Release Bulletin
Replication Agent™ 15.2
for Linux, Microsoft Windows, and UNIX

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

Replication Agent extends the capabilities of Replication Server® by allowing non-Sybase database servers to act as primary data servers in a replication system based on Sybase replication technology.

2.1 Platforms and operating systems

Replication Agent 15.2 software requires one of the platforms and operating system versions listed in Table 1.

Note Future versions of Replication Agent will phase out support for 32-bit platforms.

Table 1: Platform and operating system requirements

Platform	Operating system version
HP-UX Itanium[a]	HP-UX 11.31 (64-bit only)
IBM RISC System/6000[a]	IBM AIX 5.3, 6.1 (64-bit only)
Linux/Intel[a]	Linux x86 and x64[b]: • Red Hat Enterprise Linux 4.4: Kernel version 2.6.9-42.EL • Red Hat Enterprise Linux 5.1: Kernel version 2.6.18-8.e15 • SuSE Linux Enterprise Server 10: Kernel version 2.6.16.21-0.8

Platform	Operating system version
Microsoft Windows	Windows x86 and x64[b]: • Windows Server 2003 • Windows Server 2008 • Windows Server XP Professional • Windows Server Vista 6.0.6000
Sun Solaris (SPARC)[a]	Sun Solaris 9, 10 (64-bit only)

a. Replication Agent for Microsoft SQL Server is not supported on any UNIX or Linux platforms. It is supported only on Microsoft Windows.
b. Replication Agent binary is 32-bit word size that runs on both the 32-bit and 64-bit platforms.

Note Before you install the Replication Agent 15.2 software, you must install the most recent operating system patches recommended by your operating system vendor for Java 6.0 support. For more information, see "Operating system patch requirements" on page 4.

Table 2 lists the minimum physical memory, storage, and media device requirements on the Replication Agent host machine. Your Replication Agent configuration may require more memory and disk space than the minimums listed in Table 2.

Table 2: Memory, disk space, and media device requirements

Memory	Disk space	Media device
512MB RAM	300MB hard disk	CD drive

2.2 Compatible products

Table 3 lists the database server versions supported by Replication Agent 15.2.

Table 3: Databases compatible with Replication Agent

Database	Versions
IBM DB2 Universal Database	Enterprise Edition 8.2.2, 9.1, 9.5[c]
Oracle Server	10g (10.1, 10.2), 11g (11.1)
Microsoft SQL Server	2005

c. Replication Agent support for UDB 9.5 is limited to only the same features that Replication Agent supports for UDB 9.1. Replication Agent does not support the following features added in UDB 9.5: large identifiers, DECFLOAT datatype, and XML datatype.

Replication Agent requires a JDBC 3.0-compliant driver for the primary data server. Table 4 lists the JDBC driver versions required to support connectivity between Replication Agent 15.2 and the primary data server.

Table 4: Drivers compatible with Replication Agent

Driver	Versions
DB2 Universal Database Administration Client	8.2, 9.1 (64-bit on all UNIX platforms; 32-bit on Linux and Windows platforms)
Oracle JDBC driver	10.2 or 11.1 for JDK 1.4 and 1.5
Microsoft SQL Server JDBC driver	1.2

Replication Agent 15.2 is compatible with the Sybase products listed in Table 5.

Table 5: Replication Agent 15.2 compatibility

Sybase product	Version
Replication Server	15.0.x, 15.1, 15.2
ECDA Option for Oracle	15.0 ESD #3 and later
ECDA Option for ODBC	15.0 ESD #3 and later
Sybase Software Asset Management (SySAM)	2

3. Special installation instructions

This section documents installation issues that are not covered in the *Replication Agent Installation Guide*.

3.1 Operating system patch requirements

Replication Agent 15.2 is compatible with several Microsoft Windows and several UNIX operating systems. See "Product summary" on page 2 for more information on operating system versions supported by Replication Agent 15.2.

There might be Java-related patches for the Solaris, HP-UX, and AIX operating systems that you should install before installing Replication Agent. The following sections describe how to find any operating system patches that might be required for Replication Agent 15.2.

Note See the Web site for your operating system to verify that the patches for your database server are current.

