

Resolving Java Issues on ANYwebam.com

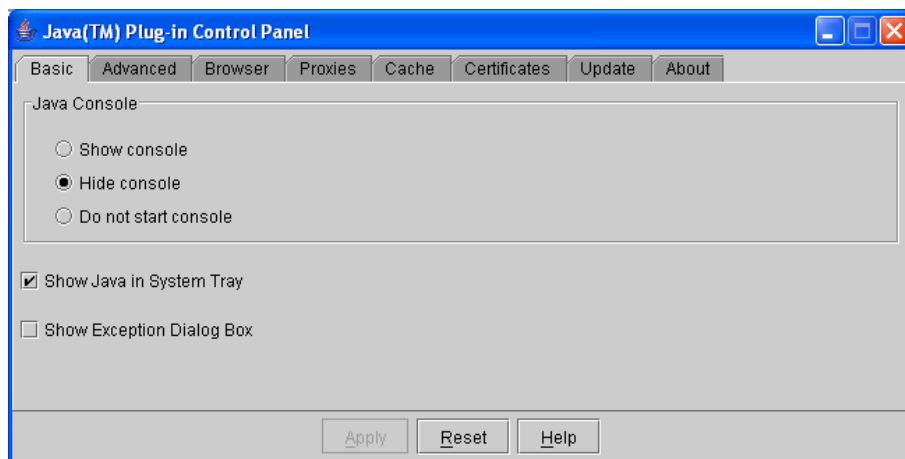
If your Cam/Chat list does not load correctly and displays a grey box it may be a Java issue. The following items may help to resolve this issue.

- Clearing the Java Cache
- Ensuring Sun Java is enable for Internet Explorer or Mozilla/Netscape
- Deleting corrupt Java objects.
- Doing a full uninstall and reinstall of Sun Java.
- Sun Java not being recognized.

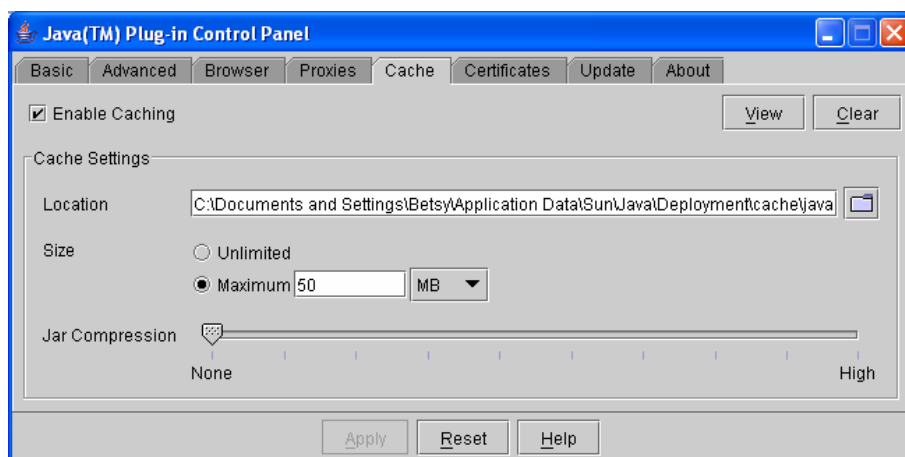
Clearing Java Cache

Sun Java 1.4.x_xx

1. Select the *Start* menu.
2. Select *Control Panel*.
3. Double click the *Java* icon.



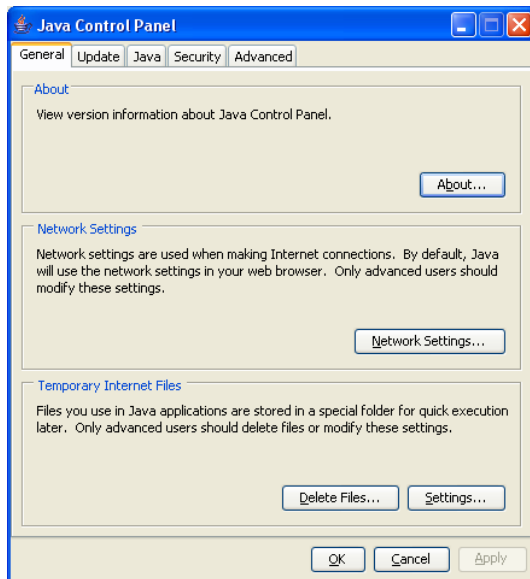
4. Select the *Cache* tab.



