

Java error

Error

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

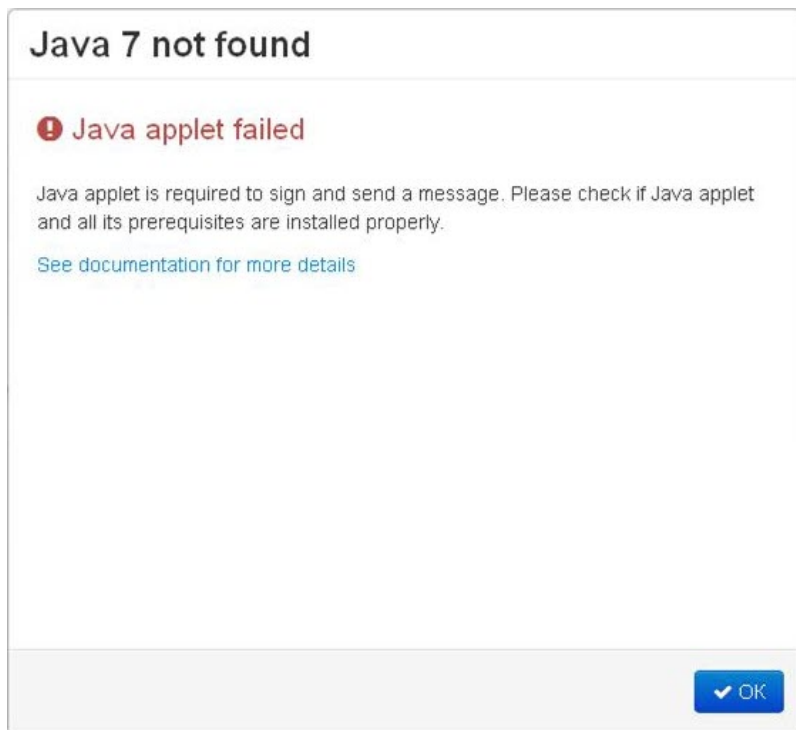


Fig. 1 – error screenshot

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- Java version is outdated;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- if the version of Java is outdated, open the **Java Control Panel** through menu **StartChek for updates** and update the applet (Fig. 2);

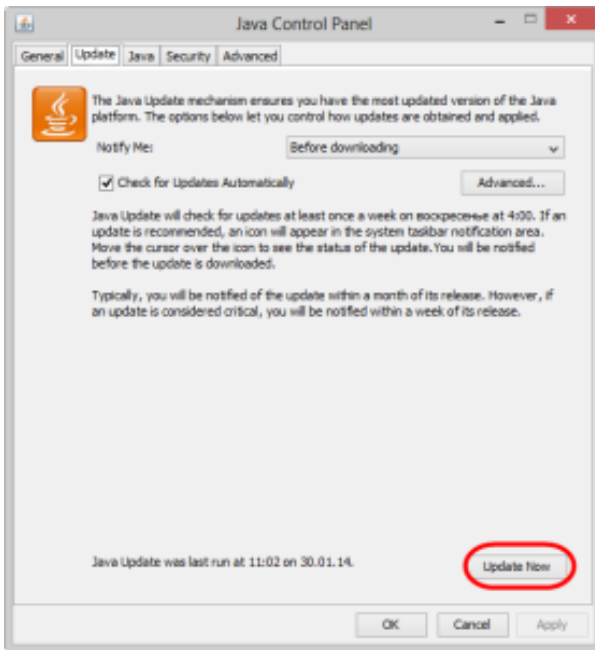


Fig. 2 - Java update

- 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);

