Note

Before using this information and the product that it supports, read the information in “Notices and trademarks” on page [9].
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ODBC connector messages

This message reference includes the messages that are returned by the ODBC connector.

You must be familiar with the functions of the operating system where the ODBC connector is installed. You can use the information in this message reference to identify an error or warning and resolve the problem by using the appropriate recovery action. You can also use this information to understand where the messages are generated and logged.

The connector generates messages that relate to RDBMS errors, reading and writing file, and general product usage.

Each message has a message identifier that consists of a prefix (IIS) and a message number. Messages are listed in numeric sequence based upon the message number. There are three message types: Error, Warning, and Informational. Message identifiers ending with an E are error messages. Those ending with a W indicate warning. Messages ending in an I indicates informational messages.

The symbol {0} appears throughout the messages, and indicates a variable that is returned by the code. This variable represents either a value or a property that is specific to the generated message.

You can view complete error details in the log file in the IBM® InfoSphere™ DataStage® and QualityStage™ Director client.

<table>
<thead>
<tr>
<th>Message ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIS-CONN-ODBC-00001E</td>
<td>Null argument: parameter_name</td>
</tr>
<tr>
<td>Explanation:</td>
<td>A null or empty argument was provided to the parameter_name parameter.</td>
</tr>
<tr>
<td>User response:</td>
<td>If parameter_name refers to a property that uses a job parameter, ensure that a value is entered for the job parameter. Otherwise, collect the job logs and contact IBM Software Support.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Message ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIS-CONN-ODBC-00004E</td>
<td>ODBC function &quot;ODBC_function&quot; reported: SQLSTATE = SQL_state Native Error Code = native_error_code: Msg = error_message</td>
</tr>
<tr>
<td>Explanation:</td>
<td>The ODBC_function ODBC function reported an error. The SQLSTATE is SQL_state. The error reported by the database system (native error code) is native_error_code. The message returned is error_message.</td>
</tr>
<tr>
<td>User response:</td>
<td>No action is required if this error is expected. If this error is not expected, review the error message to determine why the ODBC function reported an error, correct the issues and run the job again.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Message ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIS-CONN-ODBC-00005E</td>
<td>Unsupported meta data class specified: metadata_class</td>
</tr>
<tr>
<td>Explanation:</td>
<td>The metadata_class metadata class is not supported by the ODBC connector. Typically this error occurs when you have specified an invalid metadata class, or have specified a class that is supported by another connector.</td>
</tr>
<tr>
<td>User response:</td>
<td>Verify that the metadata class is spelled correctly and is supported by the ODBC connector.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Message ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIS-CONN-ODBC-00006E</td>
<td>Internal error occurred, contact support</td>
</tr>
<tr>
<td>Explanation:</td>
<td>An unexpected internal error occurred.</td>
</tr>
<tr>
<td>User response:</td>
<td>Collect the job logs and contact IBM Software Support.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Message ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIS-CONN-ODBC-00006W</td>
<td>Error branding the ODBC driver</td>
</tr>
<tr>
<td>Explanation:</td>
<td>Branding prevents unlicensed use of the drivers. An error occurred when the connector tried to validate the branding of the ODBC driver.</td>
</tr>
<tr>
<td>User response:</td>
<td>Verify that the correct driver has been specified for the DSN. Obtain the latest version of the driver from IBM Software Support.</td>
</tr>
</tbody>
</table>
IIS-CONN-ODBC-00008E  Unhandled case
Explanation:  An unexpected internal error occurred. The connector could not perform the requested action.
User response: Collect the job logs and contact IBM Software Support.

IIS-CONN-ODBC-00009E  Already connected to a data source
Explanation:  A connection was attempted when the connector was already connected to the data source. This error indicates that the function that establishes a connection has already been called and the caller is erroneously calling it a second time.
User response: Verify that a connection has not been established already.

IIS-CONN-ODBC-00010E  Unknown type code
Explanation:  The ODBC_type_code ODBC type is not a known ODBC type. The connector does not know how much memory to allocate for this column. Typically, this error occurs when you are using a version of the database that is not yet supported with your version of the connector.
User response: Upgrade the ODBC connector.

IIS-CONN-ODBC-00011E  A null pointer was found where one shouldn’t exist
Explanation:  The ODBC connector encountered an unexpected null pointer. An internal function failed.
User response: Collect the job logs and contact IBM Software Support.