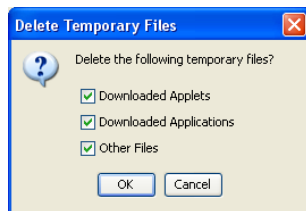
5. Select the *Clear* button
6. Select the x in the upper right to close the Java Plug-in Control Panel.
7. Select the *Apply* button to save these settings.
8. Close all browser instances and restart browser.
9. Access the site and login.

Sun Java 1.5.x_xx

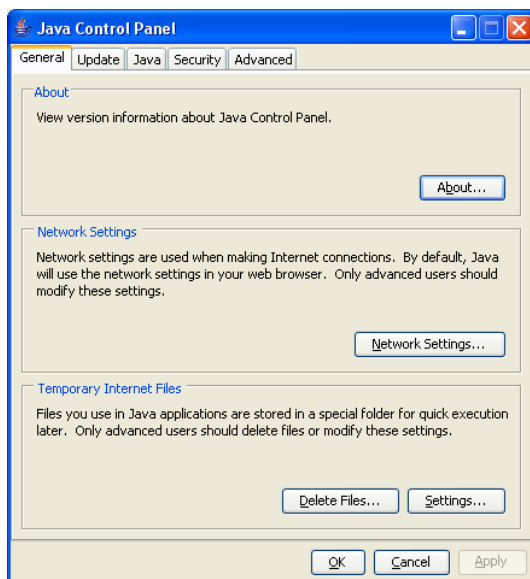
1. Select the *Start* menu.
2. Select *Control Panel*.
3. Double click the *Java* icon.



4. Select the *General* tab and select the *Delete Files...* button.



5. Tick the *Downloaded Applets*, *Downloaded Applications* and *Other Files* check boxes.
6. Select *OK*.

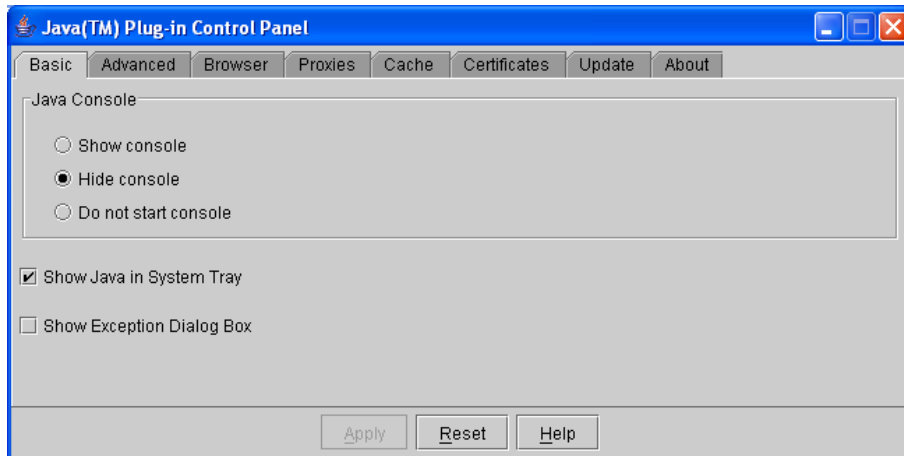


7. Select *OK* to close the Java Control Panel dialog box.
8. Close all browser instances and restart browser.
9. Access the site and login.

