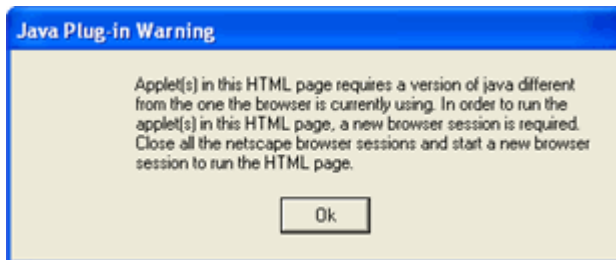


15. After I login, I get this pop-up message: *"Applet(s) in this HTML page require a version of java different from the one the browser is currently using. In order to run the applet(s) in this HTML page, a new browser session is required. Close all Netscape browser session and start a new browser session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

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



The online course system has detected an outdated version of the **Java** plug-in.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

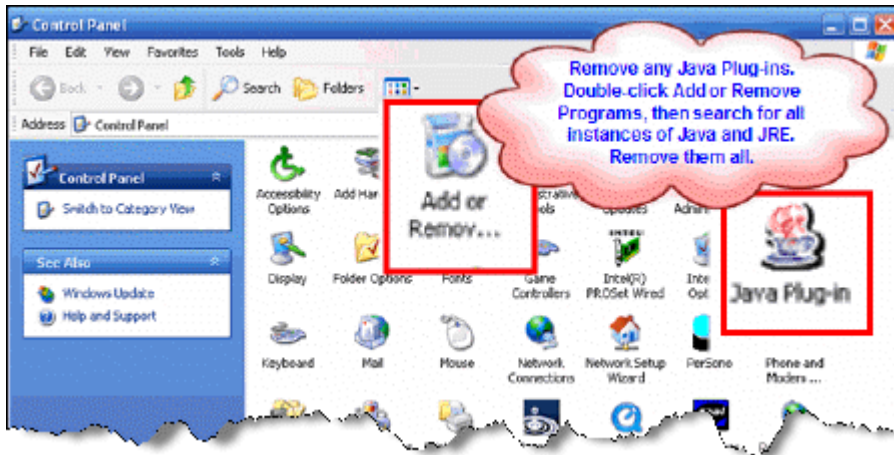
**DO NOT IGNORE THIS! Take care of it now.**

To install the **Java plug-in** on your computer:

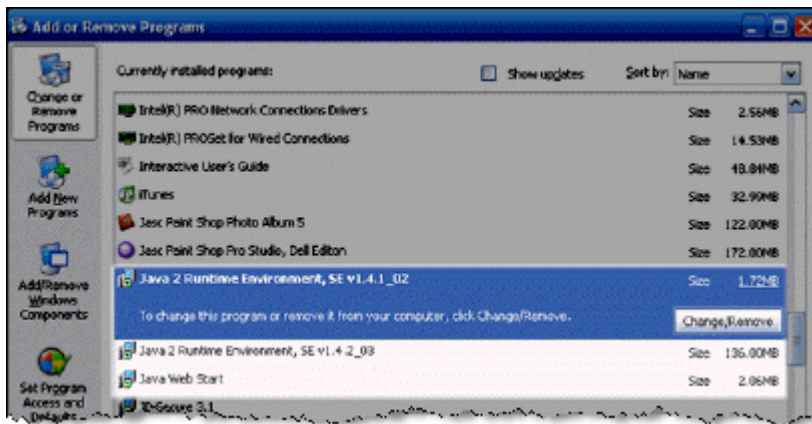
**Step 1:** Uninstall all previous versions of **Java** on your computer.

**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:



- 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:**



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:

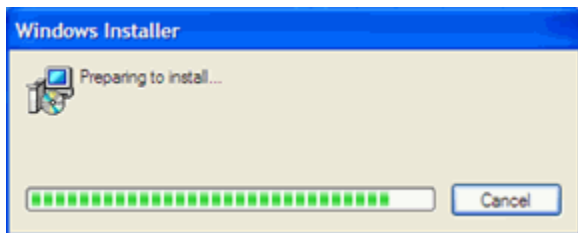


and



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.



**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 Message

[Help](#)

**\*To:**


**CC:**

**BCC:**

**\*Subject:**

**\*Message:**

High priority



The image shows the Java logo, which consists of a blue coffee cup with a red flame above it, surrounded by a sunburst of rays. Below the logo, the word "Java" is written in red, and "Sun Microsystems" is written in blue below that.

Insert equation:

**Attachments:**

|

\* Required field

Be patient. Once the tool, in this case the HTML Creator, loads for the first time, this and other Java-enabled 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 [helpdesk@wnmu.edu](mailto:helpdesk@wnmu.edu) or 575.574.4357.**