

JRE Plug-In Troubleshooting Guide

Last Revision Date: December 21, 2015

This guide is intended to help Oracle forms-based application users and local desktop support providers with information to assist them with the transition from the J-Initiator to the Java Runtime Environment (JRE) Plug-In.

LATEST UPDATE:

Users will be prompted to download this version of the Oracle Java Runtime Environment (JRE) on Monday, December 21, 2015:

Version 1.8.0_66

Users should not install any version higher than 1.8.0_66

Also Note: All desktop administrators should disable the Java Runtime Environment (JRE) Auto-Update option for all Windows desktops connecting to the

This guide covers the following areas:

1. [What Oracle Applications Require the JRE Plug-In?](#)
2. [Disabling the JRE Auto-Update option for all Windows end-user desktops](#)
3. [How to Revert Back to an Earlier Version of the JRE](#)
4. [How can I tell if the JRE Plug-In is already installed on my workstation, and what version is installed on my workstation?](#)
5. [How do I install the JRE Plug-In for Use with Oracle Financials?](#)
6. [What should I do if I receive a dialog box that reads "The application's digital signature cannot be verified, do you want to run the application?"](#)
7. [What if I use another application that requires version 1.7, or an application that requires a version of the JRE Plug-In lower than version 1.6?](#)
8. [Now that I have the JRE Plug-In installed, can I uninstall the J-Initiator?](#)

1. What Oracle Applications are affected?

The Sun Microsystems Java Runtime Environment (JRE) plug-in is required by Java-based web applications to run properly. As a result, users who have responsibilities using Oracle-forms-based applications need to download and install this JRE plug-in.

Users of the following Oracle forms-based applications will need the JRE:

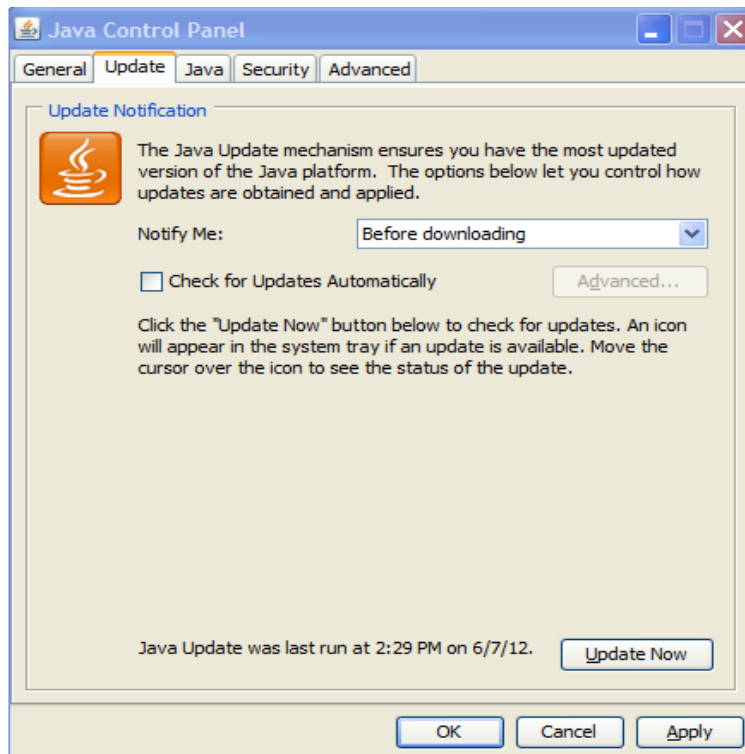
- Accounts Receivable
- Assets
- General Ledger
- CAPS
- Cash Management (CMRA)
- Chart Security Maintenance Application (CSMA)
- Oracle Online Security Form (used by Authorized Requestors only)
- Accounts Payable

Other users of Oracle Financial applications such as HCOM and Web Reimbursement will not need the JRE.
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2. Disabling the JRE Auto-Update option for all Windows End-User Desktops

Only the version listed at the beginning of this document is certified to work with Oracle forms-based applications.

The option to disable auto-update can be found via the Windows Control Panel > Java > "Update" tab. Uncheck the "Check for Updates Automatically" checkbox.



If you can't find the "Update" tab

From the Java help page: [What is Java Update?](#)

- The Update tab may not be available if your network administrator has disabled the Java Update feature during installation.
- If you are not logged in to system as administrator then options to change Java update notifications will be greyed out and user will not be able to change it.

