Release Bulletin
Sybase® IQ ETL 4.5.1

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2. Product summary

Enclosed is Sybase IQ ETL 4.5.1 that includes Sybase ETL Development and Sybase ETL Server.

2.1 Sybase ETL Development

Sybase IQ ETL Development 4.5.1 runs on Microsoft Windows:

- Windows XP Professional with Service Pack 3 – 32-bit and 64-bit
- Windows Vista – 32-bit and 64-bit Windows Vista Business, Business N, and Enterprise editions
- Windows 2003 – 32-bit and 64-bit Windows 2003 Standard and Enterprise editions
- Windows 2008 – 32-bit and 64-bit Standard, Enterprise, and Data Center editions

2.2 Sybase ETL Server

This section describes platforms, operating systems, databases, and database interfaces that Sybase IQ ETL Server 4.5.1 supports.

2.2.1 Platform and operating system support

Table 1 lists the platforms and operating systems on which Sybase IQ ETL Server 4.5.1 runs.

Table 1: Sybase IQ ETL Server platforms and operating systems

Platform	Version
IBM AIX	5.3 – pSeries 64-bit 6.1 – pSeries 64-bit
Red Hat Enterprise Linux	• 4.0 x86 – 32-bit Advanced Server and Workstation Editions • 4.0 – 64-bit • 5.0 – 32-bit, 64-bit • 4.0 on POWER – 64-bit • 5.0 on POWER – 64-bit
SuSE Linux Enterprise Server	• 9 SP2 – 32-bit, 64-bit • 10 – 32-bit, 64-bit • 9 SP4 on POWER – 64-bit • 10 on POWER – 64-bit
Sun Solaris	• 9 (SPARC) – 64-bit • 10 (SPARC) – 64-bit • 10 x86 – 64-bit
Microsoft Windows	• Windows 2003 – 32-bit and 64-bit Windows 2003 Standard and Enterprise editions • Windows XP Professional Service Pack 3 – 32-bit and 64-bit • Windows Vista – 32-bit and 64-bit Windows Vista Business, Business N, and Enterprise editions • Windows 2008 – 32-bit and 64-bit Standard, Enterprise, and Data Center editions
HP Itanium	• 11.23 – 64-bit • 11.31 – 64-bit

For a complete list of supported operating systems on each platform, see the Sybase platform certifications Web site at http://certification.sybase.com.

2.2.2 Database support

Table 2 shows the repository, source, and destination databases supported by Sybase IQ ETL 4.5.1 Server.

Table 2: Sybase IQ ETL Server database support

Database	Version	Repository	Source	Destination
Sybase Adaptive Server® Enterprise	15.0.2 ESD #6, 15.0.1 ESD #3, 12.5.4, and 12.5.4 ESD #8	No	Yes	No
Sybase SQL Anywhere® Server **Note** As of version 10.0, Adaptive Server® Anywhere has been renamed SQL Anywhere.	10.0.1, 9	Yes	Yes	No
Sybase IQ	12.7 ESD #2 to ESD #5	Yes	Yes	Yes
IBM DB2 UDB	9.1, 8.2.1	No	Yes	No
Microsoft Access	2000, 2003	Yes	Yes	No
Microsoft SQL Server	2000, 2005 SP2	Yes	Yes	No
MySQL	5	No	Yes	No
Oracle	10g, 11g	No	Yes	No
SQLite **Note** Use SQLite only in a test environment.	3.3.5	No	Yes	No

Note Sybase IQ ETL 4.5.1 does not support access to the repository using the OLE DB interface.

2.2.3 Interface support

Sybase IQ ETL 4.5.1 supports these interfaces for connecting to destination or source databases from a component:

- Sybase
- DB2
- ODBC

Note You must install the ODBC driver on the same computer as Sybase IQ ETL Development, and you must define a system data source name (DSN) for the target.

- Oracle
- OLE DB
- SQLite Persistent – support for test environments only.

See "Database connection settings," in Chapter 5, "Components" in the *Sybase IQ ETL 4.5.1 Users Guide*.

Table 3 lists the interface driver versions supported in Sybase IQ ETL 4.5.1.

Table 3: Interface driver versions for Sybase IQ ETL Server

Driver	Version
Sybase native (via Client-Library)	12.5.2, 15.0 **Note** On Linux pSeries, the Sybase native driver (via Client-Library) is the only supported interface.
Adaptive Server Enterprise ODBC	15.00.00.325 (Windows only)
SQL Anywhere ODBC **Note** As of version 10.0, Adaptive Server Anywhere has been renamed SQL Anywhere.	10.00.01.3415
Sybase IQ 12.7 ODBC	9.00.02.2056 (Windows only) 10.00.01.3415 (Windows only)
IBM DB2 native	8.1.8.762, 9.01.00.369
IBM DB2 ODBC	8.01.08.762, 9.01.00.369 (Windows only)
Microsoft Access ODBC	4.00.6305.00 (Windows only) **Note** The version number may differ for different Windows operating systems.
Microsoft SQL Server ODBC	20.86.3959.00 (Windows only)
MySQL	5.1.4
Oracle native (via Oracle Call Interface (OCI))	11.01.00.06
Oracle ODBC	11.01.01.06 (Windows only)

3. Special installation instructions

This section describes installation instructions not included either in the Sybase IQ installation guides, or in the README files installed with Sybase IQ ETL 4.5.1.

3.1 Installing SQL Anywhere 10

If your database includes wide tables and very large columns, Sybase recommends that you use a SQL Anywhere repository rather than a Microsoft Access or SQLite Persistent repository. You can install SQL Anywhere using its installer, which is packaged with Sybase ETL Server and ETL Development. To install SQL Anywhere:

1 Install Sybase ETL Development or Sybase ETL Server.

2 Run the installer.

- On Windows – navigate to the *SA10* directory under the installation folder and click *SQLAnywhere10_Windows_Developer_10.0.1.exe* to start the installer.
- On UNIX and Linux –

  1 Navigate to the installation directory.

  2 Unzip and extract the *SQLAnywhere10.<revision_number>.tar.gz* file.

  By default, the files are extracted in the *ga1001* folder under the installation directory.

