



Sun Java System Communications Sync Release Notes

Version 2005Q4

Part Number 817-4413-10

June 9, 2005

Sun Java System Communications Sync 2005Q4 is a software product that runs on a Windows personal computer and allows users to synchronize Sun Java System Calendar Server events and tasks with mobile devices and personal information managers (PIMs) such as Microsoft Outlook. The Release Notes are intended primarily for Calendar Server and system administrators. End users should refer to the Sun Java System Communications Sync 2005Q4 online help for information.

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

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Read this document before your end users install and start using Sun Java System Communications Sync 2005Q4. For an online version, see the following documentation Web site:

http://docs.sun.com/db/coll/S1_Sync_11

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

Revision History

Table 1 Revision History	
Date	Description
June 9, 2005	Updated Supported PIMs and Mobile Devices
June 9, 2005	Initial Release Notes for Sun Java System Communications Sync 2005Q4.
June 9, 2005	Sun Java System Communications Sync 2005Q4 Online Help document.
June 9, 2005	Sun Java System Communications Sync 2005Q4 README file.

Supported Calendar Server Releases

Sun Java System Communications Sync 2005Q4 is supported with the Sun Java System Calendar Server 6.x and prior.

Caution Do not use Sun Java System Communications Sync to migrate calendar data. For example, do not export Netscape Calendar Server 4.x data to a Palm device and then sync the data to Sun Java System Calendar Server. This type of migration can cause corruption in the Calendar Server database. To migrate Netscape Calendar Server 4.x data to Calendar Server, use the ncs4migrate migration utility.

To obtain the latest version of ncs4migrate (and other Calendar Server migration utilities), contact your Sun technical support representative or account manager.

Supported PIMs and Mobile Devices

Sun Java System Communications Sync 2005Q4 supports the following PIMs and mobile devices:

- Microsoft Outlook 98/2000/2003
 - Palm Desktop 3.x/4.x (less than 4.1.2)
 - Palm OS v3.x/v4.x/v5.x Mobile Devices with HotSync Manager
 - Pocket PC 3.x/2002/2003 Mobile Devices with Active Sync Manager
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Requirements

To install and run Sun Java System Communications Sync 2005Q4, you need the following:

- Sun Java System Calendar Server account (not required for installation but needed to sync events and tasks with Calendar Server)
 - Windows personal computer with:
 - Pentium processor or newer
 - 16 MB RAM (32 MB is recommended)
 - 20 MB free hard disk space
 - Microsoft Windows XP SP2 , Windows 2000 SP4, Windows 98 and Windows NT 4.0 operating systems
 - PIM or mobile device you plan to use. Requirements are:
 - PIMs and mobile devices require the linking device (for example, a cable or infrared) and the associated software.
 - Palm devices require HotSync Manager. Versions 4.1.0 and 6.0.1 were tested.
 - Pocket PC devices require Microsoft Active Sync. Version 3.1 and Version 3.5 were tested.
 - Microsoft Outlook must be installed in either Corporate or Group mode and not in “no-email” mode. You must have selected Outlook as the default email client; you can't have the “simple MAPI” option selected.
 - Web browser- Internet Explorer 4.0 or higher or Netscape 4.5 or higher
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Installation Notes

You can obtain the Sun Java System Communications Sync 2005Q4 installation program from the Sun Java System download site or the Sun Java Enterprise System Accessory CD. Or contact your Sun technical support representative or account manager to obtain the program.

Pre-Installation Considerations

Before you install or upgrade (reinstall) Sun Java System Communications Sync 2005Q4, consider these items:

- If you are upgrading from an earlier version of Sun ONE Synchronization to Sun Java System Communications Sync 2005Q4, you must first uninstall the earlier version of the product.
- Before you run the installation program, you must first install each PIM or mobile device you plan to use.
- To run the installation program on a personal computer, you must be logged on as a member of the Administrators local group.

Installing or Upgrading Sun Java System Communications Sync 2005Q4

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

To install or upgrade (reinstall) Sun Java System Communications Sync 2005Q4, follow these steps:

1. Read the Readme file, if you have not already done so.
2. If necessary, unzip the installation program file.
3. Close all open programs.
4. If you are upgrading (or reinstalling), perform one last synchronization to ensure that all data is the same.
5. Backup your master data, either on your PIM or mobile device or on Calendar Server.
6. Start the installation program (SunJavaCommSync.exe).
7. Follow the instructions in the series of screens.
8. When the installation is complete, click Finish.

