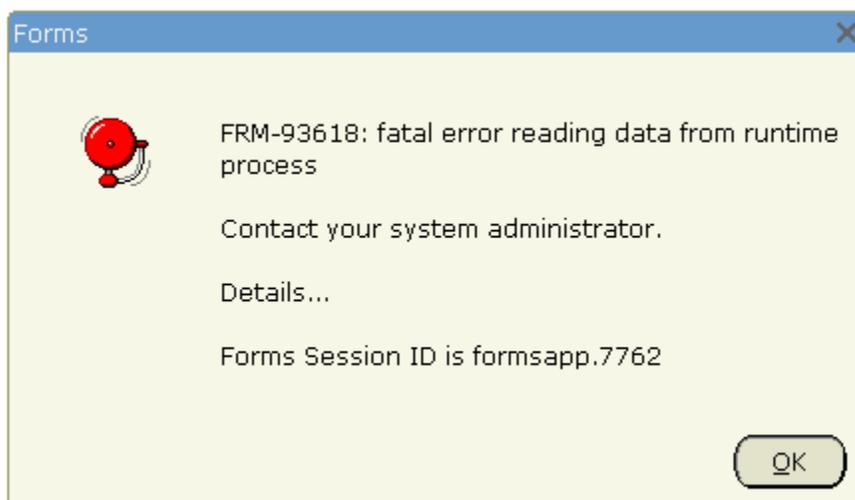


Banner Java Issues

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.

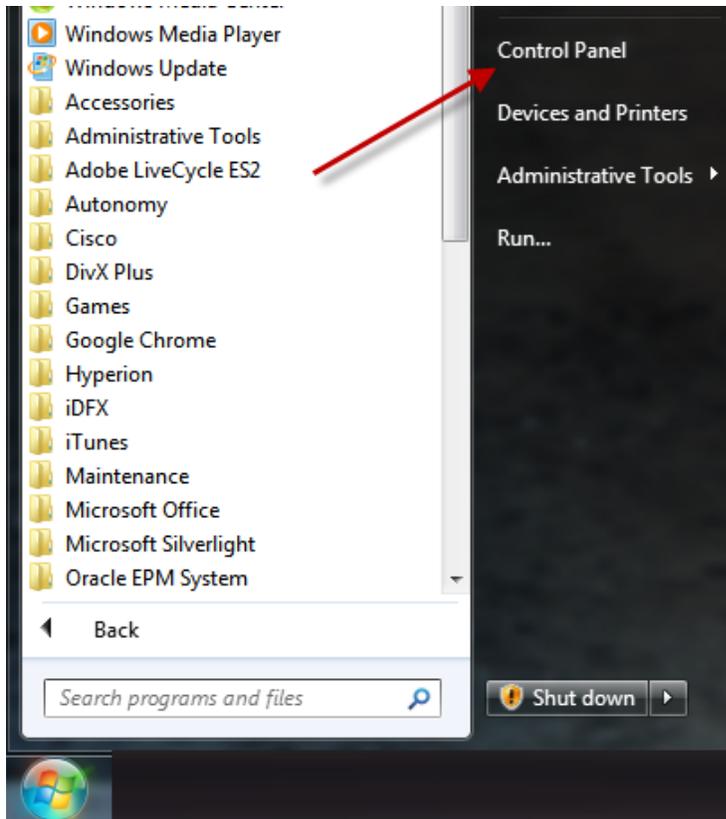


2. Uninstalling Java

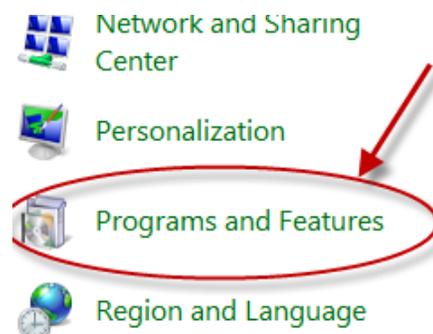
Windows 7 and Vista - Uninstall Programs

