agreement appropriate to your region. Read the end-user license agreement. Select **I agree to the terms of the Sybase license for the install location specified**, and click **Next**.
7. Specify where to install Replication Server DA Option and click **Next**.
8. Select an install set, then click **Next**:
   - **Data Assurance server** – installs the DA server.
   - **Data Assurance agent** – installs the DA agent. For the best performance, Sybase recommends that you install the DA agent on the machine where your database resides.
   - **Custom** – allows you to customize the features to be installed. Use this option to install both the DA server and the DA agent at once.

   Click **Next**.

9. If you chose **Custom** in the previous step, select the features to install, and click **Next**.
10. Specify the configuration settings for DA server and/or agent:

Table 2. DA Server

Field	Description
Data Assurance Server Instance Name	Unique name for the DA server instance. Default: myserver
Data Assurance Server Password	Password for the DA server login da_admin. Must contain only letters, digits, and underscores. Default: sybase
Data Assurance Server Confirm Password	Password that must match with the chosen password for the installation to continue. Default: sybase
Data Assurance Server RMI Port	Java RMI port used by outside applications to connect to the DA server's Java API, such as Sybase Control Center for Data Assurance. Default: 4500
Data Assurance Server TDS Port	Port used by the command line tool (CLT) or **isql** utility. Default: 4501
Data Assurance Server DASD Name	Unique name for the system database. Default: dasd
Data Assurance Server DASD Password	Password for the DA server DASD. Must contain only letters, digits, and underscores. Default: sybase
Data Assurance Server Confirm DASD Password	Password that must match with the chosen password for the DA server password. Default: sybase
Data Assurance Server DASD Port	Port on which the system database runs. Default: 4503 **Note:** By default, the Data Assurance system database (DASD) is not set up to accept outside connections, so this port is not in use.
Data Assurance Server HTTP Port	Port used by the DA server's Web server, which runs one environment Java server page. Default: 4504

Table 3. DA Agent

Field	Description
Data Assurance Agent Instance Name	Unique name for the DA agent instance. Default: myagent
Data Assurance Agent Password	(Required) Password for the DA agent login da_admin. Must contain only letters, digits, and underscores. Default: sybase
Data Assurance Agent Confirm Password	(Required) Password that must match with the chosen password for the installation to continue. Default: sybase
Data Assurance Agent RMI Port	Java RMI port used by the DA server to connect to the DA agent. Default: 4510
Data Assurance Agent TDS Port	Port used by command line tool (CLT) or **isql** utility. Default: 4511
Data Assurance Agent DTS Port	Port used by the DA agent to stream fingerprints back to the DA server during comparisons. Default: 4512
Data Assurance Agent HTTP Port	Port used by the DA agents's Web server, which runs one environment Java server page. Default: 4514

If you are installing only a DA agent, proceed to step 12.

11. On the Sybase Software Asset Management License Configuration window, select either:

- **Served License** – if you have a previously deployed license server, enter the host name of the machine where the license server is running and the port number if the port number you are using is not the default.
- **Unserved License** (default) – specify a directory where an unserved license is located, or accept the default.

You can install and use the Replication Server DA Option components without a license for 30 days. To continue using these components after the grace period, obtain valid licenses from the SPDC. See the *SySAM Users Guide*.

Click **Next**.

12. Set your SySAM e-mail configuration if necessary. Click **Next**.

13. Review the installation summary information, and click **Install**.

14. When the installation finished, click **Done**.

Next

If you encounter an error after installation, check the log files in the `log` directory:

- On Windows
  `%SYBASE%\log`
- On UNIX
  `$SYBASE/log`

Installing from the Command Line

Choose command line installation if you prefer a non-windowing interface or for developing custom installation scripts.

Prerequisites

If the installer launches automatically, click **Cancel** to cancel the GUI installation, then launch the **setup** program from a terminal or console.

Task

The steps for installing components in an interactive text mode are the same as those for GUI mode, except you use **setup -i console** to execute the installer from the command line, and you specify options by entering text.

Note: On Windows, use `setupConsole.exe` when installing in console or silent mode.

1. Launch the installer in console mode from the command prompt:
   - On Windows
     ```
     x:\da_installer\setupConsole.exe -i console
     ```
     where *x* is the location of the installer
   - On UNIX
     ```
     ./da_installer/setup.bin -i console
     ```
2. Follow the remaining prompts. Output is written to a terminal window, and you must use the keyboard to enter responses.

Installing Using a Response File

To perform a silent or unattended installation, run the installer and provide a response file that contains your installation configuration information.

Unattended or silent installations are typically used for updating multiple systems across the enterprise.

Creating a Response File

Record installation responses into a response file, which is a text file that you can edit to change any responses before using it in subsequent installations.

When installing in GUI or console mode, the **-r** argument records your responses to the installation wizard's prompts and creates a response file when the installation wizard exits.