  3 Using a command prompt, navigate to the folder where you have extracted the file, and enter the following command to run the installer:

```
./setup
```

3 On the Welcome window, click Next.

The installer extracts the files required for installation on your machine.

4 Select the language for installation and click Next.

5 Click Next on the Welcome window.

6 On the License Agreement window, select the geographic location where you are installing to display the agreement appropriate to your region. Read the license agreement. Select “I accept the terms of this agreement” and click Next.

7 Enter the license key.

- On Windows – the license key is available in the *SA10_license_key.txt* file in the *<installation_direcory>\SA10* folder.

- On UNIX and Linux – the license key is available in the *SA10_license_key.txt* file in the <*installation_directory*>.

Click Next.

If you have entered an incorrect license key, click Back, and reenter the key.

8 Click Browse to select an installation directory, or click Next to accept the default directory.

9 Click Browse to select a directory where you want to install the samples, or click Next to accept the default directory.

10 Accept the default components selected for installation and click Next.

11 Accept the default server license information and click Next.

12 Accept the default program folder or enter a new folder and click Next.

13 The installer displays the selections you have made. Review the information, and click Next.

14 On successful installation, the installer displays:

```
Setup has finished installing SQL Anywhere 10 on your
computer.
```

You can select to view the README file or the iAnywhere Online Resources. Click Finish to proceed.

15 On Windows – select "Yes, I want to restart my computer now" and click Finish to complete the setup.

On UNIX and Linux – you need not restart your machine. Click Finish to exit the installer.

3.2 Installing and configuring SQL Anywhere 10 ODBC drivers

On UNIX and Linux platforms, you can connect to a Sybase IQ server using ODBC. Use the SQL Anywhere 10 ODBC drivers provided by the SQL Anywhere installer for these platforms:

- IBM AIX
- Linux x86
- Sun Solaris Sparc
- Sun Solaris x86 64-bit

- HP Itanium 64-bit

For information on how to install SQL Anywhere 10, see “Installing SQL Anywhere 10” on page 7.

You must configure the SQL Anywhere 10 ODBC drivers before you use them. See “Configuring ODBC drivers” on page 9, for configuration instructions.

❖ **Configuring ODBC drivers**

In the instructions that follow:

- <*installation_folder*> is the directory where SQL Anywhere is installed.
- <*lib_version*> is the subdirectory containing the SQL Anywhere 10 drivers. The name of this subdirectory can be *lib32* or *lib64*, depending on your configuration.
- *$USERHOME* is the home directory that contains the *.odbc.ini* file.

The *.odbc.ini* file contains the ODBC driver configuration information such as the data source name (DSN) definitions. Driver managers such as unixODBC look for the *.odbc.ini* file specified in the ODBCINI environment variable. For more information on *.odbc.ini*, see the unixODBC Web site at http://www.unixodbc.org/internals.html.

1. In the <*installation_folder*>, create a symbolic link called *libodbc.so* to the supplied SQL Anywhere 10 ODBC driver file:
   ln -s <*installation_folder*>/<*lib_version*>/libdbodbc10.so libodbc.so
2. In the *.odbc.ini* file, add an entry similar to:

```
[My_IQ_Server]
Driver=/opt/sybase/<installation_folder>/<lib_version>/libdbodbc10.so
uid=dba
pwd=SQL
EngineName=My_IQ_Server_asiqdemo
CommLinks=tcpip(host=iq_hosting_server;port=2638)
AutoStop=no
DatabaseName=asiqdemo
AutoPreCommit=yes
```

3. Add the environment variable ODBCINI=*$USERHOME/.odbc.ini* to your server.

4 To set the necessary environment variables, run the *sa_config.sh* or *sa_config.csh* file in the <*installation_folder*>/<*bin_version*>/ directory, where <*bin_version*> can be *bin32* or *bin64*, depending on your configuration.

Note If you have multiple Sybase IQ servers with the same server name, database name, and port number, use server name caching to connect to the target Sybase IQ server. Add the DoBroadcast=DIRECT communication parameter to the CommLinks connection parameter, in the *.odbc.ini* file, in your ETL Server:

```
CommLinks=tcpip(DoBroadCast=DIRECT;
host=iq_hosting_server;port=2638)
```

See "Server name caching for faster connections," in Chapter 3, "Sybase IQ Connections" in the *Sybase IQ 12.7 System Administration Guide*.

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4. Special upgrade instructions

See the cover letter for this EBF for upgrade instructions.

5. Changed functionality in this version

See the *Sybase IQ ETL 4.5.1 New Features Guide* for descriptions of the new and changed functionality in Sybase ETL IQ 4.5.1.

5.1 *ProcessQ* has been deprecated

ProcessQ, provided with earlier versions of Sybase ETL, was used to execute projects and jobs from a command line.

Since Sybase ETL 4.5, the ETL Server executable, GridNode, has been enhanced to include this capability, and ProcessQ has been deprecated. ProcessQ is now included with Sybase ETL for backward compatibility, but some options are no longer supported. Sybase strongly recommends that you update existing scripts to use GridNode instead of ProcessQ to run projects and jobs, as ProcessQ will not be supported at all in future releases. See "ETL Server command line enhancements" in the *Sybase IQ ETL 4.5.1 New Features Guide* for information about GridNode.

The following ProcessQ parameters are no longer supported.

Parameter	Short form
--detachconsole	-DC
--id *mutual exclusion ID*	-I *mutual exclusion ID*
--kill_all *process names*	-KA *process names*
--serialize	-S
--timeout_lock *n*	-TL *n*
--windowstyle *n*	-W *n*

6. Known problems

This section describes known problems in Sybase IQ ETL 4.5.1 and workarounds where available. These problems are marked with the corresponding Change Request (CR) numbers. Provide the CR number when you contact Sybase Technical Support regarding ETL issues.

6.1 Problems with ETL Server

This section documents known problems with Sybase IQ ETL Server.

