



Java Desktop System Release 2 Troubleshooting Guide

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Preface

The information in this guide is relevant for the following release:

- Java™ Desktop System Release 2 for Linux.
- Java Desktop System Release 2 for the Solaris™ 9 Operating System 9/04 on x86 platforms.

About This Book

This book contains information about known issues and workarounds for the Java Desktop System Release 2. If bugs are logged in the Bugtraq application, the Bug IDs are provided.

Who Should Read This Book

This book is for users who perform the following tasks with the Java Desktop System Release 2:

- Installing the Java Desktop System.
- Administering the Java Desktop System, and applications in the Java Desktop System.
- Setting up the Java Desktop System in various locales.

Related Documentation

The following manuals are related to this guide:

Generic Documentation

- *Java Desktop System Release 2 Accessibility Guide*
- *Java Desktop System Release 2 Administration Guide*
- *Java Desktop System Release 2 Installation Guide*
- *Java Desktop System Release 2 Release Notes*

Documentation Relevant to the Linux Release

- *Java Desktop System Release 2 Quick Start User Guide*
- *GNOME 2.2 Desktop on Linux User Guide*

Documentation Relevant to the Solaris Release

- *Java Desktop System Release 2 User Guide*

Associated Documentation

The following documents are associated with this guide:

- *Java Desktop System Release 2 Ximian Evolution 1.4 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*
- *System Configuration Manager Release 1 Collection*

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Supported Solaris Systems

Table P-1 describes where you can find information about systems that are supported by the SolarisTM Operating System, relevant to this product release. In the Java Desktop System documentation, the term *x86* refers to the processor families shown in Table P-1.

TABLE P-1 Supported Solaris Systems

Architecture	Processor Families	Solaris Systems
x86	<ul style="list-style-type: none">■ AMD64■ Pentium■ Xeon EM64T	See the <i>Solaris 10 Hardware Compatibility List</i> at the following location: http://www.sun.com/bigadmin/hcl

Typographic Conventions

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

TABLE P-2 Typographic Conventions

Typeface or Symbol	Meaning	Example
AaBbCc123	The names of commands, files, and directories, and onscreen computer output	Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. <code>machine_name%</code> you have mail.
AaBbCc123	What you type, contrasted with onscreen computer output	<code>machine_name%</code> su Password:
<i>AaBbCc123</i>	Command-line placeholder: replace with a real name or value	The command to remove a file is <code>rm filename</code> .
<i>AaBbCc123</i>	Book titles, new terms, and terms to be emphasized	Read Chapter 6 in the <i>User's Guide</i> . These are called <i>class</i> options. Do <i>not</i> save the file. (Emphasis sometimes appears in bold online.)

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-3 Shell Prompts

Shell	Prompt
C shell prompt	<code>machine_name%</code>
C shell superuser prompt	<code>machine_name#</code>
Bourne shell and Korn shell prompt	<code>\$</code>
Bourne shell and Korn shell superuser prompt	<code>#</code>

Mouse Usage Conventions

The following table lists the conventions for mouse usage in documentation for the Java Desktop System.

Action	Definition
Click	Press and release the left mouse button, without moving the mouse.
Click-and-hold	Press and do not release the left mouse button.
Left-click	Same as <i>click</i> . Left-click clarifies the action when there might be confusion with <i>right-click</i> .
Middle-click	Press and release the middle mouse button, without moving the mouse.
Right-click	Press and release the right mouse button, without moving the mouse.
Double-click	Press and release the left mouse button twice in rapid succession without moving the mouse.
Drag	Click-and-hold a mouse button, then move an object. For example, you can drag a window or an icon. The left and middle mouse buttons can perform drag actions.
Drag-and-drop	Click-and-hold a mouse button, then move an object. For example, you can drag-and-drop a window or an icon. Release the mouse button to place the object in a new location.
Grab	Point to an item that you can move, and click-and-hold on the mouse button. For example, you can grab the titlebar of a window, then drag the window to a new location.

Linux Systems and Solaris Systems

This part of the manual describes problems that occur in the Java Desktop System Release 2 on Linux systems and on Solaris systems.

Generic Issues

This chapter describes known issues with the Java Desktop System Release 2 on both Linux systems and Solaris systems.

1.1 User 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.

PART II

Linux Systems

This part of the manual describes problems and workarounds for the Java Desktop System Release 2 on Linux systems.

