SYBASE®
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Installation Guide

Sybase Control Center 3.2

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Sybase, Inc., One Sybase Drive, Dublin, CA 94568

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About Sybase Control Center

Sybase® Control Center is a server application that uses a Web-browser-based client to deliver an integrated solution for monitoring and managing Sybase products.

Sybase Control Center provides a single comprehensive Web administration console for real-time performance, status, and availability monitoring of large-scale Sybase enterprise servers. Sybase Control Center combines a modular architecture, a rich client administrative console, agents, common services, and tools for managing and controlling Sybase products. It includes historical monitoring, threshold-based alerts and notifications, alert-based script execution, and intelligent tools for identifying performance and usage trends.

A Sybase Control Center server can support:

- Up to 10 users logged in simultaneously
- Up to 100 monitored resources (servers)

  Many factors contribute to the practical limit on how many resources you can monitor from one Sybase Control Center server: availability of system resources such as CPU, memory, and disk space; how many data collections are scheduled; the interval between data collections; and the type of work that Sybase Control Center is doing (administration versus monitoring).

Obtaining Help and Additional Information

Find documents and other resources related to Sybase Control Center.

The Sybase Product Documentation Web site lets you access Sybase documentation using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product manuals and online help, the Web site also has links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and the Sybase Developer Network.

To access the Sybase Product Documentation Web site, go to “Product Documentation” at *http://sybooks.sybase.com*.

Note: An updated release bulletin, with critical product or document information added after the product release, may be available from the Sybase Product Manuals site. To read or print PDF documents, you need Adobe Acrobat Reader, which is available as a free download at *http://www.adobe.com/*.

Installation Task Flows for Sybase Control Center

These task flows define complete paths for planning, installing, and upgrading.

Choose the task flow that best describes your scenario.

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

Installing the Product for the First Time

1. *Plan your installation* on page 5 and perform *preinstallation tasks* on page 9.
2. Use the Sybase installer to install Sybase Control Center:
   - In interactive *GUI or console mode* on page 11, or
   - In *silent mode with a response file* on page 13
3. If you plan to use Latency Monitoring **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, *install JDBC drivers for Non-Sybase Replicate Databases* on page 21.
4. *Configure the SSL certificate* on page 30.
5. *Configure Sybase Control Center* on page 33.
6. *Set passwords or disable the default login accounts* on page 31.

Upgrading to a New Version

1. *Plan your installation* on page 5 and perform *preinstallation tasks* on page 9.
2. Use the Sybase installer to install Sybase Control Center:
   - In interactive *GUI or console mode* on page 11, or
   - In *silent mode with a response file* on page 13
3. *Upgrade Sybase Control Center from 3.0.x or 3.1 to 3.2.* on page 19
4. If you plan to use Latency Monitoring **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, *install JDBC drivers for Non-Sybase Replicate Databases* on page 21.
5. *Configure the SSL certificate* on page 30.
6. *Configure Sybase Control Center* on page 33.
7. *Set passwords or disable the default login accounts* on page 31.
8. *Uninstall the previous version of Sybase Control Center* on page 16.

Planning Your Installation

Before you install, prepare your environment.

- Identify the computer on which you will install the Sybase Control Center server. One server can frequently cover an entire enterprise. Review the *Installation Restrictions* on page 8.
- Review *System Requirements* on page 5 to verify the computer is suitable for your planned use.
- Read *Preinstallation Tasks* on page 9 and *Installing the Server with the Sybase Installer* on page 11 to review the decisions you must make.

Obtaining a License

Sybase Control Center is licensed free of charge to customers who have a paid license for a product managed by Sybase Control Center (including Adaptive Server, Sybase IQ, Replication Server, Replication Agent, or Mirror Replication Agent). Evaluation licenses are also available.

You need not obtain a license. The installer offers these licensing options:

- Install licensed copy of Sybase Control Center Suite – choose this option if you have a paid license for a product managed by Sybase Control Center. It installs Sybase Control Center under a permanent (nonexpiring) license.
- Evaluate Sybase Control Center Suite – choose this option if you do not have a paid license for a product managed by Sybase Control Center, or if you do not want to install a permanent copy of Sybase Control Center. The evaluation license expires after 30 days.

System Requirements

Make sure your system meets all requirements before you install Sybase Control Center (SCC).

Sybase recommends the following minimum specifications for the Sybase Control Center server machine:

- Two 2.4GHz processors
- 4GB of RAM

Table 1. Supported Platforms and Operating Systems: Sybase Control Center Server

SCC Server Platform	Operating System
x86/32-bit x86/64-bit	Windows XP Pro. Service Pack 1 or later is required to run SCC as a service. Windows Vista Windows 7 Windows Server 2008 R2 Red Hat Enterprise Linux 5, 6 SUSE Linux Enterprise 10, 11 SP1
Sun SPARC 64-bit	Solaris 9, 10
Sun-64 (x64)	Solaris 10

Sybase Control Center 3.2 supports these browsers with Flash Player 10.1 or greater:

- Internet Explorer 7
- Internet Explorer 8
- Firefox 3.5 (not supported with Windows 7)
- Firefox 3.6 (supported with Windows 7 only)

Table 2. Disk Space Requirements for Installation

Architecture	Minimum Disk Space Required	Minimum Temporary Disk Space to Run Installer
Windows x86	450MB	45MB
Linux x86	500MB	25MB
Sun SPARC	500MB	25MB

Disk space requirements after installation vary considerably depending on the number of servers you monitor and how much performance data you collect. As your repository of historical performance data grows, expect Sybase Control Center to use more disk space. Sybase recommends that you closely monitor disk usage and growth trends so that as it becomes necessary, you can add more storage in a timely manner.

Sybase Control Center Network Ports

Check the ports used on the installation machine for conflicts with the ports Sybase Control Center uses.

Sybase Control Center uses TCP ports for a variety of services. If another application is using one of the ports listed here, Sybase Control Center may fail to start, or its services might not work properly.

