

# Java error

## Error

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

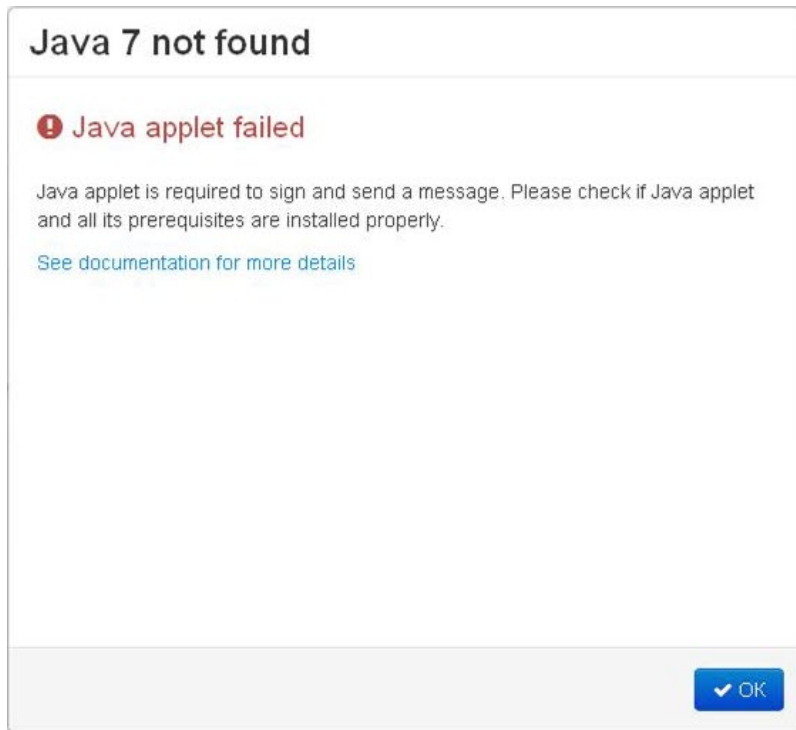


Fig. 1 – error screenshot

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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- Java version is outdated;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- if the version of Java is outdated, open the **Java Control Panel** through menu **StartChek for updates** and update the applet (Fig. 2);

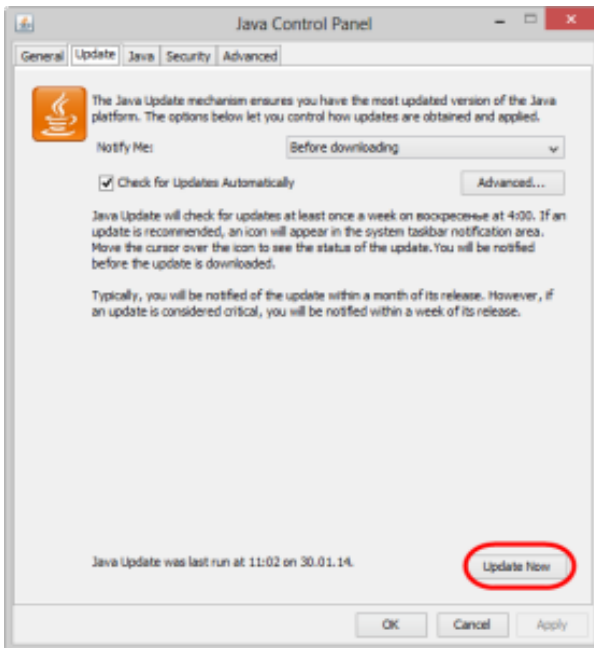


Fig. 2 - Java update

- 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);

