

Troubleshooting Java on Mac OS X 10.6

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.

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What is Java?

Java is an object oriented programming language from Oracle. It runs eCampus programs and applets and 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

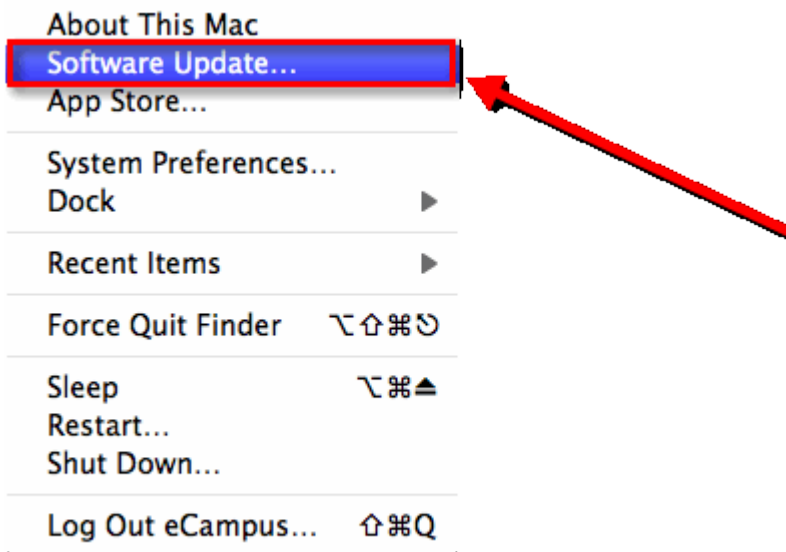
On OS X 10.6 Snow Leopard, the only supported and available version of Java is Java Runtime 6. eCampus recommends installing the latest version unless otherwise specified.

To make sure you have the latest version of Java 6, please follow the steps below.

1. From the desktop, click the **Apple** icon in the top left hand corner.



2. Next click **Software Update**. Software update will check for any software with available updates. If there is a new version of Java 6 available, it is recommended to update to the newest version.



Step 2: Clearing the Java Cache

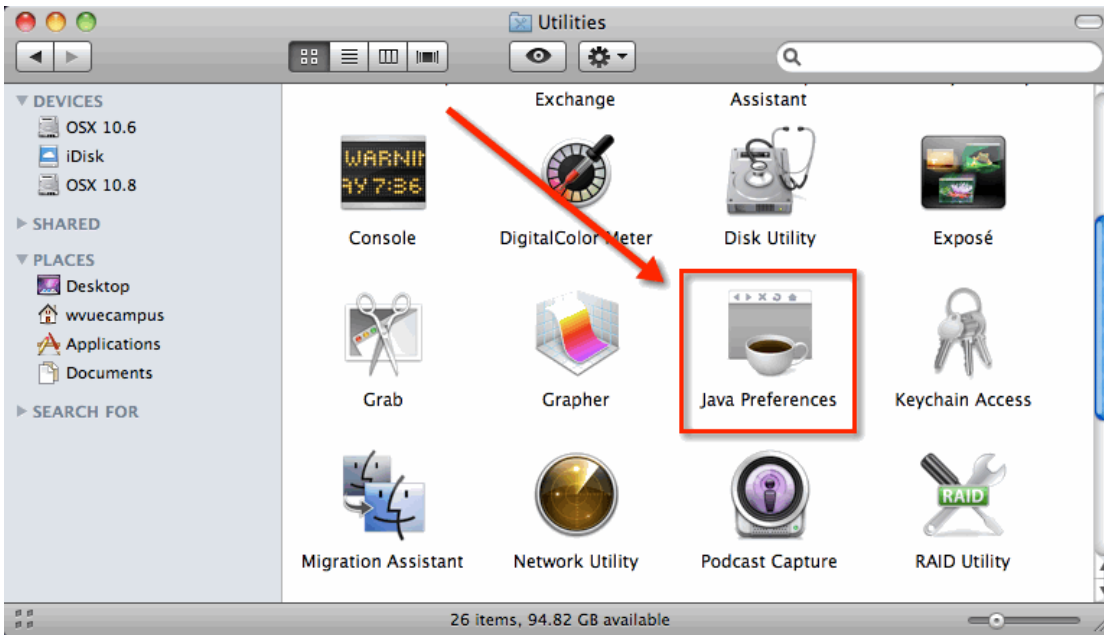
1. From Finder, click on the **Applications** folder.



