eSIS Archives

Recommended Settings

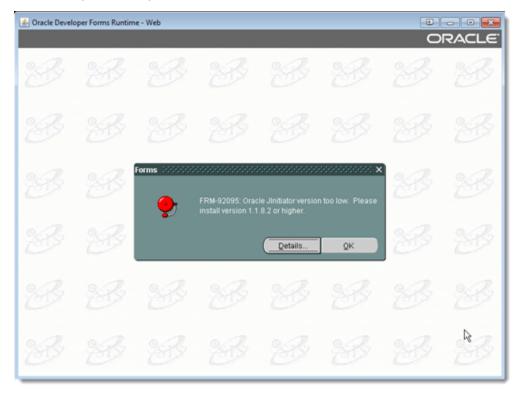
- Java 6 recommend version 1.6.0_35 (32-bit): http://goo.gl/Ys2o2 (Note: You need an Oracle Technology Network (OTN) account to download this file. OTN accounts are free and relatively easy to sign up for).
- Recommended Browsers:
 - Firefox 15 thru 23
 - Internet Explorer 8 thru 10
 - Safari 6.0.5 (Using Java for Mac OS X 2013-004 Update): http://support.apple.com/kb/DL1572

Troubleshooting

Specific Errors:

FRM-92095: Oracle Jinitiator version too low

Problem: You get the following error: FRM-92095: Oracle JInitiator version too low. Please install version 1.1.8.2 or higher



Cause: This error occurs when Java 7 is installed on the client computer.

Resolution: To correct this issue uninstall Java 7 and install Java 6.

• Note: There is a known workaround for using Java 7 with eSIS which can be found in the Java 7 workaround section.

Resources

Java Uninstall Instructions: http://www.java.com/en/download/uninstall.jsp

Disable Java Auto Update: http://java.com/en/download/help/java_update.xml#howto

Enable Java plugin on Firefox: https://support.mozilla.org/en-US/kb/use-java-plugin-to-view-interactive-content

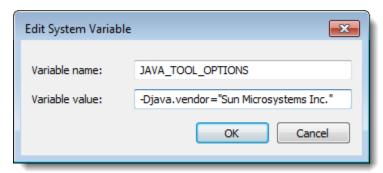
Java 7 Workaround (Windows Systems)

- Close all Internet browsers.
- 2. Determine which version of windows you are using (32-bit or 64-bit).
 - a. Windows 7: Start Menu-->Control Panel-->System and Security-->System
 - b. Windows XP: Start Menu-->Control Panel-->System-->General Tab

- 3. If your Computer is 32-bit, go to Start Menu-->Control Panel-->Java. If your Computer is 64-bit, go to Start Menu, copy the following into the box labeled "Search programs and files." and Press Enter: "C:\Program Files (x86)\Java\jre7\bin\javacp1.exe"
- 4. After the Java Control Panel opens, select the Java tab and click the View button.
- 5. Paste the following value into the Runtime Parameters box: -Djava.vendor="Sun Microsystems Inc."
- 6. Click OK to save the setting and close the screen.
- 7. Click OK to close the Java Control Panel.

Note: If Java 1.7_21 or higher is installed on your system, you may need to add a system environment variable named JAVA_TOOL_OPTIONS with the value: -Djava.vendor="Sun Microsystems Inc."

- 1. Open System Properties (Windows 7: Start Menu-->Control Panel-->System and Security->System and click on Advanced system settings. Windows XP: Start Menu-->Control Panel-->System click on Advanced tab).
- 2. Click on *Environment Variables...*, click on *New* under system variables and enter *JAVA_TOOL_OPTIONS* in the variable name box and *-Djava. vendor="Sun Microsystems Inc."* in the variable value box. Click *Ok* the create the variable.



Java 7 Workaround (OS X 10.8 Mountain Lion Systems)

- Close all Internet browsers.
- Select "System Preferences" from the ? drop-down menu at the top of the screen.
- Select the JAVA system preference under the "Other" section
- After the Java Control Panel opens, select the Java tab and click the View button.
- Paste the following value into the Runtime Parameters box: -Djava.vendor="Sun Microsystems Inc."
- Click OK to save the setting and close the screen.
- · Click Apply and then OK to close the Java Control Panel.

ORA-28002: The password will expire within XX days

Problem: You get the following error: Unknown Login Error: ORA-28002: the password will expire within XX days and are unable to get past login screen.



Cause: This error occurs when user's password is within 10 days of expiring.

Resolution: Have district eSIS administrator reset affected user's password in eSIS.