

Release Bulletin Software Developer's Kit 15.5 for Microsoft 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 Software Developer's Kit (SDK) version 15.5, which is available on:

- Microsoft Windows x86 32-bit
- Microsoft Windows x86-64 64-bit

For the most current list of supported operating systems, see the Sybase platform certifications page at <http://certification.sybase.com/ucr/search.do>. For a list of platforms, compilers, and third-party products on which SDK is built and tested, see *New Features Open Server and SDK for Windows, Linux, UNIX, and Mac OS X*.

2.1 Product components

For a list of SDK components and the platforms on which these components are supported, see *Open Server and SDK New Features for Microsoft Windows, Linux, UNIX, and Mac OS X*.

Sybase has tested and certified these compilers and linkers for use with Open Client™:

- Microsoft C/C++ Optimizing Compiler 32-bit and 64-bit version 14.00.50727.42 or later
- Microsoft Executable Linker 32-bit and 64-bit version 8.00.50727.42 or later

2.2 Availability with 64-bit libraries

SDK version 15.5 is available in 64-bit versions, with these caveats:

- Embedded SQL™/COBOL is not available on Microsoft Windows x86-64 64-bit.
- Use the `-DSYB_LLP64` flag when compiling applications that use the 64-bit libraries.

2.3 Utilities

`bcp`, `isql`, `defncopy`, `cobpre`, and `cpre` are available on Microsoft Windows.

2.4 IPv6 support

Sybase SDK version 15.5 on Microsoft Windows platforms support IPv6.

This is a sample `sql.ini` entry:

```
[BARNARD_OS]
master=tcp,barnards.sybase.com,18200
query=tcp,barnards.sybase.com,18200
master=tcp,fd77:55d:59d9:165:203:baff:fe68:aa12,18200
query=tcp,fd77:55d:59d9:165:203:baff:fe68:aa12,18200
```

2.5 Sample files

You can find sample files in the SDK installation directory `%SYBASE%\%SYBASE_OCS%\sample`.

3. Special installation and configuration instructions

See the *Software Developer's Kit and Open Server Installation Guide* for your platform for instructions on how to install the software. For guidelines for installing SDK with other Sybase products on the same server, see "Guidelines for installing SDK with other Sybase products" on page 13.

Warning! If you install both SDK and Open Server™ in the same directory, Sybase recommends that you use the same version and ESD levels. Because SDK and Open Server share files, using different version and ESD levels can cause product failures.

For instructions on configuring your environment, see the *Open Client and Open Server Configuration Guide* for your platform.

For information about compiling and executing Open Client and Open Server applications, including the sample programs, see the *Open Client and Open Server Programmers Supplement* for your platform.

3.1 Installing EBFs

To ensure that your installation is the most current, Sybase strongly recommends that, after you install SDK version 15.5, you download and install the corresponding latest available EBF. You can download product updates from Sybase Downloads at <http://downloads.sybase.com>.

To verify that you are using the correct version of SDK, enter the following command to check the version string of the SDK library:

```
isql.exe -v
```

A sample SDK version string might be *Client-Library/15.5/P-EBF17930*. In this version string, 17930 identifies the Client-Library file and the other SDK files.

3.2 Installing SDK 15.5 on top of SDK 15.0

SDK version 15.5 is a shelf replacement for version 15.0. When you install SDK 15.5 into an existing SDK 15.0 directory, version 15.5 files overwrite the 15.0 files. Sybase recommends that you back up your SDK 15.0 directory before you install SDK 15.5.

3.3 Running InstallAnywhere and InstallShield Multiplatform installers

Some of the files generated by InstallAnywhere and InstallShield Multiplatform share the same file names. This becomes an issue when you use both InstallAnywhere and InstallShield technologies to install or uninstall products in the same installation directory, because files that are used by both installers are overwritten or removed without warning. Sybase recommends that you do not use InstallShield and InstallAnywhere to install to or uninstall from the same installation directory.

3.4 Running different versions of SDK on Windows

In a heterogeneous environment that uses applications built for different versions of SDK, you must explicitly set a path for each version at the Command Prompt window.