Note: If Sybase Control Center is installed, you can use **scc --info ports** to list Sybase Control Center ports currently in use (by any application or server). Use the **scc** command's **--ports** option to reassign Sybase Control Center ports. See the Sybase Control Center online help for details.

Port name	Default port number	Required?	Description
RMI	9999	Yes	Sybase Control Center server port used for RMI protocol access.
HTTP	8282	Yes	Sybase Control Center server port used for HTTP Web access to the server. All HTTP traffic is redirected to the secure HTTPS channel.
HTTPS	8283	Yes	Sybase Control Center server port used for secure HTTPS Web access to the server. All HTTP traffic is redirected to the secure HTTPS channel.
Database	3638	Yes	Sybase Control Center server repository database port; used by several services.
Messaging Service	2000	Yes	Sybase Control Center server messaging port.
Tds	9998	No	Sybase Control Center server port used for Tabular Data Stream™ (TDS) protocol access.
Jini Http	9092	No	Jini HTTP port for Jini discovery services.
Jini Rmid	9095	No	Jini RMID server port for Jini discovery services.
Ldap	389	No	LDAP discovery service adaptor port.

Installation Restrictions

To avoid performance problems, consider the monitoring limits and hardware requirements when you plan your Sybase Control Center deployment.

Before you deploy Sybase Control Center, consider the number of servers that SCC will monitor. An SCC server can monitor up to 100 resources. (The number of resources one SCC server can effectively monitor depends on the complexity of the monitored resources, the frequency of data collection, the number of concurrent SCC users, and the hardware configuration of the host on which SCC is running.) To monitor more than 100 resources, install additional SCC servers and distribute the resources among them. The monitoring limit applies whether you install SCC on the same machine as a managed server or on a dedicated machine.

Also consider where to install Sybase Control Center. SCC collects and stores performance data for every server it monitors. Because data collection can use significant quantities of CPU cycles, disk space, and network resources, SCC can affect the performance of other servers sharing the same host machine. Consequently, Sybase recommends that you plan carefully before installing an SCC server on the same host as a managed server in a production environment.

In these situations, however, combined installations of SCC and a managed server can provide adequate performance:

- Testing, evaluation, and proof of concept projects
- Scenarios where use of SCC is very light
- When the host machine's resources meet or exceed the combined requirements of SCC and the managed server

If you install SCC on the same machine as a managed server, consult the system requirements for both SCC and the managed server and make sure that the host machine provides ample CPU, RAM, disk, and network resources for both products. The resources required by a single managed server vary a great deal based on the server's configuration, as do the resources required by SCC. In general, SCC uses more resources to manage more complex servers. SCC also uses more resources when it is configured to run more frequent data collections.

If you install Sybase Control Center and a managed server on the same machine and later need help to separate them, contact Sybase technical support for assistance.

Preinstallation Tasks

Prepare for the installation.

Sybase Control Center employs a client/server architecture that allows multiple clients to monitor and manage all supported Sybase servers in an enterprise using a small number of Sybase Control Center servers—often, you need only one. The Sybase Control Center client is a rich Internet application that runs in a Web browser. It requires the Adobe Flash Player plug-in.

1. Make sure the computer on which you plan to install Sybase Control Center meets the *System Requirements* on page 5 and has good network connectivity to the servers it will manage and to the client workstations. Also consider these deployment issues:
   - Minimizing network latency – you will see better performance if you install Sybase Control Center near the monitored servers and near the workstations on which the clients are running.
   - Redundancy – if Sybase Control Center serves a mission-critical function in your organization, consider installing more than one Sybase Control Center server for failover.
   - Administration and security – you might exercise differing levels of control in different parts of your enterprise, for example, by protecting the data in some servers more strictly than in others.
2. Involve others in the preparations, particularly if you are planning a UNIX deployment. Configuring SCC security on a UNIX server requires root privileges.
3. Read the release bulletin to learn about known issues and changes that came up too late to be included in the Sybase Control Center help.
4. Install patches for your operating system required for Java Runtime Environment (JRE) 6, if any.
5. Decide where in the file system to install Sybase Control Center. Do not install into a directory that is named using spaces (Program Files, for example) or non-ASCII characters. If the file system already includes a `Sybase` directory, consider installing SCC there.

Installing Sybase Control Center

Install the server using your chosen method.

Prerequisites

Complete server installation planning and preinstallation tasks.

Task

You can install Sybase Control Center in two ways:

- Using the interactive Sybase installer in GUI or text-based console mode. See *Installing with the Sybase Installer* on page 11.
- Using unattended or silent mode, in which you create a response file that supplies your answers to installer prompts. See *Installing with a Response File* on page 13.

Installing with the Sybase Installer

Download the installer and install a Sybase Control Center server in GUI or console mode. The installer creates an SCC directory and installs the selected components into that directory.

Prerequisites

- Perform the preinstallation tasks.
- If you are upgrading, Sybase recommends that you shut down the earlier version of Sybase Control Center before installing the new version. When the installer configures HTTP, HTTPS, and RMI ports, it checks to see if the port numbers provided are in use. If the earlier version of Sybase Control Center is running when you install the new version, you cannot use the same ports in both versions. Configure different ports only if you plan to run the two versions of Sybase Control Center simultaneously, which is not recommended.

Task

The Sybase Control Center installer runs in GUI mode (as graphic dialogs) or in text-based console mode in both Windows and UNIX (Linux and Solaris) operating systems.

1. If you received Sybase Control Center along with Sybase IQ, copy the Sybase Control Center installer from the media to the machine on which you plan to install it. Otherwise, download the Sybase Control Center installer from *http://downloads.sybase.com*.
2. If necessary, unzip or untar the installer package.

3. (Windows) If you are installing in any version of Windows, log in using an account with administrative privileges.
4. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008 on x86 64-bit, set compatibility mode for the installer to Windows XP:
   a) Right-click `setup.exe` or `setupConsole.exe`.
   b) Select **Properties**.
   c) On the Compatibility tab, select **Windows XP** compatibility mode.
   d) Click **OK**.
5. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the installer. You must do this even if you already have administrative privileges.
   a) Right-click `setup.exe` or `setupConsole.exe`.
   b) Select **Run as Administrator**.
6. (UNIX) If you are installing Sybase Control Center in GUI mode on a UNIX operating system, make sure the $DISPLAY environment variable is set to the machine where you want to view the installer.