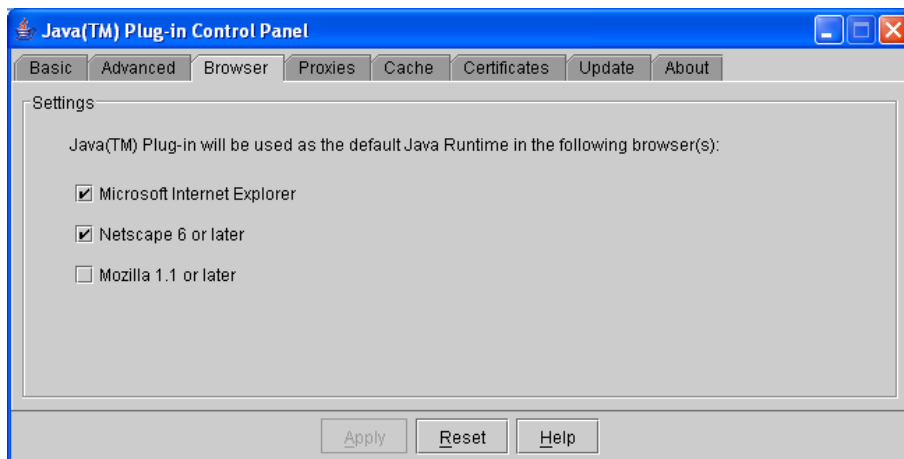
Setting the browser to Sun Java

Sun Java 1.4.x_xx

1. Select the *Start* menu.
2. Select *Control Panel*.
3. Double click the *Java* icon.



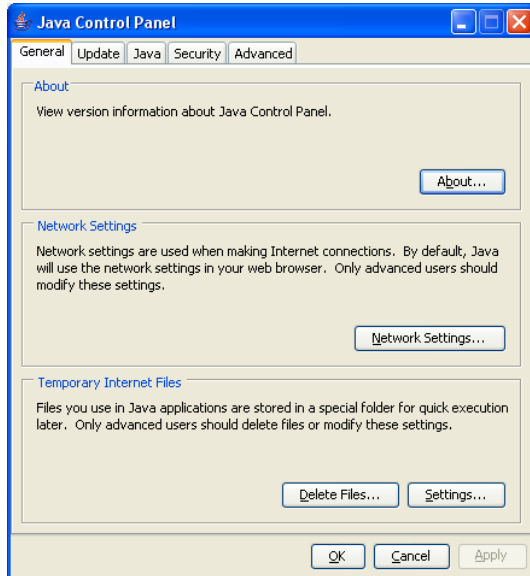
4. Select the *Browser* tab.



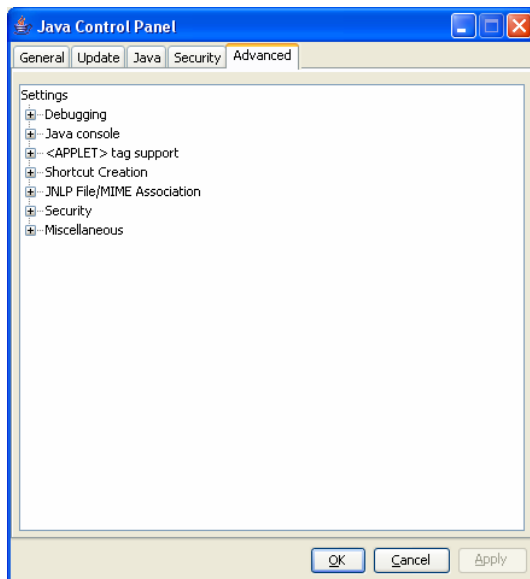
5. Select the checkboxes for the browsers you are using.
6. Select the *Apply* button to save these settings.
7. Select the x in the upper right to close the Java Plug-in Control Panel.
8. Close all browser instances and restart browser.
9. Access the site and login.

Sun Java 1.5.x_xx

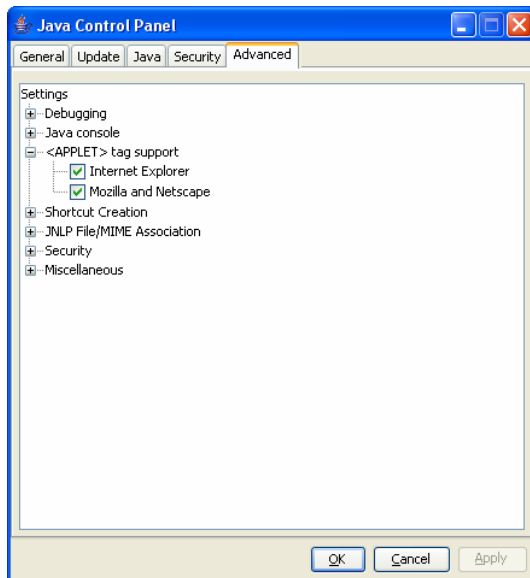
1. Select the *Start* menu.
2. Select *Control Panel*.
3. Double click the *Java* icon.



