

# Business Online Technical Troubleshooting Guide

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How to install Java 1.7 on the following:

**Platform(s):**

Windows 2000 (SP4+), Windows XP (SP1 SP2), Vista, Windows 2003

**Browser(s):**

Internet Explorer 5.5, Internet Explorer 6.x, Internet Explorer 7.x  
JRE

**version(s):** 6.0

Go to [www.java.com](http://www.java.com)

Click on the Free Java Download button.

A security warning screen is automatically displayed:



Click on Install to start the installation process.

A welcome screen is displayed:



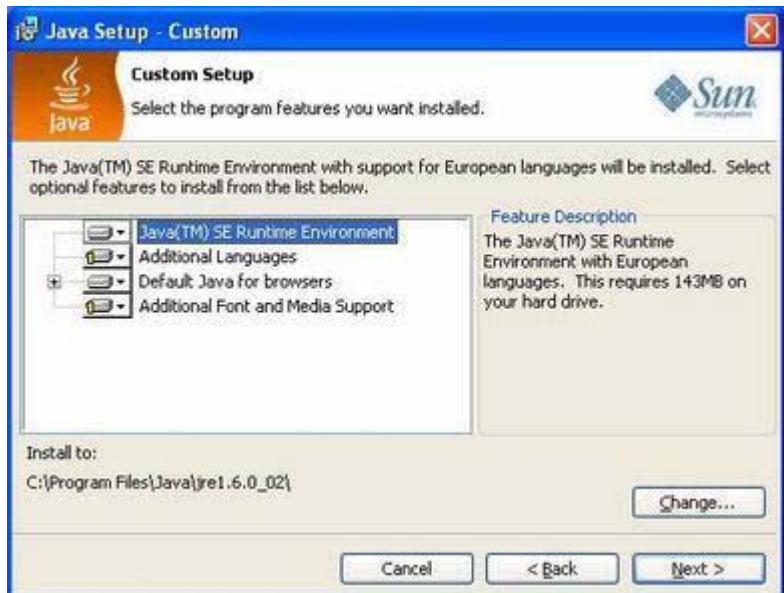
Click on Accept and continue the installation process.

If you do not have Google Toolbar for Internet Explorer and Google Desktop installed the following is displayed:



Click Next to continue.

A Custom Setup Screen is displayed:



Click Next to continue.

The following progress screen will be displayed:



The installation is now complete and the following screen confirms this:



How to install Java 1.7 without ActiveX control

If the PC does not have ActiveX control, the following message will be displayed:



Continue by clicking the message to install.



Click on Install ActiveX Control and continue the java installation process.

## How to uninstall Java Runtime Environment

### Platform(s):

Windows 98, Windows ME, Windows 2000 (SP4+), Windows XP (SP1 SP2), Windows 2003, Vista

### Browser(s):

Internet Explorer 5.5, Internet Explorer 6.x, Internet Explorer 7.x, Netscape 6.2x, Netscape 7, Mozilla 1.4+

### JRE version(s):

1.5.0, 6.0

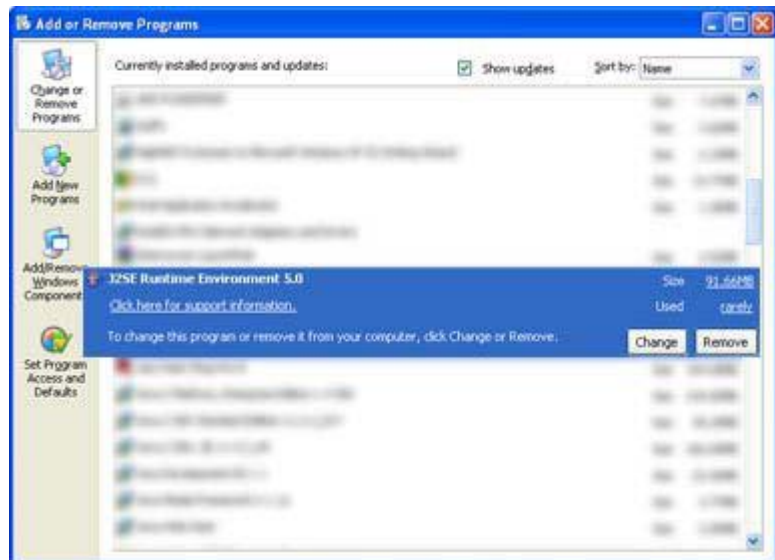
Click Start.