   If you do not set this variable correctly, you see the installer in text-based console mode.
7. Launch the installer:

Operating System	GUI Mode	Console Mode
Windows	Open `setup.exe`	Execute `setupConsole.exe -i console`
UNIX	Execute `setup.bin`	Execute `setup.bin -i console`

   Note: If you have trouble starting the installer, make sure you have the required operating system patches for the Java Runtime Environment (JRE) version 6.
8. On the introduction screen, click **Next**.
9. Select the directory in which to install Sybase Control Center. Click **Next**.

   The default installation directory is:
   - Windows – `C:\Sybase`
   - UNIX – `/opt/sybase`
10. If the warning message for installing into an existing directory appears, click **Next**.
11. Select the type of installation:
    - **Full** – installs the Sybase Control Center server, Sybase Control Center framework services, and all available product modules.
    - **Custom** – allows you to select the Sybase Control Center product modules to install.

12. Select the type of software license for Sybase Control Center. (You need not obtain a license if you choose to install a licensed copy.)
13. Select the appropriate region, read the license terms, and select **I agree to the terms of the Sybase license for the install location specified**. Click **Next**.
14. On the preinstallation summary screen, verify the selected installation features and confirm there is enough disk space available to complete the installation. To start the installation, click **Next**.
15. On the Configure Sybase Control Center screen, make sure the HTTP and HTTPS ports specified do not conflict with any ports used by other applications and services on this machine. If you enter your own port numbers rather than accepting the defaults, make a note of them—you will need the port numbers to connect a browser to Sybase Control Center.

    If you are installing an upgrade, the HTTP and HTTPS port numbers cannot be the same as the port numbers used for the older version of Sybase Control Center unless you will never run the older and newer versions at the same time.
16. On the Configure RMI screen, make sure the RMI port specified does not conflict with any ports used by other applications and services on this machine.
17. (Windows) On the Sybase Control Center Service Setup screen, select **Yes** to configure Sybase Control Center as a Windows service.

    If you select **No**, you must start Sybase Control Center manually.
18. On the Review Configuration Summary screen, verify the configuration is correct and click **Next**.

    To change the configuration settings, click **Previous** to return to the Configure Sybase Control Center and Configure RMI screens. Modify the settings and click **Next**.
19. To start Sybase Control Center when the installation is completed, select **Yes** on the Start Sybase Control Center screen, and then click **Next**.

    It may take a few minutes for Sybase Control Center to start.
20. Review the results on the Installation Completed screen and click **Done**.

Installing with a Response File

Create and use an installation response file to install Sybase Control Center in silent mode, with minimal user input. Silent mode is a convenient way to install SCC on multiple machines, or to set up an installation that can be repeated in case of hardware failure.

Creating a Response File

Record installation responses into a response file or copy the sample response file. In either case, edit the file to customize the responses.

Prerequisites

If you are upgrading, Sybase recommends that you shut down the earlier version of Sybase Control Center before installing the new version. When the installer configures HTTP, HTTPS, and RMI ports, it checks to see if the port numbers provided are in use. If the earlier version of Sybase Control Center is running when you install the new version, you cannot use the same ports in both versions. Configure different ports only if you plan to run the two versions of Sybase Control Center simultaneously, which is not recommended.

Task

To create a response file when installing in GUI or console mode, use the **-r** command line argument. The **-r** argument records your responses to the installation wizard's prompts and creates a response file when the installation wizard exits. The response file is a text file that you can edit to change any responses.

Alternatively, Sybase provides a sample reponse file called `sample_response.txt` in the directory to which your Sybase Control Center installer images were downloaded. Rather than creating a reponse file as described below, you might prefer to copy and edit the sample response file. The options are documented in the file.

1. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008 on x86 64-bit, set compatibility mode for the installer to Windows XP:
   a) Right-click `setup.exe` or `setupConsole.exe`.
   b) Select **Properties**.
   c) On the Compatibility tab, select **Windows XP** compatibility mode.
   d) Click **OK**.
2. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the installer. You must do this even if you already have administrative privileges.
   a) Right-click `setupConsole.exe`.
   b) Select **Run as Administrator**.
3. To generate the response file during installation, run:
   - Windows console mode:
     ```
     setupConsole.exe -i console -r <full-path-to-response-file>
     ```
     For example:
     ```
     setupConsole.exe -i console -r C:\work\responsefile.txt
     ```
   - Windows GUI mode:

```
setupConsole.exe -r <full-path-to-response-file>
```

For example:

```
setupConsole.exe -r C:\work\responsefile.txt
```

- UNIX:

```
setup.bin -r <full-path-to-response-file>
```

For example:

```
setup.bin -r /work/responsefile.txt
```

Note: The directory path you specify for the response file must already exist.

4. See *Installing with the Sybase Installer* on page 11 for instructions on responding to the installer.

Installing in Unattended (Silent) Mode

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

Prerequisites

- Create an installation response file.
- If you are upgrading, Sybase recommends that you shut down the earlier version of Sybase Control Center before installing the new version. When the installer configures HTTP, HTTPS, and RMI ports, it checks to see if the port numbers provided are in use. If the earlier version of Sybase Control Center is running when you install the new version, you cannot use the same ports in both versions. Configure different ports only if you plan to run the two versions of Sybase Control Center simultaneously, which is not recommended.

Task

1. (Windows) If you are installing in any version of Windows, log in using an account with administrative privileges.
2. (Windows) If you are installing in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the installer. You must do this even if you already have administrative privileges.
   a) Right-click `setupConsole.exe` (recommended) or `setup.exe`.

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

   b) Select **Run as Administrator**.

