Java Desktop System Release 2 Troubleshooting Guide

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Preface

This manual contains troubleshooting information relevant to the Sun Java™ Desktop System Release 2.

Related Documentation

The following manuals are related to this guide:

- *Java Desktop System Release 2 Installation Guide*
- *Java Desktop System Release 2 Quick Start User Guide*
- *Java Desktop System Release 2 Troubleshooting Guide*
- *Java System Update Service User's Guide*

Associated Documentation

The following documents are associated with this guide:

- *GNOME 2.2 Desktop Accessibility Guide*
- *GNOME 2.2 Desktop on Linux System Administration Guide*
- *GNOME 2.2 Desktop on Linux 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*
- *Ximian Evolution 1.4 Sun Microsystems Edition User Guide*

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Typographic Conventions

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

TABLE P–1 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 -a` to 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 filename`.
AaBbCc123	Book titles, new terms or terms to be emphasized	Read Chapter 6 in the *User's Guide*. These are called *class* options. Do *not* save the file.

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–2 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	`#`

CHAPTER 1

Known Issues With the Java Desktop System Release 2

This chapter describes known issues with the Java Desktop System Release 2. Workarounds are provided where possible.

- "Getting Started" on page 9
- "General Desktop Problems" on page 14
- "Network Problems" on page 16

Getting Started

Version Mismatch During Compilation of Kernel Modules

Problem	Users of Pentium 4 and other hyper-threading capable processors might experience version mismatch errors when compiling kernel modules.
Solution	Perform the following steps: 1. Edit the following file: `/usr/src/linux-2.4.19.SuSE/linux/version.h` 2. Replace the following line: `#define UTS_RELEASE "2.4.19-4GB"` With the following line: `#define UTS_RELEASE "2.4.19-64GB-SMP"`

Mounts From /net Do Not Work

Problem	Bug ID: 4908595 Mounts from /net do not work. This problem occurs because the `autofs4` utility loads the wrong kernel module by default

Solution	Perform the following actions when you install the system:
	1. Open the following file with a text editor:
	`/etc/modules.conf`
	2. Uncomment the following line:
	`# alias autofs autofs4`

Installation Fails

Problem	Some Red Hat Package Managers (RPMs) might not recognize the underlying Linux release on your machine. If you attempt to install these RPM files on your system, the installation might fail.
Solution	RPMs require a specific Linux version in the `/etc/SuSE-release` file for the installation to succeed on your system. Change to a version of Linux that the RPM recognizes, for example `SuSE Linux 8.1 (i386) Version=8.1`

Screen Display Problems

Problem	The screen resolution set by the installation process might be inappropriate for your system. This mismatch might cause screen display problems. Depending on your system hardware you can reconfigure your screen resolution during system setup.

Solution

After the initial Welcome screen is presented, the Installation screen is displayed. Perform the following actions:

1. Press F2 immediately to verify that the resolution you want is selected.
2. Choose the desired resolution, then press Enter. If you choose a resolution that is above the capabilities of your display hardware the lower part of the screen is not visible during the installation. In that case, restart the installation and select a lower resolution.
3. Use the arrow keys to select Installation, then press Enter.

Only resolution values that are enabled in YaST are available in the screen resolution dialog.

System Does Not Eject RPM CD

Problem

If you install RPMs from a CD in multi-user mode, the system cannot eject the CD automatically.

Solution

Enter the `eject cdrom` command to eject the CD.

Backspace Erroneously Inserted

Problem

If you log in to a Java Desktop System session from a Sun Ray™ client or Solaris machine, each time you press the L key on your keyboard, a backspace is inserted.

Solution

Use either of the following solutions:

- After you log in to the Java Desktop System, use the `xmodmap` command to redefine the L key.
- Log in to the Java Desktop System as `root` and remove the `/etc/X11/Xmodmap` file.

Panel Crashes on Log In

Problem

When you log in to the Java Desktop System after rebooting the system, panels might crash.

Solution

Wait for the Panel application to restart.

Users Preferences Not Fully Compatible

Problem	Preferences set up in your home account for the GNOME 2.0 Desktop might not be fully compatible with the GNOME 2.2 Desktop on the Java Desktop System.
Solution	Reset your preferences.

