Business Online Technical Troubleshooting Guide

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How to install Java 1.7 on the	Go to <u>www.java.com</u>	
following:	Click on the Free Java Download button.	
Tonowing.	A security warning screen is automatically displayed:	
Plate with		
Platform(s):	Internet Explorer - Security Warning	
Windows 2000 (SP4+), Windows XP		
(SP1 SP2), Vista, Windows 2003	Do you want to install this software? Name: Java(TM) SE Runtime Environment 6 Update 2	
Browser(s): Internet Explorer 5.5, Internet	Publisher: Sun Microsystems, Inc.	
Explorer 6.x, Internet Explorer 7.x	More options     Install     Don't Install	
JRE		
version(s): 6.0	While files from the Internet can be useful, this file type can potentially harm	
	your computer. Only install software from publishers you trust. What's the risk?	
	Click on Install to start the installation process.	
	A welcome screen is displayed:	
	1🖥 Java Setup - Welcome 🛛 🔀	
	Welcome to Java™	
	Java will make your Internet experience richer. Whether you are playing games or music, getting	
	email on your mobile phone, checking out a webcam, learning about the universe, or anything	
	in between, Java can make it better.	
	lava	
	View License Agreement	
	You must accept the license agreement by clicking the Accept button to download the product.	
	Show advanced options panel Qecline Accept >	
	Click on Accept and continue the installation process.	
	If you do not have Google Toolbar for Internet Explorer and Google	
	Desktop installed the following is displayed:	
	Desition mataned the following is displayed.	

Google Toolbar And Google De	6 \1111
Install free programs with the Java	H WULL WITH
Google Toolbar for Internet Explorer	
<ul> <li>Search the Web with Google from any site</li> <li>Block annoying pop-up ads</li> </ul>	Gana
<ul> <li>Autofill web forms with a single click.</li> </ul>	Agitess Coogle - C Search + C
Terms of Use Privacy Policy	
Google Desktop	0 · 0 0 8334
<ul> <li>Instantly find your email, files, media and w</li> </ul>	
Search directly from your desktop with the operation of the second	deskbar
Terms of Use Privacy Policy	
By installing these applications you agree to the ap	propriate terms of use and privacy policy. You
can remove these applications easily at any time.	
	< Back Next >
	C Back
Click Next to continue. A Custom Setup Screen is displayed	
Custom Setup Screen is displayed	
Custom Setup Screen is displayed Java Setup - Custom	Sum
A Custom Setup Screen is displayed	Sum
Custom Setup Screen is displayed Java Setup - Custom Custom Setup Select the program features you wa The Java(TM) SE Runtime Environment with suppr	int installed.
Custom Setup Screen is displayed Java Setup - Custom Custom Setup Select the program features you wa The Java(TM) SE Runtime Environment with supproptional features to install from the list below.	ant installed.
Custom Setup Screen is displayed Java Setup - Custom Custom Setup Select the program features you wa The Java(TM) SE Runtime Environment with supproptional features to install from the list below.	Int installed.
Custom Setup Screen is displayed Java Setup - Custom Custom Setup Select the program features you wa The Java(TM) SE Runtime Environment with supproptional features to install from the list below.	Int installed.
Custom Setup Screen is displayed Java Setup - Custom Custom Setup Select the program features you wa The Java(TM) SE Runtime Environment with supproptional features to install from the list below.	Int installed.
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Custom Setup Screen is displayed Java Setup - Custom Custom Setup Select the program features you wa The Java(TM) SE Runtime Environment with supproptional features to install from the list below.	ant installed.
ustom Setup Screen is displayed Java Setup - Custom Custom Setup Select the program features you wa be Java(TM) SE Runtime Environment with supprisional features to install from the list below.	ant installed.



