Java Desktop System 2003
Release Notes

Adobe PostScript™

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Contents

Preface

These release notes contain information relevant to the Java™ Desktop System 2003. Read this document before you install Java Desktop System.

Related Documentation

The following manuals are related to this guide:

- *Java Desktop System 2003 Quick Start User Guide*
- *Java Desktop System 2003 Installation 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 Setup Guide*
- *StarOffice 7 Office Suite User's Guide*
- *Ximian Evolution 1.4 Sun Microsystems Edition User Guide*

Accessing Sun Documentation Online

The docs.sun.com^{SM} Web site enables you to access Sun technical documentation online. You can browse the docs.sun.com archive or search for a specific book title or subject. The URL is `http://docs.sun.com`.

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Sun Microsystems offers select product documentation in print. For a list of documents and how to order them, see "Buy printed documentation" at http://docs.sun.com.

Typographic Conventions

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

TABLE P–1 Typographic Conventions

Typeface or Symbol	Meaning	Example
`AaBbCc123`	The names of commands, files, and directories; on-screen computer output	Edit your `.login` file. Use `ls -a` to list all files. `machine_name% you have mail.`
`AaBbCc123`	What you type, contrasted with on-screen computer output	`machine_name% ` **`su`** `Password:`
AaBbCc123	Command-line placeholder: replace with a real name or value	To delete a file, type **`rm`** *filename*.
AaBbCc123	Book titles, new words, or terms, or words to be emphasized.	Read Chapter 6 in *User's Guide*. These are called *class* options. You must be *root* to do this.

Java Desktop System 2003 Release Notes

The Java Desktop System 2003 offers a complete Desktop solution that is largely based on open source software.

These Release Notes provide the following information:

- "Known Issues" on page 8
- "Documentation for the Java Desktop System 2003" on page 15
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For the latest version of these release notes, see `http://docs.sun.com`.

Known Issues

The following table describes the known issues and workarounds for this release of
the Java Desktop System.

Topic	Known Issue
Applications	- When you log in to the Java Desktop System after rebooting your system, your panel might crash and restart immediately. - User preferences set up in your home account for the GNOME 2.0.x Desktop for the Solaris™ Operating Environment might not be fully compatible with the GNOME 2.2 Desktop on the Java Desktop System. - 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`. - If you try to open a document from an NFS or Samba mounted directory, the File Manager displays an error if the application owning the document cannot handle a filename argument passed as a URL For example, StarOffice™, OpenOffice, vi, acroread, and ggv applications cannot handle URLs, therefore the File Manager encounters errors when opening NFS files with these applications. The same problem arises for files on Samba (SMB) mounted directories. To open such files, first copy them to a local directory, in other words, not a Samba or NFS directory. - Issues with Sound Recorder: - The slide bar and time counter do not work when recording a new `.wav` file. There is no indication that a recording is taking place. - You cannot play a `.wav` file more than once in the same instance of Sound Recorder. You must open another instance of Sound Recorder and play the `.wav` file as a workaround. - If you log in to a Java Desktop System from a Sun Ray™ client or Solaris machine, each time you press the L key on your keyboard, a back space is inserted. There are two possible workarounds as follows: - 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. - 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. RPMs require a specific Linux version in `/etc/SuSE-release` for the installation to succeed on your system. A workaround is to change to a version of Linux that the RPM recognizes, for example `SuSE Linux 8.1 (i386) Version=8.1`.

Topic	Known Issue

Clock Settings	■ The Clock applet takes the time from the system clock which in turn takes the time from the hardware clock. However, when you shut down your PC, the time for the hardware clock is not synchronized with the time that is set for the system clock.
	
	You can change the system clock time by executing the `date` command as `root` in a terminal. If you set the time for the system clock using the `date` command, the time is not set for the hardware clock. Each time you reboot your system, the time displayed by the Clock applet displays the time set by the hardware clock regardless of what you previously set using the `date` command. If the time for the hardware clock is wrong, then each time you reboot your system, the time for the Clock applet is also wrong. You can change the time for the hardware clock in the following ways:
	  ■ Enter the BIOS setup and change the time directly.
	  ■ Use the `/sbin/hwclock` utility, which is an unsupported application.
	See "How to Set the Time" on page 16 for more information about setting the time on your Java Desktop System.
	
