

Java is used in eCampus to upload files, take assessments, submit assignments, and operate Collaborate tools. If you are having problems using any of these items on your Mac, you should refer to the contents listed below.

There can be multiple reasons Java does not work correctly. Mac users should be using a supported browser version that is listed on the eCampus homepage. It is recommended you clear your browser cache and re-launch your web browser after completing the steps below. Please follow all the steps listed to ensure that Java functions properly.

Contents

Contents	1
What is Java?	1
Step 1: Installing the Correct Version of Java	1
Step 2: Clearing the Java Cache	2
Step 3: Clearing Certificates	3

What is Java?

Java is an object oriented programming language from Oracle. It runs eCampus programs and applets, which is supported by multiple operating systems, such as Mac OS X. Some eCampus tools will not function properly without the correct version of Java installed.

Step 1: Installing the Correct Version of Java

On OS X 10.7 Lion and 10.8 Mountain Lion, users may run Java 6 or Java 7. The choice is up to the user as eCampus supports both versions. However, the latest version of Java 7 is recommended for Macs with OSX 10.7 and 10.8, as Java 6 will not function properly unless special configurations are made.

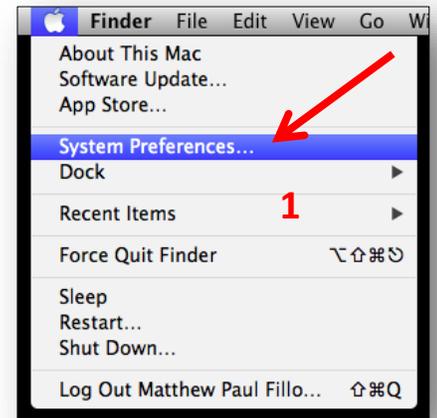
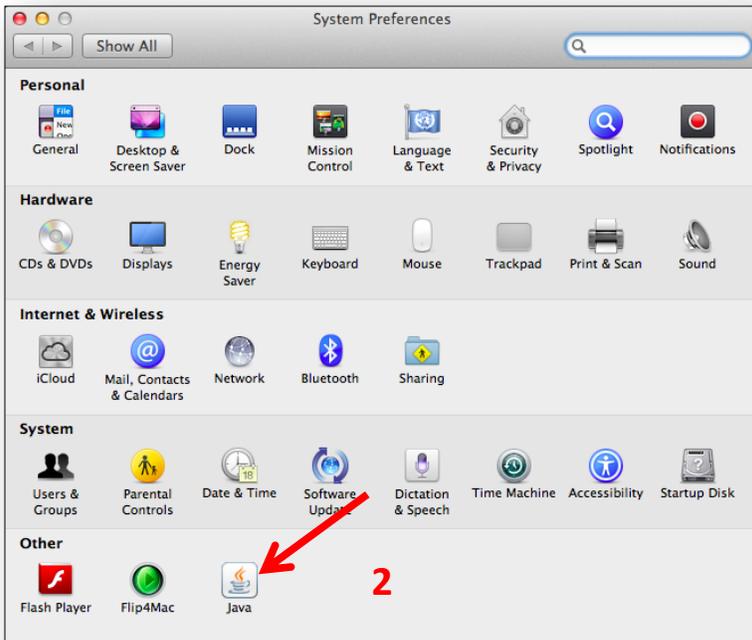
To make sure you have the latest version of Java, please follow the steps below.

1. In any browser, go to <http://java.com/en/download/installed.jsp>. Click on the **Verify Java Version** button.
2. Make sure your version of Java coincides with the recommended Java version posted on the eCampus website.



