

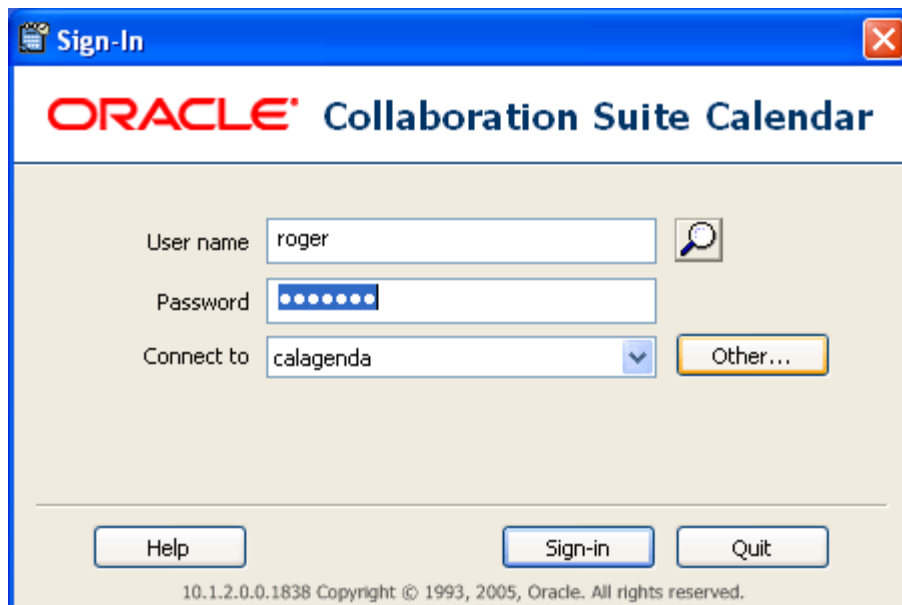
Client Issues for CalAgenda Upgrade on 2008-09-28

The primary CalAgenda server was upgraded on September 28, 2008. As a result of the upgrade, some versions of the Oracle Calendar client software will display an error message on login. Under Windows, the error is an “Unexpected Service Error (#0x15090)”, and under Mac, the error shows as a “host not found / cannot connect to host / network unavailable” message. The client software is caching the old calendar server information, rather than looking it up at each login. Below is a screen shot of the error message from the Windows client:

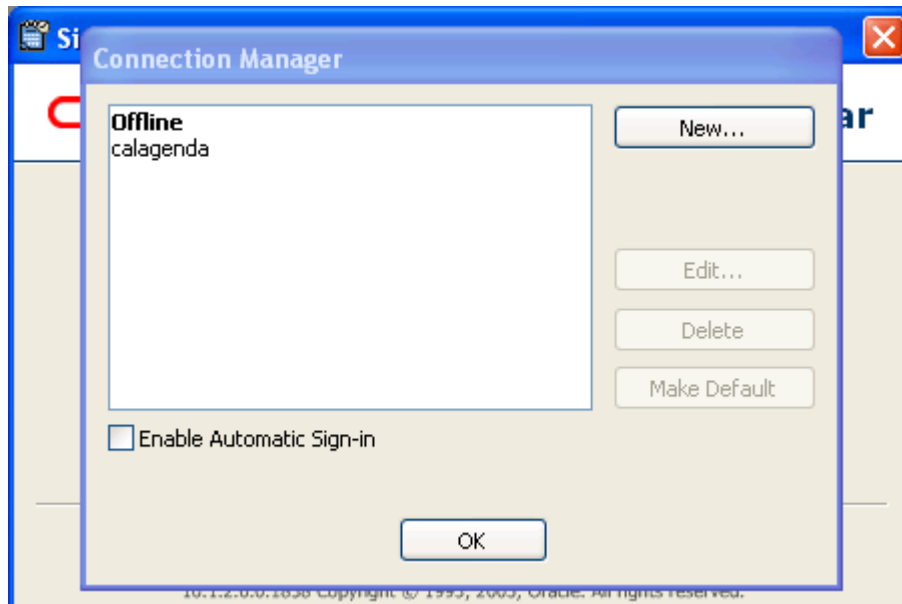


Users will need to use the Oracle Calendar Connection Manager to create a new profile for CalAgenda. Please follow the instructions below. While the screen shots are from Windows, the steps are equivalent for the Mac client.