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

What's New in Sun Java System Communications Sync 2005Q4

The following are the list of new features included in Sun Java Synchronization 2005Q4

- The User Interface has been changed to include all the features within single panel.
- Per application (calendar and task) selectability for forcing full sync.
- Support for new Palm Database structure (TungstenT5, Treo 650).
- Added Alarm Type field in order to sync Audio alarm setting for Outlook
- New profile can be created between the supported devices and the Calendar Server.

- User can rename the profile, remove the profile, and select any profile as current profile.
- One-way synchronization allows to specify the master record which will be taken while conflicts are encountered.
- Filter settings has been enhanced to set text and date filter criteria by grouping the filter conditions with AND and OR operators.
- Added browse option to specify the target location for the log files.
- Settings can be made to store the log files for selected number of days.
- Log files can be viewed easily. No need to navigate to the folder to see the log files.
- Using Schedule sync feature the synchronizing activity can be automated to occur within a scheduled interval.

Problems Fixed in This Release

Table 2 Problems Fixed in Sun Java System Communications Sync 2005Q4	
Bug ID	Description
4754413	Syncing an all day event from Calendar Server will create the event a day earlier.
4760207	Recurring tasks with start and due date in the future are not synced properly.
4700267	Sun Java System Sync experiences problems when syncing huge events.
4911679	Wrong warning message is displayed when recurring events sensitivity (privacy) is changed.
4911844	Tasks with no due date are synced with dates to Calendar Server.
4911697	Data duplication/shifting issue , when events created on outlook are edited
4908094	No calendars(newly created/subscribed/Default cal display name) displayed in sync tool
5012590	Palm desktop software on XP/WIN2K is not compatible with Sun One sync v1.1 Patch2
4917855	Events with attendee are updated when edited on other data source.
4718281	Isync does not show the attendees field in the Outlook field of the mapping
4917871	Exceptions not handled properly for wince
4798155	second event gets deleted while syncing from out look to socs
5086893	Sync tool to sync Outlook contacts and SOCS with Newer PalmOS devices

4753684	Data gets duplicated when filters are applied and allowing sync not to delete
4798157	WinCE -> iCS: End date/by field not set for daily recurring events
4829611	"unknown error" while syncing recurr event occurring only on week days
4828279	Sync shows conflict for Wince events even if there is no conflict
4914225	Cannot synch my Palm III with the idate calendar server
4827595	Cannot sync in quiet mode if the auto synchronise option is set.
4798158	WinCE -> iCS: End date/by field not set for WEEKLY recurring events
4753692	Sun Java System Sync removes the fanned out record from Calendar Server without any warning.
4731403	Changing the mapping does not force a full synchronization.

Known Problems and Limitations

- [Problems after Running the csvdmig Migration Utility](#)
- [Sun Java System Communications Sync 2005Q4 Known Problems](#)

Problems after Running the csvdmig Migration Utility

If your site runs the csvdmig migration utility to use hosted (virtual) domains, Sun Java System Communications Sync users will see the following message when they try to synchronize their data to Calendar Server:

Cannot access calendar data source. Check general troubleshooting under online help.

The csvdmig utility adds a domain name to each calendar ID (calid) for calendar names in the Calendar Server database and LDAP directory server. For example, suppose you run csvdmig to migrate a user named jsmith, with the domain as sesta.com. A calendar name that was jsmith:public-calendar is changed to jsmith@sesta.com:public-calendar.

Consequently, Sun Java System Communications Sync cannot find jsmith's calendar with the revised name.

To synchronize with their Sun Java System Calendars, users must perform these steps (which are also included in the Sun Java System Communications Sync online help):

1. On the Sun Java System Communications Sync screen, click Settings.
2. On the Settings screen, click the Data Sources tab.
3. Select Sun Java System Calendar.

4. Click Change.
5. Click OK on the Sun Java System Translator dialog.
6. On Calendar Options, reselect your existing Sun Java System Calendar name in the drop-down list.
7. Click OK. **Important:** Do not click Cancel.
8. On the Sun Java System Translator dialog, click Yes.
9. Repeat steps 4-8 for Sun Java System Tasks.
10. **Important:** On the General tab on the Settings screen, check "Force full synchronization".

Users should then be able to synchronize with their Sun Java System Calendars. If this doesn't resolve the problem, contact your Sun technical support representative.