Boot Splash Screen Not Visible After Updating the Installation

Problem	Bug ID: 5026577 After you have performed an installation to update an earlier version of the Java Desktop System, the boot splash screen does not appear. This problem is caused by a missing link in the `/usr/share/splash/themes` directory.
Solution	Perform the following steps: 1. Log in as root user. 2. Execute the following command: `cd /usr/share/splash/theme` 3. Execute the following command: `execute ln -s Sun current` 4. Execute the following command: `execute mkinitrd`

File System RPM Install Fails After Updating the Installation

Problem	Bug ID: 5028130 After you have performed an installation to update an earlier version of the Java Desktop System, the file system RPM fails to install. This problem occurs when you perform a YaST2 system update from CDs, with the default automount enabled in the Nautilus file manager. The problem also occurs when you perform a YaST2 system NFS update when a CD is mounted at `/media/cdrom`. This problem does not occur when you perform a network update, after booting from a CD.

Solution

Perform the following steps before you start a YaST2 system update installation:

1. Remove all CDROMs from system.
2. Select LaunchPreferencesAdvancedCD Device Options.
3. Deselect the **Mount CD when Inserted** option, then select Close.
4. Continue as normal with the system installation update.

Boxes Attached To Windows After Updating the Installation

Problem

Bug ID: 5017762

After you have performed an installation to update an earlier version of the Java Desktop System the Input Method Switcher applet is not added to the default panel. A symptom of this problem is that boxes are attached to windows.

The default panel configuration on Java Desktop System Release 2 is different from earlier releases of the Java Desktop System. You might experience this problem if you log into an earlier version of the Java Desktop System.

Solution

Right-click on a panel, then choose Add to PanelUtilityInput Method Switcher.

General Desktop Problems

Files Do Not Open

Problem	If you try to open a document from a directory that is mounted with NFS the File Manager displays an error if the application owning the document cannot process a filename argument passed as a URL For example, StarOffice™, OpenOffice, vi, acroread, and ggv applications cannot process URLs, therefore the File Manager encounters errors when opening NFS files with these applications. The same problem arises for files in directories that are mounted with Samba (SMB).
Solution	Copy the files to a local directory, in other words, not a Samba or NFS directory.

File Manager Crashes

Problem	Bug ID: 5029196 The Nautilus file manager might crash if a directory structure is longer than 290 plain Latin characters.
Solution	Do not create directory structures longer than 290 plain Latin characters, if you want to access the directory structures using the Nautilus file manager. There is no limitation to the character length of a directory structure when you browse the file system using the Terminal application.

Blueprint Theme Does Not Display Correctly

Problem	The Blueprint Beta theme is for evaluation only. Do not use the Blueprint Beta theme under normal circumstances. This theme has known bugs and is not supported.

Solution

If you want to evaluate the Blueprint Beta theme, choose ViewApply ThemeBlueprint Beta.

Blank Pages Print Out From Ghostscript

Problem

Bug ID: 4984611

Blank pages print out when CUPS is used through Ghostscript.

Solution

Because CUPS accounting information is usually not necessary, you can disable the accounting functionality in the `cupsomatic` filter. Perform the following steps:

1. Log in as root user.
2. Open the following file:
   `/usr/lib/cups/filter/cupsomatic`
3. Change the following line:
   my $ps_accounting = 1;
   To:
   my $ps_accounting = 0;

If you use`/etc/foomatic/filter.conf`, disable ps_accounting in that location.

Cannot Eject a Floppy Disk

Problem

Bug ID: 4948512

You cannot eject a floppy disk from the floppy disk drive by using the floppy disk icon on the desktop. An error message says that only the root user can eject the floppy disk. This problem occurs if the floppy disk icon is mounted on the desktop by one user, and then a second user logs in and tries to use the icon to eject a floppy disk.

Solution

Change *user* to *users* in the `/etc/fstab` file for `fd0`.

Cannot Eject a CDROM

Problem	Bug ID: 4966284 You cannot eject a CDROM from the CDROM drive. This problem occurs because the `fam` daemon holds onto the CDROM device so that the file manager cannot unmount the device and eject the CDROM.
Solution	Perform the following steps to eject a CDROM from the CDROM drive: 1. Log in as root. 2. Open a terminal window. 3. Execute the following command: `pkill fam` 4. Execute the following command: `eject cdrom`

Mouse Wheel Does Not Work

Problem	Bug ID: 4948755 The mouse wheel does not work when running Java applications.
Solution	Perform the following actions when you install the system: 1. Open the following file with a text editor: `XF86Config` 2. Insert the following line: `Option "ZAxisMapping" "4 5"`

Network Problems

PPP Connection Does Not Work

Problem	You cannot connect to the network using a dial-up PPP connection.
Solution	If you are using a modem for your network connection, and you require a dial up PPP connection, use the Linux PPP dialer command utility `wvdial`.

