

Release Notes for Sun ONE Synchronization

Version 1.1

Part Number 816-6470-10

November 11, 2002

Sun™ ONE Synchronization 1.1 is a software product that runs on a Windows personal computer and allows users to synchronize Calendar Server events and tasks with personal information managers (PIMs) and mobile devices.

This document is intended primarily for system administrators. End users should refer to the Sun ONE Synchronization 1.1 Readme file, *User's Guide*, and online help for information.

Sun ONE Synchronization 1.1 was formerly iPlanet Synchronization 1.0.

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

- Supported Calendar Server Release
- Supported PIMs and Mobile Devices
- Requirements
- Installation Notes
- Problems Fixed in This Release
- Known Problems and Limitations
- Documentation
- Localization
- How to Report Problems
- Where to Find More Information

Read this document before your end users install and start using Sun ONE Synchronization 1.1. For an online version, see the following documentation Web site:

<http://docs.sun.com/db/prod/s1.s1cals#hic>

Check this site periodically to view the most up-to-date documentation.

Supported Calendar Server Release

Sun ONE Synchronization 1.1 has been tested with and is supported only with Calendar Server 5.1.1.

It is recommended that you install the Calendar Server 5.1.1 20020924 (or later) hotfix to use with Sun ONE Synchronization 1.1. This hotfix fixes these sync related problems:

- 4737312-last-mod field is causing undesirable behavior and affecting synchronization.
- 4741135-storeevents.wcap with summary greater than 128 bytes and alarms on causes cshttpd process to return unexpected results.

Supported PIMs and Mobile Devices

Sun ONE Synchronization 1.1 supports the following PIMs and mobile devices:

- Microsoft Outlook 98/2000
- Palm Desktop 3.x/4.0
- Palm OS Mobile Devices
- Windows CE 2.0/3.x Mobile Devices

Requirements

To install and run Sun ONE Synchronization 1.1, you need the following:

- Sun ONE Calendar Server 5.1.1 account (not required for installation but needed to sync events and tasks with 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 98, Windows NT 4.0, or Windows 2000 operating system
- 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 3.1.1 and 4.0.2 were tested.
 - Windows CE devices require Microsoft Active Sync. Version 3.1 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.

Version 1.21 or higher of the CDO library DLL must be installed and registered. If you need to install this DLL, run the install program for the Microsoft Office Suite or the Outlook application and install Collaboration Data Objects. If this DLL is already installed but not registered, make sure it is in the Windows system folder and then register it with this command: `regsvr32 CDO.dll`.

- Web browser-Netscape Navigator™ 4.5 or later or Internet Explorer 4.0 or later

Installation Notes

To obtain the Sun ONE Synchronization 1.1 installation program, contact your Sun technical support representative or account manager.

Pre-Installation Considerations

Before you install or upgrade (reinstall) Sun ONE Synchronization 1.1, consider these items:

- If you are upgrading from iPlanet Synchronization 1.0 to Sun ONE Synchronization 1.1, you must first uninstall iPlanet Synchronization 1.0.
- 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 ONE Synchronization 1.1

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

To install or upgrade (reinstall) Sun ONE Synchronization 1.1, 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 Calendar Server.
6. Start the installation program (`SunONEsync.exe`).
7. Follow the instructions in the series of screens.
8. When the installation is complete, click Finish.

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

Problems Fixed in This Release

Table 1 Problems Fixed in the Sun ONE Synchronization 1.1 Release

Bug ID	Description
4754412	Error occurred when trying to sync between the same calendar for a different source.
4754342	Full sync with PIM or device overriding Calendar Server deletes all Calendar Server records.
4740670	Unexpected results occur when syncing recurring events from Windows CE to Calendar Server.
4740215	Filters do not work correctly when syncing from Palm Desktop to Calendar Server.
4738805	Changes are not updated to Outlook using sync for records that occur after a specific date.
4737248	Unsupported Outlook version numbers need to be removed from installation screen.
4729062	Changing class value is not reflected in Calendar Server after a sync.
4728792	Error handling failure occurs because error handling code incorrectly checks for a returned UID.
4725649	Incremental sync reports "unknown error".
4715939	Sun ONE Synchronization 1.1 returns error when trying to use SSL.
4714377	Sun ONE Synchronization 1.1 translator does not have WCAP logout command in source code.
4713311	Recurring events on Palm device cannot be synced to Calendar Server.
4713252	References to unsupported devices should be removed from Sun ONE Synchronization 1.1.
4711120	Sun ONE Synchronization 1.1 takes the default calendar and not the selected calendar.
4708861	Tasks in Palm devices and Palm Desktop with due dates in the past are not synced properly.
4708803	Sun ONE Synchronization 1.1 does not work Windows CE 3.0 devices.
4690889	Private events in Palm devices and Palm Desktop are synced as public events.
4690484	Tasks in Outlook with due dates in the past are not synced properly.
4690473	Private records in Outlook are synced as public records.
4690471	Completed tasks are not synced properly from Outlook to Calendar Server.
4690469	Online help revision: Problems occur when text fields are mapped to non-text fields.
4687375	Non-admin users cannot sync data between PIM or device and Calendar Server.
4706638	iPlanet Synchronization 1.0 needs to be rebranded to Sun ONE Synchronization 1.1.
4724226	Data problems occur because of error handling in the translator code.
4748492	Changing the type of an event is not reflected during synchronization.

