# Release Bulletin EAServer 6.2 for Windows

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# 1. Accessing current release bulletin information

A more recent version of this release bulletin may be available on the Web. To check for critical product or document information added after the product release, use the Sybase® Product Manuals Web site.

#### ❖ Accessing release bulletins at the Sybase Product Manuals Web site

- 1 Go to Product Manuals at http://www.sybase.com/support/manuals/.
- 2 Select a product and language and click Go.
- 3 Select a product version from the Document Set list.
- 4 Select the Release Bulletins link.
- 5 From the list of individual documents, select the link to the release bulletin for your platform. You can either download the PDF version or browse the document online.

# 2. Product summary

Enclosed is Sybase EAServer version 6.2, which is compatible with these platform and operating system configurations:

- Microsoft Windows 2000 Service Pack 4 or later
- Microsoft Windows XP Professional, with Service Pack 2 or later
- Microsoft Windows Server 2003, Standard Edition or Enterprise Edition
- Microsoft Vista

### 2.1 Version contents

Enclosed is Sybase EAServer version 6.2, Build 62012. You may have a later build number if you have installed ESD patches for this release. If so, the cover letters provided with each patch contain the build number and additional documentation.

The EAServer 6.2 software is provided on a DVD, rather than a CD.

Table 1 describes the products that EAServer 6.2 supports.

Table 1: Product support

Product	Supported versions/builds
Adaptive Server® Enterprise	12.5.4 and 15.2
C++ compiler	VC++ 8.0
Eclipse	3.2.1
Java Development Kits (JDK):	Versions:
1.5	1.5.0_12
1.6	1.6.0_02
Jetty	6.1
Oracle client	9.2.0.1 and 10g
PowerBuilder® Virtual Machine (PBVM)	10.5.1 and 11.2
Web server redirector plug-ins:	Versions:
Apache	2.0.55
Sun Java System	6.1
Microsoft Internet Information Services (IIS)	5.x (6.0 for Windows 2003)
SQL Anywhere®	10.0.1
Web browsers	Internet Explorer 6.0 and 7.0
	Firefox 1.5

# 3. Special upgrade instructions

You can install EAServer 6.2 as a new installation, or as an upgrade to an EAServer version 6.0, 6.0.1, 6.0.2, or 6.1 installation.

The EAServer migration tool enables you to migrate a subset of entity types from a 5.x repository to the 6.2 repository, saving time by scanning only those entity types in which you are interested. For details, see these books on the SyBooks Online Web site:

• The EAServer Migration Guide at:

http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.dc00485\_0600/html/easmig/title.htm

• The EAServer 6.0.2 New Features Guide at:

http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.dc38032\_0602/html/new602/title.htm

"Migration tool issue" on page 10 in this release bulletin describes problems that are known to occur during migration.

# 4. Changed functionality in this version

The *EAServer 6.2 New Features Guide* describes features added in this version. You can view this book on the SyBooks Online Web site at http://infocenter.sybase.com/help/index.jsp. Browse to the EAServer 6.2 collection, then select this title.

# 5. Improving performance

(CR #447488) You can significantly improve the performance of EAServer network applications running on Windows by configuring the system settings described in this section.

#### Configuring system properties

- 1 Select Start | Control Panel.
- 2 In the Control Panel, double-click System. The System Properties dialog displays.
- 3 Select the Advanced tab. In the Performance section, click Settings. The Performance Options dialog displays.
- 4 On the Visual Effects tab, select Adjust for Best Performance.
- 5 Select the Advanced tab. Under both Processor Scheduling and Memory Usage, select Programs.
- 6 Click OK in the Performance Options dialog, then click OK in the System Properties dialog.

#### Deleting and re-creating the page file

When you re-create the page file, it resides contiguously on the hard drive, instead of scattered across the drive, which improves performance.