Modem Dialup Does Not Work

Problem	Bug ID: 4955086 Modem dialup does not work for non-root users. This problem occurs because the `setuid` bit in the pppd utility is not set. The `setuid` bit on wvdial is also not set.
Solution	Perform the following actions: 1. Log in as root user. 2. Execute the following command: `chmod +s /usr/sbin/pppd`

Network Places Do Not Appear

Problem	New network places do not appear in the **Network Places** window.
Solution	Log out and log in again.

CHAPTER 2

Known Issues With Applications

This chapter describes known issues with specific applications in the Java Desktop System Release 2. Workarounds are provided where possible.

- "Evolution" on page 19
- "Gedit Text Editor" on page 20
- "Macromedia Flash Player" on page 21
- "Mozilla" on page 21
- "Sound Recorder" on page 23

Evolution

Evolution vFolders Do Not Work

Problem	Bug ID: 5018480 The vFolders functionality does not work in Evolution.
Solution	You need to restart Evolution after you create new vFolders.

Evolution Crashes

Problem	Bug ID: 5029522 Evolution might crash when you add an invalid character sequence into the **Web address** field, when you edit **Contacts**.
Solution	Use only valid URLs, for example URLs without multibyte characters and spaces.

Evolution Installation Hangs

Problem	Bug ID: 5030708 The installation of Evolution appears to stop at the 95% complete point. The installation of the Evolution RPM can take up to eight minutes. The installation time is needed to register the Evolution documentation on Scrollkeeper.
Solution	Wait eight minutes.

Gedit Text Editor

Cannot Input Multibyte Characters

Problem	Bug ID: 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 EditPreferences. 2. In the **Categories** list, select Editor, then Auto Indent. 3. Deselect the **Enable auto indentation** option.

Macromedia Flash Player

Text Does Not Display

Problem	When color depth is set to 256 colors, 8 bit, text does not display in Macromedia Flash Player 6.
Solution	Set the color depth to 16 bit or higher.

Mozilla

Application Crashes While Mozilla is Running

Problem	If an application shuts down unexpectedly while Mozilla is running, Mozilla fails to clear the profile lock file. After you reboot your applications and launch Mozilla, a dialog displays the following error message: `Mozilla cannot use the profile because it is in use. Please choose another profile or create a new one.`
Solution	Remove the following file: `$HOME/.mozilla/<profilename>/<random>/lock`

Mozilla Crashes When You Click on an RPM Hyperlink RPM

Problem	Mozilla crashes, when you click on a hyperlink to a Linux RPM package file. Mozilla registers all `.rpm` files as RealPlayer media. If you click on a Linux package file, Mozilla crashes because the RealPlayer plugin does not process invalid `.rpm` files correctly.
Solution	Right-click on the `.rpm` link and select Save Link Target As... from the menu.

Mozilla Cannot Connect to gdict

Problem	You cannot connect to the gdict server through a firewall.
Solution	Port 2628 must be permitted by the firewall.

Mozilla Cannot Connect to an Internal Mail Server

Problem	Mozilla mail cannot connect to an internal mail server through the socks server.
Solution	If you use applications proxy settings in Mozilla, do not set **socks host** in the Launch → Preferences → Internet settings.

Mozilla Crashes When You Paste Text

Problem	Mozilla crashes when you attempt to paste text from other applications into the Mozilla window.
Solution	When you copy text from other applications to Mozilla, you must press Ctrl + V once and release the keys immediately to successfully paste the text. Mozilla crashes if you do not release Ctrl + V keys immediately after you paste the text.

Sound Recorder

Slide Bar and Counter Do Not Work

Problem	The slide bar and time counter do not work when recording a new `.wav` file.
Solution	There is no indication that a recording is taking place.

Sound File Does Not Play Twice

Problem	You cannot play a `.wav` file more than once in the same instance of Sound Recorder.
Solution	You must open another instance of Sound Recorder and play the `.wav` file as a workaround.

CHAPTER 3

Localization Issues

This chapter describes localization issues in the Java Desktop System Update 1. Solutions are provided where possible.