Options are:

1. Log into the PC using a user ID with administrator privileges.
2. If you don't have administrator privileges, you must contact your desktop support for further guidance.
3. Check whether you're running the 32-bit or 64-bit JRE version. The 64-bit version of JRE does not have an auto-update feature. If you have both the 32-bit and 64-bit JRE versions installed, the 64-bit Control Panel appears instead of the 32-bit version. You can view the 32-bit version of the 'Java Control Panel' by running the 'javacpl.exe' from the JRE installation directory, for example:

C:\Program Files (x86)\Java\jre6\bin\javacpl.exe

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3. How to Revert Back to an Earlier Version of the JRE

If it is necessary for a user to access an earlier version of Java for an application outside of the Oracle e-Business Suite, follow these instructions:

1. Uninstall JRE

Remove older versions of Java in the same way as you would remove any other software from your Windows computer.

Windows 7 and Vista - Uninstall Programs

1. Click **Start**
2. Select **Control Panel**
3. Select **Programs**
4. Click **Programs and Features**
5. Select the program you want to uninstall by clicking on it, and then click the **Uninstall** button.

You may need administrator privileges to remove programs.

If you need to uninstall from a Windows XP machine, please see the instructions here: <http://www.java.com/en/download/uninstall.jsp>.

2. Reinstall the earlier release (see this page for the list of the JRE releases: http://www.java.com/en/download/faq/other_jreversions.xml.) To

reinstall:

It is recommended, before you proceed with online installation you may want to disable your Internet firewall.

1. Go to the JRE Manual download page: <http://www.oracle.com/technetwork/java/archive-139210.html>
2. Click on Windows Online
3. The File Download dialog box appears prompting you to run or save the download file
4. To run the installer, click Run.
5. Choose the folder location and save the file to your local system.
 - a. Tip: Save the file to a known location on your computer, for example, to your desktop.
6. Double-click on the saved file to start the installation process.

7. The installation process starts. Click the Install button to accept the license terms and to continue with the installation.

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4. How can I tell if the JRE Plug-In is already installed on my workstation, and what version is installed on my workstation?

There are two ways to check to see if the JRE is currently installed on your workstation:

Method 1: Go to this website: <http://www.java.com/en/download/help/testvm.xml>. If the JRE is already installed on your computer, you will see an image similar to this:



Your Java configuration is as follows:

Vendor: [Sun Microsystems Inc.](#)
Version: **Java 6 Update 15**
Operating System: **Windows XP 5.1**
Architecture: **x86**

Method 2: From your workstation, click on the Start menu, then choose Run. When the dialog box appears, type CMD and press Enter. Then type in "java -version" and it will give you the current version installed.

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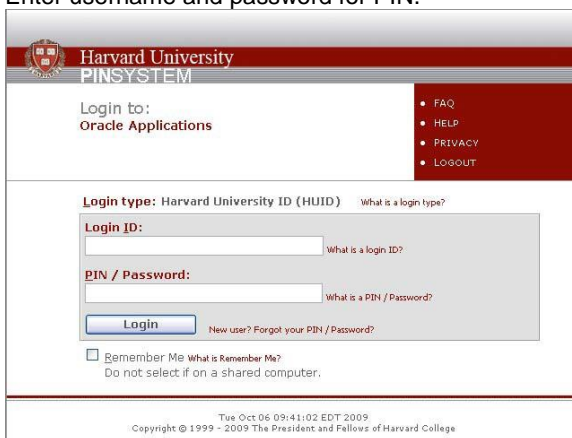
5. How do I install the JRE Plug-In for Use with Oracle Financials?

Follow these steps to start working with the JRE Plug-In with Oracle Financials:

