

Java Solution Guide

Overview

Different upgrades of Java are being put out by Oracle when they discover needed changes. Because many of our users employ PaymentNet (www3.paymentnet.com), there is a need to insure they are updated with the most recent version of the java software. This document shows the process of upgrading Java as well as enabling the PaymentNet site to be used with Java.

NOTE: All directions found within this document should only be carried out by your IT Staff or under their direct supervision. Do not attempt this on your own as you can damage your computer.

Upgrading Java

Steps

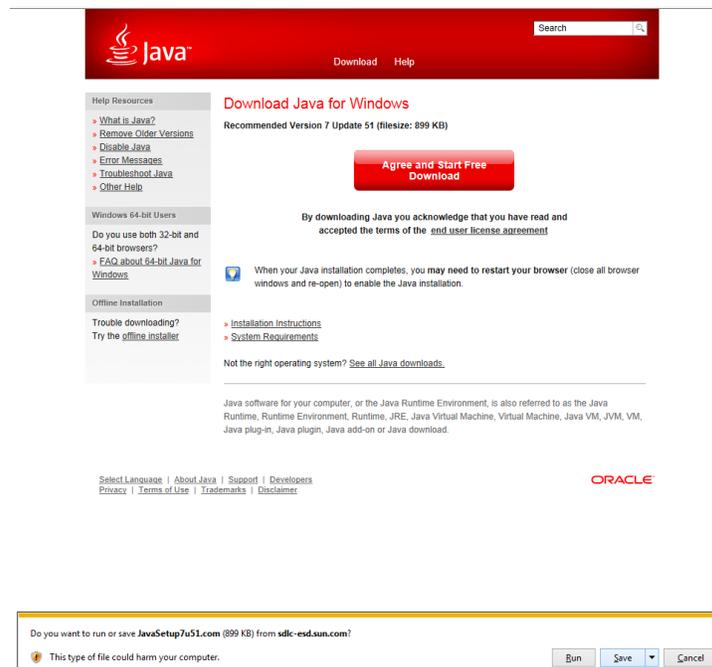
Open a browser and go to www.java.com. Left-click the button on the website that says, "Free Java Download" as shown below:



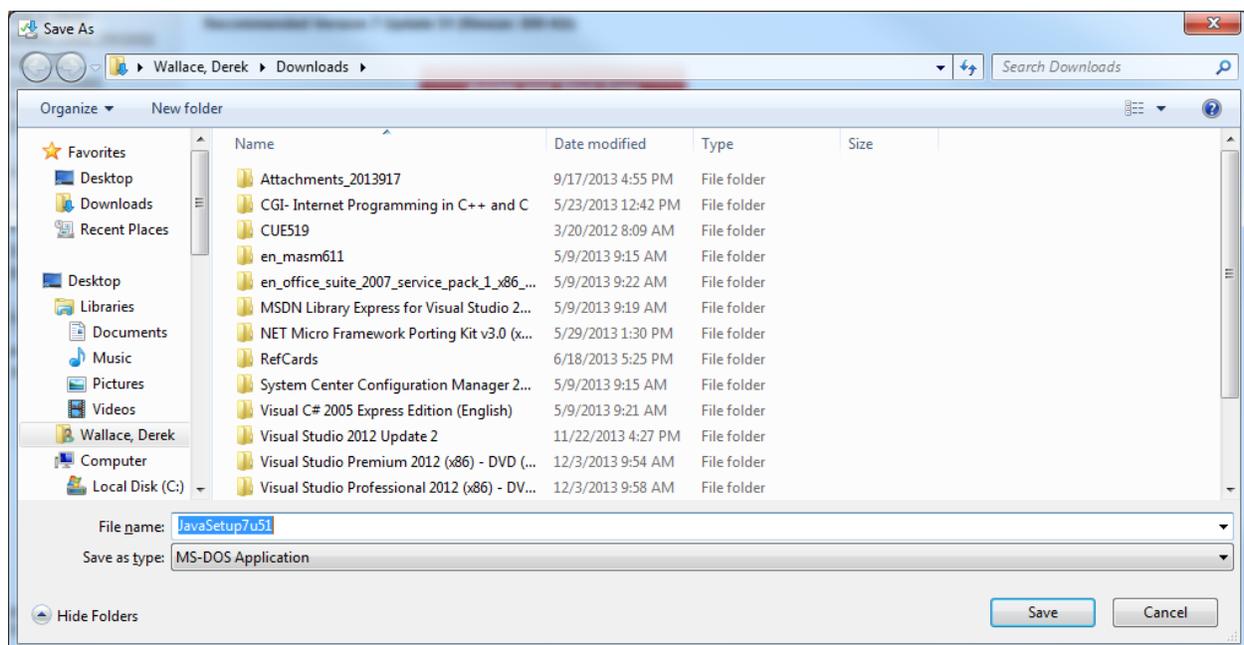
Next, you should see this page:



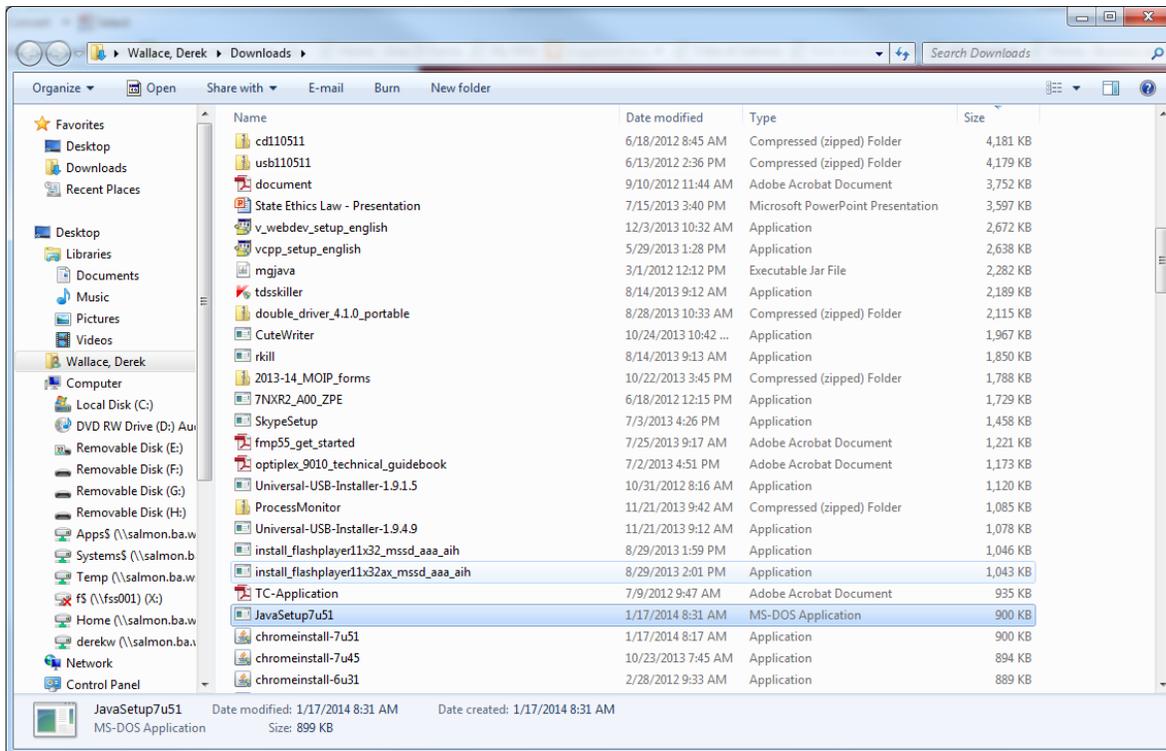
Click on the, “Agree and Start Free Download” button. If asked where to save the install file, save it to a place you remember cause you will have to go back to that location so you can run the installer.