- "All Locales" on page 25
- "Chinese Locales" on page 31
- "Japanese Locales" on page 32

All Locales

ATOK X AUX Functions Do Not Work

Problem

In this release, ATOK X input method AUX functions do not work. This problem affects the following ATOK X AUX functions:

- `AtokPaletteAux`
- `SystemLineAux`
- `CharPaletteAux`
- `PropertyAux`
- `CustomizerAux`
- `RegWordAux`
- `DicUTAux`

Solution

Do not use ATOK X AUX functions. If you want to enable ATOK X AUX functions in Japanese locales only, perform the following procedure to replace the RPMs. If you implement this change, all input methods other than ATOK X become unusable in all language environments.

1. Choose Failsafe Terminal in the login screen menu, then log in as root user.
2. Execute the following commands to stop the IIIM and ATOK X daemons:
   `# sh /etc/init.d/atokx stop`
   `# sh /etc/init.d/IIim stop`
3. Remove the following RPMs:
   - `iiimf-csconv`
   - `iiimf-protocol-lib`
   - `iiimf-protocol-lib-devel`
   - `iiimf-client-lib`
   - `iiimf-client-lib-devel`
   - `iiimf-x`
   - `iiimf-gtk`
   - `iiimf-server`
   - `iiimf-le-Asian-koKR-sun`
   - `iiimf-le-Asian-thTH-sun`
   - `iiimf-le-Asian-zhCN-sun`
   - `iiimf-le-Asian-zhHK-sun`
   - `iiimf-le-Asian-zhTW-sun`
   - `iiimf-le-unit`
   - `iiimf-docs`

   Example:
   `#rpm -e 'rpm -q -a | grep iiimf'`
4. Install the following RPMs located at `/usr/lib/im/locale/ja/atokserver/rpm`:
   iiimf-1.2-3JDS4.i586.rpm
   iiimf_conv-1-2JDS4.i586.rpm
   Example:
   `# rpm -ihv /usr/lib/im/locale/ja/atokserver/rpm/*.rpm`
5. Execute the following commands to change the symbolic link to `atok12aux.so`:
   a. `# cd /usr/lib/im/locale/ja/atokserver`
   b. `# rm atok12aux.so`
   c. `# ln -s atok12aux-iiimf10.so atok12aux.so`
6. Use the following commands to start the IIIM and ATOK X daemons, or reboot the system:
   a. `# sh /etc/init.d/IIim start`
   b. `# sh /etc/init.d/atokx start`

To revert to the original configuration, perform the following procedure to replace the RPMs:

1. Choose Failsafe Terminal in the login screen menu, then log in as root user.
2. Execute the following commands to stop the IIIM and ATOK X daemons:
   `# sh /etc/init.d/atokx stop`
   `# sh /etc/init.d/IIim stop`
   Remove the following RPMs: `iiimf`, `iiimf_conv`
   Example: `# rpm -e` *`rmp -q -a | grep iiimf`*
3. Install the following RPMs from the installation media:
   - `iiimf-csconv`
   - `iiimf-protocol-lib`
   - `iiimf-protocol-lib-devel`
   - `iiimf-client-lib`
   - `iiimf-client-lib-devel`
   - `iiimf-x`
   - `iiimf-gtk`
   - `iiimf-server`
   - `iiimf-le-Asian-koKR-sun`
   - `iiimf-le-Asian-thTH-sun`
   - `iiimf-le-Asian-zhCN-sun`
   - `iiimf-le-Asian-zhHK-sun`
   - `iiimf-le-Asian-zhTW-sun`
   - `iiimf-le-unit`
   - `iiimf-docs`

   Example:
   a. Enter the following command from the command line: `yast2`
   b. Select Insall or Remove Software.
   c. Select Search from the Filter drop-down list.
   d. Enter the following string in the **Search** field: **`iiimf`**
   e. Click Search.
   f. Select the iiimf packages from the list and click Accept.
4. Execute the following commands to change the symbolic link to `atok12aux.so`:
   a. `# cd /usr/lib/im/locale/ja/atokserver`
   b. `# rm atok12aux.so`
   c. `# ln -s atok12aux-iiimf11.so atok12aux.so`
5. Use the following commands to start the IIIM and ATOK X daemons, or reboot the system:
   a. `# sh /etc/init.d/IIim start`
   b. `# sh /etc/init.d/atokx start`

PDF Printing Does Not Work

Problem	Bug ID: 4928658 Affects the following locales: ■ Asian locales ■ Polish locales ■ Russian locales You cannot use GNOME applications to create PDF documents that contain multibyte characters. This problem affects Gedit and other GNOME applications that use the `libgnomeprint` library.
Solution	Print your files to postscript, and then use the `ps2pdf` utility to convert the postscript file into a PDF file.