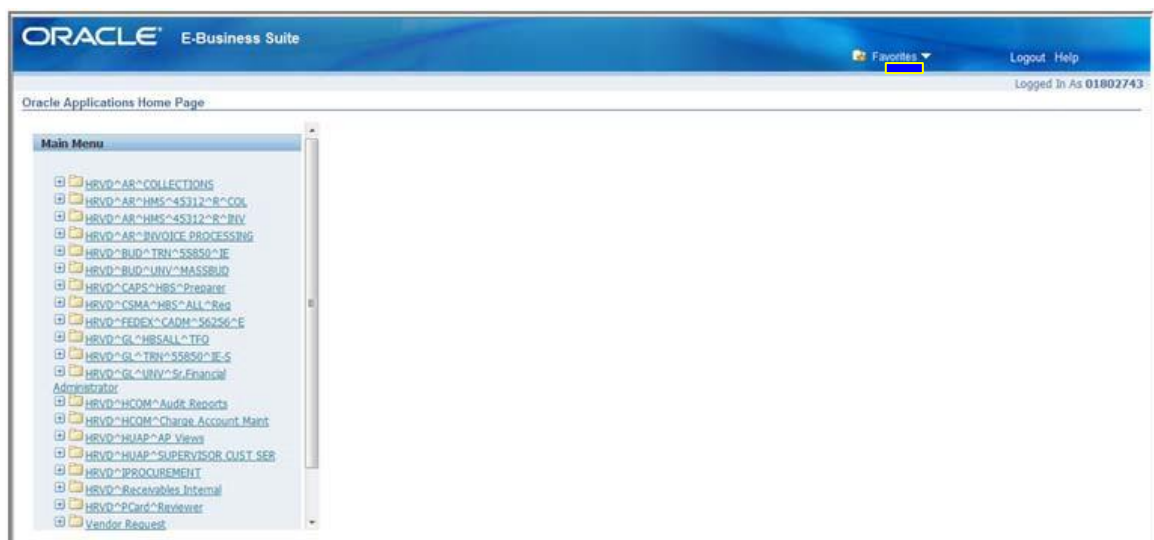
Log into the Oracle Financials Gateway page and click the button labeled "Oracle Login via PIN".



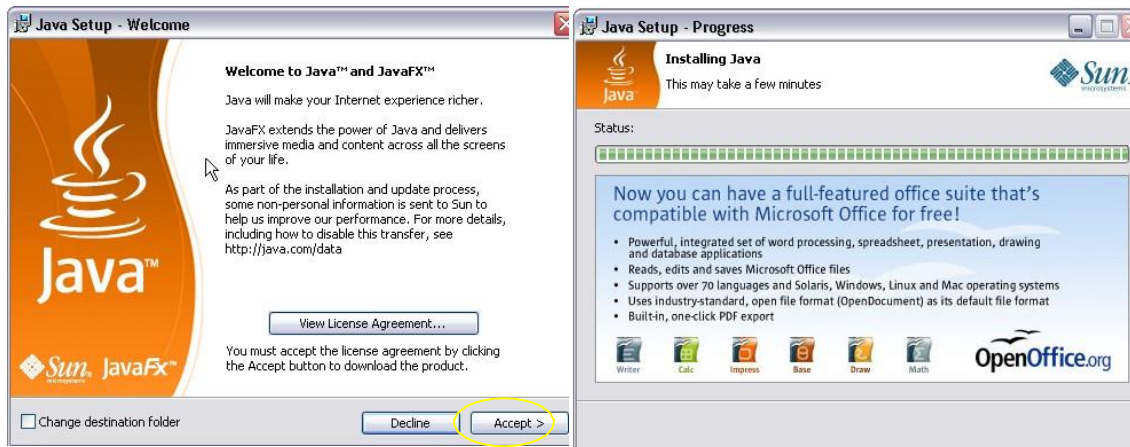
1. Enter username and password for PIN.



2. When the Oracle Financials Home Page displays, click on responsibility required to do your work.



3. A dialog box for installing the JRE you need on your desktop will appear on the screen. Click the "Accept" button on the Java Setup dialog box to start the installation process.