3. To install in silent mode:

   Windows:

   ```
   setupConsole.exe –f <responseFileName> -i silent
   -DAGREE_TO_SYBASE_LICENSE=true -DRUN_SILENT=true
   ```

   UNIX:

   ```
   setup.bin –f <responseFileName> -i silent
   -DAGREE_TO_SYBASE_LICENSE=true -DRUN_SILENT=true
   ```

   where *responseFileName* is the full path and name of the file containing your installation options.

   Note: You must accept the Sybase software license when you install in silent mode. You can either:

   - Include the option:

     ```
     -DAGREE_TO_SYBASE_LICENSE=true
     ```

     in the command line argument, or
   - Edit the response file to include the property:

     ```
     AGREE_TO_SYBASE_LICENSE=true
     ```

   Except for the absence of the GUI or console screens, all actions of a silent installation are the same as the actions of GUI and console-mode installations. The results of a silent-mode installation are thus exactly the same as one done in GUI or console mode with the same responses.

Uninstalling

Remove Sybase Control Center from your system.

You can uninstall:

- In GUI mode – you respond to questions from the uninstaller.
- In silent mode – the uninstaller removes files without your input.

Uninstalling removes all components, including the Sybase Control Center basic functionality and the product modules. You cannot uninstall individual components.

Uninstalling does not remove:

- Files in the `Sybase` directory that may be shared with other Sybase products, including the JRE
- Files that were created after installation, such as logs and backup files

1. (Windows) If you are uninstalling in any version of Windows, log in as an administrator.

2. (Windows) If you are uninstalling in Windows Vista, Windows 7, or Windows 2008 on x86 64-bit, set compatibility mode for the uninstaller to Windows XP:
   a) Right-click `%SYBASE%\sybuninstall\SCCSuite-X_X\uninstall.exe`, where X_X is the release number.
   b) Select **Properties**.
   c) On the Compatibility tab, select **Windows XP** compatibility mode.
   d) Click **OK**.
3. (Windows) If you are uninstalling in Windows Vista, Windows 7, or Windows 2008, set the **Run as Administrator** option on the uninstaller. You must do this even if you already have administrative privileges.
   a) Right-click `%SYBASE%\sybuninstall\SCCSuite-X_X\uninstall.exe`, where X_X is the release number.
   b) Select **Run as Administrator**.
4. Launch the uninstaller.

   In Windows:

GUI mode	Open or double-click: `%SYBASE%\sybuninstall\SCCSuite-X_X\uninstall.exe` where X_X is the release number.
GUI mode	Alternatively, select **Control Panel** > **Add or Remove Programs** > **Sybase Control Center** > **Change/Remove**.

Silent mode	Execute:
	`start /WAIT %SYBASE%\sybuninstall\SCCSuite-X_X\uninstall.exe -i silent`
	where X_X is the release number.
	To delete user data files, add this option to the command:
	`-DUNINSTALL_DELETE_DATA_FILES=true`
	Note: Files requiring manual deletion may remain in the Sybase Control Center installation directory even if you use the DELETE_DATA_FILES option.

   In UNIX:

GUI mode	Execute: `$SYBASE/sybuninstall/SCCSuite-X_X/uninstall.bin` where X_X is the release number.

Silent mode	Execute:
	`$SYBASE/sybuninstall/SCCSuite-X_X/uninstall.bin -i silent`
	where X_X is the release number.
	To delete user data files, add this option to the command:
	`-DUNINSTALL_DELETE_DATA_FILES=true`
	Note: Files requiring manual deletion may remain in the Sybase Control Center installation directory even if you use the DELETE_DATA_FILES option.

5. If you are using GUI mode, follow the instructions in the uninstaller.

   If you are using silent mode in Windows, a second console window opens and remains open while the uninstaller is working. When the uninstaller is finished, the second window disappears and the command prompt reappears in the first window.

6. To delete files created after installation, remove the Sybase Control Center installation directory when the uninstaller is finished. By default, the SCC installation directory is located in the `Sybase` directory and includes the release number in its name—for example, `Sybase/SCC-3_2`.

   If no other Sybase products are installed on this machine, you might also want to remove the `Sybase` directory (the parent of the Sybase Control Center installation directory).

Upgrading Sybase Control Center

Upgrade to the new version of Sybase Control Center by copying key files in the repository.

Prerequisites
Install the latest version of Sybase Control Center before upgrading.

Task
You can upgrade Sybase Control Center from version 3.1 or 3.0.

1. Shut down all instances of Sybase Control Center.
2. Navigate to the installation location of the earlier version of Sybase Control Center.
3. Copy these files:

   Windows –
   - `%SYBASE%\SCC-3_1\services\Repository\scc_repository.db`
   - `%SYBASE%\SCC-3_1\services\Repository\scc_repository.log`

   or
   - `%SYBASE%\SCC-3_0\services\Repository\scc_repository.db`
   - `%SYBASE%\SCC-3_0\services\Repository\scc_repository.log`

   UNIX –
   - `$SYBASE/SCC-3_1/services/Repository/scc_repository.db`
   - `$SYBASE/SCC-3_1/services/Repository/scc_repository.log`

   or
   - `$SYBASE/SCC-3_0/services/Repository/scc_repository.db`
   - `$SYBASE/SCC-3_0/services/Repository/scc_repository.log`
4. Paste the copied files into the corresponding directory of the latest installed version.

   For example, paste the files into `C:\Sybase\SCC-3_2\services\Repository`.
5. Start the new version of Sybase Control Center.
   When you start the latest-version server with the earlier-version repository, the repository automatically migrates to the most current version.

Installing JDBC Drivers for Non-Sybase Replicate Databases

To use latency monitoring **rs_ticket** in a replication environment to measure latency to non-Sybase replicate databases, you must install JDBC drivers to enable Sybase Control Center for Replication to connect to those replicate databases.

You can install JDBC drivers at any time after installing Sybase Control Center, even if Sybase Control Center is already running.