4. Select the *Advanced* tab.



5. Select the + to expand the <APPLET> tag support section.

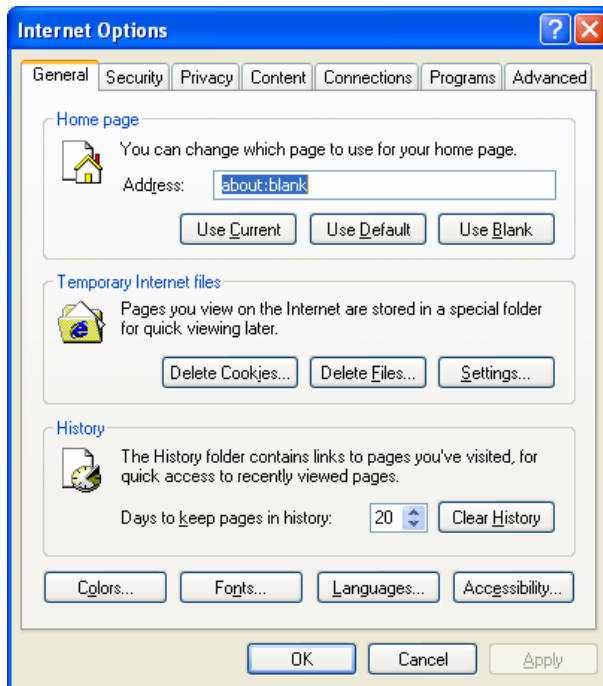


6. Tick the checkbox for *Internet Explorer* and *Mozilla and Netscape*.
7. Select *OK*.
8. Close all browser instances and restart browser.
9. Access the site and login.

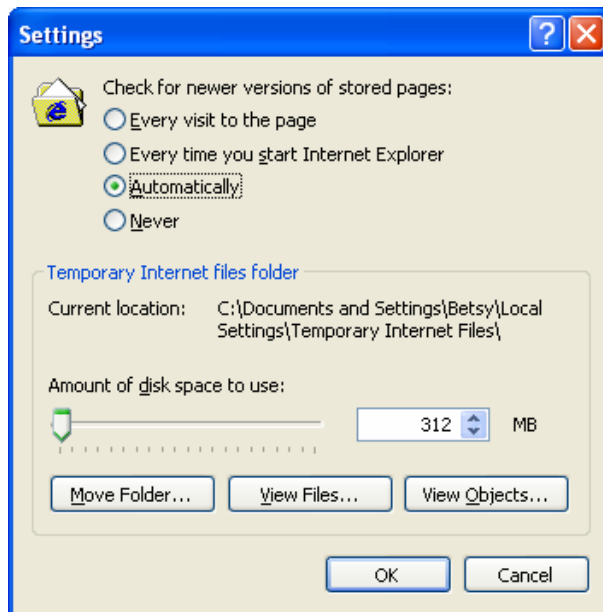
Deleting Corrupt Java Objects

To delete java objects:

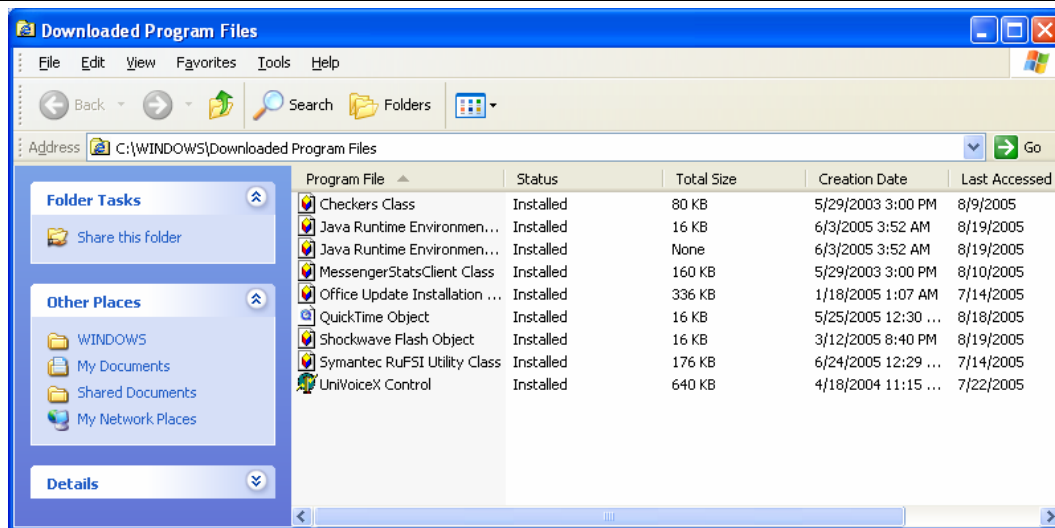
1. In Internet Explorer access *Tools - Internet Options* (Assuming you are using IE6).



