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.
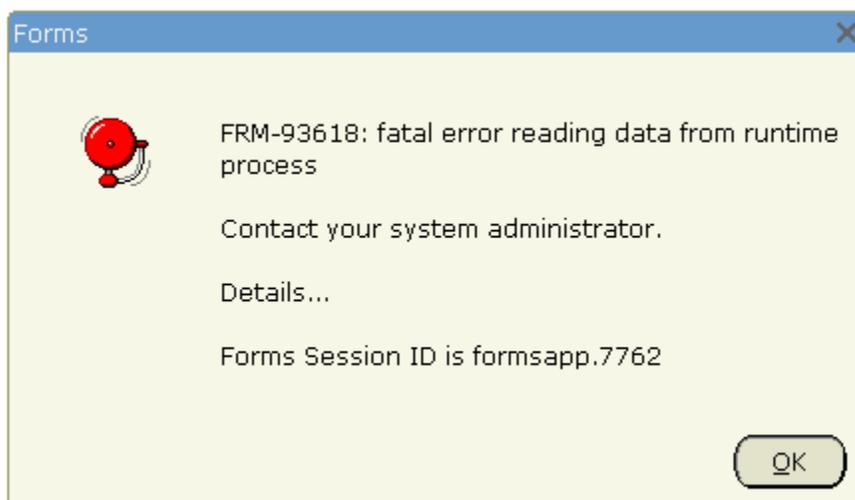
2. Uninstalling Java

Windows 7 and Vista - Uninstall Programs

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

2. Click **Start**

3. Select **Control Panel**
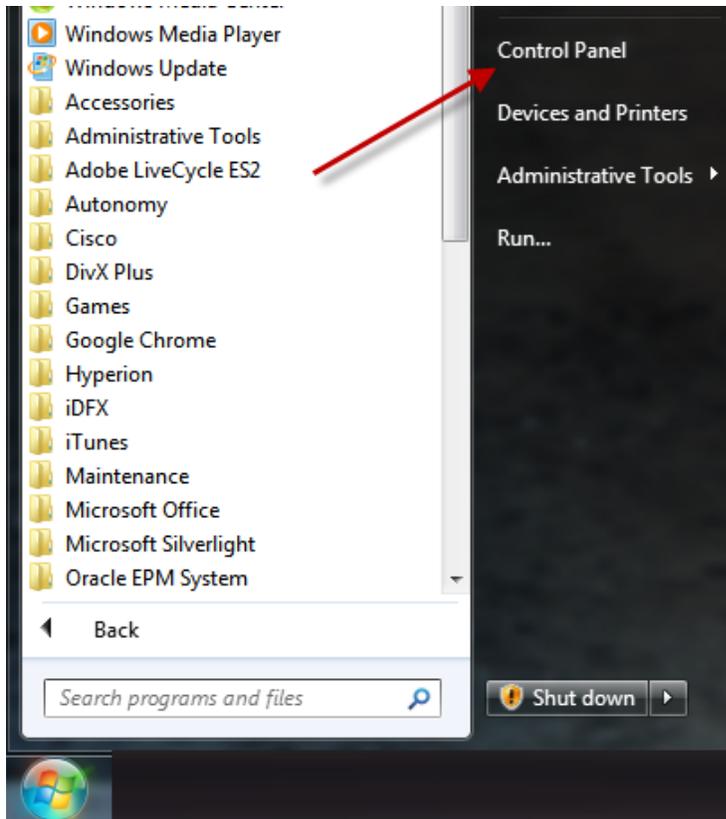
4. Select **Programs**
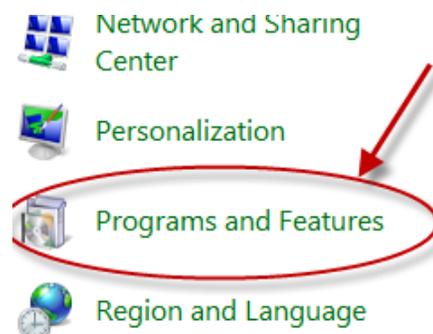
5. Click **Programs and Features**

