RECOMMENDED JAVA SETTINGS

FOR WINDOWS XP MACHINES

- Internet Explorer version 6
  - Java version 1.5.0_xx suggested
- Internet Explorer version 7
  - Java version 1.6.0_xx suggested
- Internet Explorer version 8
  - Java version 1.6.0_20 or greater suggested
- Internet Explorer version 9
  - Java version 1.6.0_20 or greater suggested
  - Java version 1.7.0_XX will work with bypass as shown on Page 8 of this document

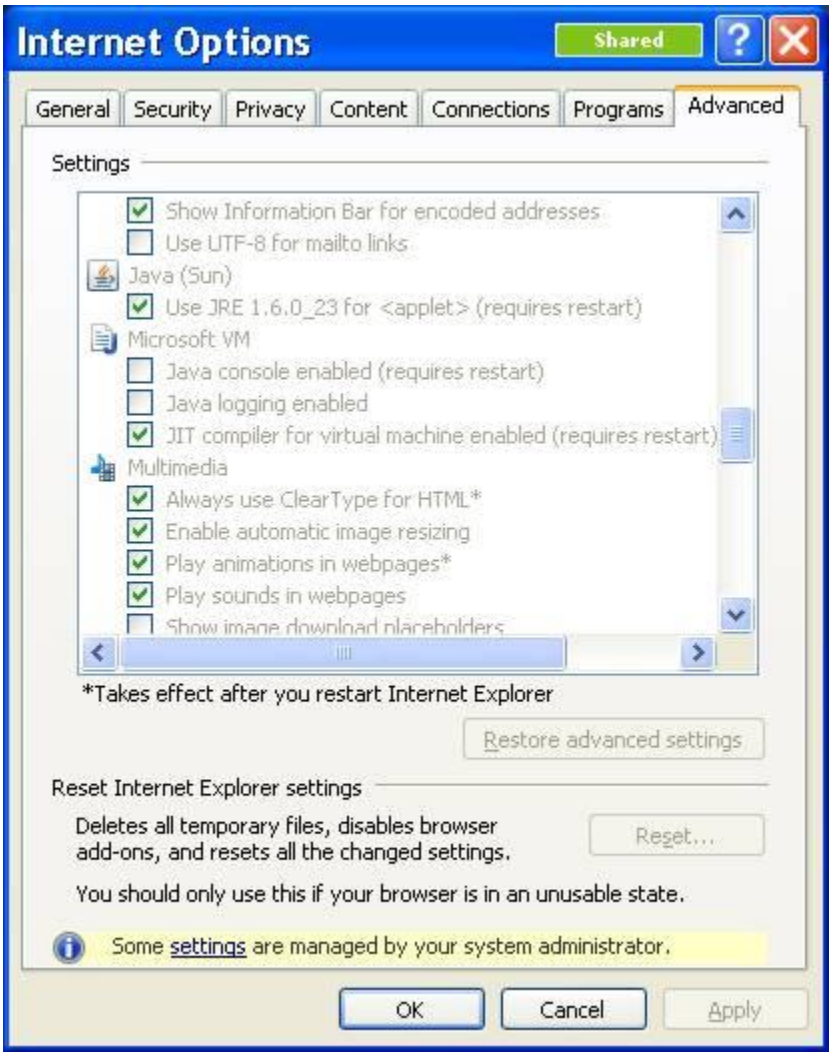
FOR WINDOWS 7 MACHINES

- Internet Explorer version 7
  - Java version 1.6.0_xx suggested
- Internet Explorer version 8
  - Java version 1.6.0_xx or greater
- Internet Explorer version 9
  - Java version 1.6.0_20 or greater suggested
  - Java version 1.7.0_XX will work with bypass as shown on Page 8 of this document

**** Note: As of 8/15/2012 – The above versions are recommended, but not required. The ONLY version that is currently downloadable from the Java website (www.java.com) is version 1.7.0_5. This version has been tested and works with Internet Explorer versions 7, 8, and 9. ****