Sun Java System Communications Sync 2005Q4 Known Problems

Table 3 Sun Java System Communications Sync 2005Q4 Known Problems	
Bug ID	Problem Description
4943722	<p>For Palm Desktop, Sun Java System Sync returns "A specified module is not found" error.</p> <p>When attempting to sync Palm Desktop data to Calendar Server 6.0, Sun Java System Sync returns "A specified module could not be found." The rsSync.log file also indicates that the rstPalmDT.dll could not be found.</p> <p>This problem occurs when you configure the Palm Desktop to save your user data in a different folder than the default installation folder. For example, you install the Palm Desktop software in the C:\Palm folder, but you configure the Palm Desktop software to point to the C:\tmp folder for data storage.</p> <p>Workaround: Change the data folder in the Palm Desktop to the original default installation folder.</p>
4771502	The list of events and their details are not displayed before confirming the delete of events.
4771491	Only one user at a time can use Sun Java System Synchronization.
4761025	Tasks are not synced properly between Calendar Server and a Palm device.
4758779	<p>Sync shows conflict even if user modifies only one data source PIM or device.</p> <p>Sync an event from Calendar Server to a PIM or device, and then delete or add characters in the title, location, or notes, on the PIM or device. A subsequent resync back to Calendar Server results in a conflict. This problem was reported on Outlook, but it also occurs on other PIMs and devices.</p>
4753688	Only exceptions made to the recurring events on Windows CE are synced to the Calendar Server.
4746149	<p>While syncing, task fields with value of "None" are passed a value after syncing.</p> <p>For example, create a task on Outlook with the Start Date set to "None" and the Due Date set to a specific value. Sync to Calendar Server and edit the title for the task. If you sync again, on Outlook the Start Date is</p>

	set to the Due Date value.
4742989	<p>Changing mapping reports error and forces a full sync.</p> <p>Be very careful if you change the default mapping, and make sure you understand the functionality and semantics of the fields involved. Specifically, avoid mapping fields between different data types, and be careful not to change the mapped fields by editing them randomly.</p> <p>For example, suppose location on Calendar Server is mapped to notes on Palm, with the formula Note="Event Located in:" + location. After syncing an event originating in Calendar Server with location information as Bangalore, the notes in Palm would read as 'Event Located in: Bangalore'. Do not try to edit the placeholder, which in this case is 'Event Located in:'. This can lead to unexpected behavior. If you want to change the location by editing in Palm, change only "Bangalore" to the new location.</p>
4742979	<p>Multi-day event is removed on Windows CE when modified on Calendar Server and synced.</p> <p>Sun Java System Communications Sync 2005Q4 removes a multi-day event on Windows CE when the event is modified on Calendar Server and then synced back to Windows CE.</p>
4741324	<p>Once the final installation screen is displayed you cannot navigate back to the earlier screens to edit the selections made.</p> <p>However, the install instructions state that it is possible to navigate to the previous screens and edit the selection.</p>
4740576	<p>Tasks are not synced properly to Windows CE devices.</p> <p>Reminders on tasks are not synced when syncing between a Windows CE device and Calendar Server, because there is no default mapping for the reminder information. Do not turn on this mapping because it can cause tasks with reminders not to be synced and unpredictable behavior.</p>
4740281	<p>Record Filter shows only records created on the data source other than Calendar Server.</p> <p>When syncing with Palm Desktop, the Record option in the Filters show only the records that are created on the Palm Desktop and does not list the records that are created on Calendar Server.</p>
4740280	<p>When filters are set Sun Java System Communications Sync deletes only those events that fall within the filter range. All events are not deleted.</p> <p>The document mentions that the filters can be applied only when syncing data between Palm Desktop to Calendar Server.</p>
4738816	<p>All day recurring events are not synced properly between Outlook and Calendar Server.</p> <p>All day recurring events originating from either Outlook or Calendar Server get synced to the other side as "fanned out" all day events for the first sync. However, later modifications on the fanned out events on the other side (not the source), results in improper and unpredictable behavior. It may also cause errors and force a full sync.</p>
4738794	<p>Data duplication occurs with Sun Java System Synchronization.</p> <p>Data duplication can occur in these instances:</p> <ul style="list-style-type: none"> ● Using the Combine option for a full synchronization can cause extensive data duplication. Recommendation: Avoid using the Combine option.

