



**Installation Guide**

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**Adaptive Server<sup>®</sup> Enterprise**  
**15.7 SP100**

Windows

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# Contents

# CHAPTER 1 Conventions

These style and syntax conventions are used in Sybase® documentation.

- In a sample window display, commands to be entered exactly as shown appear in:  
`this font`
- In a sample window display, words that you should replace with the appropriate value for your installation are shown in:  
`this font`
- In the regular text of this document, the names of files and directories appear in this font:  
`/usr/u/sybase`
- The names of programs, utilities, procedures, and commands appear in this font:  
**sqlupgrade**
- Commands for both the C shell and the Bourne shell are provided, when they differ. The initialization file for the C shell is called `.cshrc`. The initialization file for the Bourne shell is called `.profile`. If you are using a different shell, such as the Korn shell, refer to your shell-specific documentation for the correct command syntax.

**Table 1. SQL syntax conventions**

Key	Definition
<b>command</b>	Command names, command option names, utility names, utility flags, and other keywords are in a bold san-serif font.
<i>variable</i>	Variables, or words that stand for values that you fill in, are in <i>italic</i> .
{ }	Curly braces indicate that you choose at least one of the enclosed options. Do not include braces in your option.
[ ]	Brackets mean choosing one or more of the enclosed options is optional. Do not include brackets in your option.
( )	() are to be typed as part of the command.
	The vertical bar means you can select only one of the options shown.
,	The comma means you can choose as many of the options shown as you like, separating your choices with commas, which are typed as part of the command.



To successfully install and configure Adaptive Server<sup>®</sup> Enterprise, use the configuration guide along with this installation guide.

The Adaptive Server installation guide explains how to unload the Adaptive Server software from the distribution media to your hard disk, and perform the minimal set of additional tasks so that you can start Adaptive Server on your machine.

The configuration guide provides instructions for:

- Reconfiguring certain attributes of your existing SAP<sup>®</sup> Sybase Adaptive Server Enterprise, Backup Server<sup>™</sup>, and XP Server<sup>™</sup> to meet your specific needs.
- Creating network connections.
- Configuring optional functionality.
- Performing operating system administrative tasks.
- Working with system administration issues that are relevant to Adaptive Server running on UNIX platforms. This manual supplements the *System Administration Guide* and the *Performance and Tuning Series*.

## Installation Workflows

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Workflows define a complete path for planning, installing, and upgrading.

Choose the workflow that best describes your scenario.

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**Tip:** Print this topic and use it as a checklist.

---

Whether you plan to install or upgrade Adaptive Server:

1. Identify the components and options to install or upgrade.
2. Obtain a license.

### *Uninstalling Adaptive Server*

Uninstall Adaptive Server. See *Uninstalling Adaptive Server* on page 44.

## Installing Adaptive Server for the First Time

This workflow describes how to install Adaptive Server for the first time.

1. Plan your installation and review system requirements.
2. Install Adaptive Server.
3. Perform postinstallation tasks.

## **Upgrading to a New Version of Adaptive Server**

This workflow describes the tasks involved in upgrading to Adaptive Server version 15.7 SP100.

1. Determine your upgrade eligibility, plan your installation, and review system requirements.
2. Depending on the version you are upgrading from, run the **preupgrade** utility to prepare Adaptive Server for upgrading.
3. Upgrade Adaptive Server.
4. Perform postinstallation (post-upgrade) tasks.

Adaptive Server® Enterprise is based on a client/server model, communicating with its clients over the network via the Tabular Data Stream™ (TDS) protocol. Each client process may execute on one machine and communicate with a database server on the same or a different machine.

Adaptive Server runs as an application on top of an operating system. The hardware that the operating system runs on is completely transparent to Adaptive Server, which sees only the operating system's user interfaces. To enhance performance on multiprocessor systems, configure multiple processes (engines).

Adaptive Server is divided into a DBMS component and a kernel component. The kernel component uses the operating system services for process creation and manipulation, device and file processing, and interprocess communication. The DBMS component manages SQL statement processing, accesses data in a database, and manages different types of server resources.

## Adaptive Server Editions

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SAP offers various editions of Adaptive Server Enterprise.

- Enterprise Edition – has no limit on scalability and can run all available options that can be purchased separately.
- Small Business Edition – has limited scalability, and runs a limited set of options that are purchased separately.
- Developer Edition – has limited scalability and includes many of the options that are included in the Enterprise Edition.

See the *Sybase Software Asset Management Users Guide* for information about unlocking editions and optional features.

There is a change to the license quantity used by per-CPU and per-chip license types. Adaptive Server version 15.7 SP100 and later checks out the same number of licenses as the number of cores on the machine (or chips, depending on the license type) regardless of any configuration settings. This is a correction from earlier versions of the server, in which if Adaptive Server was licensed per CPU or CPU chip, the requested license quantity was reduced if the **max online engines** configuration parameter was set to fewer than the number of CPUs on the machine.

The Adaptive Server installer automatically installs a SySAM license server if you choose the full installation option or enter a served license when prompted for the SySAM license key. You can also install the license server using the installer's custom installation option. See the *Sybase Software Asset Management Users Guide* to generate licenses.

## Determining the Edition You Have

If you already use Adaptive Server, use the **sp\_lmconfig** system procedure to identify the version.

Enter:

```
sp_lmconfig 'edition'
```

Adaptive Server returns a value of EE, SE, or DE based on the edition that is currently running. See the *Reference Manual* for more information about **sp\_lmconfig**.

## Adaptive Server Options

SAP offers various optional features for Adaptive Server, such as data compression, partitions, and encrypted columns.

Option	Description
<b>Data compression</b>	Enables compression for regular and large object data, which uses less storage space for the same amount of data, reduces cache memory consumption, and improves performance due to lower I/O demands.
<b>Security and directory services</b>	Provides lightweight directory services and network-based authentication and encryption using SSL and Kerberos.
<b>Partitions</b>	Enables semantic partitioning for table row data.
<b>Encrypted columns</b>	Increases security parameters and allows for addition of datatypes.
<b>Tivoli Storage Manager</b>	Enables the database to back up and restore operations to IBM Tivoli Storage Manager.
<b>In-memory database</b>	Provides zero-disk-footprint in-memory database support that is fully integrated with Adaptive Server for high-performance transactional applications. Provides performance enhancements to disk-resident databases with relaxed durability properties.

Adaptive Server editions and optional features are unlocked by SySAM licenses. See the *Sybase Software Asset Management Users Guide*.

If you already have an Adaptive Server installation and you want to install any of these optional features, use the same steps as you used to install Adaptive Server.

### See also

- *Obtaining a License* on page 11
- *Chapter 6, Installing Adaptive Server* on page 33



## Managing Adaptive Server Enterprise with Sybase Control Center

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Sybase Control Center provides a single, comprehensive, Web-administration console for real-time performance, status, and availability monitoring of large-scale Sybase enterprise servers.

Sybase Control Center combines a modular architecture, a rich client administrative console, agents, common services, and tools for managing and controlling Sybase products. It includes historical monitoring, threshold-based alerts and notifications, alert-based script execution, and intelligent tools for identifying performance and usage trends.

The Adaptive Server installer installs these Sybase Control Center components:

- Remote Command and Control Agent for Adaptive Server – a remote command and control agent that runs on a managed server, and which is required to manage Adaptive Server tasks within SCC.
- SNMP support for Adaptive Server – Simple Network Management Protocol is a standard protocol used for network management. SNMP allows managers and agents to communicate: managers send requests to agents, and agents respond to queries from managers.

In addition, you must also install the SCC Management User Interface for Adaptive Server in the custom installation option by selecting the **Sybase Control Center Management User Interface for Adaptive Server** feature. This feature provides the GUI that allows you to manage and monitor activities in Adaptive Server using a Web browser.

In some cases, you may want to use a central SCC server to manage multiple Adaptive Servers and other products rather than using the SCC server that is installed with each Adaptive Server. Deployment considerations include:

- Minimizing network latency – you see better performance if you install SCC near the monitored servers and near the workstations on which SCC Web clients are running.
- Unified SCC environment – installing SCC in a central location lets you manage and monitor your servers from one SCC installation, which is especially useful in a replication environment.
- Administration and security – you can exercise differing levels of control in different parts of your enterprise, for example, by protecting the data in some servers more strictly than in others.

See *Preinstallation Tasks* in *Sybase Control Center Installation Guide* for more details on installation and deployment considerations.

In a production environment, SAP recommends that you install the SCC server on a machine other than the one you plan to run Adaptive Server on.

For additional SCC information, see:

- *Sybase Control Center Installation Guide*— provides complete installation, configuration, and troubleshooting procedures.
- *Sybase Control Center for Adaptive Server Enterprise*— includes Sybase Adaptive Server configuration procedures, user assistance, and troubleshooting information.

### **Client Applications and Utilities**

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The PC-Client installer contains client applications and utilities you can use to access the Adaptive Server to execute queries or manage the server. It also contains the Sybase Open Client/ Open Server™ Software Developers Kit, which you can use to develop applications that access the server, and ODBC, OLE DB, and ADO.NET clients.

The Sybase PC-Client CD includes the Software Developer Kit (SDK) for Windows platforms, consisting of:

- Embedded SQL™
  - Embedded SQL™/C (ESQL/C)
  - Embedded SQL/Cobol (ESQL/Cobol) – 32-bit only
- XA-Library™ – XA Interface Library for ASE Distributed Transaction Manager
- Adaptive Server Enterprise extension module for Python – 64-bit only
- Additional connectivity language modules
- Open Client™ (CT-Library, DB-Library™)
- Microsoft Cluster Server Resource Type for ASE – 64-bit only
- Adaptive Server Enterprise database driver for Perl – 64-bit only
- Adaptive Server Enterprise extension module for PHP – 64-bit only
- Interactive SQL
- ASE ADO.NET Data Provider
- ASE OLE DB Provider by Sybase
- ASE ODBC Driver by Sybase
- QPTune
- jConnect™ for JDBC™ 7.0
- SySAM License Utilities
- SDC Administration Utility

In addition to the SDK, the PC-Client CD includes PowerDesigner Physical Architect, a tool for data modeling, including database design, generation, maintenance, reverse engineering, and documentation for database architects.

## CHAPTER 4 System Requirements

Before installing Adaptive Server version 15.7 SP100, ensure that your system is updated with the latest patches and system requirements. Do not use a patch that is earlier than the version suggested for your operating system. Use the patch recommended by the operating system vendor, even if it supersedes the patch listed.

Identify the Windows Service Pack level from **Control Panel > System**, or by running the **winver** command.

### Windows Requirements

**Table 2. Windows X86 and X64 System Requirements**

Operating System	Hardware	Supported Protocols
Windows 2008 R2 Service Pack 2	<ul style="list-style-type: none"><li>• Intel Xeon EM64T</li><li>• AMD Opteron</li></ul>	<ul style="list-style-type: none"><li>• TCP</li><li>• Named pipes (not supported for LDAP server connections)</li></ul>
Windows 7 Service Pack 1	<ul style="list-style-type: none"><li>• Intel Xeon EM64T</li><li>• AMD Opteron</li></ul>	<ul style="list-style-type: none"><li>• TCP</li><li>• Named pipes (not supported for LDAP server connections)</li></ul>

Windows X86 memory requirements are:

- Minimum RAM for Adaptive Server – 80MB
- Minimum RAM per additional user, with default stack size, packet size, and user log cache size – 156KB
- Default user stack size – 41KB

Windows X64 memory requirements are:

- Minimum RAM for Adaptive Server – 127MB
- Minimum RAM per additional user, with default stack size, packet size, and user log cache size – 83KB
- Default user stack size – 73KB

The value of minimum RAM per additional user depends on the connection needs. See the *System Administration Guide* for information about configuring memory.

Use either of the following patches for both X86 and X64:

## CHAPTER 4: System Requirements

- Microsoft Visual C++ 2010 Service Pack 1 Redistributable Package and KB2565063
- Microsoft Visual Studio 2010 Service Pack 1 and KB2565057

Missing either of the above patches causes the installer to fail, and you see this message:  
Missing DLL MSVCR100.dll during Install.

**Table 3. Windows Disk Space Requirements**

Product	Windows X86	Windows 64
Adaptive Server typical installation	502MB	500MB
Default databases created during installation, with Adaptive Server using a 4K page size	306MB	306MB
<b>Total</b>	658MB	656MB

**Note:** To use ODBC, OLE DB, or ADO.NET drivers, you must install Microsoft .NET Framework 2.0 Service Pack 1, or the installer displays errors, and the drivers do not function. Confirm that .NET Framework 2.0 Service Pack 1 is listed as a currently installed program in **Control Panel > Add or Remove Programs**.

Ensure that you have the required operating system patches for the Java Runtime Environment (JRE) version 7.

## System Requirements for Clients

Check the system requirements for the machine on which you plan to install the PC-Client.

Type	Requirement
<b>Product</b>	PC-Client
<b>Hardware</b>	P4 1.0GHz
<b>Operating system</b>	Windows Server 2012, Windows 2008 R2 SP1, Windows 7 SP1, Windows XP
<b>Suggested minimum RAM</b>	512MB

**Note:** If you are using ODBC, OLE DB, or ADO.NET drivers, make sure that Microsoft .NET Framework 2.0 Service Pack 1 is installed on your Windows machine. To confirm that it is installed, select **Control Panel > Add or Remove Programs** and verify that .NET Framework appears in the list of currently installed programs.

# Planning Your Adaptive Server Installation

Before you install or upgrade, prepare your environment.

- Identify the components and options to install or upgrade.
- Obtain a license.

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**Note:** If you are using a served license, you must install the SySAM license server version 2.1 or later.

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- Make sure your system meets all requirements for your installation scenario and planned use.

## Adaptive Server Release Bulletin

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Obtain updated information from the release bulletin.

The release bulletin contains last-minute information about installing and upgrading Adaptive Server software.

The latest release bulletins are available at the Product Documentation Web page at <http://www.sybase.com/support/manuals>.

## Obtaining a License

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Sybase® Software Asset Management (SySAM) is the product licensing and asset management system, which is built on FLEXnet technology from Flexera Software.

This section includes information about the SySAM licensing system that may be useful when you generate product licenses using the procedures in this document.

For complete information on SySAM, see the *SySAM Users Guide*.

## Understanding License Generation

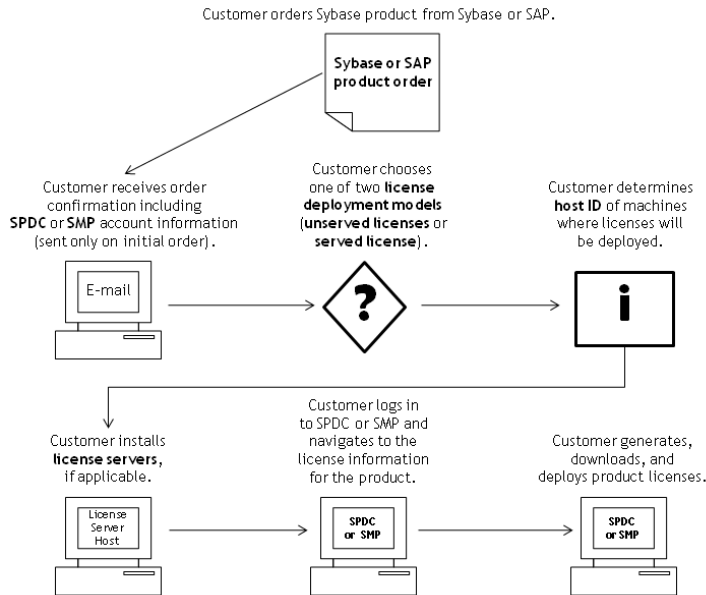
---

When you purchase SySAM 2–enabled Sybase products, you must generate, download, and deploy SySAM product licenses.

- If you purchased your product from Sybase or an authorized Sybase reseller, go to the secure Sybase Product Download Center (SPDC) at <https://sybase.subscribenet.com> and log in to generate license keys. The license generation process may vary slightly, depending on whether you ordered directly from Sybase or from a Sybase reseller.

- If you ordered your product under an SAP® contract and were directed to download from SAP Service Marketplace (SMP), you can use SMP at <http://service.sap.com/licensekeys> to generate license keys for Sybase products that use SySAM 2-based licenses.

**Figure 1: SySAM 2 Licensing Process**



When you purchase SySAM 2-licensed products from a Sybase reseller, your product package may include a Web key certificate that contains the location of the SPDC Web key login page at <https://sybase.subscribenet.com/webkey> and the activation string to use for the login name.

## Determining Your License Deployment Model

Before you generate licenses for SySAM 2-enabled products, determine the license deployment model to use.

There are two license deployment models from which to choose: the served license model or the unserved license model.

When you use the unserved license deployment model, you generate and download a separate license for each machine where the product runs.

SAP recommends that you use a license server if you run products on more than several machines, as this simplifies and centralizes license administration providing more control over software assets.

After you download the unserved licenses, you can install your Sybase products.

**Comparing License Deployment Models**

Learn about license deployment models.

Unserved Licenses	Served Licenses
Licenses can be used only on the machine for which the license was generated.	Licenses can be distributed from a network license server to products running on any network machine.
<p>Generate licenses at SMP or SPDC for each machine that will run the product:</p> <ol style="list-style-type: none"> <li>1. Specify the host ID of the machine where the product will run.</li> <li>2. Generate a license for that machine.</li> <li>3. Save the license to the specified machine.</li> <li>4. Repeat steps 1 – 3 for each machine where the product will run.</li> </ol>	<p>Generate licenses at SMP or SPDC for products running on multiple machines:</p> <ol style="list-style-type: none"> <li>1. Specify the host ID of the license server.</li> <li>2. Specify the number of required licenses.</li> <li>3. Save the licenses to the license server host machine.</li> </ol>
No license administration is required. However, when new licenses are required for product updates, you must update and deploy each license for each machine where the product update will run.	The license server requires administration. When new licenses are required for product updates, SMP or SPDC lets you update all licenses for a specific license server in a single step.
No license reporting or asset management capabilities are available.	Allows license monitoring and reporting of license use, capacity planning, and asset management.
Installed locally and always available.	Requires a functioning license server and network. If the license server or network fails, you must fix the problem or install an alternate license server before the product grace period expires.
If a machine where the product is running fails, you must regenerate all of its licenses and deploy those licenses to the replacement machines.	<p>If a machine where the product is running fails, you can move the product to a new machine, and it will acquire licenses from the running license server.</p> <p>If the license server host machine fails, use the Manage License Hosts functionality at SMP or SPDC to move its licenses to a new network license server host.</p>
License files are distributed across each machine running a product, and therefore they are difficult to manage and control.	License files are centrally located and managed.

Unservd Licenses	Served Licenses
Unservd Standalone Seat (SS) licenses do not allow product use via Remote Desktop Connection or other terminal services clients.	Products can be used via Remote Desktop Connection or other Terminal Services clients, irrespective of the type of license in use.

**Fault Tolerance, License Grace, and Redundancy**

Sybase products check out licenses on start-up, and perform periodic heartbeat checks to verify that licenses remain available. If a license is unavailable, the product determines whether it can be awarded a grace period.

The grace period starts from the time a license was last in use and persists for 30 days for server products and 15 days for tool products. At the end of the grace period, the product performs an orderly shutdown, if running, or fails to start up, unless the license (or a replacement license) becomes available, at which point the cycle continues with the heartbeat, noting the last use of the license.

This tolerance for temporary licensing failure is usually sufficient. However, in certain circumstances, you may choose to use “three-license-server redundancy.” For example:

- A grace period is not provided for Sybase Floating License (FL) type licenses.
- Standby copy systems rarely qualify for grace as they are unlikely to have been used within the last 30 days.
- Company policy dictates the use of redundancy.

For three-server redundancy, use three machines that each:

- Run the same version of the SySAM license server.
- Have good intermachine communication.
- Use a separate copy of the same license files.

A product that uses per-processor licensing checks out a license quantity equal to the number of processors it can use, or awards runtime grace if an insufficient quantity is available. If the number of processors is dynamically increased while the product is running and the product is unable to check out additional licenses, runtime grace is also awarded. If the additional licenses are not made available within the runtime grace period the product shuts down. Decreasing the number of processors that a product can use while it is running does not reduce the required license quantity. You must restart the product on the correct number of processors.

**Served License Deployment Model**

When you choose the served license deployment model, licenses are deployed to one or more SySAM license servers.

After you install the required license servers and generate served licenses, you can install your Sybase products. You can configure the products to obtain licenses from one or more license servers.



### License Servers

The license server is a lightweight application that serves licenses to products running on any operating system.

A license server can run on a low-end machine or a machine with spare cycles. For example, a license server running on a Solaris UltraSparc-60 serving 100 different licenses to 200 product instances, used 50MB of memory, 5 minutes of CPU time per week, and 100MB of disk space per year.

To download the license server software and installation instructions, go to the SySAM Standalone License Server Install page at <http://www.sybase.com/sysam/server> and select the download link.

The license server installer is also available in the `ASE_installer/sysam_setup` directory.

---

**Note:** You cannot start the license server until there is at least one served license saved to the `licenses` directory on the license server host machine.

---

## Determining Host IDs

When you generate licenses at SMP or SPDC, you must specify the host ID of the machine where the licenses will be deployed.

- For unserved licenses, specify the host ID of the machine where the product will run. If you are running a product with per-CPU or per-CHIP licensing that supports SySAM sub-capacity, and you want to run the product in a virtualized environment, see *SySAM Sub-capacity Licensing* in the *SySAM Users Guide* for information about determining the host ID for unserved licenses.
- For served licenses, specify the host ID of the machine where the license server will run.

SMP or SPDC remembers the host information so that you can select the same license server when generating additional licenses.

To determine the host ID of the machine, run the **lmutil** utility from a terminal window or the Windows command prompt. For example:

```
lmutil lmhostid
```

---

**Note:** You can download the **lmutil** utility from either:

- The Adaptive Server installer image, under the `sysam_utilities` directory; or,
  - The Flexera Software Web site at [http://www.globes.com/support/fnp\\_utilities\\_download.htm](http://www.globes.com/support/fnp_utilities_download.htm).
- 

You can also determine the host ID using native operating system commands. See the Frequently Asked Questions topic "What is my Host ID?":

- SMP: <https://websmp208.sap-ag.de/~sapidb/011000358700001006652011E> (requires login)
- SPDC: <https://sybase.subscribenet.com/control/sybs/faqs#30-4>

### **Determining Host IDs for Machines with Multiple Network Adapters**

On some platforms, the host ID is derived from the network adapter address.

If the machine where your product is installed or where the license server is hosted has multiple network adapters, running **lmutil lmhostid** returns one host ID for each network adapter, and returns output similar to this:

```
The FLEXlm host ID of this machine
is ""0013023c8251 0015c507ea90""
Only use ONE from the list of hostids.
```

It is important that you:

- Choose only one host ID to enter during license generation.
- Use the value associated with the primary wired Ethernet adapter.
- Do not use values associated with internal loopback or virtual adapters.

If you cannot determine the host ID using the **lmutil lmhostid** output, use the native operating system commands to get additional details.

### **Using Alternate Host IDs on Windows**

If your Windows machine does not have a network adapter, SySAM allows you to use an alternate host ID based on the hard disk serial number.

1. At a Windows command prompt on the machine where you will deploy your license, enter:

```
lmutil lmhostid -vsn
```

This returns output similar to:

```
The FLEXlm host ID of this machine is
"DISK_SERIAL_NUM=70ba7a9d"
```

2. Use the complete output (DISK\_SERIAL\_NUM=70ba7a9d) for the host ID value requested during license generation.

## **Knowing the Product License Type**

Sybase sells products under different license types, which entitle the customer to different rights of use. For example, whether a product is entitled to be used in production, or standby, or development and test environments.

The license type determines the quantity of licenses required; dictating, for example, whether a license is required for each machine; or for each CPU, or CPU chip; or per terabyte of storage.

For example, a product purchased under the CPU License (CP) type requires one license per CPU on the machine, partition, or resource set where it will run. The same product purchased

under the Server License (SR) type requires a single license for the machine, partition, or resource set.

Your account can have the same product licensed under multiple license types. Make sure you select the correct license type when you generate your SySAM license file.

When you generate licenses, each license type is presented on the License Information screen in bold font. For example:

```
License Type: CPU License (CP)
```

---

**Note:** The End User License Agreement for your region, available from the Sybase Software Licenses Web page at <http://www.sybase.com/softwarelicenses>, contains a definition for each license type. It also describes rights of use, such as whether licenses can be used only on a specific machine, partition, or resource set, or can float and whether you need more than one license for use on a specific machine, partition, or resource set. In addition, check the Product Specific License Terms Web page at <http://www.sybase.com/pslt>.

---

### **Optional Feature Licenses**

Some Sybase applications are offered as base products with optional features that require a separate license.

Customers can mix license types. For example, customers can order Adaptive Server® Enterprise under the Server License (SR) license type and order an optional feature (for example, High Availability or Enhanced Full Text Search) under the CPU License (CP) type.

Optional features are licensed only with the base product of the same product edition. For example, if you order Adaptive Server Enterprise, you cannot use a Small Business Edition optional feature license with the Enterprise Edition base product. In addition, the entitled use of the license types must be compatible; for example, both types should allow use in a production environment.

### **SySAM Licensing Checkout**

If Adaptive Server was licensed using a per-processor license type in versions earlier than 15.7, the license quantity was determined at start-up.

Adaptive Server periodically checks the number of processors it can use and attempts to check out additional licenses for any increase. Adaptive Server shuts down after a 30-day grace period expires if additional licenses are not made available within this period.

See the *SySAM Users Guide*.

### **Sub-capacity licensing**

Learn about sub-capacity licensing for this version of Adaptive Server.

Sybase offers sub-capacity licensing options for Sybase IQ Enterprise Edition and Adaptive Server Enterprise Edition. Sub-capacity licensing refers to licensing a Sybase product on a subset of the CPUs available on a physical machine.

*Platform support***Table 4. 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		Virtual partition
	Sun Logical Domain (LDOM)		Virtual partition
Intel, AMD	VMWare ESX Server* Guest O/S: Windows	VMWare ESX 3.5, ESX 4.0 and ESX 4.1, ESXi 4.1, ESXi 5.0, Guest OS: Windows 2008 R2, Windows 7	Virtual machine
	VMWare ESX Server Guest OS: Linux, Sun Solaris x64	VMWare ESX 3.5, ESX 4.0 and ESX 4.1, ESXi 4.1, ESXi 5.0, Guest OS: RH 5.5, SuSE 11, Sun Solaris x64	Virtual machine
	Xen**, KVM, DomainU: Windows	Windows 2008 R2, Windows 7	Virtual machine
	Xen, KVM, DomainU: Linux	RH 5.5, SuSe 11	Virtual machine
	Hyper-V	Windows 2008 R2	Virtual machine

\* VMWare ESX Server excludes VMWare Workstation, and VMWare Server.

\*\* Xen excludes Sun Solaris x64.

*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 includes a copy of the most recent SySAM license server, Sybase recommends that you periodically check for license server updates on the Maintenance Releases and Bug Fixes (EBFs) link at <http://www.sybase.com/support>. See *Chapter 14, Obtaining Help and Additional Information* on page 135.