	■ In the YaST2 setup tool, you can set the time zone for the system clock in the following way:
	  1. Start YaST2.
	  2. Click **System** in the left pane.
	  3. Click **Select time zone** in the right pane.
	This procedure also enables you to select between **UTC**, which is the same as GMT, and **Local Time** from a menu at the bottom of the screen. A disparity arises if you select **UTC,** and if **Local Time** is set to **British Summer Time Settings**. In this case, the system clock time is always set 1 hour ahead of local time.

Help	■ This release of the Java Desktop System includes applications that have Help manuals taken from the GNOME free software community. Sun Microsystems does not take any responsibility for the completeness or accuracy of these Help manuals.

Topic	Known Issue

Localization	■ This release of the Java Desktop System includes many localized versions of applications that are taken from the GNOME community. Sun Microsystems does not take any responsibility for the completeness or accuracy of these localizations.
	
	■ When you translate words with Japanese IME, canna and kinput2, you cannot reverse the color of the translated words in the Preedit area.
	
	■ Evolution has an option for setting the character set of a composed mail. To access this option, choose Tools → Settings → Composer Preference → General.
	The selected character set is applied only to the body of the composed mail text. The character set is not applied to the **Subject** field or to the filename of any attachments. Evolution uses a different codeset detection mechanism for the **Subject** field and attachment filename.
	For example, if you set the **Composer Preferences** character set to UTF-8, and send mail using ISO-8859-1 characters, the **Subject** field is encoded by the ISO-8859-1 character set and the body of the mail text is encoded by the UTF-8 character set. Many popular mail clients are not able to handle encodings such as ISO-8859-1 and ISO-8859-15 and the text displayed in the **Subject** field is corrupted.
	A workaround is to use mail clients which can recognize all the MIME character sets.
	
	■ In Japanese locales, Evolution sends mail in UTF-8 format by default. To send email in ISO-2022-JP encodings in Japanese locales, you must change the character set to ISO-2022–JP in Tools → Settings → Composer Preference → General.
	
	■ Most of the GNOME Desktop user interface messages are not yet localized in the Hong Kong locales. For example, both `Big5HKSCS` and `UTF-8` user interface messages are displayed in English. If you log in to the `zh_HK.big5hkscs` locale and launch the GNOME text editor, all of the menu items are displayed in English.
	As a workaround, change the `/usr/share/locale/zh_HK` directory to a symbolic link of the `/usr/share/locale/zh_TW` directory. Perform the following steps:
	1. Log in as `root`.
	2. Enter the following commands:
	`cd /usr/share/locale`
	`/usr/bin/rm -rf zh_HK`
	`ln -s zh_TW zh_HK`
	
	■ In Japanese locales, the gdm **Filechooser** dialog cannot browse the current encoding filenames, and Nautilus cannot input the current encoding filenames. As a workaround, perform the following steps:
	1. Set `G_BROKEN_FILENAMES=1` for `ja_JP.eucJP` and `ja_JP.SJIS`
	2. Restart the `gdm` and Nautilus applications.

Topic	Known Issue
Localization (continued)	■ In some cases, you cannot input Japanese characters correctly with Japanese IME in the body of the mail **Composer** in Evolution. As a workaround, remove the corrupted text and reenter.

■ When you translate Japanese text strings with Japanese IME, Evolution cannot reverse the color in the Preedit area.

■ If you select **English** as the installation language when you install the Java Desktop System, then the Simplified Chinese and Traditional Chinese packages are not installed by default. If you want to install specific language packages, you must select the appropriate language from the **Language Selection** dialog during the installation process.

■ When you drag and drop Japanese filenames into a network file system such as NFS or Samba using Nautilus, the filenames become corrupted. This problem occurs on non-UTF-8 locales such as `ja_JP.eucJP` and `ja_JP.SJIS`. Once you drag and drop files on any locales, you cannot remove the files in a Nautilus window. As a workaround, copy or remove any files using a Terminal window.

■ After you install the Java Desktop System, the default language is set to `locale@euro` rather than `locale.UTF-8`. For example, an Italian version of the Java Desktop System returns `it_IT@EURO` when you enter the `locale` command at the system prompt.

Therefore, when you open Mozilla, the Mozilla application is not localized. Also, StarOffice does not display compose key characters or filenames with extended characters.

Perform the following steps as a workaround:

1. Log out of the Java Desktop System.
2. Select the Italian language option.
3. Log in to the Java Desktop System.

This action sets the locale to `it_IT_UTF-8`. Mozilla is localized and Staroffice displays the extended characters correctly, and the compose key sequences operate correctly.