Common Occurrences within the systems

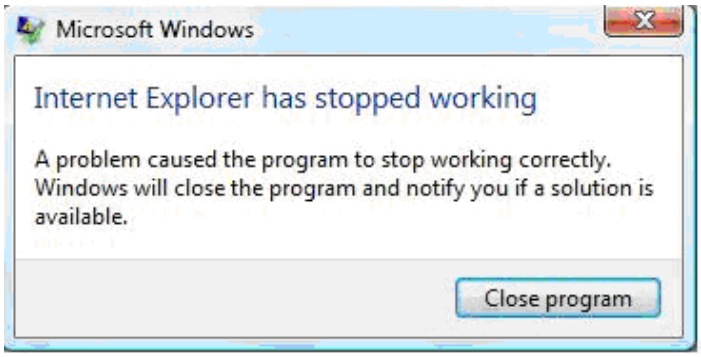
- **Issue**: User goes to the URL and the logon screen never displays.
- **Possible Cause**: Microsoft VM and Java(Sun) both checked
- **Solution**:
    - Check to see if both Microsoft VM and Java(Sun) are loaded onto the machine. If yes, if both are enabled – disable one and then try to access the system again.
    - To check this – Open Internet Explorer -> Click on Tools -> Click on Internet Options -> Select the Advanced Tab -> Scroll down to section shown below and make sure that ONLY one either Java(Sun) or Microsoft VM is enabled.



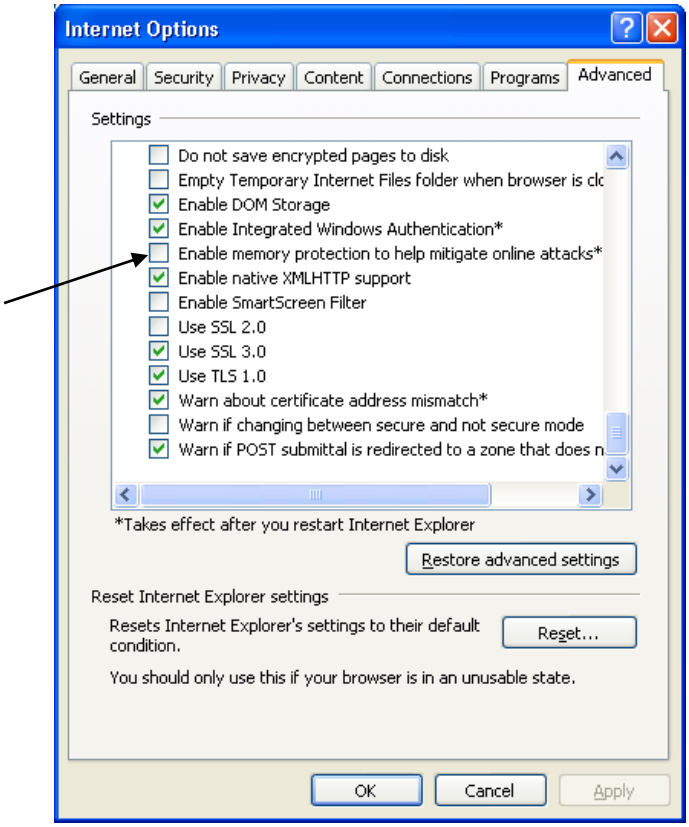
Important Note! -- If the PC has the Windows 7 Operating System, you may not see Java(Sun) in this location. In order to determine Java(Sun) version you can go to Control Panel \Programs and Features.

If the Operating System is Windows 7 and the user has Microsoft VM on the machine, it should be disabled and then the most current version of Java installed.