Select Settings.

Select Control Panel.

Double click the Add/Remove Programs control panel icon.

Select the Java Runtime Environment t you want to uninstall by clicking on it



Click Remove.

If uninstalling Java Runtime Environment was unsuccessful

To download the Windows Installer Clean up utility go to <http://support.microsoft.com>

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

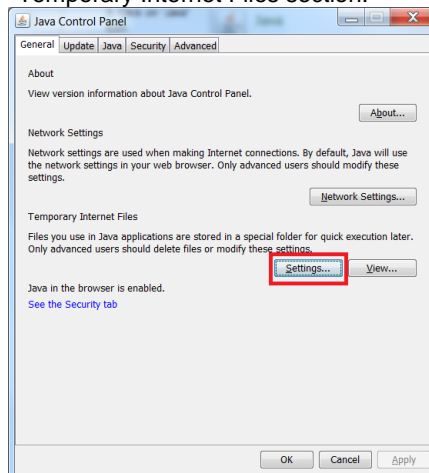


2. Select "Control Panel"
3. Click on the Java icon to open the Java Control Panel.

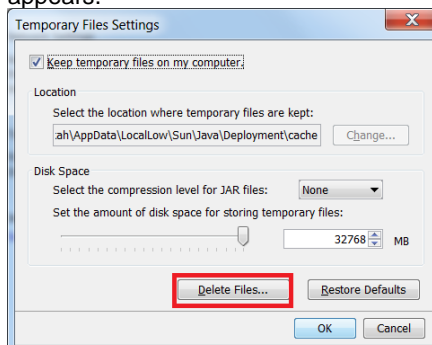


**Note:** if the Java icon is not visible, Java might not be installed on the PC.

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

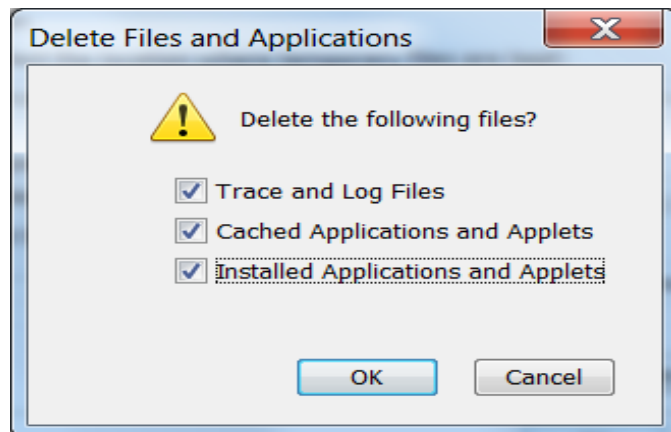


5. The Temporary Files Settings dialog box appears.



Click **Delete Files** on the Temporary Files Settings dialog.

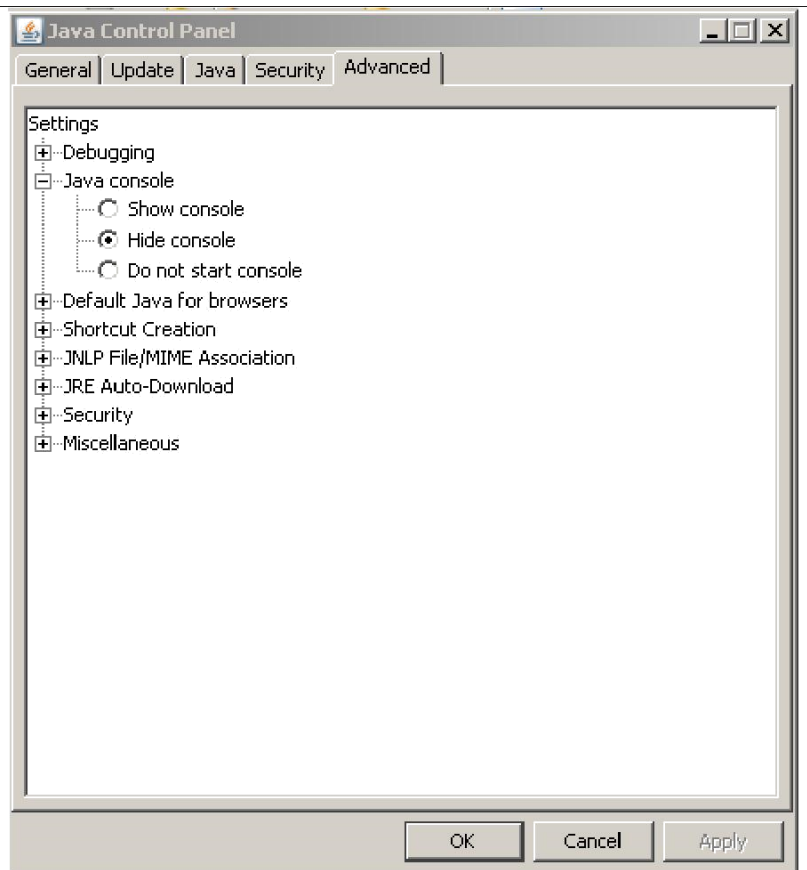
6. The **Delete Files and Applications** dialog box appears.