1 Select Start | Control Panel.

EAServer 6.2 6. Known issues

2 In the Control Panel, double-click System. The System Properties dialog displays.

- 3 Select the Advanced tab. In the Performance section, click Settings. The Performance Options dialog displays.
- 4 Select the Advanced tab. In the Virtual Memory section, click Change. The Virtual Memory dialog displays.
- 5 Under Paging File Size for Selected Drive, select No Paging File, and click Set.
- 6 Click OK in the Virtual Memory dialog, the Performance Options dialog, and the System Properties dialog.
- 7 Restart your computer.
- 8 Repeat steps 1-4.
- 9 Under the heading Paging File Size for Selected Drive, select Custom Size, and set Initial Size and Maximum Size to the same value. This prevents the page file from dynamically resizing while applications are running, which can degrade performance. Enter a value that is 1.5 times the amount of physical memory on the machine. This allows the memory of all processes to be swapped out to the page file, and allows enough room for additional processes to be used, in case most of the physical memory is in use.
- 10 Click Set.
- 11 Click OK in the Virtual Memory dialog, the Performance Options dialog, and the System Properties dialog.

### 6. Known issues

This section describes known problems in this version of EAServer.

### 6.1 Uninstallation

(CR #490281) If you run *SilentUninstall.bat* for a GUI Client Runtime installation type, set the Window Service parameter in *SilentUninstall.txt* to false. For example,

-P WindowsService.activeForUninstall=false

6. Known issues EAServer 6.2

### 6.2 Security risk

(CR #434293) Do not use HTTP to connect to the Management Console; the administrative user ID and password are passed in plain-text format during the login process, thus posing a security risk.

Workaround: Use HTTPS to log in to the Management Console. To use HTTPS, you must first obtain a certificate. If you use the sample (test) certificate that is included with EAServer, anyone with EAServer 6.0 has access to your private (test) key. Therefore, Sybase recommends that you use your own certificate.

### 6.3 Upgrading ignores existing listeners

(CR #481946) When you upgrade EAServer, the installer does not detect the current server listeners, and uses the default ports.

#### 6.4 Failure to obtain correct license file

(CR #430720) If you start EAServer using a remote desktop connection, the server does not obtain the correct license file.

*Workaround:* To enable the server to obtain the correct license file when you connect from a remote desktop, use a Virtual Network Computing (VNC) system, such as VMWare or RealVNC.

# 6.5 Log files in Eclipse plug-in Management Console

(CR #497641) The Eclipse plug-in Management Console does not allow you to view the log files remotely.

### 6.6 Obsolete HTTP server properties

(CR #452369) Beginning in version 6.2, EAServer no longer supports these HTTP properties:

- httpUseCustomGetServerInfo
- httpProxyProtocol
- httpProxyPort
- httpGetServerInfoFrom

Instead, EAServer reads these HTTP header fields:

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- host to determine the host and port the client used to connect.
- sybaseredirectorheader to determine the protocol that was used to connect to a Web redirector.

If you call any of the HttpRequest methods, getServerName, getServerPort, or getProtocol, the values are retrieved from the browser. This is the same behavior that was achieved by setting httpGetServerInfoFrom to "source" in versions of EAServer earlier than 6.2.

### 6.7 Configuring a database type

If you specify values for both the dataSourceClass and driverClass properties when you configure a database type, the system uses the class defined by dataSourceClass, and ignores these properties:

- driverClass
- databaseURL, because it is used only by the driver class

#### 6.8 Data source contents

(CR #496672) When you select the Data Sources folder on the left hand side of the Management Console, data source entries do not appear on the right side of the window. Other contents such as Welcome frame, Context Menu frame, and so forth appear on the right window.

*Workaround*: Set the Management Console as a trusted site. From the Internet browser:

- 1 Select Tools | Internet Options.
- 2 Select the Security tab.
- 3 Select Trusted sites and click Sites.
- 4 Click Add.

### 6.9 SQL Anywhere database issues

In EAServer version 6.0.2 and later, Adaptive Server® Anywhere (ASA) version 9.0.2 is upgraded to version 10.0, and the name of the database server changes from ASA to SQL Anywhere.

6. Known issues EAServer 6.2

#### 6.9.1 DBProxy client may crash EAServer

(CR #471417) Connecting to EAServer from a DBProxy client may cause EAServer to crash. This is a jConnect™ bug.

Workaround: To avoid this problem, either:

- Run the iConnect script *jcatalog.sql*, or
- Install a version of SQL Anywhere later than 10.0.

#### 6.9.2 ODBC driver version

(CR #470030) The ODBC driver that you use with EAServer must be either the driver packaged with EAServer or a later version.