6.1.1 *uGuid* function limitation on IBM AIX 6.1

[CR #548367] On IBM AIX 6.1, ETL Server generates errors if you attempt to use the uGuid function with the “base64” parameter.

Workaround: None.

6.1.2 Initialization file settings for Sybase IQ ETL Server on UNIX

[CR #456080] On UNIX installations of Sybase IQ ETL Server, initialization (*.ini*) file settings are not read by ETL Server unless you have a *GridNode.ini* file in place.

Workaround: Specify the initialization settings.

❖ **Specifying initialization settings for ETL Server**

1 Make a copy of the *Default.ini* file named *GridNode.ini* in the *etc* subdirectory of your installation path.

2 Using a text editor, specify general settings in *Default.ini* that are to be shared by all applications.

3 In *GridNode.ini*, specify exclusive settings for ETL Server.

4 Disable, by removing or commenting out, the keys for general settings in *GridNode.ini*.

6.1.3 ODBC connectivity for Sybase ETL Server running as a Windows service

[CR #456470] If you install ETL Server on a Windows 2003 64-bit Enterprise Edition platform as a Windows service and you plan to use ODBC connectivity, you may encounter the following issues:

- The ETL Server Windows service may only be able to detect system data sources defined using the ODBC Data Source Administrator executable located in the *C:\WINDOWS\SysWOW64* directory (*odbcad32.ex*e, file size 32KB). If you installed the IQ Extended Enterprise Edition Sybase IQ server, you can access this version of the ODBC Data Source Administrator by selecting Start | All Programs | Sybase | Data Access (32-bit).
- The ETL Server Windows service cannot detect system or user data sources defined using the ODBC Data Source Administrator executable located in the *C:\WINDOWS\System32* directory (*odbcad32.exe*, file size 34KB). This version may be available by selecting Start | All Programs | ODBC.
- The ETL Server Windows service may not be able to detect ODBC data sources defined as user data sources.

Workaround: If ETL Development is installed on the same machine with the ETL Server and you want to run the ETL demo jobs:

1 Stop ETL Server running as a Windows service. Use the Windows Task Manager Processes tab to verify no *GridNode.exe* processes are running.

2 Start ETL Development. ETL Development starts a *GridNode.exe* process and this process can run the ETL demo jobs.

ETL Server is a 32-bit application, even though the Sybase IQ server available with it in the IQ Extended Enterprise edition is a 64-bit application. ETL Server requires a 32-bit ODBC driver to connect to a server, regardless of whether the server is 32-bit or 64-bit.

The 64-bit Sybase IQ Server includes both ODBC 32-bit and 64-bit drivers.When you install Sybase IQ on a Windows 2003 EE 64-bit platform and accept the defaults, the two drivers are available from the Start menu. These two ODBC drivers have the same file name—*DBODBC9.DLL*, but are installed in different directories.

- 32-bit ODBC driver – installed in *C:\Program Files\Sybase\ASIQ-12_7\win32*. Select Start | All Programs | Sybase | Data Access (32-bit) | ODBC Data Source Administrator.
- 64-bit ODBC driver – installed in *C:\Program Files\ASIQ-12_7\x64.* Select Start | All Programs | Sybase | Data Access (64-bit) | ODBC Data Source Administrator.

6.1.4 Multiple ETL Server sessions makes ETL Development unstable

[CR #492273] If you start ETL Server from the command line while ETL Development is running, ETL Development becomes unstable and displays error messages if you perform any action in ETL Development. This is because of conflicts between the ETL Server session you started from the command line and the ETL Server session started by ETL Development.

Workaround: In the Preferences window, unselect Engine | "Start local engine during application startup" so that an ETL Server session does not start the next time you start ETL Development.

6.1.5 Exceeding connection limit locks connections to Sybase IQ

[CR #496226] When multiple connections from ETL to Sybase IQ remain open after projects and jobs execute, connections to Sybase IQ can lock when open connections exceed the Sybase IQ connection limit. Users receive error messages that ETL cannot retrieve column descriptions, ETL has exceeded the database connection limit, and ETL cannot connect to Sybase IQ.

Workaround: Increase the connection limit in Sybase IQ. See "Managing IQ user accounts and connections," in Chapter 12, "Managing User IDs and Permissions" in the *Sybase IQ 12.7 System Administration Guide*.

6.1.6 Adaptive Server ODBC driver truncates data values

[CR #529732 and CR #531316] The Adaptive Server OBDC driver truncates text or image data values that are larger than the value set in the ODBC configuration in Microsoft Windows for the driver.

Workaround: Increase the text size value in the OBDC Control Panel, or set the value in the database options parameter for your database connection.

❖ **Increasing the text size value using the Control Panel**

1 In Control Panel | Administrative Tools | Data Sources (ODBC), select the data source for Adaptive Server Enterprise in the User DSN or System DSN tab.

2 Select Configure to display the ODBC Adaptive Server Enterprise Setup window and then select Advanced.

3 Change the value for Text Size to a value larger than 32KB, which is the default. The Adaptive Server ODBC drive truncates any data value that is larger than the value you set here.

❖ **Increasing the text size value using Database Options**

1 In the Properties window for the database connection, double-click the edit icon of the Database Options field to display the Enter Properties window.

2 In the "Extended Connect Options" field, enter "TEXTSIZE=*N*" where *N* is the text size value you want to set.

6.1.7 Cannot access demo repository after reinstalling to a different directory

[CR #531201] Problems accessing the demo repository occur if you install another copy of Sybase IQ ETL Development into a directory that is different from the original installation directory. Even if you uninstall the first installation of Sybase IQ ETL Development, registry entries remain that are not overwritten with a new install.

Workaround: You can do one of:

- Install to the same directory that you used originally.
- Contact Sybase Technical Support for assistance if you intend to install to a different directory.

6.1.8 Logging local timestamps

[CR #548480] To log local timestamps, you can turn off the Universal Time Coordinate (UTC) in the Logging section of the *etc\Default.ini* file, under the installation folder.