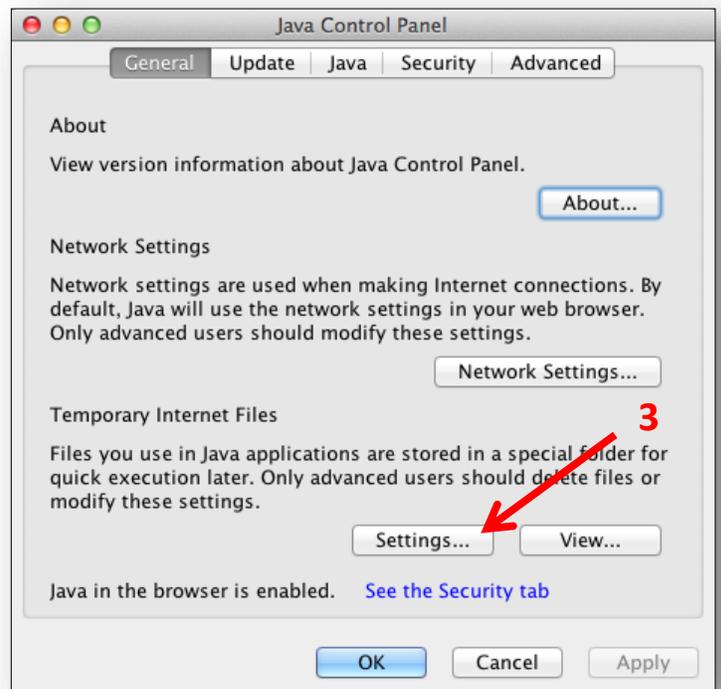
Step 2: Clearing the Java Cache

1. From the **Apple** menu, select **System Preferences**.

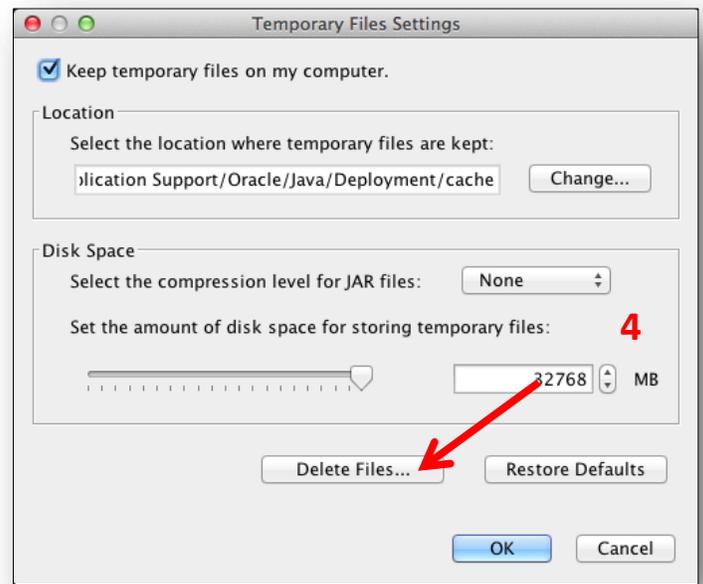
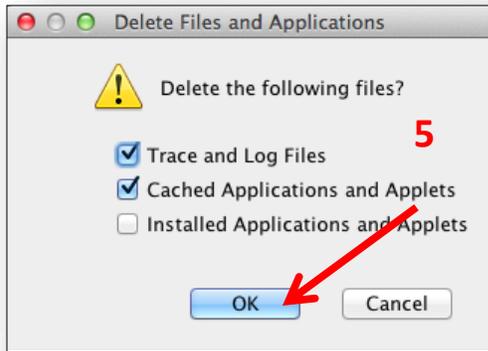


2. From the **System Preferences** screen, select **Java**.

3. In the **Temporary Internet Files** section of the **General** tab in the **Java Control Panel**, select **Settings**.



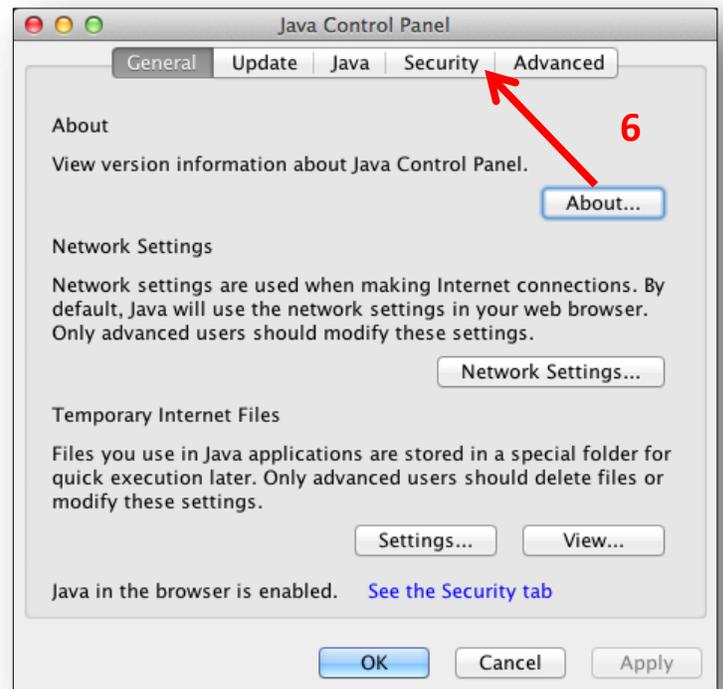
- In the **Temporary Files Settings** window, select **Delete Files**.
- In the **Delete Files and Applications** window, make sure that the top two boxes are checked and click **OK**.