2. Under the *Temporary Internet Files* of the *General* tab select the *Settings* button.



3. Select the *View Objects* button at the bottom.



4. Delete any of the Java objects (the name will start with Java).

Full Uninstall and Reinstall of Sun Java

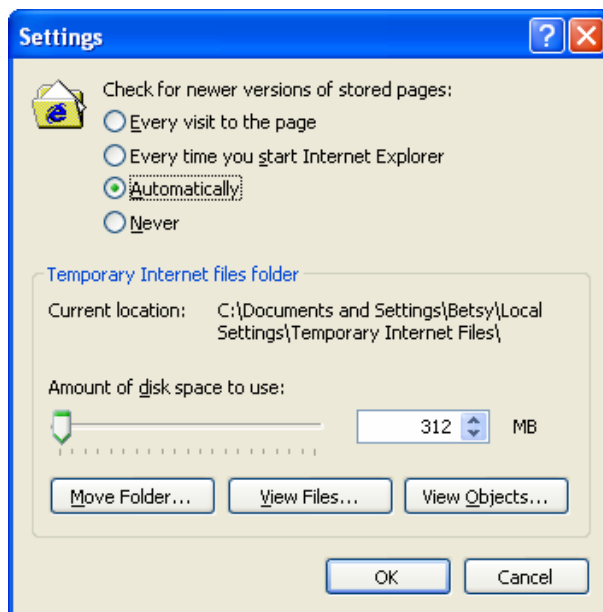
Sun Java 1.4.x_xx

If the viewer is not loading correctly the Java may be corrupt or not being recognized:

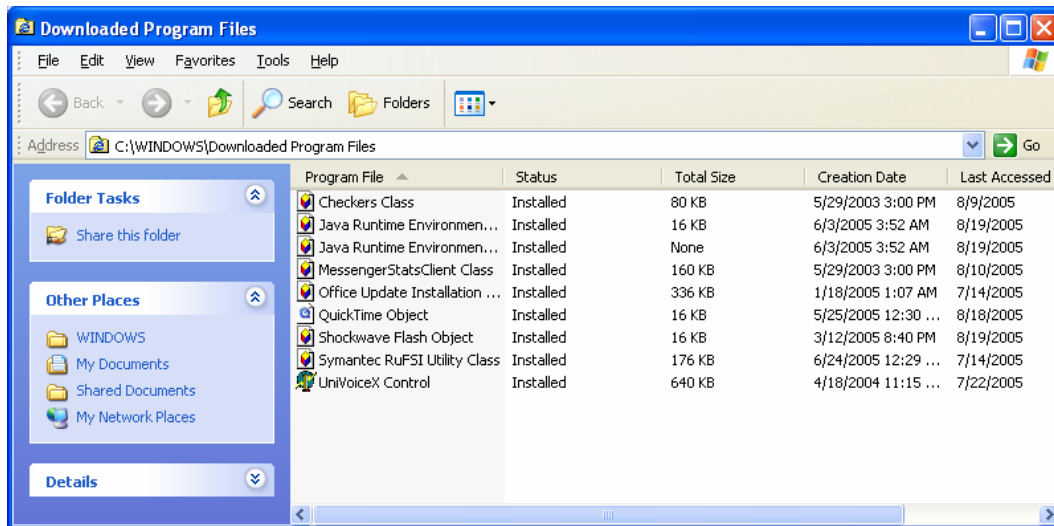
1. Uninstall your java through the *Control Panel - Remove Programs*.
2. Delete all the java objects by selecting *Tools - Internet Options* in the Internet Explorer menu.