4. Click the "Finish" button on the Java Setup dialog box to complete the installation.

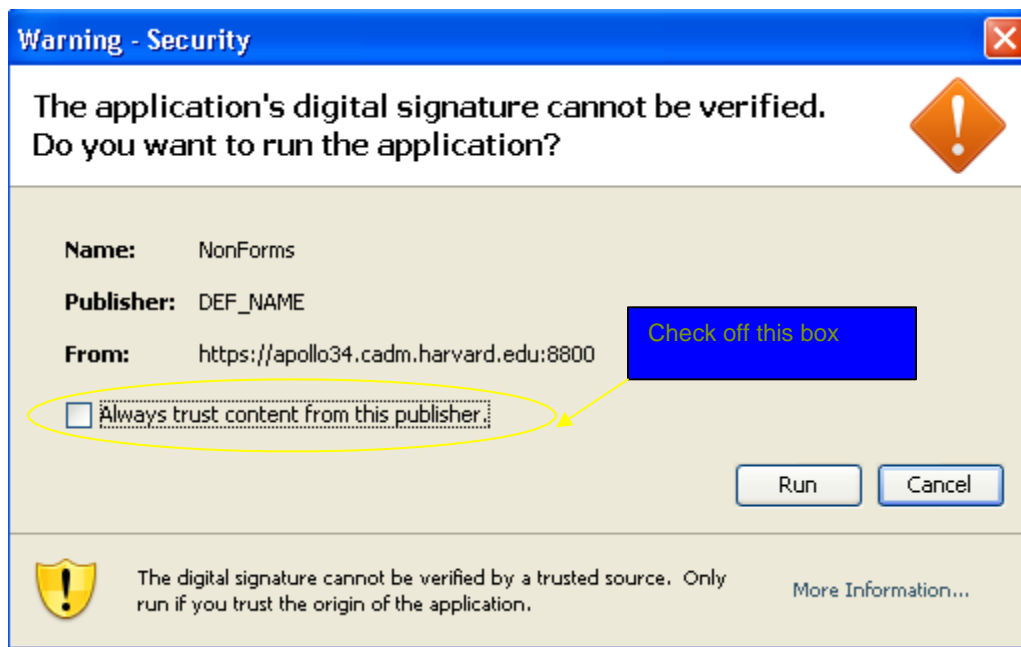


5. You are set to go. No other actions are required for using Oracle Financials.

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6. What should I do if I receive a dialog box that reads “The application’s digital signature cannot be verified, do you want to run the application?”

Note that after you have the JRE Plug-in installed, you may see the following dialog box the next time you log into Oracle Financials:



Users should check off the “Always trust content from this publisher” box to disable this message.

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7. What if I use another application that requires a different version of the JRE Plug-In?

It is possible that some users may use an application either within Harvard or from an external vendor resource that may require the use of a different version of the JRE Plug-in. If you try to access another application that uses a different version, you may not be able to access the resource.

If, after installing a later version of the JRE Plug-In to work with Oracle Financials, you can no longer access another application, start to troubleshoot by taking the following steps:


1. Contact that site’s customer support to make sure that there is not another problem causing your access
2. Ask if the application requires the use of the JRE plug-in, and, if yes, what version is supported

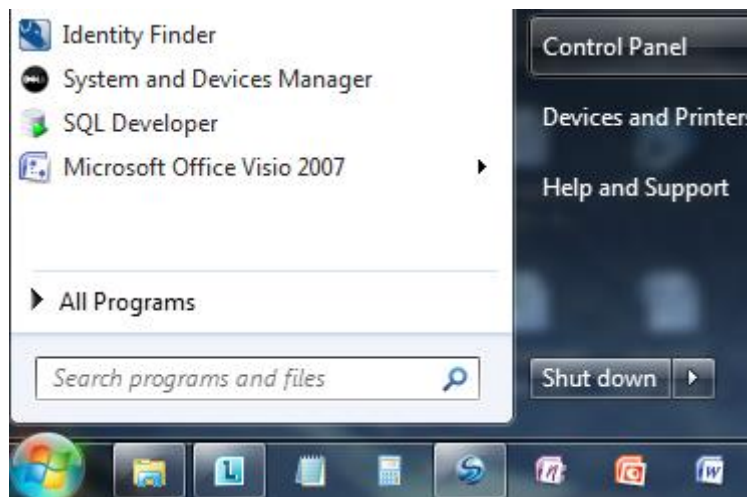
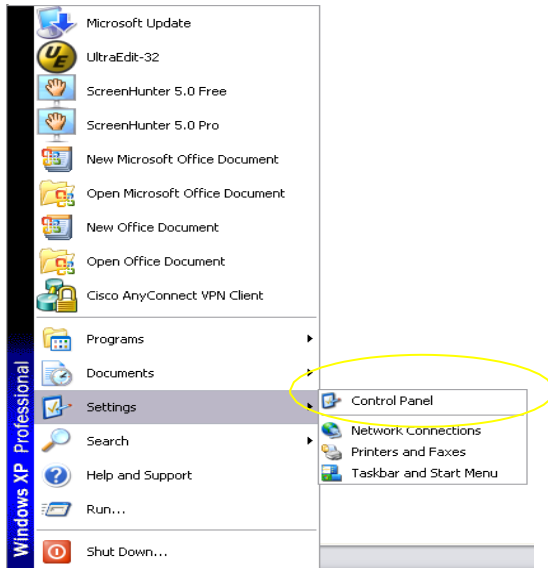
If you need to use a lower version of the JRE Plug-In to access another application, you will need to adjust the settings in your web browser and on the Java control panel on your desktop to enable the appropriate version of the JRE Plug-In to work with the application you are trying to access. Note that you will need to adjust these setting *every time* you access either Oracle Financials or the other application.