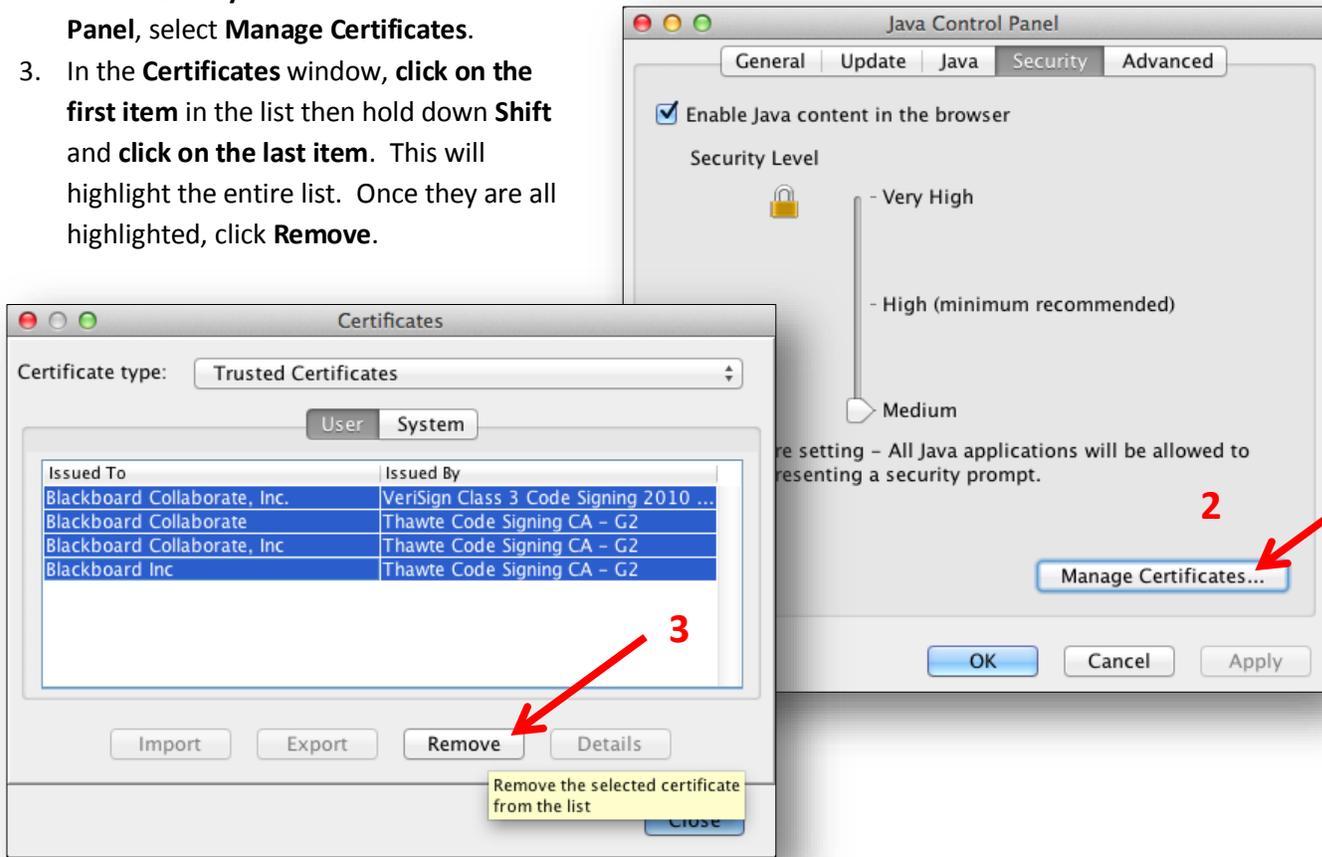
You have now cleared your Java cache. Please keep the **Java Control Panel** open for the next step.

Step 3: Clearing Certificates

- With the **Java Control Panel** already open from the previous step, click the **Security** tab.



- In the **Security** tab of the **Java Control Panel**, select **Manage Certificates**.
- In the **Certificates** window, click on the **first item** in the list then hold down **Shift** and click on the **last item**. This will highlight the entire list. Once they are all highlighted, click **Remove**.



Java should now function properly and the user should be able to access the eCampus tools that use it.