

# Java Desktop System Release 3 Troubleshooting Guide

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### **Preface**

This guide provides troubleshooting information for the Java<sup>TM</sup> Desktop System Release 3. Most of the information in this guide is generic to all releases of the Java Desktop System Release 3. Where the information is not generic, the platform is indicated.

# Supported Systems

This release of the Java Desktop System supports the following systems:

- Systems running Linux on Intel-compatible hardware, including most desktop and laptop systems from most vendors.
- Systems running the Solaris 10 Operating System on SPARC<sup>®</sup> platforms.
- Systems running the Solaris 10 Operating System on x86 platforms.

Table P–1 describes where you can find information about systems that are supported by the Solaris Operating System, relevant to this product release. In the Java Desktop System documentation, the term x86 refers to the processor families shown in Table P–1.

TABLE P-1 Supported Solaris Systems

Architecture	Processor Families	Solaris Systems
SPARC	<ul><li>SPARC64</li><li>UltraSPARC</li></ul>	See the <i>Solaris 10 Hardware Compatibility List</i> at the following location:
		http://www.sun.com/bigadmin/hcl

TABLE P-1	Supported Solaris Systems	s (Continued)

Architecture	Processor Families	Solaris Systems
x86	■ AMD64	See the Solaris 10 Hardware Compatibility
	■ Pentium	List at the following location:
	■ Xeon	http://www.sun.com/bigadmin/hcl

#### **About This Guide**

This guide describes known issues and workarounds for the Java<sup>TM</sup> Desktop System Release 3. If change requests are logged in the Bugster application, the change request numbers are provided.

#### Who Should Read This Guide

This guide is for users who perform the following tasks with the Java Desktop System Release 3:

- Install the Java Desktop System.
- Administer the Java Desktop System.
- Set up the Java Desktop System in various locales.

### Related Documentation

The following manuals are related to this guide:

- Java Desktop System Release 3 Accessibility Guide
- Java Desktop System Release 3 Accessibility Release Notes
- Java Desktop System Release 3 Administration Guide
- Java Desktop System Release 3 for the Solaris 10 Operating System Release Notes
- Java Desktop System Release 3 Installation Guide
- Java Desktop System Release 3 on Linux Release Notes
- Java Desktop System Release 3 User Guide
- Java System Update Service User Guide

#### Associated Documentation

Java Desktop System Release 3 for the Solaris 10 Operating System:

- Java Desktop System Email and Calendar User Guide
- StarOffice 7 Office Suite Administration Guide
- StarOffice 7 Office Suite Basic Guide
- StarOffice 7 Office Suite Setup Guide
- StarOffice 7 Office Suite User's Guide

#### Java Desktop System Release 3 on Linux:

- Java Desktop System Email and Calendar User Guide
- StarOffice 8 Administration Guide
- StarOffice 8 Getting Started Guide
- StarOffice 8 Programming Guide for BASIC

#### Documentation CD

The accompanying Java Desktop System Release 3 Documentation CD contains files or links for those manuals directly-related, or closely associated with, the Java Desktop System Release 3 on Linux.

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# Typographic Conventions

The following table describes the typographic changes that are used in this guide.

**TABLE P–2** Typographic Conventions

Typeface or Symbol	Meaning	Example
AaBbCc123	The names of commands, files, and directories, and onscreen computer output	Edit your .login file.  Use ls-ato list all files.  machine_name% you have mail.
AaBbCc123	What you type, contrasted with onscreen computer output	machine_name% su Password:
AaBbCc123	Command-line placeholder: replace with a real name or value	The command to remove a file is rm <i>filename</i> .
AaBbCc123	Book titles, new terms, and terms to be emphasized	Read Chapter 6 in the <i>User's</i> Guide.
		These are called <i>class</i> options.
		Do <i>not</i> save the file.
		(Emphasis sometimes appears in bold online.)