3.1.1 HP-UX

See the list of HP-UX patches for HP Itanium at
http://docs.hp.com/en/HPUXJAVAPATCHES/index.html

3.1.2 Solaris

See the list of Solaris SPARC patches at
http://java.sun.com/javase/downloads/index.jsp

3.1.3 IBM AIX

See the list of AIX patches at
http://www.ibm.com/developerworks/java/jdk/aix/service.html

4. Special upgrade instructions

If you are using earlier versions of Replication Agent, you can upgrade to
Replication Agent 15.2 by following the upgrade instructions in Appendix A
of the *Replication Agent Primary Database Guide*.

5. Known issues

This section describes known issues in Replication Agent 15.2 at the time of
release. Most issues are identified with Change Request (CR) numbers to
which you can refer when contacting Sybase Technical Support. Workarounds
are provided where available.

The following issues are grouped by the database targets that they affect:

• Known issues for all database targets

• Known issues for Microsoft SQL Server and Oracle

• Known issues for Microsoft SQL Server

• Known issues for Oracle

• Known issues for IBM DB2 UDB

5.1 Known issues for all database targets

This section describes known issues in Replication Agent 15.2 that are not
specific to a particular environment or data server type.

5.1.1 IBM AIX licensing

[CR #570705] Starting with Replication Agent 15.2 on IBM AIX, there is a change to the process of how Replication Agent determines the number of CPUs available to it. Customers running Replication Agent on IBM AIX with logical partitions may find that the number of CPUs reported has changed with 15.2. This happens because Replication Agent now counts the total number of CPUs available to the partition. This may result in the product failing to start up.

Currently, Sybase Replication Agent does not support sub-capacity licensing for IBM LPAR. If you believe that you may encounter this issue, please contact Sybase Customer Support to raise a support incident.

5.1.2 Objects in encrypted tablespace are not supported

[CR #552991] Sybase does not support replication from objects (tables and columns) stored in an encrypted tablespace.

Workaround: None.

5.1.3 Incorrect LTL generated

[CR# 523673] Incorrect LTL may be generated in a partition schema for an update transaction that affects the primary-key column of a table referenced by the cascading foreign-key column of another table.

For example, two tables are created, one with a primary-key column referenced by the foreign-key column of the other table. This causes updates to cascade to the primary-key column of the first table:

```
create table table1 (

id int constraint PK_1 PRIMARY KEY CLUSTERED WITH
FILLFACTOR=90 on myRangePS1(id),

        value1 varchar(8) null);

create table table2 (

id int constraint FK_1 FOREIGN KEY REFERENCES table1(id)
ON UPDATE CASCADE,

        value1 varchar(8) null);
```

Data is inserted into both tables:

```
insert into table1 values(3,'aaa');

insert into table2 values(3,'aaa');
```

The primary-key column of the first table is subsequently updated:

```
update table1 set id =4
```

The resulting update transaction results in the following logged commands:

```
LOP_BEGIN_XACT NULL

LOP_BEGIN_UPDATE NULL

LOP_DELETE_ROWS dbo.table1.PK_1

LOP_INSERT_ROWS dbo.table1.PK_1

LOP_DELETE_ROWS dbo.table2

LOP_INSERT_ROWS dbo.table2

LOP_END_UPDATE NULL

LOP_COMMIT_XACT NULL
```

The LTL generated for this transaction does not identify that the delete operations are grouped with insert operations as part of an overall update operation. Consequently, Replication Server is suspended.

Workaround: None.

5.1.4 Error while loading shared libraries when running on Red Hat Linux 5.0

You may be unable to start Replication Agent due to this error message:

```
Error while loading shared libraries.
```

Workaround: Check the system configuration and change the firewall configuration from enforcing to permissive. You must have root or sudo permission to make this change.

5.2 Known issues for Microsoft SQL Server and Oracle

This section describes known issues in Replication Agent 15.2 that are specific to Microsoft SQL Server and Oracle.

5.2.1 *rs_create_repdef* assumes configuration *pdb_convert_datetime* is *false*

[CR# 488347] Command rs_create_repdef creates a replication definition and, for date columns, the replication definition created has a column datatype defined that assumes Replication Agent configuration pdb_convert_datetime is set to false. If pdb_convert_datetime is set to true, the format of the date value does not match the format expected by Replication Server.