How to install Java 1.7 without	If the PC does not have ActiveX control, the following the	lowing message will
ActiveX control	be displayed:	
	🗿 Download Java software for Windows from Sun Mi	crosyst 🔳 🗖 🔀
	Elle Edit View Favorites Iools Help	<b>A</b> #
	🔇 Back 🔹 🔘 · 💌 🗟 🏠 🔎 Search 💅	Favorites 🚱
	Address	🗸 🛃 Co
	This site might require the following ActiveX control: 'Java(TM) S Environment 6 Update 2' from 'Sun Microsystems, Inc.'. Click here	
	Download Java software for Windows from Sun Micros File Edit New Favorites Tools Help Stack + So - R So - So - So - So - Search - So - File Address - This site might require the following ActiveX control: 'Java(TM) SE Ru Environment & Update 2 from 'Sun Microsystems, Inc.' Click here to Welcome to java.com Brought to you by Sun Microsystems Click on Install ActiveX Control and continue the installation process.	avorites 💓 🎽 Thine X Instal ActiveX Control What's the Risk? Information Bar Help

Click Start. How to uninstall Java Runtime Select Settings. Environment **Select Control Panel.** Double click the Add/Remove Programs control panel icon. Platform(s): Select the Java Runtime Environment t you want to uninstall by Windows 98, Windows ME, Windows clicking on it 2000 (SP4+), Windows XP (SP1 B Add or Remove Programs SP2), Windows 2003, Vista 3 Currently installed programs and updates: Show updates Sort by: Name ٧ Browser(s): Change or Remove Programs 0 100.00 -Internet Explorer 5.5, Internet Explorer -------1 A ...... the come 6.x, Internet Explorer 7.x, Netscape the local sectors . Add New Programs 6.2x, Netscape 7, Mozilla 1.4+ Provide Name and Add C JRE version(s): Add/Remov Windows Component **J2SE Runtime Environment 5.0** 21.6610 Size Used 1.5.0, 6.0 0 Change Remove Set Program Access and Defaults Concerning and the second second second Sec. recently and the second states of the second states 10.000 ..... State State State 10.000 and the second s 10.000 and the second s 10.1788 and the second second 10.000 1 **Click Remove.** 

If uninstalling Java Runtime	To download the Windows Installer Clean up utility go
Environment was unsuccessful	to <u>http://support.microsoft.com</u>
	Removal instructions:
	Download the Microsoft Installer Clean Up utility file and save it
	on your desktop.
	Double click on executable file to start the installation process.
	Follow the instructions accordingly.
	Once installation process is over, go to Start -> All Programs ->
	Run Windows Install Clean Up utility.
	This will launch the Windows Installer Clean Up utility dialog box.
	Under the Installed products list, select the desired JRE version
	that you wish to remove
	Click Remove and Exit

# Clearing the Java Runtime Environment (JRE) cache

This section applies to: Platform(s): Windows 7, Vista, Windows 8 and Windows 10 Java versions: 6.0, 7.0, 8.0

#### Clearing the Java Plug-in cache ensures that the browser loads the latest versions of Java applications and applets.

1. Click Windows "Start" menu



- 2. Select "Control Panel"
- 3. Click on the Java icon to open the Java Control Panel.



**Note:** if the Java icon is not visible, Java might not be installed on the PC.

4. In the Java Control Panel, under the General tab, click Settings under the Temporary Internet Files section.

🛓 Java Control Panel
General Update Java Security Advanced
About
View version information about Java Control Panel.
A <u>b</u> out
Network Settings
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.
Network Settings
Temporary Internet Files
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings. Settings. View
Java in the browser is enabled.
See the Security tab
OK Cancel Apply

5. The Temporary Files Settings dialog box appears.

Temporary Files Settings
Keep temporary files on my computer.
Location
Select the location where temporary files are kept:
ah\AppData\LocalLow\Sun\Java\Deployment\cache
Disk Space
Select the compression level for JAR files: None -
Set the amount of disk space for storing temporary files:
32768 MB
Delete Files Restore Defaults
OK Cancel
Click <b>Delete Files</b> on the Temporary

Files Settings dialog.

6. The <b>Delete Files and</b> <b>Applications</b> dialog box appears.
Delete Files and Applications
Delete the following files?
<ul> <li>Trace and Log Files</li> <li>Cached Applications and Applets</li> <li>Installed Applications and Applets</li> </ul>
OK Cancel
Ensure all check boxes are selected and click <b>OK</b> . This deletes all the Downloaded
Applications and Applets from the cache.
7. Click <b>OK</b> and exit Java Control Panel.