In the following example, applications using the 12.5.x products are installed in the *d:\ocs-1251* directory, and applications using the 15.5 products are installed in the *d:\ocs-150* directory:

- 1 To use SDK 12.5.x, open a Command Prompt window and set the SYBASE and SYBASE_OCS environment variables to the 12.5.x directory. For example:

```
set SYBASE=D:\ocs-1251
set SYBASE_OCS=OCS-12_5
```

- 2 In the same Command Prompt window, set the PATH environment variable to the 12.5.x directory.

- On Microsoft Windows x86 32-bit:

```
set PATH=%SYBASE%\%SYBASE_OCS%\bin;%SYBASE%\%SYBASE_OCS%\dll;
%SYBASE%\%SYBASE_OCS%\lib3p;%PATH%
```

- On Microsoft Windows x86-64 64-bit:

```
set PATH=%SYBASE%\%SYBASE_OCS%\bin;%SYBASE%\%SYBASE_OCS%\dll;
%SYBASE%\%SYBASE_OCS%\lib3p64;%SYBASE%\%SYBASE_OCS%\lib3p;%PATH%
```

- 3 To use SDK 15.5, open another Command Prompt window and set the SYBASE and SYBASE_OCS environment variables to the 15.5 directory. For example:

```
set SYBASE=D:\ocs-150
set SYBASE_OCS=OCS-15_0
```

- 4 In the same Command Prompt window, set the PATH environment variable. For example:

- On Microsoft Windows x86 32-bit:

```
set PATH=%SYBASE%\%SYBASE_OCS%\bin;%SYBASE%\%SYBASE_OCS%\dll;  
%SYBASE%\%SYBASE_OCS%\lib3p;%PATH%
```

- On Microsoft Windows x86-64 64-bit:

```
set PATH=%SYBASE%\%SYBASE_OCS%\bin;%SYBASE%\%SYBASE_OCS%\dll;  
%SYBASE%\%SYBASE_OCS%\lib3p64;%SYBASE%\%SYBASE_OCS%\lib3p;%PATH%
```

Although you must install different versions in separate directories, you can maintain a single *sql.ini* file by explicitly passing the address file name to each application, for example:

```
isql -P -Usa -Sconnect50 -ID:\ocs-150\ini\sql.ini
```

4. Changed functionality in this version

Changed functionality for Sybase SDK 15.5 is described in the *Open Server and SDK New Features for Microsoft Windows, Linux, UNIX, and Mac OS X*.

5. Known problems

This section describes all of the known issues that exist in this version.

5.1 SDK requires components of Microsoft Visual C++ libraries

[CR #555455] SDK requires components of Microsoft Visual C++ libraries.

Workaround: To use SDK on Microsoft Windows, perform one of the following:

- Install Microsoft Visual C++ 2005.
- Download and install the Microsoft Visual C++ 2005 Redistributable Package:
 - Download the package for Microsoft Windows x86 32-bit at <http://www.microsoft.com/downloads/details.aspx?familyid=32BC1BEE-A3F9-4C13-9C99-220B62A191EE&displaylang=en>.
 - Download the package for Microsoft Windows x86-64 64-bit at <http://www.microsoft.com/downloads/details.aspx?FamilyID=90548130-4468-4BBC-9673-D6ACABD5D13B&displaylang=en>.

5.2 Adaptive Server Enterprise ODBC Driver issues

This section describes the known problems and workarounds, if any, for Adaptive Server® Enterprise ODBC Driver.

5.2.1 Unsupported ODBC features

Adaptive Server ODBC Driver version 15.5 does not support the Kerberos network traffic encryption.

5.2.2 Limitations when used with Adaptive Server 12.0.x

The following are limitations of Adaptive Server ODBC Driver when used with Adaptive Server version 12.0.x:

- You cannot use server-side cursors that are invoked when UseCursor property is set to 1. The workaround is to ensure that UseCursor is set to 0.
- You cannot use Prepared statements that are invoked when DynamicPrepare connection property is set to 1. The workaround is to ensure that DynamicPrepare is set to 0.
- You cannot use output and input/output parameters on a stored procedure call.
- The SQLProcedureColumns method does not return complete column type information.
- Limited descriptor types are supported in the SQLColAttribute function.