1. Download the JDBC drivers for your databases. Drivers are typically available with the database server or on the database vendor's Web site.
   - Oracle 9i, 10g, 11g
     Driver – Oracle JDBC Thin Driver 11.1 for use with JDK 1.5 (ojdbc5.jar)
   - Microsoft SQL Server 2005 and 2008
     Driver – Microsoft SQL Server 2005 JDBC Driver 1.2 (sqljdbc.jar)
   - IBM DB2 UDB 8.22, 9.1, 9.5
     Driver – IBM DB2 for Unix, Linux, and Windows JDBC Driver 9 (db2jcc.jar and db2jcc_license_cu.jar)
2. Place the driver in:
   - Windows – `%SYBASE%\SCC-3_2\plugins\RMAP\lib`
   - UNIX – `$SYBASE/SCC-3_2/plugins/RMAP/lib`
3. If Sybase Control Center is running, restart the server.

Starting and Stopping Sybase Control Center

Launch Sybase Control Center or shut it down. You can run Sybase Control Center as a service in Windows and UNIX.

Registering the ODBC Driver in Windows

In Windows, run **scc.bat** with administrative privileges to register the ODBC driver.

When Sybase Control Center starts for the first time on a Windows machine, it registers its ODBC driver. Because the automatic registration of the ODBC driver edits the registry settings, you must execute **scc.bat** using elevated administrative privileges. If you launch for the first time without adequate privileges, Sybase Control Center generates an error and fails to start.

In Windows Vista, Windows 2008, and Windows 7, you must use the **Run as administrator** setting to launch Sybase Control Center even if you already have administrative privileges. This process is described below.

In other versions of Windows, you must be logged in as an administrator to start Sybase Control Center for the first time. You need not follow the steps below.

1. In Windows Vista, Windows 2008, or Windows 7, open the command prompt window with administrative privileges:
   - Select **Start** > **All Programs** > **Accessories.** Right-click **Command Prompt** and select **Run as administrator**.
   - Alternatively, enter **cmd** in the Start Menu search box and press **Shift+Ctrl+Enter**.
2. Run **scc.bat**.

Starting and Stopping Sybase Control Center in Windows

There are several ways to start and stop Sybase Control Center or the SCC agent. You can start manually, which is useful for testing and troubleshooting, or set the service to start automatically and to restart in case of failure.

This topic applies to both Sybase Control Center (the server) and the Sybase Control Center agent that runs on each product server managed by SCC.

If you run Sybase Control Center or the SCC agent manually, you must issue a command every time you start or shut down. If you run as a service (which is recommended), you can configure Windows to automatically start and restart Sybase Control Center or the SCC agent. These are the options:

- Use the **scc.bat** command to start Sybase Control Center or the SCC agent manually. The command gives you access to the Sybase Control Center console, which you can use to shut down and to display information about services, ports, system properties, and environment variables. You can also use **scc.bat** to change the logging level for troubleshooting purposes. Using **scc.bat** prevents you from taking advantage of the automatic start and restart features available to services.
- Use the Services list under the Windows Control Panel to start, stop, and configure the Sybase Control Center service.
- Use the **net start** and **net stop** commands. This is another way to run Sybase Control Center or the SCC agent as a service.

Note: To start or stop Sybase Control Center as a service, you must have selected **Yes** in the installer to install Sybase Control Center as a service.

The installer attempts to start Sybase Control Center or the SCC agent as a service and configures the service to restart automatically. Before starting, check the Windows Services list for a Sybase Control Center service.

Here are the steps for each option:

- **Start Sybase Control Center or the SCC agent:**
  a) (Skip this step for the SCC agent.) If you are starting Sybase Control Center for the first time in Windows Vista, Windows 2008, or Windows 7, set the **Run as Administrator** option on the command prompt so that Sybase Control Center can register its ODBC driver. (This is necessary even if you are logged in as an administrator.)
  b) Enter:
  ```
  %SYBASE%\SCC-3_2\bin\scc.bat
  ```
- **Stop Sybase Control Center or the SCC agent:**
  a) Enter:
  ```
  %SYBASE%\SCC-3_2\bin\scc.bat --stop
  ```

  Note: You can also enter **shutdown** at the `scc-console>` prompt.
- **Start or stop from the Windows Control Panel; configure automatic start and restart:**
  a) Open the Windows Control Panel.
  b) Select **Administrative Tools** > **Services.**
  c) Locate Sybase Control Center 3.2. If the service is running, the status column displays "Started."
  d) To start or stop the service, right-click **Sybase Control Center 3.2** and choose **Start** or **Stop**.
  e) To configure automatic starting, double-click the service.

f) To set the service to automatically start when the machine starts, change the **Startup type** to Automatic.
g) To restart the service in case of failure, choose the **Recovery** tab and change the First, Second, and Subsequent failures to Restart Service.
h) Click **Apply** to save the modifications and close the dialog.

- **Start or stop the Sybase Control Center service (controlling either Sybase Control Center or the SCC agent) from the Windows command line:**

  a) To start the service, enter:

  ```
  net start "sybase control center 3.2"

  The Sybase Control Center 3.2 service is starting......
  The Sybase Control Center 3.2 service was started
  successfully.
  ```

  b) To stop the service, enter:

  ```
  net stop "sybase control center 3.2"

  The Sybase Control Center 3.2 service is stopping.....
  The Sybase Control Center 3.2 service was stopped
  successfully.
  ```

Starting and Stopping Sybase Control Center in UNIX

You can start Sybase Control Center or the SCC agent manually, which is useful for testing and troubleshooting, or you can set up a service to start automatically and to restart in case of failure.

This topic applies to both Sybase Control Center (the server) and the Sybase Control Center agent that runs on each product server managed by SCC.

If you start Sybase Control Center or the SCC agent on a managed server manually, you must issue a command every time you want to start or stop it. If you run Sybase Control Center or the SCC agent as a service (which is recommended), you can configure the service to start and restart automatically. These are the options:

- Use the **scc.sh** script to start Sybase Control Center or the SCC agent manually. You can do this in two ways:
  - Run **scc.sh** in the foreground to get access to the Sybase Control Center console, which you can use to shut down and to display information about services, ports, system properties, and environment variables.
  - Run **scc.sh** in the background to suppress the console.