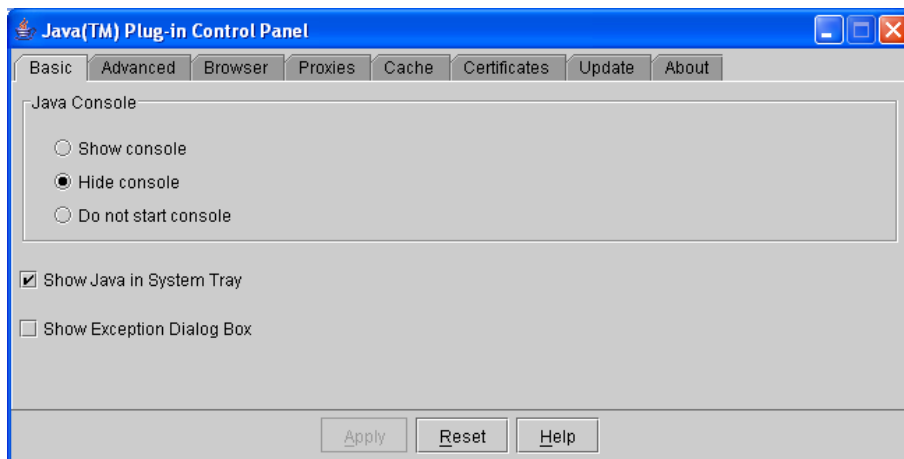
3. Under the *Temporary Internet Files* of the *General* tab select the *Settings* button.



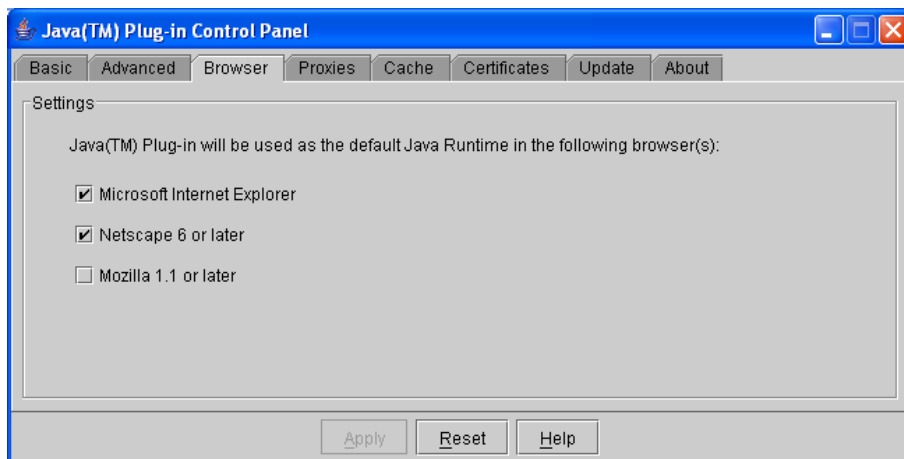
4. Select the *View Objects* button at the bottom.



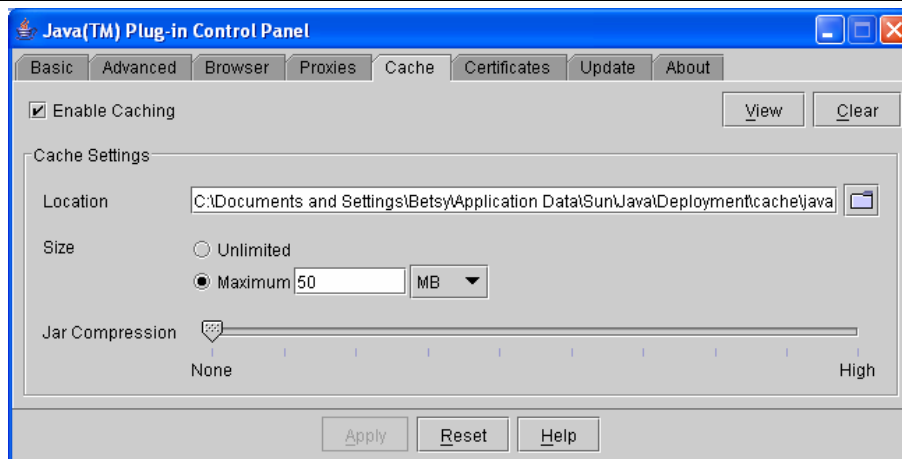
5. Delete any of the Java objects (the name will start with Java).
6. Reinstall Java. The latest version can be downloaded from http://www.java.com/en/download/download_the_latest.jsp
7. Check the java settings by selecting the *Start - Control Panel*.
8. Double click the *Java* icon.