To adjust Java settings on the desktop for using a different application requiring another version of the JRE:

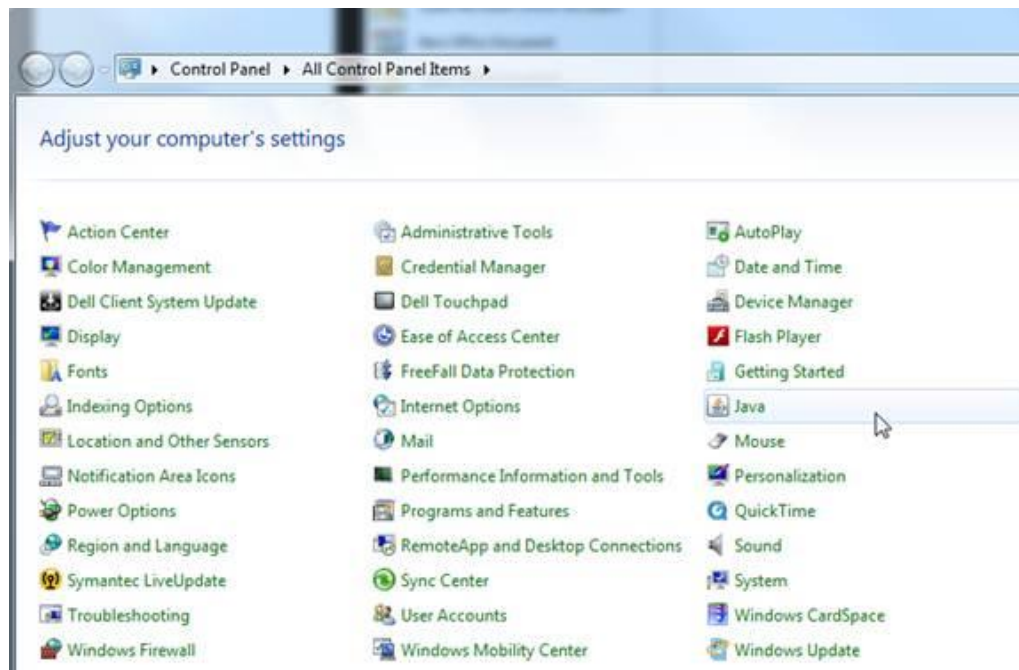
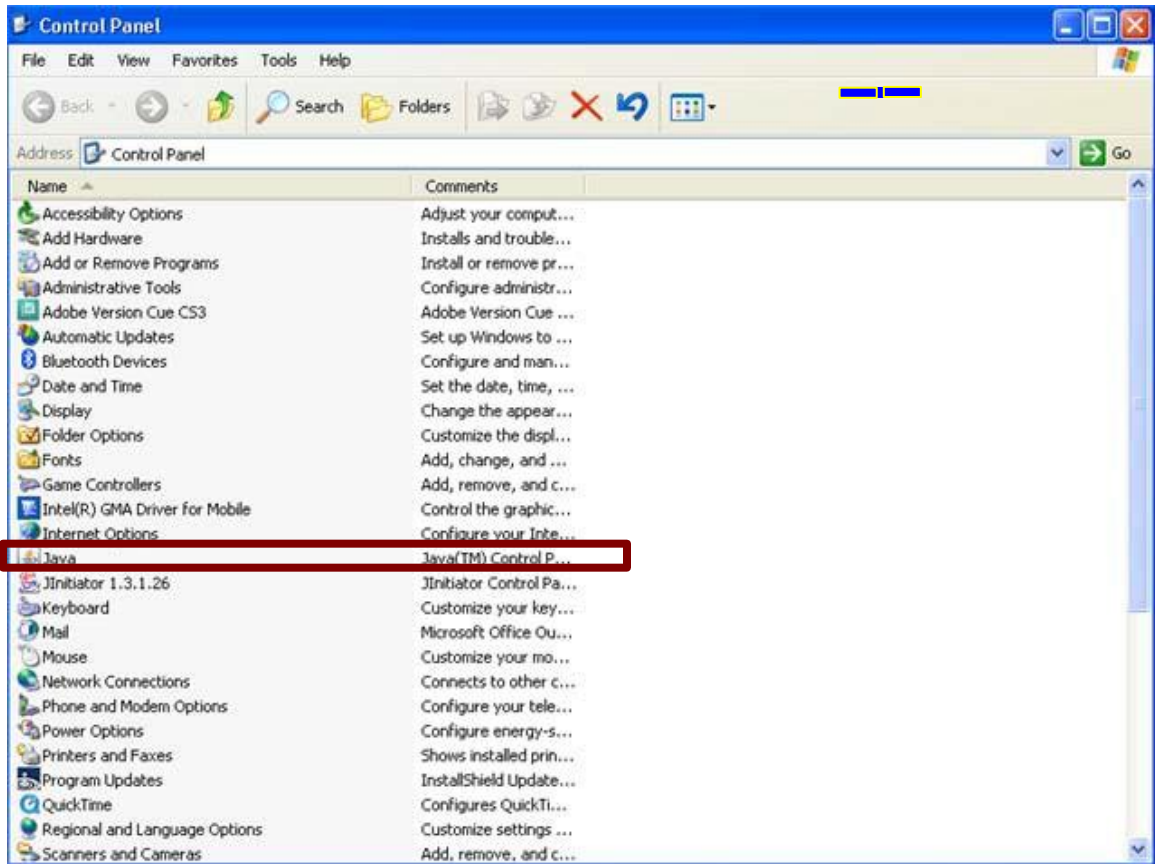
1. Log out of Oracle Financials.