#### 6.9.3 ODBC data sources fail on 64-bit machines

(CR #454413) On a 64-bit machine, ODBC data sources do not work, because SQL Anywhere is a 32-bit application and is incompatible with the ODBC system data source name (DSN). The DSN is the logical name that ODBC uses to access data.

Workaround: Either register the system DSN or define a user DSN.

1 Select Start | Run.

To register the system DSN:

- a In the Run dialog, enter C:\Windows\SysWOW64\odbcad32.
- b In the ODBC Administrator, select the System DSN tab.

To define a user DSN:

- a In the Run dialog, enter odbcad32.
- b In the ODBC Administrator, select the User DSN tab.
- 2 Select the data source name, and click Add.
- 3 Select the database driver, then click Finish.
- 4 Configure these DSN properties:
  - **Database Driver** Path to the SQL Anywhere installation; for example: C:\Program Files\Sybase\EAServer6\ASA100.
  - User ID For example, the default: dba
  - **Password** For example: sql

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- Database Name default.
- Database File Path to default.db; for example:
   C:\Program Files\Sybase\EAServer6\data\default.db.
- Engine Name default
- Auto Stop yes
- Integrated no
- Debug no
- Disable Multirow Fetch no
- Compress no

### 6.10 Adaptive Server Enterprise 12.5

(CR #447543) If you are using Adaptive Server Enterprise (ASE) version 12.5.x with EAServer, you may see this error:

"SELECT INTO command not allowed within multi-statement transaction"

Workaround: On the machine where Adaptive Server is installed, run:

%DJC\_HOME%\extras\jconnect-6.05\sp\sql\_server12.5.sql

### 6.11 PowerBuilder issues

This section describes known problems using this version of EAServer with PowerBuilder.

### 6.11.1 Calling BigDecimal.toString

(CR #441516) Calling the JDK 1.5 toString command for a BigDecimal datatype returns the string representation of the BigDecimal value, using scientific notation if an exponent is needed. For example, if you call:

The return value is "1E-18." This behavior change is documented by Sun.

*Workaround*: To return a string representation of a BigDecimal without an exponent, call toPlainString instead of toString.

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#### 6.11.2 Profile names cannot contain colons

(CR #406975) If you deploy a JSP target to EAServer, do not use a colon in the profile name. PowerBuilder writes EAServer profile information in *WEB-INF\classes\jaguar.properties*. If the EAServer profile name contains a colon, the related host name and port number cannot be retrieved from *jaguar.properties* at runtime.

#### 6.11.3 Deployment fails for empty Web service

(CR #437435) To be successfully deployed, a Web service must contain at least one method.

### 6.12 Migration tool issue

(CR #437181) When you are migrating EAServer entities from version 5.x to version 6.2, the migrate tool does not migrate *sql.ini* content for Open Client<sup>TM</sup> Client-Library<sup>TM</sup> connections.

*Workaround*: Manually copy Open Client Client-Library connection information from the 5.x version of *sql.ini* to the 6.2 version.

### 6.13 Web Services Toolkit issues

The following issues may occur when using the Web Services Toolkit.

### 6.13.1 Activating and deactivating Web services

(CR #448806) The wstool commands for activating and deactivating Web services, wstool activate and wstool deactivate, do not work.

### 6.13.2 Datatype mapping

(CR #449109) In EAServer 6.0.2, the Web services datatype-mapping version is set to 1.3, so xsd:short is mapped to either a short or unsignedByte Java datatype. This causes some Web service tests to fail.

*Workaround*: Set the datatype-mapping version to 1.2, so xsd:short will always be mapped to the short datatype:

- 1 Start EAServer, and connect to the server using the Management Console.
- 2 Expand the Servers folder, and select the server.

- 3 On the General tab, find the WebServices Type Mapping Version field. The default value is 1.3.
- 4 Change the value to 1.2, and click Save.

#### 6.13.3 Apache Scout method fails

(CR #448380) The Apache Scout client method BusinessLifeCycleManager.saveAssociations fails, and a null pointer exception is returned.

#### 6.13.4 Web services display in random order

(CR #422161) The Management Console options to display Web services either alphabetically or in descending order by date do not work. Web services display in random order.