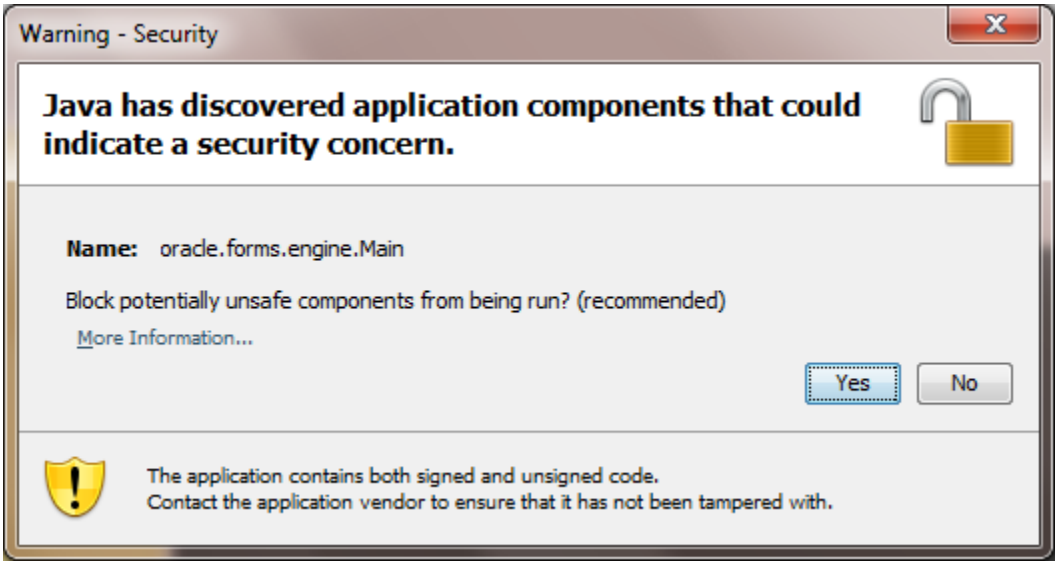
- **Issue**: When the user logs into the site, they receive a message that contains the words, "Data Execution Prevention" OR "DEP" – Internet Explorer displays a message indicating that it is closing in order to protect the computer and then Internet Explorer shuts down. OR you may receive an error message similar to this.

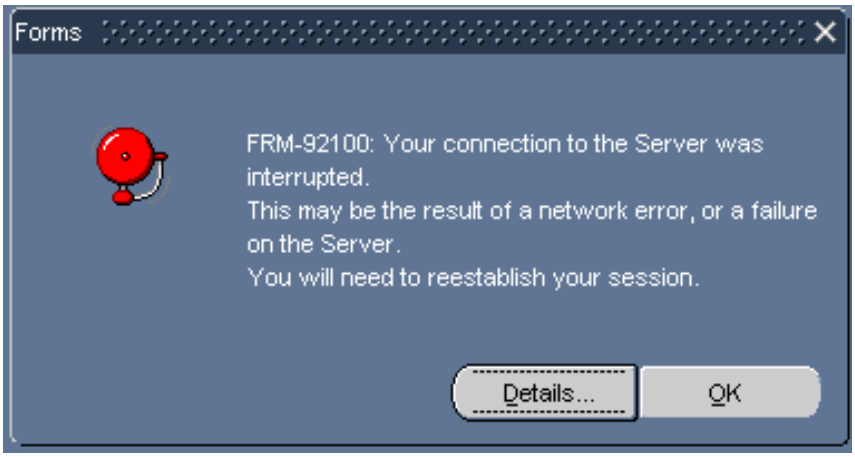


- **Possible Cause**: Microsoft VM is installed and enabled on the machine and user has upgraded to Internet Explorer 8
- **Solution**:
  - Open Internet Explorer
  - Click on Tools -> Internet Options -> Advanced Tab -> Scroll all the way to bottom
  - Locate Check box that is labeled, "Enable memory protection to help mitigate online attacks*". (See Screen Shot below)
  - DISABLE this box (un-check) – Click APPLY button, then click OK button.
  - You MUST restart your Internet Explorer window. (You do not need to restart your computer)



- **Issue**: (This can occur in various places within the system) – The user receives a message that says, "Java has discovered application components that may indicate a security concern." - If the user presses "Yes" button – they will receive the message shown below that states that the "connection to the Server was interrupted" ****NOTE ADDED 7/17 – this should ONLY occur on Release 1 servers. As of this date, I do not believe there are any clients remaining on Release 1****
- **Possible Cause**: Java has been upgraded to version 1.6.0_21 or greater
- **Solution**: The user should ALWAYS press "No" when receiving this prompt.