System Issues on Linux Systems

This chapter describes known issues with the Java Desktop System Release 2 on Linux systems.

2.1 Getting Started

2.1.1 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: <ol style="list-style-type: none">1. Edit the following file: <code>/usr/src/linux-2.4.19.SuSE/linux/version.h</code>2. Replace the following line: <code>#define UTS_RELEASE "2.4.19-4GB"</code> With the following line: <code>#define UTS_RELEASE "2.4.19-64GB-SMP"</code>

2.1.2 Mounts From /net Do Not Work

Problem	Bug ID: 4908595 Mounts from /net do not work. This problem occurs because the <code>autofs4</code> utility loads the wrong kernel module by default
Solution	Perform the following actions when you install the system: <ol style="list-style-type: none">1. Open the following file with a text editor: <code>/etc/modules.conf</code>2. Uncomment the following line: <code># alias autofs autofs4</code>

2.1.3 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 <code>/etc/SuSE-release</code> file for the installation to succeed on your system. Change to a version of Linux that the RPM recognizes, for example <code>SuSE Linux 8.1 (i386) Version=8.1</code>

2.1.4 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.
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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.

2.1.5 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.

2.1.6 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.

2.1.7 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.

2.1.8 Boot Splash Screen Not Visible After Updating the Installation

Problem	<p>Bug ID: 5026577</p> <p>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 <code>/usr/share/splash/themes</code> directory.</p>
Solution	<p>Perform the following steps:</p> <ol style="list-style-type: none">1. Log in as root user.2. Execute the following command: <code>cd /usr/share/splash/theme</code>3. Execute the following command: <code>execute ln -s Sun current</code>4. Execute the following command: <code>execute mkinitrd</code>

2.1.9 File System RPM Install Fails After Updating the Installation

Problem	<p>Bug ID: 5028130</p> <p>After you have performed an installation to update an earlier version of the Java Desktop System, the file system RPM fails to install.</p> <p>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 <code>/media/cdrom</code>.</p> <p>This problem does not occur when you perform a network update, after booting from a CD.</p>
Solution	<p>Perform the following steps before you start a YaST2 system update installation:</p> <ol style="list-style-type: none">1. Remove all CDROMs from system.2. Select <code>LaunchPreferencesAdvancedCD Device Options</code>.3. Deselect the Mount CD when Inserted option, then select <code>Close</code>.4. Continue as normal with the system installation update.

2.1.10 Boxes Attached To Windows After Updating the Installation

Problem	<p>Bug ID: 5017762</p> <p>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.</p> <p>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.</p>
Solution	<p>Right-click on a panel, then choose Add to PanelUtilityInput Method Switcher.</p>

2.2 General Desktop Problems

2.2.1 Files Do Not Open

Problem	<p>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</p> <p>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.</p> <p>The same problem arises for files in directories that are mounted with Samba (SMB).</p>
Solution	<p>Copy the files to a local directory, in other words, not a Samba or NFS directory.</p>

2.2.2 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.

2.2.3 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 View Apply ThemeBlueprint Beta.

2.2.4 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 <code>cupsomatic</code> filter. Perform the following steps: <ol style="list-style-type: none">1. Log in as root user.2. Open the following file: <code>/usr/lib/cups/filter/cupsomatic</code>3. Change the following line: <code>my \$ps_accounting = 1;</code> To: <code>my \$ps_accounting = 0;</code> If you use <code>/etc/foomatic/filter.conf</code> , disable <code>ps_accounting</code> in that location.

2.2.5 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 <i>user</i> to <i>users</i> in the <code>/etc/fstab</code> file for <code>fd0</code> .

2.2.6 Cannot Eject a CDROM

Problem	Bug ID: 4966284 You cannot eject a CDROM from the CDROM drive. This problem occurs because the <code>fam</code> 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: <ol style="list-style-type: none">1. Log in as root.2. Open a terminal window.3. Execute the following command: <code>kill fam</code>4. Execute the following command: <code>eject cdrom</code>

2.2.7 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: <ol style="list-style-type: none">1. Open the following file with a text editor: <code>XF86Config</code>2. Insert the following line: <code>Option "ZAxisMapping" "4 5"</code>

2.3 Network Problems

2.3.1 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 <code>wvdial</code> .