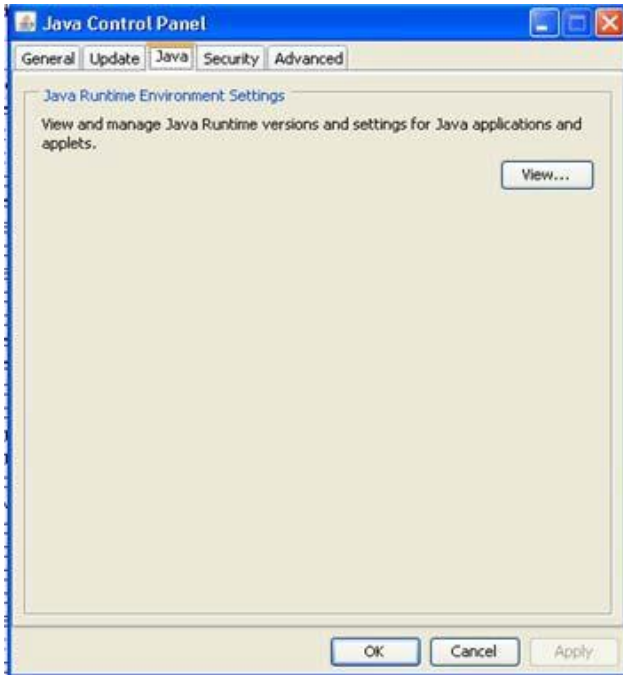
2. Bring up the Start Menu , highlight "Control Panel" in the dropdown for the "Settings" option.



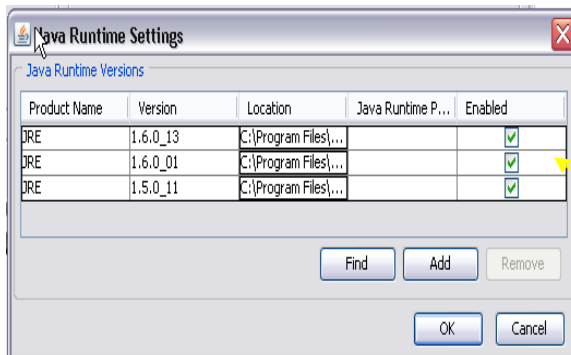
3. Select "Java" from the list of options on the Control Panel.  Java  Java(TM) Control Panel



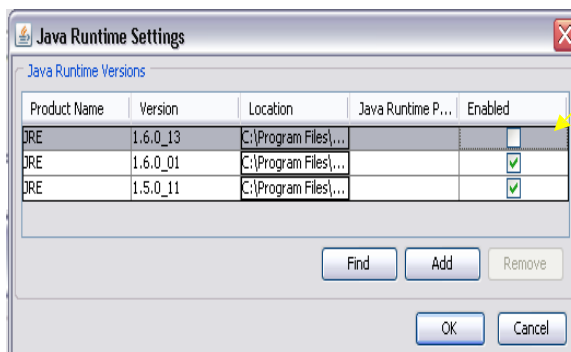
4. Select the "Java" tab on the Java Control Panel to bring up the runtime settings for the browser and click the "View" button for the "Java Applet Runtime Settings" panel.