Save to the location you wish (below is only an example path):



After the installer is done downloading, go to the location you saved the installer and double-click the installer to start the upgrade as shown below:

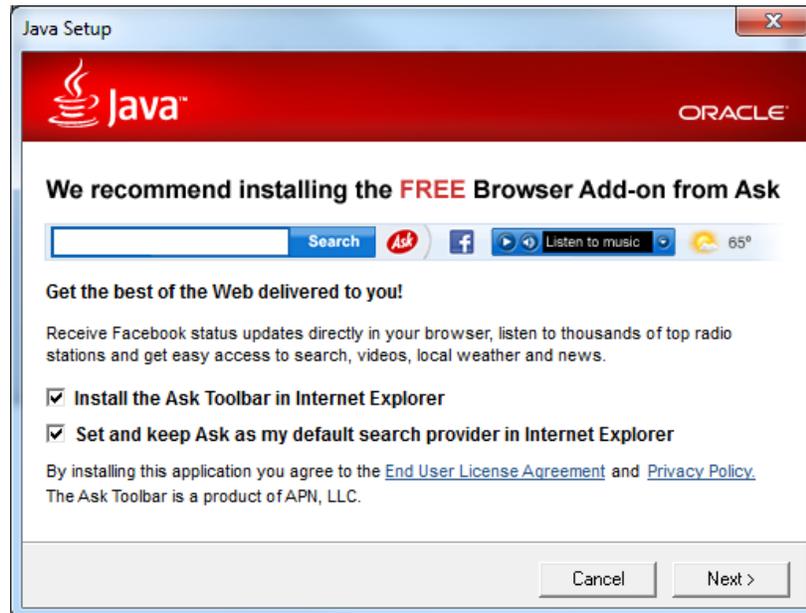


When you run the installer, the screen will go dim and you will be presented a prompt asking if you want to continue, click on yes. You should see this box next:

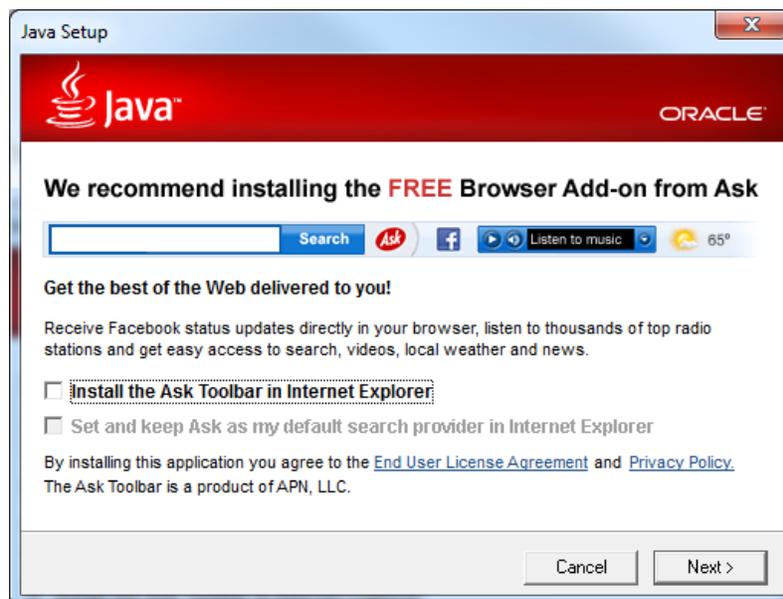


Click on Install.

You should see this box next:



Uncheck the two check boxes and click on Next as shown below:



You should see this running after you click on next:



And, when the installer is done, you should see this prompt:



If you choose to Restore Java security prompts, you will receive popups from Java when it considers something a security risk. I recommend you uncheck that box. Make your choice and click on Next.



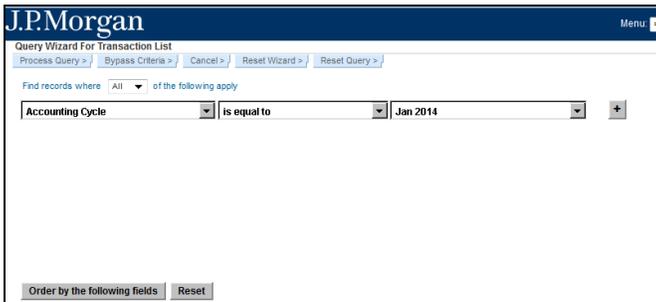
That's it. You have completed the upgrade of Java to the most recent version.

Follow the instructions and restart your browser or leave the box checked and the Java installer will try to close and reopen your browser.

If this does not resolve your problem, there may be other options that need to be configured.

Enabling Java on PaymentNet

In the current version (Legacy) of PaymentNet that we are using at WSU, there is only 1 page in that software that intensively uses Java (shown below).