Workaround: Change the pdb_convert_datetime configuration to false, or manually create replication definitions (in other words, do not use rs_create_repdef).

5.2.2 *pdb_setrepddl enable* fails when *use_rssd* is set to *false*

[CR# 404985] If you are using a database replication definition and the use_rssd parameter is set to false, the pdb_setrepddl enable command fails.

Workaround: Set use_rssd parameter to true.

5.3 Known issues for Microsoft SQL Server

This section describes known issues in Replication Agent 15.2 that are specific to Microsoft SQL Server.

5.3.1 *varchar(max)*, *nvarchar(max)* and *varbinary(max)* can only be replicated to Microsoft SQL Server

[CR #570505, CR #570511] varchar(max), nvarchar(max) and varbinary(max) datatypes cannot be replicated to databases other than Microsoft SQL Server.

Workaround: None.

5.3.2 Applying a service patch may remove server xlog objects

[CR #568982] Applying a service patch may cause the server xlog objects created in the Microsoft system resource database to be removed.

Workaround: Please contact Sybase Technical Support.

5.3.3 Applying a service patch may fail

[CR #569585, CR #569586] Applying a Microsoft SQL Server service patch may fail and may cause the truncation point in the primary database to be removed.

Workaround: Refer to the Documentation updates and clarification, section 6, in this Release Bulletin, subsection 6.2.1, "Applying Microsoft SQL Server patches."

5.3.4 *pdb_xlog init* fails when Microsoft SQL Server 2005 is upgraded to the developer version

[CR #539151] pdb_xlog init fails when a SQL Server instance is upgraded from Microsoft SQL Server 2005 standard version to the developer version. This is a limitation of Microsoft SQL Server itself: during SQL Server upgrading, the "Agent XPs" component is turned off, which prevents pdb_xlog init from succeeding.

Workaround: None.

5.3.5 Microsoft SQL Server log error prevents LTL processing

[CR #493242] The partial update of datatype varchar (max) or varbinary (max) with off-row storage cannot be replicated correctly, due to a Microsoft SQL Server logging error. The LTL will not process the partial update.

Workaround: None.

5.3.6 Replication Agent instance fails to start after upgrading a version 15.0 on a UNIX platform to a Windows platform

[CR# 490356] After upgrading a Replication Agent instance from a version 15.0 on a UNIX platform to a Windows platform, the Replication Agent 15.2 instance fails to start, and displays this error:

```
Error setting logging directory for instance XXX
because: <Log directory <YYY> does not exist>.
```

Workaround: After upgrading the Replication Agent instance, edit the Replication Agent 15.2 instance configuration file, and modify the value of the log_directory parameter to point to the correct path of the Replication Agent instance log directory. By default, the log directory resides under the Replication Agent 15.2 instance directory. For example:

Before:

```
log_directory=/opt/Sybase/RAX-15_0/myra/log
```

After:

```
log_directory=c\:\\sybase\\RAX-15_2\\myra\\log
```

Note On Microsoft Windows, be sure to include double backslashes as shown in the example.

5.4 Known issues for Oracle

This section describes known issues in Replication Agent 15.2 that are specific to Oracle.

5.4.1 ROWID relationship in the primary and replicate or standby database

[CR #565698] When Sybase identifies support for replicating the ROWID datatype, the value replicated always represents the value that was stored in the table in the primary database and has no relationship to the ROWID values in the standby or replicate database. There is no attempt to convert or adjust that value to match the replicate or standby database.

Workaround: None.

5.4.2 Cannot identify a partitioned table defined in encrypted tablespace

[CR #565564] When trying to mark a table with a partition defined in an encrypted tablespace, Replication Agent cannot identify this type of table and so does not allow it to be marked using the pdb_setreptable mark command.

Workaround: None.

5.4.3 Replication Agent does not support LOB in ETS and SecureFiles

[CR #564730] Replication Agent does not support LOBs in Encrypted Table Space (ETS) or defined as SecureFiles, and, if you attempt to mark an encrypted table for replication, the command fails. If you alter an existing table and change it to ETS or SecureFiles, Replication Agent does not detect it.

Workaround: None.