- **Issue**: The user receives a message bar on the top portion of the Internet window that says, “To help protect your security, Internet Explorer has stopped the site from installing an ActiveX control on your computer, Click here for options…” - <Shown in Figure 1 below> After the user chooses to install by right clicking on the bar and selecting “Install this Add-on…” <Shown in Figure 2 below> They will receive the error message shown in Figure 3.

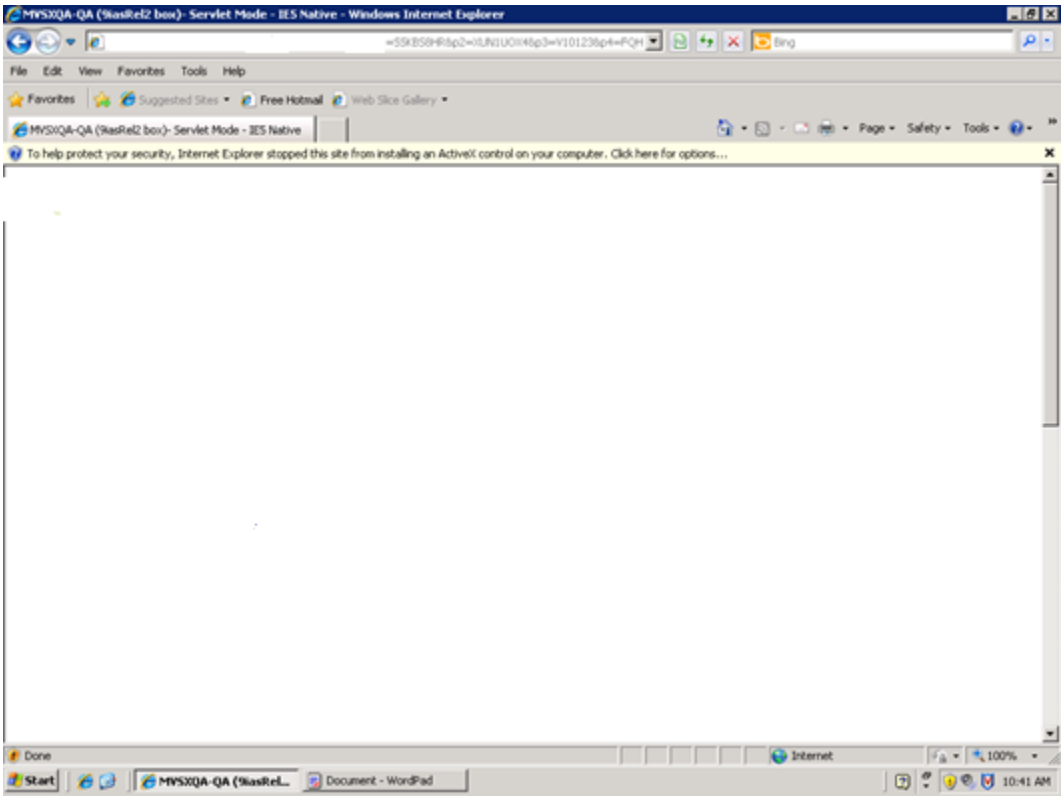


Figure 1

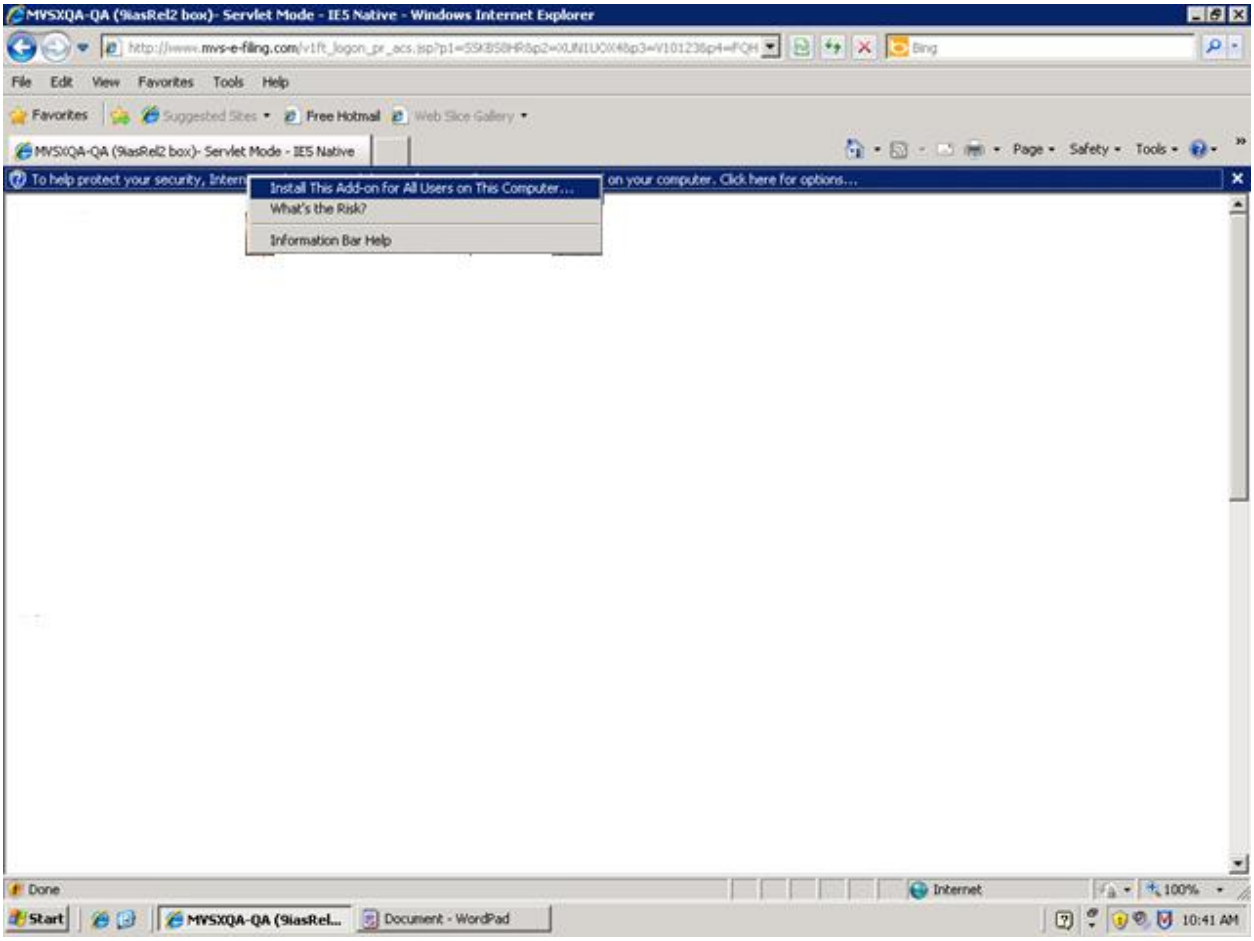
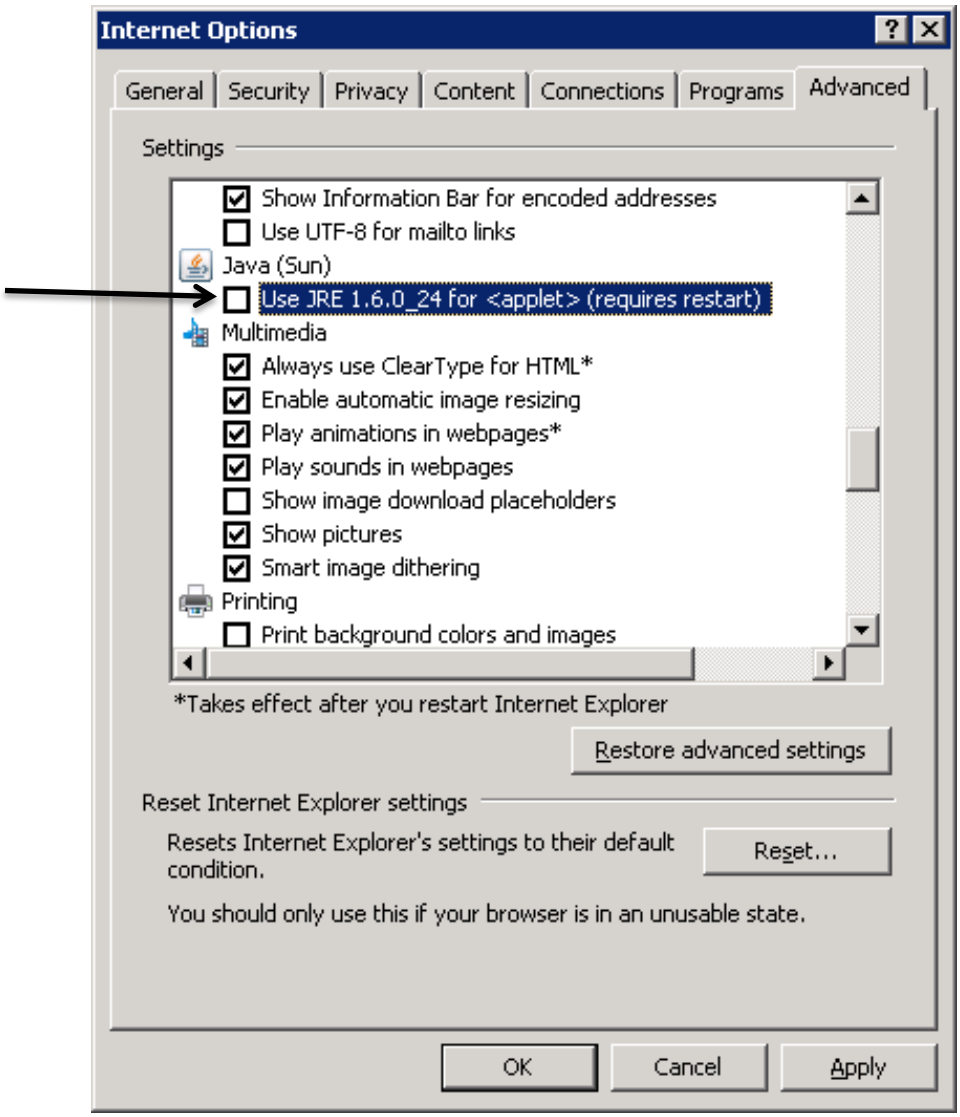