	<ul style="list-style-type: none"> ● Unusual usage patterns can result in duplication in case of recurring events. Recommendation: Edit recurring events only on the source (originating) calendar.
4738734	<p>Sync reports an unknown error and forces a full sync because of a translator exception.</p> <p>This problem was reported for the Outlook translator, but an unknown error also occurs for translator exceptions for other PIMs and mobile devices.</p>
4738714	<p>Deleting notes for an event on Palm or Windows CE devices is not reflected in Calendar Server.</p> <p>Create a new event on a Palm or Windows CE device with some text in the notes field and then sync to Calendar Server. If you delete the notes text on the Palm or Windows CE device and then resync to Calendar Server, the Calendar Server event still has the previous notes.</p>
4734531	<p>Sun Java System Communications Sync does not create logs according to the levels defined.</p> <p>The debug log level was set to 1 (for errors). When an unknown error occurred and sync was aborted, the log file did not have a related entry. To get meaningful logs, set the log level to 5.</p>
4727479	<p>Sun Java System Communications Sync prompts for deletion of a record while actually modifying a record.</p> <p>Sun Java System Communications Sync 2005Q4 prompts for the deletion of a record when changing a record from normal to recurring and syncing the changes.</p> <p>For example, create a non-recurring event on Calendar Server and sync it to a PIM or device. Then, change the event on Calendar Server to a recurring event and resync. Sync prompts for the deletion of the event. Click Yes. Sync will delete and then recreate the event.</p>
4724229	<p>Performance when syncing large data sets is slow.</p> <p>Use date filters to sync large data sets, because filters sync only a subset from the master database to the slave database. However, keep in mind which is your master database. Sun Java System Communications Sync 2005Q4 considers PIMs such as Outlook and Palm Desktop to be master databases and handheld devices to be slave databases when syncing with Calendar Server. Calendar Server acts as a master or slave database depending on whether you are syncing it with a handheld device or a PIM, respectively.</p>
4724227	<p>Full sync that merges data from different sources can cause problems.</p> <p>Using the Combine option for a full synchronization can cause extensive data duplication.</p> <p>Recommendation: Avoid using the Combine option.</p>
4718294	<p>Sun Java System Communications Sync 2005Q4 does not sync categories properly.</p>
4718208	<p>Sun Java System Communications Sync allows the user to sync between any two data sources.</p> <p>You can create a new profile to sync between unsupported combinations of data sources (for example, Palm Desktop and Windows CE devices); however, the profile might not be supported by Sun Java System Communications Sync 2005Q4. See Supported PIMs and Mobile Devices.</p>
4713249	<p>Remove mail related information from Sun Java System Communications Sync 2005Q4.</p> <p>Sun Java System Communications Sync 2005Q4 does not support synchronization of email. However, not all email related information has been removed from the product. For example, Outlook still expects the Outlook Mail to be set as the default mail client. Also, when you choose a new profile such as Windows CE</p>

	or Outlook, you get options to sync mail.
4712627	<p>Due dates are synced erroneously when no due time is specified for tasks.</p> <p>Due dates are synced as one day before when no due time is specified for tasks. For example, create a task on Calendar Server with a Due Date set and the Due Time not set. Sync it with any PIM or mobile device. On the PIM or mobile device, Due Date is one day earlier than the date on Calendar Server.</p>
4712034	<p>Tasks with no due date are no synced properly between Palm Desktop and Calendar Server.</p> <p>Tasks on Palm Desktop with due date as "No Due Date" are synced to Calendar Server with due date of December 31, 2031. Tasks on Calendar Server with no due date are synced to Palm Desktop with due date January 1,2032.</p>
4710896	<p>Events on Calendar Server that continue to the next day not synced properly to Palm devices.</p> <p>Syncing a Calendar Server event that has crossed a day boundary to a Palm device returns a warning message. Then, the duration of the event is set to the end on the same day, and the next day view does not show any information for the event.</p>
4710715	Reminders are not synced properly to a Palm device from Calendar Server.
4708864	<p>Untitled tasks on Palm can be synced with Calendar Server but vice versa is not allowed.</p> <p>You can sync untitled tasks on a Palm device to Calendar Server, but you cannot sync an untitled task on Calendar Server back to the Palm device.</p>
4689303	<p>Recurring events and tasks are synced as individual events and tasks on the destination.</p> <p>When synced, recurring events and tasks are "fanned out" on the destination calendar and appear as multiple (non-recurring) individual events and tasks. Sun Java System Communications Sync 2005Q4 can handle changes to recurring events and can sync them accordingly so that the originating calendar will reflect a modification to the recurring event. Therefore, modify the recurring properties for events and tasks only on the originating calendar.</p>
4683162	Synchronization with Outlook XP is not supported.
4771486	<p>Administrator must grant access permissions to the end user.</p> <p>Sun Java System Sync software must be installed by an Administrator. The Administrator needs to assign rights to the end users of the Sun Java System Sync directories. When a user without proper permissions tries to use Sun Java System Sync, the following error messages are displayed:</p> <ul style="list-style-type: none"> ● User unable to login to server. ● The Sync tool is already in use by another user. <p>Workaround. Install Sun Java System Sync as an Administrator and grant users permissions to the following directories:</p> <p>C:\CommonFiles\XCPCSync</p> <p>C:\ProgramFiles\Sun Java System Communications Sync</p>
4798014	Sun Java System Sync does not allow multiple calendars to be synchronized simultaneously.