2.3.2 Modem Dialup Does Not Work

Problem	Bug ID: 4955086 Modem dialup does not work for non-root users. This problem occurs because the <code>setuid</code> bit in the <code>pppd</code> utility is not set. The <code>setuid</code> bit on <code>wvdial</code> is also not set.
Solution	Perform the following actions: <ol style="list-style-type: none">1. Log in as root user.2. Execute the following command: <code>chmod +s /usr/sbin/pppd</code>

2.3.3 Network Places Do Not Appear

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

Application Issues on Systems

This chapter describes known issues with specific applications in the Java Desktop System Release 2 on Linux systems.

3.1 Email and Calendar

3.1.1 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.

3.1.2 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.

3.1.3 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.

3.2 Gedit Text Editor

3.2.1 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: <ol style="list-style-type: none">1. Choose EditPreferences.2. In the Categories list, select Editor, then Auto Indent.3. Deselect the Enable auto indentation option.

3.3 Macromedia Flash Player

3.3.1 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.

3.4 Mozilla

3.4.1 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`

3.4.2 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.

3.4.3 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.

3.4.4 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.

3.4.5 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.

3.5 Sound Recorder

3.5.1 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.

3.5.2 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.

Localization Issues on Linux Systems

This chapter describes localization issues in the Java Desktop System Release 2 on Linux systems.

4.1 All Locales

4.1.1 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 rpm -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 Install 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`

4.1.2 PDF Printing Does Not Work

Problem	<p>Bug ID: 4928658</p> <p>Affects the following locales:</p> <ul style="list-style-type: none">■ Asian locales■ Polish locales■ Russian locales <p>You cannot use GNOME applications to create PDF documents that contain multibyte characters. This problem affects Gedit and other GNOME applications that use the <code>libgnomeprint</code> library.</p>
Solution	<p>Print your files to postscript, and then use the <code>ps2pdf</code> utility to convert the postscript file into a PDF file.</p>

4.1.3 Legacy Languages Do Not Appear on the Login Screen

Problem	<p>Bug ID: 4884887</p> <p>Legacy languages have been removed from the login screen. The only languages that appear on the login screen are as follows:</p> <ul style="list-style-type: none">■ French■ German■ Italian■ Japanese■ Korean■ Spanish■ Swedish■ Traditional Chinese
Solution	<p>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: <code>/etc/X11/gdm/locale.alias</code></p> <p>Your system administrator then needs to reboot your system. The legacy locales should then appear in the login screen.</p>

4.1.4 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 <code>iocharset</code> option or the <code>nls</code> option in the <code>/etc/fstab</code> file to <code>iso-8859-1</code> . This is not the correct value of the <code>iocharset</code> option or the <code>nls</code> option. As a result, the system cannot display localized files or directory names.
Solution	You need to assign a correct value for the <code>iocharset</code> option or the <code>nls</code> option in the <code>/etc/fstab</code> file for the current locale. Use the values in the following table. Examples of <code>/etc/fstab</code> file content for the <code>iocharset</code> option and <code>nls</code> option: <ul style="list-style-type: none">■ <code>/dev/sda1 /windows/C ntfs ro,users,gid=users,umask=0002,nls=utf8 0 0</code>■ <code>/dev/sda2 /windows/C vfat users,gid=users,umask=0002,iocharset=utf8,codepage=932</code>

Locale	ntfs	vfat
ja_JP.UTF-8	<code>nls=utf8</code>	<code>iocharset=utf8,codepage=932</code>
ko_KR.UTF-8	<code>nls=utf8</code>	<code>iocharset=utf8,codepage=949</code>
zh_CN.gb18030	<code>nls=gb2312*</code>	<code>iocharset=gb2312,codepage=936*</code>
zh_TW.big5	<code>nls=big5*</code>	<code>iocharset=big5,codepage=950*</code>
zh_HK.big5hkscs	<code>nls=big5*</code>	<code>iocharset=big5,codepage=950*</code>
en_US.UTF-8	<code>nls=utf8</code>	<code>iocharset=utf8</code>
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.

4.1.5 Modifier Keys Do Not Function Correctly

Problem	<p>Bug ID: 4996542</p> <p>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:</p> <ul style="list-style-type: none">■ 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	<p>Use a different input method, for example Default. To switch input methods, right-click on an object and select Input method.</p>

4.1.6 Strings Are Rendered Incorrectly

Problem	<p>Bug ID: 4985397, 4980153, 4989628, 4985397, 5028177, 5028408</p> <p>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.</p>
Solution	<p>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.</p>

4.2 Chinese Locales

4.2.1 Characters Print With a Box

Problem	<p>Bug ID: 4977300</p> <p>Affects the following locales:</p> <ul style="list-style-type: none">■ Chinese locales■ Korean locales <p>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.</p>
Solution	<ol style="list-style-type: none">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.

