

Quick Guide to Java Windows XP/Vista/7 64bit and 32bit On Internet Explorer 8 and above

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Contact Support

Company NetDespatch Ltd Century House 19 High Street Marlow Bucks SL7 1AU

Telephone	+44 (0) 8451 305093
Fax	+44 (0) 1628 470671
Web	http://www.netdespatch.com
Email	support@despatch.net



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Document History

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Introduction

The purpose of this document is to guide the user on how to setup Java and fix common issues that may occur.

1. Intended Audience

This document is intended to be used by anyone needing to setup label printing for NetDespatch Velocity or fix existing issues with Java.

2. Overview

Java is an application that is used by NetDespatch to print consignment labels. Java allows clients to be able to select a desired printer and to automatically print labels once a consignment has been booked, or to reprint a label reprint.

From time to time, clients may encounter issues with Java on NetDespatch Velocity and are therefore unable to print labels.

This guide will help identify issues and provide solutions for clients to follow and rectify the problem.



Testing to ensure Java is operating correctly on NetDespatch Velocity

Log in to NetDespatch Velocity and select "click here" in the left hand corner of the screen.

Label Printing		
Please click here to find out if your browser is configured to print labels.		

A test will then be performed to ensure Java is correctly operating on NetDespatch Velocity. If the security message appears, tick "I accept the risk and want to run this app" and "Do not show this again for this app", then select "Run".

Secur	rity Warning	x
1	Do you want to run this application?	
	An unsigned application from the location below is requesting permission to run.	
	Location: https://emea.netdespatch.com/applets/	
F	Running this application may be a security risk More Information	
9	Select the box below, then click run to start the application 1.	
	✓ I accept the risk and want to run this app. 2. Run	el
	✓ Do not show this again for this app	

If Java is correctly operating on NetDespatch Velocity, a message confirming that the "Java Virtual Machine Installed" will be shown (Java version may vary to one pictured below).

2. Java Virtual Machine Compatibility Test

Java Version: 1.7.0_21
Java Virtual Machine Installed
Java Vendor: Oracle Corporation



If the messages above fails to appear or you are shown an error, please go to the "**NetDespatch Velocity stuck on scanning for printers**" section, otherwise please proceed.

Select "Home" in the top right hand corner of the screen, this takes you back to the home screen/main menu.

Home	My	Profile	Logout
------	----	---------	--------

Select "Printer Configuration" from the utilities menu.



When entering the Printer Configuration you may be prompted by a "**Do you want to run this application**" pop-up message.

Tick the "Do Not Show Again" box and then select "Run".

× Do you want to run this application?						
ſ	4	Name:	RPTApple	t		
	2	Publisher:	NetDespatch L	td		
		Location:	https:///PEE	RNETReportsApp	let1.jar	
This app persona	plication will r al information	un with unrestri at risk. Run this	cted access whi s application onl	ch may put your o y if you trust the	computer and publisher.	
📃 Do n	not show this	again for apps f	from the publish	er and location ab	oove 1.	
1	More Inform	nation	2.	Run	Cancel	



You should now be able to select the desired printer from the "Windows Name" drop down menu.

Margin Offsets	x (left) 0.00 y (top) 0.00 (in millimetres)
Use Printer Selection	If this is not checked, then labels will print to the following printer: ZDesigner GK420d
Windows Name	ZDesigner GK420d 🔹
Print Graphics	🗹 (for plain paper labels)
Media Type	Label Default
submit re	eset

If the Windows name field continues to show "**Scanning for printers**", please go to the next section. If you are able to select the desired printer from the "**Windows Name**" drop down menu, you have successfully configured Java and should be able to produce consignment labels.



NetDespatch Velocity stuck on scanning for printers

Margin Offsets	x (left) 0.00 y (top) 0.00 (in millimetres)
Use Printer Selection	If this is not checked, then labels will print to the following printer:
Windows Name	Scanning for printers V
Print Graphics	✓ (for plain paper labels)
Media Type	Label Default
submit re	set

If the latest version of Java is present, check Java add-ons are enabled by selecting the "**Tools**" drop down menu and selecting "**Manage add-ons**".

	🔂 🛣 🏶
Print	+
File	•
Zoom (155%)	+
Safety	+
Add site to Start menu	
View downloads	Ctrl+J
Manage add-ons	
F12 developer tools	
Go to pinned sites	
Internet options	
About Internet Explorer	

Check and make sure all Java plug-ins are enabled (there will be a sub-heading named Oracle America, Inc.).