#### 6.14 Miscellaneous issues

#### 6.14.1 Permission required to use JIT data sources

(CR #465348) You can use a JIT (just-in-time) data source to access a database only if you have permission to create tables in the database.

### 6.14.2 SSLServiceProvider.getGlobalProperty

(CR #436638) The SSLServiceProvider method for checking the status of FIPS, SSLServiceProvider.getGlobalProperty("fips140"), has not been implemented in EAServer 6.2.

# 7. Documentation updates and clarifications

This section contains updates and clarifications for the EAServer product manuals.

### 7.1 Automated Configuration Guide

### 7.1.1 Chapter 3, "Using Scheduled Tasks"

(CR #477285) "Predefined tasks" does not include CleanupPBCookies task, which you can schedule to remove unwanted PowerBuilder cookies from your machine.

### 7.1.2 Chapter 4, "Creating Service Components"

(CR #500334) In Table 4-1 of "Service component entity properties," the Component property that specifies how to define the remote interface for a service component is incorrect. The corrected text is:

```
ejb.components.mypackage.MyComponentRemote
```

or, for a local interface for a service component:

```
\verb"ejb.components.mypackage.MyComponentLocal"
```

#### Writing a Java class as a service component

This procedure shows how to write a Java class as a service component using these methods:

- start()
- run()
- stop()
- 1 Use a text editor to write a Java file that includes the three Java methods. For example:

```
package serviceTest;
public class oneService {
    boolean bstop = false;
    public void start()
{
        System.out.println("oneService start!");
        bstop = false;
}

public void run()
{
        while(!bstop)
        {
            System.out.println("oneService runing...");
        }
}
```

- 2 Save and compile this Java file to a class file.
- 3 Create a JAR file for the class file.
- 4 Place the JAR file in %EAServer%\lib\ext\.
- 5 Log in to the Management Console.
- 6 Select the Service Components folder, right-click, and select Add.
  - a Type the name of the service component, for example, *oneservice*.
  - b Choose Finish.
- 7 Select *oneservice* from the Service Components subfolders.
  - a Type the name of the component in the Component property field on the right side of the Management Console window. For example, *serviceTest.oneService*.
  - b Select the Start Before Binding check box.
  - c Select Apply to save the new settings.
- 8 Select the Servers folder.
  - a Select the server where EAServer is running. For example, *zeus-deskwxp*.
  - b Select the Services tab.
  - c Select the service component that you have just created, for example, *oneservice* from the list.
  - d Click Apply to save the new settings.
- 9 Restart EAServer.

When you run the service component, the log file or console displays these messages:

```
oneService start!
oneService runing...",
```

If you stop EAServer, the log file or console displays this message:

```
oneService stop!"
```

### 7.1.3 Chapter 6, "Using jagtool and jagant"

#### **Deploying applications**

(CR #481055) When you use jagtool to deploy a self-contained application, you can configure the application to use all the classes from the internal class loader by setting the disableResolveFirstBySystem property to true. For example:

```
jaqtool.bat deploy -type war -disableResolveFirstBySystem true foo.war
```

#### Obsolete jagtool commands

(CR #465796 and #447432) These jagtool commands are documented in the *Automated Configuration Guide*, but the commands are not supported in EAServer 6.0 and later:

- configure
- export
- exportconfig
- grantroleauth
- mergeprops
- props
- removeroleauth
- set\_props

#### **Generating stubs**

(CR #462838) To generate stubs for a package or component, you can use the jagtool gen\_stubs command. See the *Automated Configuration Guide* for more information about jagtool commands.

#### Syntax

gen\_stubs [-javastubs true|false] [-cppstubs true|false] [-javastubjarname file-name] [-javastubcodebase path] [-cppstubcodebase path] [-compilejavastubs true|false] [-verbose true|false] entity

Option	Description
javastubs	Whether to generate Java stubs; the default is true.
cppstubs	Whether to generate C++ stubs; the default is true.
javastubjarname	If specified, the Java stubs are placed in a JAR file of the specified name. The file name must include the full path.
	If not specified, Java files are generated (the default).
javastubcodebase	The location of the code base for Java stubs; the default is %DJC_HOME%\genfiles\java\stubs.
cppstubcodebase	The location of the code base for C++ stubs; the default is %DJC_HOME%\include.
compilejavastubs	Whether to compile the generated Java stubs; the default is true.
verbose	Whether to produce verbose output while generating stubs; the default is false.
entity	The name of the entity for which stubs are being generated, in the form <i>EntityType:EntityName</i> , where <i>EntityType</i> is either "Package" or "Component."