Workaround: Upgrade to the current version of Adaptive Server.

5.2.3 Behavior change when *datetime* parameter is out of range

When you use Adaptive Server ODBC Driver 15.0 or earlier, or connect to Adaptive Server version 15.0.x or earlier, and the application binds a datetime parameter to an invalid datetime range, such as 01-01-0001, the Adaptive Server ODBC Driver returns error 30122, Invalid datetime field. Year is out of range.

For an Adaptive Server ODBC Driver 15.5 that is connected to Adaptive Server 15.5, this behavior has changed. In the 15.5 versions, Adaptive Server ODBC Driver sends the date to Adaptive Server, and Adaptive Server returns an error. The error code returned is 247, Arithmetic overflow during implicit conversion of BIGDATETIME value 'Jan 1 0001 12:00AM' to a DATETIME field, or something similar.

5.3 Adaptive Server OLE DB Provider issues

This section describes the known problems and workaround, if any, for Adaptive Server OLE DB Provider.

5.3.1 Unsupported OLE DB features

Adaptive Server OLE DB Provider 15.5 does not support:

- Returning OLE DB Error objects (ISupportErrorInfo).
- DBPROP_INIT_PROMPT property; user is not prompted for missing connection information.
- IPersist objects to read or write data source, and commands to a storage object.
- Kerberos encryption of network traffic.

5.3.2 Limitations when used with Adaptive Server 12.0.x

The following are limitations of Adaptive Server OLE DB Provider when used with Adaptive Server version 12.0.x:

- You cannot use Server-side cursors that are invoked when UseCursor property is set to 1. The workaround is set UseCursor to 0.
- You cannot use Prepared statements that are invoked when DynamicPrepare connection property is set to 1. The workaround is to set DynamicPrepare to 0.
- You cannot use output and input/output parameters on a stored procedure call.
- Schema information available in the schema row sets obtained from IDBSchemaRowset::GetRowset is limited.

Workaround: Upgrade to the current version of Adaptive Server.

5.3.3 Behavior change when datetime parameter is out of range

Previously, when you use Adaptive Server OLE DB Provider 15.0 or earlier, or connect to Adaptive Server version 15.0.x or earlier, and the application binds a datetime parameter to an invalid datetime range, such as 01-01-0001, the Adaptive Server OLE DB Provider returns error 30122, Invalid datetime field. Year is out of range.

For an Adaptive Server OLE DB Provider 15.5 that is connected to Adaptive Server 15.5, this behavior has changed. In the 15.5 versions, Adaptive Server OLE DB Provider sends the date to Adaptive Server, and Adaptive Server returns an error. The error code returned is 247, *Arithmetic overflow during implicit conversion of BIGDATETIME value 'Jan 1 0001 12:00AM' to a DATETIME field, or something similar.*

5.4 Adaptive Server ADO.NET Data Provider issues

This section describes the known problems and workarounds, if any, for Adaptive Server ADO.NET Data Provider versions 1.155 and 2.155.

5.4.1 Applications that reference *Sybase.AdoNet2.AseClient.dll* need to be recompiled

[CR #596504] Using the supplied policy to upgrade to Adaptive Server ADO.NET Data Provider 2.155 is not sufficient if your applications have been built using a reference to *Sybase.AdoNet2.AseClient.dll*.

Workaround: Recompile applications that have been built using a reference to *Sybase.AdoNet2.AseClient.dll*. A recompile is not needed if the application uses the ADO.NET 2.0 Provider Factory.

5.4.2 Limitations when used with Adaptive Server 12.0.x

The following are limitations of Adaptive Server ADO.NET Data Provider when used with Adaptive Server version 12.0.x:

- You cannot use Server-side cursors that are invoked when *UseCursor* property is set to true. *Workaround:* set *UseCursor* to false.
- You cannot use Prepared statements that are invoked when *prepare* method on the *AseCommand* class is called. *Workaround:* do not call *prepare* method on the *AseCommand* class.
- You cannot use output and input/output parameters on a stored procedure call.
- *GetSchemaTable* returns incomplete result set column data.
- You cannot use *AseCommandBuilder* class.

