

Sun™ ONE Synchronization 1.1 Patch 2 Release Notes

Version 1.1 Patch 2

Part Number 817-4413-10

November 21, 2003

Sun ONE Synchronization 1.1 Patch 2 is a software product that runs on a Windows personal computer and allows users to synchronize Sun ONE 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 ONE Synchronization 1.1 Patch 2 online help for information. Sun ONE Synchronization was formerly iPlanet Synchronization 1.0.

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

- [Revision History](#)
- [Supported Calendar Server Releases](#)
- [Supported PIMs and Mobile Devices](#)
- [Requirements](#)
- [Installation Notes](#)
- [What's New in Sun ONE Synchronization 1.1 Patch 2](#)
- [Problems Fixed in This Release](#)
- [Known Problems and Limitations](#)
- [Documentation](#)
- [Localization](#)
- [How to Report Problems](#)
- [Additional Sun Resources](#)

Read this document before your end users install and start using Sun ONE Synchronization 1.1 Patch 2. 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
November 21, 2003	Updated Supported PIMs and Mobile Devices for Palm Desktop and Palm OS support.
October 29, 2003	Initial Release Notes for Patch 2.

Supported Calendar Server Releases

Sun ONE Synchronization 1.1 Patch 2 is supported with the Sun ONE Calendar Server 6.0 and 5.1.1 releases.

CAUTION Do not use Sun ONE Synchronization 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 ONE 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 ONE Synchronization 1.1 Patch 2 supports the following PIMs and mobile devices:

- Microsoft Outlook 98/2000
- Palm Desktop 3.x/4.1 with HotSync Manager, with these exceptions:
 - Palm Desktop 4.1.2 is not supported.
 - Palm Tungsten E and Palm Tungsten T3 devices are not supported.

Note With the Palm Tungsten T3 and Tungsten E, Palm has made incompatible changes to the datebook file format. Therefore, Sun ONE Synchronization 1.1 Patch 2 does not work with Palm Desktop 4.1.2, as shipped with the Palm Tungsten T3 and Tungsten E.

- Palm OS v3.1/v4.1

Palm OS v5.2.1 should also work with patch 2 (except for Palm Tungsten E and Palm Tungsten T3 devices), although it has not been tested.

- Windows CE 3.x Mobile Devices with Active Sync

Requirements

To install and run Sun ONE Synchronization 1.1 Patch 2, you need the following:

- Sun ONE 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 98, Windows NT 4.0, Windows 2000 SP4, or Windows XP operating system

- 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 3.1.1 and 4.0.2 were tested.
 - Windows CE devices require Microsoft Active Sync. Version 3.1 was 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.

Version 1.21 or higher of the CDO library DLL must be installed and registered. If you need to install this DLL, run the install program for the Microsoft Office Suite or the Outlook application and install Collaboration Data Objects. If this DLL is already installed but not registered, make sure it is in the Windows system folder and then register it with this command: `regsvr32 CDO.dll`.

- Web browser-Netscape Navigator™ 7.0 or later or Microsoft Internet Explorer 5.5 or later

Installation Notes

You can obtain the Sun ONE Synchronization 1.1 Patch 2 installation program from the Sun ONE 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 ONE Synchronization 1.1 Patch 2, consider these items:

- If you are upgrading from an earlier version of Sun ONE Synchronization to Sun ONE Synchronization 1.1 Patch 2, 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 ONE Synchronization 1.1 Patch 2

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

To install or upgrade (reinstall) Sun ONE Synchronization 1.1 Patch 2, 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 (`SunONESync.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 ONE Synchronization 1.1 Patch 2

No new features or enhancements are added in this release. This release fixes the problems described in the next section, [Problems Fixed in This Release](#).

Problems Fixed in This Release

Table 2 Problems Fixed in Sun ONE Synchronization 1.1 Patch 2

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 ONE 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.

Known Problems and Limitations

- [Problems after Running the csvdmig Migration Utility](#)
- [Sun ONE Synchronization 1.1 Patch 2 Known Problems](#)

Problems after Running the csvdmig Migration Utility

If your site runs the `csvdmig` migration utility to use hosted (virtual) domains, Sun ONE Synchronization 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 ONE Synchronization cannot find `jsmith`'s calendar with the revised name.

To synchronize with their Sun ONE Calendars, users must perform these steps (which are also included in the Sun ONE Synchronization online help):

1. On the Sun ONE Synchronization screen, click Settings.
2. On the Settings screen, click the Data Sources tab.
3. Select Sun ONE Calendar.
4. Click Change.
5. Click OK on the Sun ONE Translator dialog.
6. On Calendar Options, reselect your existing Sun ONE Calendar name in the drop-down list.
7. Click OK. **Important:** Do not click Cancel.
8. On the Sun ONE Translator dialog, click Yes.
9. Repeat steps 4-8 for Sun ONE 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 ONE Calendars. If this doesn't resolve the problem, contact your Sun technical support representative.