4.2.2 YaST2 Is Not Localized in HK Locales

Problem	<p>Bug ID: 5005385</p> <p>Affects the following locales:</p> <ul style="list-style-type: none">■ zh_HK.big5hkscs■ zh_HK.UTF-8 <p>When you log into the affected locales, the YaST2 application is not localized.</p>
Solution	<p>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:</p> <ol style="list-style-type: none">1. <code>cd /usr/share/YaST2/locale/</code>2. <code>ln -s zh_TW zh_HK</code>

4.3 Japanese Locales

4.3.1 Cannot Read Evolution Attachments

Problem	<p>Bug ID: 5021121</p> <p>Affects the following locales:</p> <ul style="list-style-type: none">■ Asian locales■ Japanese locales <p>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.</p>
Solution	<p>Save the attachment as a file and ensure that the file has the correct encoding.</p>

PART III

Solaris Systems

This part of the manual describes problems that occur in the Java Desktop System Release 2 on Solaris systems.

Issues on Solaris Systems

This chapter describes known issues with the Java Desktop System Release 2 on Solaris systems.

5.1 General Desktop Issues

5.1.1 Keyboard Shortcuts Conflict With Common Shortcuts

Problem	Bug ID: 5084877 Keyboard shortcuts configured for switching the desktop resolution and Xserver shutdown conflict with commonly-used shortcuts.
Solution	Turn off NumLock.

5.2 Applications on Solaris Systems

5.2.1 Cannot Send Email

Problem	Bug ID: 5085693 Application: Evolution Email and Calendar application. You cannot send any emails. This problem occurs after you send an email to an invalid address.
Solution	Remove the email from the outbox that has an invalid To address. You can then continue to send mails to valid addresses.

5.2.2 Email and Calendar Application Crashes

Problem	Bug ID: 5091847 Application: Evolution Email and Calendar application. The application crashes. This problem occurs after you send an email to an invalid address.
Solution	Restart the application. Make sure that you send emails only to valid addresses.

5.2.3 Inbox Lost

Problem	Bug ID: 5082480 Application: Evolution Email and Calendar application. If you drag the Inbox to another folder, the Inbox is lost.
---------	--

Solution Do not drag the Inbox to another folder.

Perform the following steps to recover your Inbox contents:

1. Try **Send/Receive** again. This action creates a new Inbox, or if you have set the application to check mails automatically, then a new box Inbox is created after the next attempt at **Send/Receive**.
2. Select all the messages in the original Inbox, then move the messages to the new Inbox.
3. Delete the original Inbox.

5.2.4 Cannot Display Multibyte Characters in Email To Field

Problem Bug ID: 5070465

Application: Evolution Email and Calendar application.

The **To** field cannot display multibyte characters.

Solution Implement the address in the **Address Book** of the Evolution application.

5.2.5 Archive Manager Does Not Display Multibyte Characters

Problem Bug ID: 5069958

Application: File Roller archive manager.

The application does not display multibyte characters in filenames.

Solution Use `.zip` or `.jar` files as the archive format.

5.2.6 Dragging Folder To Application Causes Crash

Problem	Bug ID: 5098546 Application: File Roller archive manager. If you drag a document folder from the desktop into the archive manager to create a new archive, the application crashes.
Solution	You can add a document folder to the archive manager in the following ways: <ul style="list-style-type: none">■ Choose EditAdd Files■ Click Add.

5.2.7 Text Editor Freezes With a Specific Font

Problem	Bug ID: 5088405 Application: gedit text editor The application freezes when you switch to the HG-GothicB-Sun font.
Solution	Use the default font Monospace.

5.3 Localization Issues on Solaris Systems

5.3.1 Special Keyboard Keys Do Not Work in All European Locales

Problem	Bug ID: 5077631 Special keys on the left of the keyboard do not work on all European keyboard mappings.
---------	--

Solution

Use shortcut keys instead of the special keyboard keys. For example: Ctrl+Z is Undo, Ctrl+C is Copy. Ctrl+V is Paste, and Ctrl+Tab switches windows.

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