



## Sun Java System Communications Sync Release Notes

### Version 3.0

Part Number 819-4706-10

Oct 15, 2006

Sun Java System Communications Sync 3.0 is a software product that runs on a Windows personal computer and allows users to synchronize Sun Java System Address Book/Calendar Server contacts, events and tasks with mobile devices and personal information managers (PIMs) such as Microsoft Outlook. The Release Notes are intended primarily for Address Book/Calendar Server and system administrators. End users should refer to the Sun Java System Communications Sync 3.0 online help for information.

The Release Notes document information available at the time of the release, including:

- [Revision History](#)
  - [Supported Address Book/Calendar Server Releases](#)
  - [Supported PIMs and Mobile Devices](#)
  - [Requirements](#)
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## Revision History

Table 1 Revision History	
Date	Description
Oct 15, 2006	Updated <a href="#">Supported PIMs and Mobile Devices</a>
Oct 15, 2006	Release Notes for Sun Java System Communications Sync 3.0.
Oct 15, 2006	Sun Java System Communications Sync 3.0 Online Help document.
Oct 15, 2006	Sun Java System Communications Sync 3.0 README file.

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## Supported Address Book/Calendar Server Releases

Sun Java System Communications Sync 3.0 supports Sun Java System Calendar Server 5.1.1 and 6.x and Address Book visible through Communication Express(UWC), integrated in JESS versions 2005Q1 and higher.

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**Caution** Do not use Sun Java System Communications Sync to migrate calendar data. For example, do not export Netscape Calendar Server 4.x data to a Palm device and then sync the data to Sun Java System Calendar Server. This type of migration can cause corruption in the Calendar Server database. To migrate Netscape Calendar Server 4.x data to Calendar Server, use the ncs4migrate migration utility.

To obtain the latest version of ncs4migrate (and other Calendar Server migration utilities), contact your Sun technical support representative or account manager.

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## Supported PIMs and Mobile Devices

Sun Java System Communications Sync 3.0 supports the following PIMs and mobile devices:

- Microsoft Outlook 98/2000/2002/2003
- Palm OS v3.x/v4.x/v5.x Mobile Devices with HotSync Manager
- Pocket PC 2000/2002/2003/Mobile 5.0 Devices with Active Sync Manager

**Note:** Sun Java System Communication Sync 3.0 does not support Palm Desktop.

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## Requirements

To install and run Sun Java System Communications Sync 3.0, you need the following:

- Sun Java System Address Book Server and Sun Java System Calendar Server accounts (not required for installation but needed to sync contacts, events and tasks with Address Book/Calendar Server)
- Windows personal computer with:
  - Pentium processor or newer
  - 16 MB RAM (32 MB is recommended)
  - 20 MB free hard disk space
  - Microsoft Windows XP SP2, Windows 2000 SP4, Windows 98 operating systems.
- PIM or mobile device you plan to use. Requirements are:
  - PIMs and mobile devices require the linking device (for example, a cable or infrared) and the associated software.
  - Palm devices require HotSync Manager. Versions 4.0.2 and 6.0.1 were tested.
  - Pocket PC devices require Microsoft Active Synchronization. Version 3.5 was tested.
  - Microsoft Outlook must be installed in either Corporate or Group mode and not in “no-email” mode. You must have selected Outlook as the default email client; you can't have the “simple MAPI” option selected.
- Web browser- Internet Explorer 4.0 or higher or Netscape 4.5 or higher

**Note:** Sun Java System Communication Sync 3.0 does not support Windows NT 4.0.

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## Installation Notes

You can obtain the Sun Java System Communications Sync 3.0 installation program from the Sun Java System download site or the Sun Java Enterprise System Accessory CD. Or contact your Sun technical support representative or account manager to obtain the program.

### Pre-Installation Considerations

Before you install or upgrade (reinstall) Sun Java System Communications Sync 3.0, consider these items:

- If you are upgrading from an earlier version of Sun ONE Synchronization or Sun Java System Communications Sync 2005Q4 or Sun Java System Communications Sync 2006Q3 to Sun Java System Communications Sync 3.0, you must first uninstall the earlier version of the product.
- Before you run the installation program, you must first install each PIM or mobile device you plan to use.
- To run the installation program on a personal computer, you must be logged on as a member of the Administrators local group.