# Shell Prompts in Command Examples

The following table shows the default system prompt and superuser prompt for the C shell, Bourne shell, and Korn shell.

TABLE P-3 Shell Prompts

Shell	Prompt
C shell prompt	machine_name%
C shell superuser prompt	machine_name#
Bourne shell and Korn shell prompt	\$

 TABLE P-3 Shell Prompts
 (Continued)

Shell	Prompt
Bourne shell and Korn shell superuser prompt	#

# Mouse Usage Conventions

The following table lists the conventions for mouse usage in documentation for the Java Desktop System.

Action	Definition
Click	Press and release the left mouse button, without moving the mouse.
Click-and-hold	Press and do not release the left mouse button.
Left-click	Same as <i>click</i> . Left-click clarifies the action when there might be confusion with <i>right-click</i> .
Middle-click	Press and release the middle mouse button, without moving the mouse.
Right-click	Press and release the right mouse button, without moving the mouse.
Double-click	Press and release the left mouse button twice in rapid succession without moving the mouse.
Drag	Click-and-hold a mouse button, then move an object. For example, you can drag a window or an icon. The left and middle mouse buttons can perform drag actions.
Drag-and-drop	Click-and-hold a mouse button, then move an object. For example, you can drag-and-drop a window or an icon. Release the mouse button to place the object in a new location.
Grab	Point to an item that you can move, and click-and-hold on the mouse button. For example, you can grab the titlebar of a window, then drag the window to a new location.

# System Issues

This chapter describes known system-level issues with the Java Desktop System Release 3.

# 1.1 User Preferences Not Fully Compatible

Platform Solaris OS for SPARC systems

■ Solaris OS for x86 systems

■ Linux

Problem Preferences set up in your home account for an earlier version of

the GNOME Desktop might not be fully compatible with the version of the GNOME Desktop on the Java Desktop System

Release 3.

Solution Reset your preferences. Perform the following steps:

1. Log out of the Java Desktop System.

2. Click on Session and choose Failsafe terminal

3. Log in.

 In the failsafe terminal window, enter the following commands: gnome-cleanup

exit

5. Log in again. Your GNOME preferences are now resest.

### 1.2 Gimp Is Missing From the Graphics Menu

Platform ■ Solaris OS for x86 systems

Problem Change Request Number: 6209566

Gimp is not available in the Graphics menu.

Solution Edit the file /usr/share/applications/gimp-2.0.desktop

to ensure that the TryExec and Exec variables include the full

path to the Gimp binary.

Perform the following steps:

Open a terminal window.

2. Edit the following file:

/usr/share/applications/gimp-2.0.desktop

3. Change the Exec and TryExec lines to add the full path to the Gimp binary:

TryExec=/usr/sfw/bin/gimp2.0

Exec=/usr/sfw/bin/gimp-remote-2.0 %u

# 1.3 Application Dependencies

Platform Solaris OS for SPARC systems

Solaris OS for x86 systems

Problem Change Request Number: 6208829

> You might not be able to complete the online registration of StarOffice 7 if the application cannot find Mozilla on the system. StarOffice 7 must be able to locate the Email and Calendar

application to successfully send documents.

#### Solution

Add the /usr/sfw/bin to your PATH.

Perform the following steps:

- 1. Open a terminal window.
- 2. Enter the following command: export PATH=/usr/sfw/bin:\$PATH
- 3. Open StarOffice. Enter the following command to start StarOffice: soffice
- 4. Complete the StarOffice registration procedure.

# Known Issues With Applications

This chapter describes known issues with specific applications in the Java Desktop System Release 3.