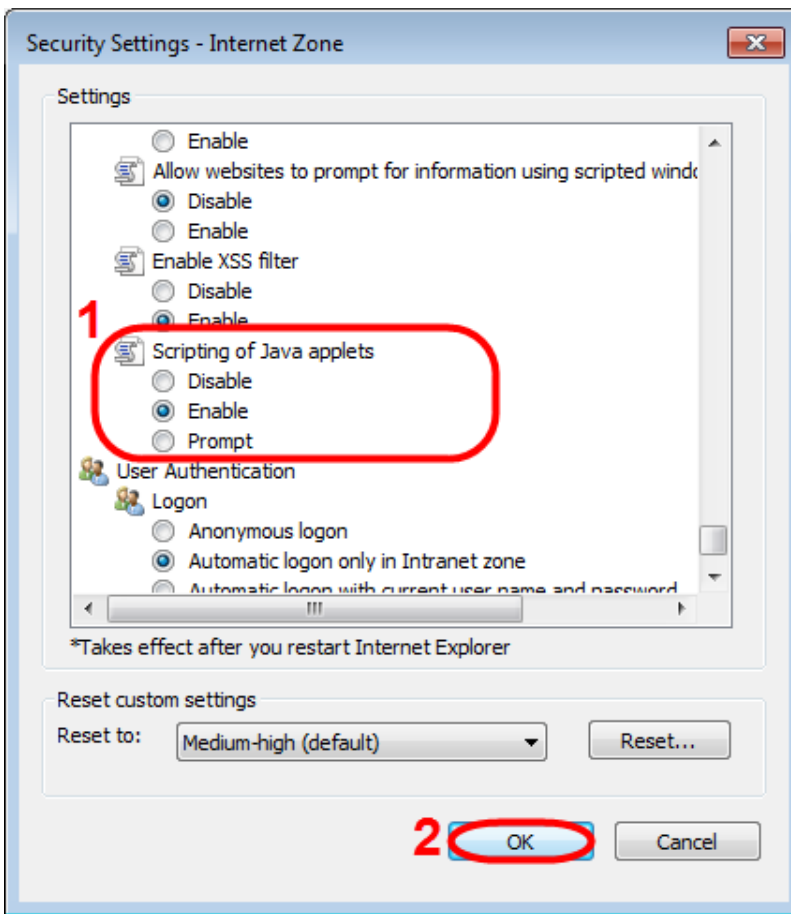


Fig. 3 – enabling the applet in Internet Explorer

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](chrome://plugins) in the address bar. This opens the **Plugins** form (Fig. 4);

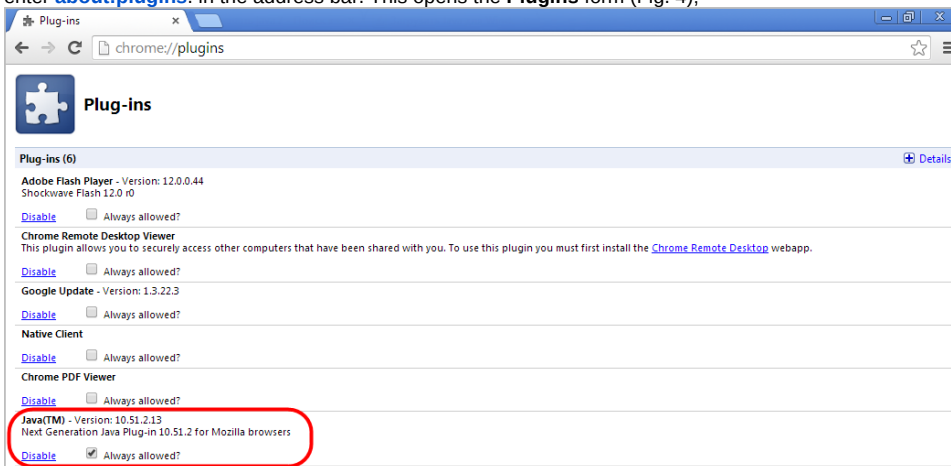


Fig. 4 – enabling the applet in Google Chrome

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:

1. launch Mozilla Firefox (restart if already running);
2. 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);

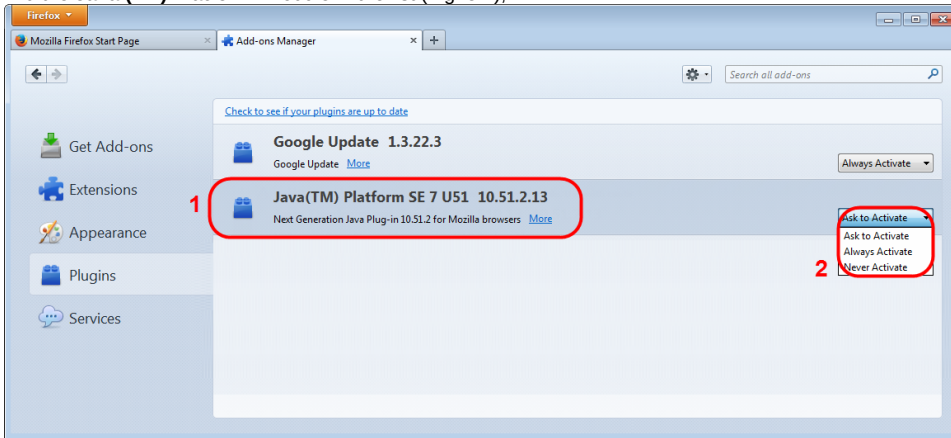


Fig. 5 – enabling the applet in Mozilla Firefox

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