### Installing or Upgrading Sun Java System Communications Sync 3.0

Upgrading (or reinstalling) Sun Java System Communications Sync allows you to upgrade your current version of the Sun Java System Communications Sync software or to add support for an additional PIM or mobile device.

To install or upgrade (reinstall) Sun Java System Communications Sync 3.0, follow these steps:

1. Read the README file, if you have not already done so.
2. If necessary, unzip the installation program file.
3. Close all open programs.
4. If you are upgrading (or reinstalling), perform one last synchronization to ensure that all data is the same.
5. Backup your master data, either on your PIM or mobile device or on Address Book/Calendar Server.
6. Start the installation program (SunJavaCommSync.exe).
7. Follow the instructions in the series of screens.
8. When the installation is complete, click Finish.

Note: Depending on the platform you are installing on, you might need to restart your operating system. The installation program will prompt you if a restart is needed.

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### What's New in Sun Java System Communications Sync 3.0

The following are the list of new features included in Sun Java Synchronization 3.0:

- Performance improvement of Calendar (recurring and all day events)
- Contact and Calendar will be using the same dll.
- Mobile 5.0 support
- A new tab for Delete Confirmation has been introduced in the Profiles Settings.

**NOTE:** Palm DT and Windows NT 4.0 support have been removed.

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### Problems Fixed in This Release

Table 2 Problems Fixed in Sun Java System Communications Sync 3.0	
Bug ID	Description
6329386	Installing the 2005Q4 sync tool removed the existing hotsync conduits
4724229	Sync Speed Up
6345643	Changing event privacy can cause duplication to occur when syncing with a Palm Pilot.

4689303	Recurring events are synched as individual events
4741324	After select the translators and saying Next, cannot come back to the previous GUI
4742968	Pop Window with no message comes up if the calendar that was selected does not exist
4738714	Changing the notes is not reflected during sync
6295631	Task from Cal Server not synced back to palm device properly
6390370	Sync: press cancel, I get a message about unable to verify credentials
4713249	Remove the Mail related information from the iSync
4734531	iSync does not create logs according the levels defined.
4741411	User Name and Company Name are not stored when u move from one screen to other
4989015	sync tool does not understand events scheduled in the Palm as repeating events
4735331	iSync remains passive while updating events to ics even if the calendar is removed
4683173	Mobilkom synctool - no automatic sync possible
6456214	Need an option to stop auto sync in sync tool when outlook is offline

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## Known Problems and Limitations

- [Problems after Running the csvdmig Migration Utility](#)
- [Sun Java System Communications Sync 3.0 Known Problems](#)

## Problems after Running the csvdmig Migration Utility

If your site runs the csvdmig migration utility to use hosted (virtual) domains, Sun Java System Communications Sync users will see the following message when they try to synchronize their data to Calendar Server:

Cannot access calendar data source. Check general troubleshooting under online help.

The csvdmig utility adds a domain name to each calendar ID (calid) for calendar names in the Calendar Server database and LDAP directory server. For example, suppose you run csvdmig to migrate a user named jsmith, with the domain as sesta.com. A calendar name that was jsmith:public-calendar is changed to jsmith@sesta.com:public-calendar.

Consequently, Sun Java System Communications Sync cannot find jsmith's calendar with the revised name.

To synchronize with their Sun Java System Calendars, users must perform these steps (which are also included in the Sun Java System Communications Sync online help):

1. On the Sun Java System Communications Sync screen, click Settings.
2. On the Settings screen, click the Data Sources tab.
3. Select Sun Java System Calendar.
4. Click Change.
5. Click OK on the Sun Java System Translator dialog.
6. On Calendar Options, reselect your existing Sun Java System Calendar name in the drop-down list.
7. Click OK. **Important:** Do not click Cancel.
8. On the Sun Java System Translator dialog, click Yes.
9. Repeat steps 4-8 for Sun Java System Tasks.
10. **Important:** On the General tab on the Settings screen, check "Force full synchronization".