Workaround: Upgrade to the current version of Adaptive Server.

5.4.3 Limitation on precision for decimal and numeric datatypes

The Adaptive Server ADO.NET Data Provider currently supports a maximum precision of 26 numbers for a decimal type. The underlying .NET structure and the corresponding Adaptive Server datatypes can handle a higher precision, and attempting to use a precision higher than 26 results in an exception. The Adaptive Server datatypes affected by this limitation are decimal and numeric.

5.4.4 Change in behavior when datetime parameter is out of range

Previously, when you use Adaptive Server ADO.NET Data Provider 1.15 or earlier, or connect to Adaptive Server version 15.0.x or earlier, and the application binds a datetime parameter to an invalid datetime range, such as 01-01-0001, the Adaptive Server ADO.NET Data Provider returns error 30122, `Invalid datetime field. Year is out of range.`

For Adaptive Server ADO.NET Data Provider 2.155 that is connected to Adaptive Server 15.5, this behavior has changed. In this case, Adaptive Server ADO.NET Data Provider sends the date to Adaptive Server, and Adaptive Server returns an error. The error code returned is 247, `Arithmetic overflow during implicit conversion of BIGDATETIME value 'Jan 1 0001 12:00AM' to a DATETIME field, or something similar.`

5.5 Installer issues

This section describes the known problems you might encounter when installing SDK.

5.5.1 Installer cannot create installer directory on Microsoft Windows 2008

[CR #595614] On Microsoft Windows 2008, the installer can create the SDK installation directory only when you are logged in as an administrator, even if your role has permission to create directories.

Workaround: Create the installation directory before running the installer.

5.5.2 Uninstallation process stops responding

[CR #595573] The uninstallation program stops responding when you select Delete from the Delete User Files screen and then click Previous from the Uninstall Complete screen. Delete User Files and Uninstall Complete are the last two screens shown in the uninstallation program.

Workaround: Do not return to the Delete User Files screen after you have selected Delete.

5.5.3 Installer fails on Microsoft Windows Vista and Windows 2008 x86-64 64-bit

[CR #593389] The installer fails on Microsoft Windows Vista and Windows 2008 on x86-64 64-bit because the installer cannot set up the environment variables.

Workaround: In Windows Explorer, right-click setup.exe or setupConsole.exe, and select Properties. On the Compatibility tab, select the Windows Vista compatibility mode.

5.5.4 Cannot navigate the Choose Product Features window with a keyboard

[CR #590282] You cannot use the Tab and arrow keys to navigate the Choose Product Features window of the installation or uninstallation program.

Workaround: Use the mouse to click the Choose Product Features window. This sets the focus on the window and you will be able to use your keyboard.

5.5.5 Console mode incorrectly displays western character sets

[CR #588179] When installing in console mode, some western characters display incorrectly.

Workaround: Before you install SDK:

- 1 Open a Command Prompt window.
- 2 Run `chcp 1252` to change the code page to 1252.
- 3 Right-click the Command Prompt window title and select Properties. In the Font tab, select "Lucida Console" and click Ok.
- 4 Use the same Command Prompt window to run the installer in console mode.

5.5.6 Feature names are not validated when installing in silent mode

[CR #583979] The installer does not validate feature names specified in the response file when you install in silent mode.

Workaround: Ensure that the specified feature names are correct.

6. Product compatibility and interoperability

This section contains information about products that are compatible with SDK 15.5. For a list of platforms, compilers, and third-party products SDK is built and tested on, see the *New Features Open Server and SDK for Windows, Linux, UNIX, and Mac OS X*.

6.1 Interoperability matrix

Table 1 shows the interoperability matrix of SDK, Open Server, Adaptive Server, and Replication Server® that are installed on the same machine. For specific platform information, refer to the respective product certification reports.

Although two or more products can be interoperable, remember that new features introduced in a newer version of a product may not be supported with older versions of the same or other products.

