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Summary

This guide covers troubleshooting for advanced Java issues. Most users can resolve their Java issues by working through the standard Java Troubleshooting Guide.

Enable JavaScript in Your Browser

Symptom: You see a spinning blue circle on the login page.

Internet Explorer

1. From the Tools menu, click Internet Options, and then click the Security tab.
2. Click the Internet zone.
3. Click Custom Level.
4. In the Security Settings – Internet Zone dialog box, click Enable for Active Scripting in the Scripting section.
5. Click the Refresh button to run scripts.
Firefox

1. From the Tools menu, click Preferences.
2. On the Advanced tab, click Content.
3. Click to select the Enable JavaScript check box, and then click OK.
4. Click the Reload button to run scripts.
Enable Java in Firefox

To protect your security, Firefox has stopped the Java plugin from running automatically for all sites when using an older version of Java. Although Adaptive Planning recommends using the latest version of Java, if you are required to use an older version of Java by your organization, you can enable Java only for Adaptive Planning following the steps below.

1. Click the red plugin icon in the address bar.
2. At the bottom of the message window, click the Activate All Plugins dropdown menu and choose Always activate plugins for this site.

Java 7 and VPN

There are some known issues with Java 7 on some versions of Cisco VPN. It seems like Java 7 uses IPv6 as default which is not very well supported by some versions of the VPN client. There are 2 possible solutions to this problem:

1. Add the following to the Runtime Parameters in the Java Control Panel: -Djava.net.preferIPv4Stack=true. This means that you are asking Java to use IPv4 instead of IPv6.
2. Disable IPv6 in the VPN client connection properties. We recommend that this action be performed only by an experienced IT professional.

**Wrong Key Usage Bug**

Symptoms: After installing Java 7 Update 6 or above, you see the error below:

![Security Warning](image)


![Java Control Panel](image)

**Out of Memory Error**

Symptoms: A red X displays on a sheet, or in an Admin screen as pictured below, certain screens fail to load completely, or you are unable to modify a report.
This is sometimes resolved by simply closing the browser window and reopening. If that does not work, your browser may be running out of memory for the applet process. To determine if this is the case, check the Java Console Contents (Instructions on how to do this are in step 4 of the Submit a Support) for an OutOfMemoryError reference:

If you do find the above OutofMemoryError, you will need to increase Java’s memory. To increase memory, you can follow the steps below:

1. Open the Java Control Panel.
2. Navigate to the Java tab and select View...
3. Find the most recent Java Runtime Version line and double click on the Runtime Parameters box and add -Xmx300m (set Java maximum heap size to 300 MB) as you see below. Some computers with large amounts of installed memory are limited to how much memory they can assign to their Java VM. If you experience problems, just reduce the "300" to some smaller number (250, 200, 150, etc.).
4. Click **OK** to exit the Java Runtime Environment Settings dialog box and close the control panel window.

5. Exit all web browser windows and open the application in a new browser.

**Proxy Server Settings**

If you are using a Proxy Server, you need to make sure your Java Proxy Settings are configured accordingly. Open the Java Control Panel and under the General tab, click on “Network Settings”.

We recommend configuring the proxy server settings in the Java Control Panel so that the Java JVM does not have to rely on the browser for the proxy server settings. Select either “Use proxy server” or “Use automatic proxy configuration script” option. More information about configuring the Proxy Server can be found here:

[http://docs.oracle.com/javase/7/docs/technotes/guides/deployment/deployment-guide/jcp.html#general](http://docs.oracle.com/javase/7/docs/technotes/guides/deployment/deployment-guide/jcp.html#general)

If you choose to use the option “Use browser settings”, then make sure your IE LAN Settings has “Automatically Detect Settings” turned off. If you have “Automatically Detect Settings” turned on, then Java JVM will not be able to detect the correct proxy address and you will not be able to download applets. IE LAN settings can be found under IE -> Internet Options -> Connections -> LAN Settings.

**64-Bit Systems**

Symptoms: You have Java installed, but your browser prompts you to download Java.

We do not support 64-bit Java or 64-bit browsers. We recommend that users with 64-bit systems use a 32-bit browser with a 32-bit version of Java.
You can check to see if you are using a 64-bit version of Internet Explorer from Help > About Internet Explorer.

Solution: If you are using 64-bit Internet Explorer, your computer should also have a 32-bit version of Internet Explorer installed. You will just need to be sure to open the 32-bit version when working in Adaptive Planning.

*Note: Firefox does not have a 64-bit version.*

**Submit a Support Ticket**

If you are still experiencing issues after going through both this guide and the Java Troubleshooting Guide then please contact Support. When submitting your ticket with the Support team, please include the following:

1. Screenshot of the behavior you experience when accessing Adaptive Planning.

2. Screenshot of what you see when you go to Help > About… in your browser.

3. Screenshot of your programs list that shows all Java versions installed. You can find this information by taking the following path:
   - **Windows 7**
     Start > Control Panel > Programs > Programs & Features
   - **Windows XP**
     Start > Control Panel > Add/Remove Programs
   - **Windows 8**
     Right-click on the screen at bottom left-corner and choose Control Panel from the pop-up menu > Uninstall a Program

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1 If your support contract is with NetSuite, please submit a ticket with the NetSuite support team.
4. Screenshot of your browser Plugins page. You can find this information by taking the following path:
   **Internet Explorer**
   Tools > Mange add-ons > Set Show: to All add-ons > Scroll down to Oracle America, Inc.
   **Firefox**
   Firefox button or Tools > Add-ons > Plugins > Scroll down to the Java section

5. Screenshot of your Java Console’s contents (if possible) when the applet does not load. To access your Java Console’s contents, follow the steps below:
   a. Log into your Adaptive Planning model.
   b. Navigate to a page with a Java applet, for example, the Personnel sheet.
   c. Right click the Java icon in your system tray and choose Open … Console.
   d. Click the Copy button to copy all contents of the console to the clipboard.
   e. Paste the contents into your email.

   **Note:** If you do not see the Java icon in your system tray, open your Java Control Panel and select Show console in the Advanced tab under Java Console.