Sun ONE Synchronization 1.1 Patch 2 Known Problems

Table 3 Sun ONE Synchronization 1.1 Patch 2 Known Problems

Bug ID	Problem Description
4943722	<p>For Palm Desktop, Sun ONE Sync returns “A specified module is not found” error.</p> <p>When attempting to sync Palm Desktop data to Calendar Server 6.0, Sun ONE 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	<p>The list of events and their details are not displayed before confirming the delete of events.</p>
4771491	<p>Only one user at a time can use Sun ONE Synchronization.</p>
4761025	<p>Tasks are not synced properly between Calendar Server and a Palm device.</p>
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>
4753692	<p>Sun ONE Sync removes the fanned out record from Calendar Server without any warning.</p> <p>For example, create a recurring event on Outlook and sync to the Calendar Server. On the Calendar Server change a fanned out event to “Allday.” Sync again. On Outlook open the “Allday” series and modify the title. Sync again. On the Calendar Server the updated record is removed for the day without any warning.</p>
4753688	<p>Only exceptions made to the recurring events on Windows CE are synced to the Calendar Server.</p>
4753684	<p>Data gets duplicated when using filters and selecting “No” in the delete confirmation dialog.</p> <p>Recommendation: It is highly recommended that you do not select “No” when asked for a delete confirmation on syncing after applying filters, because this can result in duplicates in later incremental syncs.</p>
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 set to the Due Date value.</p>

Table 3 Sun ONE Synchronization 1.1 Patch 2 Known Problems (*continued*)

Bug ID	Problem Description
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 ONE Synchronization 1.1 Patch 2 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 states 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 ONE Synchronization 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>

Table 3 Sun ONE Synchronization 1.1 Patch 2 Known Problems (*continued*)

Bug ID	Problem Description
4738794	<p>Data duplication occurs with Sun ONE 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. 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 ONE Synchronization 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>
4731403	<p>Changing the mapping does not force a full synchronization.</p> <p>If you change the default mapping, you are prompted Yes or No for a full sync. If you click Yes, a partial sync is done, although changing the mapping should force a full sync.</p>
4727479	<p>Sun ONE Synchronization prompts for deletion of a record while actually modifying a record.</p> <p>Sun ONE Synchronization 1.1 Patch 2 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 ONE Synchronization 1.1 Patch 2 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 ONE Synchronization 1.1 does not sync categories properly.</p>

Table 3 Sun ONE Synchronization 1.1 Patch 2 Known Problems (*continued*)

Bug ID	Problem Description
4718208	<p>Sun ONE Synchronization 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 ONE Synchronization 1.1 Patch 2. See Supported PIMs and Mobile Devices.</p>
4713249	<p>Remove mail related information from Sun ONE Synchronization 1.1.</p> <p>Sun ONE Synchronization 1.1 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 or Outlook, you get options to sync mail.</p>
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	<p>Reminders are not synced properly to a Palm device from Calendar Server.</p>
4708864	<p>Untitled tasks on Palm can be synced with Calendar Server but vice versa is not allowed.</p> <p>You can sync an 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 ONE Synchronization 1.1 Patch 2 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	<p>Synchronization with Outlook XP is not supported.</p>

Table 3 Sun ONE Synchronization 1.1 Patch 2 Known Problems (*continued*)