5.4.4 Replication Agent does not recognize non-encrypted tables that follow encrypted tables

[CR #563463] If the first table modified by a transaction is stored in an encrypted tablespace and subsequent table modifications for the same transaction occur against non-encrypted tables, the Replication Agent neither recognizes nor replicates the subsequent non-encrypted operations.

This is an issue only when the *first* operation is for an encrypted table. If the operation against the encrypted table is not the first, only the encrypted operation is ignored. All prior and subsequent non-encrypted operations are processed.

Workaround: None.

5.4.5 Replication Agent fails with an error during table redefinition

[CR #563430] In Oracle 11g, during table redefinition, Replication Agent goes to *ADMIN* state with an IteratorException error. In Oracle 10g, after a table redefinition, all DML commands against the source table fails to replicate to the replicate site, as Replication Agent sends an incorrect table name in LTL, which causes the DSI to go down.

Workaround: None.

5.4.6 Replication Server and Replication Agent do not update metadata when a schema changes

[CR #545932] The Replication Agent caches a copy of the table-level replication definition that it reads from Replication Server so does not know when a replication definition has been changed in Replication Server.

Workaround: If you have changed a table-level replication definition in Replication Server, suspend and resume replication in the Replication Agent, to ensure that the Replication Agent clears and refreshes its cache.

5.4.7 *pdb_setreptable* may fail for a table that contains a column with a new UDD object type

[CR# 405269] The pdb_setreptable command may fail for a table that contains a column with a UDD object type that has been created after initialization and before resuming replication.

Workaround: Resume replication, wait, and mark the table again.

5.4.8 *create table DDL* has limited support for UDD object types

[CR# 405207] User-defined datatype (UDD) object types with nested object types are not supported for create table DDL commands.

Workaround: Reinitialize the Replication Agent.

5.4.9 *alter type* data definition language (DDL) command has limited support

[CR# 405206] During replication of the alter type command, the type change does not propagate to the dependents of the type.

Workaround: Reinitialize the Replication Agent.

5.4.10 Disabling the *recyclebin* in Oracle 10.1

The Oracle "recyclebin" configuration property was not added until Oracle 10.2 and is available in Oracle 11g. To disable the recycle bin in Oracle 10.1, set the Oracle hidden property:

```
ALTER SYSTEM SET "_recyclebin"=FALSE SCOPE = BOTH;
```

5.5 Known issues for IBM DB2 UDB

This section describes known issues in Replication Agent 15.2 that are specific to IBM DB2 UDB.

5.5.1 Data loss when marking and inserting data in a a table before resuming replication

[CR #569831] If you mark a table for replication, insert data into the table, and then resume replication, the data will not be replicated if the LTM Locators for Replication Agent and Replication Server are zero (as they would be at the beginning of replication). This problem occurs because when both LTM Locators are zero, resuming replication repositions the Log Reader component at the end of the log, skipping over any previous transactions.

Workaround: To avoid this problem when the LTM Locators for Replication Agent and Replication Server are zero, mark the table for replication after you have issued the resume command.

5.5.2 Replication Agent does not support features introduced in UDB 9.5

Replication Agent does not support large identifiers, DECFLOAT datatype, or XML datatype, and, if you attempt to mark a table for replication that uses any of these features, the command fails.

5.5.3 Error occurs if the library path contains two colons

For HP, if the SHLIB_PATH contains two colons (::) with no intervening directory, when you resume the Replication Agent, you see this error message:

```
java.lang.NoClassDefFoundError
```

Workaround: Add a line to the *$SYBASE/RAX-15_2/bin/ra.sh* script to source your UDB instance's *db2profile* (which does not have the same problem as the *db2cshrc*). For example, if your UDB instance directory is "/home/db2inst1", edit your Replication Agent script by adding the one (bold) line as follows:

```
elif [ $os = HP-UX ]
then
  . /home/db2inst1/sqllib/db2profile
  SRVR=-server
  SHLIB_PATH=$ASA_LIB:$RAX_DIR/lib/hpux:$SHLIB_PATH
  export SHLIB_PATH
```

6. Documentation updates and clarifications

This section describes changes made to the Replication Agent documentation.

