Java Issue with Banner\Oracle

Troubleshooting Java issues with MyTime, Banner and Oracle

Information

Java 1.7 Troubleshooting on Windows 7

When Java Runtime Environment (JRE) 1.7 Update 45 is applied, users will experience security and confirmation pop-ups from their Operating System and Browsers related to the JRE update. These pop-ups could appear in any order and may appear multiple times. The COEUS premium version is not compatible with the latest version of JRE. Clients using the Kintana deployment software cannot upgrade their Java any higher than 1.7.25.

Note: The 32-bit version of Java can be used on 32-bit and 64-bit machines. IT support providers, please include the steps you take to resolve the client’s issue in the Resolution field of your Incident ticket.

Issue: When clicking on an Oracle eBusiness Application, Client is Directed to Java Website

1. Close all open web browsers.
2. Disable Java content in the browser.
   1. Open Java Control Panel from Control Panel
   2. Go to "Security" tab
   3. Uncheck "Enable Java content in the browser"
   4. Click Apply and OK
   5. Close Java Control Panel
3. Confirm Java is disabled.
   1. Open IE and go to http://www.java.com – click on "Do I have Java"
   2. Click on "Verify Java version"
   3. You will get a popup window that this web site uses Java – click OK
   4. You will be returned to the page to verify Java and no Java will be detected in the browser
   5. Keep this web page open
4. Re-enable Java
   1. Open Java Control Panel from Control Panel
   2. Go to "Security" tab
   3. Check "Enable Java content in the browser"
   4. Click Apply and OK
   5. Close Java Control Panel
   6. Go back to the Java web page you kept open
   7. Refresh the web site (F5) or go to View and click on Refresh
   8. The following popup window will appear
   9. Check the box "Do not ask again until the next update is available, and click "Later"

Actions to take if you see a pop-up window:

Pop-Up: Your Java version is out of date

This issue occurs when Java releases an update.

1. Select "Do not ask again until the next update is available" and choose Later

Pop-Up: An application would like access to an old version of Java

This issue occurs when a user running two versions of the JRE AT THE SAME TIME attempts to access My Time. Kronos has been tested for the latest version of JRE (1.7 update 45 at time of this writing) and has been proven to support the JRE 1.7 family. For this reason, Yale ITS approves running Kronos with 'Run with the latest version on your system (Recommended)' option.

1. Select ‘Run with the latest version on your system (Recommended)’ and click Continue button.

If the user DOES NOT meet any of the following statements, then follow the steps below to stop this pop-up from occurring again:

- Require use of COEUS premium version
- Require use of Kintana
- Require use of any other application dependent on JRE 1.6

Steps:

1. Access Windows Control Panel
2. Click on Java to access Java Control Panel
3. Click on "Java" tab at top of windows. Click on "View" button
4. Uncheck the checkbox next to any JRE version other than 1.7 and click "OK" button
5. Click "Apply" and "OK" button to save changes and exit the Java Console Window

Pop-Up: This website wants to run the following add-on: "Java SE Runtime Environment..."
This issue is related to Active X controls and will occur the first time a client attempts to run a JRE in their browser.

1. Click on the yellow bar.
2. A pop-up will appear. Click on "Run" button

Pop-Up: Security Warning - Do you want to run this application?
This is a security warning. It will occur multiple times in Kronos since it has multiple JRE pages. In Oracle eBusiness, as long as the client selects "Do not show this again for this app", this pop-up will only occur once.

1. Select "Do not show this again for this app" and click "Run"

Issue: When accessing a JRE dependent application like Kronos or Oracle eBusiness, the application or screen appears to be frozen.
This may occur due a Security Warning pop-up "Do you want to run this application?" hiding behind the application window.

1. Ask the client to minimize each of their application windows one-by-one while keeping an eye out for the pop-up to reveal itself.
2. Select "Do not show this again for this app" and click "Run"

Pop-Up: Internet Explorer Security - A website wants to open web content using this program on your computer.
This is a security warning.

1. Select "Do not show me the warning for this program again" and click "Allow"

Problem: User experiencing Java issues while trying to access Banner
Step-by-step guide

1. Uninstall previously installed versions of Java
2. Download and install Java 7 update 67 (link found on page when trying to access Banner)
3. Once installed, launch Java Control Panel
4. Under Advanced tab make sure Mozilla family is checked off under Default Java for browsers. hit Apply button
5. Under Security tab: click on Edit Site List button and add the URL for Banner.

PROBLEM: Unable To Open Oracle After Java 8 was Installed

- removed Java 6 update 7; Java 6 update 24; Java 7 update 65; Java 7 update 65 (64-bit); Java 8 update 25
- deleted windows, IE, firefox, and chrome temp files
- restarted computer
- installed Java 7 update 45 from http://software.yale.edu/software/java
- verified ability to launch Oracle Java applications.
- Msconfig startup menu unchecked the Java updater the user will not get prompted
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- User experiencing Java issues while trying to access Banner
- Oracle Access\Java 8 Update
- Java Plugin Google Chrome v42