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1. Summary

This guide is to help you troubleshoot the most common Java issues experienced by users. Adaptive Planning currently recommends using the latest Java version. The latest version of Java can be downloaded at:

www.java.com

2. Determine Your Update and if Applets are Working

The support desk may ask you which version of you are using. To determine which Update you are currently running, go to www.java.com, select Do I have Java? and then Verify Java version.

If you see the following screen, then you have the recommended Java version installed and applets are running properly. If you do not see this screen, you should follow the instructions provided by Java if available.

3. Verify Only One Version of Java is Installed

Having older of versions of Java on your machine can occasionally cause interference with the newer version. Uninstalling the additional versions can resolve these issues.

You can safely uninstall older versions of Java from your system by using the Java uninstall tool or following the instructions on manually uninstalling Java for Windows page.

(Source: www.java.com)
4. Clear Java and Browser Caches

Clearing the temporary Java files and the temporary files from your browser can eliminate certain problems such as ‘Component Failed to Load’ errors. Here are a couple of examples of these errors:

How to Clear Java Cache

1. Open the Java Control Panel.
   Windows 7 – Click on the Start button > Click on Control Panel > Select Programs > Click on the Java icon.
   Windows XP – Click on the Start button > Click on Control Panel > Double click on the Java icon.
2. In the Java Control Panel, from the General tab, select the Settings… button under Temporary Internet Files.
3. Select Delete Files…
4. Select Trace and Log Files, Caches Applications and Applets and Installed Applications and Applets.
5. Click OK.

How to Clear Browser Cache

**Internet Explorer**

1. In Internet Explorer go to Tools.
2. Select Internet Options.
3. From the General tab, select the Delete… button under Browsing History.
4. Unselect **Preserve Favorites website data** and select **Temporary Internet files**, **Cookies and website data**, **History** and **Download History**.

5. Click **Delete**.

**Firefox**

1. In Firefox click on the **Firefox** button.
2. Select **History**.
3. Click **Clear Recent History**…
4. Set **Time range to clear**: to **Everything**.
5. Select all options under Details.
6. Click **Clear Now**.
5. Verify Java is Enabled in Your Browser

Symptom: When accessing Adaptive Planning the system prompts you to install Java, but you have already done this.

**Installation of Java Required to Proceed**

In order to use Adaptive Planning successfully, you must perform a one-time installation of the Java runtime software.

[Click here to Install Java]

**Internet Explorer**

1. In Internet Explorer go to **Tools**.
2. Select **Manage add-ons**.
3. Set **Show**: to **All add-ons**.
4. Look under Oracle America, Inc. and verify all Java related add-ons are enabled for Oracle America, Inc.
Firefox

1. In Firefox click on the Firefox button.
2. Select Add-ons.
3. Click Plugins
4. Verify that the Java(TM) Platform and Java Deployment Toolkit are both Enabled.