Known Problems and Limitations

Sun ONE Synchronization 1.1 has the following known problems.

Table 2 Sun ONE Synchronization 1.1 Known Problems

Bug ID	Problem Description
4766491	<p>Help topic for Auto Synchronize on the Settings window does not exist.</p> <p>See Corrections to the Online Help.</p>
4765580	Syncing contact information from Outlook to Palm does not work.
4761025	Tasks are not synced properly between Calendar Server and a Palm device.
4760207	Recurring tasks with start and due date in the future are not synced properly.
4755967	When upgrading, deselecting an existing translator doesn't remove it from the Start menu.
4755201	Sync does not handle the time zones properly.
4754413	Syncing all-day events from Calendar Server will create an event a day earlier.
4753684	<p>Data gets duplicated when using filters and selecting "No" in the delete confirmation dialog.</p> <p>Recommendation: It is highly recommended that you do not select "No" when asked for a delete confirmation on syncing after applying filters, because this can result in duplicates in later incremental syncs.</p>
4746149	<p>While syncing, task fields with value of "None" are passed a value after syncing.</p> <p>For example, create a task on Outlook with the Start Date set to "None" and the Due Date set to a specific value. Sync to Calendar Server and edit the title for the task. If you sync again, on Outlook the Start Date is set to the Due Date value.</p>
4742989	<p>Changing mapping reports error and forces a full sync.</p> <p>Be very careful if you change the default mapping, and make sure you understand the functionality and semantics of the fields involved. Specifically, avoid mapping fields between different data types, and be careful not to change the mapped fields by editing them randomly.</p> <p>For example, suppose location on Calendar Server is mapped to notes on Palm, with the formula Note= "Event Located in : " + location. After syncing an event originating in Calendar Server with location information as Bangalore, the notes in Palm would read as 'Event Located in : Bangalore'. Do not try to edit the placeholder, which in this case is 'Event Located in :'. This can lead to unexpected behavior. If you want to change the location by editing in Palm, change only "Bangalore" to the new location.</p>

Table 2 Sun ONE Synchronization 1.1 Known Problems (*continued*)

Bug ID	Problem Description
4742979	<p>Multi-day event is removed on Windows CE when modified on Calendar Server and synced. Sun ONE Synchronization 1.1 removes a multi-day event on Windows CE when the event is modified on Calendar Server and then synced back to Windows CE.</p>
4740576	<p>Tasks are not synced properly to Windows CE devices.</p> <p>Reminders on tasks are not synced when syncing between a Windows CE device and Calendar Server, because there is no default mapping for the reminder information. Do not turn on this mapping because it can cause tasks with reminders not to be synced and unpredictable behavior.</p>
4740281	<p>Record Filter shows only records created on the data source other than Calendar Server.</p> <p>When syncing with Palm Desktop, the Record option in the Filters show only the records that are created on the Palm Desktop and does not list the records that are created on Calendar Server.</p>
4738794	<p>Data duplication occurs with Sun ONE Synchronization.</p> <p>Data duplication can occur in these instances:</p> <ul style="list-style-type: none"> • Using the Combine option for a full synchronization can cause extensive data duplication. Recommendation: Avoid using the Combine option. • Unusual usage patterns can result in duplication in case of recurring events. Recommendation: Edit recurring events only on the source (originating) calendar.
4738734	<p>Sync reports an unknown error and forces a full sync because of a translator exception.</p> <p>This problem was reported for the Outlook translator, but an unknown error also occurs for translator exceptions for other PIMs and mobile devices.</p>
4738714	<p>Deleting notes for an event on Palm or Windows CE devices is not reflected in Calendar Server.</p> <p>Create a new event on a Palm or Windows CE device with some text in the notes field and then sync to Calendar Server. If you delete the notes text on the Palm or Windows CE device and then resync to Calendar Server, the Calendar Server event still has the previous notes.</p>
4734531	<p>Sun ONE Synchronization does not create logs according to the levels defined.</p> <p>The debug log level was set to 1 (for errors). When an unknown error occurred and sync was aborted, the log file did not have a related entry. To get meaningful logs, set the log level to 5.</p>
4731403	<p>Changing the mapping does not force a full synchronization.</p> <p>If you change the default mapping, you are prompted Yes or No for a full sync. If you click Yes, a partial sync is done, although changing the mapping should force a full sync.</p>

