

Service Information Bulletin

# Java 1.6 and IE 8 Settings #08-004

November 2009 version 1.2





## Table of contents

1.	Part(s) Affected	.3
2.	Description of Issue	3
	2.1. Menus and LED's	3
	2.2. Launching Cross Connections	.3
3.	Symptoms and Diagnosis	3
	3.1. Incorrect Display	.3
	3.2. Cross Connections Launch failure	.4
4.	Resolution	4
	4.1. Clearing Java & Browser Cache	4
	4.2. Configurations/Settings	.5
	4.3. Launching Cross Connections Java Applet Directly	7



# 1. Part(s) Affected

PC / laptops accessing Aprisa XE Digital Microwave Radio terminals with java 1.6 installed.

## 2. Description of Issue

#### 2.1. Menus and LED's

The menus and LED's across the top of the SuperVisor<sup>™</sup> screen are not displayed correctly

#### 2.2. Launching Cross Connections

Customers may face difficulties trying to launch the Cross Connections application from a PC / Laptop with java 1.6 installed. The Cross Connections application is a java applet which can be launched via the SuperVisor<sup>TM</sup> software. This application is used to configure the interfaces installed in the Aprisa XE terminal.

## 3. Symptoms and Diagnosis

#### 3.1. Incorrect Display

Users accessing the SuperVisor<sup>™</sup> software with java version 1.6 installed on their PC / laptop may experience incorrect LED and menu display as a result of java not being initiated:

<b>4RF</b> SUPERVISE	DR™	Арг	isə xe
Transmit Low		Transmit High	OK RX TX



#### 3.2. Cross Connections launch failure

Users accessing the SuperVisor<sup>TM</sup> software with java version 1.6 installed on their PC / laptop may experience a failure in launching the Cross Connections java applet:

Application Erro	or	x
Unable to	launch the application.	
Name:	Cross Connections Application	
Publisher:	Terminal Vendor	
From:	http://172.16.102.101	
	Ok Details	

# 4. Resolution

#### 4.1. Clearing Java & Browser Cache

Note: this method can be used as a fix for the LED and menu display issue.

- 1. Clearing browser cache (restart browser after clearing the cache)
  - If using Mozilla Firefox, go to Tools Clear Private Data select all options click clear private data now.
  - If using Internet Explorer, go to tools Internet Options under browser history in the general tab click delete click delete all.
- 2. To clear the java cache go to your P.C.'s control panel open the java application click settings under Temporary Internet Files click delete files.



## 4.2. Configurations/Settings

#### 4.2.1. Configuring the Java Proxy Settings

Note: this method may be used to fix both of the java related issues.

If the user is connecting to the Aprisa XE via a LAN and is encountering either the Cross Connections launch issue of the incorrect LED/menu display, the user can set java so that it connects directly rather than using the browser settings.

Go to the PC / laptop 'Control Panel' and open the Java control panel.

Java Control Panel				
About				
View version information about Java Control Panel				
		About		
Network Settings				
Network settings are used when making Internet connections. By default will use the network settings in your web browser. Only advanced users a modify these settings.				
Network settings are used when making internet of will use the network settings in your web browser, modify these settings,	Only advance	d users should		
Network settings are used when making internet of will use the network settings in your web browser. modify these settings.	Only advance	k Settings		
Network sectings are used when making internet of will use the network settings in your web browser. modify these settings.	Only advance	k Settings		
Network sectings are used when making internet of modify these settings in your web browser. Temporary Internet Files Files you use in Java applications are stored in a s later. Only advanced users should delete files or i	Only advance	k Settings		
Network securgs are used when making internet of modify these settings in your web browser. Temporary Internet Files Files you use in Java applications are stored in a splater. Only advanced users should delete files or i	<u>Networ</u> <u>Networ</u> <u>Networ</u> Decial folder for nodify these se	d users should k Settings quick executio ttings.		
Network sectings are used when making inference of modify these settings in your web browser. Temporary Internet Files Files you use in Java applications are stored in a splater. Only advanced users should delete files or i	<u>Networ</u> <u>Networ</u> Decial folder for nodify these se	k Settings quick executio ttings.		

Click on Network Settings and change the proxy settings from 'Use browser settings' to 'Direct Connection'.

Network Settings	x
Network Proxy Settings	
Use direct connection.	
C Use browser settings	
C Use proxy server	
Address: Port: <u>A</u> dvanced	
Bypass proxy server for local addresses	
O Use automatic proxy configuration script	
Script location:	
Direct connection	
OK Cancel	

#### 4.2.2. Internet Explorer 8 security settings

The following settings are necessary for allowing popup Java applets to run when using SuperVisor<sup>™</sup> to manage Aprisa XE terminals.

Click on Tools – Internet options on the task bar.



	Securit	y Privacy	Content	Connections	Programs	Advance
Select	a zone to	view <mark>or c</mark> ha	inge secur	ity settings.		
(				1		
Int	ernet	Local intrar	net Trus	ted sites Re	stricted sites	
	Inter	net			City	~
0	This z excep restric	one is for Int t those listed ted zones.	ernet web in truster	osites, d and		
Secu	rity level	for this zone				
Allo	wed leve	els for this zo	one: Mediu	im to High		
-	- M	edium-higl - Appropriat - Prompts be content - Unsigned A Protected M	h e for most efore down ActiveX con ode (requi	websites nloading potent ntrols will not b res restarting 1	tially unsafe e downloade (nternet Exp	d lorer)
1.04			Cus	tom level	Default	level
				-	3	

Click on the 'Custom Level..' tab.

ettings			
0	Disable		
	Enable		
0	Prompt		
Dowr	nloads		
68 A	utomatic prompting for file down	nloads	
0	Disable		1.1.1.1
	Enable		
📲 F	ile download		
0	Disable		
	Enable		
💕 F	ont download		
0	Disable		
	Enable		
0	Prompt		
🛃 Enab	le .NET Framework setup		-
	nicahla III		
Takes eff	ect after you restart Internet E	xplorer	
eset custo	m settings		
eset to:	Medium-high (default)	•	Reset

Scroll down to 'Downloads' and 'enable' 'automatic prompting for file downloads'. Click ok.

Note that this may not always fix the Cross Connections launch issue in which case the following method can be used.



## 4.3. Launching Cross Connections Java Applet Directly

The Cross Connections java applet can be found on the Aprisa XE installation CD – Software Release xxxx - C-crossconnect\_x\_x\_x\_iar. Opening this file will launch the Cross Connections application. The following prompt box will appear:

🔀 Get configuration 🛛 🔀						
Login required						
Local						
Terminal IP Address						
Username						
Password						
ОК	Cancel					

Enter the IP address of the local terminal and type in admin for the Username and Password.

If you are still encountering issues with launching the Cross Connections application please e-mail details of the errors including any relevant screen captures to support@4rf.com for further assistance.