



Java Desktop System Release 3 Troubleshooting Guide

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Preface

This manual provides troubleshooting information for the Java™ Desktop System Release 3 on systems running the Solaris™ 10 Operating System.

Supported Systems

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

- Systems running the Solaris 10 Operating System on SPARC® 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 style="list-style-type: none">■ SPARC64■ UltraSPARC	See the <i>Solaris 10 Hardware Compatibility List</i> at the following location: http://www.sun.com/bigadmin/hcl
x86	<ul style="list-style-type: none">■ AMD64■ Pentium■ EMT64	See the <i>Solaris 10 Hardware Compatibility List</i> at the following location: http://www.sun.com/bigadmin/hcl

About This Guide

This guide describes known issues and workarounds for the Java™ 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:

- Installing the Java Desktop System.
- Administering the Java Desktop System.
- Setting 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 Administration Guide*
- *Java Desktop System Release 3 for the Solaris 10 Operating System Release Notes*
- *Java Desktop System Release 3 User Guide*

Associated Documentation

The following documents are associated with this guide:

- *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*

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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 <code>.login</code> file. Use <code>ls -ato</code> to list all files. <code>machine_name%</code> you have mail.
AaBbCc123	What you type, contrasted with onscreen computer output	<code>machine_name%</code> su Password:
<i>AaBbCc123</i>	Command-line placeholder: replace with a real name or value	The command to remove a file is <code>rm filename</code> .

TABLE P-2 Typographic Conventions (Continued)

Typeface or Symbol	Meaning	Example
<i>AaBbCc123</i>	Book titles, new terms, and terms to be emphasized	Read Chapter 6 in the <i>User's Guide</i> . 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	\$
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.

Action	Definition
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	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
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.

1.2 Cannot Open Files in the File Manager

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	<p>Change Request Number: 5107407</p> <p>If you cannot open files in the file manager, then the problem might be caused by dead NFS mounts. If you have a Solaris system, then there is probably a folder called <code>/wabidisk</code>, which is a dead NFS mount. If you open the <code>/</code> directory in the file manager, then you cannot open other folders in that window immediately after you have opened the file manager window. The dead mount <code>/wabidisk</code> points to a system that is removed from the network, disconnected, or powered down. This problem only affects siblings of a dead NFS mount, after you open the parent.</p>
Solution	<p>Wait for a few minutes, and you should be able to open the folders successfully. If you experience this problem, then you should request your system administrator to clean up your NFS mounts.</p>

1.3 Graphics and Locale Problems

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
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Problem	<p>Change Request Number: 6207091</p> <p>Systems with two video cards might experience problems when trying to configure the X server graphics settings. This configuration is typically done at the end of the installation process. When you configure the video output, you might see that both of your monitors display the black-and-white cross-hatching that indicates that an X server is running. However, no subsequent SaX2 configuration program is launched.</p> <p>If you reboot your system at this point, the key mappings change to the German locale. For non-German keyboard users, this might suggest that you cannot login successfully through the GDM login manager.</p>
Solution	<p>You need to use just one video card. Shut down the system, remove a video card, then reinstall the Java Desktop System. The locale that you select during installation should now persist and be correct. The system should also now be able to configure the remaining video card.</p>

1.4 Gimp is Missing from the Graphics Menu

Platform	<ul style="list-style-type: none"> ■ Solaris OS for SPARC systems ■ Solaris OS for x86 systems
Problem	<p>Change Request Number: 6209566</p> <p>Gimp is not available in the Graphics menu.</p>
Solution	<p>Edit the file <code>/usr/share/applications/gimp-2.0.desktop</code> to ensure that the <code>TryExec</code> and <code>Exec</code> variables include the full path to the Gimp binary.</p> <p>Perform the following steps:</p> <ol style="list-style-type: none"> 1. Open a terminal window: 2. Enter the following commands: <pre>set TryExec=/usr/sfw/bin/gimp2.0 set Exec=/usr/sfw/bin/gimp-remote-2.0 %u</pre>