6.1.9 Cannot run ETL 4.5.1 when earlier ETL versions are running

[CR #535684] You cannot run ETL 4.5.1 concurrently with earlier versions of ETL, due to registry and resource conflicts.

6.1.10 Reenter password when accessing ETL 4.2 repositories

[CR #535684] You must re-enter the repository user password to log in to access a repository created with ETL versions earlier than ETL 4.5.

6.1.11 Scheduled jobs fail to run in Windows Vista

[CR #535937] Jobs and projects that you schedule in Windows Vista using the ETL Runtime Manager fail to execute, due to changes in the Scheduler API in Windows API.

Workaround: Schedule the job or project using the ETL Runtime Manager, and then in the Windows Vista Task Scheduler, add a trigger for the task such as "On a schedule" or "At logon." You cannot select the "At startup" trigger.

6.1.12 Command line execution fails without the default port number

[CR #538717] Command line execution fails if you attempt to use the default port number of 5124 but you do not include it in the command line.

Workaround: You must enter the default port number of 5124 in the command line, for example:

```
GridNode -con --port 5124 --server localhost
-f "..\\testdata\\tpms\\tpms_TestB.xml"
```

6.1.13 Query Designer output does not display column names

[CR #549913] In the Query Designer, if you apply a function to a column of a table that is connected to Adaptive Server Enterprise (ASE) or Microsoft SQL Server, and execute the query, the column name does not display in the Content Browser.

Workaround: Add alias names to columns that use functions.

6.1.14 Query Designer output has different column names

[CR #539577] When you apply a function to a table in Query Designer, the output column name in the Content Browser is different for different databases and may bear no relation with the source column name. For example:

DBMS	Function	Query in Query Designer	Source column name	Output column name
IBM DB2	CHAR	`select CHAR(col_1) from DATE_TBL`	COL_1	1

DBMS	Function	Query in Query Designer	Source column name	Output column name
Adaptive Server	convert	`select convert(char(10), ID) from CUSTOMER_TBL`	ID	col_1
Sybase IQ	convert	`select convert(char(10), id) from alt_sales_orders`	id	id
Microsoft Access	SUM	`select SUM(SA_TOTAL) from SALES`	SA_TOTAL	Expr1000

Workaround: Use column aliases when you enter queries in Query Designer so that the column alias displays as the output column name. For example, using the column alias mycolumn:

```
select CHAR(col_1) as mycolumn from TEST_TBL
```

6.1.15 ETL Server stops responding if there is insufficient temp space in Sybase IQ

[CR #539896] ETL Server can stop responding if there is insufficient temp space on the source Sybase IQ database server when transferring a large amount of data from Sybase IQ.

Workaround: Increase the temp space for the Sybase IQ server to a minimum of 1GB.

6.1.16 Use server name caching to connect to a specific Sybase IQ server

[CR #540023] ETL may not connect to a specific Sybase IQ server using ODBC if there are multiple Sybase IQ servers with the same server name, database name, and port number.

Workaround: Use server name caching to connect to the target Sybase IQ server. Add the DoBroadcast=DIRECT communication parameter to the CommLinks connection parameter in the *.odbc.ini* file in your ETL Server:

```
CommLinks=tcpip(DoBroadCast=DIRECT;host=iq server;port=2638)
```

See “Server name caching for faster connections,” in Chapter 3, “Sybase IQ Connections” in the *Sybase IQ 12.7 System Administration Guide*.

6.1.17 Parallel project execution is not certified for ETL 4.5.1

Sybase recommends execution of projects in parallel for demonstration but not for production environments. Contact Sybase for information on when this functionality will be certified.

6.2 Problems with ETL components

This section documents known problems with ETL components.

6.2.1 Querying LOB datatype causes ETL Development to stop responding

[CR #536540] When you query a table on the Adaptive Server containing an LOB datatype, ETL Development may stop responding.

Workaround: While retrieving records using the Query Designer, keep the columns with LOB datatypes at the end of the select statement.

6.2.2 Improving performance in accessing Sybase IQ

[CR #447948] Using components such as DB Staging, DB Data Sink Insert, DB Data Sink Update, or DB Data Sink Delete to access Sybase IQ can degrade performance.

Workaround: To improve performance, you can do one of:

- Use the IQ Loader File via Load Table and IQ Loader DB via Insert Location loader components to speed up loading into Sybase IQ.
- Use Adaptive Server Enterprise, Adaptive Server Anywhere, or Microsoft Access instead of Sybase IQ for the staging portion of your project.
- If you still want to use Sybase IQ for staging, split the project into new staging and loading projects. Use DB Bulk Load Sybase IQ instead of DB Staging in the new staging project and use IQ Loader File via Load Table and IQ Loader DB via Insert Location to speed up loading into Sybase IQ in the new loading project.

6.2.3 Unable to import XML file which has more than 32 sibling elements

[CR #490536] The XML via SQL Data Provider component fails to open XML files that contain more than 32 sibling elements.

Workaround: Set Create Flat View to 0 in the XML Options property of the XML via SQL Data Provider component. You must set up sub-queries manually using the Content Explorer.

6.2.4 Unable to retrieve XML files which do not use UTF-8 encoding

[CR #551668] The XML via SQL Data Provider component fails to retrieve XML files that are not UTF-8 encoded.

Workaround: Use UTF-8 encoding in the XML files.

6.2.5 ETL may stop responding if you specify 0 to retrieve all records from a table

[CR #494304] If you run a query in the Query Designer to retrieve records from a table containing 10000 or more records, ETL may stop responding if you enter 0 as the number of records to return in one of:

- Query Designer window.
- A query you create from the Properties window for the component.
- File | Preferences | Workbench | Query Designer | Default number of records to retrieve from Query Designer.

ETL should return all rows in the result set if you specify 0 but stops responding because the Java virtual machine cannot obtain enough memory to display the result set.

Workaround: Increase the maximum heap size the Java Virtual Machine can address; change the default `-Xmx256M` to `-Xmx512M` in the *IQETLDev.lap* file in the ETL installation directory.