Figure 2

Figure 3

- **Possible Cause**: Java is disabled and Microsoft VM is either not on the machine or is not enabled.
- **Solution**: The user should enable Java by opening Internet Explorer, clicking on Tools-> Internet Options-> Advanced tab. Locate the Java(Sun) heading and place a checkmark into the single box below the Java(Sun) heading.

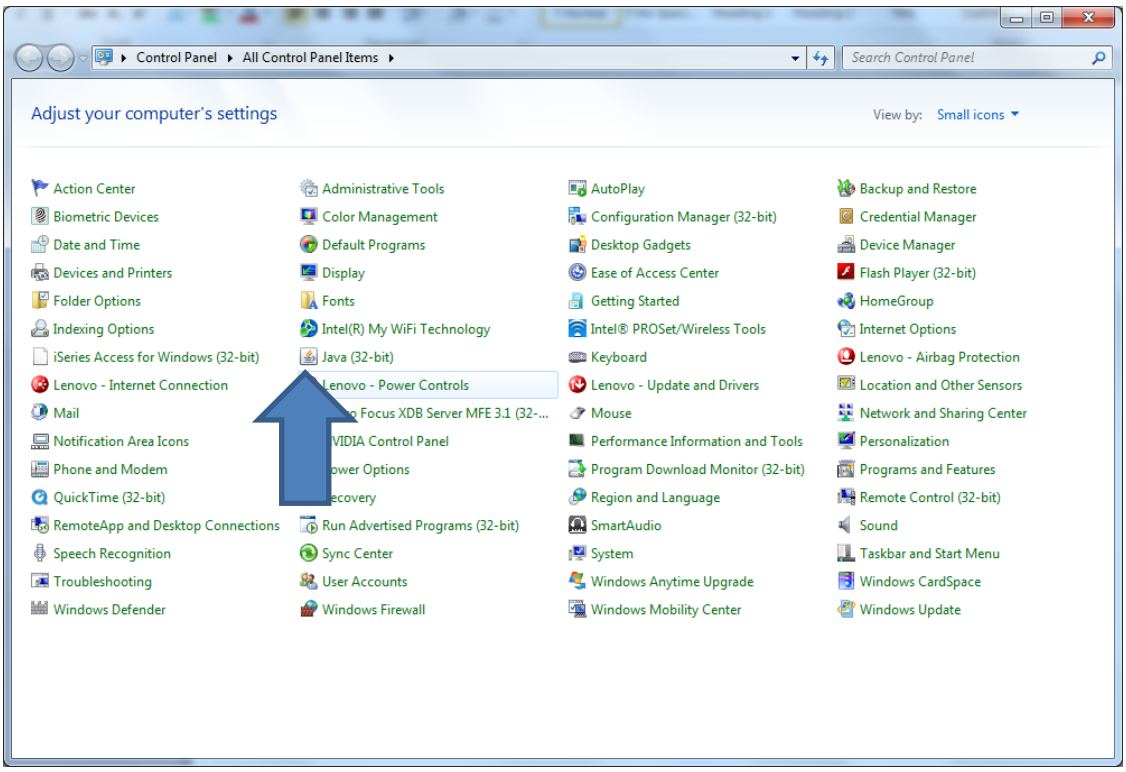


- **Issue**: The user receives an error message that says, “FRM 92095: Oracle Jinitiator Version too low, Please install version 1.1.8.2 or higher”
- **Possible Cause**: Java version 1.7.0_XX has been installed.
- **Solution**: The user needs to follow the steps below to bypass this issue.

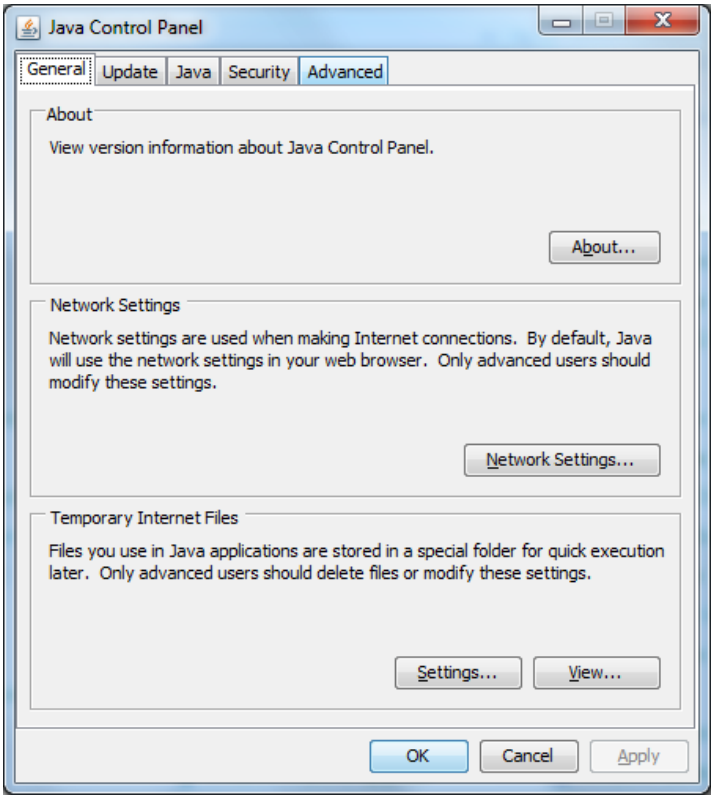
CLOSE ALL INTERNET BROWSERS!

1. Go to Control Panel
2. Locate Java Icon and double click to open Java Control Panel
3. Click on “Java” tab on top of Java Control Panel
4. Click on “View” button
5. Click the “Add” button. A blue line will appear, IGNORE IT.
6. Click into the empty box under “Runtime Parameters” on the record that shows Platform 1.7
7. Enter the following parameter exactly -Djava.vendor=”Sun Microsystems Inc.”
8. Click “OK”
9. Click “Apply” and then “OK”
10. Open new browser window – log in to <Jurisdiction>.