Table 1: Interoperability matrix

SDK 15.5	Open Server			Adaptive Server			Replication Server				
	15.5	15.0	12.5.1	15.5	15.0.x	12.5.x	15.5	15.2	15.1	15.0.1	12.6
Apple Mac OS X Intel	n/a	n/a	n/a	n/a	n/a	x	n/a	n/a	n/a	n/a	x
HP HP-UX PA-RISC 32-bit	x	x	x	n/a	n/a	x	n/a	n/a	x	x	x
HP HP-UX PA-RISC 64-bit	x	x	x	x	x	x	n/a	n/a	n/a	n/a	n/a
HP HP-UX Itanium 32-bit	x	x	x	n/a	n/a	n/a	n/a	n/a	n/a	x	x
HP HP-UX Itanium 64-bit	x	x	x	x	x	x	x	x	x	n/a	n/a
IBM AIX POWER 32-bit	x	x	x	n/a	n/a	x	n/a	x	x	x	x
IBM AIX POWER 64-bit	x	x	x	x	x	x	x	n/a	n/a	n/a	n/a
Linux x86 32-bit	x	x	x	x	x	x	x	x	x	x	x
Linux x86-64 64-bit	x	x	x	x	x	x	x	n/a	n/a	n/a	n/a
Linux POWER 32-bit	x	x	x	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

SDK 15.5	Open Server			Adaptive Server			Replication Server				
	15.5	15.0	12.5.1	15.5	15.0.x	12.5.x	15.5	15.2	15.1	15.0.1	12.6
Linux POWER 64-bit	x	x	x	x	x	x	x	x	x	n/a	n/a
Sun Solaris SPARC 32-bit	x	x	x	x	x	x	n/a	x	x	x	x
Sun Solaris SPARC 64-bit	x	x	x	x	x	x	x	n/a	n/a	n/a	n/a
Sun Solaris x86-64 32-bit	x	x	x	n/a	n/a	x	n/a	x	x	n/a	x
Sun Solaris x86-64 64-bit	x	x	x	x	x	x	x	n/a	n/a	n/a	n/a
Microsoft Windows x86 32-bit	x	x	x	x	x	x	x	x	x	x	x
Microsoft Windows x86-64 64-bit	x	x	x	x	x	n/a	x	n/a	n/a	n/a	n/a

LEGEND: x = interoperable; n/a = product not available or does not work with SDK on that platform.

Note The SDK interoperability information shown in Table 1 is relevant only if the interoperable products are installed in different %SYBASE% directories. See “Running different versions of SDK on Windows” on page 5.

6.1.1 Guidelines for installing SDK with other Sybase products

Follow these guidelines if you are installing SDK on the same machine with other Sybase products:

- On Microsoft Windows, installing SDK 15.5 on the same machine as Adaptive Server 15.0.x could cause Adaptive Server to fail to start. To configure this configuration, either upgrade Adaptive Server to 15.5, or follow the directions in the *Software Developers Kit and Open Server Installation Guide for Microsoft Windows*.
- On Microsoft Windows, use .bat files to ensure that each product is started using the correct SDK version and environment variables.

6.2 SDK and Open Server compatibility

For SDK and Open Server compatibility, the header files included in an application must be the same version level as the library with which the application is linked.

6.3 DB-Library compatibility with Client-Library

DB-Library™ compatibility issues include:

- Support for new features in Open Client or Adaptive Server have been made primarily to the Client-Library API. This includes support for LDAP, SSL, high availability failover, bulk-copies into DOL tables, and so on. For this reason, Sybase strongly recommends that you create all new applications using the Client-Library API. You may also need to migrate, to Client-Library, older applications written in DB-Library that can be run against Adaptive Servers that offer newer technology.
- Support for new features are not added to the DB-Library.
- Although DB-Library and Client-Library calls can exist in the same application, Sybase does not test or certify combining the two different APIs. If you must use the two APIs together, make sure the libraries are not only at the same major release level but also at the same ESD level.

For help on converting a DB-Library application to a Client-Library application, see the *Open Client Client-Library Migration Guide*.

7. Programming issues

This section describes programming issues relevant to Open Client and Embedded SQL.

7.1 General issues

This section describes programming issues for all Open Client products.

