



# SunPCi™ III 3.2.2 Product Notes

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# SunPCi III 3.2.2 Product Notes

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These Product Notes contain the latest information and the known issues for the SunPCi™ III 3.2.2 release. This document describes the following topics:

- “Access to Late-Breaking News” on page 1
- “What Is in This Package?” on page 1
- “Viewing the Documentation PDF Files” on page 2
- “New Features in SunPCi III 3.2.2” on page 3
- “SunPCi III 3.2.2 Supported Systems” on page 3
- “Solaris Patch Information” on page 5
- “Known Issues With This Release” on page 7
- “Documentation Updates” on page 11

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## Access to Late-Breaking News

Find updated and last-minute information for the SunPCi III 3.2.2 release at the following Web site:

<http://www.sun.com/desktop/products/sunpci>

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## What Is in This Package?

The SunPCi III 3.2.2 CD contains the following:

- SunPCi III 3.2.2 software package
- Virtual Networking Computing (VNC) package
- VNC source code

- *SunPCi III Quick Start Installation Guide* in Adobe Acrobat Portable Document Format (PDF)
- *SunPCi III 3.2.1 User's Guide* in PDF format
- *SunPCi III 3.2.2 Product Notes* (this document) in PDF format

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## Viewing the Documentation PDF Files

English and localized versions of the documentation are in the `Docs` directory on the SunPCi III 3.2.2 CD in PDF (Adobe Acrobat) format. The CD includes the following documentation:

- **SunPCi III 3.2.1 User's Guide** – Describes how to configure the SunPCi III software to use one or more SunPCi III cards, how to install the Microsoft Windows or Linux software on a SunPCi card, and how to troubleshoot SunPCi issues.
- **SunPCi III Quick Start Installation Guide** – Describes how to install one or more SunPCi III cards and SunPCi III software.
- **SunPCi III 3.2.2 Product Notes** – Describes late-breaking issues related to the SunPCi III product.

The following table is an index of the directories containing the localized documentation in the `Docs` directory on the SunPCi III 3.2.2 CD.

**TABLE 1** Directories of Localized Documentation

Directory Name	Language	Directory Name	Language
c	English	ja	Japanese
de	German	ko	Korean
es	Spanish	sv	Swedish
fr	French	zh	Simplified Chinese
it	Italian	zh_TW_Big5	Traditional Chinese

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**Note** – The SunPCi documentation was not localized for the 3.2.2 release. The most recent localized documents for SunPCi III were prepared with the SunPCi III 3.0.1 release. These localized documents are included on the SunPCi III 3.2.2 CD.

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To view the documentation PDF files, follow these steps:

**1. Insert the SunPCi III 3.2.2 CD into the system CD-ROM drive.**

A File Manager window opens.

**2. In the File Manager window, double-click the `Docs` directory where the PDF files for your locale are stored on your SunPCi III 3.2.2 CD.**

**3. Double-click the Adobe Acrobat PDF file you want to open.**

After a few seconds, the Adobe Acrobat splash screen opens, followed by the Adobe Acrobat program displaying the file you double-clicked.

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**Note** – If needed, you can download Adobe Acrobat Reader for free from the Adobe Web site: <http://www.adobe.com/products/acrobat/alternate.html>

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## New Features in SunPCi III 3.2.2

SunPCi III 3.2.2 contains the following new features:

- Bug fixes
- Red Hat Linux Enterprise 3 support

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## SunPCi III 3.2.2 Supported Systems

The following sections list the Microsoft Windows and Linux operating systems, the Solaris™ operating environments, and the UltraSPARC® systems that SunPCi III 3.2.2 supports.

### Microsoft Windows and Linux Operating Systems

The SunPCi III 3.2.2 product supports the following operating systems:

- Microsoft Windows XP Professional (Windows XP Professional) Service Pack 2
- Microsoft Windows 2000 Professional (Windows 2000 Professional) Service Pack 4
- Microsoft Windows 2000 Server Edition (Windows 2000 Server) Service Pack 4
- Microsoft Windows Server 2003 (Windows Server 2003) No Service Pack

- Red Hat Linux Enterprise 3 WS/ES Update 1 Fresh Install Support (Kernel 2.4.21-9EL and Kernel 2.4.21-15EL)
- Red Hat Linux 9 Personal/Professional (Kernel 2.4.20-6)
- Red Hat Linux 9 ISO (Kernel 2.4.20-9)

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**Note** – SunPCi III 3.2.2 does not support Microsoft Windows 95, Microsoft Windows 98, Microsoft Windows ME, or Microsoft Windows NT. However, SunPCi III 3.2.2 does support the upgrade of Microsoft Windows NT to a supported operating system.

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**Note** – Only the supported Linux versions work with SunPCi III 3.2.2.