IIS-CONN-ODBC-00012E  A not null pointer where one shouldn’t exist
Explanation:  An unexpected internal error occurred. A valid pointer was encountered when a null pointer was expected. This error also occurs if the memory is corrupted.
User response: Collect the job logs and contact IBM Software Support.

IIS-CONN-ODBC-00013W  ODBC Info: SQLSTATE = SQL_state
Native Error Code = native_error_code
Msg = error_message
Explanation:  An ODBC function reported an error. The SQLSTATE is SQL_state. The error reported by the database system (native error code) is native_error_code. The message returned is error_message.
User response: No action is required if this is expected. If this error is not expected, review the error message, correct the issues and run the job again.

IIS-CONN-ODBC-00015E  Unknown statement type
Explanation:  An unexpected value was encountered in a switch statement. Typically, this error occurs when a property is set to an unsupported value when editing the .osh file. However, this error can also occur if the memory is corrupted.
User response: Verify that all job properties are set to valid values. If the job properties are set correctly, recompile the job and run it again. If the error still exists, collect the job logs, and contact IBM Software Support.

IIS-CONN-ODBC-00016E  Execute failed on statement SQL_code
Explanation:  An error occurred when executing the specified SQL statement.
User response:  No action is required if this is an expected error, that is the user configured the connector to execute a SQL statement and ignore the result. If this is not expected, check the SQL statement for errors. If the SQL statement is correct, review the subsequent messages in the job log to determine why the SQL statement failed. Correct the SQL statement, and run the job again.

IIS-CONN-ODBC-00017E  Unknown data type
Explanation:  The connector encountered an unknown ODBC type. Typically, this error occurs when you are using a version of the database that is not yet supported with your version of the connector.
User response: Upgrade the ODBC connector.

IIS-CONN-ODBC-00018W  Unsupported data type for column #column_number: column_name, ODBC type code: ODBC_type_code, Native type: native_type
Explanation:  The connector encountered an unknown data type. Typically, this error occurs when you are using a version of the database that is not yet supported with your version of the connector.
User response: Upgrade the ODBC connector.

IIS-CONN-ODBC-00019E  This driver does not support retrieving execution status for each row of a batch insert, which is a requirement to set array size greater than 1 for this operation. Please reset array size to 1
Explanation:  An error occurred when processing a batch of records. The ODBC driver does not support row-level error reporting when the array size is greater than 1.
To obtain information on which row is failing, set the **Array size** property to 1, and run the job again.

**IIS-CONN-ODBC-00021E**  
**Table**  
**schema_name:table_name not found**

**Explanation:** The **table_name** table in the **schema_name** schema was not found. Typically, this error occurs when the **Table action** property is set to **Append**, and the target table does not exist.

**User response:** Verify that the table exists in the database. Also, verify that the table name and schema name are spelled correctly.

---

**IIS-CONN-ODBC-00033E**  
**An error occurred while dropping the existing table. Statement = "SQL_statement"**

**Explanation:** An error occurred when the connector tried to drop a table using the specified statement: **SQL_statement**.

**User response:** If you set the **Fail on error** property to **No**, no action is required.

If the drop statement failed unexpectedly, review the database logs to determine why the drop statement failed.

---

**IIS-CONN-ODBC-00034E**  
**An error occurred while creating the table. Statement = "SQL_statement"**

**Explanation:** An error occurred when the connector tried to create a table using using the specified statement: **SQL_statement**.

**User response:** If you set the **Fail on error** property to **No**, no action is required.

If the create statement failed unexpectedly, review the database logs to determine why the create statement failed.

---

**IIS-CONN-ODBC-00035E**  
**An error occurred while truncating the table. Statement = "SQL_statement"**

**Explanation:** An error occurred when the connector tried to truncate a table using the specified statement: **SQL_statement**.

**User response:** If you set the **Fail on error** property to **No**, no action is required.

If the truncate statement failed unexpectedly, review the database logs to determine why the truncate statement failed.

---

**IIS-CONN-ODBC-00036E**  
**Could not obtain error message from driver (function=ODBC_function)**

**Explanation:** An error occurred when executing the **ODBC_function** ODBC function, but an error message was not returned.

Typically this error occurs when the ODBC connector requests more information to determine why the specified function failed and the database fails to provide additional information.

**User response:** Complete one or more of these steps:

1. Refer to the database documentation for more information about the error code and the message that were returned.
2. Review the database logs to determine the cause of the error.

---

**IIS-CONN-ODBC-00062E**  
**LOB locator query did not return any rows. Query:**  
**LOB_locator_query**

**Explanation:** The ODBC connector tried to execute the **LOB_locator_query** LOB locator query, but no records were returned. Typically this error occurs when the record that contains the LOB has been modified or deleted.