6.2.6 Project reports printed as XML fail to open on Windows Vista

[CR #546658] On Windows Vista Business 32-bit, Sybase IQ ETL may generate errors when displaying project reports that are generated using XML output.

Workaround: Go to the *reports* folder in the installation directory and manually open the XML file.

6.2.7 Table and column names cannot be database keywords

[CR #496346] You cannot use database key words such as “variable” as the names of tables or columns in Sybase IQ ETL 4.5.1.

Workaround: None.

6.2.8 Last row of source text file not loaded to Sybase IQ

[CR #497950] Sybase IQ does not accept the last row of a source text file from ETL when you use the IQ Loader File via Load Table component if the last row does not end with a trailing row delimiter.

Workaround: Add a line delimiter at the end of the last row in the source text file. For example, in Windows, with the row delimiter specified as CRLF, place the cursor at the end of the last row and press Enter to add a row delimiter to the last row.

6.2.9 The *uSetLocale* JavaScript function works only on Windows platforms

[CR #531483] The uSetLocale javascript function only works on Windows platforms. On UNIX platforms, setting uSetLocale to any language will still display output in English for uMonthName, uMonthNameShort, uWeekdayName, and uWeekdayNameShort.

Workaround: None.

6.2.10 *uSleep* function does not work correctly on UNIX platform

[CR #539371] The uSleep function that can be used to suspend a process for a specified amount of milliseconds, does not work correctly on HP Itanium 11i v2. However, no issues have been encountered with HP Itanium 11i v3.

Workaround: None.

6.2.11 Using SQL Anywhere as the DB Staging database displays errors

[CR #546257] For the DB Staging component, if you are using a SQL Anywhere database with Sybase connectivity, and if you are using an OCS version later than 15.0 ESD #7, you may encounter this error:

```
"The connection has been marked dead."
```

Workaround:

- Use SQL Anywhere with ODBC connectivity, or use Adaptive Server Enterprise.
- If you are using the Sybase interface, use OCS version 15.0 ESD #7.

6.2.12 Issues using named pipes on Windows Vista

[CR #549539] On Windows Vista, you cannot specify a pipe name for the Load Stage property of the DB Bulk Load IQ component.

Workaround: Change the firewall setting on the Vista machine.

1 Go to Start | Control Panel | Security Center | Windows Firewall.

2 Click the Exceptions tab.

3 Under Programs and Services, select the File and Printer Sharing checkbox and then click OK.

6.2.13 Error messages when using Adaptive Server for DB Staging

[CR #549202] Although the project executes successfully, you may encounter error messages if you are using Adaptive Server Enterprise for DB Staging without configuring the Adaptive Server database for bulk copying.

Workaround: Configure the database to use bulk copying.

6.2.14 ETL 4.5.1 does not process write block size value

[CR #535236] Due to architectural changes in Sybase IQ ETL 4.5.1, you need not enter the value for write block size when you configure your project although the Write Block Size field still displays in ETL Development. ETL does not process any value you enter in the field, as the write block size is determined by the read block size.

6.2.15 Insert Location component does not support encrypted passwords

[CR #536482] Sybase IQ ETL 4.5.1 does not support the Encrypted Password option in the IQ Loader DB via Insert Location component connection information if the source database is Sybase IQ 12.7.

Workaround: None.

6.2.16 Character Mapper window displays incorrect results

[CR #549271] The default number of records that can be retrieved from the Query Designer and displayed in the Input and Output Port Content panes of the Character Mapper during simulation is 25. This value is set in the “Default number of records to retrieve from the Query Designer” field on the Preference window.

If the default number of records is not changed, during simulation even if the input port delivers more than 25 records (for instance, if its data source specifies a Read Block Size value greater than 25), the Input and Output Port Content panes continue to display only the first 25 records. Although the record does not appear in the Input and Output Port Content panes, you can click the "Go to last record" icon on the toolbar, the "Go to next record" icon when the current record number is 25, or the "Go to previous record" icon when the current record number is greater than 26, to display the correct record in the Current Input Record pane.

Workaround:

- View the currently selected record details in the "Current Input Record" pane, or,
- Specify a Read Block Size value equal to or less than 25, or,
- Set a value in the "Default number of records to retrieve from the Query Designer" field equal to the number of records expected on the input port of the Character Mapper.

6.2.17 Issues setting mapping definitions in Character Mapper

[CR # 550196] When you add the Character Mapper component to your project the Character Mapper window opens up. If you save and close the window without adding a mapping definition, you may encounter errors when you try to reopen the window to add a mapping definition.

Workaround: Enter and save the mapping definition in the Character Mapper window when it opens up the first time.

6.2.18 Errors encountered while viewing performance data

[CR #551633] If you have migrated from Sybase IQ ETL 4.5 to Sybase IQ ETL 4.5.1, you may not be able to view the performance data of a project, even if you set the performance logging level to 1 in the Preference window.

Workaround: To be able to view the performance data, click Tools | Reset Performance Data Queries.

6.2.19 Insert Location project fails if network packet size setting is incorrect

[CR #536684] Projects that use Adaptive Server as the source and that contain the IQ Loader DB via Insert Location component fail if the network packet size for the component is larger than or equal to the maximum network packet size of the Adaptive Server.

Workaround: Before you execute the project:

1 Connect to the Adaptive Server and execute sp_configure 'max network packet size' to display the maximum network packet size Run Value for your Adaptive Server.

2 In ETL, enter a packet size for IQ Loader DB via Insert Location that is less than or equal to the Adaptive Server maximum network packet size Run Value obtained in step 1.

For example, if your Adaptive Server maximum network packet size Run Value is 2048 bytes, your ETL packet size for the IQ Loader DB via Insert Location component must be less than to equal to 4 as 4 translates to a Adaptive Server Run Value of 4*512=2048 bytes.

6.2.20 Unable to execute projects with more than 35 Data Calculator JavaScript components

[CR 546275] If you add more than 35 Data Calculator JavaScript components to a single project, you may encounter errors while executing the project.

Workaround: None.