#### Return values

Return value	Indicates
0	The command ran successfully; the result is true/success.
2	The command did not run successfully; an exception was thrown.

### 7.2 CORBA Components Guide

### 7.2.1 Chapter 4, "Managing CORBA Packages and Components"

(CR #437366) You cannot use hyphens ("-") in CORBA-component package names. CORBA-component packages are those that contain CORBA/C++, CORBA/Java, or PowerBuilder components.

### 7.2.2 Chapter 5, "Developing and Deploying PowerBuilder Components"

(CR #405138) You cannot use a hyphen ("-") in the name of a PowerBuilder NVO method or variable. EAServer wraps NVOs as EJBs, and Java does not support method or variable names that contain hyphens.

#### Accessing data sources

(CR #533120) When accessing these predefined EAServer data sources from PowerBuilder components, set the default transaction object (SQLCA) to use the appropriate database type as shown in Table 2.

Table 2: Database type

Database type	Description
JCM_Sybase	For ASE database:
	sqlca.dbms="SYJ"
JCM_Oracle or JCM_Oracle_Unicode	Oracle database which corresponds to the EAServer 5.x Oracle Call Interface (OCI) 9 and
	OCI10 native connection caches.
	sqlca.dbms="090", or
	sqlca.dbms="010"
JCM_Odbc or JCM_Odbc_Unicode	For any databases using ODBC driver:
	sqlca.dbms="ODBC"
JCM_non-JCM JDBC-	For any non-JCM JDBC-compliant database type:
compliant	sqlca.dbms ="JDBC"

#### Implementing method-level security for PowerBuilder components

(CR #488947) You can implement method-level security after deploying PowerBuilder components. To implement method-level security for a PowerBuilder component:

- 1 Add two users. For example, "Pass" and "Fail".
- 2 Change the role of the user "Pass" to admin-role. You can also define and use your role.
- 3 Deploy the *final\_test* NVO into EAServer from PowerBuilder.
- 4 Deploy *final\_test.jar* into EAServer from Web console or command line.
- 5 Run PowerBuilder client and click the Pass and Fail buttons.
- 6 Modify the *%EAServer%\config\ejbjar-final\_test-user.xml* file, as follows:

```
/>
<permitAccess method="of_return_name(String)" roles="admin-role"
ports="${ejb.allowedPorts}"/>
</setProperties>
```

- 7 Run the Ant Refresh followed by the Run Ant Recompile from the Management Console.
- 8 Run the PowerBuilder client.

If the implementation is successful, the Pass button works.

If you click Fail, the NO\_PERMISSION exception occurs.

### 7.3 Enterprise JavaBeans User's Guide

#### 7.3.1 Chapter 3, "Developing EJB Clients"

(CR #498818) In the "Client runtime requirements" section, include this:

When using JDK 1.6, add this option in *%JAVA\_HOME%\bin\java*:

```
-Dsun.lang.ClassLoader.allowArraySyntax=true
```

This is because the JDK 1.6 on the client side provides the allowArraySyntax option to convert array from the server result data.

If clients run with a JRE, instead of a full JDK, you can prevent the client from trying to generate and compile stubs by setting the system property djc.allowRuntimeCompile to false in the Java command that starts the client application.

### 7.3.2 Chapter 4, "Creating Application Clients"

(CR #472302) In the section "Starting the runtime container," this example for starting an application client's runtime container is incorrect:

```
runclient -client my appclient -login true
```

The correct syntax is:

run-appclient -client my appclient -login true

#### 7.4 New Features Guide

(CR #493619) The introduction in the ".NET client support" section in the *EAServer 6.1 New Features Guide* is incorrect. The corrected introduction is:

EAServer 6.1 includes .NET client support, and enables IIOP/IIOPS communication between .NET and J2EE distributed objects in EAServer.