Enabling and viewing the	The Java Console provides information about the Java Runtime
Java Console.	Environment (JRE) version, user home directory, and any error
	message that occurs while running an applet or application. You
	can enable the Java Console for the Windows platform.
Platform(s):	
Windows 98, Windows ME, Windows	To enabling the Java Console for Windows Platform:
2000 (SP4+), Windows XP (SP1 SP2) JRE version(s): 1.4.2_xx	Click Start.
	Select Settings.
	Select Control Panel.
	Double-click the Java icon in the control panel.
	Click Advanced (this may differ depending on the version of Java
	and select Java console

Java Control Panel General Update Java Security Advanced	_
Settings	
OK Cancel	Apply
Select Show Console and click OK.	

Viewing the Java Console	Viewing the Java Console for your browser:
	Internet Explorer
	From the browser menu bar, click
	Tools. Select Sun Java Console.
	Mozilla and Netscape 7.1
	From the browser menu bar, click Tools.
	Select Web Development> Java Console.
	Netscape Communicator 4.79
	From the browser menu bar, click Communicator.
	Select Tools> Java Console.

ERROR	SYMPTOM / CAUSE / SOLUTION
ERROR Not copying new JAVA files during an online installation	SYMPTOM / CAUSE / SOLUTION Symptom: While attempting to install Java, the installation seems to stop and the message Copying New Files appears for a long period of time.
	Cause: This behaviour might occur either if there is slow connection or if connection is lost between download server and requesting node. The root cause of this issue is still under investigation. Solution:
	Download/Install JRE, using the offline option from: <u>http://www.java.com/winoffline_installer</u> Restart the download and allow extra time for it to complete the download and installation process.