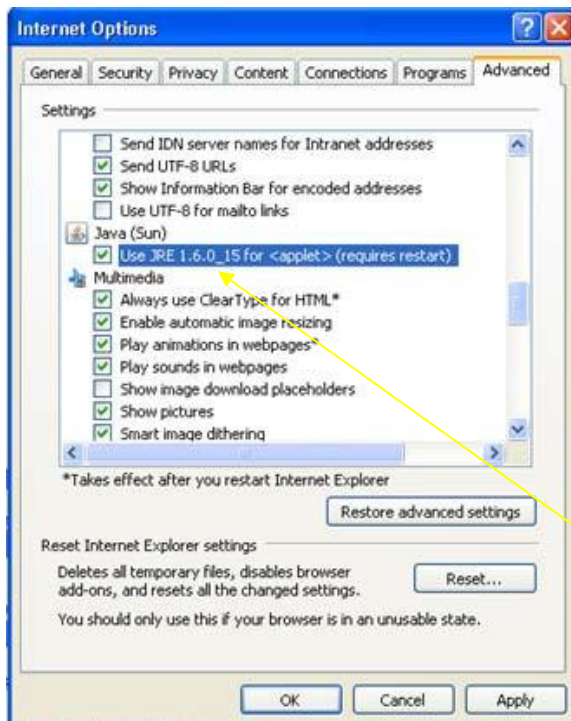
5. Disable version which is not desired to be used by unchecking the "Enabled" box and then the "OK" button. Exit the control panel.



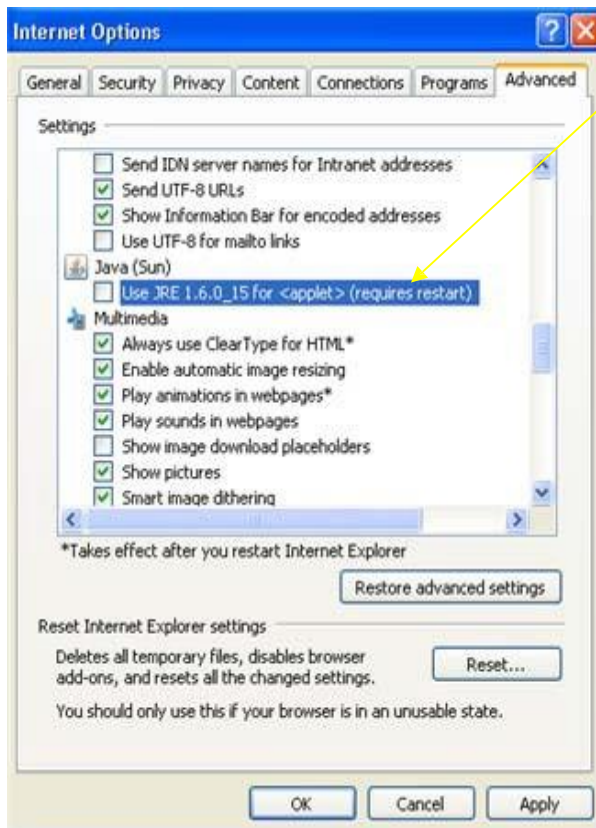
Uncheck the higher version



6. Launch the I.E. 7.0 browser and select "Internet Options" in the Tools menu. Select the "Advanced" tab, scroll down to the settings for Java (Sun) and uncheck the box that specifies the version of the JRE to be used.