---

**Generating Licenses at SPDC**

Before you log in to SPDC and generate licenses, gather the necessary information and complete these tasks.

**Table 5. Information Needed Before License Generation**

Required Information or Action	License Model		Description
	Served	Un-served	
License deployment model	X	X	Decide whether to use a served or unserved license deployment model.  Typically, this is a company-wide decision that is made only once. Therefore, this is one of the most important things to determine before license generation.
Product machine host ID		X	Determine the host ID of the machine, or machine partition where the product will run.
License server – download and install	X		Download and install the SySAM license server before you generate the product licenses, and before you install the product.
License server host ID	X		Determine the host ID of the machine where the license server will run.
License server host name	X		Determine the host name of the machine where the license server will run.

Required Information or Action	License Model		Description
	Served	Un-served	
License server TCP/IP port numbers	X		<p>Determine the port numbers on which the license server will listen for license requests.</p> <hr/> <p><b>Note:</b> If you do not specify the license server port numbers during license generation, the license server uses the first available ports in the range 27000 to 27009. If a firewall exists between the server and the client machines, fix the license server port numbers to allow access to the ports. See <i>Access Through a Firewall or VPN</i> in the <i>SySAM Users Guide</i>.</p>

### **Logging in to SPDC and Beginning License Generation**

Once you log in to SPDC and begin license generation, complete your product's license generation using the procedure that applies to the license deployment model you chose, either for generating served licenses or for generating unserved licenses.

If your product has been ordered from a Sybase reseller, perform the "Web Key step" instructions, where noted.

1. Go to the SPDC login page at <https://sybase.subscribenet.com>.
  - Go to the SPDC Web Key Registration page at <https://sybase.subscribenet.com/webkey>.
2. Enter the login ID and password, then click **Login**. If you forget your password, click **Password Finder**.

Your password is sent to you in an e-mail message.

- Enter the authorization string from the Web Key Certificate provided by the reseller when your Sybase product was purchased, then click **Submit Web Key**.

---

**Note:** If you do not know your SPDC account login ID and password, or Web Key Certificate authorization string, contact the person who ordered your product.

---

- At the Web Key Registration page, enter your account information, then click one of these options:
    - **Submit My Registration Information** – to register your product using your direct account information.
    - **Anonymous Activation** – to activate your product anonymously.
3. Select the product family that includes the product for which you want to generate a license; for example, Adaptive Server Enterprise.
  4. Depending on the product family you choose, you may see an additional Product Information page.

- a. Product suites – if your product is included in one or more suites, select the suite that includes your product; for example, ASE Small Business Edition.
  - b. Product version and platform – select the product version, name, and operating system that matches your product order.
5. If this is the first time you selected a specific product edition and platform, you must accept the Sybase License Agreement before you are allowed to generate a license for that product.
  6. If your product software installation requires a license key (also referred to as the license file), click **License Keys** on the Product Download page.
  7. On the License Information page:
    - a. Select the option button to the left of the product for which to generate a license; for example, “CPU License (CP), ASE Enterprise Edition 15.7 for Sun Solaris SPARC 64-bit.”
    - b. Scroll down and click **Select to Generate**.
  8. In the Generate Licenses wizard, choose a license deployment model:
    - **Served license** – go to *Generating Served Licenses* in the *Sybase Software Asset Management (SySAM) 2 Users Guide* to complete the license generation and download process.
    - **Unserved license** – go to *Generating Unserved Licenses* in the *Sybase Software Asset Management (SySAM) 2 Users Guide* to complete the license generation and download process.

---

**Note:** Some Sybase products or license types do not offer a choice of license deployment models and do not display this page. If this is the case, continue through the Generate Licenses wizard to generate your license.

---

Click **Next**.

### Generating Unserved Licenses

Generate and download an unserved license for your product.

1. Enter the number of machines (up to 10) for which to generate unserved licenses, and click **Next**.
2. Enter:
  - Node Host ID – enter the host ID of the machine where the product will be run. If you do not know the host ID, select **What Is My Host ID?** or see *Determining Host IDs* in the *Sybase Software Asset Management (SySAM) 2 Users Guide* at <http://infocenter.sybase.com/help/topic/com.sybase.infocenter.dc00530.0220/doc/html/title.html>.
  - Host Name – enter the machine host name.

For some license types, you must enter the number of licenses to generate. If you are unsure of the license quantity, select **How Many Licenses Should I Generate?**.

3. Click **Generate**.
4. When the license has generated, review the information on the View Licenses page, then, if the license information is correct, select one of:
  - If you generated only one license, click **Download License File**.
  - If you generated several licenses, click **Download All Licenses for Host**.
5. If you chose to download licenses, when the File Download dialog box opens, click **Save**.
6. Save the generated licenses with a `.lic` file name extension. Although `$$SYBASE / SYSAM-2_0/licenses` is typically the directory where unserved licenses are located, your product may have a different requirement. See your product installation guide and release bulletin for product-specific information.

---

**Note:** Before you download and save generated licenses, you can select **Print Friendly** to print a paper copy of the license, or **License Overview** to return to the License Information page and generate additional licenses.

---

- To correct license information before downloading the license, click **License Overview**, select the license to be corrected and click **Check In** to reset the license to its original state. Repeat the license generation process.
5. If you chose to download licenses, when the File Download dialog box opens, click **Save**.
  6. Save the generated licenses with a `.lic` file name extension. Although `$$SYBASE / SYSAM-2_0/licenses` is typically the directory where unserved licenses are located, your product may have a different requirement. See your product installation guide and release bulletin for product-specific information.
- 
- Note:** If you do not save the license files with a `.lic` extension, SySAM does not recognize the licenses.
- 

Next, install your licensed product using the instructions in the product installation guide and release bulletin.

### Generating Served Licenses

Generate and download a served license for your product.

1. Enter the number of licenses to generate and click **Next**.

If you are unsure of the license quantity, select **How Many Licenses Should I Generate?**.
2. Select an existing license server host, or enter the host ID, and an optional host name and port number, of a new license server host.

When completing this step, use these recommendations:

- If you do not know the license server host ID, select **What Is My Host ID?** or see *Determining Host IDs* in the *Sybase Software Asset Management (SySAM) 2 Users Guide* at <http://infocenter.sybase.com/help/topic/com.sybase.infocenter.dc00530.0220/doc/html/title.html>.



- Although the host name is optional, SAP recommends that you provide the host name to ease future license administration.
- The port number is optional unless your product configuration is going to use three-server redundancy (see the next bullet item). Any unused port number between 0 and 64000 is valid. On UNIX, choose a port number greater than 1024; most port numbers less than 1024 are privileged port numbers. If you do not specify a TCP/IP port number, a default port between 27000 and 27009 is used.
- To generate a license for a three-server redundant configuration, enter the required information: license server host ID, host name, and port number for all three machines. Enter a port number outside of the 27000 to 27009 range. You must enter the fully qualified domain name (FQDN) as the host name if any client machine requires an FQDN to contact a license server machine.

---

**Note:** You cannot upgrade SySAM 1.0 licenses and use them in a three-server redundant configuration.

---

**3. Click **Generate**.**

**4. When the license has generated, review the information on the View Licenses page, then, if the license information is correct and you do not need to generate additional licenses, select one of:**

- If you generated only one license, click **Download License File**.
- If you generated several licenses, click **Download All Licenses for Host**.

---

**Note:** Before you download and save generated licenses, you can select **Print Friendly** to print a paper copy of the license.

---

- a) To correct license information, click **License Overview**, select the license to be corrected and click **Check In** to reset the license to its original state. Repeat the license generation process, starting with step 1 of this procedure.
- b) To generate additional licenses, click **License Overview** and repeat the generation process for the additional product licenses.

**5. When the File Download dialog box opens, click **Save**.**

**6. Save the license files with a `.lic` file name extension to the `SYSAM-2_0/licenses` directory of the license server installation.**

---

**Warning!** If you do not save the license files with a `.lic` extension, SySAM does not recognize the licenses.

---

**7. After you save the license files to the license server, enter in a command prompt (Windows) or a shell window (Linux/UNIX) on the machine where your license server is running:**

```
sysam reread
```

Your new licenses are registered with the license server.

### Regenerating, Renewing, and Rehosting Licenses

There are certain circumstances under which you might need to regenerate, renew, or rehost Adaptive Server licenses.

Licenses must be upgraded to the latest versions when:

- Your support contract is renewed. Updated licenses enable you to use the newest versions of the products that become available during your support period.
- A new product version is added to your entitlement.

Licenses need to be rehosted when:

- You entered incorrect machine information when generating the license.
- The host ID of the machine has changed due to a hardware upgrade.
- You transfer products to a new machine.

You can either upgrade or rehost all licenses that were previously generated for a specific host (see *Managing License Hosts* in the *Sybase Software Asset Management (SySAM) 2 Users Guide*), or you can modify individual licenses (see *Modifying Individual Licenses* in the *Sybase Software Asset Management (SySAM) 2 Users Guide*).

#### Managing License Hosts

Manage licenses of license hosts.

1. Select **Licenses** on the left pane of the SPDC main page, and then select **Manage License Hosts**.
2. Select or search for the existing license host.
3. Select one of these buttons to perform the desired operation on all licenses previously generated for the specified host:
  - **Upgrade All** – upgrades all licenses on the host to their latest versions.
  - **Re-host All** – migrates all licenses to a new host. You provide details on the next screen.
  - **Return All** – returns all licenses to the available licenses pool for future redeployment.

If you select **Upgrade All** or **Re-host All**, new licenses are sent via e-mail message to your e-mail address, and to any additional e-mail addresses you specify.

#### Modifying Individual Licenses

Modify individual licenses.

1. Follow instructions in *Logging in to SPDC and Beginning License Generation* in the *Sybase Software Asset Management (SySAM) 2 Users Guide* through the step for selecting options that identify the license you want to change.
2. On the License Information page, select the desired license order.

## 3. Select one of:

- **Check in** – returns the license to the available license pool. To rehost the license, follow instructions in *Generating Unserved Licenses* in the *Sybase Software Asset Management (SySAM) 2 Users Guide* or *Generating Served Licenses* in the *Sybase Software Asset Management (SySAM) 2 Users Guide*.
- **Upgrade** – upgrades the license to its latest version. Click **Upgrade** to generate a new license file. Download the license file, save it, and deploy it. The **Upgrade** option appears only if newer versions of the license are available.

---

**Note:** Each product limits the number of times you can check in and rehost its licenses. If you reach your check-in limit, and the **Check-in** option does not appear, contact your company's designated person in SAP Technical Support.

---

## Generating Licenses at SMP

Before you log in to SMP and generate licenses, gather the necessary information and complete these tasks.

**Table 6. Information Needed Before License Generation**

Required Information or Action	License Model		Description
	Served	Un-served	
License deployment model	X	X	Decide whether to use a served or unserved license deployment model.  Typically, this is a company-wide decision that is made only once. Therefore, this is one of the most important things to determine before license generation.
Product machine host ID		X	Determine the host ID of the machine, or machine partition where the product will run.
License server – download and install	X		Download and install the SySAM license server before you generate the product's licenses, and before you install the product.
License server host ID	X		Determine the host ID of the machine where the license server will run.
License server host name	X		Determine the host name of the machine where the license server will run.
License server TCP/IP port numbers	X		Determine the two port numbers on which the license server will listen for license requests.

### **Generating License Keys**

If you have purchased Sybase products that use SySAM 2-based licenses under SAP contract and are directed to download from SAP Service Marketplace (SMP), you can use SMP to generate license keys.

1. Go to the SAP Marketplace main page at <http://service.sap.com/licensekeys>.
2. Log in using your SMP credentials.
3. Select **SAP Support Portal**.
4. Select **Keys & Requests > License Keys**.
5. Follow the instructions in the "How to generate license keys for SAP Sybase products" presentation available under the "Documentation and Helpful Resources" quick access link.

### **Installation Directory Contents and Layout**

Adaptive Server includes server components that are installed into specific directories.

<b>Product</b>	<b>Description</b>
<b>Adaptive Server</b>	<p>Installed into the ASE-15_0 directory.</p> <ul style="list-style-type: none"><li>• Adaptive Server – the database server.</li><li>• Backup Server – an Open Server™-based application that manages all database backup (<b>dump</b>) and restore (<b>load</b>) operations.</li><li>• XP Server – an Open Server application that manages and executes extended stored procedures (ESPs) from within Adaptive Server.</li><li>• Job Scheduler – provides a job scheduler for Adaptive Server. Job Scheduler components are located in their own directory at ASE-15_0/job-scheduler/.</li></ul>

Product	Description
<b>Software Developer Kit (SDK)</b>	<p>Installed into the <code>OCS-15_0</code> directory.</p> <ul style="list-style-type: none"> <li>• Open Client (<i>Client Library, dlib</i>)</li> <li>• ESQ/C</li> <li>• ESQ/COBOL</li> <li>• XA</li> <li>• ODBC (Windows, Solaris SPARC, Solaris x64, Linux Power, HP-UX Itanium, IBM AIX) – a driver used to connect to Adaptive Server from ODBC-based applications.</li> <li>• OLEDB (Windows only) – a provider used to connect to Adaptive Server from OLEDB-based applications.</li> <li>• ADO.NET (Windows only) – a provider used to connect to Adaptive Server from .NET based applications.</li> </ul>
<b>Shared Directory</b>	<p>The Shared directory contains components and libraries that are shared by several other components. In earlier versions, this directory was named <code>Shared-1_0</code>.</p> <ul style="list-style-type: none"> <li>• Java Runtime Environment (JRE) – is a runtime Java virtual machine used to execute Java-based programs, such as Sybase Central. Adaptive Server includes the JRE. In typical installations, by default, the JRE is fully installed. In custom installations, if you select a component for installation that requires the JRE, the JRE is also automatically selected for installation. It is located in the <code>Shared\JRE-7_0 *</code> directory.</li> </ul>
<b>Sybase Control Center</b>	<p>Sybase Control Center logs and utilities – files related to the Web-based tool for monitoring the status and availability of Adaptive Servers. They are installed into the <code>%SYBASE%\SCC-3_2</code> directory.</p> <hr/> <p><b>Note:</b> The Adaptive Server typical installation option installs only the SCC Remote Command and Control (RCC) agent. To use a GUI-based connection to the SCC server using a Web browser, you must install the SCC Management User Interface for Adaptive Server using the Adaptive Server custom installation option.</p> <hr/>
<b>Language Modules</b>	<p>Installed into the <code>locales</code> directory. Provides system messages and date/time formats.</p>
<b>Character Sets</b>	<p>Installed into the <code>charsets</code> directory. Provides character sets available for use with Adaptive Server.</p>

Product	Description
<b>Collation Sequences</b>	Installed into the <code>collate</code> directory. Provides the collation sequences available for use with Adaptive Server.
<b>Sybase Software Asset Management (SySAM)</b>	Installed into the <code>SYSAM-2_0</code> directory. Provides asset management of Adaptive Servers and optional features.
<b>Web Services</b>	Installed into the <code>WS-15_0</code> directory. An optional product that provides access to Adaptive Server using HTTP/SOAP and WSDL.
<b>Interactive SQL</b>	Interactive SQL is a GUI tool that allows you to execute SQL statements, build scripts, and display data from Adaptive Server. It is installed into the <code>DBISQL</code> directory.
<b>juutils-3_0 Utilities</b>	A collection of Adaptive Server utility programs including <code>ribo</code> , a tool to trace TDS traffic between client program and Adaptive Server.
<b>jConnect™ for JDBC™</b>	Installed into the <code>jConnect-7_0</code> directory. Provides a Java Database Connectivity (JDBC) driver for Adaptive Server.
<b>OData Server</b>	Installed into the <code>ODATA-16_0</code> directory, OData (Open Data Protocol) enables data services over RESTful HTTP, allowing you to perform operations through URIs (Universal Resource Identifiers) to access and modify information.

**Note:** SAP strongly recommends that you install the ECDA DirectConnect option or MainframeConnect™ DirectConnect™ for z/OS, including DirectConnect Manager, into its own directory.

### See also

- *Managing Adaptive Server Enterprise with Sybase Control Center* on page 7

## **PC-Client Product Descriptions and Layout**

An Adaptive Server installation includes additional products that are installed into specific directories.

<b>Product</b>	<b>Description</b>
<b>Software Developer Kit (SDK)</b>	Installed into the <code>OCS-15_0</code> directory: <ul style="list-style-type: none"> <li>• Open Client™ (Client Library, dlib)</li> <li>• ESQL/C</li> <li>• ESQL/COBOL</li> <li>• XA</li> <li>• Adaptive Server Enterprise extension module for Python</li> <li>• Adaptive Server Enterprise database driver for Perl</li> <li>• Adaptive Server Enterprise extension module for PHP</li> </ul>
<b>DataAccess</b>	Installed into the <code>DataAccess [ 64 ]</code> directories: <ul style="list-style-type: none"> <li>• (Windows and Linux only) ODBC – a driver used to connect to Adaptive Server from ODBC-based applications.</li> <li>• (Windows only) OLEDB – a provider used to connect to Adaptive Server from OLE DB-based applications.</li> <li>• (Windows only) ADO.NET – a provider used to connect to Adaptive Server from .NET-based applications.</li> </ul>
<b>Shared directory</b>	The <code>Shared</code> directory contains components and libraries that are shared by several other components. <ul style="list-style-type: none"> <li>• Java Runtime Environment (JRE) – is a runtime Java virtual machine used to execute Java-based programs, such as Interactive SQL.</li> </ul>
<b>Language Modules</b>	Installed into the <code>locales</code> directory. Provides system messages and date/time formats.
<b>Character Sets</b>	Installed into the <code>charsets</code> directory. Provides character sets available for use with Adaptive Server.
<b>jConnect</b>	Installed into the <code>jConnect-7_0</code> directory. Provides a Java Database Connectivity (JDBC) driver for Adaptive Server.
<b>Uninstaller</b>	Installed into the <code>sybuninstall/PCClient</code> directory.

Product	Description
<b>Interactive SQL</b>	Interactive SQL is a GUI tool that allows you to execute SQL statements, build scripts, and display data from Adaptive Server. It is installed into the DBISQL directory.
<b>jutils-3_0 utilities</b>	A collection of Adaptive Server utility programs including <b>ribo</b> , a tool to trace TDS traffic between client program and Adaptive Server.

**See also**

- *Managing Adaptive Server Enterprise with Sybase Control Center* on page 7

## Preparing to Install Adaptive Server

---

Before you start the installer, perform tasks to prepare your system.

1. Verify that you have **gzip** installed on your machine so the installer can decompress files during the installation process. If you do not have **gzip**, the installer displays a message similar to the following, and the installation fails:  

```
gzip: Not found
```
2. Ensure that the account used to start the server has read and write permissions for the directory in which you are installing the server. You may need to create nonadministrative logins to install the server into personal directories.
3. Review the SySAM licensing procedures, and plan your server configuration using the configuration guide for your platform.
4. For consistency and security, create a Sybase account with administrative privileges. This user account could be "sybase" or any other user name. Use this account to perform all installation and device-creation tasks.

This user must have permission privileges from the top (or root) of the disk partition or operating system directory down to the specific physical device or operating system file. Maintain consistent ownership and privileges for all files and directories. A single user—the Sybase system administrator with read, write, and execute permissions—should perform all installation, upgrade, and setup tasks.

If you are installing Adaptive Server on more than one computer, create the “sybase” user account on each machine.

The user should be a member of the Windows system-defined “Administrators” group so that the installation process can create the entries in the service control manager for all the Sybase processes.

5. Log in to the machine as “sybase.”



6. If you have enabled the Java in the database feature, create the `sybpcidb` database and disable the feature during the installation. See *Managing Java in the Database During Installations and Upgrades* on page 31.
7. Decide where to install Adaptive Server:
  - Make sure there is sufficient disk space and temporary directory space available.
  - Ensure there are no spaces in the path name of the directory.
8. Decide whether you want licensing events to trigger e-mail alerts, and the severity of the events that generate e-mail messages.

If you choose to have e-mail notifications for license events, know your:

- SMTP server host name
- Port number for an SMTP server

---

**Note:** If Sybase assigns any port numbers to you for use with Adaptive Server, exclude these numbers from any port-scanning software you run. Adaptive Server attempts to service each scan as a login attempt, which may lead to poor performance.

---

- E-mail return address
- Recipients of the notifications
- Severity level of an event that triggers mail. Your choices are:
  - None
  - Informational
  - Warning
  - Error

### See also

- *Adaptive Server Editions* on page 5

## Managing Java in the Database During Installations and Upgrades

If you have enabled the Java in the database feature, create the `sybpcidb` database before installing or upgrading to Adaptive Server version 15.7 SP100.

1. Create the `sybpcidb` database. The `sybpcidb` database stores configuration information for the pluggable component interface (PCI) and all pluggable component adapter (PCA) components. This database is used by the `installpcidb` script. For example:

```
1> disk init
2> name = "sybpcidb_dev",
3> physname = "${SYBASE}/data/sybpcidb_dev.dat",
4> size = "24M"
5> go
1> create database sybpcidb on sybpcidb_dev = 24
2> go
```

The device and database sizes depend on the Adaptive Server page size:

## CHAPTER 5: Planning Your Adaptive Server Installation

- 2K page size – 24MB
- 4K page size – 48MB
- 8K page size – 96MB
- 16K page size – 192MB

### 2. Disable the Java in the database feature:

```
1> sp_configure 'enable java', 0  
2> go
```

### 3. Reenable the feature after you have successfully installed or upgraded to Adaptive Server 15.7 SP100:

```
1> sp_configure 'enable java', 1  
2> go
```

Install Adaptive Server using your chosen method.

## Prerequisites

Complete installation planning tasks.

## Task

1. Choose an installation method:
  - GUI wizard (recommended)
  - Console mode
  - Response file
2. Follow the instructions for your chosen method.
3. Perform postinstallation steps.

---

## Installing Adaptive Server with the GUI Wizard

---

Use GUI mode to install Adaptive Server and related products.

## Prerequisites

Shut down all programs before running the installer.

## Task

The installer creates the target directory (if it does not yet exist) and installs the selected components into that directory.

---

**Note:** Adaptive Server Enterprise 15.7 SP100 includes new major versions of Adaptive Server and many supporting components. Installing Adaptive Server version 15.7 SP100 into the same directory with existing products should not impact the existing products. However, installing other products on top of Adaptive Server version 15.7 SP100 may result in one or more products not working correctly.

SAP strongly recommends that you install Adaptive Server version 15.7 SP100 into its own directory if possible. If you must install other products into the same directory, install Adaptive Server version 15.7 SP100 last.

Adaptive Server version 15.5 and later uses InstallAnywhere for its installation, while versions of Adaptive Server earlier than 15.5 and other Sybase products use InstallShield

Multiplatform. Do not use both installers to install products into the same directory, as this creates files to be installed incorrectly and overwritten without warning.

---

At the end of the installation, verify that the product has installed correctly. You may also need to perform additional configuration procedures before using some products.

1. Insert the Adaptive Server media in the appropriate drive, or download and extract the Adaptive Server installation image from the Sybase Product Download Center (SPDC) or the SAP Service Marketplace (SMP).
2. Launch the **setup** program.

If the installer does not launch automatically, double-click `setup.exe` or go to **Start > Run** and enter the following, where *x* is your CD or DVD drive:

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

If there is not enough disk space in the temporary disk space directory, set the environment variable `TMP` to `directory_name` before running the installer again, where `directory_name` is where the installation program writes the temporary installation files. When specifying the `directory_name`, include its full path.

3. Select the language.
4. On the Introduction screen, click **Next**.
5. Accept the default directory or enter a new path, then click **Next**.

---

**Note:** Do not use single or double quotes character when specifying a path. The installer does not recognize quote marks, and displays an error.

---

If you see **Choose Update Installation**, this means that there is an older version of Adaptive Server in the directory you specified for the installation. See *Chapter 10, Adaptive Server Upgrades* on page 63.

6. Select the type of installation:

Option	Description
<b>Typical</b>	(Default) Recommended for most users, this option installs a default set of components, including the Sybase Control Center Agent plug-in. This option does not install: <ul style="list-style-type: none"><li>• Sybase Control Center Management UI</li><li>• SySAM license server</li></ul>
<b>Full</b>	Installs every Adaptive Server component, including all the supported language modules, as well as the SCC Agent plugin and Management UI.
<b>Customize</b>	Lets you select the components to install. Some components are automatically installed if they are required to run your selected components.

7. Select the software license type for the Adaptive Server suite:

- **Install licensed copy of Adaptive Server Suite**

- **Install Free Developer Edition of Adaptive Server Suite**
- **Evaluate Adaptive Server Suite**

An evaluation is valid for 30 days from the installation date.

8. Choose the most appropriate region, read the license terms, then click **I agree**. Click **Next**.
9. If you have a licensed copy of Adaptive Server Suite:
  - a) Specify the license type:
    - Enter a license file. If it is a served license key, you are prompted to set up the license server.
    - Use an existing license server.
    - Proceed without specifying license information for the duration of 30 days from the installation date.
  - b) Specify the product edition:
    - **Enterprise Edition**
    - **Small Business Edition**
    - **Developer Edition**
    - **Unknown** – select this if you are unsure about the license type.

---

**Note:** Choosing **Unknown** prevents you from being able to select **Optimize Adaptive Server** later in the installation process.

---

Depending on the edition, you can also select the license type under which the product is licensed.

- c) Configure your server to send e-mail notifications about license management events that require attention:
  - SMTP server host name
  - SMTP server port number
  - E-mail return address
  - Recipient e-mail addresses
  - Message severity that triggers e-mail messages

In the summary window, click **Next**.

10. In the preinstallation summary, verify the installation type and that you have enough disk space for the installation. Click **Next**.

The installation status window displays the result of the installation process.

## Next

You have installed Adaptive Server, and you can configure some basic settings for Adaptive Server, Backup Server, Job Scheduler self-management, Web Services, and the Sybase Control Center. See *Minimally Configuring Adaptive Server* on page 36.

### See also

- *Managing Adaptive Server Enterprise with Sybase Control Center* on page 7

## Installing Adaptive Server in Console Mode

---

Choose command line installation if you prefer a nonwindowing interface, or for developing custom installation scripts.

### Prerequisites

Launch the installer in console mode. 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 described in installing in GUI mode, except you use **setup -i console** to execute the installer from the command line, and you enter text to select installation options.

1. To display Western European fonts such as French, English, and Italian on Windows:
  - a) Run **chcp 1252** to change the code page to 1252, which is the code page that Java uses to display Western European fonts for Windows.
  - b) Open the properties of `cmd.exe` and set Font to **Lucida Console**.
2. At the command line, start the installation program:

```
setupConsole.exe -i console
```

If **setupConsole.exe -i console** hangs on Windows 2008 or Windows 7, perform either of these workarounds:

- From **Start > All Programs > Accessories**, right-click **Command Prompt** and select **Run as administrator**, then enter **setupConsole.exe -i console**.
  - From the **Command Prompt** window, issue **setupConsole.exe -i console**, then press and hold the Ctrl key until you see the output.
3. Follow the remaining prompts to install Adaptive Server, then specify the basic settings for your installation. The flow of the installation is identical to a GUI installation, except output is written to a terminal window and responses are entered using the keyboard.