  You can use **scc.sh** to run Sybase Control Center at a nondefault logging level for troubleshooting. When you start manually with **scc.sh**, you cannot take advantage of the automatic start and restart features available to services.

- Use the **sccd** script to configure a service that starts Sybase Control Center or the SCC agent automatically.

Here are the steps for each option:

- **Before you start Sybase Control Center or the SCC agent for the first time, set environment variables.** Do this only once.
  a) Change to the `Sybase` directory (the parent of the Sybase Control Center installation directory).
  b) Execute one of the following to set environment variables.

     Bourne shell:
     ```
     . SYBASE.sh
     ```

     C shell:
     ```
     source SYBASE.csh
     ```
- **Run Sybase Control Center or the SCC agent in the foreground.**
  Running in the foreground is a method of manually starting; you must issue comands to stop and restart Sybase Control Center or the SCC agent when you use this method.
  a) To start Sybase Control Center or the SCC agent and drop into the console when the start-up sequence is finished, enter:
     ```
     $SYBASE/SCC-3_2/bin/scc.sh
     ```
- **Run Sybase Control Center or the SCC agent in the background.**
  You can use **nohup**, **&**, and **>** to run Sybase Control Center or the SCC agent in the background, redirect output and system error to a file, and suppress the SCC console. Sybase recommends that you do this from the Sybase Control Center `bin` directory. Running in the background is a method of manually starting; you must issue comands to stop and restart Sybase Control Center or the SCC agent when you use this method.
  a) Execute a command similar to the sample below that matches your shell. Both sample commands direct output to the file `scc-console.out`. If the output file already exists, you might need to use additional shell operators to append to or truncate the file.

     For Bourne shell (sh) or Bash:
     ```
     cd <SCC-install-dir>/bin; nohup ./scc.sh 2>&1 > scc-console.out
     &
     ```

     For C shell:
     ```
     cd <SCC-install-dir>/bin; nohup ./scc.sh >& scc-console.out &
     ```
- **Shut down Sybase Control Center or the SCC agent.**
  a) To shut down from the `scc-console>` prompt, enter:
     ```
     shutdown
     ```

     Warning! Do not enter **shutdown** at a UNIX prompt; it shuts down the operating system.

To shut down from the UNIX command line, enter:

```
$SYBASE/SCC-3_2/bin/scc.sh --stop
```

- **Configure Sybase Control Center or the SCC agent to run as a service.**

  A UNIX service is a daemon process that starts automatically after the machine is started and runs in the background. UNIX installations of Sybase Control Center include a shell script, **sccd**, which you can use to configure the Sybase Control Center service. (Some UNIX platforms supply tools that make service configuration easier; Linux **chkconfig** is an example.)

  Note: Sybase recommends that if you are not familiar with the process of setting up services in UNIX, you delegate this task to a system administrator or consult the system administration documentation for your UNIX platform.

  a) Copy `$SYBASE/SCC-3_2/bin/sccd` into this directory:
     - AIX (SCC agent only): `/etc/rc.d/init.d`
     - HP-UX (SCC agent only): `/sbin/init.d`
     - All other platforms: `/etc/init.d`

  b) Open `sccd` and edit the line that sets the SYBASE variable. Set it to the location of your Sybase installation (that is, the parent of `SCC-3_2`, the Sybase Control Center installation directory).

  c) In Linux, execute these commands to configure the service to run in run levels 2, 3, 4, and 5:

     ```
     /usr/sbin/chkconfig --add sccd
     /usr/sbin/chkconfig --level 2345 sccd
     ```

     You can test the sccd script with `/usr/sbin/service sccd status`. (The **service** command accepts these options: start | stop | status | restart.)

  d) On non-Linux platforms, locate this directory:
     - AIX (SCC agent only): `/etc/rc.d/rc<X>.d`
     - HP-UX (SCC agent only): `/sbin/rc<X>.d`
     - Solaris: `/etc/rc<X>.d`

     Where <X> is the run level (for example, 3). Make two soft links in the directory for your platform and set the links to point to:

     - AIX (SCC agent only): `/etc/rc.d/init.d/sccd: S90sccd` and `/etc/rc.d/init.d/sccd: K10sccd`
     - HP-UX (SCC agent only): `/sbin/init.d/sccd: S90sccd` and `/sbin/init.d/sccd: K10sccd`
     - Solaris: `/etc/init.d/sccd: S90sccd` and `/etc/init.d/sccd: K10sccd`

     The `S90sccd` link starts the service and the `K10sccd` link stops the service. The two-digit numbers in the links indicate the start and stop priorities of the service.

e) Use the `S90sccd` and `K10sccd` links to test starting and stopping the service. The links are called automatically when the machine is started or shut down.

Getting Started After Installing

Perform postinstallation testing and configuration.

Prerequisites

Start Sybase Control Center.

Task

1. Install Adobe Flash Player 10.1 or later in the Web browser you will use to connect to Sybase Control Center.

   Flash Player is a free plug-in. You can download the latest version from *http://get.adobe.com/flashplayer/*.

   If Flash Player is already installed but you are not sure which version you have, go to the Adobe test site at *http://adobe.com/shockwave/welcome*. Click the link that says **Test your Adobe Flash Player installation**. The version information box on the next page that appears displays your Flash Player version.
2. To connect to Sybase Control Center, direct your browser to:

   ```
   https://<scc_server_hostname>:8283/scc
   ```

   Note: If you changed the default HTTPS port during installation, use the new port number instead of 8283.
3. If you see an error about the security certificate, add Sybase Control Center to your browser's trusted sites zone (Internet Explorer) or add a security exception (Firefox).
4. Log in. Sybase Control Center has two default login accounts:

   - sccadmin – for initial configuration and setting up permanent authentication.
   - sccuser – for testing.

   Neither of these accounts requires a password.

   Note: The sccadmin and sccuser accounts and the simple login module on which they are based are not intended for use in a production environment. Sybase recommends that you pass authentication responsibility to your operating system or to LDAP, as described in the *Sybase Control Center > Get Started > Setting Up Security* section of the online help.

