Java error

Error

Logging into Web-client returns Java error (Fig. 1).

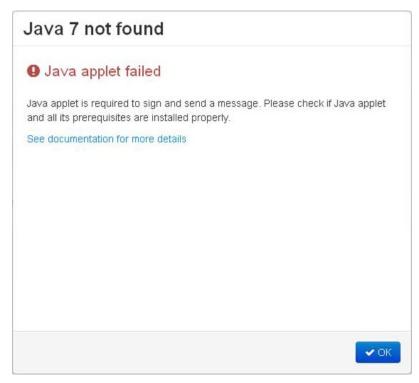


Fig. 1 – error screenshot

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Cause

Error may be caused by several factors:

- · Java applet is not installed;
- Java version is outdated;
- Java is disabled in the user's browser

Ways of solving the problem are given below.

Ways of solving

Depending on the cause of the error it can be resolved in one of the following ways:

- if the applet is not installed, download and install the latest version of Java to your computer;
- if the version of Java is outdated, open the Java Control Panel through menu StartChek for updates and update the applet (Fig. 2);

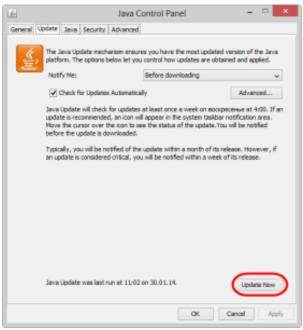


Fig. 2 - Java update

• if the applet is disabled in your browser, go to your browser settings and enable Java.

Internet Explorer

To enable Java in Internet Explorer:

- 1. go to menu Tools Internet Options;
- 2. open the Security tab and click the Custom button;
- 3. find Scripting of Java applets (Fig. 3.1);

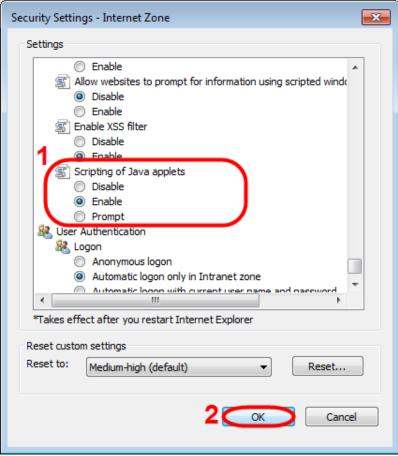


Fig. 3 - enabling the applet in Internet Explorer

- 4. check the box next to Enable;
- 5. save settings by clicking OK (see Fig. 3.2).

Google Chrome

To enable Java in Google Chrome:

1. enter about:plugins. in the address bar. This opens the Plugins form (Fig. 4); × Plug-ins ← → C hrome://plugins ☆≡ Plug-ins **⊕** Details Adobe Flash Player - Version: 12.0.0.44 Shockwave Flash 12.0 r0 Always allowed? Chrome Remote Desktop Viewer
This plugin allows you to securely access other computers that have been shared with you. To use this plugin you must first install the Chrome Remote Desktop webapp. Always allowed? Google Update - Version: 1.3.22.3 Always allowed Native Client Always allowed? Chrome PDF Viewer Always allowe Java(TM) - Version: 10.51.2.13 Next Generation Java Plug-in 10.51.2 for Mozilla browsers Always allowed?

Fig. 4 – enabling the applet in Google Chrome

- 2. find the Java module in the list. If Java support is disabled, the Enable button will be active;
- 3. click **Enable** to enable the use of Java.

It is also recommended to check the Always allow box to disable informational messages that pop up in the browser when running Java.

Mozilla Firefox

To enable Java in Mozilla Firefox:

- launch Mozilla Firefox (restart if already running);
 click Firefox (or go to the Tools menu in Windows XP). In the shortcut menu, select Add-ons Plugins;
- 3. find the Java (TM) Platform module in the list (Fig. 5.1);



Fig. 5 – enabling the applet in Mozilla Firefox

4. check Always enable in the drop-down list (Fig. 5.2).