6.2.21 Extra characters truncated from the column length of the source table

[CR 493550] If the column length of the source table is more than the column length of the target table, ETL truncates the extra characters without any warning.

Workaround: When transferring data, make sure the column length of the target table is equal to or more than the column length of the source table.

6.2.22 Error messages display when you migrate tables with large number of columns

[CR #549882] If you migrate wide tables using the Migration wizard, you may see this error message at the end of the migration process:

```
An error occurred during execution of the engine.
Commit Failed: Client Library Message: severity(0)
```

```
layer(1) origin(1) number(50) Text: ct_cmd_drop(): user
api layer: external error: The connection has been
marked dead.

Cannot execute the last command.

Please refer to the Message section.

The migration failed due to the previous error. Unable
to open the generated job.
```

Despite the error message, the table is successfully migrated to the target database, and you can manually open the generated job to transform the data.

Workaround: This error displays if you are using the Sybase interface to connect to the source database and if the OCS version being used is 15.0 ESD #13 or later. To prevent this error:

- Use the ODBC interface to connect to the source database.
- If you are using Sybase interface to connect to the source database, use OCS version 15.0 ESD#7.

6.2.23 Limitations when migrating wide tables

[CR #548329] When you migrate wide tables, excessive memory is consumed, which may cause ETL to intermittently stop responding.

Workaround: Use a SQL Anywhere repository when using wide tables, rather than an Microsoft Access or a SQLite repository. For instructions about installing SQL Anywhere, see “Installing SQL Anywhere 10” on page 7.

6.2.24 Text Data Provider fails if “Skip First Rows=0” for FTP source

[CR #540626] The Text Data Provider component does not transfer data if you keep the default value of 0 (zero) in the Skip First Rows field when you enter a FTP URL as the text source for the component.

Workaround: Enter 1 in the Skip First Rows field, save the configuration, change the value for Skip First Rows to 0, and save the configuration again.

6.2.25 JavaScript Debugger stops responding after adding a variable to the watch list

[CR #541268] The JavaScript Debugger stops responding if you add a variable to the watch list, then start the JavaScript Debugger, and go through the javascript.

Workaround: None

6.2.26 ETL may stop responding if tables contain a large number of columns

[CR #541647 and CR #541781] When you execute a project with tables containing thousands of columns, ETL Server may stop responding intermittently. Attempts to save the project may also cause ETL Development to stop responding intermittently.

Workaround: None.

6.2.27 Executing projects with DB Staging component fails on Linux pSeries

[CR #548539] If you are using the DB Staging component in your project to stage more than 1000 records, and if you are using OCS version 15.0 ESD #12, you will encounter the following errors when you try to execute the project on Linux pSeries:

```
"Connection has been marked dead"
```

Workaround: Use OCS version 15.0 ESD #4.

6.2.28 Javascript Debugger displays incorrect value for the Input port variable

[CR #551546] On Windows 2008, if you simulate and step through the Data Calculator component, and then open the Javascript Debugger to view the value of the variables at the Input port by right-clicking them, the value displayed may not be correct the first time.

Workaround: In the Javascript Debugger, right click the Input port variable for the second time to view the correct value.

6.3 Problems with internationalization

This section documents known problems with multibyte and non-Western characters.

6.3.1 Insert Location component cannot load Unicode data from Microsoft SQL Server and IBM DB2.

[CR #530253] The IQ Loader DB via Insert Location component cannot load non-Western and multibyte character data from Microsoft SQL Server and IBM DB2 to Sybase IQ using Sybase Enterprise Connect™ Data Access (ECDA).

Workaround: None.

6.3.2 Insert Location component cannot load Unicode data from SQL Anywhere 10

[CR #531902] The IQ Loader DB via Insert Location component cannot load non-Western and multibyte character data from SQL Anywhere 10 using the nvarchar datatype.

Workaround: None.

6.3.3 Source files with byte-order mark are parsed incorrectly

[CR #543716] If you are using the Fixed by Bytes property to parse your file, make sure the source file does not include the byte-order mark. If it does, the file will be incorrectly parsed.

Workaround: Use a text editor to remove the byte-order mark from the source file before parsing it.

6.3.4 Cannot enter multibyte characters in password fields

[CR #530806] You cannot directly type in non-Western or multibyte characters in some ETL password fields; for example, in the Database Configuration window for components. You can type only ASCII characters directly into password fields.

Workaround: You can paste non-Western on multibyte character passwords directly into the password field.

6.3.5 *uSetEnv* fails with multibyte or non-Western characters

[CR #539437] The uSetEnv function fails if one of the arguments given to the function contains multibyte or non-Western characters.

Workaround: On the command line, set ETL to support UTF-8, for example:

```
set LANG=zh.UTF-8
```

6.3.6 Japanese character does not convert correctly from Oracle 10g

[CR #539726] The Japanese character "□`", also known as UTF-16LE: 0x5EFF, does not convert correctly from the source Oracle 10g database if you use the Oracle 10g or 11g native interfaces, or the Oracle 10g or 11g ODBC interfaces in ETL Development on Windows XP.

Workaround: In ETL Development, use the Microsoft ODBC driver for Oracle that ships with Windows XP and set the NLS_LANG environment variable for locale to "AMERICAN_AMERICA.JA16SJIS" in the registry of your ETL Development machine running on Windows XP.

6.3.7 Select correct character set encoding to display Unicode characters properly

[CR #540139] Characters display incorrectly unless you select the correct "endianness" type for the character set encoding for Unicode files that have a Byte Order Marker (BOM), when you load character data using the "Text Data Provider" or "Text Data Sink" components.

Workaround: In the Character Encoding field of the component configuration window, select the character set encoding with the correct endianness type for character data. For example, select:

- UTF-16LE to process text files encoded in UTF-16LE which have a BOM at the beginning of the file where LE means "little-endian" since the BOM is at the beginning of the file.
- UTF-16BE to process text files encoded in UTF-16BE with a BOM at the end of the file where BE means "big-endian" since the BOM is at the end of the file.

