

Java Installation and Settings Changes for ePM

How do I Install or upgrade Java?

If you are a user of the ePM application, a prompt to upgrade Java may appear when you log into ePM. Follow the instructions on the screen to download the new version, as well as to uninstall the old version of Java.

Java can also be installed on your computer by going to Java's web site at the following URL address. Follow the self-guided prompts to install Java, as well as to uninstall the old version of Java.

http://java.com/en/download/ie_manual.jsp

It is a good practice to uninstall older versions of Java when you upgrade.

Instructions to Fix Java Forms Errors

After you have successfully installed Java, you need to be aware that Java 7 introduced new security restrictions that can interfere with running UDOT's Forms applications (e.g. ePM.) To fix the problems in both Java 7 and Java 8, follow these instructions.

When you try to run a Forms app, you may see this error message:



Followed by this error message:

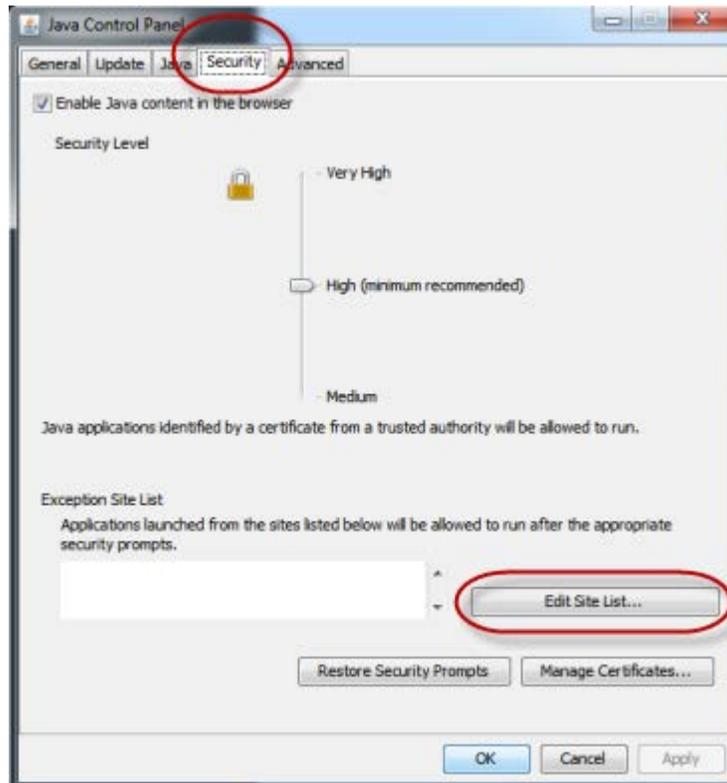


1. Open Windows Control Panel and launch the Java control panel (The label will usually say “Java 32-bit.”)

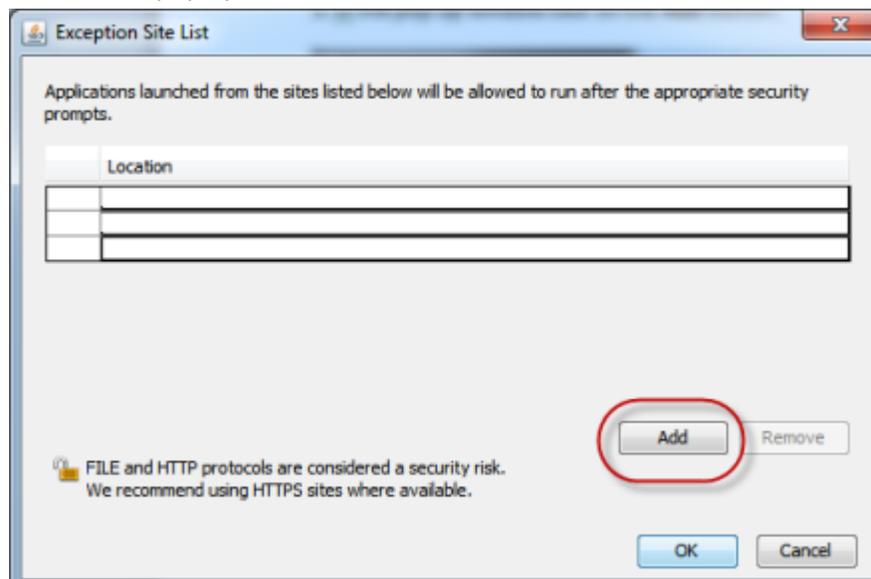


You may need to change the “View by:” setting to either “Large icons” or “Small icons” in order to see the Java icon.