4798149	<p>Alarm not synchronized properly.</p> <p>Create a recurring event on Palm with reminders set and synchronize it to Sun Java System Calendar Server. Modify the first instance of the recurring event on Sun Java System Calendar Server and sync again. The alarm for the first event on Palm is reset to zero.</p>
4798159	<p>Notes for events are not updated correctly when events are synced from the Calendar Server to Palm Desktop.</p> <p>Create an event on Calendar Server with space between two lines. For example,</p> <p><Line 1></p> <p><Line 2></p> <p>Syncing Calendar events to Palm Desktop causes the text to be displayed on a single line on Palm Desktop. For example, <Line 1>[]<Line 2></p>
4823413	<p>Single tasks or recurring tasks with due dates on Palm are synced a day earlier.</p> <p>Create a task on Palm with due date “tomorrow” and sync it to Calendar Server. The tasks is created on Calendar Server with due date “Today”.</p>
4828212	<p>Recurring Events created on Palm and synchronized to Calendar Server are deleted on Calendar Server but not on Palm.</p> <p>Create and synchronize recurring events on Palm device. On the Calendar Server edit an event and sync it to Palm. The event is removed from the recurrence pattern on Palm.</p> <p>Now, delete the complete series of recurring events on Palm. All events except for the one just modified is deleted. Once again synchronize the data. All the events on Calendar Server are deleted including the one appearing on Palm.</p>
4837668	<p>i18n: Multiple data does not work properly with Sun Java System Communications Sync translator in Outlook.</p>
4729067	<p>New line in notes created on the Calendar Sever is not synced to Windows CE device.</p> <p>When an event with more than one line of notes is created on Calendar Server and synced to Windows CE device, the multiple lines of notes are all concatenated to a single line of entry.</p>
4847532	<p>Using Sun Java System Sync with other XTND Connect Sync software may not work properly.</p> <p>Sun Java System Sync is not designed to work with other versions of XTND Connect Sync. Users must choose either Sun Java System Sync or XTND Connect Sync to synchronize data. They cannot use both versions to synchronize data.</p>

Documentation

The following documentation was revised for Sun Java System Communications Sync 2005Q4:

- Release Notes (this document).

- Online Help-The online help (XTNDConnect-PC.chm) is available with the Sun Java System Communications Sync software. You access the help by clicking a Help button on the various windows or by directly opening the XTNDConnect-PC.chm file.
- Readme file.

http://docs.sun.com/db/coll/S1_Sync_11

Localization

Sun Java System Communications Sync 2005Q4 is available in English only and has not been localized in other languages. Release 2005Q4 has undergone limited internationalization (i18n) testing with favorable results for single-byte character sets including French, Spanish, and German. The results of i18n testing with Simplified Chinese, however, were unfavorable (see Bug IDs 4713884, 4713889, and 4713914). Localized versions for Simplified Chinese and other languages that use multibyte character sets may be available in a future release depending on the business requirements.

How to Report Problems

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

- Use the Sun Java System Support site:

<http://sunsolve.sun.com/pub-cgi/show.pl?target=home>

From this location, use the CaseTracker and CaseView tools to log problems.

- Call the telephone dispatch number associated with your maintenance contract.

To help us assist you in resolving your problem, please have the following information available:

- Sun Java System Communications Sync version including the Product ID and Build numbers from the Additional Information box in the About Sun Java System Communications Sync screen. For example: Version 2005Q4, Product Id 209-101, Build 2005090517.
 - PIM or mobile device you are using. For example: Palm III or Microsoft Outlook 2000.
 - Browser and version. For example: Internet Explorer 6.0.
 - Specific error and problem description, including the data type you are trying to synchronize. For example: Calendar data.
 - Zipped debug log file, if applicable.
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Additional Sun Resources

Useful Sun Java System information can be found at the following locations:

- Documentation for Sun Java System Communications Sync 2005Q4
http://docs.sun.com/db/coll/S1_Sync_11
- Sun Java System Documentation
<http://docs.sun.com/app/docs/prod/java.sys#hic>
- Sun Java System Professional Services
<http://www.sun.com/servicessolutions/>
- Sun Java System Software Products
<http://www.sun.com/software>
- Sun Java System Software Support Services
<http://sunsolve.sun.com/pub-cgi/show.pl?target=home>
- Sun Java System Knowledge Base
<http://sunsolve.sun.com/pub-cgi/show.pl?target=home>
- Sun Java System Developer Information
<http://developers.sun.com/>
- Sun Java System Software Training
<http://www.sun.com/training/>
- Sun Software Data Sheets
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