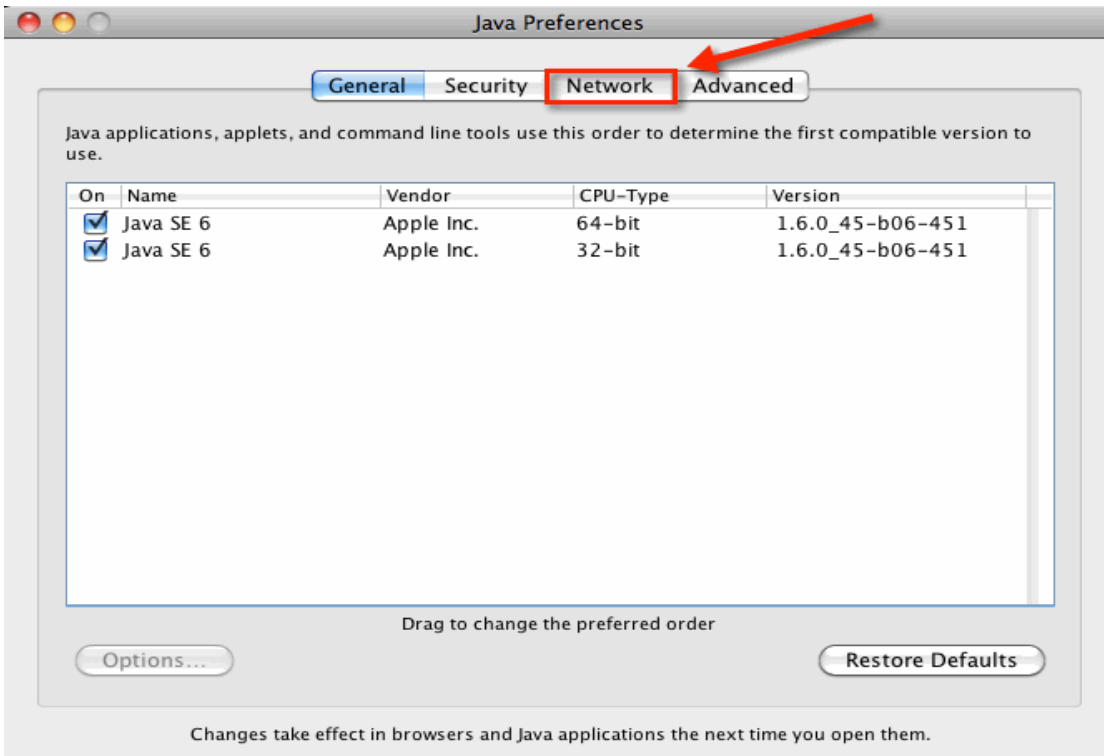
2. Scroll down and click on the **Utilities** folder.



