

## 16. After logging in, my browser closes.

**Problem:** This is likely caused by either a faulty or incorrect version of your **Java** client.

**Remedy:** You need to install a compatible version of the **Java** plug-in. You may or may not already have the Java plug-in already installed on your computer.

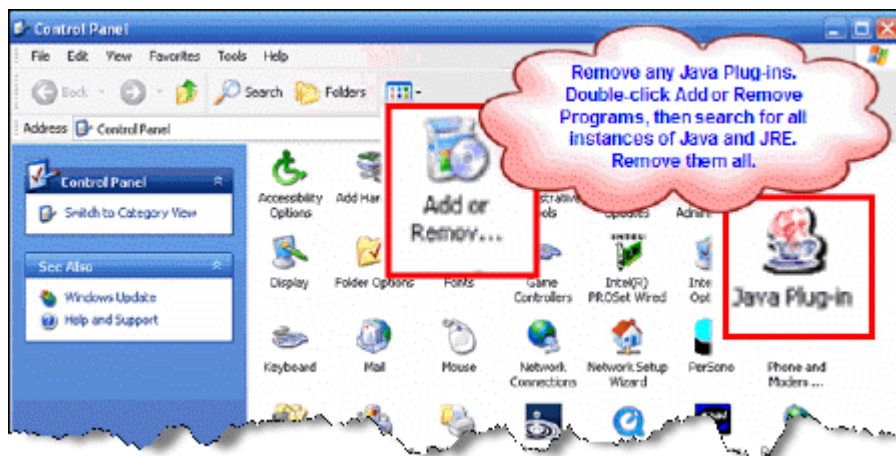
**DO NOT IGNORE THIS! Take care of it now.**

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

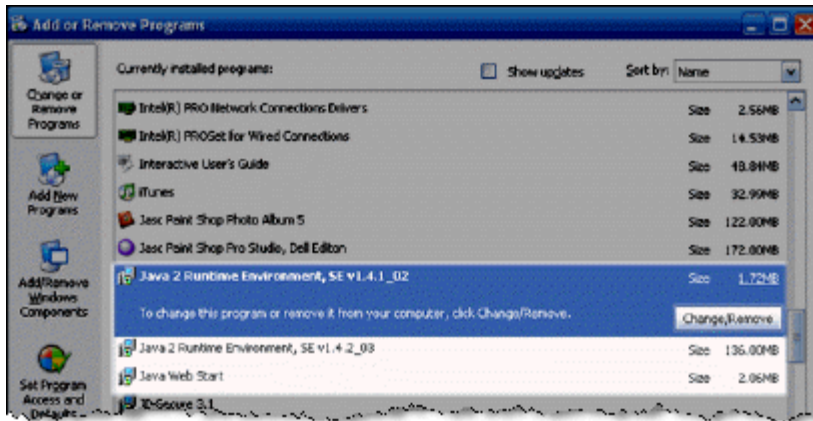
**Step 1:** Uninstall all previous versions of **Java** on your computer.

**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. So, you must uninstall any previous **Java** versions prior to installing an 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.](#)

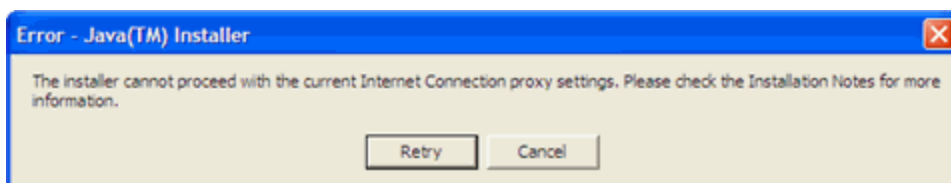
## Step 3: At the Sun Downloads site:

- 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:

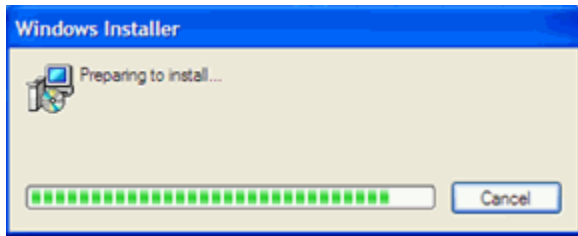


and



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** is complete, 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.

Does the browser stay open? If so, go to **Step 11**.

Does the browser still close? If so, you may have **spyware** or deceptive software on your computer. To help you control these types of Internet programs that could ruin your computer, you can download and install a spyware detection and removal utility, such as:

- **Lavasoft Ad-aware, and/or**
- **Spybot - Search & Destroy from PepiMK Software**

For more information, see [Microsoft's page about Spyware and Unwanted Software.](#)

### 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** and then for **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:



The screenshot shows the 'Create Message' dialog box. At the top left is the title 'Create Message' and a 'Help' link at the top right. Below the title is a 'Browse for Recipients...' button. The form includes fields for '\*To:', 'CC:', 'BCC:', '\*Subject:', and '\*Message:'. To the right of the '\*Message:' field are two checkboxes: 'High priority' (unchecked) and 'Disable HTML Creator'. Below these fields is a large rectangular area containing a Java logo (a blue coffee cup with a red flame) surrounded by a sunburst pattern. Below the logo area is an 'Insert equation:' field with a 'New' dropdown menu and a green arrow button. At the bottom left is an 'Attachments:' section with an 'Add Attachments' button. At the bottom of the dialog is a row of buttons: 'Send', 'Preview', 'Cancel', and 'Save as Draft'. A red asterisk and the text '\* Required field' are located at the bottom left of the dialog.

Again, 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.