Ensure all check boxes are selected and click **OK**. This deletes all the Downloaded Applications and Applets from the cache.

7. Click **OK** and exit Java Control Panel.

<p>Enabling and viewing the Java Console.</p> <p><b>Platform(s):</b> Windows 98, Windows ME, Windows 2000 (SP4+), Windows XP (SP1 SP2)</p> <p><b>JRE version(s):</b> 1.4.2_xx</p>	<p>The Java Console provides information about the Java Runtime 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.</p> <p>To enabling the Java Console for Windows Platform: 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</p>
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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
<p>Not copying new JAVA files during an online installation</p>	<p>Symptom:</p> <p>While attempting to install <b>Java</b>, the installation seems to stop and the message <b>Copying New Files</b> appears for a long period of time.</p> 
	<p>Cause:</p> <p>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.</p>
	<p>Solution:</p> <p><b>Download/Install JRE, using the offline option from:</b>  <a href="http://www.java.com/winoffline_installer">http://www.java.com/winoffline_installer</a>  <b>Restart the download and allow extra time for it to complete the download and installation process.</b></p>

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

**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](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.**

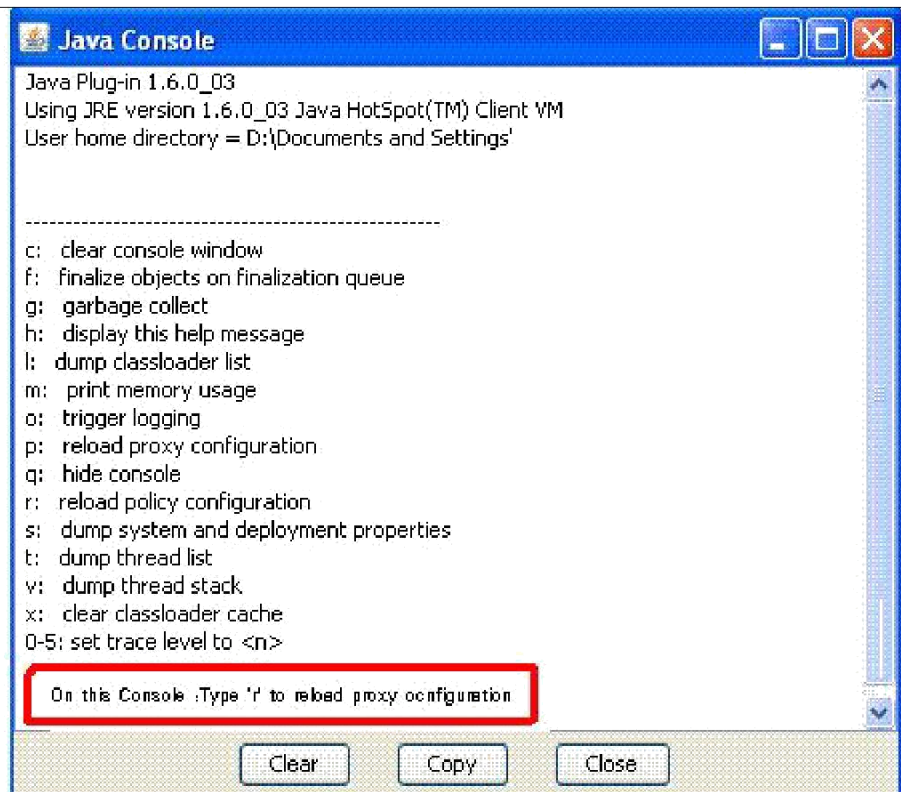
**Mozilla 1.4+**

**From the browser menu bar, click Tools.**

**Select Web Development > Java Console.**

**Type the letter r in the Java Console.**





Note:

