

# Known Problems - 5.0.7

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### Kerberos authentication fails for Active Directory 2008

Using Active Directory 2008 for Kerberos authentication in Variations fails because of a change in the supported encodings. There are two workarounds for this: allow DES encoding in Active Directory or upgrade to Java 6 on the Variations server (this could be done as part of an upgrade to Variations 6.0). See Microsoft's KB article about this issue: <http://support.microsoft.com/kb/977321>. If upgrading to Java 6, note that the default encoding lines in `krb5.conf` will need to be removed and the fix for access pages described in a known problem below will also need to be applied.

### Variations data files (e.g., v2t, v2p) won't open from Outlook Web Access

User-generated Variations data files, such as v2t files for timelines or v2p files for playlists, appear to download from Outlook Web Access email, but the files are empty and will not open. It appears to be an issue with Outlook Web Access on Exchange Server where it filters out all xml content of attachments with unknown file type extensions. Thus Variations files are downloaded but are empty.

Some possible fixes to request from your Exchange Server administrator are given below.

- If you are running Exchange Server 2007 SP 1, try the fix described at <http://support.microsoft.com/kb/950675>.
- If you are running Exchange Server 2003 SP 2, then try applying the hotfix at <http://support.microsoft.com/kb/919884>.

If it is not possible to fix Exchange for the Variations file types (v2a, v2p, v2t, v2x), then possible workarounds besides using a different mail system include zipping the files before attaching them to emails. Simple renaming will not work because the xml content will probably still be stripped from the downloaded file.

### Access Page generation fails on servers using 1.5 or higher JRE

Variations servers using a 1.5 or higher JRE will see errors when saving records and generating access pages due to a change in classes bundled with the JRE. A solution to this is to replace `lib/jafer-client.jar` with this [version](#) on your Variations server. Restart the Variations server application to pick up this new library.

### Variations may crash on Macs when starting to play audio

On some Macs running OS X 10.5.7 or 10.5.8, Variations will sometimes crash when starting to play a recording. This appears to be due to an IP address being used instead of a fully qualified domain name in the the `rtsp` url used to stream the recording. A solution is to make sure that the value of `dml.leases.rtspsurl` in `conf/server/dmlscript.conf` on the server contains the proper hostname and not an IP. The Apple networking bug that caused the problem is fixed in Snow Leopard (10.6).

### Saving a recording fails when there is a directory in the incoming directory

If there are any subdirectories in the incoming directory (`/home/dmlserv/content/loader/audio/incoming/`), then trying to save a recording container will fail if there are media files to process. The only workaround to this is removal of the subdirectories.

### Containers with derivative files with uppercase characters fail to play

There is a bug where derivative files are forced to lowercase in the MediaObject record, but will ingest properly if uppercase. This causes a problem when trying to play the container because the file is not found. A workaround is to always make sure Wav files and derivative files are named using lowercase only.

### Digitizer window hangs on save when derivative file is truncated

If the derivative file uploaded to the Variations server is truncated, the save process may cause the digitizer window to hang. This is due to the `mp4creator` process getting stuck and never terminating. The faulty derivative files should be replaced with newly created derivatives. If Variations is acting up as a result of this problem, a restart should clear it up.

### Playlist menu separators on File and Bookmarks menus don't share playlist background color on Windows.

This is due to a bug in the JRE that is included in the Variations client. There is no current plan to provide a workaround. See the entry in Java Bug Database for more information: [http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6575395](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6575395)

### Quicktime 7.2 causes the Variations client not to start on PowerPC Mac

This is the result of a bad update process for Quicktime 7.2. This can be fixed by downloading the Quicktime 7.2 update from Apple's website (<http://www.apple.com/support/downloads/quicktime72formac.html>) and rerunning the update.

### On Mac OSX 10.5 (Leopard) help menu search returns results unrelated to Variations

Mac OSX 10.5 (Leopard) has a search embedded in the help menu of every application. This search returns links to menu items within Variations and links to non-Variations help documentation. Currently, Variations does not make use of the Mac OSX help documentation features. This results in Apple's default functionality which is to return any help documentation results in the help menu search. There is no workaround.

## Apple Key-Space keystroke does not pause Variations player on Mac OSX

On Mac OSX, Apple Key-Space causes Mac Spotlight search to open and does not cause the Variations player to pause playback.

## generateAccessPage.sh does not work on the Variations server

Running bin/generateAccessPage.sh from dmlserv's home directory as dmlserv will fail due to missing configuration in conf/client/dml.conf. To fix this, copy the following name/value pairs and modify for your institution from conf/server/dmlserver.xml:

```
<SystemProperty name="dml.z3950.Container.enabled">true</SystemProperty>
<SystemProperty name="dml.z3950.Container.host">es33.uits.indiana.edu</SystemProperty>
<SystemProperty name="dml.z3950.Container.port">2200</SystemProperty>
<SystemProperty name="dml.z3950.Container.database">Unicorn</SystemProperty>
<SystemProperty name="dml.z3950.Container.field.id.name">any</SystemProperty>
```

conf/client/dml.conf should then look like the following regarding these properties:

```
dml.z3950.Container.enabled=true
dml.z3950.Container.host=es33.uits.indiana.edu
dml.z3950.Container.port=2200
dml.z3950.Container.database=Unicorn
dml.z3950.Container.field.id.name=any
```

## Previous Known Problems

- [Known Problems - 5.0.6](#) - All problems not listed above have been dealt with in the Variations 5.0.7 release and are only linked here for reference.
- [Known Problems - 5.0.5](#) - All problems not listed above have been dealt with in the Variations 5.0.6 release and are only linked here for reference.
- [Known Problems - 5.0.4](#) - All problems not listed above have been dealt with in the Variations 5.0.5 release and are only linked here for reference.
- [Known Problems - 5.0.3](#) - These have all been dealt with in the Variations 5.0.4 release and are only linked here for reference.
- [Known Problems - 5.0.2](#) - These have all been dealt with in the Variations 5.0.3 release and are only linked here for reference.
- [Known Problems - 5.0.1](#) - These have all been dealt with in the Variations 5.0.2 release and are only linked here for reference.
- [Known Problems - 5.0](#) - These have all been dealt with in the Variations 5.0.1 release and are only linked here for reference.