To generate a response file during installation, enter:

- On Windows
  ```
  x:\da_installer\setup.exe -r responseFileName
  ```
  Note: On Windows, use `setupConsole.exe` when installing in console or silent mode.
- On UNIX
  ```
  ./da_installer/setup.bin -r responseFileName
  ```
  where *responseFileName* is the file name you choose for the response file and *x* is the location of the installer. When specifying the response file name, include its full path. For example:
  ```
  C:\Sybase\REP\ResponseFile.txt
  ```
  Note: You must provide the full path name for the response file you create.

Installing in Silent Mode

Silent installation requires no user interaction, and all installation configuration is taken from the response file. This is useful when you want multiple identical installations, or fully automated installation.

Prerequisites

Create an installation response file.

Task

Navigate to the installation directory and enter:

- On Windows

```
setupConsole.exe -f responseFileName -i silent
-DAGREE_TO_SYBASE_LICENSE=true
```

- On UNIX

```
./setup.bin -f responseFileName -i silent
-DAGREE_TO_SYBASE_LICENSE=true
```

where:

- *responseFileName* – is the absolute path of the file name containing the installation options you chose.
- **-D** – to pass value for an installation parameter to the installer.

All actions of the installer are the same, and the result of an installation in silent mode is exactly the same as one performed in GUI mode with the same responses.

Note: You must agree to the Sybase License Agreement when installing in silent mode. You can either:

- Include the option `-DAGREE_TO_SYBASE_LICENSE=true` in the command line argument, or,
- Edit the response file to include the property `AGREE_TO_SYBASE_LICENSE=true`.

Command Line Options

Options for installing or uninstalling Data Assurance (DA) in console mode.

Option	Purpose
-i swing	Uses GUI mode.
-i console	Uses the console **interface** mode, where installation messages appear on the Java console and the installation wizard is run in console mode.
-i silent	Installs or uninstalls the product in silent mode, where the installation or uninstallation is performed with no user interaction.

-D	Passes custom variables and properties. For example, to override the default installation directory when you run the installer, enter:
	• On Windows
	`install_launcher_name -DUSER_INSTALL_DIR=C:\Sybase`
	• On UNIX
	`install_launcher_name -DUSER_INSTALL_DIR=/sybase`

-r	Generates a response file and a reference.
-f	References a response file.

Option	Purpose
-I	Sets installer locales. The available locales are de_DE, en_US, es_ES, fr_FR, ja_JP, ko_KR, pl_PL, pt_PT, th_TH, and zh_CN.
-\?	Displays installer help.

Getting Started After Installing

After you install Replication Server Data Assurance (DA) Option, you need start the DA server and agents, **isql**, and create connection profiles.

Note: Replication Server DA versions 15.5 and later install into a directory named `DA-15_5`.

1. Start the Data Assurance (DA) server and agents. Enter:
   - DA server
     - On Windows (32-bit and 64-bit)

       ```
       %SYBASE%\DA-15_5\server\<instance>\RUN_<instance>_32.bat
       ```

       ```
       %SYBASE%\DA-15_5\server\<instance>\RUN_<instance>_64.bat
       ```
     - On UNIX 64-bit

       ```
       $SYBASE/DA-15_5/server/<instance>/RUN_<instance>_64.sh
       ```
   - DA agent
     - On Windows (32-bit and 64-bit)

       ```
       %SYBASE%\DA-15_5\agent\<instance>\RUN_<instance>_32.bat
       ```

       ```
       %SYBASE%\DA-15_5\agent\<instance>\RUN_<instance>_64.bat
       ```
     - On UNIX 64-bit

       ```
       $SYBASE/DA-15_5/agent/<instance>/RUN_<instance>_64.sh
       ```
2. From **isql**, log in to DA server as an administrator:

   ```
   $SYBASE/OCS-15_0/bin/isql -S myhost:4501 -U da_admin -P sybase -w
   250
   ```

   Where myhost is the name of the machine on which DA server is installed. DA server supports only one login, da_admin, which is assigned all administrator privileges. 4501 is the default TDS port number for DA server.

   You can stop the DA server by issuing the **shutdown** command from the command line.
3. Create an agent connection profile with **create agent** (see the *Replication Server Data Assurance Option Users Guide*). An agent connection profile allows the DA server to use the standalone DA agents for database access.

   Note: You need not create connection profiles if you are using a single-server deployment.
4. Create a database connection with **create connection** (see the *Replication Server Data Assurance Option Users Guide*). A database connection profile specifies the primary and replicate databases to be compared.

Uninstalling Replication Server Data Assurance Option

Uninstall the product in GUI, console, or silent mode.

Prerequisites

Stop any DA components that are running before starting the uninstaller.

Uninstalling in GUI Mode

Uninstall Replication Server Data Assurance (DA) Option server and agents.

You cannot uninstall DA server and agents remotely, so you must run the uninstaller on each machine where you have installed components.

1. On Windows, choose one of:
   - Select **Start** > **Settings** > **Control Panel** > **Add or Remove Programs**.
   - From the command line, enter:
     ```
     %SYBASE%\sybuninstall\da\uninstall.exe
     ```
   - Click **Start** > **Run** and enter:
     ```
     %SYBASE%\sybuninstall\da\uninstall.exe
     ```
   - Open Windows Explorer, navigate to `%SYBASE%\sybuninstall\da`, and double-click `uninstall.exe`.
2. On UNIX, enter:
   ```
   $SYBASE/sybuninstall/da/uninstall
   ```
3. Click **Next**.
4. Select one of:
   - **Complete Uninstall** – completely remove all features and components. Any files and folders created after the installation are not affected.
   - **Uninstall Specific Features** – uninstall specific features.