## Minimally Configuring Adaptive Server

---

Use GUI mode to minimally configure Adaptive Server and related products for use.

### Prerequisites

The Configure screen shows a list of everything you can minimally configure. By default, all products are selected. Unselect any products you do not want to configure now. If you are configuring in console mode, enter the corresponding number:

- **Configure New Adaptive Server**
  - **Configure New Backup Server** – see the *System Administration Guide*
  - **Configure New XP Server** – see the *Transact-SQL® Users Guide*
  - **Configure Job Scheduler** – see the *Job Scheduler Users Guide*
  - **Enable Self Management**
  - **Configure Sybase Control Center** – see *Sybase Control Center Installation Guide*
- **Configure Sybase Control Center** – see *Sybase Control Center Installation Guide*

When finished, click **Next** in the GUI wizard, or enter **0** in console mode. You are now ready to begin configuring Adaptive Server.

## Task

1. Set the **Configure New Adaptive Server** option:

Option	Description
<b>Adaptive Server Name</b>	Default is the machine name.
<b>System Administrator's Password</b>	Enter your password.
<b>Confirm System Administrator's Password</b>	Enter your password.
<b>Port Number</b>	Default is 5000.
<b>Error Log</b>	Name and location of the error log file. Defaults to <code>server-name.log</code> .
<b>Application Type</b>	<ul style="list-style-type: none"> <li>• (Default) MIXED – both OLTP and DSS.</li> <li>• OLTP – online transaction processing generally consists of smaller, less complex transactions.</li> <li>• DSS – decision-support systems generally have less update activity with large complex queries.</li> </ul>

Option	Description
<b>Page Size</b>	<ul style="list-style-type: none"> <li>• 2KB</li> <li>• (Default) 4KB</li> <li>• 8KB</li> <li>• 16KB</li> </ul> <p>The default page size selection changed from 2KB to 4KB in Adaptive Server version 15.5. If you plan to load database dumps from an Adaptive Server with a page size that is not 4KB, enter the page size that matches the database dump.</p>
<b>Language</b>	Default: us-english. In typical installations, only us-english is available.
<b>Default Character Set</b>	Default is cp850.
<b>Default Sort Order</b>	Default is bin_cp850. Default is bin-iso-1.
<b>Optimize Adaptive Server Configuration</b>	<p>Optimize the configuration for your system.</p> <hr/> <p><b>Note:</b> If you specify a value that is larger than the available resource for allocation to the server, the optimize configuration may fail, causing the server to not start.</p> <hr/>
<b>Available Physical Memory for Adaptive Server</b>	<p>Appears when you select <b>Optimize Adaptive Server Configuration</b>.</p> <p>On 32-bit Windows, this value is either 1792MB or 80 percent of available RAM, whichever is smaller. On 64-bit Windows, this value is either 2816MB or 80 percent of available RAM, whichever is smaller. The default is no.</p> <hr/> <p><b>Note:</b> If you specify a value that is larger than the available resource for allocation to the server, the optimize configuration may fail, causing the server to not start.</p> <hr/>
<b>Available CPU for Adaptive Server</b>	Appears when you select <b>Optimize Adaptive Server Configuration</b> . The value is 80 percent of the physical CPU, with a default minimum of 1.
<b>Create Sample Databases</b>	Select this option for the installer to install sample databases. The installer automatically calculates any additional space needed for your master device.

2. After customizing your Adaptive Server configuration, click **Next** to record the input fields. You see **Enter the custom configuration values**:



Configuration	Value
<b>Master Device</b>	Name of master device and the path where it should be located
<b>Master Device Size (MB)</b>	The default options are: <ul style="list-style-type: none"> <li>• 2KB page size – 30MB</li> <li>• 4KB page size – 60MB</li> <li>• 8KB page size – 120MB</li> <li>• 16KB page size – 240MB</li> </ul>
<b>Master Database Size (MB)</b>	The default options are: <ul style="list-style-type: none"> <li>• 2KB page size – 13MB</li> <li>• (Default) 4KB page size – 26MB</li> <li>• 8KB page size – 52MB</li> <li>• 16KB page size – 104MB</li> </ul>
<b>System Procedure Device</b>	The complete file path name.
<b>System Procedure Device Size (MB)</b>	The complete file path name.
<b>System Procedure Database Size (MB)</b>	The default for both is 172MB.
<b>System Device</b>	The complete file path name.
<b>System Device Size (MB)</b>	The default options are: <ul style="list-style-type: none"> <li>• 2KB page size server – 3MB</li> <li>• (Default) 4KB page size server – 6MB</li> <li>• 8KB page size server – 12MB</li> <li>• 16KB page size server – 24MB</li> </ul>
<b>System Database Size (MB)</b>	The default options are: <ul style="list-style-type: none"> <li>• 2KB page size server – 3MB</li> <li>• (Default) 4KB page size server – 6MB</li> <li>• 8KB page size server – 12MB</li> <li>• 16KB page size server – 24MB</li> </ul>
<b>Tempdb Device</b>	The full path of the device.
<b>Tempdb Device Size (MB)</b>	Default is 100MB for all page sizes.
<b>Tempdb Database Size (MB)</b>	Default is 100MB for all page sizes.

Configuration	Value
<b>Enable PCI in Adaptive Server</b>	Enable the pluggable component interface. The PCI is a generic interface internal to Adaptive Server that is installed by default when you install or upgrade Adaptive Server. See <i>Java in Adaptive Server Enterprise</i> .
<b>PCI Device</b>	Appears when you select <b>Enable PCI</b> . The default is <code>syb-pcidbdev_data.dat</code> in <code>%SYBASE%\data</code> .
<b>PCI Device Size (MB)</b>	Appears when you select <b>Enable PCI</b> . <ul style="list-style-type: none"> <li>• 2KB page size server – 24MB</li> <li>• (Default) 4KB page size server – 48MB</li> <li>• 8KB page size server – 96MB</li> <li>• 16KB page size server – 192MB</li> </ul>
<b>PCI Database Size (MB)</b>	Appears when you select <b>Enable PCI</b> . The PCI device and PCI database size are the same: <ul style="list-style-type: none"> <li>• 2KB page size server – 24MB</li> <li>• (Default) 4KB page size server – 48MB</li> <li>• 8KB page size server – 96MB</li> <li>• 16KB page size server – 192MB</li> </ul>

After customizing your Adaptive Server configuration, click **Next** to record the input fields.

3. Set **Configure New Backup Server** option:

Configuration	Value
<b>Backup Server Name</b>	The default is <code>machinename_BS</code> .
<b>Port Number</b>	The port number of the Backup Server. The default is 5001.
<b>Error Log</b>	The full path to the error log file.

4. Set the **Configure New XP Server** option:

Configuration	Value
<b>XP Server Name</b>	The XP Server name is set automatically, and is in the form of <code>machinename_XP</code> .
<b>Port Number</b>	The port number of the Backup Server. The default is 5002.
<b>Error Log</b>	The full path to the error log file.

5. Set the **Configure Job Scheduler** option:

- Job Scheduler Agent name – Default is `<ASE Server Name>_JSAGENT`.
- Port number – default is 4900.
- Management device – the full path to the device.
- Management device size, in MB – the default is 75.
- Management database size, in MB – the default is 75.

Click **Next**.

6. Set the **Configure Self Management** option to create a scheduled job to run **update statistics** on any table in any Adaptive Server database:
  - Self management user name – default is "sa". Entering a new username creates it in Adaptive Server.
  - Self management password.
7. Set the **Sybase Control Center – Configure Self Discovery Service Adaptor** option:
  - Configure UDP Adaptor
  - Configure JINI Adaptor – if you select this option, enter:
    - JINI host name – default is localhost.
    - JINI port number – default is 4160.
    - JINI heartbeat period, in seconds – default is 900.

---

**Note:** If you do not select an adaptor, you see a message similar to:

`You must choose at least one adaptor to configure.`

---

8. If you installed the Sybase Control Center Management User Interface for Adaptive Server, set the **SCC Configure HTTP Ports** option.
 

Accept the default options, or specify other, unused ports, ensuring that the port numbers do not conflict with those used by other applications or services on your system:

  - HTTP port – choose an integer between 1025 and 65535.
  - HTTPs port – choose an integer between 1025 and 65535.
9. Set the **Sybase Control Center – Configure RMI Port** option with a port number (1025 to 65535) that is not used by another application or service on the system. The default is 9999.
10. Set these passwords in **Configure Administration Passwords**:
  - SCC administrator password – if you installed the Sybase Control Center Management User Interface for Adaptive Server
  - SCC agent administrator password – if you installed either the Sybase Control Center Management User Interface for Adaptive Server or the Remote Command and Control Agent for Adaptive Server
11. Verify that the values that appear in the Configure New Servers Summary window are correct, then click **Next**. You see the Configure Server Progress window.
 

You may see the restart window, which reminds you to either log out or restart your machine to complete the installation process.

12. In the **Installation Completed** window, click **Done** in GUI mode. In console mode, press **Enter** to exit the installation.

Adaptive Server and related products have been successfully installed, and minimally configured for use. See *Installing Sample Databases* on page 58, to begin experimenting with your servers, or see the *System Administration Guide* for more advanced topics.

If you encounter any errors, see the *Troubleshooting Guide*.

## Installing Adaptive Server Using a Response File

Unattended or silent installations are typically used to update multiple systems across the enterprise.

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

### Creating a Response File

By saving installation configuration information into a response file during the initial GUI installation, you can perform subsequent installations of Adaptive Server using a silent—or unattended—method.

---

**Note:** Adaptive Server version 15.7 SP100 uses a rearchitected installation program that is incompatible with response files generated for versions 15.0.3 and earlier. Do not use response files from these earlier versions; instead, create a new one from a 15.7 SP100 installation.

---

To create a response file when installing in GUI or console mode, specify the **-r** command line argument. The **-r** argument records your responses to the installation wizard prompts and creates a response file when the InstallAnywhere wizard exits. The response file is a text file that you can edit to change any responses prior to using it in any subsequent installations. You can find a sample response file at *installer image/sample\_response.txt*.

1. Create a response file during GUI installation by specifying the **-r** command line argument, and, optionally, specifying the name of your response file:

```
setupConsole.exe -r response_file_name
```

where:

- **-r** – specifies the command line argument.
- *response\_file\_name* – (Optional) is the absolute path of the file into which the installation information is stored, such as `\tmp\responsefile.txt`.

---

**Note:** The directory path you specify must already exist.

---

2. Verify that the response file includes the passwords for the Adaptive Server sa login, Sybase Control Center admin, and SCC agent admin by including these lines in the file:

```
SY_CFG_ASE_PASSWORD=<ASE sa password>
CONFIG_SCC_CSI_SCCADMIN_PWD=<SCC admin password>
CONFIG_SCC_CSI_UAFADMIN_PWD=<SCC agent admin password>
```

Each password must be at least six characters long. The sccadmin and uafadmin logins need not be the same as the sa password.

## **Installing in Silent Mode**

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

### **Prerequisites**

Use `setupConsole.exe -r responseFileName` to generate a installation response file during a console or GUI installation.

### **Task**

1. Run the following, where *responseFileName* is the absolute path of the file name containing the installation options you chose:

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

---

**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`.
- 

Except for the absence of the GUI screens, all actions of `InstallAnywhere` are the same, and the result of an installation in silent mode is exactly the same as one done in GUI mode with the same responses.

---

**Warning!** SAP recommends that you use the `setupConsole.exe` executable, which runs in the foreground when you are running a silent installation. The normal `setup.exe` executable runs in the background, giving you the impression that the installation has terminated, and results in additional installation attempts using the silent installation. Multiple installations at the same time may corrupt the Windows Registry and lead to a failure to restart the operating system.

---

2. The installer for Adaptive Server 15.7 ESD #2 and later requires non-null passwords for the "sa" login in Adaptive Server, and uafadmin and sccadmin logins in Sybase Control Center. For this reason, add these rows to the response file:

```
SY_CFG_ASE_PASSWORD=<ASE sa password>
CONFIG_SCC_CSI_SCCADMIN_PWD=<SCC admin password>
CONFIG_SCC_CSI_UAFADMIN_PWD=<SCC agent admin password>
```

The passwords for sccadmin and uafadmin logins need not be the same as the password for the Adaptive Server "sa" login.

## Command Line Options

Options for installing or uninstalling Adaptive Server in console mode.

Option	Purpose
<b>-i console</b>	Uses the console <b>interface</b> mode, where messages appear on the Java console and the wizard runs in console mode.
<b>-i silent</b>	Installs or uninstalls the product in silent mode, without user interaction.
<b>-D</b>	Passes custom variables and properties. For example, to override the default installation directory when you run the installer, enter:  <i>install_launcher_name</i> -DUSER_INSTALL_DIR=E:\Sybase
<b>-r</b>	Generates a response file and a reference.
<b>-f</b>	References response files.
<b>-l</b>	Sets the installer's locales.
<b>-\?</b>	Displays the installer help.

## Uninstalling Adaptive Server

To remove Adaptive Server, run the installer.

### Prerequisites

Stop all services using the **Services** option from the **Control Panel**. If any of the services are marked to automatically start, change them to be started manually. Restart the system to release any DLLs that are already loaded into memory.

If you installed Adaptive Server version 15.7 on top of an existing Adaptive Server 12.5 or earlier, that earlier version of Adaptive Server created a shortcut that launches the uninstaller, whereas Adaptive Server 15.7 registered the uninstaller with the **Add/Remove Programs** option on the Control Panel. Use the **Add/Remove Programs** option to remove Adaptive Server. This does not remove some of the shortcuts created by the Adaptive Server version 12.5 or earlier installer; you must manually remove these shortcuts.

### Task

**Note:** The uninstallation process reverses only those actions originally performed by the installer, leaving intact any files or registry entries you created after the installation. Remove these after you complete the uninstallation.

1. Remove your server from within Adaptive Server: **Start > Programs > Sybase > Adaptive Server Enterprise > Server Config > Remove Server.**
2. You can uninstall Adaptive Server using:
  - Windows GUI – go to **Control Panel > Add/Remove Programs** and click the Adaptive Server Enterprise icon
  - Command line – execute the uninstallation utility at `%SYBASE%\sybuninstall\ASESuite\uninstall.exe %SYBASE%\sybuninstall\PCClient\uninstall.exe`
3. Click **Next** in the Uninstall Welcome window.
4. Choose one of the following, then click **Next**:
  - **Complete Uninstall** – uninstalls everything originally installed by the installer.
  - **Uninstall Specific Features** – displays a list of features. If any unselected products/components are dependent on features selected for uninstallation, you can still proceed with the uninstallation but dependent features are not uninstalled.

You see a window indicating that the uninstallation process is being performed. There is no progress bar.

---

**Note:** You may need to confirm the deletion of some files that have been modified since installation.

---
5. When you see the final window, click **Done** to exit the uninstallation program.

## Removing an Existing Adaptive Server

Remove an existing Adaptive Server.

1. Stop the server.
2. Restart the machine to release any DLLs.
3. From the Windows taskbar, select **Start > Programs > Sybase > Server > Configuration.**
4. From the icons on the left of the Configure Sybase Servers screen, select the type of Sybase server to remove.
5. Click **Remove Adaptive Server.**
6. Select the server to remove.
7. Restart the computer to reset registry entries.





## Installing Components from the PC-Client

The PC-Client CD contains several components that are each packaged with their own installer. When you insert the PC-Client CD, a menu program launches automatically. The menu program lists the components that can be installed from the CD and allows you to install them one at a time. Before installing any products, review the `readme.txt` file, which contains a brief description of each of the products, any product or component dependencies, and last-minute instructions or changes.

---

**Warning!** If you installed PC-Client components during the Adaptive Server installation, do not reinstall them, and do not install them in a different directory.

---

The PC-Client CD contains 32-bit and 64-bit SDKs. It installs the 32-bit SDK on 32-bit OS; and the 64-bit SDK on 64-bit OS.

If your 64-bit OS computer already has the 32-bit SDK/Adaptive Server, run the 32-bit PC-Client installer in the "pcclient32" folder.

PC-Client components are provided so they can be installed on client computers. You may install PowerDesigner®, and InfoMaker® on the same computer as Adaptive Server.

1. Verify that your computer has sufficient disk space for each product.
2. If you are unloading components, log in using an account with administrator privileges.
3. Close any open applications or utilities to free memory and system resources.
4. Go to **Start > Run** to start the installation program, and enter the following, where *X* is the directory into which you have copied the PC-Client installation files:

```
X:\autorun.exe
```

5. Select **Client Components 15.7**. You see the Welcome window.
6. Select a country, and agree to the licensing terms.
7. Enter the directory path. If you specify a destination that contains an earlier version of the server, you see **Choose Update Installation**, and you can select the features to update.
8. If you are installing a new server, choose the type of installation:

Option	Description
<b>Typical Install</b>	Installs the default components that most users need.
<b>Full Install</b>	Installs every component on the CD.

Option	Description
Custom Install	Allows you to select the components to install. Certain components are automatically installed if they are required to run other selected components. Specify the components to install.

9. The Summary window displays every component to be installed by the installer, the required disk space, and the available disk space.
10. If the target directory does not have enough free space, the available space appears in red. Click **Previous** to return to the previous window and change your selections, or **Cancel** to quit the installer.

## Creating a Response File for the Client

---

By saving installation configuration information into a response file during the initial GUI installation, you can perform subsequent installations of Adaptive Server using a silent—or unattended—method.

---

**Note:** Adaptive Server version 15.7 SP100 uses a rearchitected installation program that is incompatible with response files generated for versions 15.0.3 and earlier. Do not use response files from these earlier versions; instead, create a new one from a 15.7 SP100 installation.

---

To create a response file when installing in GUI or console mode, specify the **-r** command line argument. The **-r** argument records your responses to the installation wizard prompts and creates a response file when the InstallAnywhere wizard exits. The response file is a text file that you can edit to change any responses prior to using it in any subsequent installations. You can find a sample response file at *installer\_image/sample\_response.txt*.

Create a response file during GUI installation by specifying the **-r** command line argument, and, optionally, specifying the name of your response file:

```
setupConsole.exe -r response_file_name
```

where:

- **-r** – specifies the command line argument.
- *response\_file\_name* – (Optional) is the absolute path of the file into which the installation information is stored, such as `\tmp\responsefile.txt`.

---

**Note:** The directory path you specify must already exist.

---

## Installing the Client in Unattended, Silent Mode

---

After running the installer in GUI mode and recording the responses into a response file, edit the file to customize the responses.

To install in unattended, silent mode, run the following, where *responseFileName* is the absolute path of the file name containing the installation options you chose:

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

Agree to the Sybase License Agreement when installing in silent mode by either:

- Including this text in the command line argument –  
DAGREE\_TO\_SYBASE\_LICENSE=true, or,
- Editing the response file to include the property  
AGREE\_TO\_SYBASE\_LICENSE=true.

The only difference when you install the client in silent mode is the absence of the GUI screens. All actions and responses are the same as using InstallAnywhere.

---

**Warning!** SAP recommends that, when you run a silent installation, you use `setupConsole.exe`, which runs in the foreground. `setup.exe` runs in the background, giving you the impression that the installation has terminated, resulting in additional installation attempts using the silent installation. Multiple, simultaneous installations may corrupt the Windows Registry and lead to a failure to restart the operating system.

---

## Uninstalling PC-Client

---

Choose one of two methods to remove PC-Client from a Windows machine.

Actions performed by the installer are removed during an uninstallation process. Files, or registry entries created after installation are not removed and must be manually removed when the installation process has finished.

To uninstall PC-Client from a Windows machine:

- Run the **uninstall** executable at:  
%SYBASE%\sybuninstall\PCClient\uninstall.exe
- Use **Control Panel > Add or Remove Programs**.



# Starting and Stopping Sybase Control Center

Sybase Control Center (SCC) for Adaptive Server is a Web-based tool for monitoring the status and availability of Adaptive Servers. Set the %SYBASE% environment variables and start an SCC agent on your Adaptive Server.

## Prerequisites

Before starting Sybase Control Center, make sure you have installed both:

- SCC agent for Adaptive Server – a remote command and control agent that runs on a managed server, and which is required to manage Adaptive Server tasks within SCC.
- SCC Management User Interface for Adaptive Server – provides the GUI that allows you to manage and monitor activities in Adaptive Server using a Web browser.

The Adaptive Server installer installs the SCC agent in a typical installation, but the management UI is available only through the custom installation option.

## Task

There are several ways to run SCC:

- From the command line in the foreground
- From the command line in the background
- Set up a daemon to run it as a service

Use these steps to run Sybase Control Center for the first time and to verify the installation. For complete instructions, see **Get Started > Launching Sybase Control Center > Starting and Stopping Sybase Control Center** in the SCC online help, as well as *Starting and Stopping Sybase Control Center in Windows* in the *Sybase Control Center Installation Guide*.

- To start Sybase Control Center:

- a) Enter the SCC command:

```
%SYBASE%\SCC-3_2\bin\scc.bat
```

If you are using a shared disc installation, deploy the SCC agent using the `-service` option of the **sccinstance** command:

```
%SYBASE%\SCC-3_2\bin\scc.bat -instance instance_name
```

You can omit the `-instance` option if the instance's name is the same as its host name (the default).

- b) Verify that the SCC agent is running. After you run the SCC script, the SCC console prompt appears. At this prompt, enter:

## CHAPTER 8: Starting and Stopping Sybase Control Center

```
scc-console> status
```

You should see a status message similar to:

```
Agent Home: /remote/perf_archive/mymachine/Install_Testing/  
157CE_C3/SCC-3_2/instances/solstrs3  
Connection URL: service:jmx:rmi:///jndi/rmi://solstrs3:9999/  
agent  
Status: RUNNING
```

- To shut SCC down from the console:

```
scc-console> shutdown
```

### See also

- *Managing Adaptive Server Enterprise with Sybase Control Center* on page 7

After you install the server, set it up.

The Adaptive Server installation includes folders that contain sample client library applications. These sample programs are included for training purposes only and are not intended to be installed in a production environment.

If you are setting up a production environment, remove these directories:

- %SYBASE%\OCS-15\_0\sample
- %SYBASE%\DataAccess\ODBC\samples
- %SYBASE%\jConnect-7\_0\sample2
- %SYBASE%\jConnect-7\_0\classes\sample2
- %SYBASE%\ASE-15\_0\sample
- %SYBASE%\WS-15\_0\samples

**See also**

- *Installing Sample Databases* on page 58

## Stopping and Starting Services

---

Sybase recommends that you perform all of the steps after installing Adaptive Server on Windows platforms.

Perform these steps as the "sybase" user that installed the Adaptive Server product. Verify that the "sybase" user is a member of the Windows system-defined group "Administrators" so the user has the access privileges to perform these steps.

**1. Stop all Adaptive Server services.**

From the Windows task manager, select **Start > Settings > Control Panel > Administrative Tools > Services**. Select each of the Sybase Adaptive Server entries and stop them. There are separate entries in for Sybase Adaptive Server, XPServer, BCKServer, and SYSAM.

**2. Identify the drives and folders where the Adaptive Server software is installed, and identify the Adaptive Server disk devices. Use Windows Explorer or **cacls** (a Windows command line utility) to set access permissions on the identified drives and folders.**

Sybase recommends that you grant full control to the user "sybase" and deny access to others on all identified drives, files, and folder hierarchies.

If users other than "sybase" need access to files (configuration files, programs, libraries, and so on) in the folder hierarchy, limit their access to read and execute. The administrator

should carefully review this access, and any other further permissions, to ensure they are required.

3. Specify Adaptive Server services to start as the user "sybase":
  - From the Windows task manager, select **Start > Settings > Control Panel > Administrative Tools > Services**. Select each of the Sybase Adaptive Server entries installed.
  - Set the "Log On" properties for each of the entries to use "sybase" and the password for this account. This action results in the user "sybase" being granted "log on as a service" rights by Windows.
  - Select each of the Sybase Adaptive Server entries that you stopped in the first step, and start them.

## Verifying That Servers are Running

---

Verify that the servers are running.

### Prerequisites

Before starting the server, make sure you have stopped, then started the services related to the server.

### Task

If you have already started the server, do not run the command a second time. Running it more than once can cause problems.

1. From the Windows task manager, select **Start > Settings > Control Panel > Administrative Tools > Services**.
2. Scroll through the list of services until you locate Sybase Adaptive Server *servername*. The Status column indicates if it is started. If it is not, select the server, then click **Start**.

## Verifying Your Connection to the Servers

---

Verify your connection to the servers.

Use **isql** to perform a quick test:

- At the command prompt, enter the following, where *server\_name* is the Adaptive Server name:

```
%SYBASE%\%SYBASE_OCS%\bin\isql -Usa -Ppassword -Sserver_name
```

**Warning!** The first time you log in to Adaptive Server, there is a default "sa" user name that is assigned all privileges but no password. After logging in for the first time, Sybase strongly advises you to change the system administrator's password.

---



You see the **isql** prompt if the login is successful.

- At the **isql** prompt, enter:

```
1> select @@version
2> go
```

The output should show that you are at the current version and edition of Adaptive Server. If you encounter errors, see the *Troubleshooting Guide*.

Alternatively, start **dsedit**.

1. From the Windows taskbar, select **Start > Programs > Sybase > Connectivity > Open Client Directory Service Editor**.
2. Select a Directory Services window to open, then click **OK**.
3. Highlight *servername* (the name of the server you want to test).
4. Select **Server Option > Ping**.  
A successful connection returns the message that the connection succeeded.

#### See also

- *Setting the System Administrator Password* on page 58

## Test the Installation and Network Connections

---

After installing Adaptive Server, Sybase Control Center, and the Java Runtime Environment, test the installation and network connections. Adaptive Server communicates with other Adaptive Servers, Open Server applications (such as Backup Server), and client software on your network. Clients can talk to one or more servers, and servers can communicate with other servers by remote procedure calls.

For Sybase Control Center to work, install both the SCC agent for Adaptive Server as well as the SCC Management User Interface for Adaptive Server. The agent is installed as part of a typical installation of Adaptive Server, while the SCC Management User Interface for Adaptive Server is available in the custom installation option. See the *Sybase Control Center Installation Guide* for details on how to install and set up SCC.

For Sybase products to interact with one another, each product must know where the others reside on the network. Sybase stores this information in the `interfaces` file on Windows or in a Lightweight Directory Access Protocol (LDAP) server.

Follow the instructions in *Sybase Control Center for Adaptive Server Enterprise* to launch SCC and configure Adaptive Server for monitoring. You can then view a list of monitored servers in the Administration Console of the Perspective Resources view in SCC to verify your connections.

## **Configuring libtcl.cfg for LDAP**

Use the `libtcl.cfg` file to specify an LDAP server name, port number, DIT base, user name, and password to connect to an LDAP server.

When you specify an LDAP server in the `libtcl.cfg` file, the server information becomes accessible only from the LDAP server; the `interfaces` file is ignored. Open Client and Open Server applications that use the `-l` option at start-up override the `libtcl.cfg` file and use the `interfaces` file. See the *Adaptive Server Configuration Guide*.