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.
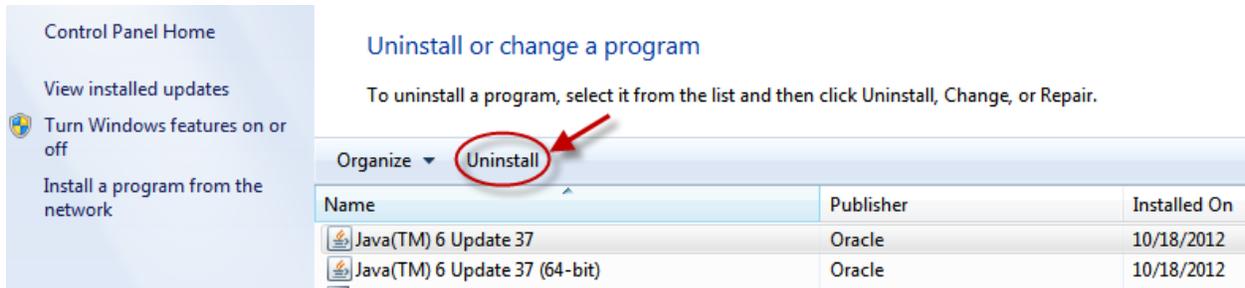
Windows XP - Uninstall Programs

1. Close any open programs you may have running, especially your web browse
2. Click **Start**
3. Select **Control Panel**
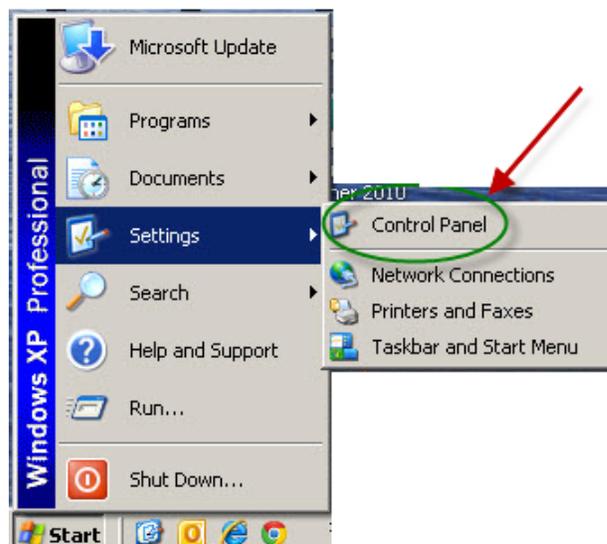
4. Click the **Add/Remove Programs** control panel icon

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.
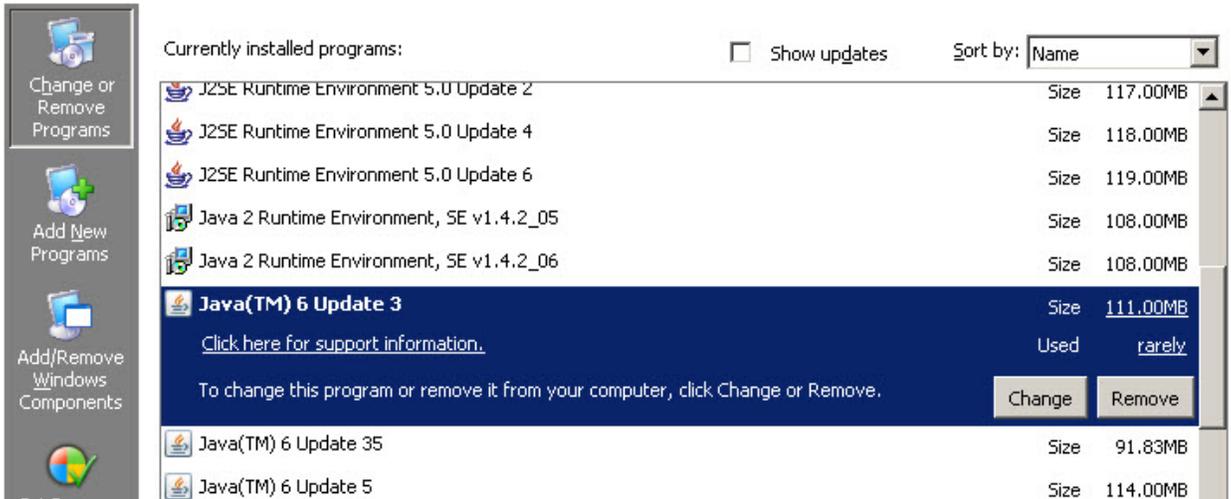
3. Installing Java 6

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.

<u>Windows 7 and Vista</u>

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.

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.

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.)