   Sybase further recommends that you disable sccadmin and sccuser as soon as you have set up and tested authentication, and that you set passwords on the accounts if you do not plan to set up and test authentication right away.
5. (Optional) Configure passwords or disable sccadmin and sccuser—see *Setting Passwords or Disabling Default Login Accounts*.

6. Learn about Sybase Control Center. To open the help system, click **?** in the upper-right corner of the screen, or select **Help > Online Documentation.**

Configuring the SSL Certificate

Ensure the security of encrypted SSL communication between Sybase Control Center and browser clients by installing an X.509 certificate.

When you start Sybase Control Center for the first time, it generates a self-signed X.509 Secure Sockets Layer (SSL) certificate for the host that it is running on. Because self-signed certificates are not issued by a trusted certificate authority, most browsers show an error when they try to connect to Sybase Control Center using the self-signed certificate.

You can override the browser error or add a security exception. It is generally safe to accept the self-signed certificate if you know that the server is on a protected machine. However, your browser may still display a certificate error.

To eliminate certificate errors, install a permanent SSL certificate from a certificate authority. Sybase recommends that you install a certificate signed by a certificate authority before using Sybase Control Center in your production network. Obtain a certificate for each machine on which a Sybase Control Center server is installed.

The following is an overview of the procedure for purchasing and installing an SSL certificate from a certificate authority. For full details, see *http://docs.codehaus.org/display/JETTY/How+to+configure+SSL*

1. To obtain an SSL certificate from a known certificate authority (such as VeriSign, Inc. or Thawte, Inc.), generate a certificate signing request (CSR) and send it to the certificate authority. Use one of these commands to generate the CSR:

   Windows:

   ```
   keytool -certreq -alias jetty -keystore
   %SYBASE%\SCC-3_2\services\EmbeddedWebContainer\keystore
   -file scc_jetty.csr
   ```

   UNIX:

   ```
   keytool -certreq -alias jetty -keystore
   $SYBASE/SCC-3_2/services/EmbeddedWebContainer/keystore
   -file scc_jetty.csr
   ```

   Note: The **keytool** utility resides in the Sybase JRE installation directory:

   Windows: `%SYBASE_JRE6%\bin\keytool`

   UNIX: `$SYBASE_JRE6/bin/keytool`

2. Follow the instructions provided by the certificate authority to import the signed certificate into the Sybase Control Center keystore and, if necessary, to install the certificate authority's trusted certificate in the "truststore," cacerts. Typically, the command to import the signed certificate is:

   Windows:

   ```
   keytool -keystore %SYBASE%\SCC-3_2\services
   \EmbeddedWebContainer\keystore
   -import -alias jetty -file scc_jetty.crt -trustcacerts
   ```

   UNIX:

   ```
   keytool -keystore $SYBASE/SCC-3_2/services/
   EmbeddedWebContainer/keystore
   -import -alias jetty -file scc_jetty.crt -trustcacerts
   ```

   The initial keystore password is `changeit`.

Setting Passwords or Disabling Default Login Accounts

Set new passwords for default user accounts if you plan to use them. If you do not plan to use the accounts, disable them. The default user accounts are sccadmin and sccuser (Sybase Control Center) and uafadmin (SCC agent).

Prerequisites

Before disabling the sccadmin or uafadmin accounts:

- Configure Sybase Control Center (or the SCC agent, if you are disabling its uafadmin account) to authenticate users through Windows, UNIX, or LDAP. See *Get Started > Setting Up Security* in the Sybase Control Center online help.
- Grant Sybase Control Center (or the SCC agent) administration privileges to at least one Windows, UNIX, or LDAP user account. See *Get Started > User Authorization* in the online help.

Task

1. In a text editor, open the `csi.properties` file:

   Windows: `%SYBASE%\SCC-3_2\conf\csi.properties`
   UNIX: `$SYBASE/SCC-3_2/conf/csi.properties`

2. Search for the account name:
   - Sybase Control Center: `=sccadmin`
   - SCC agent: `=uafadmin`

   The line containing the account name and the lines following should look similar to this:

   ```
   CSI.loginModule.2.options.username=<sccadmin or uafadmin>
   CSI.loginModule.2.options.password=
   ```

```
CSI.loginModule.
2.options.roles=uaAgentAdmin,uaPluginAdmin,sccAdminRole
CSI.loginModule.2.options.encrypted=false
```

3. (Optional) To disable the account, comment out the sccadmin or uafadmin block of the file by inserting a hash or number symbol (#) at the beginning of every line. In Sybase Control Center, do the same for sccuser. Then skip to step *11*.
4. Encrypt and copy a password for the sccadmin or uafadmin account. (See *Encrypting a Password* on page 32.)
5. Paste the encrypted password at the end of the line that ends with `password=`.
6. On the bottom line, change `encrypted=false` to `encrypted=true.`
7. In Sybase Control Center, encrypt and copy a different password for sccuser. For the SCC agent, skip to step *11*.
8. Return to `csi.properties` and search for `=sccuser`.
9. Paste the encrypted password at the end of sccuser's `password=` line.
10. On the bottom line of the sccuser block, change `encrypted=false` to `encrypted=true.`
11. Save the file and exit.
12. To make the new or disabled passwords take effect, restart the Sybase Control Center server or agent where the changes were made. (See *Starting and Stopping Sybase Control Center in Windows* on page 23 or *Starting and Stopping Sybase Control Center in UNIX* on page 25.)

Encrypting a Password

Use the **passencrypt** utility to encrypt passwords and other values that must be kept secure while stored in text files.

You can safely store an encrypted password in a properties file. Enter the password in clear text (unencrypted) when you execute **passencrypt** and when you use the password to log in.

passencrypt, which is located in the Sybase Control Center `bin` directory, uses the DES encryption algorithm.

1. Open a command window and change to the `bin` directory:

   Windows: `cd <SCC-install-directory>\bin`
   UNIX: `cd <SCC-install-directory>/bin`
2. To encrypt a password, enter **passencrypt**. Enter your new password at the resulting prompt.
   The passencrypt utility encrypts the password you enter and displays the password in encrypted form.
3. Copy the encrypted password.
4. Paste the encrypted password where needed.