   Click **Next**.
5. Review the uninstallation summary information, and click **Uninstall**.

   Note: Do not uninstall the SySAM license utility if you are using a SySAM license server.
6. Click **Done**.

Uninstalling in Console Mode

Uninstall Replication Server Data Assurance (DA) server and agents using console mode.

1. Navigate to the installation directory and enter:
   - On Windows
     ```
     %SYBASE%\sybuninstall\da\uninstall.exe -i console
     ```
   - On UNIX
     ```
     $SYBASE/sybuninstall/da/uninstall -i console
     ```
2. Follow the remaining prompts. Output is written to a terminal window, and you must use the keyboard to enter responses.

   Note: If you are prompted to remove shared files, Sybase recommends that you do not do so.

Uninstalling in Silent Mode

Uninstall Replication Server Data Assurance (DA) server and agents using silent mode.

Navigate to the installation directory and enter:

- On Windows
  ```
  %SYBASE%\sybuninstall\da\uninstall.exe -i silent
  ```
- On UNIX
  ```
  $SYBASE/sybuninstall/da/uninstall -i silent
  ```

Note: If you are prompted to remove files that are created outside the installer, Sybase recommends that you do not do so.

Upgrade Considerations

You can upgrade Replication Server Data Assurance Option 15.6 to Replication Server Data Assurance Option 15.7. Please review these upgrade considerations before you upgrade Replication Server Data Assurance Option.

Windows Start Menu Shortcuts

If you upgrade to Replication Server Data Assurance Option 15.7 without first uninstalling the 15.6 version, the Windows Start Menu still contains shortcuts for Replication Server Data Assurance Option 15.6, even if you have overwritten the previous version.

To avoid this, uninstall the 15.6 version before upgrading to 15.7.

New Installer Parameters

Two new installer parameters have been added for Replication Server Data Assurance Option 15.7 for configuring the DASD password: DA_SERVER_DASD_PASSWORD and DA_SERVER_DASD_PASSWORD_CONFIRM.

The GUI and console installation modes prompt you for these parameter values. However, if you are upgrading in silent mode using an installation response file from Replication Server Data Assurance Option 15.6, add these two lines to the file before you upgrade:

```
DA_SERVER_DASD_PASSWORD=sybase
DA_SERVER_DASD_PASSWORD_CONFIRM=sybase
```

Upgrades Overwriting a Previous Installation

Replication Server Data Assurance Option 15.7 is backwardly compatible with the Replication Server Data Assurance Option 15.6 data structures, but additional considerations apply when you are overwriting an existing installation.

The installer can only remember a few settings from previous installations, such as the top-level installation directory, but will not remember most other settings. If you are upgrading Replication Server Data Assurance Option by installing version 15.7 directly over version 15.6, be sure to enter the same installation settings as were used for version 15.6. You can obtain these settings from a 15.6 installation response file. For example, if you use new DASD name, the installer will create a new DASD. If you use a different Data Assurance server password, your 15.6 DASD will be inaccessible.

To clean up directories and make future upgrades easier, the installer will remove redundant files, including JAR files in the `lib` directories, from the previous version and replace these with more current files. Consequently, you will not be able to downgrade to a previous version if these files have been removed.

Installing Replication Server Data Assurance Option 15.7 over version 15.6 will overwrite the 15.6 installation logs, which contain a record of the installation parameter values used to install the 15.6 version. To keep the 15.6 installation logs, make a copy of the `log` directory before you upgrade.

Installing Replication Server Data Assurance Option 15.7 over version 15.6 will also overwrite the uninstaller files, and the uninstaller for 15.6 will no longer be available.

Java Runtime Environment

The installer for Replication Server Data Assurance Option 15.7 installs JRE 6.0 Update 24, but it does not remove JRE 6.0 Update 20, which is used by Replication Server Data Assurance Option 15.6. However, the corresponding registry entry indicates only JRE 6.0 Update 24.

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.

Downloading Sybase EBFs and Maintenance Reports

Get EBFs and maintenance reports from the Sybase Web site.

1. Point your Web browser to *http://www.sybase.com/support*.
2. From the menu bar or the slide-out menu, under **Support**, choose **EBFs/Maintenance**.
3. If prompted, enter your MySybase user name and password.
4. (Optional) Select a filter from the **Display** drop-down list, select a time frame, and click **Go**.
5. Select a product.

   Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as an authorized support contact. If

you have not registered, but have valid information provided by your Sybase representative or through your support contract, click **My Account** to add the "Technical Support Contact" role to your MySybase profile.

6. Click the **Info** icon to display the EBF/Maintenance report, or click the product description to download the software.

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.

1. Go to *http://www.sybase.com/mysybase*.
2. 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.

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