

17. I receive this error message: *Sun Java Runtime Environment Errors*.

Problem: Some users have reported problems using the online course system with Microsoft Windows and some versions of the **Sun Java Runtime Environment (JRE)**.

Possible causes include using an incompatible version of the **Sun JRE** or having multiple versions of **Sun JREs** installed.

Remedy: Some users have found that their problems are resolved after uninstalling all versions of **Sun JRE** from their computers, and then installing one version.

1. From the **Start** menu, select **Settings >Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Locate all versions of **Sun Java, JRE, or JVM**.
4. For each version, click **Change/Remove** and follow the on-screen instructions.
5. Download **Java Runtime Environment (JRE) 6 Update 2**.
6. To install the **JRE**, accept the license agreement and follow the online and onscreen instructions.

After installing Java and restarting your computer, do not download updates for the **Java** or **JRE**. Disable automatic checking for **Java** updates:

1. From the *Start* menu, select **Settings, Control Panel**.
2. Double-click **Java Plug-in**.
3. Click the **Update** tab.
4. **Clear the checkbox** next to **Check for Updates Automatically**.
5. Click **Apply**.
6. Click the "x" to close the Java Plug-in Control Panel window.

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