**User response:** Verify that the LOB locator query is correct in the record. If the LOB locator query is correct, verify that the LOB locator query returns the correct record by executing it on the command line of your database client by using a valid user name and password.

---

**IIS-CONN-ODBC-00063E**  
**LOB locator query returned more than one row. Query:**  
**LOB_locator_query**

**Explanation:** The **LOB_locator_query** LOB locator query returned more than one record. Typically this error occurs when the source table has been modified or the query does not contain enough key columns to ensure uniqueness.

**User response:** Complete these steps to identify the error:

1. Verify that the LOB locator query is correct in the record.
2. Verify that the LOB locator query returns a single record by executing it on the command line of your database client by using a valid user name and password.
3. Verify that the query key column is unique.
4. Correct the query by designating additional key columns. This is required because there may be columns in the table that are part of the key but have not been indicated as key columns on the Columns tab of the ODBC connector properties.
Table could not be determined for LOB column:
LOB_column_name

Explanation: The ODBC connector could not determine the table name for the LOB_column_name LOB column. This error might be caused by an error in the SELECT statement that was specified in the Usage > SQL> Select statement property.

User response: If you set the value of the Generate SQL property to Yes, verify that the table name is correctly entered in the Table name property.
If you set the value of the Generate SQL property to No, simplify the select statement in the Select statement property.

Key columns could not be determined for LOB table:
LOB_source_table

Explanation: A LOB locator could not be created. The ODBC connector was unable to generate a LOB locator because a key column was not indicated in the schema, or because a key column was not detected in the user-supplied select statement.

Typically this error occurs when a key column has not been specified on the Columns tab of the connector stage. This error can also occur when the select statement in the Usage > SQL> Select statement property does not include a key column.

User response: Verify that at least one key column has been designated on the Columns tab of the ODBC connector.
If you set the Usage > Generate SQL property to No, verify the select statement in the Usage > SQL > Select statement property includes a key column designated on the Columns tab.

The array size must be set to 1 when reading LOBs

Explanation: The Array size property is set to a value greater than 1. When reading and writing LOB columns, the array size must be equal to 1.

User response: Set the Array size property to 1.

Date/time columns are not supported as a key field in a LOB locator query. The field column_name will not be added to the LOB locator query.

Explanation: Column column_name is a Date, Time or Timestamp column. These data types are not supported as key columns in a LOB locator query. The column will not be referenced in the LOB locator query.

User response: Verify that other key columns are defined that can be used to generate a LOB locator query that returns a single, unique row.
IIS-CONN-ODBC-00090E  Data type for column column_name not supported for runtime DDL generation.

**Explanation:** The connector cannot generate a create table statement because the data type for the column_name column is not supported. The unsupported data types are Binary, LongVarBinary, VarBinary and Unknown.

**User response:** Select a supported data type for the specified column on the Columns tab that is supported by the ODBC driver and the underlying data source.

---

IIS-CONN-ODBC-00091I  Before SQL command executed successfully

**Explanation:** This status message is displayed after the Before SQL command ran successfully.

**User response:** No action is required.

---

IIS-CONN-ODBC-00092I  After SQL command executed successfully

**Explanation:** This status message is displayed after the After SQL command ran successfully.

**User response:** No action is required.

---

IIS-CONN-ODBC-00093I  Before SQL node command executed successfully

**Explanation:** This status message is displayed after the Before SQL node command ran successfully.

**User response:** No action is required.

---

IIS-CONN-ODBC-00094I  After SQL node command executed successfully

**Explanation:** This status message is displayed after the After SQL node command ran successfully.

**User response:** No action is required.

---

IIS-CONN-ODBC-00095I  Create table statement executed successfully

**Explanation:** This status message is displayed when the table is created successfully.

**User response:** No action is required.

---

IIS-CONN-ODBC-00096I  Drop table statement executed successfully

**Explanation:** This status message is displayed when the table is dropped successfully.

**User response:** No action is required.

---

IIS-CONN-ODBC-00097I  Truncate table statement executed successfully

**Explanation:** This status message is displayed when the table is truncated successfully.

**User response:** No action is required.

---

IIS-CONN-ODBC-00098E  Unable to determine data size for field column_name, which this driver requires for data streaming operations

**Explanation:** The connector cannot determine the size of the data for a record in the following column: column_name. The size of the data is required in order to stream LOB data with the configured ODBC driver.