1. Configure the `libtcl.cfg` file to use directory services, using any standard ASCII text editor:
  - Remove the semicolon (;) comment markers from the beginning of the LDAP URL lines in the `libtcl.cfg` file under the `[DIRECTORY]` entry.
  - Add the LDAP URL under the `[DIRECTORY]` entry. See the *Configuration Guide* for supported LDAP URL values.

In its simplest form on 32-bit LDAP drivers, the `libtcl.cfg` file is in this format:

```
[DIRECTORY]
ldap=libsybdlldap.dll
```

The file format is same for both 32-bit and 64-bit LDAP drivers on Windows.

---

**Warning!** Ensure that the LDAP URL is on a single line.

---

```
ldap=libsybdlldap.dll
ldap://host:port/ditbase??scope??
bindname=username?password
```

For example (entry shown on multiple lines only for readability):

```
[DIRECTORY]
ldap=libsybdlldap.dll
ldap://huey:11389/dc=sybase,dc=com??one??
bindname=cn=Manager,dc=sybase,dc=com?secret
```

---

**Note:** On Windows x64, the `.dll` file is called `libsybdlldap64.dll`.

---

2. Verify that the appropriate environment variable points to the required third-party libraries. The Netscape LDAP SDK libraries are in `%SYBASE%\%SYBASE_OCS%\dll`.

The Windows `PATH` environment variable must include this directory.

## **Adding a Server to the Directory Service**

Use `dsedit` utility to add a server to the directory service.

1. From Windows, select **Start > Programs > Sybase > Connectivity > Open Client Directory Service Editor**.

2. Select **LDAP** from the list of servers, and click **OK**.
3. Click **Add New Server Entry**, and enter:
  - Server name
  - Security mechanism – (optional) there is a list of security mechanism OIDs in %SYBASE%\ini\objectid.dat.
4. Click **Add New Network Transport**, and:
  - Select the transport type.
  - Enter the host name.
  - Enter the port number.
5. Click **OK** twice to exit the **dsedit** utility.

### **Adding a Server to the Interfaces File**

To access a Sybase server through the `sql.ini` file, each server must be included in the `sql.ini` file on the client computer.

---

**Note:** You can use Windows Directory Replication to replicate `sql.ini` in multiple locations. See the Microsoft documentation for information. You can also use directory services, which are stored in the Registry.

---

For additional information on using **dsedit** on the client computer, see the *Open Client and Server Configuration Guide for Desktop Platforms* and the *Open Client and Server Supplement*.

1. From Windows, select **Start > Programs > Sybase Connectivity > Open Client Directory Service Editor**.
2. Click **OK** in the first window to open the Interfaces Driver window.
3. Select **Server Object** from the menu, and click **Add**.
4. Enter the name of the server for which you are creating an entry.  
Click **OK**.
5. In the Attributes column, double-click the server address row you just added.
6. In the Protocol Network Address, click **Add**.
7. In the Network Address box, enter either the server name or the IP address, along with the server port number. For example:

```
machine_name, 4100
```

where:

- `machine_name` – is the name of the computer.
- 4100 – is the port number the server is using to "listen" for clients.

---

**Note:** Windows accepts TCP-style connection information:

```
[SERVER]
MASTER=NLWNSCK,huey,2222
QUERY=NLWNSCK,huey,2222
```

or:

```
[SERVER]
MASTER=TCP, huey, 2222
QUERY=TCP, huey, 2222
```

The preferred format is to use TCP and a space between the *host\_name* and *port\_number*, because it is supported across all platforms. You can edit the `interfaces` file using any standard ASCII text editor.

---

8. Use **ipconfig** to find the IP address for the machine.

## Setting the System Administrator Password

---

When you install Sybase software, the software creates a system administrator account called "sa," which can use any database on Adaptive Server, including `master`, with full privileges.

Immediately after a new installation, the default password is set to NULL, and Adaptive Server asks you to set a password for "sa." For security purposes, assign a password to "sa" before using Adaptive Server in a production environment, you cannot use a NULL password for "sa."

Log in to Adaptive Server as "sa" and set a password:

```
%SYBASE%\%SYBASE_OCS%\bin\isql -Usa -P -Sserver_name
1> sp_password default, new_password
2> go
```

where:

- **default** – is the non-null password.
- *new\_password* – is the password that you are assigning to the "sa" account.

For the greatest security, SAP recommends that you create a password of at least six characters, with a combination of letters and numbers.

## Installing Sample Databases

---

The sample databases, which contain fictitious information, are designed to help you learn how to use Adaptive Server.

**Note:** The sample databases are intended for training purposes only. Do not install them in an Adaptive Server production environment.

---

File Name	Description
<b>instpbs2</b>	<p>Installs the <code>pubs2</code> sample database. This database contains data that represents a publishing operation. Use this database to test your server connections and to learn Transact-SQL. Most of the examples in the Adaptive Server documentation query the <code>pubs2</code> database.</p> <hr/> <p><b>Note:</b> The <code>master</code> device size should be at least 30MB to install the full <code>pubs2</code> database, including the <code>image</code> data.</p>
<b>instpbs3</b>	<p>Installs the <code>pubs3</code> sample database. This updated version of <code>pubs2</code> uses referential integrity. In addition, its tables are slightly different than the tables used in <code>pubs2</code>. Where noted, the Adaptive Server documentation uses the <code>pubs3</code> database in its examples.</p>
<b>instpix2</b>	<p>Installs the <code>image</code> data that is used with the <code>pubs2</code> database.</p> <p>Run the <code>instpix2</code> script after you run <code>instpbs2</code>.</p> <p>The <code>image</code> data requires 10MB—there are six pictures, two each in the PICT, TIFF, and Sun raster file formats. Run <code>installpix2</code> script only to use or test the <code>image</code> datatype. SAP does not supply any tools for displaying <code>image</code> data; you must use appropriate window graphics tools to display the images after you have extracted them from the database.</p>

## Default Devices for Sample Databases

The Adaptive Server installation includes scripts for installing the `us_english` sample database, foreign language sample databases, and the `image` data associated with the US English `pubs2` sample database on a default device.

These scripts are located in `%SYBASE%\%SYBASE_ASE%\scripts`.

By default, these scripts install the sample databases on the `master` device. Because the databases use valuable space on the `master` device that is best reserved for system tables—each sample database requires 3MB on a 2K server, and multiples of 3MB on a 4K, 6K, 8K, and 16K server on your database device—SAP recommends that you change the default to a device other than the `master` device.

To change the default location where the scripts install these databases, use **sp\_diskdefault**. See *sp\_diskdefault* in *Reference Manual: Procedures*. Alternatively, use a text editor to revise the script directly.

## **Running the Database Scripts**

After you determine your default device, run the scripts to install the sample databases.

### **Prerequisites**

Back up the original `instpbs2` and `instpbs3` scripts, in case you have problems with the edited scripts.

### **Task**

1. Start Adaptive Server.
2. Go to the Adaptive Server scripts directory at `%SYBASE%\%SYBASE_ASE%\scripts`.
3. Use `isql` to log in to Adaptive Server and run the script:

```
isql -Usa -P*****-Sserver_name -iscript_name
```

where:

- `server_name` – is the destination server for the database.
- `script_name` – is the full path to and file name of the script to run.

For example, to install `pubs2` on a server named `VIOLIN`, enter:

```
isql -Usa -P***** -SVIOLIN -i %SYBASE%\%SYBASE_ASE%\scripts\instpbs2
```

4. Install the image data associated with `pubs2`:

```
%SYBASE%\%SYBASE_ASE%\ isql -Usa -Ppassword -Sservername -i%SYBASE%\%SYBASE_ASE%\scripts\instpix2
```

The `pubs3` database does not use image data.

For more information about running these scripts, see the *Adaptive Server Configuration Guide*.

## **Installing the Interpubs Database**

The `interpubs` database is similar to `pubs2`, and contains French and German data.

### **Prerequisites**

Back up the original `installintpubs` script, in case you experience problems with the edited script.

### **Task**

1. Set your terminal to display 8-bit characters.
2. Verify that `iso_1`, `iso_15`, `Roman8`, `Roman9`, or `UTF-8` is installed as either the default character set or as an additional character set.

The `interpubs` database contains 8-bit characters and is available for use at Adaptive Server installations using the ISO 8859-1 (`iso_1`), ISO 8859-15 (`iso_15`), Roman 8, or Roman9 (for HP-UX) character set.

3. Determine the type (raw partition, logical volume, operating system file, and so on) and location of the device where you will be storing the `interpubs` database. You will need to provide this information later.
4. Execute the script, using the **-J** flag to ensure that the database is installed with the correct character set:

```
isql -Usa -Ppassword -Sservername -Jiso_1 \
-i %SYBASE%\%SYBASE_ASE%\scripts\iso_1
```

## Installing the jpubs Database

If you installed the Japanese language module with your server, you can run the `installjpubs` script to install `jpubs`, which is a database similar to `pubs2` that contains Japanese data. `installjpubs` uses the EUC-JIS (`eucjis`), UTF-8 (`utf8`), or the Shift-JIS (`sjis`) character sets.

### Prerequisites

Copy the original `installjpubs` script, in case you experience problems with the edited script.

### Task

1. Set your terminal to display 8-bit characters.
2. Verify that the EUC-JIS, Shift-JIS, or the UTF-8 character set is installed either as the Adaptive Server default character set or as an additional character set.
3. Determine the type (raw partition, logical volume, operating system file, and so on) and location of the device where you will be storing the `jpubs` database. You will need to provide this information later.
4. Execute the `installjpubs` script, using the **-J** flag to ensure that the database is installed with the correct character set:

```
isql -Usa -Ppassword -Sservername -Jeucjis \
-i %SYBASE%\%SYBASE_ASE%\scripts\eucjis\installjpubs
```

or:

```
isql -Usa -Ppassword -Sservername -Jsjis \
-i %SYBASE%\%SYBASE_ASE%\scripts\sjis\installjpubs
```

For more information on the **-J** option in `isql`, see the *Utility Guide*.

## **Maintaining Sample Databases**

The sample databases contain a guest user option that allows authorized users to access the database. Guest users have a wide range of privileges, including permissions to **select**, **insert**, **update**, and **delete** user tables.

SAP recommends that you remove the guest user option from user databases in production systems. For more information about the guest user and a list of guest permissions, see the *System Administration Guide*.

1. If possible, and if space allows, give each new user a clean copy of the sample databases so that each user is not confused by other users' changes.
2. If space is a problem, instruct users to issue the **begin transaction** command before updating a sample database.
3. After users have finished updating one of the sample databases, instruct them to issue the **rollback transaction** command to undo the changes.



## CHAPTER 10     **Adaptive Server Upgrades**

You can upgrade to Adaptive Server version SP100 from versions 12.5.4 through 15.7.

Upgrades are supported from:

- Nonclustered to nonclustered Adaptive Server
- Cluster Edition to Cluster Edition
- Nonclustered Adaptive Server to Cluster Edition

You cannot upgrade from Adaptive Server Cluster Edition to a nonclustered edition.

If you are upgrading from a nonclustered Adaptive Server versions 15.0 through 15.5 to Adaptive Server version 15.7 SP100 Cluster Edition, you must upgrade to the nonclustered version of Adaptive Server 15.7 SP100 before upgrading to the Cluster Edition of SP100.

You can upgrade to this version of Adaptive Server from:

- Adaptive Server 15.0 through 15.0.3 (but not the 15.0.1 or 15.0.3 of the Cluster Edition) – to install version 15.7 on top of an earlier 15.x version. This is considered a minor upgrade or update, and you can perform this through the Adaptive Server installer.
- Adaptive Server 12.5.x – to upgrade from Adaptive Server 12.5.4 or earlier, execute the upgrade sequence from the same node on which the database resides. This is a major upgrade, and requires that you perform preupgrade tasks.

You can upgrade from a 32-bit version to a 64-bit version, but you can neither upgrade nor move from a 64-bit to a 32-bit:

You cannot upgrade to this version of Adaptive Server from:

- Adaptive Server version 11.9.x
- Adaptive Server version 12.0.x

SAP recommends that you first upgrade to version 12.5.4 or later before upgrading to version 15.7 SP100.

If your server has replicated databases, consult the *Replication Server Configuration Guide* before starting the upgrade preparatory tasks.

Only upgrades to and from the same page size are supported. Use **sybmigrate** to re-create the schema and load data from one page size to another. See the *Utility Guide*.

Adaptive Server version 15.7 SP100 includes both new and changed system catalogs that may affect your existing applications. See the *Adaptive Server Enterprise New Feature Guide* for a complete list. SAP recommends that you do not use the new features until you are committed to staying with 15.7.

Verify that the version of Adaptive Server you are upgrading from is compatible with Adaptive Server version 15.7 SP100.

## Upgrading Adaptive Server

A minor change was made to the format of a log record in both the cluster and nonclustered editions of Adaptive Server 15.5 and later versions.

This change introduces an unlikely possibility for Adaptive Server to misinterpret this changed log record in cases where the upgraded server contains a database that is the primary database for replication.

This change should not affect your upgrade process; however, it requires you to strictly follow some steps when you move from Adaptive Server 15.0.x or earlier to Adaptive Server 15.5.x and later (nonclustered editions). See the following table for all possible combinations of upgrades.

An upgrade is done by:

- Upgrading your entire installation by switching binaries.
- Upgrading a single database using **online database**, having first loaded it with a database dump and transaction logs taken on a server with an earlier version.

**Table 7. Upgrading Your Entire Installation**

Current Version	Upgrading to	Special Upgrade Information
Adaptive Server 15.0.x or earlier	Adaptive Server 15.7.x	If you are using Replication Server to replicate one or more databases in the version to be upgraded, ensure that all transactions have been replicated before the polite shutdown is done, by draining the log. See <i>Upgrading Adaptive Server in a Replication System</i> and <i>Upgrading Replication Server</i> in the <i>Replication Server Configuration Guide</i> for your platform.
Adaptive Server 15.0.x	Adaptive Server Cluster Edition 15.7.x	If you are using Replication Server to replicate one or more databases in the installation to be upgraded, ensure that all transactions have been replicated before the polite shutdown is done, by draining the log. See the <i>Upgrading Adaptive Server in a Replication System</i> and <i>Upgrading Replication Server</i> in the <i>Replication Server Configuration Guide</i> for your platform.
Adaptive Server 15.5.x or later	Adaptive Server Cluster Edition 15.7.x	Not supported.

Current Version	Upgrading to	Special Upgrade Information
Adaptive Server Cluster Edition 15.5.x or later	Adaptive Server 15.7.x	Upgrading any version of Adaptive Server Cluster Edition to a non-clustered version is not supported.
Adaptive Server 15.5.x	Adaptive Server 15.7.x	No special upgrade instructions.
Adaptive Server Cluster Edition 15.5.x or later	Adaptive Server Cluster Edition 15.7.x	In the installer destination directory pane, enter the 15.5.x directory, then choose <b>Update</b> .  After your installation, install the new system procedures (from \$SYBASE/ASE-15_0/scripts/installmaster).

Table 8. Upgrading a Single Database

Current Version	Upgrading to	Special Upgrade Instructions
Adaptive Server 15.0.x and earlier	Adaptive Server 15.7.x	When you use <b>online database</b> to upgrade a single database in Adaptive Server 15.7.x (either the cluster or noncluster edition) after loading a database dump and transaction logs from Adaptive Server 15.0.x or earlier, if the database you are upgrading is also replicated, make sure the database's transaction log is truncated before you turn replication back on.
Adaptive Server 15.5.x or later	Adaptive Server Cluster Edition 15.7.x	Upgrading a single database from the nonclustered edition of 15.5 or 15.5 ESD #1 to cluster edition of 15.5 or 15.5 ESD #1 is supported, and no additional steps are required.
Adaptive Server Cluster Edition 15.5.x or later	Adaptive Server 15.7.x	Upgrading a database from any version of the Cluster Edition to a nonclustered version is not supported.
Adaptive Server 15.5.x	Adaptive Server 15.7.x	No special upgrade instructions.

Current Version	Upgrading to	Special Upgrade Instructions
Adaptive Server Cluster Edition 15.5.x	Adaptive Server Cluster Edition 15.7.x	No special upgrade instructions.

**See also**

- *Reenabling Replication Server After the Dataserver Upgrade* on page 88
- *Postupgrade Tasks* on page 85
- *Installation of Version 15.7 SP100 over an Existing 15.x Adaptive Server* on page 80

## Considerations for Component Integration Services

---

If you have both a local and a remote server running on Adaptive Server version 15.x and are upgrading both of them to version 15.7 SP100, upgrade the local server first. If you plan to upgrade one server but not the other, upgrade the local server.

SAP does not certify that Component Integration Services running on earlier versions of Adaptive Server can connect to later versions. You may encounter errors if an earlier version of Adaptive Server maps a proxy table to a later version and the remote table uses functionality that is unavailable in the earlier version.

SAP certifies that each version of Adaptive Server connects to earlier versions through Component Integration Services. Component Integration Services is tested and certified to connect to earlier versions of Adaptive Server.

## Preparing to Upgrade

---

If you are performing a major upgrade from an Adaptive Server version earlier than 15.x, run the **preupgrade** utility. You must have system administrator privileges to perform an upgrade.

The executable files that run the **preupgrade** and **upgrade** utilities are SyConfig (a graphical user interface (GUI) application that you start with `syconfig.exe`), and SyBatch (a command line utility you start with `sybatch.exe`).

---

**Note:** If you are upgrading from a 32-bit server to a 64-bit server, use `sybatch.exe`.

---

Each new server version contains features that introduce parameters, commands, reserved words, and so on. The **preupgrade** utility prepares the old server by making sure all necessary directories and settings are correct for the upgrade. When running the **preupgrade** utility, manually stop and start the server. You need not start the server before running the **syconfig.exe** upgrade utility; the utility starts the server when needed.

If you are upgrading from:

- Version 12.5.3 with cache bindings on **sybssystemdb** – drop the cache bindings for **sybssystemdb** that are bound to a user-defined cache before you run the **preupgrade** utility.
- Earlier than version 15.x but later than 12.5.3 – from the Adaptive Server 15.7 SP100 installation directory, use the **preupgrade** utility to perform the preupgrade checks on the old server. The utility is located in %SYBASE%\%SYBASE\_ASE%\upgrade.

Manually drop objects before you execute procedures for the first time. The first time you run the server after an upgrade, the server internally rebuilds procedures from the text in `syscomments`. The procedure may not execute properly if it contains code that drops, then re-creates, an existing object.

1. Go to the directory where your current version of Adaptive Server is installed.
2. Change to the directory `ASE-version`, where `version` is your current version of Adaptive Server.
3. Change to the upgrade directory.
4. Enter `preupgrade` to run the **preupgrade** utility.

## Changes in Adaptive Server Directories

The directory structures for Adaptive Server installations differ, depending on version.

**Table 9. Directory Changes for Windows Platforms**

Component	12.5.4 Location	15.0.2 Location	15.0.3 Location	15.5 and 15.7 Locations
Adaptive Server	%SYBASE%\ASE-12_5	%SYBASE%\ASE-15_0	%SYBASE%\ASE-15_0	%SYBASE%\ASE-15_0
Shared directory	%SYBASE%\Shared	%SYBASE%\Shared	%SYBASE%\Shared	%SYBASE%\Shared
Sybase Central	%SYBASE%\Shared\Sybase Central 4.3	%SYBASE%\Shared\Sybase Central 4.3	%SYBASE%\Shared\Sybase Central 6.0.0	%SYBASE%\Shared\Sybase Central 6.0.0

Component	12.5.4 Location	15.0.2 Location	15.0.3 Location	15.5 and 15.7 Locations
JRE	%SYBASE%\Shared\Sun\jre142	%SYBASE%\Shared\Sun\jre142_*	%SYBASE%\Shared\JRE-6_0_*	15.7 ESD #1 and earlier – %SYBASE%\Shared\JRE-6_0_*
Shared JAR file	%SYBASE%\Shared\lib	%SYBASE%\Shared\lib	%SYBASE%\Shared\lib	%SYBASE%\Shared\lib
Language settings (locales)	%SYBASE%\locales	%SYBASE%\locales	%SYBASE%\locales and %SYBASE%\ASE-15_0\locales	%SYBASE%\locales and %SYBASE%\ASE-15_0\locales
Connectivity	%SYBASE%\OCS-12_5	%SYBASE%\OCS-15_0	%SYBASE%\OCS-15_0	%SYBASE%\OCS-15_0
Web Service	%SYBASE%\WS-12_5	%SYBASE%\WS-15_0	%SYBASE%\WS-15_0	%SYBASE%\WS-15_0
Replicator	%SYBASE%\RPL-12_5	%SYBASE%\RPL-15_0	%SYBASE%\RPL-15_0	
SySAM	%SYBASE%\SY-SAM-1_0	%SYBASE%\SY-SAM-2_0	%SYBASE%\SY-SAM-2_0	%SYBASE%\SYSAM-2_0
Job Scheduler	%SYBASE%\JS-12_5	%SYBASE%\ASE-15_0\jobscheduler	%SYBASE%\ASE-15_0\jobscheduler	%SYBASE%\ASE-15_0\jobscheduler
Unified Agent		%SYBASE%\UAF-2_0	%SYBASE%\UAF-2_0	%SYBASE%\UAF-2_5  In Adaptive Server 15.7 ESD #1 and later, UAF-2_5 is placed with SCC-3_2 for the Sybase Control Center.

## Performing Tasks Before Upgrading

---

To ensure a successful upgrade, review and perform preparatory tasks as necessary. Depending on the old server configuration, you may not need to perform all preparatory tasks.

### Prerequisites

- You need the master and system procedures files to upgrade the server. By default, the `master(master.dat)` and system procedures device (`sybsystemprocs.dat`) files are installed in the `%SYBASE%\data` directory.
- The previously installed version of the server must be running. If you are upgrading Backup Server, Historical Server, or XP Server, those servers must not be running.

### Task

---

**Note:** Follow these steps only if you are performing a major upgrade from an Adaptive Server version earlier than 15.x.

---

Skip these preparatory tasks if you plan to use `sqlupgrade`, which performs these tasks automatically.

1. Install Adaptive Server 15.7 SP100 into its own installation directory.
2. Check system and upgrade requirements.
3. Ensure that the directory to which your `TEMP` environment variable points exists. The installation program uses this directory to write files temporarily during the installation, which it locates through the `TEMP` environment variable.
4. If you are upgrading from Adaptive Server 12.5.4, run `syconfig.exe`:
  - a) Select **Upgrade Adaptive Server**.
  - b) Choose the server name.
  - c) Log in to the server.
  - d) Choose **Command line**, and add `-T7841`.  
 The `-T7841` option is not required if you are upgrading from Adaptive Server version 12.5.4 to the current Adaptive Server under the IPv4 environment.
  - e) Save the changes.
5. Verify that the text of all stored procedures you upgrade is available in `syscomments` by either:
  - Reinstalling the procedures with text, or,
  - Removing and reinstalling the procedures after the upgrade.

This step can allow you to inspect the stored procedures for any hidden or unwanted text.

6. Set the **'allow password downgrade'** password policy option to 1 to ensure that passwords are encrypted with both the old and new algorithms, in case you need to downgrade to an earlier version of Adaptive Server.
7. Make sure reserved words use quoted identifiers.
8. Verify that users are logged off.
9. Use **dbcc** to check for database integrity.
10. Back up databases.
11. Dump the transaction log.
12. Verify that `master` is the default database for the "sa" user.
13. Prepare the database and devices for upgrade using the **preupgrade** utility:
  - a) Create a `sysystemdb` database if it does not already exist.
  - b) Disable auditing by running **sp\_configure 'auditing', 0**.
  - c) If Job Scheduler is enabled, specify the path for Windows platforms in detail by copying `%OLDSYBASE%\%OLDSYBASE_OCS\ini\libtcl.cfg` to `%SYBASE%\%SYBASE_OCS\ini\libtcl.cfg`, then disable Job Scheduler.
  - d) Obtain the current audit settings for the pre-15.7 Adaptive Server using **sp\_displayaudit**; use this saved information to reenabling auditing after you complete the installation. See *Reenabling Auditing* on page 87.
  - e) If you made any site-specific changes to the permissions for system stored procedures, obtain the current permission settings for them using **sp\_helprotect**; then use this saved information to reenabling the permissions after you complete the installation. Pay special attention to:
    - Any stored procedures that are not granted execute permission to public, such as **sp\_addauditrecord**, **sp\_monitor**, and **sp\_sysmon**.
    - Any stored procedures where execute permission has been revoked from public.
  - f) Disable disk mirroring.
  - g) Verify that your SYBASE environment variable points to the location of the new server software files you just installed.

Set the `OLDSYBASE`, `OLDSYBASE_ASE`, and `OLDSYBASE_OCS` environment variables to the location of the server you are upgrading, to avoid having to type this path when you run **syconfig.exe**.

Fix any problems that **preupgrade** utility reports.

When there are no problems and the old server is ready for upgrade, **syconfig.exe** automatically starts the upgrade process when the **preupgrade** utility reports no errors.

You can safely ignore any warnings Adaptive Server issues about configuration parameters not being set to the default, as these are only for your information.

14. Ensure that the procedure cache size is at least 150 percent of the default procedure cache size, or between 53,248 and 2,147,483,647 2K pages.



15. Copy these files from earlier versions of the server to their corresponding Adaptive Server 15.x installation locations:
  - %SYBASE%\ini\sql.ini
  - %SYBASE%\SYBASE\_ASE\servername.cfg – where *servername* is your server name
  - %SYBASE%\%SYBASE\_OCS%\ini directory
  - %SYBASE%\ini\libtcl.cfg
16. If you have enabled the Java in the database feature, create the `sybpcidb` database and disable the feature during the installation.
17. The `sysconfig.exe` file cannot connect to an Adaptive Server that uses a named pipe directory service. Remove the named pipe directory service from the `interfaces` file before upgrading Adaptive Server.
18. Set the environment variables by sourcing the `SYBASE.[csh, sh, env]` file.

---

**Warning!** Do not run the environment variable script more than once.

---

19. Set the `OLDSYBASE_ASE` variable to the `SYBASE_ASE` appropriate to your older server. If you are upgrading from 12.5 for example, it should be `ASE-12_5`.  
  
SAP recommends you also set the `OLDSYBASE`, and `OLDSYBASE_OCS` environment variables to point to the old installation of Adaptive Server, so that the **sqlupgraderes** utility automatically populates input fields with the correct information as you upgrade.

### See also

- *Managing Java in the Database During Installations and Upgrades* on page 31

## Upgrade System Tables and Stored Procedures

When you upgrade Adaptive Server, drop and re-create `syscomments` to include the new and changed tables.

If you deleted text from the `syscomments` system table, drop and re-create the stored procedures to again add the text. SAP recommends that you use the **sp\_hidetext** stored procedure to hide text, rather than deleting text.

If you modified any system stored procedures without altering their names, back them up before you upgrade Adaptive Server. The upgrade process overwrites these modified procedures with default versions.

## Reserved Words

Reserved words are pieces of SQL syntax that have special meaning when used as part of a command.

Transact-SQL does not allow words that are part of command syntax to be used as identifiers unless they are enclosed in quotation marks. If you are upgrading Adaptive Server, you see

errors when you run queries, stored procedures, or applications that use these identifiers in your user databases.