the same process       Several Java Virtual Machines running in the same process.         Or       Java Runtime Environment cannot be loaded.         Solution:       Below are some of the workarounds that have worked for different users:         Try setting virtual memory.       For Windows XP Users         Follow this process:       Start -> Control panel -> System -> Advanced -> Performance (setting) ->         Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Control panel -> System -> Advanced System Settings ->         Advanced -> Virtual Memory - Click Change -> Performance Options -         Advanced -> Uirtual Memory - Click Change - Select System Managed Size and then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory	RROR	SYMPTOM / CAUSE / SOLUTION
the same process       Several Java Virtual Machines running in the same process. Or Java Runtime Environment cannot be loaded.         Solution:       Below are some of the workarounds that have worked for different users: Try setting virtual memory.         For Windows XP Users       Follow this process:         Start -> Control panel -> System -> Advanced -> Performance (setting) -> Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and then restart your computer.         For Windows Vista Users       Follow this process:         Start -> Control Panel -> System -> Advanced System Settings -> Advanced -> Virtual Memory – Click Change – Select System Managed Size and then restart your computer.         For Windows Vista Users       Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings -> Advanced -> Virtual Memory – Click Change – Select System Managed Size and then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory	everal Java virtual	symptom:
the same process       Or         Java Runtime Environment cannot be loaded.         Solution:         Below are some of the workarounds that have worked for different users:         Try setting virtual memory.         For Windows XP Users         Follow this process:         Start -> Control panel -> System >> Advanced -> Performance (setting) ->         Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory	achines running in	While running some Java applets, an error with the following message appears:
Java Runtime Environment cannot be loaded. Solution: Below are some of the workarounds that have worked for different users: Try setting virtual memory. For Windows XP Users Follow this process: Start -> Control panel -> System -> Advanced -> Performance (setting) -> Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and then restart your computer. For Windows Vista Users Follow this process: Start -> Settings -> Control Panel -> System -> Advanced System Settings -> Advanced -> Click Settings under Performance -> Performance Options - Advanced -> Virtual Memory - Click Change -> Select System Managed Size and then restart your computer. Set JRE parameter to less than 3/4th of actual physical memory in your system. First check physical memory on your system. Follow this process: Start -> Control Panel -> System. This will tell you advise the physical memory	e same process	
Solution:         Below are some of the workarounds that have worked for different users:         Try setting virtual memory.         For Windows XP Users         Follow this process:         Start -> Control panel -> System -> Advanced -> Performance (setting) ->         Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and         then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		
Below are some of the workarounds that have worked for different users:         Try setting virtual memory.         For Windows XP Users         Follow this process:         Start -> Control panel -> System -> Advanced -> Performance (setting) ->         Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and         then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Java Runtime Environment cannot be loaded.
Try setting virtual memory. For Windows XP Users Follow this process: Start -> Control panel -> System -> Advanced -> Performance (setting) -> Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and then restart your computer. For Windows Vista Users Follow this process: Start -> Settings -> Control Panel -> System -> Advanced System Settings -> Advanced -> Click Settings under Performance -> Performance Options - Advanced -> Click Settings under Performance -> Performance Options - Advanced -> Virtual Memory - Click Change - Select System Managed Size and then restart your computer. Set JRE parameter to less than 3/4th of actual physical memory in your system. First check physical memory on your system. Follow this process: Start -> Control Panel -> System. This will tell you advise the physical memory	-	Solution:
For Windows XP Users         Follow this process:         Start -> Control panel -> System -> Advanced -> Performance (setting) ->         Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Below are some of the workarounds that have worked for different users:
Follow this process:         Start -> Control panel -> System -> Advanced -> Performance (setting) ->         Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and         then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Try setting virtual memory.
Start -> Control panel -> System -> Advanced -> Performance (setting) ->         Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and         then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		For Windows XP Users
Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Follow this process:
then restart your computer.         For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options –         Advanced -> Virtual Memory – Click Change – Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Start -> Control panel -> System -> Advanced -> Performance (setting) ->
For Windows Vista Users         Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Advanced -> Virtual memory (Change) -> Click System Managed Size -> Set and
Follow this process:         Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		then restart your computer.
Start -> Settings -> Control Panel -> System -> Advanced System Settings ->         Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		For Windows Vista Users
Advanced -> Click Settings under Performance -> Performance Options -         Advanced -> Virtual Memory - Click Change - Select System Managed Size and         then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Follow this process:
Advanced -> Virtual Memory – Click Change – Select System Managed Size and then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		Start -> Settings -> Control Panel - > System -> Advanced System Settings ->
then restart your computer.         Set JRE parameter to less than 3/4th of actual physical memory in your system.         First check physical memory on your system.         Follow this process:         Start -> Control Panel -> System. This will tell you advise the physical memory		
First check physical memory on your system. Follow this process: Start -> Control Panel -> System. This will tell you advise the physical memory		
Follow this process: Start -> Control Panel -> System. This will tell you advise the physical memory		Set JRE parameter to less than 3/4th of actual physical memory in your system.
Start -> Control Panel -> System. This will tell you advise the physical memory		First check physical memory on your system.
		Follow this process:
(RAM) available on your system.		Start -> Control Panel -> System. This will tell you advise the physical memory
		(RAM) available on your system.
Set JRE parameter.		Set JRE parameter.
Follow this process:		Follow this process:
Start -> Control Panel -> Java (this opens Java Control panel)		Start -> Control Panel -> Java (this opens Java Control panel)
-> Java -> View -> In the last field which lists Java Runtime Parameters enter -		-> Java -> View -> In the last field which lists Java Runtime Parameters enter -
mx512M (Note: replace 512 with 3/4th of your actual RAM)		mx512M (Note: replace 512 with 3/4th of your actual RAM)
Uninstall all versions of Java through the Control Panel		Uninstall all versions of Java through the Control Panel
For Windows XP Users		-

Follow this process:
Start -> Settings -> Control Panel -> Add/Remove Programs
Select JRE listed and remove them one by one.
For Windows Vista Users
follow this process:
Start -> Settings -> Control Panel -> Programs and Features
Select JRE listed and remove them one by one.
Disable add-ons in Internet Explorer
Open Browser
Follow this process:
Tools -> Internet Options -> Programs -> Manage add-ons -> select add-on that
you wish to disable and then click Disable (Settings)
Note: disable add-ons like SSVHelper Class, Windows Live Sign-in add-on, old
Java plug-ins, etc.
Now click on
control panel and uninstall all versions of Java Runtime.
Follow this process:
C:->Documents and Settings->User->Application Data->Sun->Java.
Delete Java directory
Now go to: http://java.com/en/download/windows_manual.jsp and
download latest version of Java.
Reload policy configuration in Java Console
For Internet Explorer
From the browser menu bar, click Tools.
Select Sun Java Console.
Type the letter r in the Java Console.
Mozilla 1.4+
From the browser menu bar, click Tools.
Select Web Development > Java Console.
Type the letter r in the Java Console.
VI.