- "2.1 Camera Device" on page 15
- "2.2 DNS Entry" on page 16
- "2.3 Email and Calendar" on page 16
- "2.4 File Manager" on page 18
- "2.5 Java Desktop System Online Help" on page 18
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- "2.9 Text Editor" on page 24
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- "2.11 StarOffice 8" on page 26
- "2.12 Upgrade Issues" on page 26
- "2.13 USB Keyboard" on page 27
- "2.14 W1100z Workstations" on page 28

#### 2.1 Camera Device

### 2.1.1 Desktop Hangs

Platform

■ Linux

Problem Change Request Number: 6227803

If you unplug a camera device from your system while Video Conferencing is running, your system hangs and you must reboot.

Solution Do not unplug a camera device while Video Conferencing is

running.

# 2.2 DNS Entry

#### 2.2.1 NIS Name Automatically Assigned

Platform Linux

Problem Change Request Number: 6238083

When you perform an installation using DHCP, the DNS domain name is entered as the NIS domain. The installation process requires several minutes to set your system up as an NIS client.

Solution Perform the following steps:

1. Launch YaST2

2. Select Network Services  $\rightarrow$  NIS client

3. Remove the entry from Additional NIS Domains

### 2.3 Email and Calendar

#### 2.3.1 Incorrect Display of Imported Contacts

Platform Solaris OS for x86 systems

■ Linux

Problem Change Request Number: 5088514

After you import an LDAP Data Interchange Format file with several contacts, only some of the contacts are displayed in your

contact folder.

This is a display problem only. Email and Calendar has imported all

the contacts.

Solution Restart Email and Calendar.

### 2.3.2 Change Authentication Type

Platform Solaris OS for SPARC systems

Solaris OS for x86 systems

■ Linux

Problem Change Request Number: 6246543

After you change the authentication type for the incoming mail

server, Email and Calendar might not work correctly.

Solution Restart Email and Calendar.

#### 2.3.3 Multiple Attachments

Platform Solaris OS for SPARC systems

Solaris OS for x86 systems

■ Linux

Problem Change Request Number: 6260583

If you drag and drop email messages to a new email message body,

the content of the new email message is corrupted.

Solution Select the messages that you want to attach and choose Action  $\rightarrow$ 

Forward  $\rightarrow$  Attached or press Ctrl+J to send the message.

# 2.4 File Manager

#### 2.4.1 You Cannot Delete Files

Platform Solaris OS for SPARC systems

■ Solaris OS for x86 systems

Problem Change Request Number: 6203010, 5105006

You can only delete files from your own home directory file system.

Solution Open a terminal window and use the command line to delete files

outside your own home directory file system.

# 2.5 Java Desktop System Online Help

#### 2.5.1 Online Help Freezes

Platform Solaris OS for SPARC systems

Solaris OS for x86 systems

Problem Change Request Number: 5090731

If you try to open an online Help file that does not exist, an error dialog is displayed. Unless you click OK, the online Help system

freezes.

Solution You must click the Ok button in the error dialog.

# 2.6 Login

#### 2.6.1 Remote Connection Problems

Platform ■ Solaris OS for SPARC systems

■ Solaris OS for x86 systems

Problem Change Request Number: 6203727

If you use dtlogin remote connection, you cannot connect to the

GNOME Display Manager from certain systems.

Solution You must specify the IP address instead of the hostname when

prompted to select the remote login.

#### 2.6.2 Error Message After Upgrade

Platform Linux

Problem Change Request Number: 6261477

The following error message is displayed when you login after you upgrade from Java Desktop System Release 2 to Java Desktop

System Release 3:

You have a keyboard remapping file (.Xmodmap) in your home directory whose contents will now be ignored. You can use the keyboard preferences to

restore them

Solution Remove the .Xmodmap file in your \$HOME directory.

■ If necessary, use your keyboard preferences to restore

customized settings.

#### 2.6.3 Login Error Message

Platform Solaris OS for SPARC systems

Solaris OS for x86 systems

Problem

You might encounter the following error message when you log in to a Java Desktop System session:

Could not look up internet address for hostname. This will prevent GNOME from operating correctly.