### 7.5 Security Administration and Programming Guide

### 7.5.1 Chapter 6, "Using TLS and FIPS"

(CR #474337) The section "SSL/TLS and FIPS Support" describes how to enable FIPS support, "Enabling FIPS using the Certicom Java libraries." Step 2 says to set the com.sybase.ejb.fips connection property to specify FIPS usage, but fails to specify the value. To enable FIPS support, set the value of com.sybase.ejb.fips to true; to disable, set the value to false.

(CR #474085) Table 6.2 incorrectly identifies the security characteristics tls\_rsa\_with\_des\_cbc\_sha and tls\_rsa\_with\_des\_cbc\_sha\_mutual as supporting FIPS. These security characteristics do not support FIPS.

### 7.6 System Administration Guide

### 7.6.1 Chapter 3, "Creating and Configuring Servers"

#### Installing the server as a Windows service with JDK 1.5

To install a server as a Windows service with JDK 1.5, execute:

```
\bin\service.bat -install -svr $(SERVER_NAME) -servicename $(SERVICE_NAME) -jdk15

To install a server as a Windows service with JDK 1.5 runtime, execute:

\bin\service.bat -install -svr $(SERVER_NAME) -servicename $(SERVICE_NAME) -rt15 -jdk15
```

#### Adding and configuring service components

(CR #500334) The configuration property name for the Component property in Table 3-7 is incorrect. The correct property name is serviceComponents, as indicated below:

Property	Description
Component	The name of the component that implements the service.
	For a user-defined service component, enter either:
	• The class name of a simple Java class (must be in the server class path), or
	• The fully-qualified name of an EJB local or remote interface; for example,
	ejb.components.mypackage.MyCompLocal or
	ejb.components.mypackage.MyCompRemote.
	The configuration property name is serviceComponents.

#### **Enabling password sharing**

(CR #487210) By default, multiple users can start EAServer. However, to allow single user to start EAServer, configure EAServer with the shared-data-protection-off option. For example:

```
cd %EAServer%\bin
configure.sh shared-data-protection-off
```

To allow multiple users to start EAServer, use the shared-data-protection-on option. For example:

```
cd %EAServer%\bin
configure.sh shared-data-protection-on
```

#### Configuring system logging

(CR #473658) "Configuring system logging" describes how to customize the location of the system log files, but the name of the variable (DJC\_JVM\_ARGS) is incorrect. The correct variable is DJC\_JVM\_USER\_ARGS; for example:

set DJC\_JVM\_USER\_ARGS=%DJC\_JVM\_USER\_ARGS% -Ddjc.logFile=/myserver/myserver.log
-Ddjc.logFileMaxSize=5m -Ddjc.logFileRotation=true

**Note** If you customize the location of the system log files, only the HTTP log is rotated; the server log is not.

#### 7.6.2 Chapter 4, "Database Access"

The section that describes how to configure a database type fails to explain that if you define both a dataSourceClass and a driverClass, EAServer uses only the dataSourceClass value—see "Configuring a database type" on page 7 in this release bulletin.

#### Configuring data sources

(CR #531900) When using servers in a cluster, make sure these predefined data sources are all connected to the same database:

- cluster.db
- message.db
- tx\_manager

You can change the data sources using the Management Console.

### 7.6.3 Chapter 12, "Command Line Tools"

deploy

(CR #481055) When you deploy a self-contained application, you can configure the application to use all the classes from the internal class loader by setting the disableResolveFirstBySystem property to true. For example:

```
deploy.bat -disableResolveFirstBySystem foo.war
```

(CR #475510) The documentation that states the deploy command line tool includes an -eas5naming option is incorrect. This option is not supported.

(CR #475511) EAServer 6.2 does not support the -jsr154filter option for the deploy command line tool. -jsr154filter may be supported in a later version of EAServer.

wlogin and wlogout

(CR #443144) The command line tools wlogin and wlogout support only this syntax:

```
wlogin <host:port>
wlgout <host:port>
```

Chapter 12 incorrectly states that you can pass the server name if it is defined in the local repository.