■ If you install RPMs from a CD in multi-user mode, the system cannot eject the CD automatically. Enter the `eject cdrom` command to eject the CD.

■ The Java Desktop System configuration utility, YaST2 appears localized only in the locale from where the Java Desktop System was installed. If you want YaST2 localized to other locales, you must install additional language packages. Perform the following steps:

1. Enter the `yast2` command from the system prompt.
2. Select **Software**.
3. Select **Install or remove software**.
4. Select **Search** from the **Filter** drop-down list.
5. Enter `yast2-trans` in the **Search** field and click on Search.
6. Select the language package that you want from the list and click on Accept.

Topic	Known Issue
Mozilla	- If your system crashes or shuts down accidentally while Mozilla is running, Mozilla fails to clear the profile lock file. After you reboot your system and launch Mozilla, a dialog displays the following warning: `Mozilla cannot use the profile because it is in use. Please choose another profile or create a new one.` Remove the file `$HOME/.mozilla/<profilename>/<random>/lock` as a workaround. - Clicking on a Web page link to a Linux package file (`.rpm`) causes Mozilla to crash. Mozilla registers all `.rpm` files as RealPlayer media. If you directly click on a Linux package file, Mozilla crashes because the RealPlayer plugin does not handle invalid `.rpm` files correctly. Right-click the `.rpm` link and select Save Link Target As... from the menu as a workaround. - You cannot connect to the gdict server through a firewall unless the port 2628 is permitted by the firewall. - Users of Pentium 4 and other hyperthreading capable processors might experience version mismatch errors when compiling kernel modules. In order to correct this mismatch, perform the following steps: 1. Edit the file: `/usr/src/linux-2.4.19.SuSE/linux/version.h` 2. Change the line: `#define UTS_RELEASE "2.4.19-4GB"` to `#define UTS_RELEASE "2.4.19-64GB-SMP"` - 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. If you want to evaluate the Blueprint Beta theme, choose View → Apply Theme→ Blueprint Beta. - 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. - When color depth is set to 256 colors, 8 bit, text fails to display for Flash 6. As a workaround, set the color depth to 16 bit or higher. - If you use system proxy settings in Mozilla, do not set **socks host** in Launch → Preferences → Internet settings. Mozilla mail cannot connect to an internal mail server through the socks server.
Network Places	When you add a network place, you must log out and log in again to the Java Desktop System in order for the new network place to appear in the **Network Places** window.

Topic	Known Issue
Printers	■ You can change and add printers to your Java Desktop System using YaST2 but the print queues do not integrate well with GNOME applications such as Evolution or gedit. To change printer settings and add new printers, choose Launch → Preferences → Printers. ■ When you set up a Samba printer, you are required to enter a username and password for the SMB print queue. The username and password are stored as unencrypted text in the `/usr/cups/printers.conf` file. This file is a root read-only file but anyone with root permissions has access to the usernames and passwords stored in this file. To reduce any possible security implications, you should ensure that the username and password required to access the SMB print queue is specific to the print queue. This ensures that any possible security issue is confined to unauthorized use of the SMB printers.
Ximian Evolution 1.4	■ If you want to configure the synchronization of a PalmOS device with the Pilot application, you must ensure that the `gpilotd` daemon is active and functions properly. Open the **Pilot Settings** dialog to start up the `gpilotd` daemon. To check if the `gpilotd` daemon is working, you can add the Pilot applet to your panel and view the `gpilotd` daemon activity. For more information about Pilot settings and for answers to frequently asked questions in relation to Evolution, see "Ximian Evolution 1.4 FAQ" on page 18. ■ Click on a Java Enterprise System folder in Evolution before you synchronize a PalmOS device with a Java Enterprise System server. To synchronize a PalmOS device with Java Enterprise System folders, you must set Java Enterprise System folders as default folders. Click on a Java Enterprise System folder before you click the hotsync button on your PalmOS device. Otherwise, Evolution might behave abnormally during synchronization. ■ Cut, Copy, and Paste commands are disabled if there are no tasks in the **Tasks** folder. To enable Cut, Copy, and Paste commands you must create and highlight a task in the task list. ■ Evolution does not paste content in the **Subject** field of the **Composer** when you press Ctrl + V. You can use Shift + Insert to paste content in the **Subject** field as a workaround. ■ You cannot modify or remove a recurrence instance through the Evolution GUI from a Java Enterprise System account. The Java Enterprise System calendar server currently does not support removing or modifying a new instance to an existing recurring series. After you change an event to recurrence, you cannot change the event back to non-recurrence.