It may be possible to correct the problem by adding

hostname to the file /etc/hosts

Solution Ensure that your hostname is set up correctly. Perform the

following steps:

1. Set the hostname in the /etc/hosts file as follows:

127.0.0.1 localhost loghost *hostname* localhost.localdomain

Ensure that your hostname is listed in the /etc/nodename file. This file must also contain the following line:

127.0.0.1 localhost loghost *hostname* localhost.localdomain

3. Add the following entry to the /etc/inet/ipnodes file:

127.0.0.1 hostname

In each case, hostname is your system name.

#### 2.6.4 \$PATH issues

Platform Solaris OS for SPARC systems

Solaris OS for x86 systems

Problem Change Request Number: 6247943

When you log into Java Desktop System Release 3, your \$PATH is

set incorrectly to the following:

/usr/bin:/usr/dt/bin:/usr/openwin/bin:/bin:/usr/ucb:/usr/openwin/bin:/

Solution Remove the following from your \$PATH:

■ usr/openwin/bin

■ /bin

**=** ::

#### 2.7 Mozilla

### 2.7.1 Keyboard Shortcuts Fail

Platform ■ Solaris OS for SPARC systems

■ Solaris OS for x86 systems

Problem Change Request Number: 6192644

The keyboard shortcut Ctrl+Home does not work correctly when browsing www.yahoo.com and www.mozilla.org with Mozilla.

When caret browsing is on, this keyboard shortcut moves the caret

to the beginning of the web page.

Solution Press F7 to turn off caret browsing.

#### 2.7.2 Mozilla Launches Incorrect Application

Platform Linux

Problem Change Request Number: 6262947

Mozilla launches the incorrect application types after the

application has initialized RealPlayer.

Solution Perform the following steps:

1. Edit the following file \$HOME/.mailcap.

2. Replace the line:

audio/basic;/usr/local/RealPlayer/realplay %s

with

audio/basic;/usr/bin/jmplay %s

3. Replace the line:

audio/x-aiff;/usr/local/RealPlayer/realplay %s

with

audio/x-aiff;/usr/bin/jmplay %s

See also "2.10.1 Problems Using RealPlayer Files" on page 24.

#### 2.7.3 Mozilla

Platform Linux

Problem Change Request Number: 6260762

Mozilla cannot display certain types of PDF files via HTTP and

crashes when you close the PDF tab.

Solution Save the PDF file to your local disk and open it with Acrobat

Reader.

### 2.8 Powersave

### 2.8.1 Suspend Option Fails

Platform Linux

Problem Change Request Number: 6215635

When you invoke Powersave using the --suspend option, the system is not suspended. The following error message is displayed:

An error occurred when trying to connect to

powersave daemon: -2

#### Solution

Note: You can only use this workaround from the command line when you are logged in as root. You cannot suspend the system using the Battery Charge Monitor suspend command.

#### Perform the following steps:

- 1. Read the following file
  - /usr/share/doc/packages/powersave/READ\*
- 2. Enter the following command:
  - lsmod | grep agp
- 3. Edit the file /etc/hotplug/blacklist.
  - Add the output of the command you entered in Step 2 to /etc/hotplug/blacklist
- 4. Edit the /etc/powersave.conf file.
  - Set the value of \* DISABLE to no
- 5. Enter the following command:
  - cp /etc/sysconfig/powersave/common
    /etc/sysconfig/powersave/common.orig
- 6. Enter the following command:
  - ср

/usr/share/doc/packages/powersave/controb/common\_ACPI
\ > /etc/sysconfig/powersave/common

- 7. Edit the /etc/sysconfig/powersave/sleep file and set the value of the following parameters to no:
  - POWERSAVED DISABLE USER SUSPEND2DISK
  - POWERSAVED DISABLE USER SUSPEND2RAM
  - POWERSAVED\_DISABLE\_USER\_STANDBY
- Edit the /etc/sysconfig/powersave/common and set file and set the value of the POWERSAVED\_SECURITY parameter to all.
- 9. Enter the following commands:
  - powersave --suspend
    powersave --standby
- 10. Reboot your system.