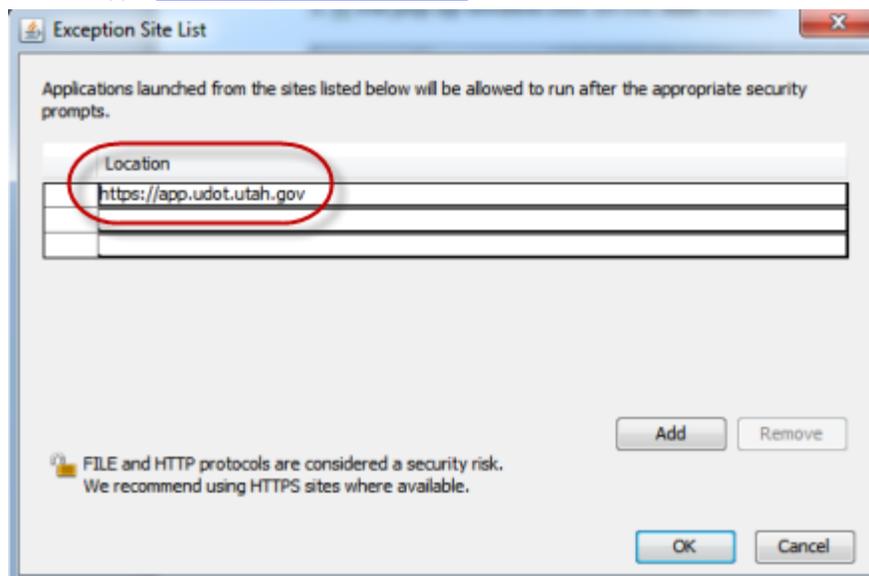
2. In the Java control panel, navigate to the **Security** tab and click **Edit Site List**.



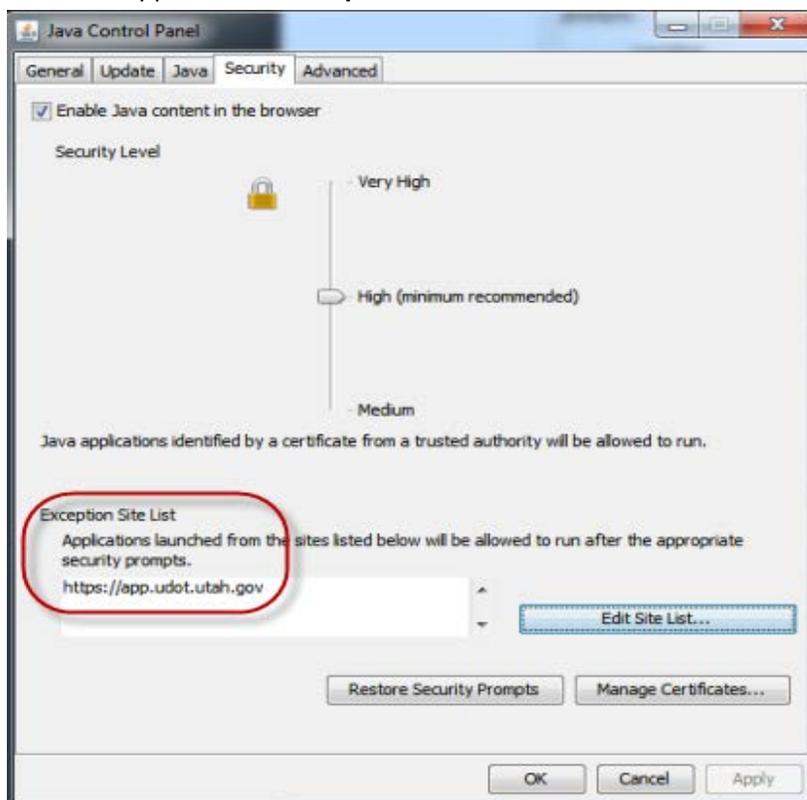
3. In the **Exception Site List** pop up window click on the **Add** button.