---

**Note:** Before upgrading, use **sp\_renamedb** to change the name of any user database that is a reserved word.

---

If you change an object name, also change applications and stored procedures that refer to that object. Conflicts between object names do not prevent the upgrade process from completing. However, applications that refer to conflicting object names may not work after the upgrade. Rename all objects that use reserved words.

As part of the preupgrade process, you can have `syconfig.exe` or `sybatch.exe` perform a reserved-word check. See the *Reference Manual* for a complete list of reserved words.

### **Running a Reserved Word Check**

Run the reserved word check on the old Adaptive Server.

Even if you plan to use **sqlupgraderes** to upgrade Adaptive Server noninteractively, you can still first run the interactive **sqlupgrade** utility to perform reserved-word checks and other potential upgrade eligibility problems, and then continue with the upgrade if no problems are found.

Both **sqlupgrade** and **sqlupgraderes** automatically install new reserved words and the **sp\_checkreswords** system procedure, which detects and displays identifiers in your existing databases that conflict with reserved words in the new database. You can use **sp\_checkreswords** at any time while performing preupgrade tasks.

---

**Note:** Do not use an older version of **sp\_checkreswords** to check for reserved words, as it does not contain the most current list of reserved words.

---

The Server Config utility installs **sp\_checkreswords** and checks the reserved words during the upgrade. Server Config does not display the names or locations of identifiers that conflict with reserved words; only the number of conflicts.

Server Config always discovers one reserved-word conflict for each database in your Adaptive Server. This is because the `sysobjects` table in Adaptive Server inserts a reserved word with each of its table entries. You do not need to address these conflicts because they do not adversely affect the upgrade process.

### **Addressing Reserved Words Conflicts**

Change any database names that are reserved words.

1. Use **sp\_dboption** to set the database to single-user mode, then run **sp\_renamedb**, specifying the new name.
2. If other identifiers are reserved words, you can use:
  - **sp\_rename** to change the name of the object, before or after the upgrade.

- Quoted identifiers.
- Brackets around the identifier. For example:

```
create table [table] ( [int] int, [another int] int )
```

3. Run **sp\_checkreswords** in **master** and in each user database to display the names and locations of conflicting identifiers.

See *Reference Manual: Procedures* for information about **sp\_dboption**, **sp\_rename**, and **sp\_checkreswords**.

### **Quoted Identifiers**

To avoid reserved word conflicts, all users on the server must invoke the **quoted\_identifier** option in all stored procedures and queries that include the reserved words.

To invoke the **quoted\_identifier** option of the **set** command in procedures and queries that include the reserved words, enclose the reserved words that are identifiers in double quotation marks. The **set quoted\_identifier** option tells Adaptive Server to treat any character string enclosed in double quotation marks as an identifier.

See *Reference Manual: Commands* for more information on **set quoted\_identifier**.

## **Preparing the Database and Devices**

Before starting the upgrade process, confirm that you have enough space for the upgrade to succeed.

1. Double the size of the largest catalog that you are going to upgrade, then add approximately 10 percent to calculate the free space required for the upgrade to succeed. For example, if you have a large number of stored procedures or compiled objects in any database, the **syscomments** and **sysprocedures** system tables require additional space.

SAP recommends that you use the **preupgrade** utility, since it scans the system catalogs and performs this calculation automatically.

2. If you are:
  - Not using two-phase commit or distributed transaction management (DTM) applications – create a **sybssystemdb** with a minimum of 4MB if it does not already exist.
  - Using two-phase commit or DTM, create either:
    - A minimum-sized **sybssystemdb** for upgrade and expand it later, or
    - A **sybssystemdb** of 5MB to 20MB, depending on your expected usage. Approximately 25 percent of the database should be data storage, and 75 percent should be log storage.
3. If it does not already exist, create the **sybssystemdb** database. Servers that use a 2K logical page size require a **sybssystemdb** that is at least 4MB. Servers that use a larger logical page size require a **sybssystemdb** that is at least as large as the **model** database:

```
1> create database sybssystemdb on default = '4M'
2> go
```

```

1> use sybssystemdb
2> go
1> sp_create_syscoordinations
2> go

```

Adaptive Server uses this database for tracking transactions and during recovery. It is also used by applications using two-phase commit and DTM.

4. Verify that the `sybssystemdb` database is large enough. For an upgrade, the default size for `sybssystemdb` is 124MB, or enough free space to accommodate the existing `sybssystemdb` database, and the largest catalog that is to be upgraded, plus 10 percent for logging upgrade changes. You may need more space if you are adding user-defined stored procedures.
5. If you use Java in the database, the **preupgrade** utility detects that you set **sp\_configure "enable java"** to 1, and requests that you enable PCI and configure `sybpcidb` before you upgrade the server.
6. Increase the default database size:
  - a) Use **alter database** to increase the size of the master database.

For example:

```

1> alter database tempdb on master=X
2> go
1> alter database model on master=X
2> go

```

*X* is the megabytes of space you are adding.

Repeat this process for each temporary and `model` databases making sure that `model` is at no point larger than `tempdb`.

- b) Use **sp\_helpdb** to verify the size of each system database you increase in size.
- c) Use **sp\_configure** to update the values as indicated by the **preupgrade** utility. This example updates the number of locks available for all users on Adaptive Server to 6,000:

```
sp_configure "number of locks", 6000
```

## The sybprocsdev device

Sybase system procedures are stored in the `sybssystemprocs` database, which is stored in the `sysprocsdev` device. You may need to increase the size of `sysprocsdev` before upgrading Adaptive Server.

The minimum/default `sybssystemprocs` size is 172MB for all page sizes when configuring a new server. For upgrades, you need an additional 10 percent of this.

You may need more space if you are adding user-defined stored procedures.

If your `sybssystemprocs` database does not meet these requirements and you have enough room on the device to expand the database to the required size, use the **alter database** command to increase the database size.

Use:

- **sp\_helpdb** to determine the size of the `sybsystemprocs` database:

```
1> sp_helpdb sybsystemprocs
2> go
```

- **sp\_helpdevice** to determine the size of the `sysprocsdev` device:

```
1> sp_helpdevice sysprocdev
2> go
```

If the `db_size` setting is less than the required minimum, increase the size of `sysprocdev`.

### **Increasing the Size of the sybsystemprocs Database**

Create a new database with sufficient space if your current `sybsystemprocs` database does not have the minimum space required for an upgrade.

### **Prerequisites**

If you do not have a current backup of your old database, create one now.

### **Task**

Although you can drop the old database and device and create a new `sysprocsdev` device, SAP recommends that you leave the old database and device alone and add a new device that is large enough to hold the additional memory, and alter the `sybsystemprocs` onto the new device.

1. In **isql**, use **alter database** to increase the size of the `sybsystemprocs` database. For example:

```
1> use master
2> go
1> alter database sybsystemprocs on sysprocsdev=40
2> go
```

In this example, "sysprocsdev" is the logical name of the existing system procedures device, and 40 is the number of megabytes of space to add. If the system procedures device is too small, you may receive a message when you try to increase the size of the `sybsystemprocs` database.

If there is space available on another device, expand `sybsystemprocs` to a second device, or initialize another device that is large enough.

2. Verify that Adaptive Server has allocated more space to `sybsystemprocs`:

```
1> sp_helpdb sybsystemprocs
2> go
```

When the database is large enough to accommodate the increased size of `sybsystemprocs`, continue with the other preparatory tasks before upgrading.

### **Increasing Device and Database Capacity for System Procedures**

If you cannot fit the enlarged `sybsystemprocs` database on the system procedures device, increase the size of the device and create a new database.

#### **Prerequisites**

This procedure removes all stored procedures you have created at your site. Before you begin, save your local stored procedures using the **defncopy** utility. See the *Utility Guide*.

#### **Task**

This procedure involves dropping the database. For more information on **drop database**, see the *Reference Manual*.

##### **1. Determine which device you must remove:**

```
select d.name, d.phyname
from sysdevices d, sysusages u
where u.vstart between d.low and d.high
and u.dbid = db_id("sybsystemprocs")
and d.status & 2 = 2
and not exists (select vstart
                from sysusages u2
                where u2.dbid != u.dbid
                and u2.vstart between d.low and d.high)
```

where:

- *d.name* – is the list of devices to remove from `sysdevices`.
- *d.phyname* – is the list of files to remove from your computer.

The **not exists** clause in this query excludes devices that are used by `sybsystemprocs` and other databases.

Make a note of the names of the devices to use in subsequent steps.

---

**Warning!** Do not remove any device that is in use by a database other than `sybsystemprocs`, or you will destroy that database.

---

##### **2. Drop `sybsystemprocs`:**

```
1> use master
2> go
1> drop database sybsystemprocs
2> go
```

---

**Note:** In versions of Adaptive Server Enterprise earlier than 15.x, use `sysdevices` to determine which device has a low through high virtual page range that includes the `vstart` from step 2.

In version 15.x, select the `vdevno` from `sysusages` matching the `dbid` retrieved in step 1.

---

**3. Remove the device:**

```

1> sp_configure "allow updates", 1
2> go
1> delete sysdevices
    where name in ("devname1", "devname2", ...)
2> go
1> sp_configure "allow updates", 0
2> go

```

The **where** clause contains the list of device names returned by the query in step 1.

---

**Note:** Each device name must have quotes. For example, "devname1", "devname2", and so on.

---

If any of the named devices are OS files rather than raw partitions, use the appropriate OS commands to remove those files.

**4. Remove all files that were returned in the *d.phyname* list.**


---

**Note:** File names cannot be complete path names. If you use relative paths, they are relative to the directory from which your server was started.

---

**5. Find another existing device that meets the requirements for additional free space, or use a **disk init** command similar to the following to create an additional device for sybssystemprocs, where /sybase/work/ is the full, absolute path to your system procedures device:**

```

1> use master
2> go
1> disk init
2> name = "sysprocsdev",
3> physname = "/sybase/work/sysproc.dat",
4> size = 200M
5> go

```

---

**Note:** Server versions 12.0.x and later accept, but do not require "vdevno=number". For information about determining whether **vdevno** is available, see the *System Administration Guide*.

---

The size you provide should be the number of megabytes of space needed for the device, multiplied by 512. **disk init** requires the size to be specified in 2K pages. In this example, the size is 112MB (112 x 512 = 57344). For more information on **disk init**, see the *Reference Manual: Commands*.

**6. Create a sybssystemprocs database of the appropriate size on that device, for example:**

```

1> create database sybssystemprocs on sysprocsdev = 180
2> go

```

**7. Run the **instmstr** script in the old server installation directory. Enter:**

```

isql -Usa -Ppassword -Sserver_name -i %SYBASE%\ASE-15_0\scripts
\instmstr

```

## Upgrade to Adaptive Server 15.7 SP100

---

If you are performing a major upgrade from an Adaptive Server version earlier than 15.x, you are ready to upgrade Adaptive Server after you successfully run the **preupgrade** utility.

**Note:** `sysconfig.exe` cannot connect to an Adaptive Server that uses a named pipe directory service. You must remove the named pipe directory service from the interfaces file before upgrading the Adaptive Server.

---

### Upgrading Adaptive Server on Windows

Use the Server Config utility to upgrade Adaptive Server.

1. If you are upgrading from:
  - Adaptive Server version 12.5.4:
    - a. Run `sysconfig.exe`.
    - b. Choose **Configure Adaptive Server > Server\_Name > logon > Command line**.
    - c. Add `-T7841`, then save the changes. This is unnecessary if you are upgrading from version 12.5.4 to version 15.7 under the IPv4 environment.
  - Adaptive Server 12.5, run `sybatch.exe` to perform the upgrade:

```
set OLDSYBASE=<old_$SYBASE_directory>
set OLDSYBASE_ASE=ASE-12_5
```

Install the new Adaptive Server into the same directory as the Adaptive Server you are upgrading.

2. Go to **Start > Programs > Sybase > Adaptive Server Enterprise > Server Config**, and click **Upgrade Adaptive Server** in the Configure Sybase Servers window.
3. If you are upgrading from Adaptive Server 12.5.4, enter `ASE-12_5` for the name of the old Sybase directory, and `OCS-12_5` for the old OpenClient Server directory, then click **Continue**.
4. In Existing Servers, select the Adaptive Server to upgrade.
5. In **Password**, enter the administrator login name and password, then click **Continue**. Adaptive Server starts running.
6. Before making any changes to the existing Adaptive Server databases, you see: *You are advised to back up your databases before upgrading. Do you want to proceed with the upgrade?*

If you have backed up the databases, click **Yes**.

If you have not, choose **No** in the Upgrade window and use **dump database** to make back-up copies before proceeding.

Server Config begins the database eligibility test. Once all preupgrade checks succeed, it:



- a. Shuts down the old server and starts the new Adaptive Server **dataserver** binary on the old master device.
  - b. Creates the `RUN_servername` file.
  - c. Runs `installmaster` script.
7. If the upgrade is successful, back up all the databases, including the master database, in your upgraded Adaptive Server.

To check the upgrade, use a text editor to view the log file in `%SYBASE%\%SYBASE_ASE%\upgrade\errorlog.upg`.

View log information in `%SYBASE%\%SYBASE_ASE%\init\logs\`.

## Testing the Adaptive Server Upgrade

Test the server.

1. In Windows, select **Start > Programs > Sybase > Sybase Central**.
2. Select the upgraded Adaptive Server. You are prompted to start the server.

After Adaptive Server starts, a green light appears next to the server name.

3. When prompted, log in as a system administrator.

Your user ID appears in parentheses next to the server name.

4. Connect to each server listed to verify the installation.

---

**Warning!** Do not start XP Server from Sybase Central. Adaptive Server starts XP Server automatically when Adaptive Server receives the first request for an extended stored procedure.

---

5. To disconnect from each server, select **Tools > Disconnect**.
6. Close Sybase Central.

If Adaptive Server fails the test, see *Troubleshooting Common Intallation Problems* on page 129.

## Manually Upgrading to Adaptive Server

You can upgrade manually without using a wizard or utility.

To upgrade Adaptive Server manually, use the **upgrade** executable located in the `%SYBASE%\ASE-15_7\upgrade\`.

1. Shut down the pre-15.x server.
2. Copy the server entry from the old `interfaces` file to the new `interfaces` file.
3. Copy the `server_name.cfg` file from the old directory to the new `%SYBASE%` directory.
4. Start the 15.7 SP100 erver with the old `master` device from the old server.

5. Run **upgrade**. If problems occur, fix them, and re-run the upgrade process.
6. Reinstall the Sybase-supplied stored procedures to prevent any errors caused from changes to the system catalogs.

### **Installation of Version 15.7 SP100 over an Existing 15.x Adaptive Server**

Use a binary overlay to install Adaptive Server 15.7 SP100 over an existing version 15.x installation directory.

If you have enabled the Java in the database feature, create the `sybpcidb` database and disable the feature during the installation.

#### **See also**

- *Managing Java in the Database During Installations and Upgrades* on page 31

#### **Determining the Adaptive Server Version**

Before using the binary overlay, verify that your current version of Adaptive Server is at least 15.x.

If your server is at a 15.7 version level, you can begin installing Adaptive Server 15.7 SP100.

Verify that you have version 15.x:

- If your server is running:

```
1> select @@version
2> go
```

- If your server is not running:

```
%SYBASE%\%SYBASE_ASE%\bin\sqlsrvr -v
```

If the result shows that the Adaptive Server is earlier than version 15.x, you cannot use the binary overlay, but must use an upgrade method instead. See *Chapter 10, Adaptive Server Upgrades* on page 63.

#### **Backing Up Adaptive Server**

Installing Adaptive Server version 15.7 and later overwrites the current Adaptive Server software. Before installing, verify that your databases are error free, and back up the Sybase directory.

1. To ensure that your database is error free, run **dbcc checkdb**, **dbcc checkcatalog**, and **dbcc checkstorage** before loading any new Adaptive Server binaries, including the master database. If the **dbcc** commands reveal problems, check the *Error Messages and Troubleshooting Guide* for actions necessary to fix the problem. If the error is not listed in the manual, call Sybase Technical Support.
2. After you have verified that your database is error free, back up your `%SYBASE%` directory in case you need to roll back to the original version of the software.

- Adaptive Server provides the **uninstmsgs.ebf** script for backing up `sysmessages` before upgrading to 15.7 SP100. Use it to back up `sysmessages` before running **instmsgs.ebf**.

### **Installing Adaptive Server Using the Binary Overlay**

Use the installer to install Adaptive Server version 15.7 SP100 on top of your existing Adaptive Server, if it is no earlier than version 15.x.

- From your SYBASE directory, shut down the servers that are using the binaries. Use a regular "polite" shutdown as opposed to using the **shutdown with nowait** option, both as the initial and final steps. Doing so flushes free space accounting figures, object statistics, and runs **checkpoint** on the database to minimize recovery work during the upgrade process.

- Use the installer to load the new software from the CD or DVD.

Navigate to the CD or DVD drive and enter `./setup.bin`.

The installer starts automatically.

- Select the language.
- On the Introduction screen, click **Next**.
- Specify the destination directory with the Adaptive Server you want to update, then click **Next**.

---

**Note:** Do not use single or double quotes character when specifying a path. The installer does not recognize quote marks, and displays an error.

---

- If you see **Choose Update Installation**, this means that there is an older version of Adaptive Server in the directory you specified for the installation.

If you click:

- Yes** – the installer identifies which features you already have, and automatically updates them to the newest version.
- No** – the installer prompts you to perform a typical, full, or custom installation to specify what features you want to update.

---

**Note:** Clicking **No** does not take you to the previous screen to change the installation directory. To do this, click **Previous**.

---

- Click **Next**.

The installer checks that the version you wish to update is compatible with the version of Adaptive Server you are installing. If the version is incompatible, the **Check Upgrade Incompatible Version** dialog appears, and you see a message similar to:

```
Warning: The current "Sybase Adaptive Server Enterprise Suite"
in your destination directory is not compatible with this version
upgrade;
some bug fixes may be unavailable if you proceed. See the release
note for
more information.
```

You may see a similar message if your Adaptive Server is an out-of-band release, such as an emergency bug fix, one-off, controlled, or instrumental release:

```
Warning: The current "Sybase Adaptive Server Enterprise Suite"
in your destination directory is an out-of-band release; some bug
fixes
may be unavailable if you proceed. Verify that the bug fixes you
need are
in this newer version before proceeding with the upgrade.
```

If you see such messages, click **Cancel** to stop the installation process. To override the error and continue with the installation, select **Proceed installation with incompatible version** and click **Next**.

---

**Warning!** Upgrading to an incompatible version may cause software regression. SAP recommends that you cancel the installation and obtain a compatible version of Adaptive Server.

---

If you perform the installation in a silent, or unattended mode, and the versions are incompatible, the installer asks you to rerun the installer with this argument, then quit:

```
DALLOW_UPGRADE_TO_INCOMPATIBLE_VERSION=true
```

8. Install Adaptive Server 15.7 SP100 into the existing %SYBASE% installation path.

If you are upgrading from Adaptive Server version 15.7.x, once the installer unloads the files, the installer displays the Choose Update Adaptive Server dialog, which installs and updates Adaptive Server, system stored procedures, and messages. If you select **Update Adaptive Server**, the installer prompts you to select your Adaptive Server, and enter the system administrator password.

9. Navigate to **Start > Settings > Control Panel > Administrative Tools > Services > Sybase SQLserver\_servername**, then stop and start the services to restart Adaptive Server.
10. Run **select @@version**. The server should now be at version 15.7 SP100.

### See also

- *Chapter 9, Postinstallation Tasks* on page 53
- *The updatease Utility* on page 82
- *Installing in Silent Mode* on page 43

### The updatease Utility

The **updatease** utility reinstalls scripts and updates system stored procedures and messages after a minor upgrade.

The **updatease** executable file is located in the %SYBASE%\%SYBASE\_ASE%\bin\ directory.

When you perform a minor upgrade/update from Adaptive Server version 15.0 and later, you must also reinstall the scripts in %SYBASE%\ASE-15\_0\scripts\ as well as update the system stored procedures and messages from the earlier version of Adaptive Server.

**updatease** can perform these tasks for you.

---

**Note:** If you performed the minor upgrade using the Adaptive Server installer, the installer ran **updatease** in the background; you need not perform any additional steps.

---

### **Syntax**

```
updatease -Sserver_name -PASE_password -k
```

### **Parameters**

- **-Sserver\_name** – specifies the Adaptive Server you are updating.
- **-PASE\_password** – is the Adaptive Server "sa" password. If you do not specify this, updatease obtains the information from the SYBASE\_ASE\_SA\_PWD environment variable or at the prompt.
- **-k** – (optional) when specified, skips the database free-space check.

### **Permissions**

To use **updatease**, you must be a Sybase system administrator, or log in with the sa\_role.

## **Upgrading in Silent Mode**

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

1. Create a response file during a console or GUI upgrade:

```
setupConsole.exe -r response_file_for_upgrade
```

2. If you are upgrading to Adaptive Server 15.7 SP100 from Adaptive Server 15.5 or later, set the following properties in the response file to `true`:

Property	Description
<b>DO_UPDATE_INSTALL</b>	When you set DO_UPDATE_INSTALL to <code>true</code> , the installer reviews and updates the installed components in \$SYBASE.

Property	Description
<p><b>DO_UPDATE_ASE_SERVER</b></p>	<p>(Optional) When you set DO_UPDATE_ASE_SERVER to true, the installer installs (or reinstalls) system procedures, messages, scripts, and so on in the Adaptive Server instance.</p> <p>DO_UPDATE_ASE_SERVER is valid only if you set DO_UPDATE_INSTALL to true.</p> <p>The DO_UPDATE_ASE_SERVER property requires that you also set:</p> <ul style="list-style-type: none"> <li>UPDATE_ASE_SERVER_NAME_[n]=Adaptive_Server_name_to_update</li> <li>UPDATE_ASE_PASSWORD_[n]=Adaptive_Server_password-- If the Adaptive Server password is null, set this value to "NA".</li> </ul> <p>For example:</p> <pre>DO_UPDATE_ASE_SERVER=true UPDATE_ASE_SERVER_NAME_1=SYBASE1 UPDATE_ASE_PASSWORD_1=NA UPDATE_ASE_SERVER_NAME_2=SYBASE2 UPDATE_ASE_PASSWORD_2=NA</pre> <p>You also can set UPDATE_ASE_SERVER_NAME_[n] and UPDATE_ASE_PASSWORD_[n] property values through the UPDATE_ASE_SERVER_NAME_[n] and UPDATE_ASE_PASSWORD_[n] environment variables.</p> <p>If you choose to update the Adaptive Server instance manually after the installation, you need not set DO_UPDATE_ASE_SERVER.</p>

**Note:** Do not include the DO\_UPDATE\_INSTALL property in the response file if you are upgrading from a version of Adaptive Server earlier than 15.5, as this causes the installer to fail.

**3. Run:**

```
setup.exe -f response_file_for_upgrade -i silent
-DUSER_INSTALL_DIR=install_location -
-DAGREE_TO_SYBASE_LICENSE=true
```

where:

- response\_file\_for\_upgrade – is the absolute path of the file name containing the upgrade options you chose.
- install\_location – is the directory in which you are upgrading Adaptive Server.

Agree to the Sybase License Agreement when upgrading in silent mode using one of these methods:

- Include the option -DAGREE\_TO\_SYBASE\_LICENSE=true in the command line argument

- Edit the response file to include the property  
AGREE\_TO\_SYBASE\_LICENSE=true.

Except for the absence of the GUI screens, all actions of InstallAnywhere are the same, and the result of an upgrade in silent mode is exactly the same as one done in GUI mode with the same responses.

---

**Warning!** SAP recommends that you use the `setupConsole.exe` executable, which runs in the foreground when you are running a silent installation. The normal `setup.exe` executable runs in the background, giving you the impression that the installation has terminated, and results in additional installation attempts using the silent installation. Multiple installations at the same time may corrupt the Windows Registry and lead to a failure to restart the operating system.

---

### See also

- *Installing Adaptive Server Using a Response File* on page 42
- *Creating a Response File* on page 42
- *Installing in Silent Mode* on page 43

## Postupgrade Tasks

---

After you have upgraded, make sure your new Adaptive Server is up and running.

The upgrade process does not cause any changes in existing statistics, so you need not run **update statistics** on any tables after the upgrade. If you are upgrading from Adaptive Server version 15.x, however, restart the server to make the statistics available.

1. Run **dbcc upgrade\_object()** for each database to explicitly re-compile the objects.
2. If you upgraded from Adaptive Server version 12.5.2 or earlier, run **dbcc checkcatalog** with the **fix** option to ensure there are no issues with OAM pages:  

```
dbcc checkcatalog (database_name, fix)
```
3. Run the **updatease** utility to install new system stored procedures and run the scripts for different options or licensed features.
4. If you have any system stored procedures that you had saved from before the upgrade (because you had modified them without altering their names), reload them now.
5. Execute:

```
dbcc gam (dbname,0,0,'check')
```

This command performs upgrade operations on `text` and `image` columns that are deferred during the Adaptive Server upgrade process, and prevents **dbcc checkstorage** from taking a long time when it is run for the first time after the upgrade.

### See also

- *How Compiled Objects Are Handled When Upgrading Adaptive Server* on page 97

- *The updatease Utility* on page 82

### **Running the instmsgs.ebf Script**

Run message-related scripts after upgrading from an Adaptive Server version 15.0.x to version 15.7 SP100.

1. If you upgraded from Adaptive Server version 15.0.x, run **uninstmsgs.ebf**:

```
isql -Usa -Ppassword -w1000 -iuninstmsgs.ebf -orestoremsgs.ebf
```

This safeguards your modified messages in the master database before you install the default version 15.7 SP100 messages.

2. Regardless of the Adaptive Server version you upgraded from, run the **instmsgs.ebf**:

```
isql -Usa -Ppassword -iinstmsgs.ebf
```

---

**Note:** To undo **instmsgs.ebf** changes, run this script once you have downgraded to the version from which you upgraded:

```
isql -S -Usa -P -irestoremsgs.ebf
```

---

3. If you use localized files, install any localized language using **langinstall**, **sqlloc**, or **syconfig**.

If you run **instmsgs.ebf** after installing the 15.7 SP100 localized message, this script may delete some new messages.

### **Restoring Functionality in Adaptive Server After Upgrading**

Restore functionality in the server after an upgrade.

1. If you changed any configuration parameters before upgrading, use **sp\_configure** to set them back to their earlier values.
2. Use **sp\_dboption** to reset any database options you disabled before upgrading.
3. Before you use the upgraded server, verify that all scripts developed at your site point to Adaptive Server 15.7 SP100.
4. Verify procedure cache allocation. The size should be the same as before upgrading, unless the original size was smaller than the default value.
5. Check the procedure cache requirements. Stored procedures, triggers, and other compiled objects require much more memory to run in Adaptive Server 15.7 SP100.

Use **sp\_configure** to increase the **procedure cache size** during runtime, and **sp\_configure verify** to verify any changes you make to the configuration file without having to restart Adaptive Server:

```
sp_configure "configuration file", 0, "verify",  
"full_path_to_file"
```



See *Reference Manual: Procedures* and the *Performance and Tuning Guide* for details about **sp\_configure** and **sp\_sysmon**, and the *System Administration Guide* for information on configuring memory.