### 2.9 Text Editor

### 2.9.1 Cannot Input Multibyte Characters

Platform Solaris OS for SPARC systems

■ Solaris OS for x86 systems

Problem Change Request Number: 4937266

When you enable the **Auto Indent** function in the gedit text editor,

you cannot input multibyte characters correctly.

Solution Disable the **Auto Indent** function. Perform the following steps:

1. Choose Edit →Preferences.

2. In the Categories list, select Editor, then Auto Indent.

3. Deselect the **Enable auto indentation** option.

# 2.10 RealPlayer

#### 2.10.1 Problems Using RealPlayer Files

Platform 

Linux

Problem Change Request Number: 6238266

The audio output from RealPlayer is poor when the application

plays . au audio streams.

RealPlayer crashes when you play .aif files

Solution

Use Java Media Player to play . au files.

When you run RealPlayer for the first time, deselect the Configure Mozilla Helpers option. This ensures that Mozilla uses Java Media Player as the default application for .au and .aif files.

However, if you have already configured Mozilla to use RealPlayer to play .au and .aif files, perform the following steps:

- 1. Start Mozilla.
- 2. Choose Edit  $\rightarrow$ Preferences and then select **Navigator**  $\rightarrow$ **Navigator** → **Helper Applications** from the **Category** sidebar.
- 3. Create a new entry, or edit the existing entry for each of the following file/MIME types:
  - audio/basic
  - audio/aiff
  - audio/x-aiff
  - audio/x-pn-aiff
- 4. Set the associated action in each entry to **Open it with:** /usr/bin/jmplay

See also "2.7.3 Mozilla" on page 22.

#### 2.10.2 RealPlayer Does Not Launch

Platform ■ Linux

Problem Change Request Number: 6268743

RealPlayer does not launch if another application has control of the

audio device.

Solution Perform the following steps:

- 1. Close any other application that could have control of the audio device. Any application that plays sound, for example Java Media Player, can take control of the audio device.
- 2. Restart RealPlayer

#### 2.11 StarOffice 8

#### 2.11.1 Problems Entering Non-ASCII characters

Platform 

Linux

Problem Change Request Number: 6272313

The Input Method Switcher panel application switches to ASCII when you switch focus back to a StarOffice 8 window. In this state,

you cannot enter non-ASCII characters.

Solution When you return to a StarOffice 8 window from another

application, always press Ctrl+Space Bar to reactivate the required

input method.

# 2.12 Upgrade Issues

#### 2.12.1 No Audio Output

Platform ■ Linux

Problem Change Request Number: 6236276

Audio does not work correctly after you upgrade from Java Desktop System Release 2 to Java Desktop System Release 3 because the sound card is not configured correctly during the

upgrade installation.

Solution After you upgrade from Java Desktop System Release 2 to Java

Desktop System Release 3, you must configure the sound card

using YaST2. Perform the following steps:

1. Choose Launch →Preferences →System Preferences

 $\rightarrow$ Hardware  $\rightarrow$ Sound Card.

2. Enter the root password when prompted.

3. Configure your sound card appropriately.

### 2.12.2 Dependency Errors During Upgrade

Platform Linux

Problem Change Request Number: 6272964

The following sequence produces dependency errors with several

rpms:

1. Perform an upgrade installation from Java Desktop System

Release 2 to Java Desktop System Release 3.

2. Change the **Installation Mode** from **New** to **Upgrade** in the last

Installation Settings screen.

Solution Perform the following steps:

1. Abort the installation.

2. Restart the installation.

Select Upgrade Installation from the Initial Installation Settings screen.

# 2.13 USB Keyboard

#### 2.13.1 USB Keyboard Does Not Work

Platform Linux

Problem Change Request Number: 5015747

When you boot from the installation CD-ROM, the USB keyboard

does not work.