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

2. Click **Start** 
3. Select **Control Panel**

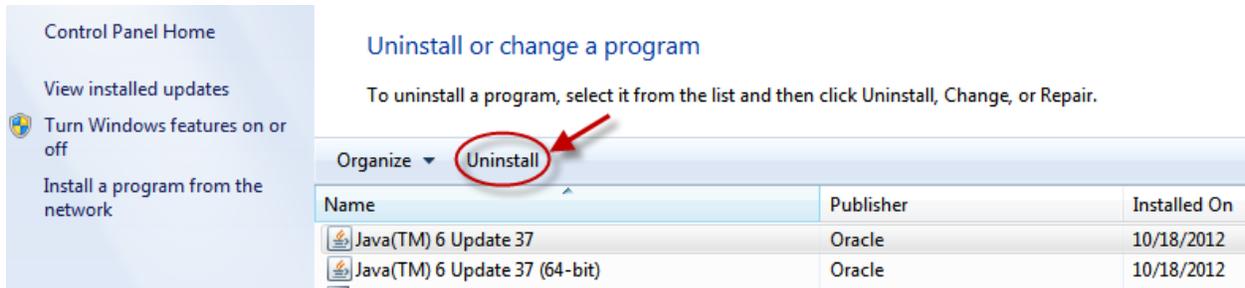


4. Select **Programs**



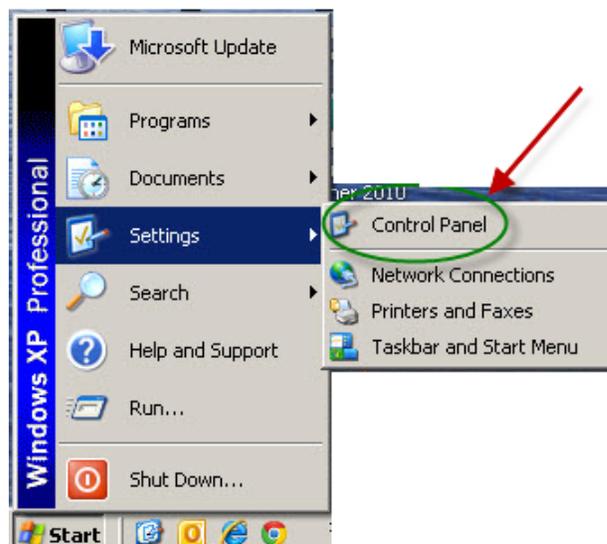
5. Click **Programs and Features**

6. 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.



Windows XP - Uninstall Programs

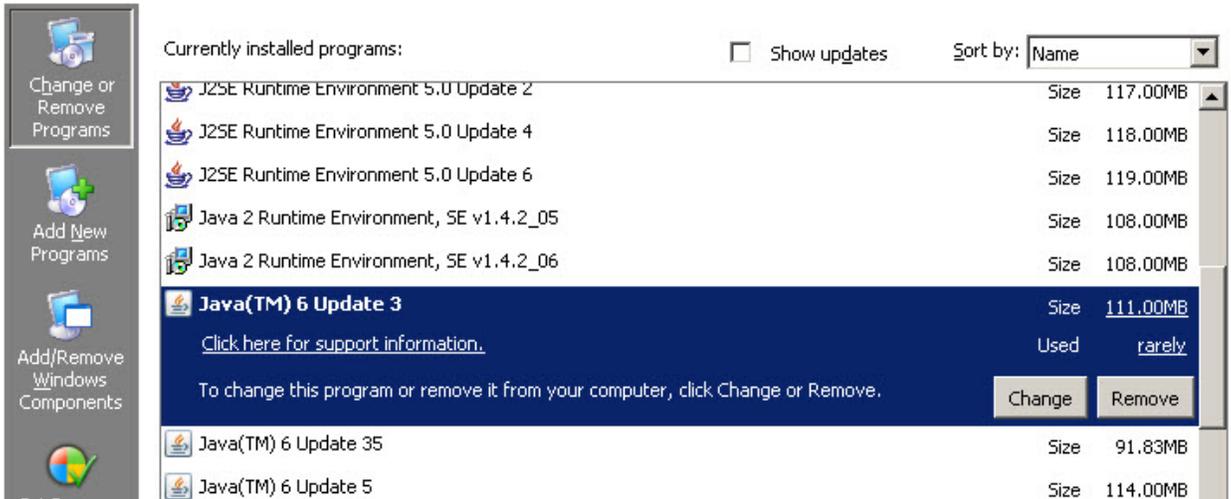
1. Close any open programs you may have running, especially your web browser
2. Click **Start**
3. Select **Control Panel**



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.



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.



Free Java Download

Version 6 Update 37

Select the file according to your operating system from the list below to get the latest Java for your computer.

By downloading Java you acknowledge that you have read and accepted the [terms of the end user license agreement](#)

Windows	Which should I choose?
<input checked="" type="radio"/> Windows Offline (32-bit) filesize: 16.1 MB	Instructions After installing Java, restart your browser and verify Java has been installed correctly.
<input checked="" type="radio"/> Windows Offline (64-bit) filesize: 16.4 MB	Instructions installed correctly.

We have detected you may be viewing this page in a 64-bit browser. If you use 32-bit and 64-bit browsers interchangeably, you will need to install both 32-bit and 64-bit Java in order to have the Java plug-in for both browsers. » [FAQ about 64-bit Java for Windows](#)

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 Downloads for All Operating Systems

Version 6 Update 37

Select the file according to your operating system from the list below to get the latest Java for your computer.

By downloading Java you acknowledge that you have read and accepted the terms of the end user license agreement

	Windows	 Which should I choose?	
	Windows Online filesize: 870 KB	Instructions	After installing Java, restart your browser and verify Java has been installed correctly .
	Windows Offline filesize: 16.1 MB	Instructions	

- 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.

[Verify Java version](#)



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 Java7 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.)