Topic	Known Issue
Ximian Evolution 1.4 (continued)	■ Time zone issues: 　■ Java Enterprise System server time zone 　　To set this time zone, open the Web GUI Calendar Express and choose Option → Settings → Time zone. 　■ System time zone 　　To set this time zone, start YaST2 and click **System** in the left pane, then click **Select time zone** in the right pane. 　■ Evolution time zone 　　If you are a first-time user, you can set the time zone using the Evolution Setup Assistant. You can also change the time zone by choosing Tools → Settings → Calendar and Tasks → General → Time zone. 　The time zones must coincide with each other for Evolution to function properly. 　The optional time zones in Evolution are not the same as the optional time zones on the Java Enterprise System calendar server. This time zone disparity causes some problems when dealing with time zones that exist only in Evolution. 　For example, the Asia/Urumqi time zone is available in Evolution but not on the Java Enterprise System calendar server. When you create a new appointment in the Asia/Urumqi time zone, Evolution saves the appointment in the time zone you set as default on your Java Enterprise System calendar server. ■ In local folders, Calendar displays the Task in local folder. In Java Enterprise System folders, Personal Calendar displays the Task folder which is set as the default Task folder in **Settings**. If you want to change the default Task folder in **Settings**, you must restart Evolution for the change to take effect. ■ The preview panes for recurrence appointments behave differently for local calendar folders and Java Enterprise System calendar folders. In local folders, open a simple recurrence appointment and go to the recurrence tab. The preview pane on this tab is enabled. In Java Enterprise System folders, the preview pane in the recurrence appointment is disabled because you cannot edit a single instance in a recurrence series of the local calendar.

Topic	Known Issue
Ximian Evolution 1.4 (continued)	■ Currently, the Java Enterprise System calendar can only support one reminder per event. However, for local calendars, you can add multiple reminders per event.
	■ If you want to sign a mail with the PGP/GPG key, you might encounter the following error:
	`Failed to GPG sign: Broken pipe`
	`gpg: skipped '<KEY>': secret key not available`
	`gpg: signing failed: secret key not available`
	Perform the following steps to avoid this error:
	1. Open `$HOME/.gnupg/gpg.conf`
	2. Comment out the line `use-agent`

Documentation for the Java Desktop System 2003

You can view PDF and HTML versions of the documentation for the Java Desktop System from the following locations:

- On the accompanying Documentation CD.
- On `http://docs.sun.com`.

Accessing Localized Versions of User Documentation

Many of the localized versions of the GNOME User Guide and Quick Start User Guide do not display in the GNOME Help browser. You can view localized versions of the user documentation from the accompanying Documentation CD or from `http://docs.sun.com`.

Perform the following steps to view the localized versions of the user documentation from the Documentation CD:

- Insert the Documentation CD into the CD drive of your system.

- Open the file called `README.html` with your HTML browser.

- Follow the instructions in `README.html` to select the language, topic, and manual that you require.

Perform the following steps to view the localized versions of the user documentation from `http://docs.sun.com`.

- Open the following page:

  `http://docs.sun.com`

- Select the language that you require from the language selection buttons.

  The language selection buttons are located next to the **Search/browse within** area of the page.

- Enter the name of the manual that you want in the **Search** field.

- Choose the manual that you want from the list displayed.

How to Set the Time

The following procedure describes how to set the time on the Java Desktop System:

1. Log in as `root`.
2. Choose Launch → Preferences → System, then click **Time zone**.
3. Enter the root password in the **Password** dialog.
4. Select the time zone for your location.
5. Select whether your hardware clock is set to local time or UTC. If you select UTC, Daylight Savings Time is automatically adjusted for your time zone. If you set your system for dual booting with another unsupported operating system, you might want to set the hardware clock to local time.
6. Set the time in the following way:

   a. Choose Launch → Applications → System Tools → Terminal

   b. Log in as `root` using the `su` command.

   c. Enter a date string using the `date - s` command

   where date string is a string formatted as the output of the `date` command. For example:

   `date -s Wed Oct 29 16:11:16 GMT 2003`

   Alternatively, if you have access to a Network Time Protocol (NTP) server, use the `ntpdate` command as in the following example to set the time zone and synchronize the clock:

   `ntpdate -b sunswiss.swiss.sun.com.`

   d. Synchronize the hardware clock to the UNIX clock using the following command:

   `hwclock --systohc`

YaST2 Online Update

This section describes how to download Java Desktop System patches and updates from update servers using YaST2 Online Update.