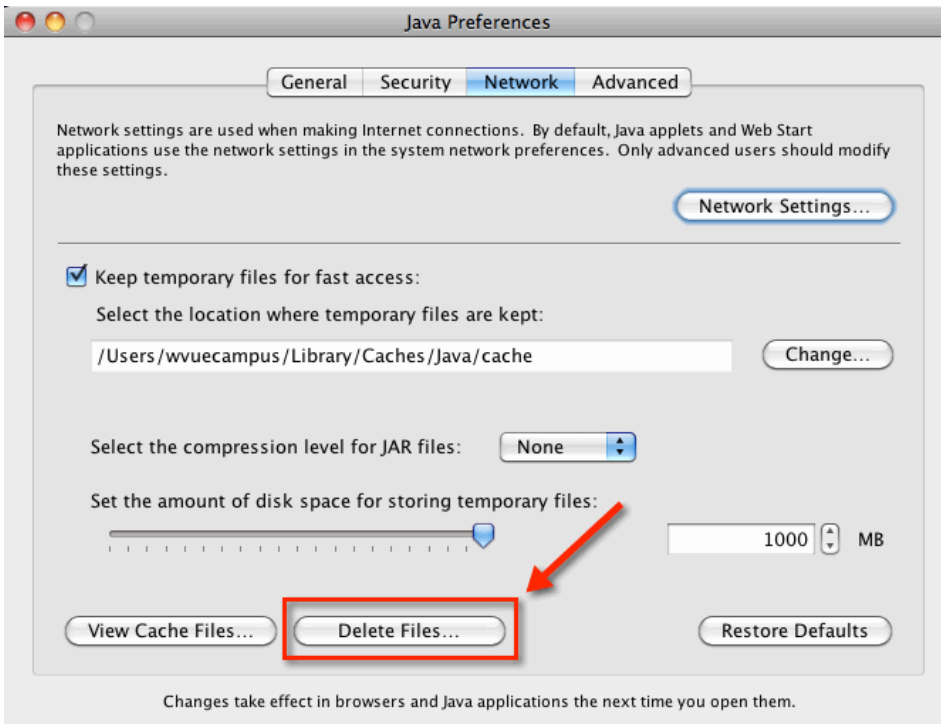
3. Find and click on **Java Preferences**.



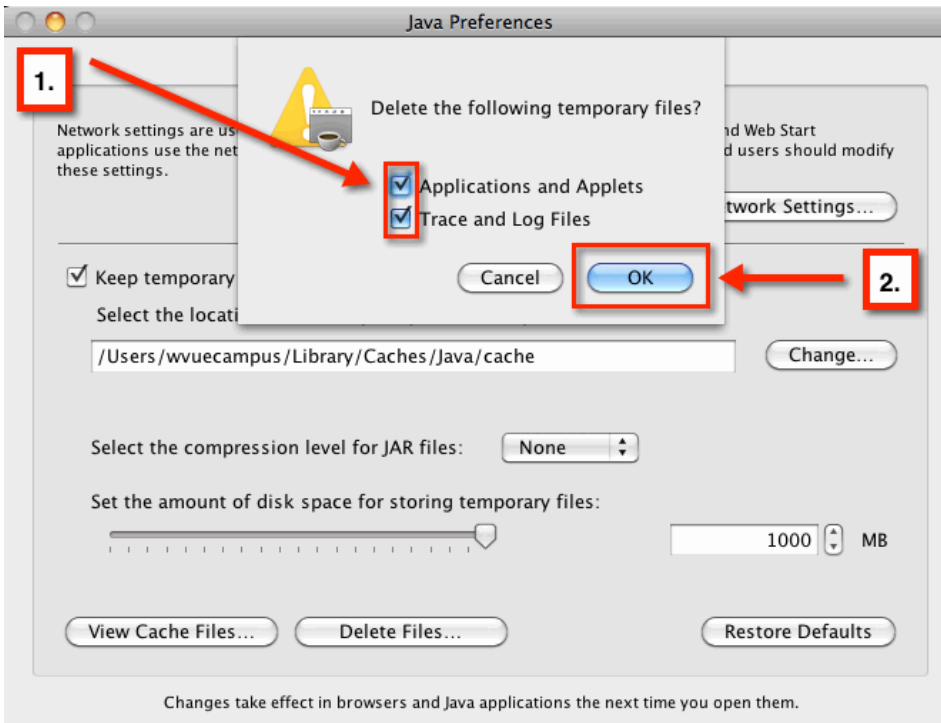
4. Once Java Preferences has opened, click the **Network** tab.