6. Verify data cache allocation.

The server ensures that all data cache sizes remain the same after upgrading. Adaptive Server treats this size as an absolute value of 8MB and sets it in the `config` file..

During the upgrade process, the server ensures that the default data cache size remains the same. Therefore, during the preupgrade process before the upgrade, the size of the default data cache is obtained and written to the configuration file as an absolute value, not as a default. This enables the server to have the same default data cache size as before the upgrade. If this size is less than the default size of 8MB, the server allocates a default data cache of 8MB.

7. If you unmirrored devices, remirror them using the **disk remirror** command.

8. If you used compiled objects, see *How Compiled Objects Are Handled When Upgrading Adaptive Server* on page 97.

9. If you used two-phase commit in the earlier version of Adaptive Server, run the script to install the two-phase commit tables:

```
isql -Usa -Psa_password -Sserver_name
-i%SYBASE%\%SYBASE_ASE%\scripts\instcomm
```

**See also**

- *How Compiled Objects Are Handled When Upgrading Adaptive Server* on page 97

## Reenabling Auditing

If the server you upgraded from was configured for auditing, reenable auditing in the upgraded server.

1. Enter:

```
sp_configure 'auditing', 1
```

2. Reenable auditing for all system stored procedures for which auditing was enabled before the upgrade.

a) Use the output of **sp\_displayaudit** recorded during the preupgrade process to help determine the system stored procedures for which auditing was enabled.

b) Reenter the audit options using **sp\_audit**. For example, if you had enabled stored procedure auditing for **sp\_addlogin** stored procedure in your server before upgrade, run:

```
sp_audit "exec_procedure", "all", "sp_addlogin", "on"
```

### **Updating Threshold Procedures for Audit Segments**

An update is required for threshold procedures used to archive audit segments.

If your previous installation used a threshold procedure, similar to this, execute the following to archive the *sysaudits* table:

```
INSERT MyPre15SysAuditHistoryTable SELECT * FROM
sysaudits_0n
```

where *n* corresponds to the *sysaudits* table number 1–8 and

*MyPre15SysAuditHistoryTable* is a table defined prior to Adaptive Server version 15.7 SP100, then you must alter *MyPre15SysAuditHistoryTable* to add a *nodeid* column using:

```
alter table MyPre15SysAuditHistoryTable
add nodeid tinyint NULL
```

See the *Reference Manual: Tables* for system tables for details about the *sysaudits* tables.

### **Restoring Permissions**

If the server you upgraded from had site-specific permissions on system stored procedures, restore those permissions in the upgraded server.

### **Reenabling Replication Server After the Dataserver Upgrade**

If you disabled replication before the upgrade, you must reenabling replication.

1. Remove older formatted log records from your database.
2. Use the **dump tran** command to dump the database and transaction logs to remove the older format log records from your database. This prevents Replication Agent™ and other log readers from accessing the preupgrade portion of the transaction logs.

```
1> use master
2> go
1> dump database sales to "\\.\TAPE0"
2> go
1> dump transaction sales with truncate_only
2> go
```

3. Reenable replication.

### **Restoring Replication on Replicate Databases**

Restore replication if you have upgraded a destination-only dataserver in a replication system.

Perform these steps for each replicate database and Replication Server System Database (RSSD).

1. Start Adaptive Server if it is not already running.
2. Log in to the Adaptive Server.

3. If you have zeroed out the locator for the database, go to step 4. Otherwise, stop Replication Server, then run:

```
1> use RSSD
2> go
1> rs_zeroltm dataserver, database
2> go
```

4. Restart the Replication Servers.

5. Resume the DSI connections that were suspended before the upgrade by executing the following Replication Server command for each suspended database:

```
1> resume connection to dataserver.database
2> go
```

The replication system is now ready for Adaptive Server 15.7 SP100, and applications can resume.

If you installed any Sybase client products, such as Open Client, use the **dsedit** utility to edit your `interfaces` file and to specify the servers to which you want to connect.

For more information about establishing client/server connections, see the *Open Client Configuration Guide*.

### See also

- *Chapter 7, Installing Components from the PC-Client* on page 47

### **Restoring Replication on Primary Databases**

Restore replication if you have upgraded a source database, or primary database, in a Replication Server system, or if the destination database is also a source for other Replication Servers.

1. If you have zeroed out the locator for the database, go to the next step. Otherwise, stop Replication Server, then run:

```
1> use RSSD_name
2> go
1> rs_zeroltm dataserver, database
2> go
```

2. Log in to each replicated primary, and replicated RSSD and issue:

```
1> use database
2> go

1> dbcc settrunc ('ltm', 'valid')
2> go
```

3. Restart the Replication Server.

4. If the database is also used as an RSSD, resume the Replication Server connection to the RSSD by issuing the following command to the Replication Server specifying the same string that was specified during the **hibernate\_on** command:

```
1> sysadmin hibernate_off, 'Replication Server'  
2> go
```

5. Log in to the Replication Server, and resume the log transfer connection for each replicated primary and each replicated RSSD:

```
1> resume log transfer from server.database  
2> go
```

If this is a replicated RSSD, you must log in to the replicate Replication Server.

6. If you are using Rep Agent, log in to the Adaptive Server and restart the Rep Agent:

```
1> use database  
2> go  
1> sp_start_rep_agent database  
2> go
```

7. If you are using the Log Transaction Manager, restart it.

## Migrate

---

You can migrate from 32-bit to 64-bit versions on different computers or partitions.

To migrate Adaptive Server from the 32-bit to the 64-bit version, first install and configure the 64-bit operating system.

Adaptive Server 12.5.x 32-bit for Windows can run on a Windows x64 OS. The opposite, however, is not true; you cannot run Adaptive Server 64-bit software on a Windows 32-bit OS. In addition you cannot downgrade from 64-bit to 32-bit.

To migrate, you can:

- Use **dump** and **load**.
- Use the **bcp** utility.
- Replace the binary.

---

**Note:** Once you have install your new Adaptive Server, the environment variables become set to the last version installed. To run the previous installation, run the `SYBASE.bat` file from the command prompt to set the 12.5.x environment, such as:

```
c:\sybase125  
c:\sybase15
```

---

## Migrating Data Using a Dump-and-Load Method

To perform migrations, back up and restore databases using the **dump** and **load** commands.

1. In the 32-bit Adaptive Server, run **dbcc** checks (**checkdb**, **checkalloc**, **checkcatalog**, and **checkstorage**) on all databases in the 32-bit Adaptive Server to ensure they are error-free.
2. Create a 64-bit server in a new directory.
3. Create devices and databases to match those in the 32-bit server. Make sure the *sysusages* mapping is correct.

---

**Note:** Allow 10 percent additional space for the `sybssystemprocs` database.

---

4. Dump the databases from the 32-bit server.
5. Load the databases to the 64-bit server.
6. If you have partitioned tables, update partition statistics.
7. Run **dbcc** checks on the 64-bit server and make sure they run cleanly.

For information on upgrading compiled objects, see *Finding Compiled Object Errors Before Production* on page 99.

## Using bcp to Migrate Data

If you use DDL scripts to create devices, databases, tables, rules, stored procedures, triggers, and views, you can use **bcp** to migrate data from a 32-bit Adaptive Server to a 64-bit Adaptive Server.

If you:

- Do not have DDL scripts, use the **ddlgen** utility to re-create the schema for the Adaptive Server you are about to migrate. See the *Utility Guide*.
  - Have DDL scripts to create devices, databases, tables, rules, stored procedures, triggers, and views, you can use **bcp** to move data out of the old database and into the new.
1. In the 32-bit Adaptive Server, run **dbcc** checks (**checkdb**, **checkalloc**, **checkcatalog**, and **checkstorage**) on all databases in the 32-bit Adaptive Server to ensure they are error free.
  2. Use **bcp** to extract all the data from all the tables in the databases.
  3. Create a new 64-bit Adaptive Server in a new directory.
  4. Create devices, databases, and tables.
  5. Use **bcp** to bulk copy data into tables.
  6. Re-create all views, triggers, and stored procedures.
  7. Run **dbcc** checks on the 64-bit Adaptive Server server and make sure they run cleanly.

## Adaptive Server Components and Related Products

After you finish upgrading Adaptive Server, upgrade its components and related products.

Refer to *Using Sybase Failover in a High Availability System* for instructions on how to upgrade an Adaptive Server configured with high availability.

## Upgrading Job Scheduler

After upgrading to a new Adaptive Server, upgrade Job Scheduler.

---

**Note:** You must have `$SYBASE/$SYBASE_OCS/bin` directory in `$PATH` so the **isql** executable is accessible. Use **isql** to perform all the steps in this task.

---

1. Copy the directory services entry for JSAGENT (or jsagent) from the old server to the new server.

2. Make sure the new server is running.

3. Stop the Job Scheduler:

```
1> sybmgmtdb..sp_sjobcontrol @name=NULL, @option="stop_js"  
2> go
```

4. Ensure that at least 9000 locks are configured. If the number of locks on the server is fewer than 9000, increase it:

```
1> sp_configure "number of locks", 9000  
2> go
```

5. Upgrade the internal Job Scheduler SQL code using:

```
1> use sybmgmtdb  
2> go  
1> dbcc upgrade_object  
2> go
```

6. Restart Adaptive Server.

7. (Optional) Add more log space. Some 64-bit platforms require additional space for the sybmgmtdb log:

```
1> use master  
2> go  
1> alter database sybmgmtdb LOG on sybmgmtdev=20  
2> go
```

8. To upgrade sybmgmtdb, run the installjsdb script that is included and save the output to a file:

```
isql -Usa -Psa_password -Sservername -n -i%SYBASE%\%SYBASE_ASE%  
\scripts\installjsdb -ooutput_file
```

---

**Note:** When upgrading from Adaptive Server version 12.5.x to 15.5 and later, increase the size of sybmgmtdb from 50MB to at least 160MB. sybmgmtdb must have free log space of at least 60MB.

---

9. Enable Job Scheduler to start when Adaptive Server starts:

```
sp_configure "enable job scheduler", 1
```

10. To start Job Scheduler from isql, enter:

```
sybmgmtdb..sp_sjobcontrol @name=NULL, @option="start_js"  
go
```

### Upgrading Job Scheduler Templates

After upgrading to the new server, upgrade the templates and jobs created by Job Scheduler.

---

**Note:** Several changes impact the Job Scheduler templates. These changes make some templates incompatible with earlier versions of the server. The current templates are version 3.0 in the XML files.

---

1. Disable Job Scheduler.

- Update environment variables, scripts, or applications that refer to the Job Scheduler directory path. The Job Scheduler directory has been renamed and moved beneath the ASE-15\_0 directory. The new location is %SYBASE%\%SYBASE\_ASE%\jobscheduler.

Directories below `jobscheduler` remain the same.

- Copy files from the `jobscheduler` directory to the ASE-15\_0 directory. If you are installing the new server directories over the old server directories, the installer automatically moves your files to the new `jobscheduler` directory.
- If you modified Sybase-supplied templates, stored procedures, or XML documents, do not overlay the new templates with your modified versions. If you do, you lose the enhancements provided by the revised templates. Carefully merge your template changes into the Sybase template files, or better yet, rename your modified templates.

---

**Note:** If you modify Sybase-supplied templates, save the changes under new names and in new files.

---

- You may need to make minor modifications to jobs you created from 2.0 or earlier templates. In some templates, parameters changed from `varchar(5)` to `int`. The following table lists the templates that changed in version 2.1 and the changes you must make to the SQL code in the jobs created from the templates.

**Table 10. Changed Job Scheduler Templates**

Template	Modified Files	Datatype for <parameter> Changed from <code>varchar(5)</code> to <code>int</code>
<b>dump database</b>	<code>jst_dump_databases</code>	<code>@use_srvr_name</code>
<b>dump database log</b>	<code>jst_dump_log</code>	<code>@truncate_flag</code> and <code>@use_srvr_name</code>
<b>update statistics</b>	<code>jst_update_statistics</code>	<code>@index_flag</code>
<b>rebuild indexes</b>	<code>jst_reorg_rebuild_indexes</code>	<code>@dump_flag</code>
<b>rebuild table</b>	<code>jst_reorg_rebuild_tables</code>	<code>@dump_flag</code>
<b>reclaim indexes</b>	<code>jst_reclaim_index_spac</code>	<code>@dump_flag</code>
<b>reclaim tables</b>	<code>jst_reclaim_table_space</code>	<code>@resume_flag</code>

- Some Job Scheduler templates have been modified to support new server functionality. These changes are related to new parameters for specifying a partition name, or a data change value for the new server commands that added these options. If you have jobs created from any of the enhanced templates, modify the SQL of the jobs for the 15.7 ESD #2 servers.

If you have a job scheduled to run on a pre-15.7 ESD #2 server and you need it to also run on 15.7 ESD #2 servers, leave the existing job alone and create a new job for 15.7 ESD #2 servers, as the job commands are different.

You need not modify jobs you run on pre-15.7 ESD #2 servers. The following table lists the templates that changed in version 3.0 and the changes you must make to jobs created from them.

---

**Note:** All templates listed below, except **delete statistics**, are incompatible with pre-15.0.1 servers. Do not use them to create jobs that are scheduled on pre-15.0.1 servers; you must use the 2.1 or 2.2 versions for pre-15.0.1 servers.

---

**Table 11. Modified Job Scheduler Templates**

Template	Modified File	Change Description	Job Modifications
<b>delete statistics</b>	jst_delete_statistics	Added @ptn_name as third parameter.	Optional.
<b>update statistics</b>	jst_update_statistics	Added @ptn_name as fifth parameter, @datachg_threshold as the 10th parameter, and added reference.	Required. Include values (or NULL) for new parameters.
<b>rebuild indexes</b>	jst_reorg_rebuild_indexes	Added @ndx_ptn_name as third parameter.	Required. Include value (or NULL) for new parameter.
<b>reclaim indexes</b>	jst_reclaim_index_space	Added @ptn_name as third parameter.	Required. Include value (or NULL) for new parameter.
<b>reclaim tables</b>	jst_reclaim_table_space	Added @ptn_name as second parameter.	Required. Include value (or NULL) for new parameter.
<b>multiple</b>	jst_get_freespace, jst_get_usedspace	Replace reserved_pgs and data_pgs with reserved_pages and data_pages.	No impact on job SQL.

7. Install the template stored procedures and and move them to the Job Scheduler template stored procedure directory. For example:

```
cd %SYBASE%\%SYBASE_ASE%\jobscheduler\Templates\sprocs
```

- a) Run the stored procedure installation script for each server being upgraded:

```
installTemplateProcs <servername> <username> <password>
```



---

**Note:** Upgrade template stored procedures on all Job Scheduler servers and target servers that are upgraded to Adaptive Server version 15.7 SP100. Do not install them on pre-15.5 servers.

---

8. Install the template XML documents. Move to the JS template XML directory. For example:

```
cd %SYBASE%\%SYBASE_ASE%\jobscheduler\Templates\xml
```

9. Before running the `installTemplateXml` XML installation script, set the `SYBASE_ASE_SA_USER` environment variable and `SYBASE_ASE_SA_PWD` variable in the `SYBASE.csh` file before running the XML installation script:

10. Run the XML installation script on 15.0.1 servers with Job Scheduler installed:

```
installTemplateXml servername machinename serverport  
username password [language_code]
```

Use "en" for the `language_code` or omit the parameter completely, as "en" is the default.

---

**Note:** Upgrade template XML on all Job Scheduler servers upgraded to Adaptive Server version 15.0.1. Do not install them on pre-15.0.1 servers or servers where Job Scheduler is not installed.

---

## Upgrading High Availability and Cluster Support

Upgrade the cluster subsystem.

Adaptive Server 15.7 SP100 supports these cluster platforms for high availability:

- HP-UX – MCSG 11.17
- HPIA – MCSG 11.18
- IBM AIX – HACMP 5.4
- Sun Solaris – VCS4.0, SunCluster 3.2
- Linux-AMD – VCS4.1
- Win2003 – Cluster Manager 5.2

There are two ways to upgrade a cluster subsystem:

- Perform a major upgrade, which involves cluster downtime, then shut down and restart all servers. You must:
  - a) Run **sp\_companion suspend**, as described in *Using Sybase Failover in a High Availability System*.
  - b) Take offline the resource groups of primary and secondary companions on both nodes. Ensure that the companion server and corresponding resource groups are not automatically brought online until the cluster system upgrade is complete.
  - c) Upgrade the cluster subsystem following the instructions from the cluster system vendor. You may find options to migrate the current resource groups to the new cluster version. If such an option is not available (or if the resource groups get deleted or

- corrupted), re-create the resource groups and configure them appropriately after you have upgraded the cluster system.
- d) Bring the resource groups online. This should bring primary and secondary companions online on their respective nodes.
  - e) Run **sp\_companion resume** as described in *Using Sybase Failover in a High Availability System*.
- To avoid cluster downtime, perform a minor upgrade. Nodes are failed over to other nodes and upgraded one at a time. For example, assuming ASE1 is the primary companion on node N1, and ASE2 is secondary companion running on node N2:
    - a) Upgrade the primary companion:
      - a. Relocate the primary resource group to N2 or shut down ASE1. This causes ASE1 to fail over from N1 to N2.
      - b. Upgrade the cluster subsystem on N1 following the upgrade instructions provided by the vendor.
      - c. Fail back ASE1 from N2 to N1. See the appropriate cluster chapter in *Using Sybase Failover in a High Availability System* for more details on Adaptive Server failback.
    - b) Upgrade the secondary companion. If you are using a symmetric configuration, follow the steps in "upgrade the primary companion," above, for ASE2. If you are using an asymmetric configuration:
      - a. Take the secondary resource group offline and verify ASE2 is shut down. ASE2 is unavailable during this upgrade.
      - b. Upgrade the cluster subsystem on N2 following the upgrade instructions from the vendor.
      - c. Start ASE2 by bringing the secondary resource group online to N2.

## Upgrading Java in the Database

If Java in the database functionality is currently enabled, you must run the `installpcidb` script, which creates tables and stored procedures in the `sybpcidb` database.

1. Using **isql**, run the `installpcidb` script that is included with the release. Save the output to an operating system file.

```
isql -Usa -P<sa_password> -S<server_name>
-i%SYBASE%\%SYBASE_ASE%\scripts\installpcidb
-o<output_file>
```

2. Enable the Java in the database functionality:

```
1> sp_configure 'enable pci', 1
2> go
1> sp_configure 'enable java', 1
2> go
```

You may need to increase **'max memory'** to enable these parameters. Restart the server for changes to take effect. You can configure the maximum size of the PCI bridge memory

pool through the '**pci memory size**' configuration parameter. For more information, see *Java in Adaptive Server Enterprise*.

### **Enabling Java in the Database in a High Availability System**

You can use the Java in the database feature on a system that also uses high availability.

Drop high availability companionship before installing the `sybpcidb` database, and reestablish companionship afterwards.

Java in the database functionality must be either enabled or disabled on both nodes of the high availability system.

### **Upgrading Backup Server**

You can upgrade Backup Server at any point after you upgrade Adaptive Server using similar steps. XP Server does not have a formal upgrade process.

1. If you are upgrading during the initial server installation, select:

- **Upgrade Existing Servers** when the installer prompts
- **Upgrade Adaptive Server and Backup Servers**

This launches the `sqlupgrade` utility. Click **OK**.

2. If you are upgrading after the initial installation, start the `sqlupgrade` utility from the command line. Enter:

```
%SYBASE%\%SYBASE_ASE%\bin\sqlupgrade
```

3. Perform the upgrade steps as prompted.

#### **See also**

- *Upgrade to Adaptive Server 15.7 SP100* on page 78

### **Upgrading Databases Using Dump and Load**

When you upgrade Adaptive Server, you can also upgrade databases and transaction logs from versions of Adaptive Server as early as 12.5 using the **dump** and **load** commands.

Some issues of which you should be aware:

- The upgrade process requires space for copying data and logging changes to the system tables. If the source database in the dump was full, the upgrade process might fail. You can use **alter database** to extend the free space in the event of insufficient-space errors.
- After reloading an older dump, run **sp\_checkreswords** from the new installation on the loaded database to check for reserved words.

### **How Compiled Objects Are Handled When Upgrading Adaptive Server**

Adaptive Server upgrades compiled objects based on their source text.

Compiled objects include:

- Check constraints
- Defaults
- Rules
- Stored procedures (including extended stored procedures)
- Triggers
- Views

The source text for each compiled object is stored in the `syscomments` table, unless it has been manually deleted. The upgrade process verifies the existence of the source text in `syscomments`. However, compiled objects are not actually upgraded until they are invoked.

For example, if you have a user-defined stored procedure named `list_proc`, the presence of its source text is verified when you upgrade. The first time `list_proc` is invoked after the upgrade, Adaptive Server detects that the `list_proc` compiled object has not been upgraded. Adaptive Server recompiles `list_proc`, based on the source text in `syscomments`. The newly compiled object is then executed.

Upgraded objects retain the same object ID and permissions.

You do not receive any notification if the compiled objects in your database dump are missing source text. After loading a database dump, run `sp_checksource` to verify the existence of the source text for all compiled objects in the database. Then, you can allow the compiled objects to be upgraded as they are executed, or you can run `dbcc upgrade_object` to find potential problems and upgrade objects manually.

Compiled objects for which the source text was hidden using `sp_hidetext` are upgraded in the same manner as objects for which the source text is not hidden.

For information on `sp_checksource` and `sp_hidetext`, see *Reference Manual: Procedures*.

---

**Note:** If you are upgrading from a 32-bit to a 64-bit Adaptive Server, the size of each 64-bit compiled object in the `sysprocedures` table in each database increases by approximately 55 percent when the object is upgraded. The preupgrade process calculates the exact size; increase your upgraded database size accordingly.

---

To determine whether a compiled object has been upgraded, and you are upgrading to a 64-bit pointer size in the same version, look at the `sysprocedures.status` column. It contains a hexadecimal bit setting of `0x2` to indicate that the object uses 64-bit pointers. If this bit is not set, the object is a 32-bit object, which means the object has not been upgraded.

To ensure that compiled objects have been upgraded successfully before they are invoked, upgrade them manually using the `dbcc upgrade_object` command.

### **Finding Compiled Object Errors Before Production**

Use **dbcc upgrade\_object** to identify potential problem areas that may require manual changes to achieve the correct behavior.

After reviewing the errors and potential problem areas, and fixing those that need to be changed, use **dbcc upgrade\_object** to upgrade compiled objects manually instead of waiting for the server to upgrade the objects automatically.

<b>Problem</b>	<b>Description</b>	<b>Solution</b>
Missing, truncated, or corrupted source text	If the source text in <code>syscomments</code> has been deleted, truncated, or otherwise corrupted, <b>dbcc upgrade_object</b> may report syntax errors.	If: <ul style="list-style-type: none"> <li>• The source text was not hidden – use <b>sp_helptext</b> to verify the completeness of the source text.</li> <li>• Truncation or other corruption has occurred – drop and re-create the compiled object.</li> </ul>
Temporary table references	If a compiled object, such as a stored procedure or trigger refers to a temporary table ( <code>#temp table_name</code> ) that was created outside the body of the object, the upgrade fails, and <b>dbcc upgrade_object</b> returns an error.	Create the temporary table exactly as expected by the compiled object, then execute <b>dbcc upgrade_object</b> again. Do not do this if the compiled object is upgraded automatically when it is invoked.
Reserved word errors	If you load a database dump from an earlier version of Adaptive Server into Adaptive Server 15.7 or later and the dump contains a stored procedure that uses a word that is now reserved, when you run <b>dbcc upgrade_object</b> on that stored procedure, the command returns an error.	Either manually change the object name or use quotes around the object name, and issue the command <b>set quoted identifiers on</b> . Then drop and re-create the compiled object.

### **Quoted Identifier Errors**

Quoted identifiers are not the same as literals enclosed in double quotes. The latter do not require you to perform any special action before the upgrade.

**dbcc upgrade\_object** returns a quoted identifier error if:

- The compiled object was created in a pre-11.9.2 version with quoted identifiers active (**set quoted identifiers on**).
- Quoted identifiers are not active (**set quoted identifiers off**) in the current session.

For compiled objects created in version 11.9.2 or later, the upgrade process automatically activates or deactivates quoted identifiers as appropriate.

1. Activate quoted identifiers before running **dbcc upgrade\_object**.

When quoted identifiers are active, use single quotes instead of double quotes around quoted **dbcc upgrade\_object** keywords.

2. If quoted identifier errors occur, use the **set** command to activate **quoted identifiers**, and then run **dbcc upgrade\_object** to upgrade the object.

### Determining Whether to Change **select \*** in Views

Determine whether columns have been added to or deleted from the table since the view was created.

Perform these queries when **dbcc upgrade\_object** reports the existence of **select \*** in a view:

1. Compare the output of `syscolumns` for the original view to the output of the table.

In this example, you have the following statement:

```
create view all_emps as select * from employees
```

---

**Warning!** Do not execute a **select \*** statement from the view. Doing so upgrades the view and overwrites the information about the original column information in `syscolumns`.

---

2. Before upgrading the `all_emps` view, use these queries to determine the number of columns in the original view and the number of columns in the updated table:

```
select name from syscolumns
  where id = object_id("all_emps")
select name from syscolumns
  where id = object_id("employees")
```

3. Compare the output of the two queries by running **sp\_help** on both the view and the tables that comprise the view.

This comparison works only for views, not for other compiled objects. To determine whether **select \*** statements in other compiled objects need to be revised, review the source text of each compiled object.

If the table contains more columns than the view, retain the preupgrade results of the **select \*** statement. Change the **select \*** statement to a **select** statement with specific column names.

4. If the view was created from multiple tables, check the columns in all tables that comprise the view and rewrite the **select** statement if necessary.

# CHAPTER 11 Adaptive Server Downgrades

An Adaptive Server that has been upgraded to 15.7 SP100 requires specific tasks before it can be downgraded.

You can downgrade Adaptive Server version 15.7 SP100 to:

- Adaptive Server version 15.5
- Adaptive Server version 15.7

Even if you have not used any of the new features in Adaptive Server 15.7 or later, the upgrade process added columns to system tables. This means you must use **sp\_downgrade** to perform the downgrade.

The **sp\_downgrade** procedure requires `sybase_ts_role`, and you must have `sa_role` or `sso_role` permissions. See *sp\_downgrade* in *Reference Manual: Procedures*.

There are additional steps to perform if you are using encryption or replicated databases.

---

**Note:** You cannot downgrade a single database through **dump** and **load** directly from Adaptive Server 15.7 SP100 to an earlier version.

---

## Preparing to Downgrade Adaptive Server

---

Prepare your system before starting the downgrade.

---

**Note:** If you are downgrading to Adaptive Server 15.7 ESD #1, which supports features such as compression and in-row LOB, skip the steps in this section.

---

Before you begin downgrading Adaptive Server, perform these steps for the features or configurations you enabled in Adaptive Server 15.7 SP100.

