15. After I login, I get this pop-up message: "Applet(s) in this HTML page require a version of java different from the one the browser is currently using. In order to run the applet(s) in this HTML page, a new browser session is required. Close all Netscape browser session and start a new browser session to run the HTML page."

Problem: You are able to log-in, but you get the following message:

Java Plug-i	n Warning
	Applet(s) in this HTML page requires a version of java different from the one the browser is currently using. In order to run the applet(s) in this HTML page, a new browser session is required. Close all the netscape browser sessions and start a new browser session to run the HTML page.
	Ok

The online course system has detected an outdated version of the Java plug-in.

RESOLUTION:

You need to install a compatible version of the **Java** plug-in. You have the **Java** plug-in already installed on your computer, but this version is not compatible with the online course system.

DO NOT IGNORE THIS! Take care of it now.

To install the Java plug-in on your computer:

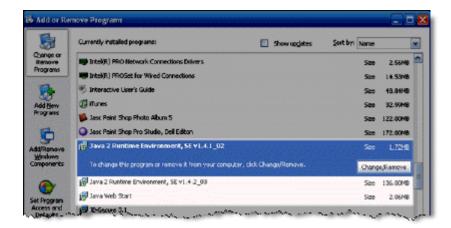
Step 1: Uninstall all previous versions of Java on your computer.

IMPORTANT: It is critically important that users do not install **Java** on top of other/previous versions of **Java** or several key functions will not work. You **MUST** uninstall any previous **Java** versions prior to installing a newer version of **Java**.

- Close all applications.
- On your computer, click Start.
- Click Control Panel. For example:

File Edit Yew Pavorites Too 3 Book - 🕥 - 🏂 🔎		elders 🛄		S D	emove any	Add or	Remove)
ddress 🕞 Control Panel	*	-	To		ograms, the istances of Remove	Java a	nd JRE.	
Control Panel R	Accessibility Options	Add Har	Add or Remov	strative obs	- Contraction	Adrill	<u></u>	
See Also 😤	Ska Citegelary	Folder Options	Fonts	Gane Controllers	Intel(R) PROSet Wred	Inte	🧾 Java Plug-in	
Holp and Support	*	٩	٢			្នុ		
	Keyboard	Mail	Mouse	Network Connections	Network Setup Wizard	PerSone	Moders	

- Double-click Add or Remove Programs.
- Find all references to Java and JRE and remove each one. For example:



- Close the Control Panel.
- Restart your computer.

Step 2: Get Java.

Click here to go directly to the Sun Downloads site to get Java.

Step 3: At the Sun Downloads site:

- Click the Download button next to Java Runtime Environment (JRE) 6 Update 2.
- On the next screen, click Accept License Agreement and then Windows Offline Installation, Multi-language.

• In the File Download window, click the **Run** button.

The program will begin downloading, and there will be a green progress bar. Be patient.

• When prompted to run the software, click the **Run** button again.

If you get the message: The Installer cannot proceed with the current Internet Connection proxy settings. Please check the Installation Notes for more information:

Error - Java(TM) Installer
The installer cannot proceed with the current Internet Connection proxy settings. Please check the Installation Notes for more information.
Retry Cancel

It is best to **Cancel**, close all applications, and restart your computer. Once your computer has started up again, log back into your course and repeat the above steps to install the **Java** plug-in.

If the installation stalls at any point, you may have a firewall program blocking the installation. For example, **ZoneAlarm** is a popular firewall and may prompt with messages like the following:

ZoneAlarm Security Alert
NEW PROGRAM
Java(TM) 2 Platform Standard Edition
binary is trying to access the trusted
zone.
Identification: None Application: jre-1_5.exe
Destination IP: 192
View Properties
More Information Available:
This is the program's first attempt to access the local
network.
SmartDefense Advisor More Info
Advice is not yet available for this program.
 Choose below or click. More Info for assistance.
Eemember this setting.
Allow Deny

and

ZoneAlarm Security Alert				
SUSPICIOUS BEHAVIOR				
Java(TM) 2 Platform Standard Edition				
binary is trying to launch				
C:\WINDOWS\system32\msiexec.exe, or use another program to gain access to				
privileged resources				
Application: jre-1_5.exe View Properties				
SmartDefense Advisor More Info				
SmartDefense Advisor is not available for this alert type.				
Apply this setting to all suspicious behaviors eshibited by this application				
Allow Deny				

In these cases, you can "trust" the Java program. Click the Allow button.

Step 5: The Windows Installer will say "Preparing to install. . ." Be patient.

Windows Installer
Preparing to instal
Cancel

Step 6: On the J2SE Runtime Environment License Agreement, select I accept the terms in the license agreement and click Next>.

Step 7: On the Setup Type, click the Next> button again.

Step 8: Java will begin installing. You will see a few Progress windows. Be patient for this process to finish.

Step 9: Once the Installation has completed, click the Finish button.

The compatible Java plug-in is now installed. You may see a confirmation bubble in the lower-right of your computer's task bar:



Step 10: Login to your course again.

Step 11: Go to a tool that requires Java.

For example, the **HTML Creator** is a visual text editor that is available in tools like **Mail** and **Discussions**. In the **Mail** tool, for example, click **Create Message**. To activate the **HTML Creator**, select the circle beside **On**.

After installing **Java**, the first time you open a **Java**-enabled tool, a coffee cup animation flashes as Java loads. This will only happen once, but the process may take a few minutes. Be patient.

In the Create Message box for example:

Create Messa	ge	<u>Help</u>
	Browse for Recipients	
*To:		
CC:		
BCC:		
*Subject:		
*Message:	High priority	
	Disable HTML Creator	
	Java San Microsystems	
	Insert equation: New 💌 🔉	
Attachments:	Add Attachments	
Send Prev * Required field	Cancel Save as Draft	

Be patient. Once the tool, in this case the HTML Creator, loads for the first time, this and other Javaenabled tools will run fairly quickly (over a high-speed connection).

NOTES:

- If the Java-enabled tool will still not open, close the browser and log back into your course. Or simply restart your computer as Java sometimes requires a restart.
- After installing Java and restarting your computer, do not download updates for the Java or JRE. **Disable automatic checking for Java updates:**
 - From the Start menu, select Settings, Control Panel.
 - Double-click Java Plug-in.
 - Click the **Update** tab.
 - Clear the checkbox next to Check for Updates Automatically.
 - Click Apply.

- Click the "x" to close the Java Plug-in Control Panel window.
- The installation of **Java** only affects the current computer you are working on. If you use a different computer (desktop or notebook), you may not have any problems at all with Java or you may have to go through this process all over again.

If you need additional help, please contact the WNMU Help Desk at <u>helpdesk@wnmu.edu</u> or 575.574.4357.