

IWS TECH SPT TB# 01-003	<b>TECHNICAL BULLETIN</b>	Page: 1 of 1
Originator/Phone #: Butch Keith / (800) 760-3205		Date: 3/6/01
TB Title: <b>Solaris Client unable to download IWS client software from IWS Solaris server.</b>		
System (Subsystem): <b>IWS 2.1 Server (Solaris)</b>		
CRs: None	Media: N/A	Version: IWS 2.1
<p><b><u>Situation:</u></b> When a <b>Solaris client</b> selects the <b>InfoWorkSpace &amp; LaunchPad 2.1 for Solaris</b> client software from an InfoWorkSpace 2.1 <b>Solaris</b> server's Downloads page, an error appears. This occurs because the original file's capitalization doesn't match the hyperlink. Solaris is case-sensitive.</p> <p><b><u>Temporary work-around:</u></b> Change capitalization in the URL of the <b>InfoWorkSpace &amp; LaunchPad 2.1 for Solaris</b> link.</p> <ol style="list-style-type: none"> <li>1. Open browser.</li> <li>2. Type FQDN for URL.</li> <li>3. Click Downloads on the Top bar.</li> <li>4. Click Solaris.</li> <li>5. Click the InfoWorkspace &amp; LaunchPad 2.1 for Solaris (6.6MB).</li> <li>6. Go to URL at top of Browser and correct capitalization of Infoworkspace_21.bin portion of URL. Change to InfoWorkSpace_21.bin and hit Enter.</li> </ol> <p><b><u>Permanent Solution:</u></b> Rename the effected file from Infoworkspace_21.bin to InfoWorkSpace_21.bin .</p> <ol style="list-style-type: none"> <li>1. Open a terminal window as root.</li> <li>2. Navigate to &lt;Netscape Enterprise Server directory&gt;\docs\downloads\Solaris_Clients .</li> <li>3. Type the following command: mv Infoworkspace_21.bin InfoWorkSpace_21.bin</li> <li>4. Test.</li> </ol>		
<b>Software Engineer:</b>		<b>Date:</b>
<b>Support Engineer:</b>	<b>Butch Keith</b>	<b>Date: 2/28/01</b>
<b>Configuration Control:</b>		<b>Date:</b>
<b>Project Manager:</b>		<b>Date:</b>
<b>Support Manager:</b>	<b>Jeff Lawrence</b>	<b>Date: 2/28/01</b>