

Java 1.6 and IE 8 Settings

#08-004

November 2009 version 1.2

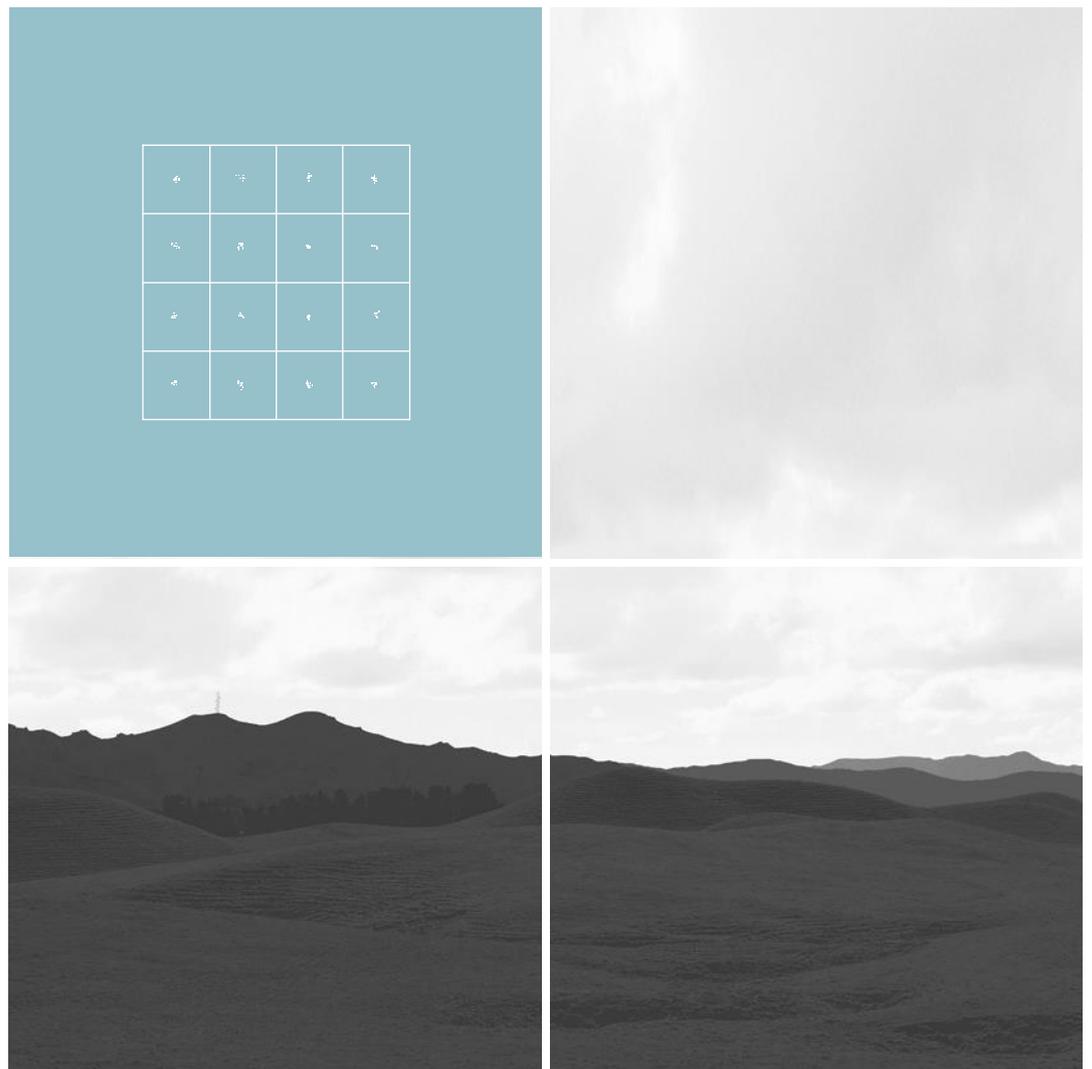


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1. Part(s) Affected

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™ 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™ software. This application is used to configure the interfaces installed in the Aprisa XE terminal.