6.3.8 Issues accessing Chinese file or folder names on some UNIX platforms

[CR #549891] On most UNIX platforms, the LANG environment variable is set to "zh_CN.GBK" or "zh_CN.gbk" to support Simplified Chinese characters in the file or folder names. However, on some UNIX platforms, you may encounter errors unless you set the environment variable LANG to the locale supported on your machine.

Workaround: To view the list of available locales and set the appropriate one as the LANG environment variable, run the `locale -a` command. For example, running the `locale -a | grep zh` command may display the following supported locales:

- zh.GBK

- zh.UTF-8
- zh_CN.EUC
- zh_CN.GBK

You can set the environment variable LANG to zh.GBK or zh_CN.GBK to support Simplified Chinese.

If you cannot see the list of locales, install the required language package on your machine.

6.4 Problems with third-party products and components

This section documents known problems with third-party products and components.

6.4.1 Interface driver limitation for Linux pSeries

[CR #544368] In Sybase IQ ETL 4.5.1, the only interface driver supported on Linux pSeries is the Sybase native (via Client-Library) interface. For a list of interface driver versions supported in Sybase IQ ETL 4.5.1, see “Interface support” on page 5.

6.4.2 Installing SQL Anywhere 10 on Windows 64-bit displays a warning

[CR #549525] After successful installation of SQL Anywhere 10 on a Windows 64-bit machine, you may encounter a warning message.

Workaround: Ignore the warning.

6.4.3 Creating a repository connection to SQL Anywhere 10 database using ODBC may fail

[CR #548368] You may encounter errors while creating a repository connection to a SQL Anywhere 10 database using ODBC connectivity.

Workaround: To succesfully create the repository connection, manually enter the Schema Name in the Schema field in the Add Repository Connection window.

6.4.4 Recommended settings for IQ database options

[CR #447097] The IQ database option FORCE_NO_SCROLL_CURSORS should be at the default setting OFF or a fetch error may occur while moving data using ETL.

Workaround: To adjust database option settings, use the SET OPTION command in dbisql or, in Sybase Central, right-click the database and choose Set Options.

6.4.5 Project execution may stop responding when database runs out of space

[CR #455779] When a database involved in a data transfer runs out of space, project execution may halt. This happens because the database driver does not return with an error message but waits to continue until space is available.

Workaround: Ensure that sufficient space is available before running a project or job.

6.4.6 Do not use ETL keywords in queries

[CR #475056] ETL projects do not execute if you use ETL keywords in the query string.

Workaround: Do not use ETL key words such as “execute,” “simulate,” or any of the ETL functions in Appendix A, “Function Reference” in the *Sybase IQ ETL 4.5.1 Users Guide*, in query strings.

6.4.7 Unable to connect to a SQL Anywhere repository created in ETL 4.2

[CR #480747] If you create a SQL Anywhere repository in ETL 4.2 using ODBC connectivity, when you migrate to ETL 4.5.1, you may encounter errors.

Workaround: Use ODBC connectivity to connect to the ETL 4.2 SQL Anywhere repository.

6.4.8 Transferring large amount of data consumes excessive memory

[CR #545145] When you transfer large amount of data rows from Adaptive Server Enterprise to text, memory usage increases, and memory is not released until the project is executed successfully.

Workaround: Select “Use Cursors” when you configure the ODBC data source for Adaptive Server.

6.4.9 ETL may stop responding if the query has to retrieve large result sets

[CR #540683] Reinitializing the DB Data Provider Full Load component may cause ETL Development to intermittently stop responding, if you are running a query to retrieve records from a table containing large number or rows. This may also cause Sybase ETL Server to run out of virtual memory due to excessive memory consumption.

Workaround: Select “Use Cursors” when you configure the ODBC data source for Adaptive Server.

6.4.10 Specify “Use Cursors” for Adaptive Server ODBC data source

[CR #500832] ETL cannot display the binary, varbinary, or time value from Adaptive Server Enterprise using the ODBC interface.

Workaround: Select “Use Cursors” when you configure the ODBC data source for Adaptive Server.

6.4.11 No databases display if you have ODBC driver 15.0.105

[CR #531861] If you use Adaptive Server ODBC driver version 15.0.105 or earlier, ETL does not display any database in the Host Name field of the Properties window when you select ODBC for your database interface.

Workaround: Upgrade to Sybase Adaptive Server ODBC driver version 15.0.305 or later.

6.4.12 ETL Server cannot start in Red Hat Enterprise Linux 5.0 32-bit

[CR #536724] ETL Server may not start in Red Hat Enterprise Linux 5.0, and this error message displays:

```
./GridNode: error while loading shared libraries:
etl_installation_path/libgpengine.so: cannot restore
segment prot after reloc: Permission denied
```

Workaround: Using root or sudo authority:

1 Disable SELinux (security-enhanced Linux) by adding the line `SELinux=disabled` to the */etc/sysconfig/selinux* file.

2 Restart the machine.

3 Restart ETL Server.

6.4.13 Wrong date format written to DB2 on IBM AIX

[CR #538539] Using DB Data Provider Index Load and Text Data Sink components, the output date format to DB2 on IBM AIX is incorrect.

Workaround: There are two workarounds:

1 Set the Read Block Size to 1. Be aware that reducing the read block size decreases performance.

2 Use the CHAR function to change the query to convert the date or time column to the char datatype. For example, if col_1 is a date column, col_2 is a time column, and col_3 is a timestamp (which does not exhibit the problem), this SQL statement corrects the problem. This statement does not force the user to change the Read Block Size and avoids performance degradation associated with larger block processing:

```
select CHAR(col_1), CHAR(col_2), col_3 from DATE_TIME_TBL
```

Text Data Sink component output is:

```
COL_1,COL_2,COL_3

1963-12-08,12.00.00,1991-03-02 08:30:00.000

1967-04-10,12.01.01,1991-04-02 08:30:00.000
```

If you do not use the CHAR function, the Text Data Sink output is:

```
COL_1,COL_2,COL_3

1963-12-08,12:00:00,1991-03-02 08:30:00.000

0004-10-00,01:01:00,1991-04-02 08:30:00.000
```

To view the data written to the DB2 table, for example the DATE4_TBL table, enter:

```
select * from DATE4_TBL
```

The content in DATE4_TBL in DB2 is:

```
COL_1      COL_2    COL_3
---------- -------- --------------------------
```

```
12/08/1963 12:00:00 1991-03-02-08.30.00.000000

04/10/1967 12:01:01 1991-04-02-08.30.00.000000
```

6.4.14 Projects on Windows platforms fail with pipe error messages

[CR #539346] Projects may fail with a “pipe does not exist” or “pipe permission” error when ETL Server and Sybase IQ server are on different Windows platforms.