Legacy Languages Do Not Appear on the Login Screen

Problem	Bug ID: 4884887 Legacy languages have been removed from the login screen. The only languages that appear on the login screen are as follows: ■ French ■ German ■ Italian ■ Japanese ■ Korean ■ Spanish ■ Swedish ■ Traditional Chinese
Solution	If you want to have the legacy locales on your login screen, then ask your system administrator to uncomment the entries for the locales in the following file: `/etc/X11/gdm/locale.alias` Your system administrator then needs to reboot your system. The legacy locales should then appear in the login screen.

Cannot Display Localized Filenames And Directory Names

Problem

Bug ID: 4961948

Affects all locales.

If a Windows partition exists on the hard disk, the installer automatically mounts the partition during installation, and sets the `iocharset` option or the `nls` option in the `/etc/fstab` file to iso-8859–1. This is not the correct value of the `iocharset` option or the `nls` option. As a result, the system cannot display localized files or directory names.

Solution

You need to assign a correct value for the `iocharset` option or the `nls` option in the `/etc/fstab` file for the current locale. Use the values in the following table.

Examples of `/etc/fstab` file content for the `iocharset` option and `nls` option:

- `/dev/sda1 /windows/C ntfs ro,users,gid=users,umask=0002,nls=utf8 0 0`
- `/dev/sda2 /windows/C vfat users,gid=users,umask=0002,iocharset=utf8,codepage=932`

Locale	ntfs	vfat
ja_JP.UTF-8	`nls=utf8`	`iocharset=utf8,codepage=932`
ko_KR.UTF-8	`nls=utf8`	`iocharset=utf8,codepage=949`
zh_CN.gb18030	`nls=gb2312*`	`iocharset=gb2312,codepage=936*`
zh_TW.big5	`nls=big5*`	`iocharset=big5,codepage=950*`
zh_HK.big5hkscs	`nls=big5*`	`iocharset=big5,codepage=950*`
en_US.UTF-8	`nls=utf8`	`iocharset=utf8`
de_DE.UTF-8		
es_ES.UTF-8		
fr_FR.UTF-8		
it_IT.UTF-8		
sv_SE.UTF-8		

*Change `big5` and `gb2312` to `utf8` if a Chinese UTF-8 locale is used.

Modifier Keys Do Not Function Correctly

Problem	Bug ID: 4996542 The Alt key and Shift key might not function as modifier keys when you use the Internet/Intranet input method. The following problems are known: ■ 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.

Strings Are Rendered Incorrectly

Problem	Bug ID: 4985397, 4980153, 4989628, 4985397, 5028177, 5028408 On some graphic adaptors, some strings might be rendered incorrectly in the post-installation stage of the Java Desktop System installation. This usually happens when you configure hardware devices such as sound cards, network cards or printers.
Solution	This problem only occurs during the installation of the Java Desktop System. You can easily configure hardware devices using the YaST2 application after the installation process finishes. To fix this problem, complete the installation process, then log in as root user and customize the necessary hardware settings.

Chinese Locales

Characters Print With a Box

Problem

Bug ID: 4977300

Affects the following locales:

- Chinese locales
- Korean locales

Characters printed out from Mozilla to a postscript file are printed with a box. This is because the postscript printer does not bundle Chinese or Korean fonts. CUPS needs to convert the Mozilla postscript fonts before the file can be printed.

Solution

1. Choose LaunchPreferencesPrinters.
2. 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**.

YaST2 Is Not Localized in HK Locales

Problem

Bug ID: 5005385

Affects the following locales:

- zh_HK.big5hkscs
- zh_HK.UTF-8

When you log into the affected locales, the YaST2 application is not localized.

Solution

The YaST2 messages for the zh_HK locales are the same as those for the zh_TW locales. Perform the following steps to create a symbolic link from the zh_HK locale to the zh_TW locale:

1. `cd /usr/share/YaST2/locale/`
2. `ln -s zh_TW zh_HK`

Japanese Locales

Cannot Read Evolution Attachments

Problem	Bug ID: 5021121 Affects the following locales: ■ Asian locales ■ Japanese locales When you write email with Evolution on non-UTF-8 locales, and attach files with localized content, the mailer cannot apply the correct encoding to the file. The recipient of the mail cannot read the attachment correctly.
Solution	Save the attachment as a file and ensure that the file has the correct encoding.

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