If the normal uninstallation process (as mentioned above) fails, then please try **Microsoft Windows Installer Clean-up Utility**. This tool will ensure that all irrelevant Java Runtime Environment Microsoft Installer (msi) registries are removed.

**Removal instructions:**

**Download the Microsoft Installer Clean Up utility file and save it on your desktop.**

**Double click executable file to launch 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 and**

**Click Remove and Exit.**

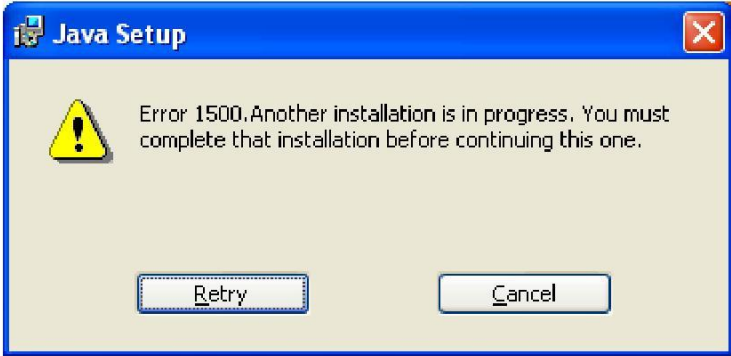


ERROR	SYMPTOM / CAUSE / SOLUTION
<p>Download errors: 1305, 2755, 1606, etc.</p>	<p>Symptom:</p> <p>During installation of the JRE from Java.com, a dialog box appears displaying one of the following error codes:</p> <p><b>1035, 1305, 1311, 1324, 1327, 1335, 1600, 1601, 1606, 1624, 1643, 1722, 1744, 1788,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

ERROR	SYMPTOM / CAUSE / SOLUTION
<p>Firefox Update Error: Incompatible Add-ons</p>	<p><b>Symptom:</b></p> <p>During the upgrade of the Firefox browser 2.0+, an <b>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.</b></p>  <p><b>Cause:</b></p> <p>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.</p> <p><b>Solution</b></p> <p>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 <a href="http://java.com">java.com</a>:</p> <ol style="list-style-type: none"> <li>1. Uninstall the JRE 6.0u1 by following instructions on this page -</li> </ol>

	<p>Windows Java Runtime Environment un-installation instructions.</p> <p>2. Install the JRE using the following instructions:  <b>Windows Offline Download and Installation Instructions for Java Runtime Environment.</b></p>
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ERROR	SYMPTOM / CAUSE / SOLUTION
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<p>Error 1500: Another installation is in progress</p>	<p>Symptom:</p> <p>During installation of the JRE from Java.com, a dialog box appears displaying <b>this message - Error 1500, Another installation is in progress.</b></p>  <p>Cause:</p> <p>This is a general MSI (Microsoft Installer) install error message resulting in <b>failure of JRE installation process.</b></p> <p>The cause of this error could be:</p> <ul style="list-style-type: none"> <li>- Two MSI based installers running at the same time <b>which the MSI engine will not allow.</b></li> <li>- In-Progress key left behind if an earlier installation attempt is cancelled forcibly via the <b>Task Manager (Ctrl+Alt+Del) during a transaction/installation process.</b></li> </ul>
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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 **Windows Installer SDK**. There is a tool that comes with it called **[MsiZap.exe](#)**. This 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**.

