

# eSIS Archives

## Recommended Settings

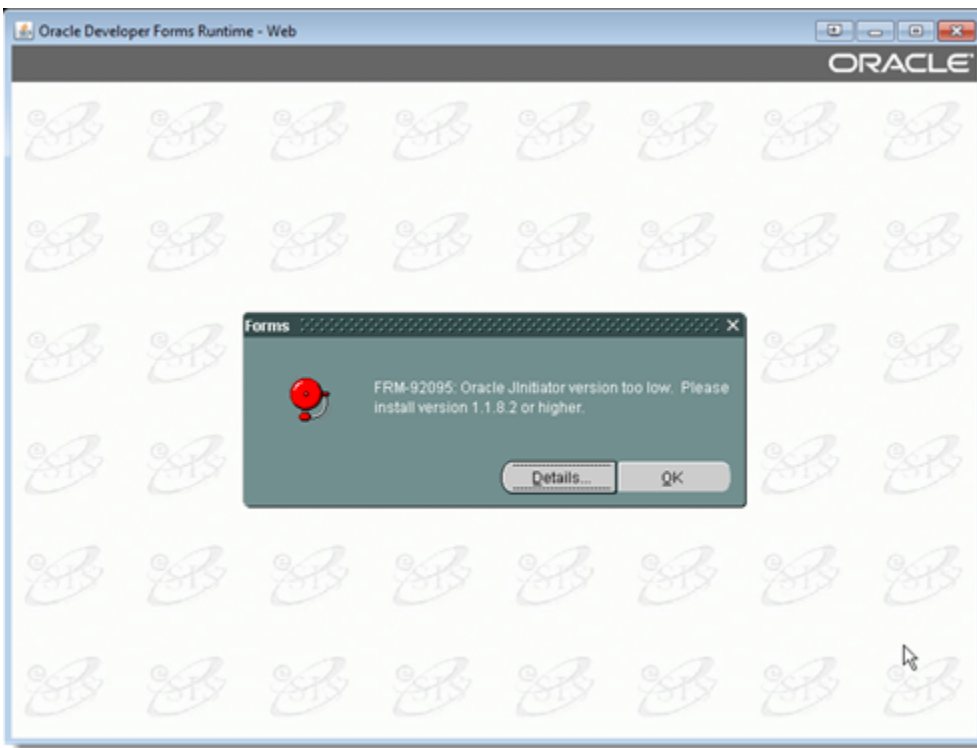
- Java 6 - recommend version 1.6.0\_35 (32-bit): <http://goo.gl/Ys2o2> (Note: You need an Oracle Technology Network (OTN) account to download this file. OTN accounts are free and relatively easy to sign up for).
- Recommended Browsers:
  - Firefox 15 thru 23
  - Internet Explorer 8 thru 10
  - Safari 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](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>

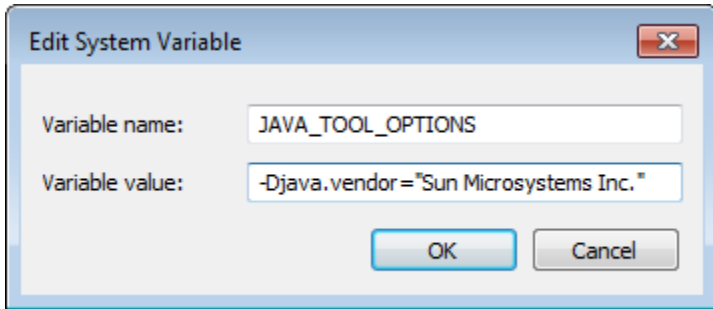
## Java 7 Workaround (Windows Systems)

1. 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\javacpl.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* to 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.

TRECA – eSIS Login Window

 **eSIS Archive** 

Login

Username:  

Password:  

Database:

This is a restricted use computer system for authorized users only. Individuals using this computer system are subject to being monitored. Anyone using this system expressly consents to such monitoring and is advised that if evidence of criminal activity is found, system personnel may provide such evidence to law enforcement officials. You are advised that data transmitted via any network including the internet, may be intercepted and viewed by people other than the intended recipient(s) and that any transmitted data should be considered public information.

Unknown Login Error: ORA-28002: the password will expire within 4 days

Record: 1/1

**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.