**User response:** Verify that the records in the specified column are valid. Use an ODBC driver that does not require lengths to be specified in order to get data from LOB columns, which means the driver returns "N" for the SQL_NEED_LONG_DATA_LEN attribute.

---

IIS-CONN-ODBC-00099I  The driver does not support quoted identifiers in SQL statements

**Explanation:** The ODBC driver does not support quoted identifiers in SQL statements.

**User response:** No action is required if you do not intend to use quoted identifiers, otherwise use an ODBC driver that supports quoted identifiers.

---

IIS-CONN-ODBC-00104I  The connector is operating in autocommit mode. Rather than using property settings to commit transactions manually, the driver will commit transactions at its discretion.

**Explanation:** The ODBC connector is running in an auto commit mode. When you set the Session > Autocommit mode property to On, the database commits transactions automatically instead of using the property settings to commit the transactions manually.

**User response:** No action is required.

---

IIS-CONN-ODBC-00105I  Connected to database_product_name, version database_version through driver driver_filename.

**Explanation:** The ODBC connector is connected to the database_product_name database, version database_version, using the driver_filename ODBC driver.

**User response:** No action is required.
IIS-CONN-ODBC-00106I  Statement generated is SQL_statement

Explanation:  The ODBC connector generated the following SQL statement: SQL_statement.

User response:  No action is required.

IIS-CONN-ODBC-00107I  Record processing counts reported may be inaccurate due to database limitations

Explanation:  An error occurred when the connector executed an insert or delete statement using an array, and the database could not report the number of records that were successfully processed in the array. As a result, the reported number of records that the connector processed might be inaccurate.

User response:  Set the Array size property to 1 to ensure that you receive accurate record processing counts.

IIS-CONN-ODBC-00109W  View expression could not be fetched from this database type.

Explanation:  The ODBC connector cannot obtain view expressions from the type of database that it is connected to. The connector only supports obtaining view expressions from DB2, Oracle, SQL Server, Sybase and Teradata databases.

Typically, this message is logged when importing metadata and the Include views check box is checked.

User response:  Clear the Include views check box when importing metadata.

IIS-CONN-ODBC-00110E  Unable to obtain information for table: table_name

Explanation:  The connector cannot obtain information about the columns in the following table: table_name. Typically, this error occurs when a table that was selected using the Connector import wizard is dropped before the import operation of the table definition is completed.

User response:  Verify that the specified table exists. If required, create the table again.

IIS-CONN-ODBC-00144E  The function "function_name", failed with the error code "error_code" and error message "error_message", while accessing the file "file_name".

Explanation:  The ODBC connector could not access the following file: file_name. The function_name function reported the error_code error code and the following error message: error_message.

User response:  Refer to the operating system documentation for more information about the error code. Review the error code and error message to determine why the error occurred. If you cannot determine why the error occurred, collect the job logs and contact IBM Software Support.

IIS-CONN-ODBC-00170E  Invalid context for this operation

Explanation:  An internal error occurred when the ODBC connector tried to read data because the connector was not configured as a source stage. This error indicates that the .osh file might be corrupted or that an ODBC connector stage in the job design has an error.

User response:  Delete the ODBC connector stage from the canvas and redesign the job.

IIS-CONN-ODBC-00225E  Memory allocation failed.

Explanation:  The operating system failed to allocate memory that the ODBC connector requested.

User response:  Either free up some system resources or increase the memory that is available and then run the job again.

IIS-CONN-ODBC-00226E  An error occurred which does not appear to be specific to a row in the current array. Try setting the Array size property to 1 and rerunning the job to get more specific error information.

Explanation:  An error occurred and it does not appear to be specific to a row in the current array. Set the Array size property to 1, and run the job again to get more specific error information.

The Log column values on first row error property is set to Yes, but the error that occurred is not specific to a row. Therefore, the column values will not be logged.

User response:  Set the Usage > Session > Array size property to 1 and run the job again. If the job fails again and the error is row specific, the column values will be logged.

IIS-CONN-ODBC-00227E  The connector could not establish a connection to data source data_source.

Explanation:  The ODBC connector could not establish a connection to the data_source data source.

User response:  Verify that the specified data source is configured correctly.
IIS-CONN-ODBC-00228E The connector could not establish a connection to data source `data_source` using the default user.

**Explanation:** The ODBC connector could not establish a connection to the `data_source` data source by using the default user ID. Typically, this error occurs when the user does not have the required permission to access the database.