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## Solaris Operating Environments

The SunPCi III 3.2.2 product supports the following Solaris operating environments:

- Solaris 7
- Solaris 8
- Solaris 9

# UltraSPARC Systems

**TABLE 2** Supported UltraSPARC Systems for SunPCi III 3.2.2

UltraSPARC System	SunPCi III Cards
Sun Blade™ 150	1*
Sun Blade 1500 and 2000	2**
Sun Blade 2500	3***
Sun Fire™ 280R	1****
Sun Fire V440 and V480	2**

\* Due to power constraints, you can use only 1 SunPCi III card, including any optional backplates, in the Sun Blade 150. You **cannot** use 2 SunPCi III cards in any configuration in the Sun Blade 150.

\*\* You can install and use up to 3 SunPCi III cards if you do not use the optional USB/Firewire Card and Backplate and use less than 1 Gbyte of memory for each card.

\*\*\* You can install and use up to 5 SunPCi III cards if you do not use the optional USB/Firewire Card and Backplate and use less than 1 Gbyte of memory for each card.

\*\*\*\* You can install and use up to 2 SunPCi III cards if you do not use the optional USB/Firewire Card and Backplate and use less than 1 Gbyte of memory for each card.

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**Note** – Several End of Life (EOL) platforms were supported in earlier versions of SunPCi III, including the Sun Blade 100 and 1000, Sun Enterprise™ 220R, 250, 420R, and 450. SunPCi III 3.2.2 may work with these platforms even though they are EOL. Refer to earlier SunPCi III documentation for additional information.

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## Solaris Patch Information

If you have a Sun™ Creator3D graphics accelerator card (called the Fast Frame Buffer or FFB) or Sun Elite3D graphics accelerator card (called the Advanced Frame Buffer or AFB) installed in your system, you need to download and install certain Solaris software patches so the frame buffer is compatible with SunPCi software. For information on how to install Solaris software patches, refer to your Solaris documentation.

The following table lists the patches required by Solaris software. If more than one patch is listed for a particular card type, follow the patch instructions to install all recommended patches.

**TABLE 3** Graphics Accelerator Card Patches

Solaris Version	Graphics Card Type (Device Name)	Patch Number**
Solaris 7	All	108376-xx
	Elite3D (afb0@)	106144-xx
		106148-xx
	Creator3D (ffb0@)	106144-xx
		106145-xx
		106146-xx
106148-xx		
PGX/M64	106146-xx	
	Raptor	107716-xx
Solaris 8 (Shipped 2/02)*		None
Solaris 9		None

\* For earlier versions of Solaris 8, refer to the Sun Web site (<http://www.sun.com>) for additional information.

\*\* Patches have a base number, but the dash number is continually updated. Find the patch that is *the most recent version*, unless otherwise instructed.

**TABLE 4** Other Solaris Patch Information

Solaris Version	Patch Purpose	Patch Number*
Solaris 8	To avoid a UNIX panic when inserting a DVD	112325-xx
Solaris 7, 8, 9	An OpenGL software patch required when running Linux	113886-xx (32-bit) 113887-xx (64-bit)

\* Patches have a base number, but the dash number is continually updated. Find the patch that is *the most recent version*, unless otherwise instructed.

## Obtaining Patches From Sun

If you have a service contract with Sun, you can download patches from the SunSolve<sup>SM</sup> Online Web site:

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



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# Known Issues With This Release

This section describes the known issues with the SunPCi III 3.2.2 release. You can also refer to the *SunPCi III 3.2.1 User's Guide*, Appendix A "Troubleshooting," for additional information.

## Only 90% of Maximum Free Disk Space Is Available

SunPCi III 3.2.2 will allow only 90% of the available space on a Solaris file system to be used when a new emulated disk is created. Since you can use only 90% of the available space, you avoid running out of space during the disk creation process.

For example, if you have 10 Gbytes of space available in the directory `/home/twtone`, the maximum allowable size is 9 Gbytes for that disk.

## SunPCi Menu Accelerators

When using the Solaris CDE desktop, SunPCi menu accelerators are accessed using the Meta key. For example, Meta+E ejects the CD-ROM.

When using the Solaris GNOME Desktop, the SunPCi menu accelerators are accessed using the Alt key. For example, ALT+E ejects the CD-ROM, but only when the cursor is positioned within the GNOME menu bar at the top of the SunPCi window or at the GNOME status bar at the bottom of the SunPCi window. When the cursor is positioned within the "inner" SunPCi window, the Meta key accelerators work the same as in the Solaris CDE desktop.

The reason for the different accelerators is that GNOME was designed for use with PC keyboards, which do not have a Meta key, so no support for Meta key accelerators exists for GNOME.

## Powersurge Issue Requires System Be Powered Off

Sometimes you might receive a message similar to the following when using SunPCi:

```
Feb 19 10:53:09 {systemname} sunpidrv: Hardware Reboot: X86
failed to respond. flags are 0:
```

```
Feb 19 10:53:09 {systemname} sunpidrv: smirate readback retry
failed, rate is:
```

Feb 19 10:53:09 {systemname} SunPCi: Your card configuration has changed:

This issue happens with both Linux and Microsoft Windows systems.

To resolve this issue, you must power off your system.

## Linux Specific Issues

The following sections describe specific Red Hat Linux issues in the SunPCi III 3.2.2 release.