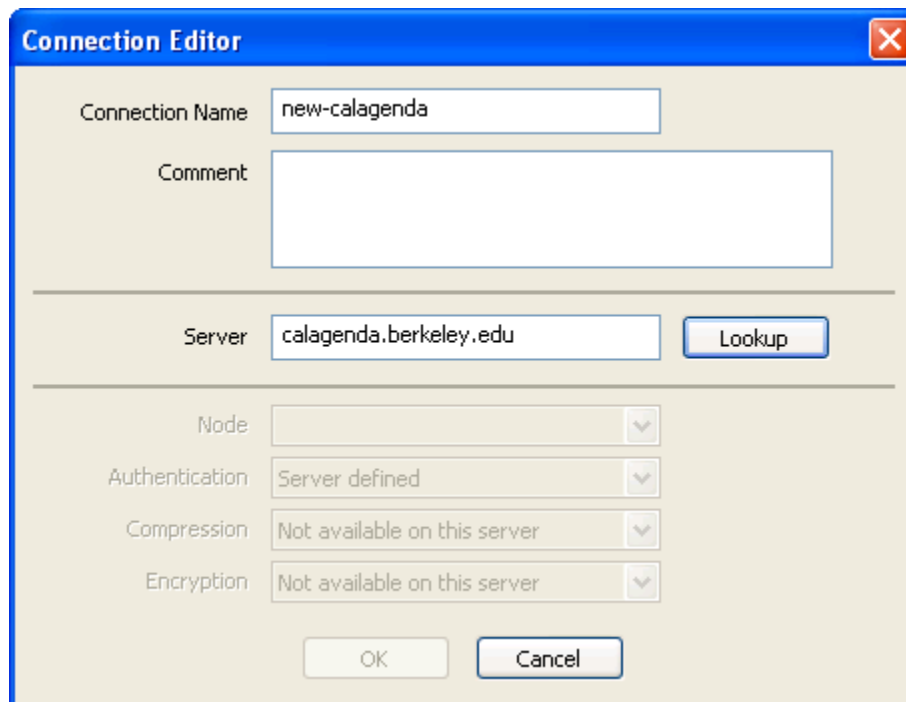
Below is the normal Connection Manager Sign-In screen shot, with the original configuration:



Click on “Other...”, which will bring up the “Connection Manager” window:

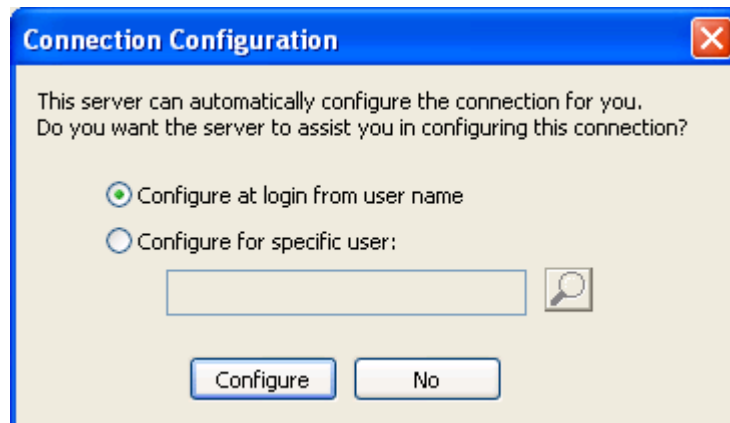


Click on “New...” to bring up the “Connection Editor”:



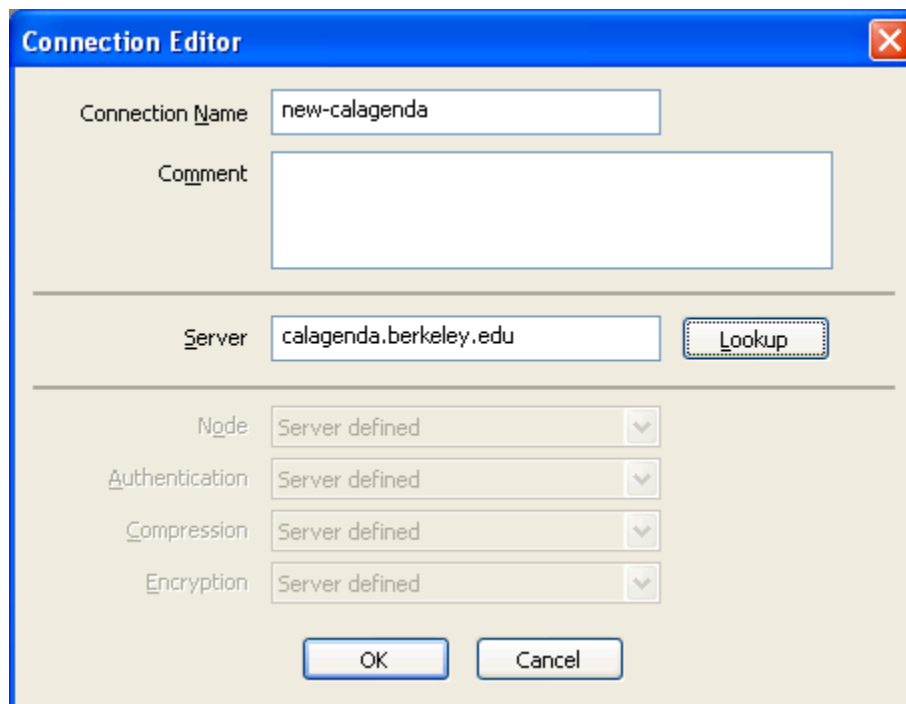
Enter in a new connection name such as “new-calagenda” and under “Server” enter in “calagenda.berkeley.edu”.