6.1 Replication Agent Primary Database Guide

6.1.1 Replicating CLOB and NCLOB datatypes

[CR #568178] Add the following to the *Replication Agent Primary Database Guide*, Chapter 2, "Replication Agent for Oracle," immediately following the section titled "Oracle large object (LOB) support."

Oracle NCLOB (National Character Large Object) is a datatype that stores large character data using a multibyte national character set. Similarly, the CLOB datatype may also store character data using a multi-byte national character set, when the Oracle database is defined with a double-byte or variable-width character set.

By default, the byte order of the multi-byte characters stored in the NCLOB datatype (and CLOB when the database is defined with a double-byte or variable-width character set) is converted during replication to big-endian byte order. This allows the data to be transmitted over networks using big-endian order, which is the common network byte order.

The datatype in a replication definition for an NCLOB or CLOB should be unitext. This prevents Replication Server from attempting character set conversion on the data. If the Replication Server version does not support unitext (Replication Server version 12.6 and earlier) use the image datatype.

If the target database that is to receive this NCLOB or CLOB data is installed on a little-endian platform, the database may not automatically convert the replicated data from the sent big-endian order to the little-endian order. To support replicating NCLOB or CLOB data to a database server that does not provide the necessary conversion from big-endian (network order) to little-endian, force the byte order to be sent by the Replication Agent using the lr_ntext_byte_order parameter by specifying a value of big (for big-endian) or little (for little-endian).

The lr_ntext_byte_order parameter is available for Microsoft SQL Server and Oracle, and is important for replication between two databases that reside on different platforms. For example, for replication between Oracle and Microsoft SQL Server, the primary database stores the data in big-endian byte order, but the replicate database stores data in little-endian byte order because Microsoft SQL Server only runs on Windows. Therefore, set the lr_ntext_byte_order parameter to little to force the Replication Agent to convert the data to little-endian (the format expected by SQL Server). However, if the replicate database is not a Microsoft SQL Server, determine its byte order and set the lr_ntext_byte_order parameter accordingly.

When replication occurs between Oracle and Oracle using CLOB data (and the primary database is defined with a double-byte or variable-width character set), the CLOB data will contain multi-byte national character sets and is replicated. For ECDA for Oracle to correctly apply this data, set the ECDA configuration property rep_unitext to "1". This configuration in ECDA for Oracle instructs ECDA to tell Oracle the incoming CLOB data is in multi-byte format.

Note The default behavior of Replication Agent for Oracle is to force any Unicode data to big-endian order as defined by the ltl_big_endian_unitext configuration parameter. To allow the lr_ntext_byte_order configuration parameter to successfully override the Oracle byte order, you must also set the ltl_big_endian_unitext configuration parameter to false whenever the lr_ntext_byte_order parameter is used.

The ltl_big_endian_unitext parameter specifies whether unitext data should be converted from little-endian to big-endian before sending LTL to the Replication Server. Valid values are true and false. When setting this parameter, you must know how lr_ntext_byte_order is set. If lr_ntext_byte_order is set to send the correct byte order for the replicate database, the ltl_big_endian_unitext parameter must be set to false so that the byte order is not changed. ltl_big_endian_unitext is true, by default. The ltl_big_endian_unitext and lr_ntext_byte_order configuration parameters have differences:

- When ltl_big_endian_unitext is true, Replication Agent for Oracle sends all Unicode data in big-endian order.

- When ltl_big_endian_unitext is false, Replication Agent for Oracle allows Unicode data to be sent in a byte order that is used when the data is stored in the transaction log file.

lr_ntext_byte_order forces the result of Unicode data that is read from the transaction log to be in the correct byte order, regardless of how it normally exists in the transaction log file.

6.1.2 Applying Microsoft SQL Server patches

Add the following to the *Replication Agent Primary Database Guide*, Chapter 1, "Replication Agent for Microsoft SQL Server."

The following is the procedure for applying Microsoft SQL Server patches.

❖ **Applying Microsoft SQL Server patches**

1   Before applying a patch, be sure that all data has been replicated to the replicate site.

> **Note** All activities must stop before this step, and all users except the pds_user should log off from the primary database.

For each existing Replication Agent for Microsoft SQL Server instance, verify that it is in Replicating state and allow replication to finish. To verify that replication has finished, quiesce the Replication Agent instance by issuing the quiesce command.