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**Note** – It is strongly recommended that you download only the latest and most stable version of each application used with Linux.

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### Red Hat Linux Up2date Option Not Supported



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**Caution** – When using Red Hat Linux and SunPCi III, do not use Up2date.

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If you attempt to use Up2date, it will install a new kernel and new services that are incompatible with SunPCi III. The system will then not boot up with the new kernel. If you do install Up2date, cannot boot the kernel, then you must reinstall both SunPCi III and Linux.

### Potential Issue During Installation of Red Hat Linux Enterprise 3 ES and Red Hat Linux Enterprise 3 WS

When installing Red Hat Linux Enterprise 3 ES or Red Hat Linux Enterprise 3 WS, if you choose a version of Enterprise 3 in the Create a New Emulated Drive dialog box that is different from the CDs you placed in your system, you might have a potential issue. Regardless of what Enterprise 3 version you chose in the user interface, the CD inserted into the drive will be installed, and no error messages appear.

To avoid this issue, make sure that you choose the correct Red Hat Linux Enterprise version in the Create a New Emulated Drive dialog box.

## Some Applications Show Incorrect Color in Red Hat Linux 9 When Using the System Monitor

When using Red Hat Linux 9, certain applications either show incorrect color or color will not work at all when using the system monitor.

This is the current known list of applications that have issues with color:

- Codeweavers crossover office running MS Office
- mplayer (must be set to 24-bit color depth mode)
- Realplayer
- xosview
- VLC (Video Lan Client) (must be set to 24-bit color depth mode)
- VMware (must be set to 24-bit color depth mode)

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**Note** – This is not an exhaustive list, but includes the known applications that have color issues at this time.

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To fix this issue, set the color depth mode to 24-bit for all Linux applications on the system monitor, if you have a frame buffer that supports 24-bit color depth. You can also display Linux to an external monitor to view properly.

## Unusual Keyboard Behavior When Installing Red Hat Enterprise 3 WS Using VNC

When installing Red Hat Enterprise 3 WS in text mode, you use the Tab key frequently to move between options. Sometimes the Tab key will move around randomly. If you type 300, sometimes that will automatically become 30000000.

## Netscape Display Issue When Using Linux

When using Red Hat Enterprise 3 ES and having Netscape 7.x open, along with at least one other application open, Netscape may become unresponsive.

To resolve this issue, close out Netscape or close the terminal window you used to open Netscape.

## Red Hat Linux Up2date Option Not Supported

When using Red Hat Linux and SunPCi III, do not use Up2date. If you attempt to use the Up2date process, it will install a new kernel and new services that are incompatible with SunPCi III. The system will then not boot up with the new kernel. Also, the new services that were updated might be incompatible with older kernels or with SunPCi III.

## Microsoft Windows Specific Issues

The following sections describe specific Microsoft Windows issues in the SunPCi III 3.2.2 release.

### Display Issue in Netscape 7.x

When using Netscape 7.x, if you have Netscape Messenger and an additional Web page open at the same time, you might see a delay opening up mail folders and messages in Messenger.

You can fix this issue by adding the following to the `SunPC.ini` file:

```
[Display]
PixelCache=Disabled
```

This is a known issue and is currently under investigation.

### Minimizing and Maximizing Windows Might Be Slow After a Fresh Install of Windows 2000

After completing a fresh installation of Windows 2000, certain functions, such as minimizing and maximizing windows, might be quite slow.

This issue happens because the option "Use transition effects for menus and tooltips" within Effects tab in the Display Properties dialog box is automatically enabled during installation.

You can fix this issue by deselecting the "Use transition effects for menus and tooltips" check box and then rebooting the system.

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# Documentation Updates

This section describes updates in the SunPCi III 3.2.2 documentation.

## Document Update

For the release of SunPCi III 3.2.2, only the *SunPCi III 3.2.2 Product Notes* were updated (817-3631-12).

The *SunPCi III 3.2.1 User's Guide* (817-3630-11) and the *SunPCi III Quick Start Installation Guide* (817-4343-11) were updated with release 3.2.1 and updated in English only.

The most recent localized documents for SunPCi III were prepared with the SunPCi III 3.0.1 release. These localized documents are included on the SunPCi III 3.2.2 CD.

## Other SunPCi III Documentation Available

Two additional documents for specific SunPCi III issues are available.

- **Installing Optional Hardware for the Preinstalled SunPCi III Product**  
(817-3276-10) – Provides instructions on how to install the optional hardware that is available when SunPCi III comes preinstalled on your system.
- **Sun Blade 2000 and SunPCi III Cards: Installing the Required Card Guide**  
(817-3695-10) – Provides instructions on how to install a specific card guide/retaining clip to secure SunPCi III cards in Sun Blade 2000 systems.

## SunPCi III Quick Start Installation Guide

The following section describes updates to the *SunPCi III Quick Start Installation Guide*, part number 817-4343-11.

## Supported Systems (Panel 2)

Refer to the “UltraSPARC Systems” on page 5 for a detailed list of the number of the supported systems and SunPCi III cards allowed in each system.