Proxy Configuration of Update Servers

The following procedure describes how to perform proxy configuration for YaST2Online Update. You need `root` access to perform this procedure:

1. Choose Launch → Preferences → System.
2. Double-click **Network Settings**, then double-click **Network Proxies** to display the **Proxy Configuration** dialog.
3. Follow the online instructions to enter the required proxy configuration details.
4. Click Finish.
5. Log out and log in again for these settings to take effect.

A typical http proxy setting is http://*<proxy_name>*:port, for example: http://proxy_provider.com:3128

Local Configuration of Update Servers

Perform a local configuration of the update server as follows:

1. Open `/etc/sysconfig/onlineupdate`
2. Set `YAST2_LOADFTPSERVER` to `No`

This configuration ensures that the update servers are taken from `/etc/suseservers`.

Online Update Modes

There are two online update modes, manual and automatic. Automatic is the recommended update mode. Select the mode you want from the **Online Update Startup** dialog. In automatic mode, previously installed packages are updated by all available patches on the update server. New packages available on the update server are not installed by the automatic online update mode.

In manual mode, you can select which patches you want to install. Manual is the recommended mode in the following circumstances:

- You want to install new packages.
- You do not want to update all of the installed packages with the latest patches.

Ximian Evolution 1.4 FAQ

The following table provides answers to some Frequently Asked Questions (FAQs) in relation to Ximian Evolution 1.4.

Question	Answer
How do I configure Pilot settings?	Refer to the Pilot Configuration Help for information about PalmOS synchronization and related settings.
How do I access Pilot from Evolution?	Choose Tools → Pilot Settings.
Must I keep the **Pilot Settings** dialog open during synchronization?	No, but you must ensure that the `gnome-pilot` process is active and functions properly.
Which types of PalmOS are supported by Pilot in Evolution?	PalmOS 5 series.
I cannot connect to my PalmOS device. Why not?	Check file permissions. The PalmOS device does not work by default. Ensure you choose a device that you can use. For example: `ttyUSB0` for USB, or `ttyS0` for serial cradle.
Can PalmOS work with Evolution through the USB device on the Java Desktop System?	Yes, but using PalmOS through USB severely degrades the performance of your personal computer (PC).
Are there any risks during synchronization through USB?	During synchronization, your PC might become immobilized. For example, the Caps Lock LED and Scroll Lock LED blink. Possible reasons are related to the USB module, kernel problem, and hardware issues.
How do I backup PalmOS data to a PC?	From the **Pilot Settings** dialog, select the **Conduits** tab and enable the **Backup** option.
How can I copy backup files from a PC to PalmOS using Evolution?	Pilot can restore your backup data from PC to PalmOS. You can also use some command line tools such as: `gnome-pilot-install-file/pilot-xfer`.
Does Evolution support the category synchronization?	Evolution Conduits do not support category synchronization.

Question	Answer
Can I synchronize data between a Java Enterprise System account to a PalmOS device?	Yes, you must set the default calendar and task folder to Java Enterprise System folders. From Evolution, choose Tools → Settings →Folder Settings → Default Folders.
How does Evolution synchronize with a PalmOS device?	Evolution does not communicate directly with PalmOS. Evolution uses Conduits which also acts as a plugin for Pilot and Pilot communicates with the PalmOS device.
Can I synchronize data from Evolution to a Pocket PC?	No, you cannot synchronize Evolution with a Pocket PC directly. But you can use other open source tools, such as Sync and MultiSync to synchronize the address book of Evolution.

