1. Banner Keeps Crashing

If you find that you keep getting kicked out of banner with one of the following (or similar) messages, you probably should uninstall and reinstall Java.

Forms	X
Forms	FRM-92104: A network error or server failure has occurred. The request was sent to the wrong application server (not the one which created the session). The Forms client has attempted to migrate the session 5 time(s) without success. You will need to restart your application. Details Java Exception: oracle.forms.net.ConnectionException: 500 at oracle.forms.net.ConnectionException.createConnectionException(Unknown Source) at oracle.forms.net.HTTPNStream.getResponse(Unknown Source) at oracle.forms.net.HTTPNStream.doFlush(Unknown Source) at oracle.forms.net.HTTPNStream.flush(Unknown Source) at oracle.forms.net.Stream.flush(Unknown Source) at oracle.forms.net.StreamMessageWriter.run(Unknown Source) Forms Session ID is formsapp.7387
	<u>O</u> K



2. Uninstalling Java

Windows 7 and Vista - Uninstall Programs

1. Close any open programs you may have running, especially your web browse



4. Select Programs



5. Click Programs and Features

 Select the Java program(s) you want to uninstall by clicking on it, and then click the Uninstall button. There may be more than one Java program on your computer. You may need administrator privileges to remove programs.

	Control Panel Home	Uninstall or change a program		
	View installed updates	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.		
۲	Turn Windows features on or off Install a program from the network			
Ŭ		Organize 👻 Uninstall		
		Name	Publisher	Installed On
		🛓 Java(TM) 6 Update 37	Oracle	10/18/2012
		🕌 Java(TM) 6 Update 37 (64-bit)	Oracle	10/18/2012

Windows XP - Uninstall Programs

- 1. Close any open programs you may have running, especially your web browse
- 2. Click Start
- 3. Select Control Panel

			
1	Programs	+	
	Documents		er 2010
ession in the second se	Settings	•	Control Panel
Se No	Search	•	Network Connections
₩ 🕐	Help and Support		Taskbar and Start Menu
sop 🖅	Run		
20	Shut Down		
🏄 Start	😼 🧕 🏉 💿		

4. Click the Add/Remove Programs control panel icon



5. The Add/Remove control panel displays a list of software on your system, including any Java software products that are on your computer. Select each one that you want to uninstall by clicking on it, and then click the **Remove** button.

5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		-
C <u>h</u> ange or Remove	DZSE Runtime Environment 5.0 Update 2		Size	117.00MB	-
Programs	👙 J2SE Runtime Environment 5.0 Update 4		Size	118.00MB	
1	👙 J2SE Runtime Environment 5.0 Update 6		Size	119.00MB	
Add New	🕞 Java 2 Runtime Environment, SE v1.4.2_05		Size	108.00MB	
Programs	🕞 Java 2 Runtime Environment, SE v1.4.2_06		Size	108.00MB	
1	🛃 Java(TM) 6 Update 3		Size	111.00MB	
Add/Remove	Click here for support information.		Used	<u>rarely</u>	
<u>W</u> indows Components	To change this program or remove it from your computer, c	lick Change or Remove.	Change	Remove	
	🛃 Java(TM) 6 Update 35		Size	91.83MB	
	🕌 Java(TM) 6 Update 5		Size	114.00MB	

3. Installing Java 6

- 1. Open Internet Explorer
- 2. Go to this site to install a new version of Java 6:

http://www.java.com/en/download/manual_v6.jsp

At the time of this document creation, the latest version was Version 6, Update 37. Do not install JAVA 7.

Windows 7 and Vista

Install both the Windows (32-bit) and the Windows (64-bit) versions Follow the prompts to install Java, agreeing with the license information if asked.



Windows XP

Install either the Windows Online or Windows Offline version.

Follow the prompts to install Java, agreeing with the license information if asked.

Java in Action Downloads Help Cen	ter	
Java Downloads for All Operating Sy Version 6 Update 37 Select the file according to your operating system from the l computer. By downloading Java you acknowledge that you have re- license agreement	/stems ist below to get t ad and accepte	he latest Java foryour d the term sof the <u>end user</u>
Windows Which should I choose? O Windows Online filesize: 870 KB O Windows Offline	Instructions	Afterinstalling Java, restart your browser and <u>verify Java has been</u>

3. After installation is complete (Windows XP, Windows7 and Vista), restart your browser and go to http://www.java.com/en/download/installed.jsp to verify that that Java has been installed correctly.

Verify Java Version

Check to ensure that you have the recommended version of Java installed for your operating system.





If you recently completed your Java software installation, you **may need to restart your browser** (close all browser windows and re-open) before verifying your installation.

4. Can't Use Tab Key in Banner

If you find that you can't use the Tab key to move from field to field when you logon to Banner and when you are in Banner, it's probably because you have <u>Java7</u> installed on your computer. Unfortunately with Java7, using any software with an Oracle platform (like Banner), you will be unable to use the Tab key. We recommend uninstalling Java 7 and installing the latest version of Java 6 instead. (See instructions above.)