🍰 Java Console	
Java Plug-in 1.6.0_03 Using JRE version 1.6.0_03 Java HotSpot(TM) Client VM User home directory = D:\Documents and Settings'	
<ul> <li>c: clear console window</li> <li>f: finalize objects on finalization queue</li> <li>g: garbage collect</li> <li>h: display this help message</li> <li>l: dump classloader list</li> <li>m: print memory usage</li> <li>o: trigger logging</li> <li>p: reload proxy configuration</li> <li>q: hide console</li> <li>r: reload policy configuration</li> <li>s: dump system and deployment properties</li> <li>t: dump thread list</li> <li>v: dump thread stack</li> <li>x: clear classloader cache</li> <li>0-5: set trace level to <n></n></li> </ul>	
Clear Copy Close	
Note: f the normal un <b>installation process (as mentioned above)</b> Microsoft Windows Installer Clean-up Utility. This tool wil rrelevant Java Runtime Environment Microsoft Installer ( are removed.	Il ensure that all
Removal instructions:	
Download the Microsoft Installer Clean Up utility file and Double click executable file to launch the installation pro- nstructions accordingly. Dnce installation process is over, go to Start -> All Progra	cess. Follow the
Dice installation process is over, go to Start -> All Progra Nindows Install Clean Up utility.	ams -> Run
This will launch the Windows Installer Clean Up utility dia	llog box.
Jnder the Installed products list, select the desired JRE v o remove and	-
Click Remove and Exit.	

ERROR	SYMPTOM / CAUSE / SOLUTION
Download errors:	Symptom:
1305, 2755, 1606, etc.	
	During installation of the JRE from Java.com, a dialog box appears displaying one of the following error codes:
	1035, 1305, 1311, 1324, 1327, 1335, 1600, 1601, 1606, 1624, 1643, 1722, 1744, 1788,
	2352, and 2755
	Cause:
	These errors are Install Shield error codes which indicate that an action failed
	during the installation process.
	Solution: Please download and install the offline installation package:
	http://www.java.com/winoffline_installer

ERROR	SYMPTOM / CAUSE / SOLUTION
Firefox Update Error:	Symptom: During the upgrade of the Firefox browser 2.0+, an Incompatible Add-ons error message window pops up this message: The following add-ons are not compatible with this version of Firefox and have been disabled. Java Console 6.0.0.1 is displayed in the text box of the warning message.
	Firefox Update 🛛 🔀
	Incompatible Add-ons
	The following add-ons are not compatible with this version of Firefox and have been disabled:
	Java Console 6.0,01
	Firefox can check if there are compatible versions of these add-ons available.
	< Back Check Now Don't Check
	Cause:
	There is incompatibility between JRE 6.0u1, shown as 6.0.0.1, and any version of Firefox higher than 2.0. This error occurs during the process of upgrading Firefox to version 2.0.
	Solution
	To solve this problem, JRE 6.0u1 needs to be uninstalled, and JRE 6u2 or higher installed. Please follow these steps to uninstall JRE 6.0u1 and install the latest release on java.com:
	1. Uninstall the JRE 6.0u1 by following instructions on this page -

Windows Java Runtime Environment un-installation instructions.
2. Install the JRE using the following instructions: Windows Offline Download and Installation Instructions for Java Runtime Environment.

ERROR	SYMPTOM / CAUSE / SOLUTION
Error 1500: Another installation is in progress	Symptom: During installation of the JRE from Java.com, a dialog box appears displaying this message - Error 1500, Another installation is in progress.
	Java Setup     Error 1500. Another installation is in progress. You must complete that installation before continuing this one.     Retry     Cancel
	Cause: This is a general MSI (Microsoft Installer) install error message resulting in failure of JRE installation process.
	<ul> <li>The cause of this error could be:</li> <li>Two MSI based installers running at the same time which the MSI engine will not allow.</li> <li>In-Progress key left behind if an earlier installation attempt is cancelled forcibly via the Task Manager (Ctrl+Alt+Del) during a transaction/installation process.</li> </ul>

Solution:
Restart the system and Download/Install the using offline option.
Note: It is highly recommended to remove existing traces of JRE install from your
system before attempting a fresh install.
Instructions for uninstallation can be found at:
Windows Java Runtime Environment uninstallation instructions
To remove the In Progress key, first try rebooting. If this does not work, download the <b>Windows Installer SDK. There is a tool that comes with it called <u>MsiZap.exe</u>. This</b>
utility can be used following its documentation to remove the In-Progress key.
Once this key is removed, you can reinstall JRE using the Windows
Offline installation link provided above.

