

Sun™ ONE Synchronization 1.1 Patch 1

Sun™ ONE Synchronization is a Windows application that synchronizes Calendar events and tasks between your Sun ONE Calendar Server, and personal information managers (PIM). These include Palm devices, Windows CE devices, Microsoft Outlook, and Palm Desktop. The tool tracks entries that are added, changed or deleted on either Sun ONE Calendar Server or the compatible PIMs, and sends these changes to other devices.

Sun ONE Synchronization 1.1 Patch 1 is supported only with Sun ONE Calendar Server version 5.1.1. Because Microsoft Outlook, Sun ONE Calendar, Palm and Windows CE devices each handle events and tasks differently, there are a few situations when events and tasks get duplicated or lost during a synchronization. There are also few problems when synchronizing data with Palm Desktops and Windows CE devices. All of these can be easily avoided by taking the precautions described below and in Table 1:

- **Recurring Events.** Individual events are events that occur only once. They can be synchronized and edited without any difficulty. However, recurring events such as a weekly meetings, may cause problems in a few situations. During synchronization, recurring events are synchronized as individual events on Sun ONE Calendar. Therefore, we recommend that you edit recurring events from where they were created. For example, if a recurring event is created on a Palm device, it is advisable to edit the event only on the Palm device.
- **Full Synchronization.** There are a few situations when Full Synchronization is required. A full synchronization takes longer than an incremental synchronization, in which only the modified entities are updated. Full Synchronization occurs when:
 - The Synchronization is performed for the first time between your Sun ONE Calendar Server and compatible devices.
 - The Force Synchronization check box is selected.
 - An error aborted the previous synchronization.
 - An unknown error is encountered.
- **Loss of Data.** Different PIMs and devices support different amounts of data in each field. For example, the number of characters allowed in the description for an event in Microsoft Outlook may be much larger than the description allowed on a Palm device. During synchronization data may be lost because the amount of data supported by Microsoft Outlook may be more than the amount of data the Palm device supports.

In addition, when you use Microsoft Outlook as the primary application to manage your calendar you should know that attachments and formatting can sometimes cause synchronization to fail.

- **Reminder information.** Reminder information is not synchronized when tasks are synchronized between Sun ONE Calendar Server and Windows CE devices. To avoid synchronization errors on Windows CE devices, it is recommended that you do not map the Notify, Alarm Date, and Alarm Time fields in Sun ONE Calendar Server, and Remind me, Alarm Date, and Alarm Time in Windows CE OS Mobile devices.
- **Untitled Events.** Tasks or events without titles cause problems and should be avoided.
- **Filters.** Filters are used to control which events and tasks should be synchronized. For example, you might specify that only events and tasks of the past two weeks and the next three weeks should be synchronized. If some events and tasks do not match the filter criteria during synchronization, you will be asked if these events and tasks can be deleted. If you consent then these events and tasks will not be synchronized.

If you do not consent to deleting these events and tasks, duplicate records may be created when data is synchronized the next time between Microsoft Outlook or Palm Desktop and Sun ONE Calendar Server.

You can apply filters only from:

- Microsoft Outlook to Sun ONE Calendar Server
- Sun ONE Calendar Server to Palm
- Palm Desktop to Sun ONE Calendar Server
- Sun ONE Calendar Server to Windows CE

Table 1 Useful Tips to Ensure a Trouble Free Run

Tips	Comments
Do not select Combine from Sun ONE Synchronization's menu option.	This creates duplicate events in the device it is synchronized to.
Allow 5-15 minutes for a full synchronization.	A full synchronization of a typical calendar usually takes about 15 minutes. An incremental synchronization takes significantly less time.

Table 1 Useful Tips to Ensure a Trouble Free Run

Tips	Comments
You cannot edit an event created by another person on your Sun ONE Calendar Server. However, other PIMS may allow you to make changes to such events. When you attempt to synchronize the changes back to your Sun ONE Calendar Server an error message is displayed.	This could result in loss of data or duplication of events. It is recommended you do not edit events you have not created.
Do not edit an individual event in the series of recurring events created on PDA or Palm Desktops, on Sun ONE Calendar Server, and synchronize it with PDA or Palm Desktop.	The event is removed from the recurring pattern on PDA. The Event is duplicated on Palm Desktop.
Do not edit recurring tasks created on Microsoft Outlook, on Sun ONE Calendar Server and synchronize it to Microsoft Outlook.	Duplicate tasks are created on Microsoft Outlook.
Do not edit recurring events and tasks created on Sun ONE Calendar Server, on Sun ONE Calendar Server or Palm Desktop and synchronize it to Palm Desktop.	Duplicate events and tasks are created on the Palm Desktop.
Do not create a recurring event that begins today on Microsoft Outlook, synchronize it to Sun ONE Calendar, edit it and then synchronize it back to Microsoft Outlook.	The event is removed from the all day series.