Click “Lookup” and the “Connection Configuration” screen will appear:

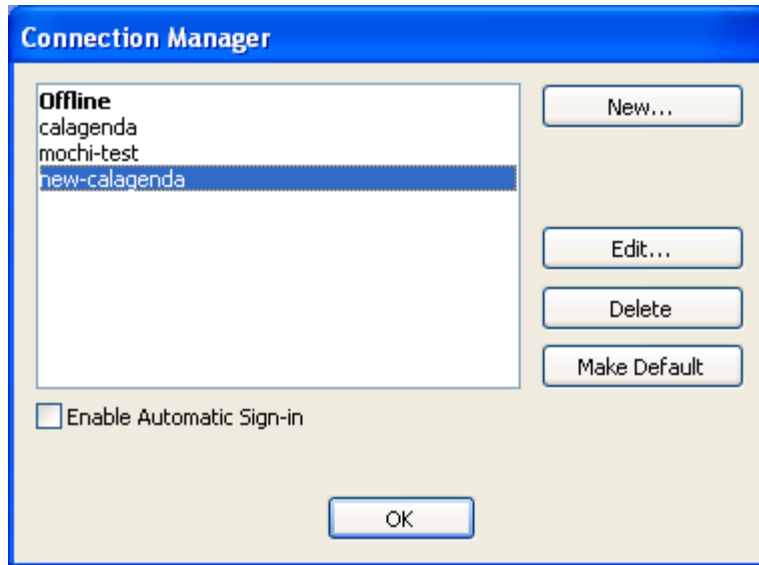


Select the “Configure at login from user name” option and click “Configure”.

The “Connection Editor” window will appear:

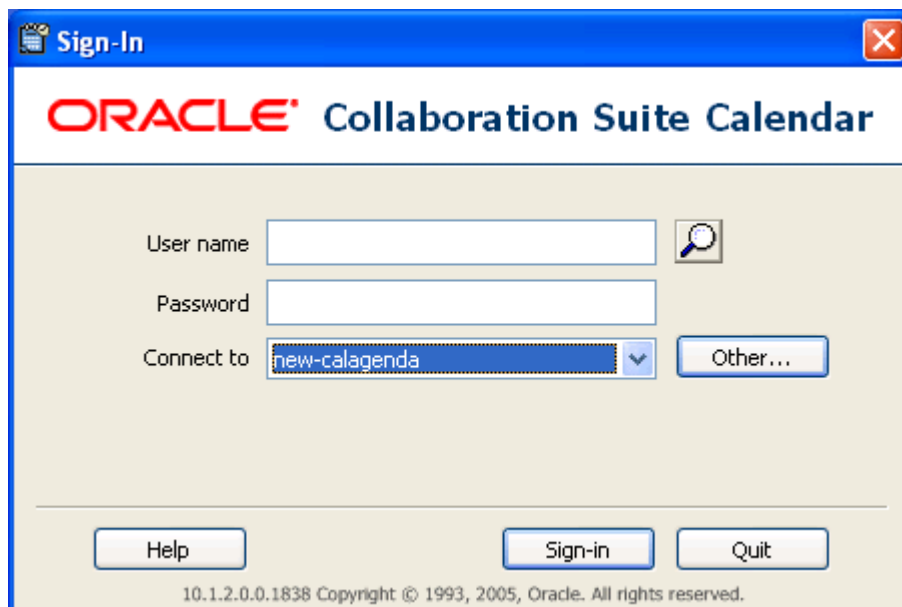


Click “OK” to return to the “Connection Manager” screen:



Select “new-calagenda”, click “Make Default”, and click “OK”.

The standard “Sign-In” window will appear:



From here, enter in your “User name” and “Password” and the login should proceed normally. If you have any questions, please contact your CalAgenda Support Provider or the IST Service Desk at 510-642-8500.