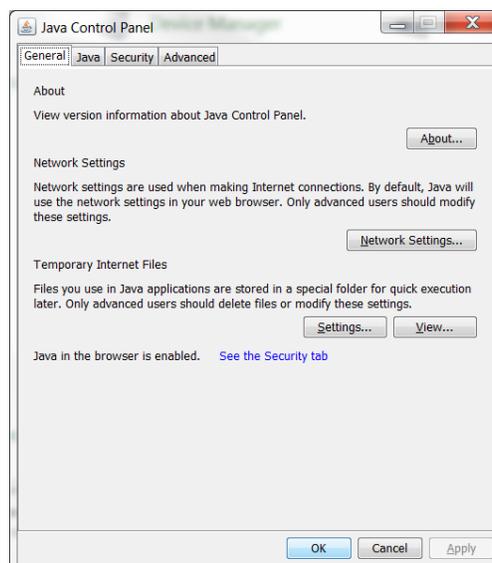


This one page can spawn a host of different errors based on how the computer, the web browser, and Java interact with each other. It is extremely important that you pick the right solution to the right problem. The below set of instructions addresses a recent (week of 01/13/14) update in Java that is causing people to be stopped in PaymentNet when trying to run a report or a query from the previously mentioned webpage and see the following error box:

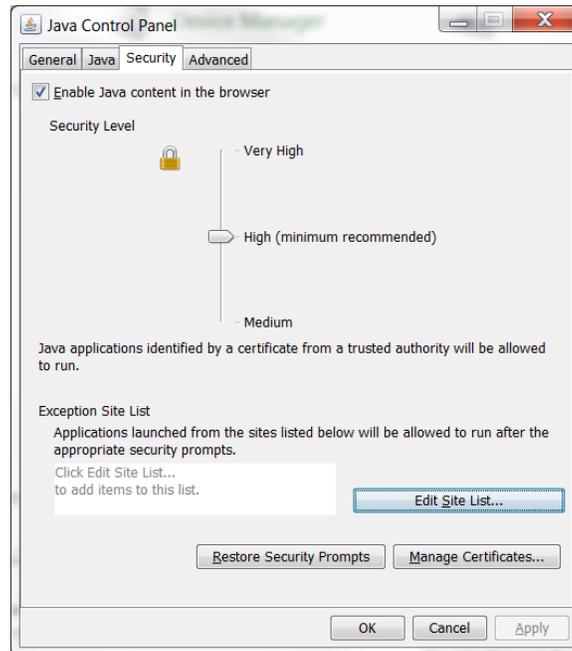


Steps

Go into your Control Panel and double-click the Java icon and you should see this:



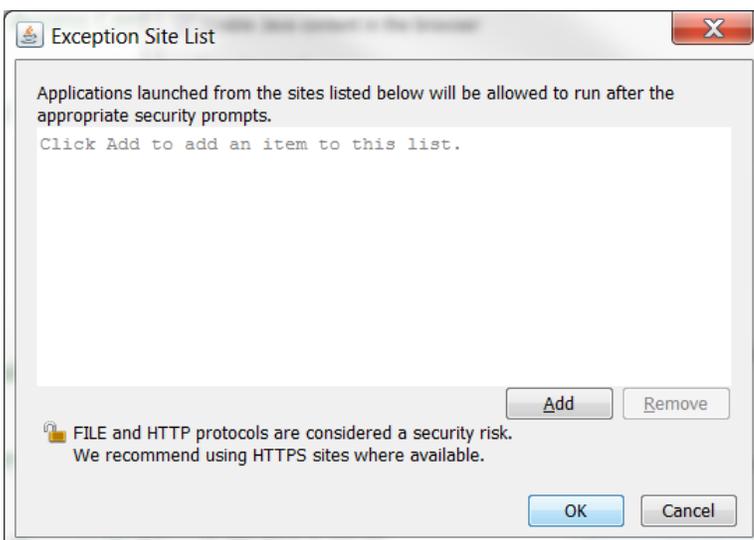
Notice the Security tab. Please click on the Security tab. You should see this:



NOTE: PLEASE DO NOT CHANGE THE SECURITY LEVEL!

Leave this set to “High” as changing this can affect your systemwide performance and put your computer at risk.