- If the logical page size for your Adaptive Server is larger than 8192 bytes and you have configured any databases to allow wide data-only-locked (DOL) rows, turn the option off:  

```
sp_dboption @dbname, 'allow wide dol rows', false
```

Before you downgrade Adaptive Server, verify that no wide DOL rows exist in any table in these databases. Adaptive Server cannot find them, and thus does not warn you about their existence. When you then downgrade to a version earlier than 15.7 SP100, Adaptive Server treats these as corrupt.

This does not occur if your logical page size is 8192 bytes or smaller.

- If you have configured any database to use either row or page compression, turn it off:  

```
alter database @dbname set compression none
```

- If any database has nonzero, in-row large object (LOB) lengths, set it to zero:

```
alter database @dbname set inrow_lob_length = 0
```
- If any table is configured to use compression, turn it off:

```
alter table @tablename set compression = none  
reorg rebuild @tablename
```
- If any table uses LOB compression or in-row LOBs:
  - a) Copy the data from that table to a new table.
  - b) Drop the original table.
- If any table was altered to include nonmaterialized columns, convert those columns to standard columns:

```
reorg rebuild @tablename
```
- If there are any holes in the database from previous **alter database off** commands, remove the holes by using **alter database on** to extend the database.

If you do not perform this before the downgrade, you see a message similar to:

```
Error: Database 'dbname' contains num hidden pages that have to be  
filled.  
Please, use ALTER DATABASE ON command to extend the database by  
num pages.
```

You can extend the database on any data device, as long as you specify the number of indicated pages as being at least as large as the *num* value.

## Downgrading from Adaptive Server 15.7 SP100

---

Use **sp\_downgrade** to downgrade Adaptive Server 15.7 SP100 to an earlier version.

### Prerequisites

**Note:** Do not use these steps if you are downgrading from Adaptive Server version 15.7 SP100 to version 15.7, 15.7 ESD #1, 15.7 ESD #2, ESD #3, or ESD #4. Instead, see *Downgrading to an Earlier Version of Adaptive Server 15.7* on page 104.

---

1. Save the current auditing settings for the 15.7 SP100 Adaptive Server by saving the output of the **sp\_displayaudit** system procedure in all system and user databases where any auditing options have been turned on:

```
1> sp_displayaudit  
2> go
```

2. Back up all of your databases and the %SYBASE% release area.

### Task

Downgrade from Adaptive Server 15.7 SP100 to an Adaptive Server 15.5. Downgrading to versions of Adaptive Server earlier than 15.5 is not supported.



1. Start the 15.7 SP100 server in single-user mode using **dataserver -m** to guarantee that no other user can access Adaptive Server while you are going through the downgrade steps. See the *Utility Guide* for more details on starting the server in single-user mode.
2. Make sure Adaptive Server 15.7 SP100 is prepared for downgrade by executing this command from the master database:

```
sp_downgrade 'prepare', @toversion='version'
```

The format for the value of *version* does not need periods, so these variations are both valid: "15.5", "155". The version you enter should be the Adaptive Server version to which you want to downgrade.

**sp\_downgrade 'prepare'** validates the readiness of Adaptive Server 15.7 SP100 for downgrade. It may print messages regarding manual changes that are required before the downgrade can be completed. Repeat this step, correcting any errors reported, and make sure you understand the implications of all warnings before proceeding.

3. Execute the following, where *version* is the same number you used in the previous step:

```
sp_downgrade 'downgrade', @toversion='version', @override=1
```

Once this procedure completes successfully, there can be no more activity on the 15.7 SP100 server. Run **checkpoint** and immediately issue the **shutdown** command.

---

**Note:** Since Adaptive Server 15.7 SP100 transaction logs may contain data that older server versions cannot interpret correctly, all transactions in all databases must be completed to prevent the older server from recovering any transactions. To ensure that all transactions are completed, issue the normal **shutdown** command, and not the **shutdown with nowait** command, after running **sp\_downgrade**.

---

4. Copy the RUN\_SERVER file to the release area for the version you are downgrading to. Modify the file to use the **sqlsrvr** binary of the version to which you are downgrading, using **-e**, **-c**, and **-M** option point to the old server.

For example, if you are downgrading to 15.5, change 15.7-related information to 15.5-related information. From the SYBASE directory, issue:

```
\work_dirs\sybase\ase155\ASE-15_5\bin/dataserver\  
-s old_server_name\  
-d downgraded_master_device\  
-e old_server_log_file\  
-c old_server_config_file\  
-M \work_dirs\sybase\ase155\  

```

5. Restart the old server using the modified RUN\_SERVER file. Ensure that the environment variable points to the old server release, such as \$SYBASE, \$SYBASE\_ASE, or \$SYBASE\_OCS.
6. Run any post-downgrade scripts that may be applicable to your site, including **installmaster** and **instmsgs.ebf**.

If you have not used any 15.7 SP100 functionality, this completes the primary downgrade process.

**See also**

- *Post-downgrade Tasks for Adaptive Server* on page 111
- *Additional Considerations for New Features Used* on page 106
- *Downgrading Job Scheduler* on page 109

## Downgrading to an Earlier Version of Adaptive Server 15.7

Use **sp\_downgrade\_esd** to downgrade your installation of Adaptive Server 15.7 SP100 to Adaptive Server 15.7 or an ESD version of 15.7.

**Prerequisites**

To use **sp\_downgrade\_esd**, you must have `sa_role`, and be in the `master` database.

**Task**

Use the **sp\_downgrade\_esd** system procedure only when downgrading from Adaptive Server version 15.7 SP100 to either 15.7 or an ESD version of 15.7 ESD; **sp\_downgrade\_esd** does not run on any other version of Adaptive Server. To downgrade to a version earlier than 15.7, use **sp\_downgrade**.

1. Restart Adaptive Server in single-user mode by specifying the **-m** option.
2. In a loop, run **sp\_downgrade\_esd** on each database. You need not downgrade temporary databases. These include `tempdb` as well as user-created temporary databases, as they are re-created from a template database when Adaptive Server starts. To downgrade your entire installation, run **sp\_downgrade\_esd** for each database in your installation.

---

**Note:** If you are downgrading the entire installation, perform **sp\_downgrade\_esd** on all of your non-temporary databases, then downgrade the `master` database last.

---

The syntax for **sp\_downgrade\_esd** is:

```
sp_downgrade_esd @db_name [, @esd [, @verbose]]
```

where:

- **@db\_name** – is the name of the database you are downgrading
- **@esd** – is the ESD number you are downgrading to. The valid options are:
  - "ESD1", "ESD2", "ESD3", or "ESD4". You can also include the # symbol, such as "ESD#1" – for Adaptive Server version 15.7 ESDs #1 through #4.
  - "GA" – for Adaptive Server version 15.7.
- **@verbose** – when used, displays the output in the verbose mode.

For example:

```
1> sp_downgrade_esd sybssystemprocs, esd1
2> go
Reverting database 'sybssystemprocs' to 'ESD1'.
```

```

Database 'sybsystemprocs' is now suitable for use by ESD1.
(return status = 0)
1>
2> sp_downgrade_esd sybssystemdb, esd1
3> go
Reverting database 'sybssystemdb' to 'ESD1'.
Database 'sybssystemdb' is now suitable for use by ESD1.
(return status = 0)
1> sp_downgrade_esd model, esd1
2> go
Reverting database 'model' to 'ESD1'.
Database 'model' is now suitable for use by ESD1.
(return status = 0)
1> sp_downgrade_esd MYASE_tdb_1, esd1
2> go
Reverting database 'MYASE_tdb_1' to 'ESD1'.
Database 'LUMINOUS_tdb_1' is now suitable for use by ESD1.
(return status = 0)
1> sp_downgrade_esd master, esd1
2> go
Reverting database 'master' to 'ESD1'.
Database 'master' is now suitable for use by ESD1.
(return status = 0)
1> shutdown
2> go

```

3. Shut down Adaptive Server 15.7 SP100.
4. Start the Adaptive Server 15.7 or 15.7 ESD dataserver with Adaptive Server 15.7 SP100 devices.

### See also

- *Downgrading from Adaptive Server 15.7 SP100* on page 102
- *Opening a 15.7 SP100 Database in an Earlier 15.7 Version of Adaptive Server* on page 105

## Opening a 15.7 SP100 Database in an Earlier 15.7 Version of Adaptive Server

---

You can open an Adaptive Server 15.7 SP100 database in an earlier 15.7 Adaptive Server by using the **sp\_downgrade\_esd** system procedure.

If you have a database in Adaptive Server version 15.7 SP100 that you want to open in Adaptive Server 15.7, 15.7ESD#1, ESD#2, or ESD#3, or ESD#4, you can downgrade it with **sp\_downgrade\_esd** and perform the dump and load. You can then revert the database so that it is usable in the current version of Adaptive Server again.

---

**Note:** Use these steps only to open a 15.7 SP100 database in an earlier 15.7 version of Adaptive Server, and not to downgrade Adaptive Server itself.

---

## CHAPTER 11: Adaptive Server Downgrades

Perform these steps for one database at a time, and only for the databases you want to open in an earlier version of Adaptive Server 15.7.

1. Put a database (*@db\_name*) in single-user mode.
2. Run **sp\_downgrade\_esd @db\_name** on the database.

The syntax for **sp\_downgrade\_esd** is:

```
sp_downgrade_esd @db_name [, @esd [, @verbose]]
```

where:

- *@db\_name* – is the name of the database you are downgrading.
  - *@esd* – is the ESD number you are downgrading to. The valid options are:
    - "ESD*x*" – for an ESD version of Adaptive Server version, where *x* is the ESD number, such as ESD#1.
    - "GA" – for Adaptive Server version 15.7.
  - **@verbose** – when used, displays the output in the verbose mode.
3. Use **dump database @db\_name** to dump the database.
  4. Run **online database @db\_name**. This brings the affected database back to its proper revision level after the downgrade procedure.
  5. Take the *@db\_name* database out of single-user mode.

### See also

- *Downgrading to an Earlier Version of Adaptive Server 15.7* on page 104

## Additional Considerations for New Features Used

---

Additional downgrade steps may be necessary due to Adaptive Server 15.7 or later features that are unavailable in the Adaptive Server version to which you are downgrading.

In general, no additional steps are required when you are returning to an Adaptive Server version in which the feature was already available.

Feature	Considerations
<b>Wide, variable-length data-only-locked (DOL) rows</b>	<p>You cannot downgrade versions that contain wide, variable-length DOL rows to versions that do not support the feature.</p> <p>Use the <code>dol_downgrade_check</code> function to determine if a database includes tables with wide, variable-length DOL rows. See <i>Reference Manual: Building Blocks</i>.</p> <p>If you:</p> <ol style="list-style-type: none"> <li>1. Disable the <b>allow wide dol rows</b> database option before performing a database or transaction log dump</li> <li>2. Load these database dumps onto an earlier version of Adaptive Server</li> </ol> <p>Data returned from queries on the wide rows may be incorrect, or queries might fail because the earlier version of Adaptive Server perceives the data rows as corrupt.</p>
<b>Java in Adaptive Server</b>	<ul style="list-style-type: none"> <li>• Versions of Adaptive Server earlier than 15.0.3 ignore the <b>enable pci</b> parameter; you can remove it.</li> <li>• The <code>sybpcidb</code> database is not used by Adaptive Server versions earlier than 15.0.3, and may be dropped.</li> </ul>
<b>sp_addserver with filter parameter</b>	<p>If you have any entries in <code>sys.servers.srvnetname</code> column that are longer than 32 bytes, delete these entries before downgrading, and add them back after downgrading.</p>
<b>Unicode non-characters</b>	<p>If you used <code>sp_configure</code> to enable functionality group or permissive Unicode in Adaptive Server 15.7 SP100, and also stored Unicode noncharacters (that is, <code>u+FFFF</code> or <code>u+FFFE</code>) in a database, you may see a conversion error after you downgrade to a version earlier than 15.7 when Adaptive Server retrieves the data and triggers a character set conversion.</p> <p>To avoid such errors, search for and remove those characters from the system.</p>
<b>Disabled varbinary truncation</b>	<p>If you used <code>sp_configure</code> to turn on the <code>disable varbinary truncation</code> configuration in Adaptive Server 15.7, the <code>varbinary</code> data stored in the system may have trailing zeros. When you downgrade to a version earlier than 15.7 SP100, these trailing zeros are not removed and become part of the <b>select</b> output. This does not affect query results involving comparisons.</p>
<b>Sharable inline default</b>	<p>If you used <code>sp_configure</code> to enable the <b>sharable inline default</b> setting in Adaptive Server 15.7, and downgrade to a version earlier than 15.7, running the <code>ddlgen</code> utility to generate data definition language may cause Adaptive Server to generate extra <b>create default</b> statements. You can remove such statements before using the output to create new schema.</p>

## Performing an In-Place Downgrade

---

Downgrade Adaptive Server 15.7 SP100 to versions 15.5, 15.5 ESDs, 15.7, and 15.7 ESDs in place using the same installation directory the upgrade was performed from.

When downgrading from Adaptive Server version 15.7 SP100 to version 15.5 ESD #4, you can perform the downgrade to the same Sybase installation directory where version 15.7 resides.

---

**Note:** Although in-place downgrades are allowed, you have less risk of experiencing problems if you save all the data externally and perform a clean downgrade.

---

1. Back up the entire contents of the current operating system's %SYBASE% directory in case you need to revert back to it.
2. Place a database (*@db\_name*) in single-user mode.
3. Run **sp\_downgrade 'prepare'** to validate the readiness of Adaptive Server 15.7 for the downgrade:

```
sp_downgrade 'prepare', @toversion = '155'
```

Perform any manual changes **sp\_downgrade 'prepare'** identifies for your downgrade, and repeat the command until it displays no additional requirements.

---

**Note:** Before you proceed, make sure you understand the implications of any **sp\_downgrade** warnings displays before you proceed.

---

4. Run **sp\_downgrade 'downgrade'**:

```
sp_downgrade 'downgrade', @toversion = '155', @override=1
```

Once you successfully perform **sp\_downgrade 'downgrade'**, you cannot have any activity on the 15.7 server.

5. Run **checkpoint**, then immediately issue the **shutdown** command to shut down the 15.7 server.
6. (Optional) Make OS copies of any existing Adaptive Server device files.
7. Install the Adaptive Server version 15.5 EBF 18661 SMP ESD #4 binary overlay via `./setup`, which starts InstallAnywhere in GUI mode.

---

**Note:** At the end of the InstallAnywhere installation process, do not select **Configure a Server**.

Do not modify the `RUN_server` file, since the location of the files referenced in the file do not change in this downgrade method.

---

8. Start Adaptive Server.

If you see error messages in the error log, perform post-downgrade tasks.

If you start a downgraded server using the 15.7 configuration file, the new options generate an Unknown parameter message. The unknown options are reported the first time you restart the server. You can ignore these messages; the configuration file is rewritten without the unknown options.

### See also

- *Post-downgrade Tasks for Adaptive Server* on page 111

## Downgrading Job Scheduler

---

If you are downgrading to Adaptive Server versions 15.5, run **installjsdb** script from the earlier version.

### 1. Disable Job Scheduler:

```
1> sp_configure "enable job scheduler", 0
2> go
1> sybmgmtdb..sp_sjobcontrol @name=NULL, @option="stop_js"
2> go
```

### 2. Follow the downgrade steps for your platform.

### 3. After downgrading, enter this command from the earlier version of Adaptive Server:

```
isql -Usa -Psa_password -Sservername
-i%SYBASE%\%SYBASE_ASE%\scripts\installjsdb
```

---

**Note:** The directory with the **isql** executable (%SYBASE%\%SYBASE\_OCS%\bin) must be in your path.

---

### 4. Enable Job Scheduler:

```
sp_configure "enable job scheduler", 1
```

### 5. To start Job Scheduler, either restart the server, or enter:

```
1> use sybmgmtdb
2> go
1> sp_sjobcontrol @name=NULL, @option="start_js"
2> go
```

### See also

- *Downgrading from Adaptive Server 15.7 SP100* on page 102

## Downgrading an Adaptive Server That Uses Encryption

---

Downgrade an Adaptive Server versions 15.7 and later if you enabled 256-bit key encryption keys.

1. Set the **downgrade\_kek\_size** configuration option to true. This means you must change the key encryption key size to 128 bits.
2. Run **sp\_downgrade** to find all column encryption keys (CEKs) and key copies that are protected by master keys or by dual control.

3. Drop dual control for each CEK:

```
alter encryption key keyname
    [with passwd password
    modify encryption
    with no dual_control
```

4. Use **drop encryption key** to drop user and login password-protected key copies.
5. Create a system encryption password for each database that has master keys:

```
sp_encryption system_encr_passwd, <password>
```

6. Reencrypt each CEK with the master key:

```
alter encryption key keyname
    with passwd master key
    modify encryption
    with passwd system_encr_passwd
```

---

**Note:** The key owner must perform the reencryption for each CEK, or else the key ownership changes.

---

7. Reencrypt all base keys that are protected by user passwords:

```
alter encryption key keyname
    with passwd old_password
    modify encryption
    with passwd new_passwd
```

---

**Note:** The key owner must perform the reencryption for each base key; otherwise, the key ownership changes.

---

## Downgrade Considerations for Adaptive Server with Replicated Databases

---

Special considerations exist for downgrading Adaptive Server version 15.7 that uses replicated databases,

If SQL replication has been enabled on the server you are downgrading from and the server has replicated databases, you must follow different procedures that depend on the version of Adaptive Server you are downgrading to. If:



- Your replication system is using RepAgent and you are downgrading to a 15.0.2 ESD #3 or later – there are no additional steps required. Adaptive Server 15.0.2 ESD #3 can keep the data synchronized.
- You are not using RepAgent – consult the specific documentation for the product you are using to replicate data.
- You downgrade to a version earlier than 15.0.2 ESD #3 – SAP recommends that you use the standard documented procedure to downgrade an Adaptive Server with replicated databases

The standard procedure to downgrade Adaptive Server with replicated databases consists of ensuring that all replicated data in the primary database transaction log has been successfully transferred to the standby or replicate database. Once RepAgent is started again after the downgrade process, you must ensure that it does not read logs written with version 15.7:

1. Suspend transaction processing and replication activities.
2. Drain the transaction logs for primary databases.
3. Disable the secondary truncation point.

## Post-downgrade Tasks for Adaptive Server

---

After you perform the basic downgrade steps, finish the process by handling residual tasks.

1. Installing system stored procedures over the old version drops auditing information about system stored procedures. Use the output of **sp\_displayaudit** recorded during predowngrade to help determine the system stored procedures for which auditing was enabled. Reenter the audit options using **sp\_audit**. For example, if **sp\_addlogin** was audited in your server before upgrading, run this command to reenabling auditing on **sp\_addlogin**:

```
sp_audit "exec_procedure", "all", "sp_addlogin", "on"
```

2. The on-disk structures of stored procedures, triggers, and views may contain statement identity tokens, datatypes, and object references that are not understood by the earlier Adaptive Server versions. You must drop all compiled objects that use features introduced into Adaptive Server subsequent to the version to which you are downgrading.
3. If during the upgrade process you ran **update all statistics** on `syslogins`, you must **delete statistics** for `syslogins` and re-create them.

**spt\_values** are dropped and re-created when you run **installmaster** from the release area you downgraded to. Any new types are eliminated from this table.

4. Run **instmstr** from the release area of the server to which you downgraded to remove configuration parameters that belong to 15.7 SP100, by deleting `sysconfigures` rows for configuration parameters that do not exist in `syscurconfigs`. After running **instmstr**, the error messages no longer appear when you start the server.

If you start a downgraded server using the 15.7 SP100 configuration file, the new options generate an `Unknown parameter` message. The unknown options are reported the first

## CHAPTER 11: Adaptive Server Downgrades

time you restart the server. You can ignore these messages; the configuration file is rewritten without the unknown options.

### **See also**

- *Additional Considerations for New Features Used* on page 106
- *Reenabling Replication Server After the Dataserver Upgrade* on page 88

# CHAPTER 12      **Troubleshooting SySAM Errors**

Troubleshoot the most common SySAM errors.

See your Sybase product documentation for product-specific information. See the **SySAM FAQ** at <http://www.sybase.com/sysam> for the most recent troubleshooting information.

If a license problem occurs, solve the problem as quickly as possible. Products that cannot acquire a valid license during installation may still install or run within a grace period. If you do not solve the problem or acquire a valid license before the grace period expires, the product stops functioning.

## **Where to Find License Error Information**

---

Typically, server products list problems in an error log, and optionally allow you to configure e-mail notifications.

GUI tool products generally show messages in a status window. Additionally, some products may support a command or menu option, such as **Help > About** to display the current license status.

If you use served licenses, and license servers, all license server status and error messages are written to the `SYBASE.LOG` debug file, which is located, by default, in the `LOG` subdirectory.

## **SySAM Problems and Solutions**

---

If the product does not install or does not function after installation, check for a solution before contacting Technical Support.

<b>Error</b>	<b>Possible Causes</b>	<b>Solution</b>
Installation warning: cannot find a valid license.	You may not have the required licenses installed, or the licenses may be incorrect for the product or feature you are trying to install.	See <i>Installing for the First Time</i> in the <i>SySAM Users Guide</i> .

Error	Possible Causes	Solution
<p>Cannot install Adaptive Server, or Adaptive Server does not start in a virtual environment.</p>	<p>When this occurs, Adaptive Server reports an error similar to this:</p> <pre>Cannot determine the total number of processor cores on the machine from within this virtual system. The ASE_CORE ("CH") license type is restricted for use on a machine with a maximum of 2 processor chips regardless of whether the virtual system is limited to use fewer processor chips. You need to run 'sysamcap' on the physical machine (or virtual-machine/partition control domain) and set the reported environment variable prior to running Installer.</pre> <p>Either:</p> <ul style="list-style-type: none"> <li>Adaptive Server is running on a virtual system that does not have access to the processor counts of the physical machine (this applies to all virtual environments except AIX LPAR and HP-UX vPar), or</li> <li>Adaptive Server is using a license type that is restricted for use to a machine with no more than a specific number</li> </ul>	<ol style="list-style-type: none"> <li>Run the <b>sysamcap machine</b> command on the physical machine or control domain for the virtualization technology (for example, the VMware ESX console or XEN dom0).</li> <li>Prior to running the product or product installer, set the environment variable reported.</li> </ol> <p>See the SySAM Sub-capacity licensing section of the <i>SySAM Users Guide</i> for more information.</p>

Error	Possible Causes	Solution
	<p>of processors; for example, you cannot use Adaptive Server Enterprise Small Business Edition on a machine with more than two processor chips.</p>	
<p>Updating an existing installation.</p>	<p>Make sure your license authorizes you to install the update. See <i>Installing Product Updates, EBFs, and Support Renewal</i> in the <i>SySAM Users Guide</i>. If your license does not allow you to perform the update, the product may not be usable.</p>	<p>If you are installing an update that is authorized by the license, see the solution for <i>Product cannot check out a license and starts in grace period</i>, below, before you proceed with the update.</p>
<p>License server executables and scripts not installed.</p>	<p>When you installed your product, the license server was not installed. Some product installations offer the option to install a license server; however when available, this option, by default, is not selected for installation. You may need to explicitly install a license server. See your product installation guide and release bulletin to determine if the product installer offers this option.</p>	<p>Use one of the following solutions:</p> <ul style="list-style-type: none"> <li>• If your product offers the option to install a license server, use the instructions in the product installation guide to install the license server.</li> <li>• If your product does not include the option to install a license server, go to <a href="http://www.sybase.com/products/allproductsa-z/sysam/server">http://www.sybase.com/products/allproductsa-z/sysam/server</a> and click <b>Download the SySAM Standalone License Server</b>.</li> </ul>
<p>License server does not start.</p>	<p>See <i>Possible Causes of a License Server Failure</i> in the <i>SySAM Users Guide</i>.</p>	<p>Go to SAP Service Marketplace (SMP) or Sybase Product Download Center (SPDC), generate a valid served license for your product, and copy it into the <code>licenses</code> directory on the machine where the license server is installed. See <i>Generating Licenses at SMP</i> or <i>Generating Licenses at SPDC</i>.</p>

Error	Possible Causes	Solution
License server does not recognize the license files.	<ul style="list-style-type: none"> <li>• The license was generated for a different machine or generated using an incorrect host ID.</li> <li>• The license has been altered. You cannot change any information in a generated license.</li> <li>• If the host ID for your platform is based on the network adapter identification, the most common problem occurs when you have used an ID associated with the address of a virtual network adaptor.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify that the host ID recorded in the license file matches the host ID of the actual machine for which the license was issued. If the host IDs do not match, go to SMP or SPDC, check in the license, then regenerate the license with the correct host ID.</li> <li>• If your license is being created by typing from a paper copy, verify whether errors occurred when the license information was entered. You can also download a new copy of the activated license from SMP or SPDC.</li> <li>• If the host ID for your platform is based on a network adapter, verify that the ID you are using is associated with a valid NIC and that the ID is not associated with loopback or virtual adapters. If the ID you are using is associated with a removable network adapter, verify that the adapter is actually attached to the computer.</li> </ul>
Linux virtual machine does not appear to be part of the Microsoft Hyper-V host.	/usr/sbin/dmidecode in Linux virtual machine cannot read from /dev/mem.	Log in to Linux virtual machine as root, then execute <b>chmod 4555 /usr/sbin/dmidecode</b> .

Error	Possible Causes	Solution
<p>Product does not start, license checkout error.</p>	<ul style="list-style-type: none"> <li>• You have not generated and deployed the valid licenses for the product requesting licenses.</li> <li>• The required license does not exist and the product does not award a grace period.</li> <li>• The product is configured to use the wrong edition or license type.</li> <li>• You have the wrong host ID for an unserved license.</li> <li>• When multiple product editions include optional features, the features are offered as separately licensed items for each edition. Licensed optional features work only with the licensed base product of the same edition. For example, if you order Adaptive Server Enterprise, you cannot use a Small Business Edition optional feature license with an Enterprise Edition base product.</li> <li>• You are using an unserved Standalone Seat (SS) type license on a terminal server.</li> <li>• The license is for a different operating system.</li> <li>• The license is a Floating License (FL) but is currently in use elsewhere.</li> </ul>	<p>At a command prompt or in a terminal window, execute the following commands, where <i>feature_name</i> is the name of the feature for which SySAM failed to check out a license:</p> <pre>sysam diag fea- feature_name</pre> <p>If the SySAM script is unavailable, enter:</p> <pre>lmutil lmdiag -c li- cense_directory_loca- tion feature_name</pre> <p>Go to SMP or SPDC and generate required licenses for your product. To use a separately licensable optional feature, you must have a license for both the base product and the option. If the product has more than one edition, the edition of the base product and option must be the same.</p> <p>If you generated an invalid license, check in the license at SMP or SPDC, and regenerate the license with the correct information.</p>

Error	Possible Causes	Solution
Product cannot check out a license and starts in grace mode.	<p>To help you determine the possible causes when your product cannot check out a license, execute the following command from the <code>SYSAM-2_0/bin</code> directory, at a Windows command prompt or in a UNIX system terminal window, where <i>feature_name</i> is the name of the feature license that cannot be checked out.</p> <pre>sysam diag fea- ture_name</pre> <p>If the command output says that no licenses are available for checkout, this may be due to an issue with with a deployment model. See <i>Unserviced License Deployment Models</i> and <i>Serviced License Deployment Models</i>.</p>	See <i>Serviced License Deployment Models</i> or <i>Unserviced License Deployment Models</i> , both in the <i>SySAM Users Guide</i> .
Product continues to run in grace meriod after fixing a license problem.	The license status has not yet been updated. When the product periodically performs license checks, the license status is not immediately updated.	Wait up to 6 hours for server products, and up to 1.5 hours for tool products.
Product cannot find licenses for optional features.	You either have not installed the license for the optional feature, or the license exists, but cannot be checked out.	See <i>Solution for Problem: Product Cannot Find Licenses for Optional Features</i> in the <i>SySAM Users Guide</i> .