Testing the IP configuration	Before proceeding, you are advised to check the computer's IP configuration. Windows Systems offer a command-line tool called ip config that points you to your computer's IP configuration. The output of this command gives the IP
	configuration for each interface; a computer with two network cards and one
	wireless adapter has three interfaces each with its own configuration.
	To view your computer's IP configuration, simply enter the following command
	(Start/run):
	cmd /k ipconfig /all
	The output of such a command looks like this:
	Windows IP Configuration
	Host name: CCM
	Primary DNS:
	Node type: Broadcast
	IP routing enabled: No
	WINS proxy enabled: No
	Ethernet adapter wireless network connection
	Connection-specific DNS suffix:
	Description: Intel(R) PRO/Wireless LAN 2100 3A Mini PCI
	Adapter Physical address :00-0C-F1-54-D5-2C
	DHCP enabled: No
	IP address: 192.168.1.3
	Subnet mask: 255.255.255.0
	Default gateway: 192.168.1.1
	DNS servers: 193.19.219.210
	193.19.219.211
	Ethernet adapter local area connection:
	Media status: Media disconnected
	Description: Broadcom 570x Gigabit Integrated Controller
	Physical address :0F-0F-1F-CB-99-87
	- The above report indicates that this computer has two network interfaces,
	one of which is wireless. The name of the machine on the network is CCM.

L	
	- The Ethernet interface connected to the local area network (network card) is
	not active since the cable is disconnected, but the wireless adapter is
	configured.
	- Machines on a same network must use a same address range (with different
	addresses) and a same subnet mask. In the case of a local network,
	connecting machines that do not have routable IP addresses, so-called
	private address ranges must be used.
	- The default gateway refers to, when applicable, the IP address of the machine
	offering internet access, DNS servers.
	- The DNS servers must correspond to the organization's DNS servers; most
	of the time these are the service provider's DNS servers.
	Testing the connection
	To test the proper functioning of a network, there is a highly practical utility pr <b>ovided as</b>
	a standard feature with most operating systems called the ping utility. Ping
	enables you to send a data packet to a network computer and allows you to
	evaluate the response time. The <i>ping</i> command is explained in detail at the
	following address:
	To test the network thoroughly, simply open a command-line window, and
	then successively carry out the following steps:
	ping the loopback address (127.0.0.1), representing your computer:
	ping <b>-t 127.0.0.1</b>
	ping the IP addresses of the network's computers, for
	example: ping -t 192.168.0.3
	ping the computer names, for
	example: ping -t Mickey
	ping the computer used as gateway on the local area network, that is, the computer
	sharing its internet connection. It usually has the address 192.168.0.1:
	ping -t 192.168.0.1
	ping the service provider's gateway. The address of the service provider's gateway
	can be retrieved using the <i>ip config</i> command on the computer being used as
	gateway on the local area network.
	ping the service provider's name servers. The address of the service provider's
	DNS servers can be retrieved using the <i>ip config</i> command on the computer
	being used as gateway on the local area network;

ping a domain name, for example:
ping -t www.google.com
If all these instructions work, your network is ready to be used!