- 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 **provided as 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 *ping* 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 -t 127.0.0.1
```

**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 ***ip config* 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 ***ip config* 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 Utility

## Description of the Windows Ins taller Clean-up 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. *Caution is advised.* 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:**

- Remove Windows Installer.
- Remove files of any programmes **that are installed by Windows Installer, such as Microsoft Office 2003.**
- Provides a dialog box in which you can select one or more programmes **that were installed by Windows Installer.**

To do this, select the programmes **that you want in the Installed Products list in the Windows Installer Clean-up dialog box. After you make this selection, the utility removes only the Windows Installer configuration information that is related to those programmes.**

- Removes the files and registry settings that make up the Windows Installer configuration information **for programmes that you select.**

If you use this utility to remove the Windows Installer configuration information for your programme **and you plan to reinstall it, you should reinstall in the same folder where you originally installed it. This**

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**

**Microsoft Windows 95**

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:

1. 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?

To run the Windows Installer Clean-Up Utility, use either of the following 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. The message that is displayed is as follows:

*Continuing further will make permanent changes to your system. You may need to reinstall some or all applications on your system that used the Windows 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.


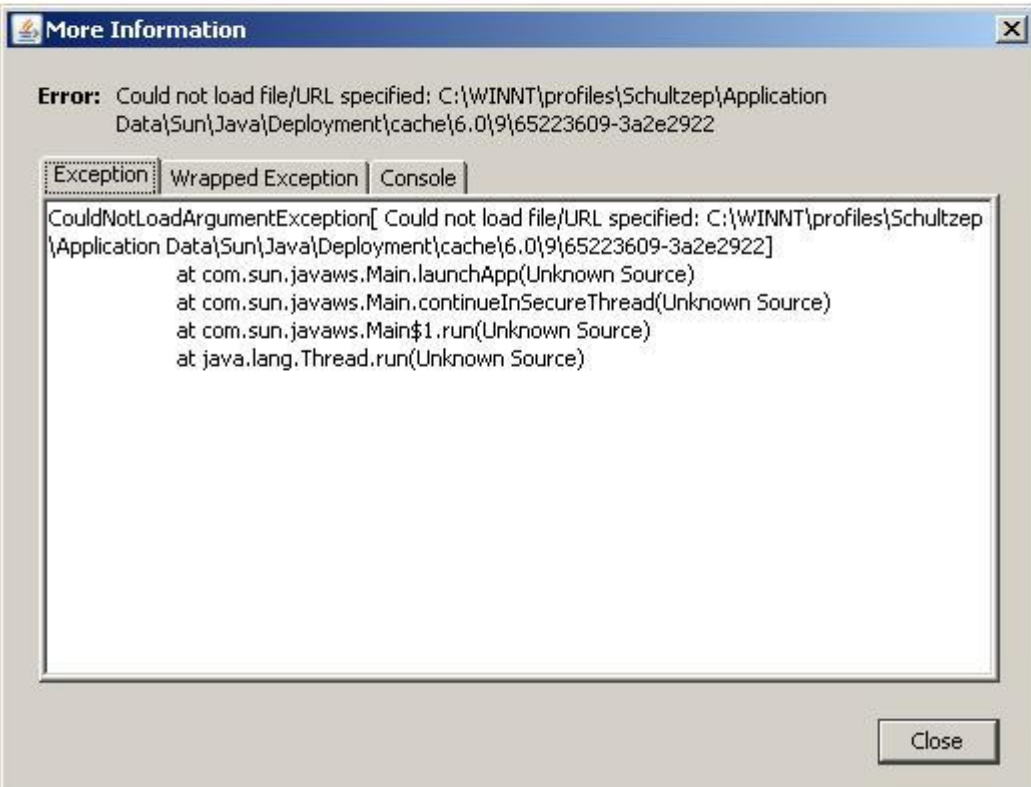
## What if I receive an error message?


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?

	<p>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 <b>the entry in the list of installed programmes, and then click Remove.</b></p>
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ERROR	SYMPTOM / CAUSE / SOLUTION
<p>Unable to launch Error</p>	<p>Symptom:</p>  

	<b>CAUSE</b>
	<p><b>Solution:</b></p> <p><b>The Business Online application must be uninstalled.</b></p> <p>This can be <b>achieved by using the control panel.</b>  new Business Online</p> <p>You must also <b>uninstall the version of Java that is present on the particular workstation.</b></p> <p>Then <b>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.</b></p> <p><b>If the error continues, please contact your team leader for further assistance.</b></p>

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