3. Symptoms and Diagnosis

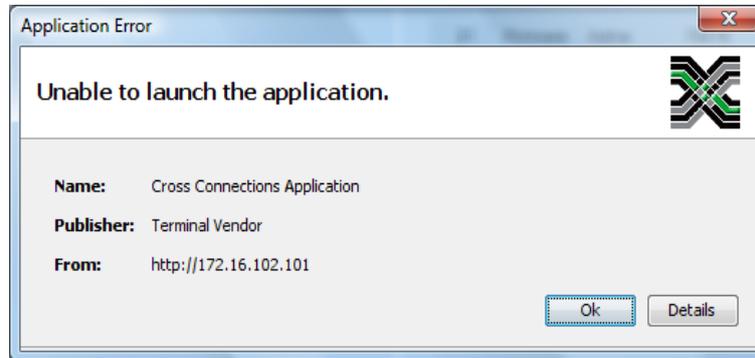
3.1. Incorrect Display

Users accessing the SuperVisor™ 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:



3.2. Cross Connections launch failure

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



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

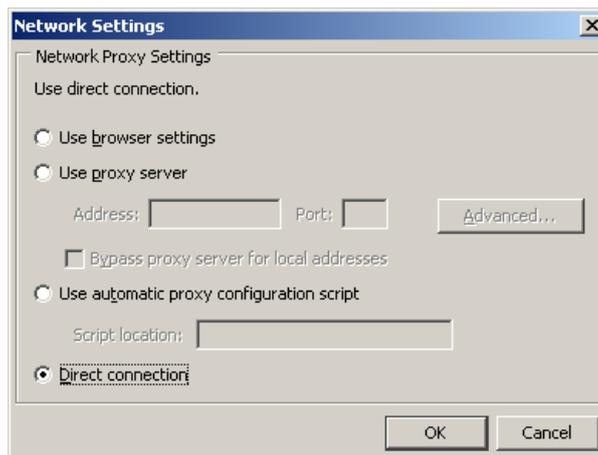
Note: this method may be used to fix both of the java related issues.

If the user is connecting to the Aprisa XE via a LAN and is encountering either the Cross Connections launch issue or 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.



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



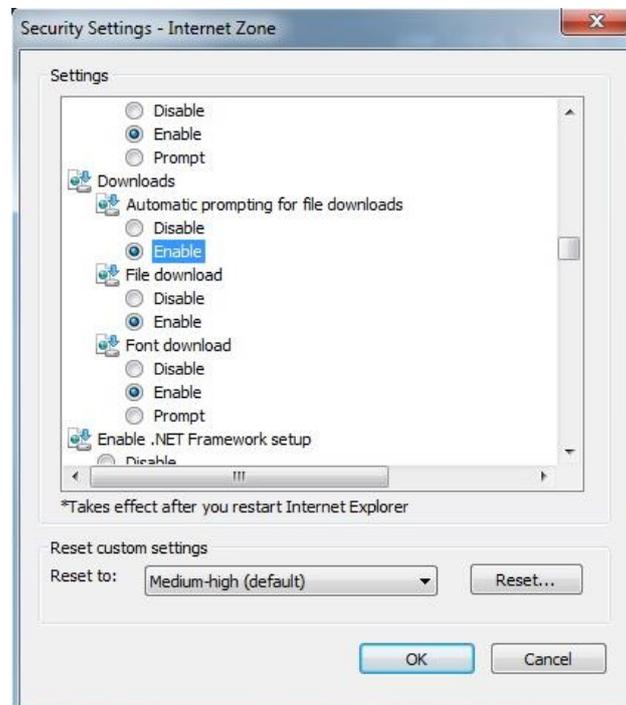
4.2.2. Internet Explorer 8 security settings

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

Click on Tools – Internet options on the task bar.



Click on the 'Custom Level..' tab.

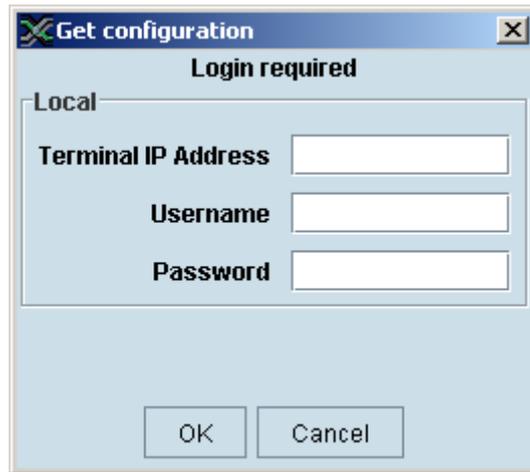


Scroll down to 'Downloads' and 'enable' 'automatic prompting for file downloads'. Click ok.

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.jar. Opening this file will launch the Cross Connections application. The following prompt box will appear:



The image shows a Java dialog box titled "Get configuration" with a close button in the top right corner. Below the title bar, the text "Login required" is centered. A tab labeled "Local" is selected. Inside the dialog, there are three input fields: "Terminal IP Address", "Username", and "Password". At the bottom of the dialog, there are two buttons: "OK" and "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.