7.1.1 Upgrading to a new version

For dynamically linked Open Client applications (dblib, ctlib, and esql), recompile and relink with the SDK libraries that now include “syb” in the library names.

Note If you have made any changes to the application files, you must recompile.

Ensure that the runtime libraries are for the same major release as the version used to build the application.

7.1.2 System path restriction

Do not create a system path larger than 1K.

7.2 Client-Library issues

This section describes programming issues of Client-Library.

7.2.1 Asynchronous operations

To properly exit Client-Library, wait until all asynchronous operations are complete, then call `ct_exit`. If an asynchronous operation is in progress when `ct_exit` is called, the routine returns `CS_FAIL` and does not exit Client-Library properly, even when `CS_FORCE_EXIT` is used.

Client-Library fully supports asynchronous operations on Windows 2000. See “Asynchronous Programming” in the *Open Client Client-Library/C Reference Manual*.

7.2.2 Registered procedure notifications

The `CS_ASYNC_NOTIFS` connection property controls how a Client-Library application receives registered procedure notifications from an Open Server application.

Currently, the Open Server application sends a notification to the client as one or more Tabular Data Stream™ (TDS) packets. However, the client application does not learn of the notification until Client-Library reads the notification packets from the connection and invokes the application’s notification callback.

To trigger the application's notification callback on a connection that is otherwise idle, set `CS_ASYNC_NOTIFS` to `CS_TRUE` for `ct_poll`. In other words, unless the application is actively sending commands and reading results on the connection, it does not receive notifications when `CS_ASYNC_NOTIFS` is `CS_FALSE` (the default).

7.3 Embedded SQL issues

This section describes programming issues specific to:

- Embedded SQL/C version 15.0 and later.
- Embedded SQL/COBOL version 15.0 and later.

For a list of platforms on which Embedded SQL/C and Embedded SQL/COBOL are available, see *New Features Open Server and SDK for Windows, Linux, UNIX, and Mac OS X*.

7.3.1 Sharing Embedded SQL/C objects among multiple threads

By default, Embedded SQL/C connections, cursors, and dynamic statements cannot be shared by multiple threads. The namespace for each of these object types is limited to the currently executing thread; one thread cannot refer to objects that were created by another thread. Objects can be shared by setting the macro `CONNECTIONS_ARE_SHARED_ACROSS_THREADS` to 1 by using the `-D` compiler option when compiling the *sybsql.c* module.

Warning! If Embedded SQL/C objects are shared by multiple threads, the application programmer must add thread serialization code to ensure that objects associated with a single connection are not used simultaneously by multiple threads.

Normally, dynamic descriptors can be shared by multiple threads. To give each thread its own namespace for dynamic descriptors, when compiling the *sybsql.c* module, use the `-D` compiler option to set the macro `DESCRIPTOR_SCOPE_IS_THREAD` to 1.

7.3.2 Precompiler `-p` option

Applications that rely on inserting empty strings instead of NULL strings when the host string variable is empty does not work if the `-p` option is turned on. The persistent bind implementation prevents Embedded SQL from circumventing Client-Library protocol (which inserts NULL strings).

7.3.3 Error or warning prevents with *select into* statements

You can retrieve multiple rows with a single *select into* statement by using arrays as output host variables. If no errors or warnings occur, all selected rows are returned up to the limit of the length of the arrays. However, if a truncation, conversion warning, or error occurs, rows are returned only up to and including the row where the error or warning occurred. To ensure receiving all rows, use a cursor and continue fetching until there are no more rows.

7.3.4 Embedded SQL/C sample programs

When you enter an incorrect password, sample programs *example1.pc* and *example2.pc* generate incorrect error numbers. You can ignore these numbers.

7.3.5 Embedded SQL/COBOL sample programs

The shared library path for compiling the sample programs must include *%COBDIR%\lib* and *%SYBASE%\%SYBASE_OCS%\lib*. The path must also include *%COBDIR%\bin* and *%SYBASE%\bin*.

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™ 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

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

❖ Finding the latest information on component certifications

- 1 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.

- 1 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**

- 1 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.

SDK documentation has 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.

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.