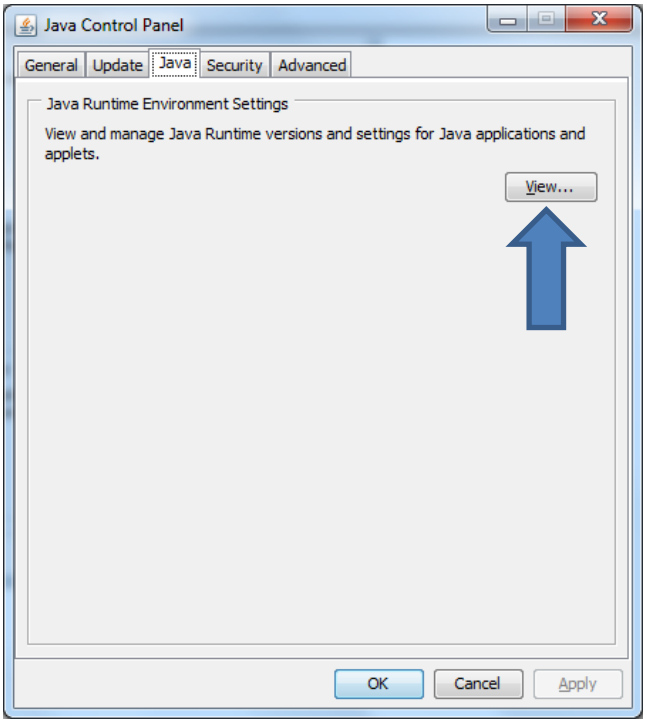
Go to Control Panel – Click on Java icon



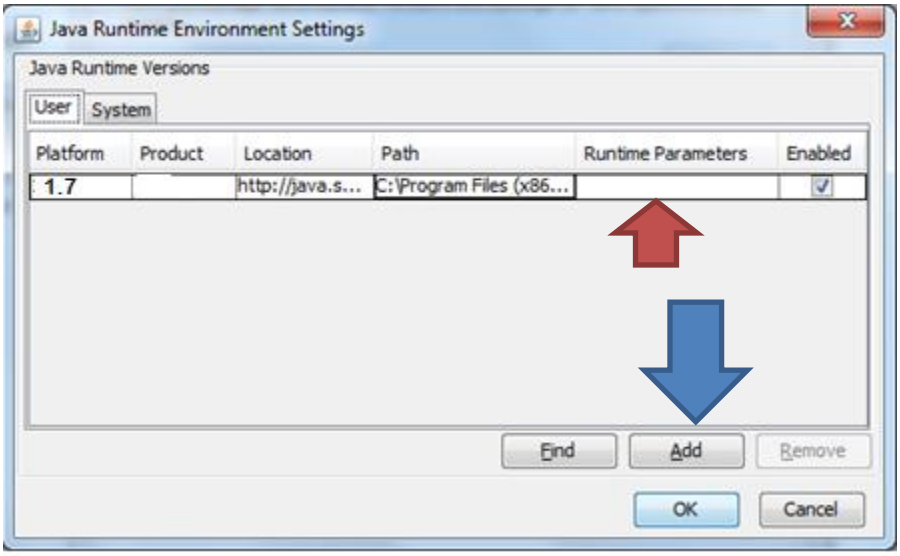
Java Control Panel will open



Go to “Java” Tab and click the “View” button


Java Control Panel
General
Update
Java
Security
Advanced
Java Runtime Environment Settings
View and manage Java Runtime versions and settings for Java applications and applets.
View...
OK
Cancel
Apply

Now click the Add button.



When the blue line appears **IGNORE IT!** Double Click into Runtime Parameters box on the line that shows Platform 1.7 They need to enter this value **EXACTLY** -Djava.vendor="Sun Microsystems Inc."

Click "OK" - > then click "Apply" -> then click "OK" - have them go to Internet Explorer and log in.

Note: The parameter shown above has a HYPHEN at the beginning of it; this MUST be included when typing value into the Runtime Parameter box. Also, if you are sending this info out via email, keep in mind that a lot of times when people do copy and paste, they will get an extra (invisible) <space> at the end. This WILL cause the "fix" to fail.

Note: If the user has multiple Java versions installed on the machine, the older versions must be removed or disabled.