Workaround:

1 Verify that the Sybase IQ and ETL Server hosts can both access the shared directories on each other:

   a If Sybase IQ is running on Windows 2003, which is a multiuser operating system, ensure that you are logged in to the session where the target Sybase IQ server was started

   b Ensure you can see the target Sybase IQ server when you try to access the ETL Server host from within the Sybase IQ host.

2 If pipe errors still exist after following workaround 1, specify a data file instead of a pipe name for the Load Stage option in the IQ Bulk Load Sybase IQ component to execute the project containing the component. See “DB Bulk Load Sybase IQ,” in Chapter 5 “Components” in the *Sybase IQ ETL 4.5.1 Users Guide*.

6.4.15 Sybase IQ repositories do not support concurrent ETL write operations

[CR #541129] Error messages display if you transfer and save projects from multiple ETL Development users concurrently to the same ETL repository on the same Sybase IQ server. Sybase IQ does not support concurrent ETL Development write operations to a specific repository.

Workaround: Avoid concurrent write operations when using Sybase IQ as a repository.

7. Documentation updates and clarifications

This section contains updates and clarifications to the product documentation, online help, and demos.

7.1 Displaying ETL Development, product manuals, and demos

To ensure you can properly view and use the ETL Development GUI and the ETL product manuals, and run the ETL Flash demos that are installed with the product:

- Set the screen resolution to 1024x768 pixels as the Content Explorer dialog is too large to display when the screen resolution is set to 800x600 pixels.
- To run ETL Flash demos in Windows Vista, install the latest version of Adobe Flash Player from the Adobe Web site at http://www.adobe.com.
- To access the New Features Guide from Help | What's New in ETL Development, install the latest version of Adobe Reader from the Adobe Web site at http://www.adobe.com.

7.2 Users Guide

This section describes updates and clarifications to the *Sybase IQ ETL 4.5.1 Users Guide*.

7.2.1 Troubleshooting error messages

[CR #495928] The following information is an update to "File Log Inspector" in Chapter 4 of the *Sybase IQ ETL 4.5.1 Users Guide*.

You can check the error codes in the *system.log* file to determine the reason and possible solution for errors encountered while working with Sybase IQ ETL. The list of error codes, types, and their descriptions are provided in the this table:

Error code	Type	Description
0	Information	Job or project execution is successful.
100 or 110	Error	ETL engine initialization error.
101	Error	Invalid license error.
1100	Error	ETL exception failure, including incorrect command line usage.
1103 or 1104	Error	Failure due to an unspecified exception.
10001	Error	Failure to retrieve information from repositories, including jobs, projects, and parameter sets.
10005	Error	Job execution failed.
10006	Error	Project execution failed.

Error code	Type	Description
10101	Error	Connection to the repository database failed.

7.2.2 Changes to *uTrace* function

[CR #551388] The functionality of the uTrace() function defined in Appendix A, "Function Reference" of the *Sybase IQ ETL 4.5.1 Users Guide* has changed as follows:

You must manually set the trace level to 1 atleast before invoking the uTrace() function. To set the trace level to 1, you can do one of these:

- Invoke uTracelevel(1) before invoking the uTrace() function.
- If you are using ETL Development, set the trace level to 1 in the *Default.ini* file located in the *etc* directory of the installation folder. Restart ETL Development.
- If you are using ETL Server, start the server with the "--tracelevel 1" option.

For more information on the uTrace() function, see Appendix A, "Function Reference" in the *Sybase IQ ETL 4.5.1 Users Guide*.

7.2.3 Recommendations for wide table support

[CR #552093] The following information is missing from the *Sybase IQ ETL 4.5.1 Users Guide*.

Excessive memory is consumed migrating tables with hundreds or thousands of columns. To prevent errors while migrating wide tables with varying numbers of columns and rows, from a source Sybase IQ database to a target Sybase IQ database, follow these recommendations:

- Use a SQL Anywhere repository rather than a Microsoft Access or SQLite Persistent repository.
- Allocate 1 GB database for the SQL Anywhere repository with all the other values remaining as system defaults.
- To migrate a table with up to 3000 columns, you can use the Insert Location component and select Sybase as the interface.

- To migrate a table with up to 3500 column, you can use the Migration Wizard and select Sybase or ODBC as the interface.

  Note Occasionally, the Migration Wizard may fail to generate the migration projects either due to memory limitations, or if you do not use a SQL Anywhere repository.

- To migrate a table with up to 3000 columns, you can use the Load Table component and select Sybase or ODBC as the interface.
- To migrate a table with up to 10000 columns, you can use the Load Table component and select ODBC as the interface.

  Note When migrating a table with more than 3000 columns, you may encounter performance issues moving large number of rows.

7.3 Demos

This section describes updates and clarifications to the Sybase IQ ETL 4.5.1 Demos.

7.3.1 CNN XML RSS project has been removed

[CR #531147] The Text Data Sink demo uses the CNN XML RSS News demo project. This project is no longer available in the demo repository.

7.3.2 Text Data Sink demo description

[CR #549958] The description provided for the DB Data Sink Delete component in the Text Data Sink demo is incorrect. The correct description should be:

"DB Data Sink Delete is a Destination component that removes records from a database destination table that match the incoming values of a selected key."

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 Certification Report.
3. In the Certification Report filter select a product, platform, and timeframe and then click Go.
4. Click a Certification Report title to display the report.

❖ **Finding the latest information on component certifications**

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.