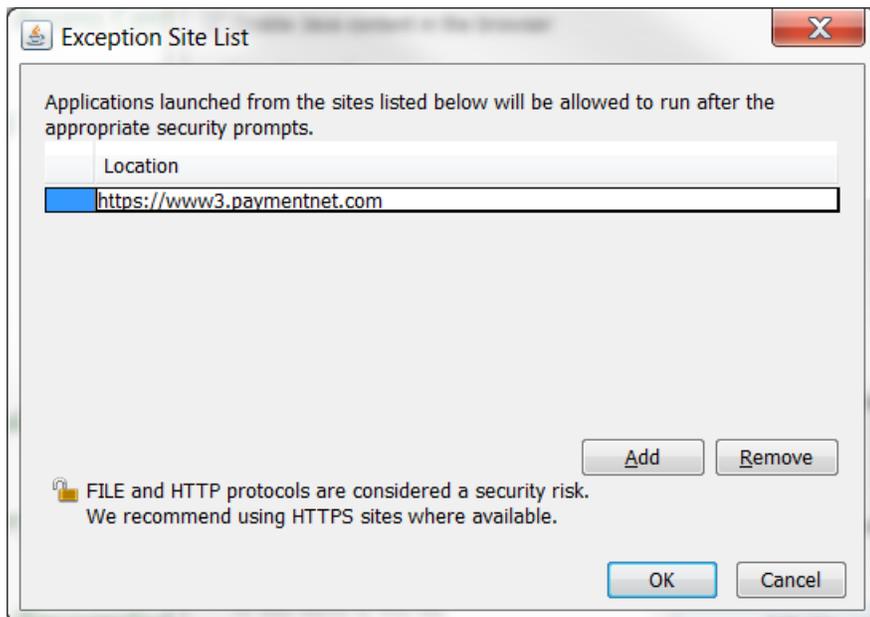
Click on the Edit Site List and you will should see this:



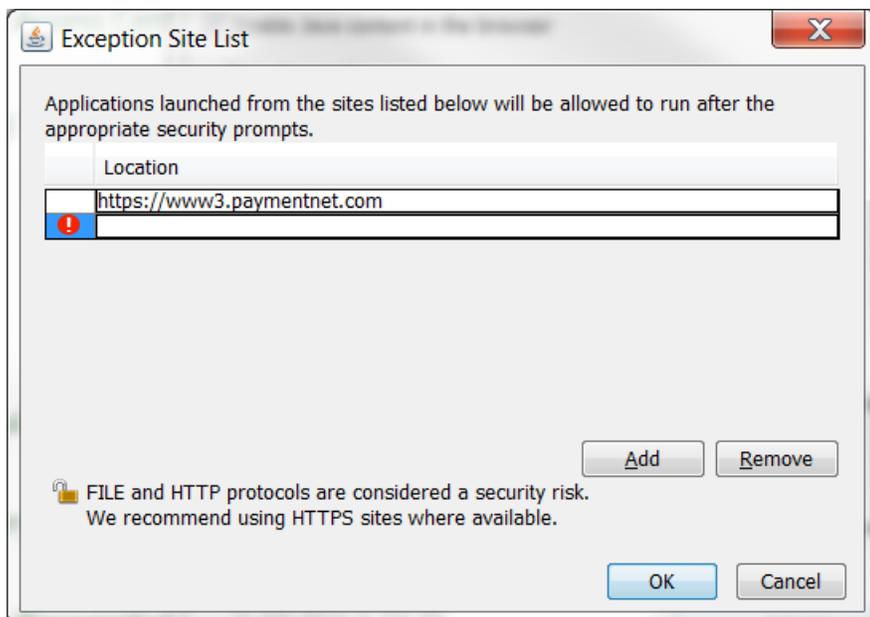
Click on Add and type in the following web address exactly as you see it below:

<https://www3.paymentnet.com>

Once the address is typed in you should see this (before hitting Add):



...and then after clicking the Add button:



Finally, click on Ok.

This should now enable PaymentNet to be used with all web browsers. Close and reopen your browser to see if you can now get into the PaymentNet and perform queries.

If this does not resolve your issue, please contact your local IT staff for assistance. If you do not have local IT support, please contact Central IT via phone 335-HELP (4357) or email: helpdesk@wsu.edu for further assistance. You can also contact the Purchasing Card Administration team via the below information if you are experiencing any further issues.

Thank you for following the directions as given. Your effort and support is greatly appreciated.

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