9. On the *Basic* tab set *Show Java Console & Show Exception Dialog Box*.
10. Select the *Browser* tab.



11. Select the checkbox for the browsers you are using.
12. Select the *Cache* tab.

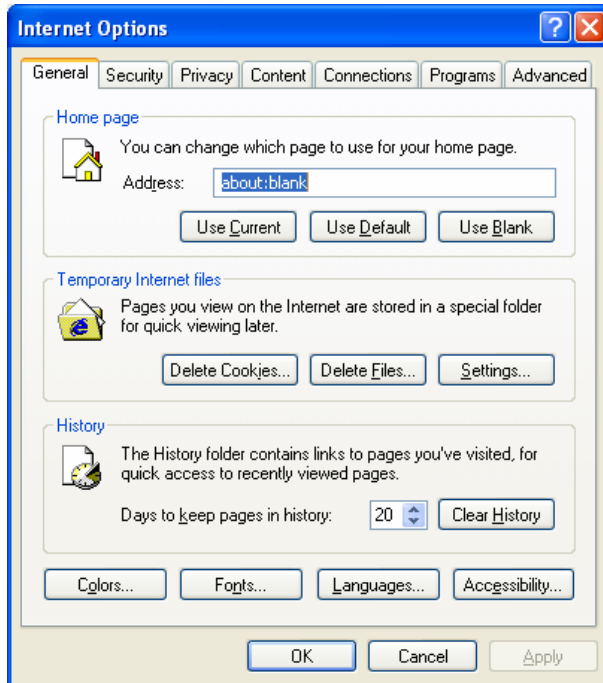


13. Select the *Clear* button.
14. Select the *Apply* button to save these settings.
15. Select the x in the upper right to close the Java Plug-in Control Panel.
16. Close all browser instances and restart browser.
17. Access the site and login.

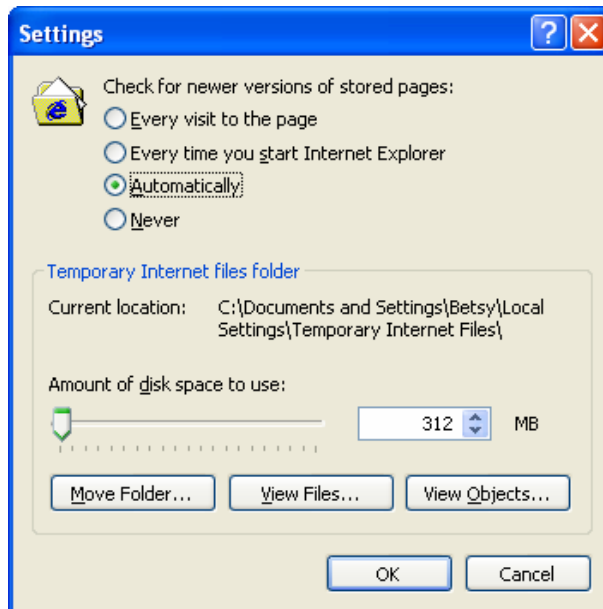
Sun Java 1.5.x_xx

If the viewer is not loading correctly the Java may be corrupt or not being recognized:

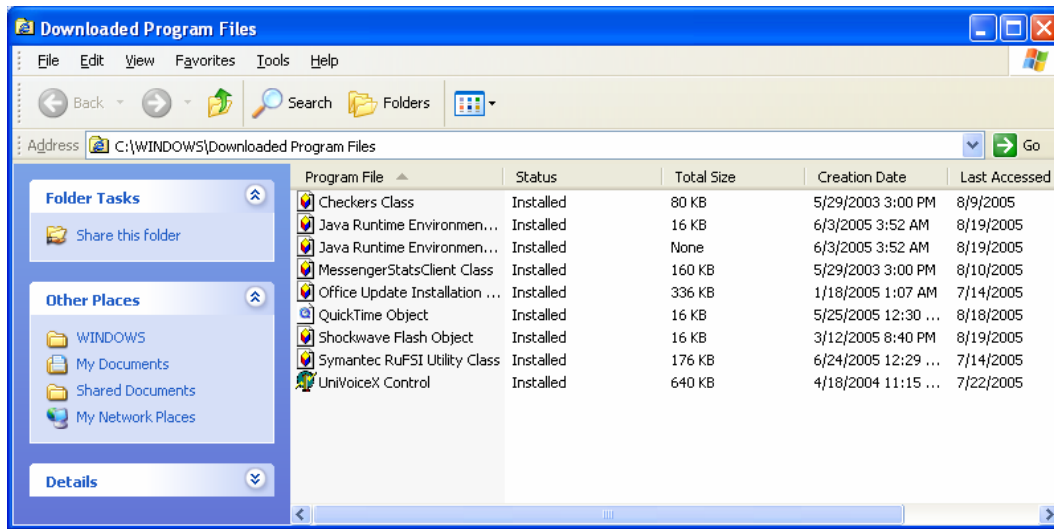
1. Uninstall your java through the *Control Panel - Remove Programs*.
2. Delete all the java objects by selecting *Tools - Internet Options* in the Internet Explorer menu.