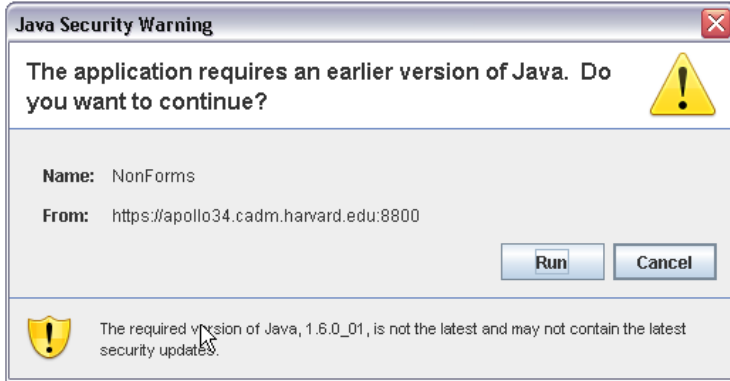
Uncheck Higher Version



7. Restart your workstation or laptop.

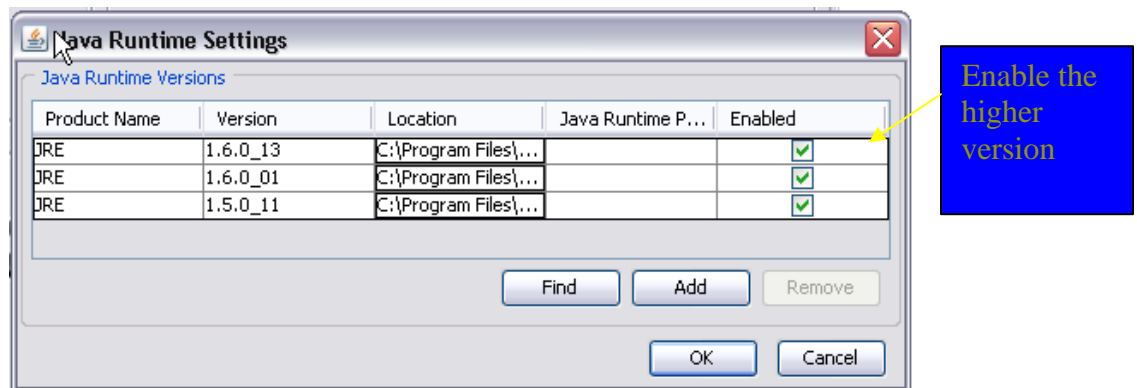


8. Log into the application that requires version the higher or lower version of the JRE.
An error screen may appear noting that you need a different version of Java and provides option to RUN or to CANCEL. Choose RUN.

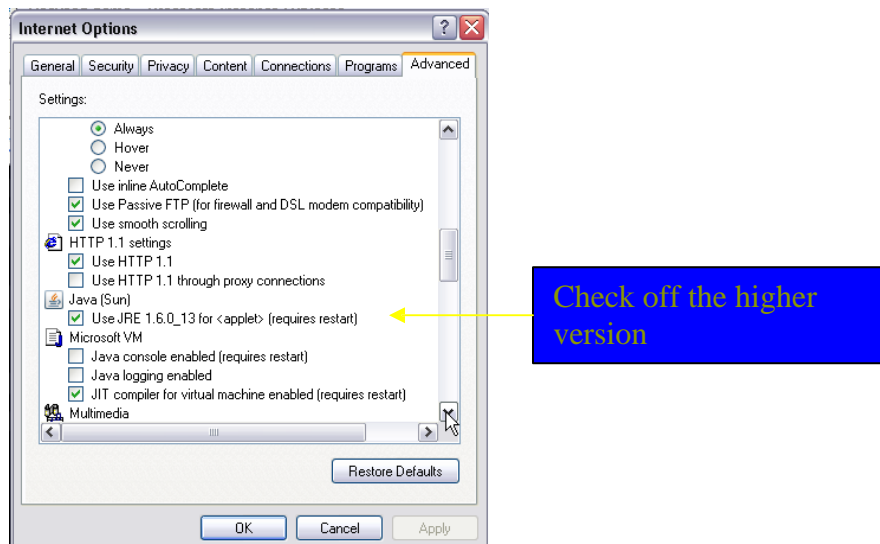


After exiting the application, you must now revert the settings in order to work with Oracle Financials:

- To revert the Java settings to those required by Oracle Financials reverse the process outlined in the previous steps.
- Under Settings/Control Panel/Java, enable the version of the JRE required by Oracle by clicking its check box.



- Under Internet Tools/Advanced in the browser, enable the version of Java (Sun) by clicking the check box, applying settings and saving.



12. Close the browser and restart the workstation or laptop.



You must repeat these steps every time you wish to access the other application.

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9. Now that I have the JRE Plug-In installed, can I uninstall the J-Initiator?

Please do not uninstall the old Java client, called the J-Initiator, until you are notified in an upcoming e-News that it is safe to do so.

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