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Why Do We Need Java?
While the need for Java is slowly being phased out by Blackboard, there are still tools that require its installation on users’ local computers. ECampus tools currently requiring Java include multiple file uploads and Collaborate Voice Tools (this does not include Blackboard Collaborate which requires the Collaborate Launcher instead).

What is Java?
Java is a programming language that allows programs to run on almost any computer running any operating system, such as Windows or Mac. It allows for very complex tasks to work almost identically no matter the type of computer.

What Causes the Problems?
- Having more than one version of Java installed
- Having an unsupported version of Java installed
- Interference from a firewall or antivirus
- Browser Plugin not installed
- Java not installed properly

Get Useful Information about Your Computer
If you are having problems using any Java related items on your PC, you will need to know specific information about your PC. To obtain the information you will need complete a Browser Check. Once you select the link your default browser will open to the Browser Check, were you can get the information you need. For issues regarding Java you will need to look at two areas.

1. The Browser Check will allow you to determine your system type and if you have the correct version or versions installed on your PC.

2. In the Java Check area you will see java version: You need to check the java version installed is a supported version of Java.

If you are experiencing problems with Java you will need information about your computer and version of Java you currently have installed on your computer.
Which Versions of Java Do I Need?

**Windows Vista, 7, or 8**
If you have a PC running Windows 7 or Vista you will need to check your computer’s system type. This may be determined through the [Get Useful Information About Your Computer](#) section above.

- If you have a **32-bit** operating system you will need to download the **32-bit** version of Java.
- If you have a **64-bit** operating system you will need to download both the **32-bit** and **64-bit** versions of Java.

Opening the Java Control Panel

**Windows Vista and 7**

1. **Click** on the **Start** button and then **click** on the **Control Panel** option.

2. In the **Control Panel** select **Programs**.

3. **Click** on the **Java** icon to open the **Java Control Panel**.
Windows 8

1. Press the Windows logo key + W to open the Search charm to search settings or Drag the Mouse pointer to the bottom-right-hand corner of the screen, then click on the Search icon.
2. In the search box enter Control Panel.

3. Click on Java icon to open the Java Control Panel.
Clearing the Java Cache

Files are often stored or cached on your computer to make pages load faster. Over time these can take up significant space and can become out of date. Deleting them forces your computer to get the newest information from the sites.

1. **Open the Java Control Panel**
2. On the **General** tab Select **Settings**.

3. A pop-up window will appear. Select **Delete Files**.
4. A new pop-up will appear. Make sure all three boxes are selected and **Click OK**.

5. **Click OK** on the remaining screens until the **Java Control Panel** closes.

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**Clearing Certificates**

Java uses certificates to make sure the user is aware of and trusts the java program being run. These are the pop-ups seen when logging into eCampus for the first time. It is important to accept these certificates. Clear the certificates to ensure they are not the problem.

1. **Open the Java Control Panel**
2. **Select the Security Tab**.
3. **Select Manage Certificates**.
4. A window will pop-up. You must **Select EACH** certificate and **Select Remove**. Make sure you remove all of them.

5. After removing **ALL** of the certificates, **Select Close**.

6. You have cleared the **Java Certificates** you can close the **Java Control Panel**.

**Check for Multiple Java Versions and Uninstall Java**

When Java installs updates it may leave old versions on your computer. It is important to check one version of Java is installed.

1. **Open the Control Panel**
2. **Select Uninstall a program**.
3. Look for Java and see if there is more than one version installed. If you see one version of Java is installed exit the Control Panel. If you have more than ONE version install proceed to the next step.

4. Select the version of Java you would like to Uninstall, Select Uninstall.

5. A window may pop-up, Select Yes.

6. You may be prompted to allow Java access to the computer to make changes, Select Yes. Wait for the Windows Installer to finish.

7. Once the process is finished you may Exit the Control Panel.

Install Java
ECampus users need to install Java 1.7 Update 80. This is available on the eCampus info site at http://ecampusinfo.wvu.edu/internet-browser-plugins.

1. After navigating to the page, click the Java link(s) to begin the download process.
3. A window will pop-up, asking “Do you want to run or save this file?” Select Run.

4. Select Install.

5. Select Close.
Check if the Java plug-in is Enabled in the Browser

**Internet Explorer**

1. **Click Tools** and then **Internet Options**.

2. **Select the Security tab**, and **Select the Custom Level button**.
3. Scroll down to Scripting of Java applets.

4. Make sure the Enable radio button is checked.

5. Click OK to save your changes.

Chrome

1. Enter `chrome:plugins` in the search field.

2. Scan for Java and check whether Java is enabled (if the Disable link appears, Java is already enabled).

3. Click on the Enable link (if available).

4. (Optional) Check the Always allowed box to stop additional Chrome warnings when running Java content.
Google Chrome 42 and Higher
Google has disabled the use of NPAPI plugins in Chrome by default. To use Java-related features of eCampus through Google Chrome, users must re-enable this feature.

1. Open Google Chrome.
2. Type "chrome://flags/#enable-npapi" into the address field.
3. Click Enable under the Enable NPAPI Mac, Windows area.
4. Restart Google Chrome.

Firefox
1. Start Mozilla Firefox browser or Restart it if it is already running.
2. At the top of the browser, select Tools, then Add-ons.
3. The Add-ons Manager tab will open. Select Plugins.
4. Click the Dropdown menu in the Java(TM) Platform row and select Always Activate. Java will now run in Firefox.
Verify Java is Not Disabled in the Java Control Panel

1. **Opening the Java Control Panel**
2. Select the **Security** tab.
3. Select the option **Enable Java content in the browser**.
4. Click **Apply** and then **OK** to confirm the changes.
5. Restart the browser to enable the changes.

Enable Mixed Content

**Internet Explorer**

1. Click **Tools** and then **Internet Options**.
2. **Select** the **Security** tab, and select the **Custom Level** button.

![Custom Level Button](image1.png)

3. **Scroll** down to **Display mixed content** under **Miscellaneous**.

4. Make sure the **Enable** radio button is checked and then **Click OK**.

5. **Click OK** to save your changes.

![Enable Mixed Content](image2.png)
Chrome
1. Click the alert shield icon in the address bar.
2. Click Load unsafe scripts.
3. The site will reload and the content will now be visible.

For more information please review the following:
https://support.google.com/chrome/bin/answer.py?hl=en&answer=1342714

Firefox
1. Click the alert shield icon in the address bar.
2. Open the Options dropdown menu.
3. Click Disable protection for now.
4. The site will reload and the content will now be visible.

For more information please review the following:
https://support.mozilla.org/en-US/kb/how-allow-java-trusted-sites