Table 2 Sun ONE Synchronization 1.1 Known Problems (*continued*)

Bug ID	Problem Description
4727479	<p>Sun ONE Synchronization prompts for deletion of a record while actually modifying a record.</p> <p>Sun ONE Synchronization 1.1 prompts for the deletion of a record when changing a record from normal to recurring and syncing the changes.</p> <p>For example, create a non-recurring event on Calendar Server and sync it to a PIM or device. Then, change the event on Calendar Server to a recurring event and resync. Sync prompts for the deletion of the event. Click Yes. Sync will delete and then recreate the event.</p>
4724229	<p>Performance when syncing large data sets is slow.</p> <p>Use date filters to sync large data sets, because filters sync only a subset from the master database to the slave database. However, keep in mind which is your master database. Sun ONE Synchronization 1.1 considers PIMs such as Outlook and Palm Desktop to be master databases and handheld devices to be slave databases when syncing with Calendar Server. Calendar Server acts as a master or slave database depending on whether you are syncing it with a handheld device or a PIM, respectively.</p>
4724227	<p>Full sync that merges data from different sources can cause problems.</p> <p>Using the Combine option for a full synchronization can cause extensive data duplication.</p> <p>Recommendation: Avoid using the Combine option.</p>
4718294	<p>Sun ONE Synchronization 1.1 does not sync categories properly.</p>
4718281	<p>Sync does not show the attendees field in Outlook translator.</p> <p>There is no support for the attendees field in the Outlook translator for events.</p>
4718208	<p>Sun ONE Synchronization allows the user to sync between any two data sources.</p> <p>You can create a new profile to sync between unsupported combinations of data sources (for example, Palm Desktop and Windows CE devices); however, the profile might not be supported by Sun ONE Synchronization 1.1. See Supported PIMs and Mobile Devices.</p>
4716736	<p>Sync cannot sync recurring events after than January 16, 2003.</p> <p>If you sync a recurring event from a PIM or mobile device that has “No End Date” for the recurring pattern, events after a specific date are discarded. From testing on Outlook and Windows CE devices, up to 70 records are synced starting from the system date of the personal computer where Sun ONE Synchronization 1.1 is installed.</p>
4713249	<p>Remove mail related information from Sun ONE Synchronization 1.1.</p> <p>Sun ONE Synchronization 1.1 does not support synchronization of email. However, not all email related information has been removed from the product. For example, Outlook still expects the Outlook Mail to be set as the default mail client. Also, when you choose a new profile such as Windows CE or Outlook, you get options to sync mail.</p>

Table 2 Sun ONE Synchronization 1.1 Known Problems (*continued*)

Bug ID	Problem Description
4712627	<p>Due dates are synced erroneously when no due time is specified for tasks.</p> <p>Due dates are synced as one day before when no due time is specified for tasks. For example, create a task on Calendar Server with a Due Date set and the Due Time not set. Sync it with any PIM or mobile device. On the PIM or mobile device, Due Date is one day earlier than the date on Calendar Server.</p>
4712034	<p>Tasks with no due date are no synced properly between Palm Desktop and Calendar Server.</p> <p>Tasks on Palm Desktop with due date as “No Due Date” are synced to Calendar Server with due date of December 31, 2031. Tasks on Calendar Server with no due date are synced to Palm Desktop with due date January 1,2032.</p>
4710896	<p>Events on Calendar Server that continue to the next day not synced properly to Palm devices.</p> <p>Syncing a Calendar Server event that has crossed a day boundary to a Palm device returns a warning message. Then, the duration of the event is set to the end on the same day, and the next day view does not show any information for the event.</p>
4710715	<p>Reminders are not synced properly to a Palm device from Calendar Server.</p>
4708864	<p>Untitled tasks on Palm can be synced with Calendar Server but vice versa is not allowed.</p> <p>You can sync an untitled tasks on a Palm device to Calendar Server, but you cannot sync an untitled task on Calendar Server back to the Palm device.</p>
4700267	<p>Sun ONE Synchronization returns unexpected results while syncing large size events.</p> <p>While syncing events with large descriptions, unexpected results occur. For example, syncing an event from Calendar Server with a description greater than approximately 1.04 MB returned unexpected results.</p>
4689303	<p>Recurring events and tasks are synced as individual events and tasks on the destination.</p> <p>When synced, recurring events and tasks are “fanned out” on the destination calendar and appear as multiple (non-recurring) individual events and tasks. Sun ONE Synchronization 1.1 can handle changes to recurring events and can sync them accordingly so that the originating calendar will reflect a modification to the recurring event. Therefore, modify the recurring properties for events and tasks only on the originating calendar.</p>
4683162	<p>Synchronization with Outlook XP is not supported.</p>
4758779	<p>Sync shows conflict even if user modifies only one data source PIM or device.</p> <p>Sync an event from Calendar Server to a PIM or device, and then delete or add characters in the title, location, or notes, on the PIM or device. A subsequent resync back to Calendar Server results in a conflict. This problem was reported on Outlook, but it also occurs on other PIMs and devices.</p>