Bug ID	Problem Description
4771486	<p data-bbox="237 270 829 291">Administrator must grant access permissions to the end user.</p> <p data-bbox="237 314 1229 392">Sun ONE Sync software must be installed by an Administrator. The Administrator needs to assign rights to the end users of the Sun ONE Sync directories. When a user without proper permissions tries to use Sun ONE Sync, the following error messages are displayed:</p> <ul data-bbox="237 409 772 479" style="list-style-type: none"> <li data-bbox="237 409 594 430">• User unable to login to server. <li data-bbox="237 453 772 479">• The Sync tool is already in use by another user. <p data-bbox="237 496 1215 548">Workaround. Install Sun ONE Sync as an Administrator and grant users permissions to the following directories:</p> <p data-bbox="237 565 565 586">C:\CommonFiles\XCPCSync</p> <p data-bbox="237 609 793 631">C:\ProgramFiles\Sun ONE Synchronization</p>
4798014	Sun ONE Sync does not allow multiple calendars to be synchronized simultaneously.
4798149	<p data-bbox="237 696 558 716">Alarm not synchronized properly.</p> <p data-bbox="237 739 1229 812">Create a recurring event on Palm with reminders set and synchronize it to Sun ONE Calendar Server. Modify the first instance of the recurring event on Sun ONE Calendar Server and sync again. The alarm for the first event on Palm is reset to zero.</p>
4798155	<p data-bbox="237 835 1186 855">Second event gets deleted when synchronizing events from Outlook to Sun ONE Calendar Server.</p> <p data-bbox="237 878 1229 947">Create a recurring event that recurs daily for 10 days on Outlook. Change the start time of the first event and then sync to Calendar Server. On Calendar Server delete the first event and sync again. The event is deleted and a new event is created on Outlook.</p> <p data-bbox="237 970 1215 1020">If the data is once again synced to Calendar, the event for the first day is created on Calendar Server but the event for the next day is deleted.</p>
4798157	<p data-bbox="237 1043 1215 1095">The End date/by field cannot be set for daily recurring events, when events are synced from Windows CE to Calendar Server.</p> <p data-bbox="237 1117 1229 1187">For example, create a recurring event on Windows CE device with recurrence pattern set to "Daily" and "5 Occurrences". Synchronize the event to the Calendar Server. On the Calendar Server instead of 5 occurrences, 52 instances of the event is created.</p>
4798158	<p data-bbox="237 1209 1229 1262">The End date/by field cannot be set for weekly recurring events, when events are synced from Windows CE to Calendar Server.</p> <p data-bbox="237 1284 1229 1354">For example, create a recurring event on Windows CE device with recurrence pattern set to "Weekly" and "5 Occurrences". Synchronize the event to the Calendar Server. On the Calendar Server instead of 5 occurrences, 11 instances of the event is created.</p>

Table 3 Sun ONE Synchronization 1.1 Patch 2 Known Problems (*continued*)

Bug ID	Problem Description
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 task is created on Calendar Server with due date “Today”.</p>
4827595	<p>Cannot sync in Quiet Mode if the autosynchronize option is set.</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>
4828279	<p>Sync shows conflict for Windows CE events when records are modified only on Windows CE device.</p> <p>Create a recurring event on Calendar Server and sync it to the Windows CE device. Edit the first event on the Calendar Server and sync the events again. Sync shows a conflict for that particular event.</p>
4829611	<p>Unknown Error is displayed when syncing recurring events occurring only on week days.</p> <p>Create a recurring event on Outlook. The event should recur daily for 5 week days. Synchronize the data to the Calendar Server. Editing the second event on the Calendar Server and synchronizing again displays an “unknown error” message.</p>
4837668	<p>i18n: Multiple data does not work properly with Sun ONE Synchronization translator in Outlook.</p>
4729067	<p>New line in notes created on the Calendar Server are 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 ONE Sync with other XTND Connect Sync software may not work properly.</p> <p>Sun ONE Sync is not designed to work with other versions of XTND Connect Sync. Users must choose either Sun ONE 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 ONE Synchronization 1.1 Patch 2:

- Release Notes (this document).
- Online Help-The online help (Xtndpc.hlp) is available with the Sun ONE Synchronization software. You access the help by clicking a Help button on the various windows or by directly opening the Xtndpc.hlp file.

However, the following documentation was **not** revised for Patch 2:

- Readme file.
- Sun ONE Synchronization User's Guide (PDF version of the online help). The Patch 1 version is available on the docs.sun.com Web site:

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

Localization

Sun ONE Synchronization 1.1 Patch 2 is available in English only and has not been localized in other languages. Release 1.1 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 ONE Support site:

<http://www.sun.com/service/sunone/software/index.html>

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 ONE Synchronization version including the Product ID and Build numbers from the Additional Information box in the About Sun ONE Synchronization screen.
For example: Version 1.1 Patch 2, Product Id 209-101, Build 2003090517.
- 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.

Additional Sun Resources

Useful Sun ONE information can be found at the following locations:

- Documentation for Sun ONE Synchronization 1.1 Patch 2
http://docs.sun.com/db/coll/S1_Sync_11
- Sun ONE Documentation
<http://docs.sun.com/prod/sunone>
- Sun ONE Professional Services
<http://www.sun.com/service/sunps/sunone>
- Sun ONE Software Products and Service
<http://www.sun.com/software>
- Sun ONE Software Support Services
<http://www.sun.com/service/sunone/software>
- Sun ONE Support and Knowledge Base
<http://www.sun.com/service/support/software>
- Sun Support and Training Services
<http://www.sun.com/supporttraining>
- Sun ONE Consulting and Professional Services
<http://www.sun.com/service/sunps/sunone>
- Sun ONE Developer Information
<http://sunonedev.sun.com>
- Sun Developer Support Services
<http://www.sun.com/developers/support>
- Sun ONE Software Training
<http://www.sun.com/supporttraining/>
- Sun Software Data Sheets
<http://www.sun.com/software>