Users should then be able to synchronize with their Sun Java System Calendars. If this doesn't resolve the problem, contact your Sun technical support representative.

## Sun Java System Communications Sync 3.0 Known Problems

1. Trying to synchronize more than 1000 records may throw up configuration problems with the server which may require administrator support.
2. All Day events can be synchronized only when the time zones on the Server and Outlook/Pocket PC/Palm OS device are the same.
3. Older version of synchronization tool cannot detect the latest installation. To install 2006Q3 when 3.0 already exists do the following:
  - a. Uninstall Sun Java System Communication Sync 3.0.
  - b. Uninstall the "XTNDCConnect PC" software from Pocket PC device
  - c. Install Sun Java System Communication Sync 2006Q3.
4. Synchronization of recurring tasks with no due date may have erroneous behavior since such records do not have an end date.
5. Every instance of a recurring task will get synchronized as an individual task.
6. Synchronization of modified instances in all day recurring events may update the record as an event with zero duration.
7. Updation of recurring event in Palm OS devices may have unexpected behavior since the UWC updates the modification time of master record but not that of the exceptions (modified instances).

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## Tips

1. delete\_perm flag has to be set on the server side. If this is not set, the records will not be permanently deleted on the server side, due to which the synchronization may get aborted.
  2. If there is a long gap between two synchronizations during which the deleted records get purged in the server, then the sync may not be proper.
  3. If Reminder email id has not been filled into config settings then alarm field will not get synchronized.
  4. The due dates may get shifted by a day because of time zone difference between sun cal server and other side (Outlook, PalmDT, PocketPC)
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## Documentation

The following documentation was revised for Sun Java System Communications Sync 3.0:

- Release Notes (this document).
- Online Help-The online help (XTNDConnect-PC.chm) is available with the Sun Java System Communications Sync software. You access the help by clicking a Help button on the various windows or by directly opening the XTNDConnect-PC.chm file.
- README file.

[http://docs.sun.com/db/coll/S1\\_Sync\\_11](http://docs.sun.com/db/coll/S1_Sync_11)

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## Localization

Sun Java System Communications Sync 3.0 is available in English only and has not been localized in other languages. Localized versions for Simplified Chinese and other languages that use multi byte character sets may be available in a future release depending on the business requirements.

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## How to Report Problems

If you have problems, contact customer support using one of the following methods:

- Use the Sun Java System Support site:

<http://sunsolve.sun.com/pub-cgi/show.pl?target=home>

From this location, use the CaseTracker and CaseView tools to log problems.

- Call the telephone dispatch number associated with your maintenance contract.

To help us assist you in resolving your problem, please have the following information available:

- Sun Java System Communications Sync version including the Product ID and Build numbers from the Additional Information box in the About Sun Java System Communications Sync screen.  
For example: Version 3.0, Product Id 209-101, Build 2005120810.
- PIM or mobile device you are using. For example: Palm III or Microsoft Outlook 2000.
- Browser and version. For example: Internet Explorer 6.0.
- Specific error and problem description, including the data type you are trying to synchronize. For example: Contact data.

- Zipped debug log file, if applicable.
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## **Additional Sun Resources**

Useful Sun Java System information can be found at the following locations:

- Documentation for Sun Java System Communications Sync 3.0  
[http://docs.sun.com/db/coll/S1\\_Sync\\_11](http://docs.sun.com/db/coll/S1_Sync_11)
  - Sun Java System Documentation  
<http://docs.sun.com/app/docs/prod/java.sys#hic>
  - Sun Java System Professional Services  
<http://www.sun.com/servicessolutions/>
  - Sun Java System Software Products  
<http://www.sun.com/software>
  - Sun Java System Software Support Services  
<http://sunsolve.sun.com/pub-cgi/show.pl?target=tous>
  - Sun Java System Knowledge Base  
<http://sunsolve.sun.com/pub-cgi/show.pl?target=home>
  - Sun Java System Developer Information  
<http://developers.sun.com/>
  - Sun Java System Software Training  
<http://www.sun.com/training/>
  - Sun Software Data Sheets  
<http://www.sun.com/software>
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