Table 2 Sun ONE Synchronization 1.1 Known Problems *(continued)*

Bug ID	Problem Description
4738816	<p>All day recurring events are not synced properly between Outlook and Calendar Server.</p> <p>All day recurring events originating from either Outlook or Calendar Server get synced to the other side as “fanned out” all day events for the first sync. However, later modifications on the fanned out events on the other side (not the source), results in improper and unpredictable behavior. It may also cause errors and force a full sync.</p>
4717316	<p>Recurring events on Palm device results in deleted event on next resync to the Palm device</p> <p>Recurring events on a Palm device are synced as individual events in Calendar Server and not as repeating events. If you then change one of the events in Calendar Server, a subsequent resync back to the Palm device deletes the entry on the Palm device.</p>

Documentation

In addition to the Release Notes, Sun ONE Synchronization 1.1 includes the following documentation:

- Readme file-Be sure to read this file before you use Sun ONE Synchronization 1.1.
- Online Help-The online help (Xtndpc.hlp) is available with the Sun ONE Synchronization 1.1 software. You access the help by clicking a Help button on the various windows or by directly opening the Xtndpc.hlp file.
- Sun ONE Synchronization 1.1 User's Guide (PDF version of the online help) is available on the docs.sun.com Web site:

<http://docs.sun.com/db/prod/s1.s1cals#hic>

Corrections to the Online Help

The Help topic for Auto Synchronize is missing from the online help (Bug ID 4766491).

Auto Synchronize Settings

Note: This option is available only if you install a translator for Palm or Windows CE devices.

If the **Automatically Synchronize upon connection** is checked, synchronization starts automatically each time the mobile device is connected to the personal computer (which must be turned on).

If you enable auto synchronization, simply connect the mobile device to the personal computer and synchronization will begin automatically. You do not need to make any other menu selections for synchronization to occur.

Localization

Sun ONE Synchronization 1.1 is available in English only and has not been localized in other languages. Release 1.1 has undergone limited internationalization (i18n) testing with favorable results for single-byte character sets including French, Spanish, and German. The results of i18n testing with Simplified Chinese, however, were unfavorable (see Bug IDs 4713884, 4713889, and 4713914). Localized versions for Simplified Chinese and other languages that use multibyte character sets may be available in a future release depending on the business requirements.

How to Report Problems

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

- Use the Sun ONE Support site:
<http://www.sun.com/service/sunone/software/index.html>
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 ONE Synchronization version including the Product ID and Build numbers from the Additional Information box in the About Sun ONE Synchronization screen.
For example: Version 1.1 [EN], Product Id 209-101, Build 200.
- PIM or mobile device you are using. For example: Palm III or Microsoft Outlook 98.
- Browser and version. For example: Internet Explorer 5.5.
- Specific error and problem description, including the data type you are trying to synchronize.
For example: Calendar data.
- Zipped debug log file, if applicable.

Where to Find More Information

For more information, see the following web sites:

- Sun ONE Documentation
<http://docs.sun.com/?p=prod/sunone>
- Sun ONE Software Products and Services
<http://www.sun.com/software/>
- Sun ONE Support and Knowledge Base
<http://www.sun.com/service/sunone/software/index.html>
- Sun ONE Consulting and Professional Services
<http://www.sun.com/service/sunps/sunone/index.html>
- Sun ONE Developer Information
<http://developer.iplanet.com/>
- Sun ONE Software Training
<http://www.sun.com/software/training/>

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