Solution For example, on an LX50 system, perform the following steps:

1. When you boot your system, press F2 to enter the setup.

2. Navigate to Advanced Peripheral Configration.

3. Change Legacy USB Support from **Disable** to **Auto**.

4. Save these settings and exit.

### 2.14 W1100z Workstations

### 2.14.1 Dropped Keystrokes

Platform ■ Linux

Problem Change Request Number: 6283252

Some typed characters might be dropped on single CPU W1100x

workstations if you type too fast.

Solution Perform the following steps:

1. Edit the following file /boot/grub/menu.lst.

2. Add "acpi=off" to the list of options for the Java Desktop

System session as in the following example: title Java Desktop System kernel

(hd0,5)/boot/vmlinuz root=/dev/hda6 vga=0x31a

selinux=0 splash=silent

resume=/dev/hda5 elevator=cfq showopts acpi=off

initrd (hd0,5)/boot/initrd

### Localization Issues

This chapter describes localization issues in the Java Desktop System Release 3.

- "3.1 All Locales" on page 29
- "3.2 Chinese Locales" on page 30
- "3.3 European Locales" on page 31

### 3.1 All Locales

# 3.1.1 PDF Printing Does Not Work

Platform Solaris OS for SPARC systems

■ Solaris OS for x86 systems

■ Linux

Problem Change Request Number: 6239307 and 6218079

Affects the following locales:

All locales

PDF Document Viewer cannot print localized PDF files.

Solution Use Acrobat Reader on Linux and Solaris OS for SPARC systems.

Use StarOffice to create PDF files on Solaris OS for x86 systems.

#### 3.1.2 Modifier Keys Do Not Function Correctly

Platform Solaris OS for SPARC systems

■ Solaris OS for x86 systems

Problem Change Request Number: 4996542

The Alt key and Shift key might not function as modifier keys when

you use the Internet/Intranet input method.

You might not be able to make a selection in a text using the Shift+arrow key combination. Latin characters might be inserted

instead.

Solution Use a different input method, for example Default. To switch input

methods, right-click on an object and select Input method.

#### 3.2 Chinese Locales

#### 3.2.1 Characters Print With a Box

Platform Solaris OS for SPARC systems

Solaris OS for x86 systems

Problem Change request number: 4977300

Affects the following locales:

■ Chinese locales

■ Korean locales

The postscript printer does not bundle Chinese or Korean fonts, consequently characters printed out from Mozilla are printed in a box. CUPS needs to convert the Mozilla postscript fonts before the

file can be printed.

Solution 1. Choose Launch  $\rightarrow$  Preferences  $\rightarrow$  Printers.

Right-click the PostScript printer icon, then select the Properties menu.

3. Open the **Advanced** tab.

4. Set the Ghostscript pre-filtering to Convert to PS level 1.

#### 3.2.2 YaST2 Main Window Is Not Localized

Platform Linux

Problem Change Request Number: 6234759

Affects the following locales:

■ zh\_HK ■ ko\_KR

The main window of the YaST2 application is not localized in the zh\_HK locale and partically localized in the ko\_KR locale.

Solution ChooseLaunch → Preferences → Wireless Network Configuration or

 $Launch \rightarrow \! Preferences \rightarrow \! System \; Preferences to \; run \; the YaST2$ 

application.

# 3.3 European Locales

### 3.3.1 Special Keyboard Keys Do Not

Platform Solaris OS for SPARC systems

■ Solaris OS for x86 systems

Problem Change Request Number: 5077631

Affects the following locales:
All European locales

Special keys on the left of the keyboard do not work on all

European keyboard mappings.

Solution Use shortcut keys instead of the special keyboard keys. For

example: Ctrl+Z is Undo, Ctrl+C is Copy, Ctrl+V is Paste, and

Alt+Tab switches windows.

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