### 7.6.4 Chapter 13, "JNI Compiler"

(CR #472818) Before calling a generated proxy class, standalone clients must call either:

- JNICC\_CreateJavaVM to initialize the JVM, or
- JNICC\_SetJavaVM(JavaVM\* vm) if the JVM has already been initialized.

### 7.6.5 Chapter 14, "Systems Management"

(CR #437261) EAServer supports Simple Network Management Protocol (SNMP) features that conform to the Java Specification Request JSR 77. The status of a server and its components are reported as Management Information Base objects, which can be polled, and can also be reported as SNMP traps.

## 7.7 Troubleshooting Guide

#### 7.7.1 Chapter 1, "Monitoring Techniques"

This example shows how to configure the *log4j.properties* file.

#### ❖ Configuring Log4j

1 Use a text editor to create a *log4j.properties* file.

```
# Set root category priority to INFO and its only appender to CONSOLE.
#log4j.rootCategory=FATAL, CONSOLE
log4j.rootCategory=DEBUG, LOGFILE
# Set the enterprise logger category to FATAL and its only appender to CONSOLE.
# log4j.logger.org.apache.axis.enterprise=DEBUG, LOGFILE
# CONSOLE is set to be a ConsoleAppender using a PatternLayout.
log4j.appender.CONSOLE=org.apache.log4j.ConsoleAppender
log4j.appender.CONSOLE.Threshold=DEBUG
log4j.appender.CONSOLE.layout=org.apache.log4j.PatternLayout
log4j.appender.CONSOLE.layout.ConversionPattern=- %m%n
# LOGFILE is set to be a File appender using a PatternLayout.
log4j.appender.LOGFILE=org.apache.log4j.FileAppender
log4j.appender.LOGFILE.File=<install directory>/axisserver.log
log4j.appender.LOGFILE.Append=true
log4j.appender.LOGFILE.Threshold=DEBUG
log4j.appender.LOGFILE.layout=org.apache.log4j.PatternLayout
log4j.appender.LOGFILE.layout.ConversionPattern=%-4r [%t] %-5p %c %x - %m%n
```

- 2 Put the *log4j.properties* file into *%EAServer\_Home%\lib*.
- 3 Change to %EAServer\_Home%\bin and execute:

```
run-server -
Dorg.apache.commons.logging.Log=org.apache.commons.logging.impl.Log4JLogger
```

4 Write a class named "Hello":

```
package sayhello;

public class Hello {
  public String hello() {
     return "hello";
     }
}
```

- 5 Use Sybase Web Services Toolkit to deploy this class as a Web service and generate a client.
- 6 Run Hello\_ServiceTestClient.java.
- 7 Find the log file in <install\_directory>\aixsserver.log and view the contents which should look similar to:

```
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle -
loadBundle: Ignoring MissingResourceException: Can't find bundle for
base name org.apache.axis.resource, locale zh CN
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle
Created org.apache.axis.i18n.resource, linked to parent null
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle
getBundle(org.apache.axis,org.apache.axis.utils,resource,null,...)
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle -
loadBundle: Ignoring MissingResourceException: Can't find bundle for
base name org.apache.axis.utils.resource, locale zh CN
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle
loadBundle: Ignoring MissingResourceException: Can't find bundle for
base name org.apache.axis.resource, locale zh CN
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle - Root
package not found, cross link to org.apache.axis.il8n.resource
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle - Root
package not found, cross link to org.apache.axis.i18n.resource
953 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle
org.apache.axis.i18n.resource::handleGetObject(engineFactory)
1047 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle -
org.apache.axis.i18n.resource::handleGetObject(attachEnabled)
1063 [main] DEBUG org.apache.axis.i18n.ProjectResourceBundle -
org.apache.axis.i18n.resource::handleGetObject(oddDigits00)
```

### 7.8 Web Services Toolkit User's Guide

### 7.8.1 Chapter 9, "Using wstool and wstant"

(CR #464242) The Ant build example for the exposeComponent command is incorrect:

```
<wst_antTask command="exposeComponent"
entity="component:myPackage/myComponent"/>
```

#### The correct command is:

```
<wst_antTask command="exposeComponent"
entity="myPackage/myComponent"/>
```

# 8. Technical support

Each Sybase installation that has purchased a support contract has one or more designated people who are authorized to contact Sybase Technical Support. If you have any questions about this installation or if you need assistance during the installation process, ask the designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