If any are disabled, then select it and click the "Enable" button



Manage Add-ons				~~~~			23
View and manage your Intern	net Explorer add-ons						
Add-on Types	Name	Publisher	Status	Architecture	Load time	Navigation	•
🚳 Toolbars and Extensions	Create Mobile Favorite	Not Available	Enabled	32-bit			
Search Providers	oreate Mobile Favorite	Not Available	Enabled	32-bit			
Accelerators	Java(tm) Plug-In 2 SSV Helper	Not Available	Enabled	32-bit and	0.34 s		
Tracking Protection	TmIEPlugInBHO Class	Not Available	Enabled	32-bit and	0.00 s		
ABS Spelling Correction	Oracle America, Inc.						
• speaking concertoin	Java Plug-in 10.21.2	Oracle America, Inc.	Enabled	32-bit			
	Java Plug-in 1.7.0_07	Oracle America, Inc.	Enabled	32-bit			
	Java SE Runtime Environment 7	Oracle America, Inc.	Enabled	32-bit	0.06 c		
	isfortalled Class	Oracle America, Inc.	Enabled	32-bit	0.00 5		
	Sun Microsystems Inc	ordere vimenca, mer	chabica	22.01			
Show	Deployment Toolkit	Sun Microsystems Inc	Enabled	32-bit and			1
All add-ons		Sur microsystems, and	chabica	DE DICUITO IN			
							*
Select an add-on to modify s	tatus or view details.						
Find more toolbars and extensions						ſ	Class
Learn more about toolbars and exten	sions						Close

Follow the steps in the "Testing to ensure Java is operating correctly on NetDespatch Velocity" section to test Java.

If this has not worked, please follow the process in the next section which shows how to remove and reinstall Java.



Uninstalling/Reinstalling Java

a. Uninstalling Java

The first step when replacing or updating Java is to uninstall all previous versions of Java, as follows:

- 1. Enter "Control Panel".
- Select "Programs and Features" (For Windows Vista/7/8 users), or "Add and Remove Programs" (Windows XP)
- 3. A list of all programs installed on the system will appear, scroll down and check to see if any Java programs are installed (Java versions may vary).

🛃 Java 7 Update 21	Oracle
🛃 Java(TM) 6 Update 43	Oracle
JavaFX(TM) 1.0 SDK	Sun Microsystems, Inc.

4. For each instance of Java, highlight and right click to remove.

Once the previous installations have been removed, restart the PC.

b. Downloading and installing Java

- 1. Open Internet Explorer.
- 2. Navigate to the Java website (www.java.com)
- 3. Click on "Free Java Download" button.

Free Java Download

4. Click on "See All Java Downloads" at the bottom of the screen.





Select "Windows Offline Installer" (If the computer is running a 32-bit operating system). If the computer is running a 64-bit operating system, then the options "Windows Offline (32-bit)" and "Windows Offline (64-bit)" will be shown (as shown below). Both of these will need to be downloaded and installed.

32-bit Operating System	64-bit Operating System
Windows Which should I choose? Windows Online Mindows Online filesize: 882 KB Windows Offline	Windows I Which should I choose? Windows Offline (32-bit) Image: Mindows Offline (64-bit) Windows Offline (64-bit) Undows Offline (64-bit)
mesize: 30.2 MB	

6. Once the installation files have been downloaded, you will then have the following files that are required to be installed (Java versions may vary).

32-bit Operating System	64-bit Operating System		
ዿ jre-7u21-windows-i586	jre-7u21-windows-x64jre-7u21-windows-i586		

7. Double click on the installer icon.



8. Follow the on-screen instructions when installing Java and a notification will then show upon successful installation.



Java should now be installed and should now show in "Programs and Features" (Windows Vista/7) or "Add and Remove Programs" (Windows XP) as Java x Update x.

32-bit Operating System		64-bit Operating System	
🛃 Java 7 Update 21	Oracle	ه Java 7 Update 21 ه Java 7 Update 21 (64-bit)	Oracle Oracle

c. Test to ensure Java has installed correctly

- 1. To check if Java is correctly installed on the system, open the default web browser and navigate to <u>www.java.com</u>.
- 2. Select "Do I have Java?" on the Java home page.





3. Select "Verify Java version"



4. If prompted by a "**Do you want to run this application**" pop-up message. Tick the "**Do Not Show Again**" box and then select "**Run**".

x Do you want to run this application?					
ſ	4	Name:	Java Detection		
<u>S</u>	<u>چ</u>	Publisher:	Oracle America, Inc.		
		From:	http://java.com/applet/JavaDetection_applet.jnlp		
This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.					
Do not show this again for apps from the publisher and location above 1.					
1	More Inform	ation	2. Run Cancel		



5. If Java has been correctly installed, a notification of Java being successfully verified will be shown.



6. Now that Java has successfully installed. Go back to step 2.

If you are still experiencing problems, please contact your IT Support Service or Carrier.