**User response:** Perform one of the following actions:
- Grant the required permissions for the user ID to access the ODBC data source.
- Try connecting to the data source by using a specific user ID. Enter a user name into the `Username` property.
- Review the database log to determine the reason for the error.

IIS-CONN-ODBC-00229E The connector could not establish a connection to data source `data_source` using user `user_name`.

**Explanation:** The ODBC connector could not establish a connection to the `data_source` data source by using the `user_name` user. Typically this error occurs when the user does not have the required permission to access the database.

**User response:** Perform one of the following actions:
- Grant the required permissions for the user ID to access the ODBC data source.
- Verify whether the correct password is specified in the `Connection > Password` property.
- Review the database log to determine why the error occurred.

IIS-CONN-ODBC-00232E A SQL statement cannot be generated because there are insufficient columns defined on the link.

**Explanation:** The ODBC connector cannot generate an SQL statement because no columns are defined on the link.

**User response:** Define one or more columns.

IIS-CONN-ODBC-00233E This connector does not support validating property `Property`.

**Explanation:** The connector does not provide validation for the specified property.

**User response:** Refer to the connector documentation to verify that the specified property can be validated. A newer version of the connector might provide validation.
Appendix A. Product accessibility

You can get information about the accessibility status of IBM® products.

The IBM InfoSphere® Information Server product modules and user interfaces are not fully accessible. The installation program installs the following product modules and components:

- IBM InfoSphere Business Glossary
- IBM InfoSphere Business Glossary Anywhere
- IBM InfoSphere DataStage®
- IBM InfoSphere FastTrack
- IBM InfoSphere Information Analyzer
- IBM InfoSphere Information Services Director
- IBM InfoSphere Metadata Workbench
- IBM InfoSphere QualityStage®

For information about the accessibility status of IBM products, see the IBM product accessibility information at http://www.ibm.com/able/product_accessibility/index.html.

Accessible documentation

Accessible documentation for InfoSphere Information Server products is provided in an information center. The information center presents the documentation in XHTML 1.0 format, which is viewable in most Web browsers. XHTML allows you to set display preferences in your browser. It also allows you to use screen readers and other assistive technologies to access the documentation.

The documentation that is in the information center is also provided in PDF files, which are not fully accessible.

IBM and accessibility

See the IBM Human Ability and Accessibility Center for more information about the commitment that IBM has to accessibility.
Appendix B. Reading command-line syntax

This documentation uses special characters to define the command-line syntax.

The following special characters define the command-line syntax:

[ ] Identifies an optional argument. Arguments that are not enclosed in brackets are required.

... Indicates that you can specify multiple values for the previous argument.

| Indicates mutually exclusive information. You can use the argument to the left of the separator or the argument to the right of the separator. You cannot use both arguments in a single use of the command.

{} Delimits a set of mutually exclusive arguments when one of the arguments is required. If the arguments are optional, they are enclosed in brackets ([ ]).

Note:
• The maximum number of characters in an argument is 256.
• Enclose argument values that have embedded spaces with either single or double quotation marks.

For example:

`wsetsrc [-S server] [-l label] [-n name] source`

The `source` argument is the only required argument for the `wsetsrc` command. The brackets around the other arguments indicate that these arguments are optional.

`wl sac [-l | -f format] [key...] profile`

In this example, the -l and -f format arguments are mutually exclusive and optional. The `profile` argument is required. The `key` argument is optional. The ellipsis (...) that follows the `key` argument indicates that you can specify multiple key names.

`wr b -import {rule_pack | rule_set}...`

In this example, the rule_pack and rule_set arguments are mutually exclusive, but one of the arguments must be specified. Also, the ellipsis marks (…) indicate that you can specify multiple rule packs or rule sets.
Appendix C. How to read syntax diagrams

The following rules apply to the syntax diagrams that are used in this information:

- Read the syntax diagrams from left to right, from top to bottom, following the path of the line. The following conventions are used:
  - The >>> symbol indicates the beginning of a syntax diagram.
  - The --> symbol indicates that the syntax diagram is continued on the next line.
  - The >--> symbol indicates that a syntax diagram is continued from the previous line.
  - The -->< symbol indicates the end of a syntax diagram.
- Required items appear on the horizontal line (the main path).

- Optional items appear below the main path.

If an optional item appears above the main path, that item has no effect on the execution of the syntax element and is used only for readability.

- If you can choose from two or more items, they appear vertically, in a stack.
  If you must choose one of the items, one item of the stack appears on the main path.