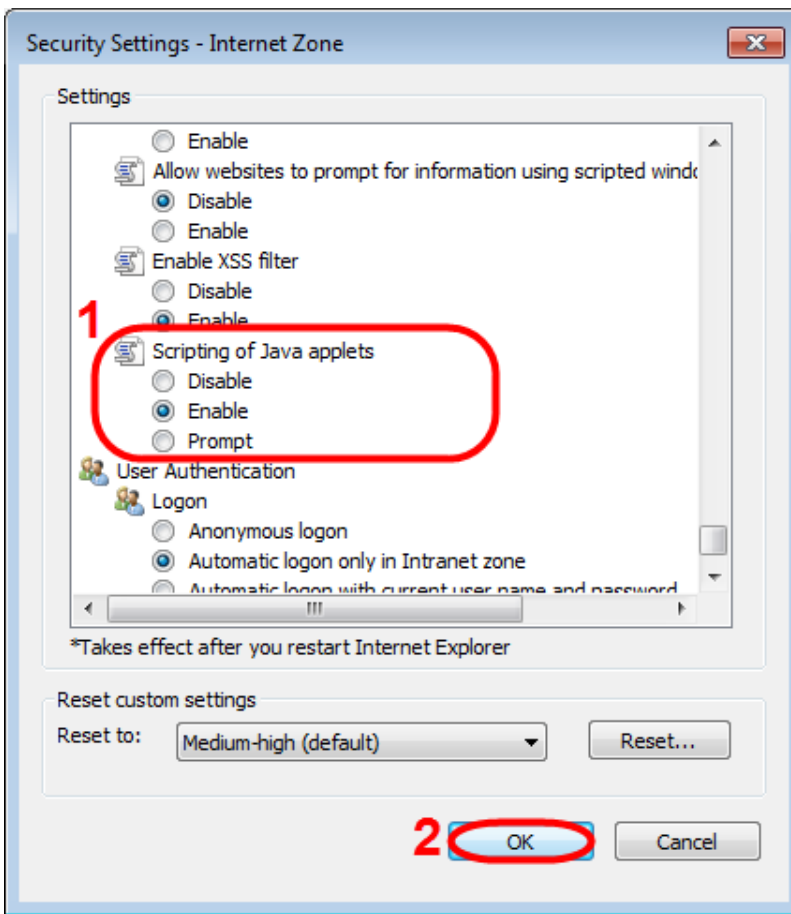


Fig. 3 – enabling the applet in Internet Explorer

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);

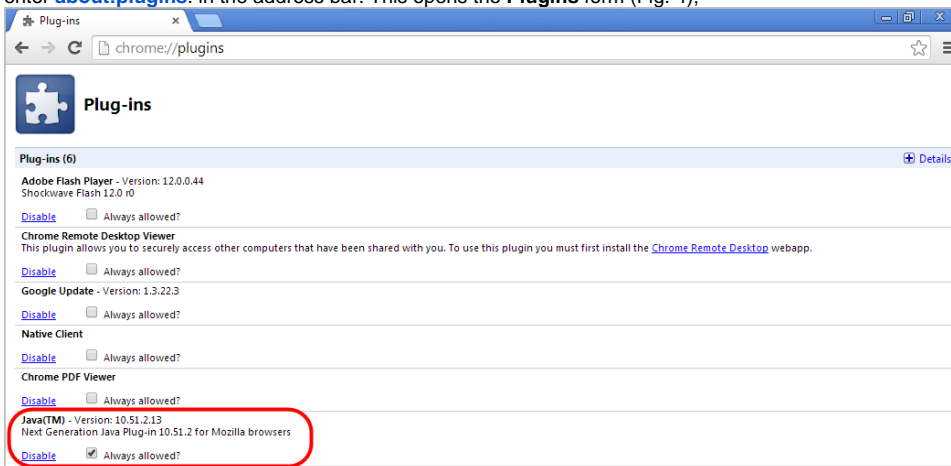


Fig. 4 – enabling the applet in Google Chrome

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);

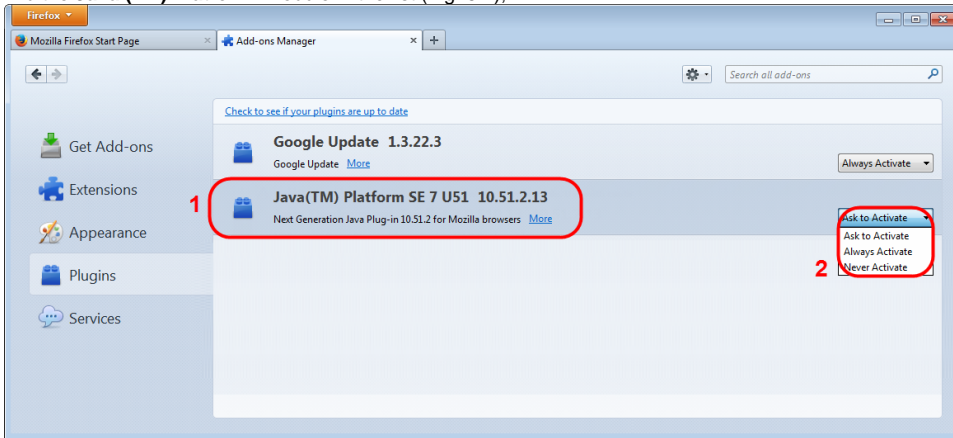


Fig. 5 – enabling the applet in Mozilla Firefox

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