Windows Installer Clean-up	Description of the Windows Ins taller Clean-up
Utility	Utility
	Warning: the Windows Installer Clean-up Utility is provided to help resolve installation problems for programs that use Microsoft Windows Installer. If you use this utility, you may have to reinstall other programs. <i>Caution is advised</i> . We recommend that you do not use this utility with 2007 Office system products. Summary
	Microsoft has updated the Windows Installer Clean-up Utility to enable you to remove a programmer's Windows Installer configuration information. You may want to remove this information for your programmer if you experience installation (setup) problems. For example, you may have to remove a programme's Windows Installer configuration information if you have installation problems when you try to add (or remove) a component that was not included when you first installed your programme.
	The Windows Installer Clean-up Utility does not perform the following functions:
	<ul> <li>Remove Windows Installer.</li> <li>Remove files of any programmes that are installed by Windows Installer, such as Microsoft Office 2003.</li> </ul>
	<ul> <li>Provides a dialog box in which you can select one or more programmes that were installed by Windows Installer.</li> <li>To do this, select the programmes that you want in the Installed</li> <li>Products list in the Windows Installer Clean-up dialog box. After you</li> </ul>
	<ul> <li>make this selection, the utility removes only the Windows Installer</li> <li>configuration information that is related to those programmes.</li> <li>Removes the files and registry settings that make up the</li> <li>Windows Installer configuration information for programmes that</li> <li>you select.</li> </ul>
	If you use this utility to remove the Windows Installer configuration information for your program <b>me and you plan to reinstall it, you should</b> <b>reinstall in the same folder where you originally installed it. This</b>

# prevents duplication of files on your hard disk or disks. More information

This version of the Windows Installer Clean-up Utility works correctly in all 32-bit versions of Microsoft Windows. The 32-bit versions of Microsoft Windows are as follows: Microsoft Windows Vista Microsoft Windows Server 2003 Microsoft Windows XP Microsoft Windows Millennium Edition Microsoft Windows 2000 Microsoft Windows NT 4.0 with Service Pack 3 or later Microsoft Windows 98

This version of the Windows Installer Clean-up Utility works correctly in all 64-bit versions of Microsoft Windows. The 64-bit versions of Microsoft Windows are as follows: Microsoft Windows Server 2003 Microsoft Windows XP Microsoft Windows Vista

# README FOR WINDOWS INSTALLER CLEAN UP UTILITY version 3 SEPTEMBER, 2006

What is the windows installer clean up utility?

The Windows Installer Clean-Up Utility is a tool that can be used to remove Windows Installer configuration management information if a problem occurs. \*\*\* NOTE: **The Windows Installer Clean up Utility should not be used to remove the 2007 Microsoft Office System installation information.** \*\*\*

The Windows Installer configuration management information can become damaged if any of the following issues occur:

- The computer's registry becomes corrupted.
- A registry setting that is used by the Windows Installer is
  - inadvertently changed, and this change results in a problem.

The installation of a programme that uses Windows Installer (for
example, Microsoft Office 2003) is interrupted.

- There are multiple instances of a setup programme running at the same time, or an instance where a setup program is blocked.

### What happened to msicu.exe?

In the original release, there were two versions of the Windows Installer Clean up Utility:

- Msicu.exe (for use in Microsoft Windows 95, Windows 98 and Windows ME), and Msicuu.exe (for use in Windows NT, Windows 2000, Windows XP, and Windows Server 2003).
- Msicu.exe was removed because Msicuu.exe now works with all 32-bit versions of Microsoft Windows.

# What is msizap.exe?

The Windows Installer Clean up Utility uses the Msizap.exe programme file to perform clean-up operations on the Windows Installer configuration management information. Microsoft does not recommend that you run Msizap.exe manually because Msizap.exe uses a command-line interface. Msizap.exe does not provide the same ease of use or level of protection as the Windows Installer Clean up Utility.

## Why is there no msizap.exe in the extracted files?

There are two versions of MSIZAP.EXE:

- <u>1.</u> MsiZapA.exe (for use in Windows 95, Windows 98 and Windows ME
- 2. MsiZapU.exe (for use in Windows NT, Windows 2000, Windows XP, and Windows Server 2003).

The appropriate executable must be renamed **MsiZap.exe for the** Windows Installer Clean up Utility to work correctly. The installation process renames and installs the correct version automatically.

How do I install the Windows Installer Clean up Utility?