1.5 Application Dependencies

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	<p>Change Request Numbers: 6208829</p> <p>You might not be able to complete the online registration of StarOffice 7 if StarOffice 7 cannot find Mozilla on the system. StarOffice 7 must be able to locate the Email and Calendar application to successfully send documents.</p>
Solution	<p>Add the <code>/usr/sfw/bin</code> to your PATH.</p> <p>Perform the following steps:</p> <ol style="list-style-type: none">1. Open a terminal window.2. Enter the following command: <pre>export PATH=/usr/sfw/bin:\$PATH</pre>

Known Issues With Applications

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

- “2.1 Archive Manager” on page 15
- “2.2 File Manager” on page 16
- “2.3 Java Desktop System Online Help” on page 17
- “2.4 Login” on page 17
- “2.5 Mozilla” on page 18
- “2.6 Text Editor” on page 19

2.1 Archive Manager

2.1.1 Archive Manager Does Not Display Multibyte Characters

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	Change Request Number: 5069958 The application does not display multibyte characters in filenames.
Solution	Use <code>.zip</code> or <code>.jar</code> files as the archive format.

2.2 File Manager

2.2.1 Deletion of Files Does Not Work

Platform	<ul style="list-style-type: none">■ 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.

2.2.2 Cannot View Files in the Trash Folder

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	Change Request Number: 6192112 If you delete files or move files to the Trash folder using File Manager you might not be able to see the files in the Trash folder.
Solution	Open a terminal window and use the command line to work with the Trash folder. Use the following commands: <ul style="list-style-type: none">■ <code>cp</code>: copy files■ <code>mv</code>: move files■ <code>ls</code>: view files

2.3 Java Desktop System Online Help

2.3.1 Online Help Freezes When You Try to Open Missing Files

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	Change Request Number: 5090731 If you try to open an online help file which does not exist, an error dialog is displayed. Unless you click the Ok button, the online help system freezes.
Solution	You must click the Ok button in the error dialog.

2.4 Login

2.4.1 Using dtlogin Remote Connection Problems

Platform	Platform: <ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	Change Request Number: 6203727 If you use <code>dtlogin</code> remote connection, you cannot connect to the GNOME Display Manager from certain systems.
Solution	You must specify the IP address instead of the host name when prompted to select the remote login.

2.4.2 Error Message on Login

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	<p>You may encounter the following error message when you log in to a Java Desktop System session:</p> <pre>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</pre>
Solution	<p>Ensure that your hostname is set up correctly. Perform the following:</p> <ul style="list-style-type: none">■ Set the hostname in the <code>/etc/hosts</code> file as follows: <pre>127.0.0.1 localhost loghost <i>hostname</i> localhost.localdomain</pre>■ Ensure that your hostname is listed in the <code>/etc/nodename</code> file. This file must also contain the following line: <pre>127.0.0.1 localhost loghost <i>hostname</i> localhost.localdomain</pre>■ Add the following entry to the <code>/etc/inet/ipnodes</code> file: <pre>127.0.0.1 <i>hostname</i></pre> <p>In each case, <i>hostname</i> is your system name.</p>

2.5 Mozilla

2.5.1 Some Keyboard Shortcuts do not Work

Platform	<ul style="list-style-type: none">■ Solaris OS for SPARC systems■ Solaris OS for x86 systems
Problem	<p>Change Request Number: 6192644</p> <p>The keyboard shortcut Ctrl+Home does not work correctly when browsing <code>www.yahoo.com</code> and <code>www.mozilla.org</code> with Mozilla.</p> <p>When caret browsing is on, this keyboard shortcut moves the caret to the beginning of the web page</p>

Solution

Press F7 to turn off caret browsing. Ctrl+Home now works correctly.

2.6 Text Editor

2.6.1 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.

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