### 9. Other sources of information

Use the Sybase Getting Started CD, the SyBooks<sup>TM</sup> CD, and the Sybase Product Manuals Web site to learn more about your product:

- The Getting Started CD contains release bulletins and installation guides in PDF format, and may also contain other documents or updated information not included on the SyBooks CD. It is included with your software. To read or print documents on the Getting Started CD, you need Adobe Acrobat Reader, which you can download at no charge from the Adobe Web site using a link provided on the CD.
- The SyBooks CD contains product manuals and is included with your software. The Eclipse-based SyBooks browser allows you to access the manuals in an easy-to-use, HTML-based format.
  - Some documentation may be provided in PDF format, which you can access through the PDF directory on the SyBooks CD. To read or print the PDF files, you need Adobe Acrobat Reader.
  - Refer to the *SyBooks Installation Guide* on the Getting Started CD, or the *README.txt* file on the SyBooks CD for instructions on installing and starting SyBooks.
- The Sybase Product Manuals Web site is an online version of the SyBooks
  CD that you can access using a standard Web browser. In addition to
  product manuals, you will find links to EBFs/Maintenance, Technical
  Documents, Case Management, Solved Cases, newsgroups, and the
  Sybase Developer Network.

To access the Sybase Product Manuals Web site, go to Product Manuals at http://www.sybase.com/support/manuals/.

### 9.1 Sybase certifications on the Web

Technical documentation at the Sybase Web site is updated frequently.

#### Finding the latest information on product certifications

- Point your Web browser to Technical Documents at http://www.sybase.com/support/techdocs/.
- 2 Click Certification Report.
- 3 In the Certification Report filter select a product, platform, and timeframe and then click Go.
- 4 Click a Certification Report title to display the report.

#### Finding the latest information on component certifications

- Point your Web browser to Availability and Certification Reports at http://certification.sybase.com/.
- 2 Either select the product family and product under Search by Base Product; or select the platform and product under Search by Platform.
- 3 Select Search to display the availability and certification report for the selection.

#### Creating a personalized view of the Sybase Web site (including support pages)

Set up a MySybase profile. MySybase is a free service that allows you to create a personalized view of Sybase Web pages.

- Point your Web browser to Technical Documents at http://www.sybase.com/support/techdocs/.
- 2 Click MySybase and create a MySybase profile.

### 9.2 Sybase EBFs and software maintenance

#### Finding the latest information on EBFs and software maintenance

Point your Web browser to the Sybase Support Page at http://www.sybase.com/support.

- 2 Select EBFs/Maintenance. If prompted, enter your MySybase user name and password.
- 3 Select a product.
- 4 Specify a time frame and click Go. A list of EBF/Maintenance releases is displayed.
  - Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as a Technical Support Contact. If you have not registered, but have valid information provided by your Sybase representative or through your support contract, click Edit Roles to add the "Technical Support Contact" role to your MySybase profile.
- 5 Click the Info icon to display the EBF/Maintenance report, or click the product description to download the software.

# 10. Accessibility features

This document is available in an HTML version that is specialized for accessibility. You can navigate the HTML with an adaptive technology such as a screen reader, or view it with a screen enlarger.

EAServer and the HTML documentation have been tested for compliance with U.S. government Section 508 Accessibility requirements. 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.

The online help for this product is also provided in HTML, which you can navigate using a screen reader.

For information on using EAServer without a mouse, see "Keyboard navigation" in Chapter 2, "Management Console Overview," in the EAServer System Administration Guide.

**Note** You might need to configure your accessibility tool for optimal use. Some screen readers pronounce text based on its case; for example, they pronounce ALL UPPERCASE TEXT as initials, and MixedCase Text as words. You might find it helpful to configure your tool to announce syntax conventions. Consult the documentation for your tool.

For information about how Sybase supports accessibility, see Sybase Accessibility at http://www.sybase.com/accessibility. The Sybase Accessibility site includes links to information on Section 508 and W3C standards.

For a Section 508 compliance statement for EAServer, go to Voluntary Product Assessments at http://www.sybase.com/detail\_list?id=52484, and click the link for EAServer.