5. Find and click the **Delete Files** option.



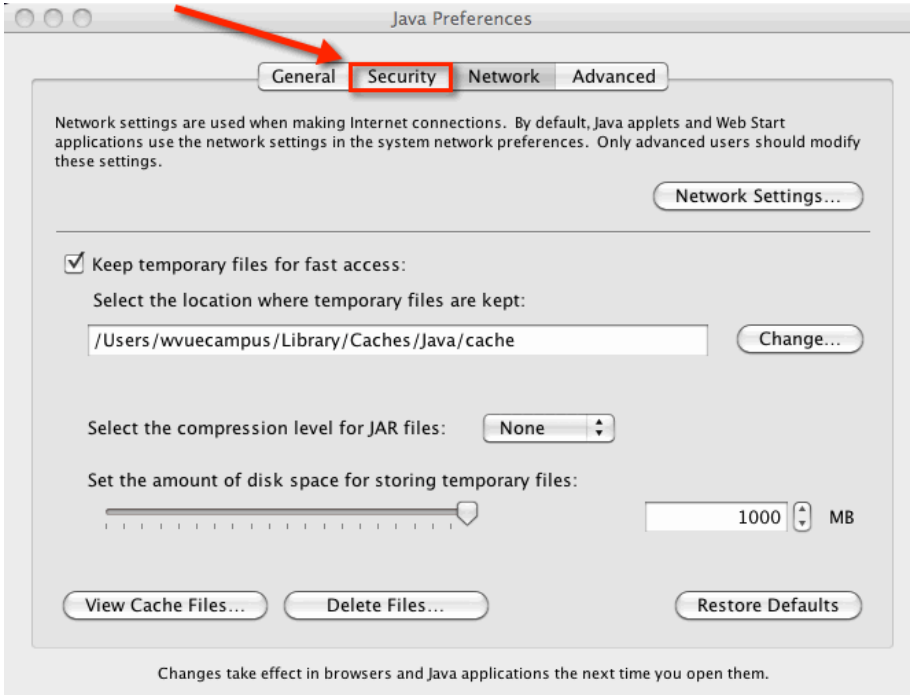
6. First, make sure the **check boxes** are checked. Second click the **OK** button.



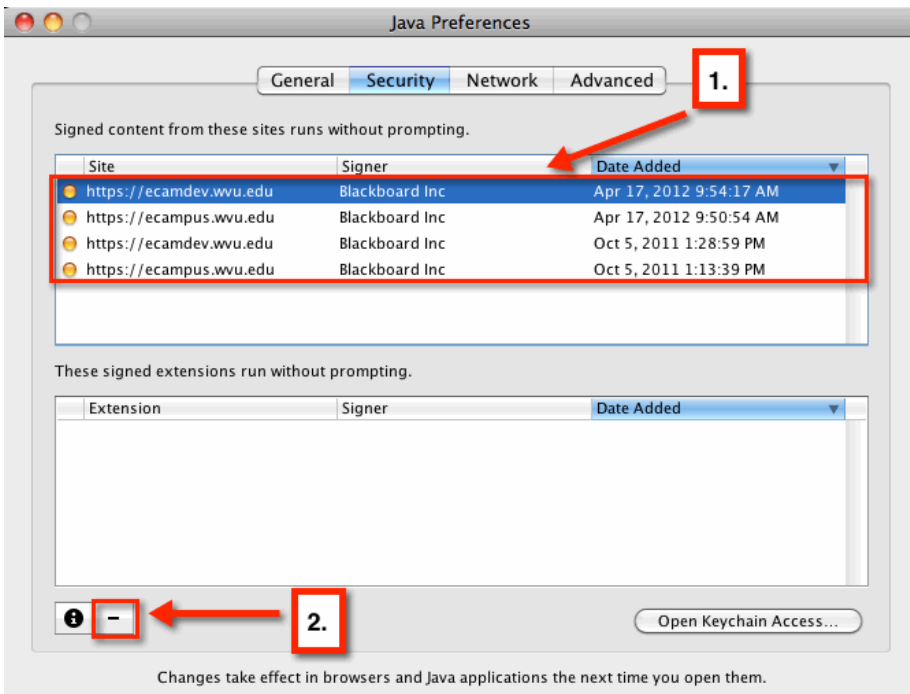
You have now cleared your Java cache. Please keep the **Java Preferences** panel open for the next step.

Step 3: Clearing Certificates

1. With the **Java Preferences** panel already open from the previous step, click the **Security** tab.



2. First, select a **certificate**. Second, click the **delete** button to remove it. You will need to repeat this step for each remaining certificate.



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