Configuring Sybase Control Center

Before using Sybase Control Center, perform configuration and set-up tasks (including setting up security).

1. Access the online help by doing one of the following:
   - Click **?** in the upper-right corner of the Sybase Control Center screen. Expand the Sybase Control Center books in the left pane of the help window.
   - Visit *http://sybooks.sybase.com* and select **Sybase Control Center** from the Select a Product list.

   The help in the product includes a module for each product component you have installed. The help on the Sybooks site includes all the help modules.
2. Complete these configuration procedures:

Task	Location in help
(Optional) Perform a quick start.	*Get Started > Quick Start for an Evaluation*
Perform set-up tasks for a production environment.	*Get Started > Get Started in a Production Environment*
Configure SCC product modules. Includes registering servers, setting up statistics collection, and creating alerts. **Note:** Configuration tasks vary by component. If you have more than one Sybase Control Center product module installed, follow the configuration steps for each one.	*Configure*

Troubleshooting Installation

Determine the cause of problems and apply the recommended solution.

Windows Problems

Problem	Solution
Installer fails to start	To display error messages, run **setupConsole.exe** instead of **setup.exe**.
Installer or uninstaller fails on Windows Vista, Windows 7, and Windows 2008 x86 64-bit	The installer or uninstaller fails on Microsoft Windows Vista, Windows 7, or Windows 2008 on x86 64-bit because it cannot set environment variables. In Windows Explorer, right-click `setup.exe`, `setupConsole.exe`, or `uninstall.exe` and select **Properties**. On the Compatibility tab, select **Windows XP** compatibility mode.
Error on installing or starting Sybase Control Center as a service in Windows XP	If you see the error below, upgrade Windows XP to Service Pack 1 or later. The base version of Windows XP cannot run Sybase Control Center as a service. `sccservice.exe - Entry Point Not Found: The procedure entry point SetDllDirectoryA could not be located in the dynamic link library KERNEL32.dll.`
Sybase Control Center fails to start after installation	Execute **scc.bat**—see *Starting and Stopping Sybase Control Center in Windows* on page 23.
Running scripts is not enabled	If you see `Running scripts is not enabled` or a similar message while you are connected to Sybase Control Center, relax the security settings on your browser as described in the next item.

Problem	Solution
Cannot connect to Sybase Control Center or install Adobe Flash Player	Browsers with strong security settings, including Internet Explorer (IE) Enhanced Security Configuration, fail to connect to Sybase Control Center if they cannot load Flash Player. When you try to connect, you might see a message similar to this: `This content requires the Adobe Flash Player. Get Flash.` In some cases, there is no indication of the need for Flash Player; you might see only a gray box in the browser window. To install Flash Player so that you can use Sybase Control Center, relax the security settings on your browser, including ActiveX controls in IE. **1.** To download Flash Player, click the **Get Flash** link or go to *http://get.adobe.com/flashplayer/*. **2.** Review the license agreement and click **Agree and install now**. If your browser's security options are too strict, they prevent Flash Player from installing. **3.** Change the level of security so you can install Flash Player: • In Internet Explorer, go to **Tools > Internet Options > Security tab > Internet > Custom level**. Most options in the Security Settings dialog have Disable and Enable settings. Many also have a Prompt setting, which means that IE prompts you for approval before using the feature or performing the action described. Set all disabled options in the dialog to Enable or Prompt. Prompt is safer. • In Firefox, go to **Tools > Options > Content** and **Tools > Options > Security** and choose less restrictive settings. **4.** Return to the main window and reload the Flash Player installation page. Flash Player installs automatically and plays a small animation when it finishes. **5.** Connect to Sybase Control Center and log in.

UNIX Problems

UNIX operating systems include Linux and Solaris.

Problem	Solution

Cannot run the installer in GUI mode	1. Verify that you have installed any operating system patches required for Java Runtime Environment (JRE) 6.
	2. Enter the following command at the UNIX prompt of the remote machine, where host_name is the name of the machine on which you want the installer to appear (that is, your local machine):
	For C shell:
	`setenv DISPLAY host_name:0.0`
	For Bourne shell:
	`DISPLAY=host_name:0.0; export DISPLAY`

Sybase Control Center fails to start after installation	Execute **scc.sh**—see *Starting and Stopping Sybase Control Center in UNIX* on page 25.

Client not authorized to connect to server	If you see this error message when you launch the installer, the remote machine does not have permission to display the user interface on the local machine where you are working:
	`Xlib: connection to "host_name" refused by server`
	`Xlib: Client is not authorized to connect to Server`
	`xhost: unable to open display "host_name"`
	To correct the problem:
	1. Enter the following command at the UNIX prompt of your local machine, where remote_machine is the machine on which you are running the installer:
	`xhost +remote_machine`
	2. Restart the installer.

Running scripts is not enabled	If you see `Running scripts is not enabled` or a similar message while you are connected to Sybase Control Center, relax the security settings on your browser as described in the item on installing Flash Player, below.

Problem	Solution
Cannot connect to Sybase Control Center or install Adobe Flash Player	Browsers with strong security settings fail to connect to Sybase Control Center if they cannot load Flash Player. When you try to connect, you might see a message similar to this: `This content requires the Adobe Flash Player. Get Flash.` In some cases, there is no indication of the need for Flash Player; you might see only a gray box in the browser window. To install Flash Player so that you can use Sybase Control Center, relax the security settings on your browser. **1.** To download Flash Player, click the **Get Flash** link or go to *http://get.adobe.com/flashplayer/*. **2.** Review the license agreement and click **Agree and install now**. If your browser's security options are too strict, they prevent Flash Player from installing. **3.** Change the level of security so you can install Flash Player. In Firefox, go to **Tools > Options > Content** and **Tools > Options > Security** and choose less restrictive settings. **4.** Return to the main window and reload the Flash Player installation page. Flash Player installs automatically and plays a small animation when it finishes. **5.** Connect to Sybase Control Center and log in.

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