How can I configure Mozilla so that Evolution does not launch when I click on Send Link or Send Page?	Open one of the following files:
	■ `$HOME/.mozilla/<profilename>/<random>/prefs.js`
	■ `/usr/lib/mozilla-1.4/defaults/pref`
	
	You must change the following line:
	
	`pref("network.protocol-handler.external.mailto", true)`
	
	Change the line to the following:
	
	`pref("network.protocol-handler.external.mailto", false)`

How can I correct the protocol settings for Java Enterprise System accounts using Evolution?	If your Java Enterprise System server uses http protocol, but you mistakenly choose https protocol in your Java Enterprise System account settings, Evolution does not allow you to correct the protocol from **Settings**. As a workaround to this issue, right-click on your Java Enterprise System folder and choose **Forget Password** from the menu. Restart Evolution and cancel the **Enter Password** dialog. Now you can choose the correct protocol in **Settings**.
Can I use Evolution with the CDE Calendar application?	No, Evolution can only be connected to the Java Enterprise System calendar server.

Plugins for Mozilla 1.4

This section contains information about plugins for Mozilla 1.4.

Java Plugin

Java Plugin is enabled in Mozilla 1.4 by default. If Java Plugin does not work, then create a symbolic link in the `/usr/lib/mozilla/plugins` directory, pointing to the following file:

`$JAVA_PATH/plugin/i386/ns610-gcc32/libjavaplugin_oji.so`

Note – Do not copy the `libjavaplugin_oji.so` file instead of creating a symbolic link. A copy of the file causes Java to crash.

Install all Java plugins in the `/usr/lib/mozilla/plugins` directory.

Other Plugins

The following third-party plugins are also available for Mozilla 1.4:

- Adobe Acrobat Reader
- Macromedia Flash Player
- RealPlayer

For more installation information about Mozilla plugins, see the following location: http://plugindoc.mozdev.org/linux.html

Supported and Unsupported Languages

The following table lists the supported and unsupported languages for this release of the Java Desktop System.

Supported Languages	Unsupported Languages
English	Japanese
French	Korean
German	
Italian	
Spanish	

Supported Languages	Unsupported Languages
Swedish	
Simplified Chinese	
Traditional Chinese	

Note – Brazilian Portuguese, Polish and Russian are supported by the user interface only.

Unsupported Applications

The following table describes applications in the Java Desktop System that are not supported by Sun.

Unsupported applications	Description
Diagrams and Flowcharts	Drawing diagram editor and charting tool.
Image Editor	GNU Image Manipulation Program that enables you to edit images.
Digital Camera	Digital camera utility that enables you to manage images.
Image Organizer	Image viewer and browser that displays thumbnails of images on your desktop.
Video Conferencing	Real-time conferencing application.
Project Manager	Project management and scheduling tool.
Movie Player	Multimedia player that enables you to play motion pictures.
Text/Source Editor	General purpose extensible editor for programmers.
Dictionary	Online dictionary that enables you to look up definitions and correct spellings of words.
Diagram Editor	Diagram editor that enables you to create flow charts, maps, UML diagrams, and many other diagrams.

Unsupported applications	Description
Disk Analyzer	Disk analyzer that enables you to visualize your disk.
Weather Report	Displays current weather conditions for different regions.

Unsupported Third Party Applications

The following table describes third-party products in the Java Desktop System that are not supported by Sun.

Third Party Products	Description
Adobe Acrobat Reader	Enables you to view Portable Document Format (PDF) formatted files.
Macromedia Flash Player	Enables you to play back interactive multimedia on the Web.
RealPlayer	Enables you to play back media files in a variety of popular formats.

Unsupported Games

The following games are not supported by Sun Microsystems:

- Freecell
- GTali
- Gataxx
- Glines
- Gnect
- Gnibbles
- Gnotski
- Iagno
- Mahjongg
- Mines
- Robots
- Same GNOME
- Stones
- Tetravex

Customer Support

Sun Microsystems provides the following customer support services:

Location	Description
http://www.sun.com/service/contacting/solution.html	Technical Support Centers
http://www.sun.com/service/support/warranty/	Global Warranty Support
http://www.sun.com/service/support/software/desktop/index.html	Software Support Services

Installation and Configuration Support Agreement

An Installation and Configuration Support Agreement postulates that the Client has a Standard Installation. A Standard Installation is an installation of the Sun Java Desktop System Retail Product that only contains the packages that are included in the product scope or are offered in the Maintenance Web.

An Installation and Configuration Support Agreement can only be executed for a Standard Installation. The Client shall promptly inform the Supplier about any modification of the Standard Installation performed by the Client after the submission of the offer. If the Supplier does not accept the modification for the Installation and Configuration Support or if the Client does not report the modifications, the Supplier is entitled to terminate the Installation and Configuration Support on extraordinary grounds as soon as the Supplier learns of the modifications.