3. Under the *Temporary Internet Files* of the *General* tab select the *Settings* button.



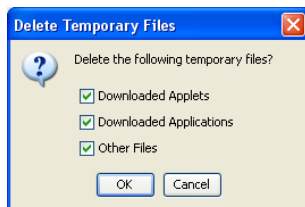
4. Select the *View Objects* button at the bottom.



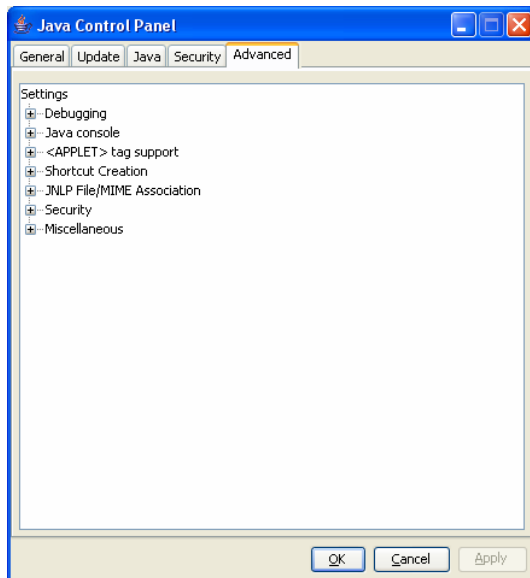
5. Delete any of the Java objects (the name will start with Java).
6. Reinstall Java. The latest version can be downloaded from http://www.java.com/en/download/download_the_latest.jsp
7. Check the java settings by selecting the *Start - Control Panel*.
8. Double click the *Java* icon.



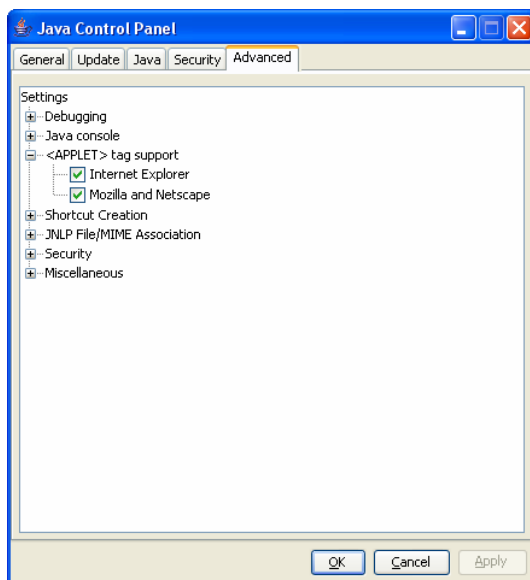
9. Select the *General* tab and select the *Delete Files* button.



10. Tick the *Downloaded Applets*, *Downloaded Applications* and *Other Files* check boxes.
11. Select *OK*.
12. Select the *Advanced Tab*.



13. Select the + to expand the <APPLET> tag support section.



14. Tick the checkbox for *Internet Explorer* and *Mozilla and Netscape*.

15. Select the *Apply* button to save these settings.

16. Close all browser instances and restart browser.

17. Access the site and login.

Sun Java Not Being Recognized

If you have noticed version 1.1.4 detected, then this is Microsoft version of Virtual Machine. This is an obsolete version and Microsoft do not provide this version any more. Also this is based on older Java specifications so may not work properly with most of Java applets/applications.

We suggest you to uninstall this version of MSJVM and install latest JRE version 1.5.0_04 from the Sun Java web site.

To uninstall MSVM, follow instructions from:

http://java.com/en/download/help/uninstall_msvm.xml

Remove any existing traces of Java software on your system follow instructions from:

http://www.java.com/en/download/help/uninstall_java.xml

If you still are not able to uninstall completely (if you see Java Plug-in icon in the Start -> Settings -> Control Panel), please download/install and run this registry cleaner utility from Microsoft from:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;290301>

Restart your computer.