Error	Possible Causes	Solution
<p>Product obtains the wrong license.</p>	<p>These locations are searched, in the order specified, until a suitable license is found. When a license directory is specified, license files in that directory are loaded in the directory sort order. When a product looks for a license, it looks in:</p> <ul style="list-style-type: none"> <li>• The locations that represent the values set for the SYBASE_LICENSE_FILE and LM_LICENSE_FILE variables. SAP does not advocate using environmental variables and recommends that all licenses be located centrally in the expected licenses directory.</li> <li>• All files with a <code>.lic</code> extension in the licenses directory. This location is product specific, though typically the directory is <code>\$SYBASE/SY-SAM-2_0/licenses</code>.</li> </ul> <p>The first license that matches the feature name, version, edition, and license type filter is used; however, this license may not be the intended license your product requested.</p>	<ul style="list-style-type: none"> <li>• Configure your product to choose a license for a specific edition and license type.</li> <li>• If you are using served licenses, use the options file to ensure that the correct license is used.</li> </ul>

Error	Possible Causes	Solution
<p>lmgrd is not running: Cannot connect to license server system. The license server manager (lmgrd) has not been started yet, the wrong port@host or license file is being used, or the port or host name in the license file has been changed.</p>	<p>One or more of the required executables is not present in the expected location.</p>	<p>If SySAM is running on any OS that requires IPv6 (Windows 2008 Server, for example) make these changes:</p> <ol style="list-style-type: none"> <li>1. Navigate to C:\SAP\SYSAM-2_0\bin\binIPv6.</li> <li>2. Copy these files: <ul style="list-style-type: none"> <li>• installs.exe</li> <li>• lmgrd.exe</li> <li>• SYBASE.exe</li> </ul> </li> <li>3. Paste the copied files into C:\Sybase\SY-SAM-2_0\bind.</li> <li>4. If prompted to replace existing files, back them up first, then complete the replacement.</li> <li>5. If you get an error on replacing the files, make sure the SySAM service is not running.</li> <li>6. After files have been successfully copied, restart the SySAM service.</li> </ol>
<p>License checkout problems with unserved license.</p>	<p>See <i>Unserved License Deployment Models</i> in the <i>SySAM Users Guide</i>.</p>	
<p>License checkout problems with served license.</p>	<p>See <i>Served License Deployment Models</i> in the <i>SySAM Users Guide</i>.</p>	
<p>Running SySAM utilities such as <b>sysamcap</b> or <b>cpuinfo</b> in a non-English environment can produce an error message.</p>	<p>The SySAM utilities can display a message similar to the following, in English, even if the files to which they refer are present:</p> <pre>Failed to open the localised message file '../locales/unicode/sylapi/zh/cn/sylapi.lcu' (il8nuni_FileOpen returned -479)</pre>	<p>You can safely ignore the message, or prevent it from displaying by setting this environment variable before running the utility:</p> <pre>LANG=en_US</pre> <p>On Windows, you can also set the UTF-8 code page before running any SySAM utilities by issuing this command:</p> <pre>chcp 65001</pre>

## **Installing for the First Time**

The installer or product cannot find a valid license and issues a warning.

1. If the installation fails, go to SPDC or SMP to generate and install the required valid licenses, then restart the installation.
2. Verify that you have generated and deployed the correct license. The error message should indicate what the problem is:
  - An incorrect host ID for unserved licenses
  - An incorrect license server reference file, or the license server is not running on the machine and listening on the specified port
  - A license generated for a specific product edition and license type, but the product is configured to use a different product edition and license type.
  - Using Standalone Seat (SS) unserved licenses on a terminal server
  - Check the `SYBASE.LOG` file to make sure the license server has started.
3. Ignore the warning. If the product continues to install within a grace period, complete the installation. Generate and install the required SySAM licenses before the grace period expires.

## **Possible Causes of a License Server Failure**

The most common reason for a license server failing to start is that no served licenses are installed on the license server.

There must be at least one served license in the `licenses` directory for the license server to start. When you install a new license server, there are, by default, no served licenses in the `licenses` directory. Generate and deploy a served license to this directory.

Additional reasons for a license server failing to start include:

- Using an unserved license with a license server – the license activated from SPDC or SMP is an unserved license. Examine the license files. Served licenses always start with a `SERVER` header. If you do not see a line starting with `SERVER`, you are using an unserved license that does not work with the license server.
- The license server port number is already in use – if you are using a specific port number for the license, that port number may already be in use. Use `netstat -a` to verify that the port number is free. If not, reassign the port or use a different port number for the license server.
- Mismatch between the host name in the license file and the actual host name – the host name is recorded next to the `SERVER` keyword. If it does not match the actual host name, correct the host name in the license file or set the value next to the `SERVER` to `this_host` which is a keyword that works with any host name.
- Header mismatch – when you have multiple license files, each one must have the same header, host name, port, and so on.

- The licenses on one machine were generated for a different machine – examine the host ID recorded next to the value in the license file host name in the SERVER header. It must match the host ID for the machine on which the license server will run.

### **Solution for Problem: Product Cannot Find License for Optional Features**

If a license for the optional feature exists, but cannot be checked out by the product, perform these diagnostic tasks to determine the specific problem.

To ensure that the license for the optional feature exists and can be checked out from the machine where the product is running, execute:

```
sysam diag feature_name
```

Compare the feature and the license to:

- Verify that the optional feature is for the same edition of the feature’s base product.
- (Products and features that support active and standby licensing only) Verify that the active or standby flags match for the base product license and the optional feature license.
- Compare the product and optional feature editions, and active and standby status, then verify that the available license matches.

See *Sybase License Attributes* in the *Sybase Software Asset Management (SySAM) 2 Users Guide*.

If any of the above items do not match, go to SPDC or SMP to generate and download the correct licenses or adjust product configuration.

### **Unserviced License Deployment Models**

Resolve problems with unserviced licenses.

Possible Causes	Solutions
<p>The license for the product or feature you are using is not in the local <code>licenses</code> directory. The local license directory is product-specific, and the license must be deployed to the correct location for the product. Typically, this directory is <code>\$SYBASE/SYSAM-2_0/licenses</code>.</p>	<p>Generate the required unserviced licenses from SPDC or SMP and deploy them.</p>
<p>Your product’s license may have been activated with the incorrect host ID for the machine on which you are running the product.</p>	<ol style="list-style-type: none"> <li>1. Check the license back in to SPDC or SMP.</li> <li>2. Regenerate the license at SPDC or SMP with the correct host ID.</li> <li>3. Install the license to the local machine where you are running your instance of the SySAM 2-enabled Sybase product.</li> </ol>

Possible Causes	Solutions
<p>The available licenses are for a different operating system or architecture than the machine on which you are running your product feature.</p>	<p>Obtain a license for the correct platform from SPDC.</p> <ol style="list-style-type: none"> <li>1. Check the license back in to SPDC.</li> <li>2. Generate a license for the correct platform, or install the product on the correct platform.</li> <li>3. Deploy a license to the local machine where you are running your instance of the Sybase product.</li> </ol> <hr/> <p><b>Note:</b> Licenses generated from SMP are platform-independent.</p>
<p>You are running your SySAM 2-enabled program in a terminal services (TS) environment with an unserved Standalone Seat (SS) license.</p>	<p>Set up served licenses for a terminal server environment:</p> <ol style="list-style-type: none"> <li>1. Log in to SPDC or SMP and check in your old license.</li> <li>2. Generate served licenses and deploy them to a license server.</li> <li>3. Configure the product to obtain licenses from the license server.</li> </ol>
<p>If the output from running <code>sysam diag feature_name</code> states that a license for your product or feature is available for checkout, you still may be unable to check out the license because your product has been configured as a specific edition or with a specific license type. For example, the product is configured to look for an Adaptive Server® Enterprise, Enterprise Edition license, but only an Adaptive Server Enterprise, Developer Edition license is available; or, the product is configured to use a Server License (SR) license type, but only a CPU License (CP) is available.</p> <p>Another incompatibility may occur if your product has several editions, and you are trying to run a separately licensed feature from one edition with the base product of a different edition. You can run an Enterprise Edition base product only with an Enterprise Edition separately-licensed feature; you cannot run a Developer Edition feature with an Enterprise Edition base product.</p>	<p>If the problem is incompatible editions or license types, reconfigure your product, or go to SPDC or SMP and check in the incorrect license and regenerate a license for the correct edition or license type.</p>

## Served License Deployment Models

Learn about license checkout problems for served licenses.

Possible Cause	Solution
The license server may not be running.	<p>Verify that the license server is running by entering this command from the <code>bin</code> directory on the license server host:</p> <pre>sysam status</pre> <p>If the license server is not running, restart it.</p>
The license server is running, but does not contain the desired license.	<p>Enter the following command to determine if the license server is trying to grant a license for the licensed feature you are trying to use, where <i>feature_name</i> is the name of the separately licensed product feature for which the license server failed to check out a license:</p> <pre>sysam status -f feature_name</pre> <p>If the license is generated for one edition or license type, and the product configured to use another, go to SPDC or SMP and generate the correct licenses for your product or feature.</p>
All licenses may be in use; that is no licenses are available for checkout.	<p>If the output from <code>sysam status -f feature_name</code> indicates that there are no available licenses:</p> <ul style="list-style-type: none"> <li>• Go to SPDC or SMP and generate additional licenses; or,</li> <li>• If the product is using Floating License (FL) type licenses, you can shut down other instances of the product or feature you are using, running on other machines, to free licenses. See <i>Controlling License Use with the SySAM Options File</i> in the <i>Sybase Software Asset Management (SySAM) 2 Users Guide</i>.</li> </ul>

Possible Cause	Solution
Cannot connect to the license server	<p>Ensure that the client can connect to both TCP/IP ports used by the license server. If there is a firewall, fix the ports used by both <b>lmgrd</b> and the SYBASE vendor daemon (the license server's constituent processes), and set up the firewall or VPN policies to allow access to both ports. The license server's SYBASE.log file shows the port numbers to be fixed:</p> <pre>19:04:47 (lmgrd) lmgrd tcp-port 27010 19:04:47 (lmgrd) Starting vendor daemons ... 19:04:47 (lmgrd) Starting vendor daemon at port 27011</pre> <p>You can telnet from the client machine to check that the ports can be accessed:</p> <pre>telnet keyserver 27010 telnet keyserver 27011</pre> <p>See <i>Access Through A Firewall or VPN</i> in the <i>Sybase Software Asset Management (SySAM) 2 Users Guide</i>.</p>

## Contacting SySAM Technical Support

If you cannot resolve a SySAM problem, contact Technical Support for licenses generated from SPDC, or visit SMP if your license was generated from SMP. Have available as much information about your system, and the conditions leading to the problem, as possible.

To report a SySAM problem at SMP, go to <https://service.sap.com/support>, select **Help + Support**, then **Report a Product Error**.

Typical information for an unserved license:

- The Sybase product name, version, edition (if any)
- Optional product features that are enabled
- The product error log or debug log output (if the product produces one), or a screenshot or copy of error message text if not
- The SySAM 2-enabled product or feature licenses saved in the \$SYBASE/SYSAM-2\_0/licenses directory, which is on your local machine or in the product-specific license location

Typical information for a served license:

- The output from:

## CHAPTER 12: Troubleshooting SySAM Errors

```
sysam diag feature_name
```

- The license server software version
- The license server debug log file
- The licenses that are saved in the `licenses` subdirectory of the `SYSAM-2_0` directory on the license server host machine



Determine the cause of problems and apply the recommended solution.

To determine the cause of an error, first look in the log file of the utility being used, to identify the task the utility was performing when it failed. Then check the server error log.

This table lists possible causes and solutions for common problems that you might encounter during a first-time installation or upgrade. If you continue to have problems, retry the installation or upgrade.

If the installation program or **srvbuild** unexpectedly quits, or if you cannot correct the problem, see the *Error Messages and Troubleshooting Guide*.

Problem	Solution
The installation program cannot start Adaptive Server.	<ul style="list-style-type: none"> <li>• Make sure you meet RAM requirements. If you have the required RAM, remove, then reinstall all applications to the hard drive and restart the installation.</li> <li>• After Adaptive Server is installed, there should be 25MB of free disk space left in the disk drive.</li> <li>• Verify that you are logged in as system administrator. You must log in as an administrator to start Adaptive Server.</li> <li>• Adaptive Server may not start if it cannot find a SySAM license and if the grace period has expired. Check the Adaptive Server error log for the cause of the license checkout failure and fix the issues.</li> </ul>
Sybase products cannot locate their required DLLs.	<p>The installation program makes several modifications to your operating environment to locate required files. Log out of Windows, and log in again for the changes to take effect. Use the system administrator login account or assign yourself system administrator privileges.</p> <p>Verify that you are logged in to Windows as a member of the Administrators group.</p>
After upgrading Adaptive Server, Server Config does not run.	Exit and restart Server Config.
The installation program cannot connect to the upgraded Adaptive Server.	Exit and restart Server Config.

Problem	Solution
<p>Cannot start Adaptive Server as a service on a Windows 32-bit machine.</p>	<p>You cannot start Adaptive Server as a service on 32-bit Windows OS machines because it cannot open the <code>master</code> device.</p> <p>This occurs because the installation process configures the Adaptive Server service to run as "LocalSystem" instead of "Administrator." You can successfully access Adaptive Server by logging in as Administrator and running the <code>start_server.bat</code> file, but attempting to start Adaptive Server as a service fails due to incorrect permission settings.</p> <p>To resolve this issue:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Control Panel &gt; Administrative Tools &gt; Services &gt; Sybase_SQLServer_servename</b>.</li> <li>2. Right-click <b>Sybase_SQLServer_servename</b> and click <b>Properties</b>.</li> <li>3. Click the <b>LogOn</b> tab, and choose <b>This account</b>.</li> <li>4. Provide your login and password, and click <b>OK</b>.</li> </ol> <p>You can now start Adaptive Server as a service.</p>

**See also**

- *Stopping Adaptive Server After a Failure* on page 130
- *Recovering from a Failed Installation* on page 131

## Error Logs for Installation Utilities

---

The information in the error logs may help determine the reason and possible solutions for problems with installation-related utility programs.

### *Locations of Error Logs for Installation-Related Utilities*

Utility	Default Location and File Name
<b>InstallAnywhere</b>	%SYBASE%\log\ASE_Suite.log
<b>sybatch</b>	%SYBASE%\%SYBASE_ASE%\init\logs
<b>syconfig</b>	%SYBASE%\%SYBASE_ASE%\init\logs

## Error Logs for Sybase Servers

The information in the error logs may help to determine the reason and possible solution for an error message.

### *Locations and File Names of Error Logs for Sybase Servers*

Server	Default Location and File Name
Adaptive Server	%SYBASE%\%SYBASE_ASE%\install\servername.log
Backup Server	%SYBASE%\%SYBASE_ASE%\install\servername.log
XP Server	%SYBASE%\%SYBASE_ASE%\install\servername.log

## Troubleshooting Common Installation Problems

Identify the cause of installation problems and apply the recommended solutions.

Problem	Resolution
<b>Client not authorized to connect to server.</b>	<p>This error message means the remote machine does not have permission to display the user interface on the local machine where you start working:</p> <pre>Xlib: connection to "host_name" refused by server Xlib: Client is not authorized to connect to Server xhost: unable to open display "host_name"</pre> <p>To correct the problem:</p> <ol style="list-style-type: none"> <li>1. Enter the following command at the command prompt of your <i>local</i> machine, where <i>remote_machine</i> is the machine on which you are running the installer: <pre>xhost +remote_machine</pre> </li> <li>2. Restart the installer.</li> </ol>
<b>Address already in use.</b>	Enter a different port number on the <b>srvbuild</b> window. The command <b>netstat -a</b> produces a list of port numbers in use.
<b>The installer fails to start.</b>	Restart the installer in debug mode. Hold down the Ctrl key immediately after launching the installer and until a console window appears.

Problem	Resolution
<p><b>Cannot start XP Server.</b></p>	<p>You may receive the following message from XP Server when it is invoked by <code>xp_cmdshell</code> or some other extended stored procedure:</p> <pre>Msg 11018, Level 16, State 1: Procedure "xp_cmdshell", Line 2: XP Server must be up for ESP to execute. (return status = -6)</pre> <p>Verify that there is an XP Server entry in the Adaptive Server <i>sys.servers</i> table. If you created XP Server in a different <b>srvbuild</b> session than Adaptive Server and you did not specify a related Adaptive Server, <b>srvbuild</b> cannot update the <i>sys.servers</i> table. Verify that the XP server exists in the interfaces file or LDAP server.</p> <p>Use <b>sp_addserver</b> to add an entry to the <i>sys.servers</i> table.</p>
<p><b>Troubleshooting resource file installations.</b></p>	<p>If you encounter problems during the build, configuration, or upgrade process while using the <b>srvbuild[res]</b>, <b>sqlloc[res]</b>, or <b>sqlupgrade[res]</b>, it may be that these utilities did not allow enough time for Adaptive Server to shut down properly. Set the SYBSHUTWAIT environment variable to force the utilities to wait for Adaptive Server to shut down. For example, this command forces the utility to wait for two minutes before proceeding with the next task:</p> <pre>% setenv SYBSHUTWAIT 120</pre>

### Stopping Adaptive Server After a Failure

If the installation or upgrade session fails after you start Adaptive Server for any reason, use the **shutdown** command.

1. Open an MS-DOS Command Prompt window.
2. Start **isql** and connect to Adaptive Server:

```
%SYBASE%\%SYBASE_OCS%\bin\isql -Usa -P -Sserver_name
```

where:

- *%SYBASE%* – is the Sybase installation directory.
- *server\_name* – is the name of your Adaptive Server.

3. Shut down Adaptive Server using the **shutdown with nowait** command. This stops the Adaptive Server immediately, without waiting for currently executing SQL statements to finish:

```
1> shutdown with nowait
2> go
```

---

**Note:** If you cannot connect to Adaptive Server with **isql**, or if the **shutdown with nowait** command fails, use the Task Manager (press Ctrl+Alt+Del) or a Windows process monitoring utility, (for example, the **pview.exe** program included with the Microsoft Toolkit), to stop the Adaptive Server process.

---

## **Recovering from a Failed Installation**

Review error messages and your Adaptive Server error log to determine the cause of an installation failure.

### **If the Installation Quits While You Are Configuring Adaptive Server**

Perform specific steps if the installation suddenly quits.

1. View the contents of the log file generated by Adaptive Server.
2. Take any suggested actions to correct the problem. If the installation fails after the installation program:
  - Created any operating system files, such as the master device or system procedures device files, delete those files.
  - Starts the Adaptive Server that you are attempting to install, shut down that server.
3. Use Server Config to restart the configuration.

#### **See also**

- *Error Logs for Installation Utilities* on page 128

## **If Adaptive Server Fails the Preupgrade Eligibility Test**

Examine the log file to determine why Adaptive Server is ineligible for an upgrade.

If Adaptive Server fails the preupgrade test, Server Configuration displays:

```
Server SERVER_NAME failed preupgrade eligibility test.  
See log for more information.
```

1. You see Upgrade Check Failed. Click **OK**.
2. From the Configure Sybase Servers window, select **Exit**.
3. Examine the log file created in the %SYBASE%\%SYBASE\_ASE%\init\logs directory to find out why Adaptive Server failed the preupgrade eligibility test.

After you resolve any problems, shut down Adaptive Server and use **Server Config** to restart the upgrade session.

## **When an Upgrade Fails**

If the upgrade process fails, the installation program displays error messages.

Once you start Adaptive Server on the new version, you cannot start Adaptive Server on the earlier version. Attempts to do so result in having to restore from backups.

## **If You Can Identify the Cause of the Upgrade Failure**

If the error logs or messages clearly indicate the cause of failure, and you are confident that your databases have not been damaged, you can attempt to fix the problem and immediately re-run the upgrade.

If the upgrade process fails again and you cannot determine the cause of failure, check the error log file to find out when and where the upgrade failed, and contact Technical Support.

1. Exit the Server Config program.
2. Perform the necessary actions to fix the problem.

For example, if the error log indicates that the upgrade failed because your existing databases do not contain enough space, use the **alter database** command to increase the available space.

3. If needed, shut down Adaptive Server.

Shutting down the server enables the installation program to start the server and re-run the upgrade session.

4. Start Server Config from the Sybase program folder.
5. Select **Upgrade Adaptive Server**, and proceed with the upgrade.

## **Restoring Databases After a Failed Upgrade**

You may need to restore your databases due to a failed upgrade.

- If you think the upgrade failure or its cause may have damaged your databases, restore the databases from backups. For information on restoring databases, see the *System Administration Guide*.
- If you are concerned about the possible corruption of your databases, exit **sqlupgrade**, but do not attempt to restart the upgrade session until you have restored the databases from backup. After restoration is complete, retry the upgrade.

## **Recovering from a Failed Upgrade**

Upgrade issues may be due to a failure to upgrade an individual database, or a failure to complete configuration changes after all databases have been upgraded.

Use the output from the upgrade utility to correct the problem that caused the failure.

- If the upgrade failed because the process ran out of some resource, such as data or log space, locks, or auxiliary scan descriptors, add space to the database using the **alter database** command.

You may also correct other resource failures by changing the server's configuration using the **sp\_configure** stored procedure.

- If an upgrade failure leaves a database offline, and the failure can be corrected only by making data changes in the database, you can gain access to the failed database by using

**isql** or a similar program to connect to the affected server as user "sa" and issuing this command:

```
dbcc traceon(990)
```

Having set this trace flag, user "sa" can now use the offline database and make the necessary changes to correct the upgrade failure.

---

**Note:** This trace flag grants access only to user "sa"; "sa\_role" does not work. If you have disabled the "sa" login, reenable it to get access using this method.

---

To restart a server that has not successfully upgraded, use:

```
online database failed_db_name
```

The server restarts that database's upgrade from the point of failure.

- If the failure occurs after all databases have been upgraded, or if a failure somehow causes the upgrade utility to fail, manually re-run the utility. After you diagnose and correct the failure, run the upgrade utility:

```
%SYBASE%\%SYBASE_ASE%\upgrade/upgrade.exe
```

When restarted in this way, the upgrade process says it is "verifying" the upgrade rather than "starting" it, but it makes all the same checks as for the original upgrade.

- To verify that a database has upgraded successfully, check any database's upgrade status using the **online database** command. If any upgrade is required for a database, this command performs it. You may also use a procedure such as this to check all databases at a given installation:

```
declare @dbname varchar(255)
select @dbname = min(name)
from master..sysdatabases
while @dbname is not null
begin
online database @dbname
select @dbname = min(name)
from master..sysdatabases
where name > @dbname
end
```

- Reinstall system stored procedures using the scripts from the new version:

```
isql -Usa -Ppassword -i %SYBASE%\%SYBASE_ASE%\scripts\instmstr
```

---

**Note:** When a server fails during an upgrade process, it attempts to upgrade the databases when it restarts. When the installation is fully recovered, re-run the upgrade utility to ensure that all postupgrade configuration work is done. Then reinstall the system stored procedures.

---

- During the upgrade process, the log may become too full due to recorded catalog changes. If so, log in to the new server using **isql**, and issue:

```
isql> dump tran dbname with truncate_only
```

- a) If **truncate\_only** indicates that it could not truncate the log, retry the command as **no\_log** instead.
- b) If this does not truncate the log successfully, use the **alter database** command to extend the database as explained below.
- In some cases, preupgrade space estimations are insufficient for the data copy phase of upgrade. You see a message that there is insufficient space in the system segment for the upgrade. When this happens, the upgrade process stops responding, waiting for space to be provided. To increase the size of the database, log in to the new server using **isql**, and use **alter database**:

```
isql> alter database dbname on device_name = "2m"
```

**alter database** allows you to specify the size to alter the database with the unit specifier "m", or "M".

---

**Note:** There are certain upgrade failures from which the server cannot recover. For example, attempts to upgrade system tables to version 15.x are quite sensitive to failures at certain points during the required changes. If you encounter such a failure, restore the failed database from backup. To prevent the upgrade from failing again, correct the problem that caused the original failure before issuing the **online database** command for that database. These catastrophic failures are nearly always caused by running out of resources, as described above, which then causes a failure to undo the aborted transaction.

---

### If You Cannot Identify the Cause of an Upgrade Failure

Your attempts to upgrade may continue to fail.

1. If attempts to upgrade continue to fail, check the error log file to identify where and where the upgrade failed.

By default, the log file is located in %SYBASE%\%SYBASE\_ASE%\install \

2. Contact Technical Support with the information.

#### **See also**

- *Chapter 14, Obtaining Help and Additional Information* on page 135



## Obtaining Help and Additional Information

Use the Product Documentation site and online help to learn more about this product release.

- Product Documentation at <http://sybooks.sybase.com/>— online documentation that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. The Web site also has links to other resources, such as white papers, community forums, maintenance releases, and support content.
- 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.

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**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.

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### Technical Support

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Get support for SAP® 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 Technical Support as specified in your contract:

- Sybase Technical Support or the Sybase subsidiary in your area
- SAP Technical Support

Customers with an SAP support contract can obtain support for this product at the SAP support site, <http://service.sap.com/sybase/support>. You can also find information about Sybase support migration at this location (login may be required).

Customers with a Sybase support contract can obtain support for this product at <http://www.sybase.com/support> (login required).

### Downloading Product Updates

---

Get maintenance releases, support packages and patches, and related information.

- If you purchased the product directly from Sybase or from an authorized Sybase reseller:

## CHAPTER 14: Obtaining Help and Additional Information

- a) Go to <http://www.sybase.com/support>.
- b) Select **Support > EBFs/Maintenance**.
- c) If prompted, enter your MySybase user name and password.
- d) (Optional) Select a filter, a time frame, or both, and click **Go**.
- e) 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.

- f) Click the **Info** icon to display the EBF/Maintenance report, or click the product description to download the software.
- If you ordered your product under an SAP contract:
    - a) Go to <http://service.sap.com/swdc> and log in if prompted.
    - b) Select **Search for Software Downloads** and enter the name of your product. Click **Search**.

## Product and Component Certifications

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Certification reports verify Sybase product performance on a particular platform.

To find the latest information about certifications:

- For partner product certifications, go to [http://www.sybase.com/detail\\_list?id=9784](http://www.sybase.com/detail_list?id=9784)
- For platform certifications, go to <http://certification.sybase.com/ucr/search.do>

## Accessibility Features

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

Documentation for this product 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.

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.

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**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.

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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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