-	_When you download the utility, choose either Install or Save (if
	you choose Save then run the downloaded executable
	from the folder in which you saved the executable).
-	_By default, the setup programme installs the Windows Installer
	Clean-Up Utility files to a folder beneath the Program Files
	folder Called Windows Installer Clean Up. All the files that
	are used by the utility (Msicuu.exe, Msizap.exe, and this
	Readme file) are copied into this folder, and a shortcut is
	created on the Programme's menu under the Start menu.
-	The files may also be extracted manually from the downloaded file.
	However, after you do this, you must rename the appropriate
	MsiZap*.exe file as MsiZap.exe. (NOTE: If you use the utility on
	Windows 95/98/98SE/ME, rename MsiZapA.exe. Otherwise,
	rename MsiZapU.exe.)
How	do I run the Windows Installer Clean up Utility?
Torunt	the Windows Installer Clean-Up Utility, use either of the
	g methods:
	Click Start, then All Programs (or 'Programs' on some
	operating systems), and then click the shortcut for the
	Windows Installer Clean-Up Utility.
-	Find and run the Msicuu.exe file. A dialog box will be displayed that
	contains a message, a list of installed products, and four buttons.
<b>.</b>	The message that is displayed is as follows:
	uing further will make permanent changes to your system. You may
	reinstall some or all applications on your system that used the
	vs Installer technology. If you do not want to proceed, please
press '	Exit now.
-	Choosing Remove will make the permanent changes. The
	list contains the titles of the entire installed programme's
	that are registered with Windows Installer. Because the
	Windows Installer Clean up Utility installation also uses
	Windows Installer, the Windows Installer Clean up Utility
	should be included in the list.
-	Select the programmes that you wish to remove. (To select
	multiple items in the list, hold down the SHIFT key or the CTRL
	key as you select the items.) The four buttons in the dialog
	box are as follows:

[Select All] - Selects all the programmes in the list.
[Clear All] - Clears the selection of all the programmes in the list.
[Remove] - Removes the Windows Installer installation information for
the selected programme/s.
[Exit] - Exits the Windows Installer Clean Up Utility.
- If you click 'Remove,' the following prompt is displayed:
Warning - All items selected will be removed from the
Windows Installer database. For the items to work properly,
you must individually re-install all items selected. Select OK to
continue removing product, Cancel to abort.
- By clicking, all the Windows Installer information that is
associated with the selected programmes is removed. This
includes the entries for the programmes in the
Add/Remove Programs tool in the Control Panel.
- If you remove the installation information for an installed
programme, the programme is prevented from adding or
removing components or repairing itself.
NOTE: If you remove the installation information, files or shortcuts for
the programmes themselves are not removed. You should reinstall
the programmes before you try to use them.
What if I receive an error message?
The following is a list of the Windows Installer Clean-Up Utility error
messages that you may receive and the cause for each message:
- Error message: This utility requires that Msizap.exe version 2 or
greater reside in the same folder. Cause: Msizap.exe version 2
or a later version of Msizap.exe cannot be found in the same
folder as Msicuu.exe.
- Error message: You must have administrator rights to run this
utility. Cause: To run Msicuu.exe, you must be logged on with
administrator rights.
- Error message: This utility requires that the Windows Installer be
installed and properly registered. Cause: Msicuu.exe uses the
Windows Installer object model to identify the installed
products. To correct the problem, try reregistering Msi.dll.
How do I remove the Windows Installer Clean up Utility?

When the Windows Installer Clean up Utility is installed, an entry for the
utility is created in the Add/Remove Programs tool in Control Panel. To
remove the Windows Installer Clean up Utility, click the entry in the list
of installed programmes, and then click Remove.

ERROR	SYMPTOM / CAUSE / SOLUTION
Unable to launch Error	Symptom: Application Error
	Unable to launch the application.
	More Information Error: Could not load file/URL specified: C:\WINNT\profiles\Schultzep\Application Data\Sun\Java\Deployment\cache\6.0\9\65223609-3a2e2922   Exception Wrapped Exception Console   CouldNotLoadArgumentException[ Could not load file/URL specified: C:\WINNT\profiles\Schultzep \Application Data\Sun\Java\Deployment\cache\6.0\9\65223609-3a2e2922
	at com.sun.javaws.Main.launchApp(Unknown Source) at com.sun.javaws.Main.continueInSecureThread(Unknown Source) at com.sun.javaws.Main\$1.run(Unknown Source) at java.lang.Thread.run(Unknown Source)
	Close

CAUSE
Solution:
The Business Online application must be uninstalled.
This can be <b>achieved by using the control panel</b> .
You must also uninstall the version of Java that is present on the particular workstation.
Then re-install the JAVA runtime environment from the version that is present on the
installation CD or flash drive. Next re-install Business Online from the CD.
If the error continues, please contact your team leader for further assistance.