4. In the **Location** field type <https://app.udot.utah.gov>



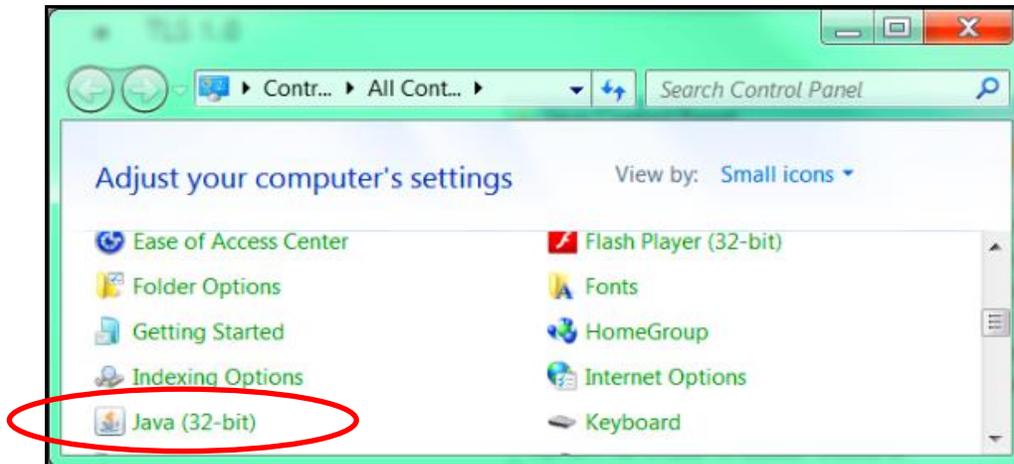
5. If you use Forms apps for other websites, continue to click the **Add** button and add the other sites using Forms. (Ensure the beginning of the site name starts with <https://>) Click **OK** when you are finished.
6. The new site address will appear in the **Exception Site List**.



Security Settings in Java 8

If you have upgraded to Java Version 8, you may need to edit the Exception Site List as for Java 7 (some Java 8 versions don't show it.) Another step is necessary before it will run with Oracle Forms applications. A default installation of Java 8 will not work with Oracle Forms over a secure SSL connection (i.e., a URL that starts with "https://"). These instructions show you how to fix that.

1. Open your Control Panel and double-click on the Java icon.



2. When the Java Control Panel comes up, go to the "Advanced" tab and scroll down to the bottom of the listing. Uncheck these three items:

- SSL 3.0
Note: while Java 8 can work with SSL 3.0, it has been found to be insecure and should no longer be used. Ever.
- TLS 1.0
- TLS 1.1

3. And make sure this option is checked:

- TLS 1.2

Click the "Apply" button and then "OK." You should now be able to run Forms from <https://app.udot.utah.gov>.



When running Forms applications you may see a warning message like the one below. If so, check the box to accept the risk and click **Run**.



Please Note:

Every computer is different. If after following these instructions you still experience problems, here are some things that have helped in the past:

- In Firefox, go to **Tools--Add-ons---Add-ons Manager----Plugins**. Make sure that the **Java Platform xxx** plug-in is set to Always Activate, and the **Java Deployment Toolkit** is set to Never Activate.
- Sometimes when you change the security settings in the Java Control Panel, if you don't click 'Apply' before you click 'OK' it doesn't work.
- You may need to clear the browser cache. On the Firefox menu, this feature is reached via Tools > Options > Advanced, Network tab. Your browser may be different.
- Be sure to close the Web browser after you make these changes and re-start it before logging in.
- Some find that using a different Web browser makes a difference. With ePM we find that Firefox works best for most customers for most things, but sometimes if they change to Internet Explorer it works.
- Google Chrome version 42 no longer supports Java, so this browser will not work with ePM.

Going Back to Older Java Versions

If you upgrade to Java 7 or 8, and experience issues with other applications not running correctly, older versions of Java can be retrieved and installed. Simply uninstall your current version of Java by opening **Control Panel** and navigating to the **Programs** or **Programs and Features** option (naming convention varies depending on operating system). If you need assistance to install/uninstall an application please contact the DTS help desk at 801-965-4901. If you are a consultant, please contact your IT department for assistance to add or remove applications. Older versions of Java can be found at Java's archive web site by accessing the following URL address.

<http://www.oracle.com/technetwork/java/archive-139210.html>

Please contact the ePM Team with questions or issues at epmsupport@utah.gov or call 801-965-4040, Option 3.