- If choosing one of the items is optional, the entire stack appears below the main path.

- An arrow returning to the left, above the main line, indicates an item that can be repeated.
If the repeat arrow contains a comma, you must separate repeated items with a comma.

A repeat arrow above a stack indicates that you can repeat the items in the stack.

- Sometimes a diagram must be split into fragments. The syntax fragment is shown separately from the main syntax diagram, but the contents of the fragment should be read as if they are on the main path of the diagram.

**Fragment-name:**

- Keywords, and their minimum abbreviations if applicable, appear in uppercase. They must be spelled exactly as shown.
- Variables appear in all lowercase italic letters (for example, `column-name`). They represent user-supplied names or values.
- Separate keywords and parameters by at least one space if no intervening punctuation is shown in the diagram.
- Enter punctuation marks, parentheses, arithmetic operators, and other symbols, exactly as shown in the diagram.
- Footnotes are shown by a number in parentheses, for example (1).
Appendix D. Contacting IBM

You can contact IBM for customer support, software services, product information, and general information. You also can provide feedback to IBM about products and documentation.

The following table lists resources for customer support, software services, training, and product and solutions information.

Table 1. IBM resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description and location</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Support Portal</td>
<td>You can customize support information by choosing the products and the topics that interest you at <a href="http://www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Information_Server">www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Information_Server</a></td>
</tr>
<tr>
<td>Software services</td>
<td>You can find information about software, IT, and business consulting services, on the solutions site at <a href="http://www.ibm.com/businesssolutions/">www.ibm.com/businesssolutions/</a></td>
</tr>
<tr>
<td>My IBM</td>
<td>You can manage links to IBM Web sites and information that meet your specific technical support needs by creating an account on the My IBM site at <a href="http://www.ibm.com/account/">www.ibm.com/account/</a></td>
</tr>
<tr>
<td>Training and certification</td>
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</tbody>
</table>
Appendix E. Accessing and providing feedback on the product documentation

Documentation is provided in a variety of locations and formats, including in help that is opened directly from the product client interfaces, in a suite-wide information center, and in PDF file books.

The information center is installed as a common service with IBM InfoSphere Information Server. The information center contains help for most of the product interfaces, as well as complete documentation for all the product modules in the suite. You can open the information center from the installed product or from a Web browser.

Accessing the information center

You can use the following methods to open the installed information center.
- Click the Help link in the upper right of the client interface.

  **Note:** From IBM InfoSphere FastTrack and IBM InfoSphere Information Server Manager, the main Help item opens a local help system. Choose Help > Open Info Center to open the full suite information center.
- Press the F1 key. The F1 key typically opens the topic that describes the current context of the client interface.

  **Note:** The F1 key does not work in Web clients.
- Use a Web browser to access the installed information center even when you are not logged in to the product. Enter the following address in a Web browser: http://host_name:port_number/infocenter/topic/com.ibm.swg.im.iis.productization.iisinfsv.home.doc/ic-homepage.html. The host_name is the name of the services tier computer where the information center is installed, and port_number is the port number for InfoSphere Information Server. The default port number is 9080. For example, on a Microsoft® Windows® Server computer named iisdocs2, the Web address is in the following format: http://iisdocs2:9080/infocenter/topic/com.ibm.swg.im.iis.productization.iisinfsv.nav.doc/dochome/iisinfsrv_home.html.

A subset of the information center is also available on the IBM Web site and periodically refreshed at http://pic.dhe.ibm.com/infocenter/iisinfsv/v9r1/index.jsp.

Obtaining PDF and hardcopy documentation

- A subset of the PDF file books are available through the InfoSphere Information Server software installer and the distribution media. The other PDF file books are available online and can be accessed from this support document: https://www.ibm.com/support/docview.wss?uid=swg27008803&wv=1
- You can also order IBM publications in hardcopy format online or through your local IBM representative. To order publications online, go to the IBM Publications Center at http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss
Providing comments on the documentation

Your feedback helps IBM to provide quality information. You can use any of the following methods to provide comments:

• To comment on the information center, click the Feedback link on the top right side of any topic in the information center.

• Send your comments by using the online readers’ comment form at www.ibm.com/software/awdtools/rcf/

• Send your comments by e-mail to comments@us.ibm.com. Include the name of the product, the version number of the product, and the name and part number of the information (if applicable). If you are commenting on specific text, include the location of the text (for example, a title, a table number, or a page number).

• You can provide general product feedback through the Consumability Survey at http://www.ibm.com/software/ucd/consumability/
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