

Fixing Java on your PC to get On Demand working

A One-Page reference

17th Feb 2015

In essence:

- Any Java Version 6 must be completely removed
- Only version 7.51 (32-bit) must be installed on the PC
- A JAR file must be updated (requires the browser to be run with Admin rights)
- This applies equally to all supported browsers (Internet Explorer, Chrome and Firefox)

This document deals with Windows PCs only and does not address any issues with Apple Mac machines
Please note, we recommend that you engage your local IT support, if you are unclear on the steps below, especially if you do not have local administrator rights* on your computer.

***To establish if you have admin rights to your PC you can start the process below and if you receive an error when you either hit 'Remove' in Step 1 or go to install in Step 3 then you probably do not have admin rights on your device.**

In this instance please contact your IT support or log back into your device as administrator.

1. Remove Old Versions of Java

Windows XP: Go to Start \ Control Panel \ Add or Remove Programs

Windows 7: Go to Start \ Control Panel \ All Control Panel Items \ Programs and Features

Scroll down the list to find Java, select the incorrect version and hit the '**Remove**' button
(Any version other than **7 update 51** is incorrect)

2. Install the correct version of Java (7.51)

Go to <http://www.oracle.com/technetwork/java/javase/downloads/java-archive-downloads-javase7-521261.html#jre-7u51-oth-JPR>

Accept the Licence Agreement by clicking on the radio button at the top

Then click on the 32-bit Java for Windows called

Windows x86 Offline – jre-7u51-windows-i586.exe

You might be prompted to Sign up for an Oracle Account – this is perfectly safe and you should not receive 'spam' emails, etc., as a result of signing up to this.

Follow the on-screen instructions to download and install

3. Remove Old JAR file

It is essential to remove the old JAR files for On Demand to work.

Windows XP and Windows 7 (32 bit): Go to C:\Program Files\Java\jreX\lib\ext

Windows 7 (64 bit): Go to C:\Program Files (x86)\Java\jreX\lib\ext

Where X is the number of the version of Java you have

Find and delete the following file:

pdfbox.jar

4. Upload the new JAR file

Ensure that you are running Internet Explorer with Admin rights (Chrome and Firefox run as admin by default)
(Right click the IE icon on your desktop and select Run as Admin)

Go to the On Demand page of DMO and hit Run

Accept or Run any messages from Windows or Java

The new JAR file will be downloaded to your PC from DMO