> **Note** It may take a while for the command to return because Replication Agent reads all data from the log file and sends it to the Replication Server.

2   Before applying the service patch disable the database triggers.

If automark table is enabled, log on to the primary database and disable the automark trigger by issuing:

```
DISABLE TRIGGER ra_createtable_trig_ ON DATABASE
```

where ra_createtable_trig_ is the name of the automark trigger created by Replication Agent.

3   Apply the service patch using the instructions in the Microsoft documentation.

4   Regenerate the objects in the Microsoft SQL Server system resource database.

• Restart Microsoft SQL Server in single user mode by opening a new command window and executing this command:

```
"C:\Program Files\Microsoft SQL
Server\MSSQL.1\MSSQL\Binn\sqlservr.exe" -m
-sserverName\instanceName
```

where *instanceName* is the name of the Microsoft SQL Server instance.

• Log on to Microsoft SQL Server as the system administrator by using Dedicated Admin Connection and run the *mssqlsystemresource_setup* script:

```
"C:\Program Files\Microsoft SQL
Server\90\Tools\Binn\sqlcmd.exe" -UuserName
-Ppassword -SserverName\instanceName -A -i%RAX-
15_2%\scripts\mssql\mssqlsystemresource_setup.s
ql
```

• Restart Microsoft SQL Server in multiple user mode.

5   If automark table is enabled before applying the patch:

• Log on to the primary database and enable the automark trigger by issuing:

```
ENABLE TRIGGER ra_createtable_trig_ ON DATABASE
```

where ra_createtable_trig_ is the name of the automark trigger created by Replication Agent.

• Log on to the primary database and enable the DDL trigger by issuing:

```
ENABLE TRIGGER ra_ddl_trig_ ON DATABASE
```

where ra_ddl_trig_ is the name of the DDL trigger created by Replication Agent.

6   Zero the LTM locator and move the truncation point to the end of the log:

• Zero the ltm locator by logging in to RSSD and issuing:

```
rs_zeroltm < ra_instance > , < pdb_name > "
```

• Move the truncation point to the end of log by logging in to Replication Agent and issuing:

```
                                    pdb_init move_truncpt
```

7   Resume replication or other operations in Replication Agent. The primary
     database will be accessible to the users.

6.1.3 Avoiding data loss by marking the table after you issue the resume command.

[CR #571497] In the Replication Agent Primary Database Guide, Chapter 3,
"Replication Agent for UDB," under the section titled "Handling repositioning
in the log" add the following warning:

If you mark a table for replication, insert data into the table, and then resume
replication, the data will not be replicated if the LTM Locators for Replication
Agent and Replication Server are zero (as they would be at the beginning of
replication). This problem occurs because when both LTM Locators are zero,
resuming replication repositions the Log Reader component at the end of the
log, skipping over any previous transactions. To avoid this problem when the
LTM Locators for Replication Agent and Replication Server are zero, mark the
table for replication after you have issued the resume command.

6.2 Replication Agent Reference Manual

[CR #566163] Correct the syntax for the pdb_setrepproc command in Chapter
2, "Command Reference," in the Syntax section.

•   Add this to the Syntax:

     To mark a specified stored procedure for replication with a replicated
     name:

```
         pdb_setrepproc procname, repname, mark
```

•   Replace the statement defining the repname:

     from: "The replicated name of the stored procedure specified..."

     to: "The name of the stored procedure specified..."

•   Replace the Note:

     Note: The replicated name you specify in the pdb_setrepproc command
     must match the name of a Replication Server function replication
     definition for the primary database connection.

     with the following Note:

Note: The replicated name you specify with the pdb_setrepproc command must match the name specified by the primary function named clause in the Replication Server applied function replication definition for the primary database connection. For example:

```
create applied function replication definition
procname_repdef
with primary at dataserver.database
with primary function named repname
[with replicate function named funcname_in_repdb]...
```

7. 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.

8. 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/.

8.1 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 Certification Report.

3   In the Certification Report filter select a product, platform, and time frame and then click Go.

4   Click a 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.

8.2 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.

9. 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.

Replication Agent 15.2 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.

For a section 508 compliance statement for Replication Server Options, go to the Voluntary Product Assessment Template at http://www.sybase.com/detail_list?id=52484

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.