



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

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## Document History

<b>Date</b>	<b>Version</b>	<b>Reason</b>	<b>Edited By and Detail</b>
29-July-2013	1.0	First Draft	John-Paul Schrieber

## 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

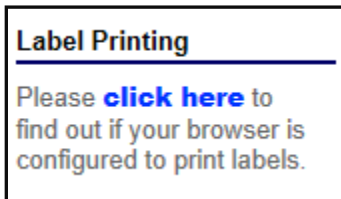
Java is an application that is used by NetDespatch to print consignment labels. Java allows clients to be able to select a desired printer and to automatically print labels once a consignment has been booked, or to reprint a label reprint.

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.

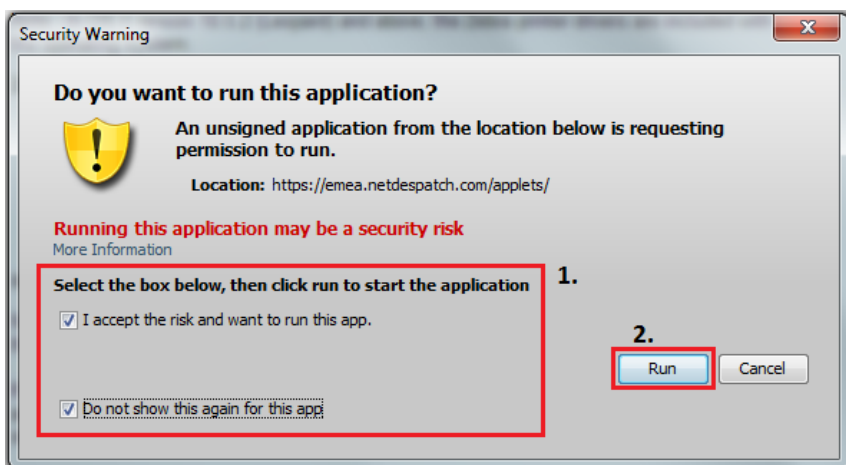
## Testing to ensure Java is operating correctly on NetDespatch Velocity

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



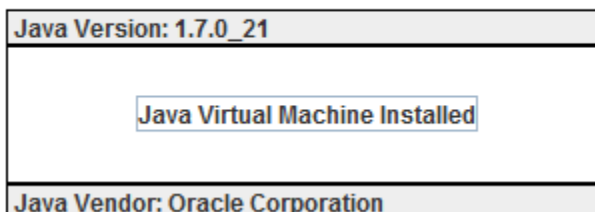
A test will then be performed to ensure Java is correctly operating on NetDespatch Velocity.

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**”.



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

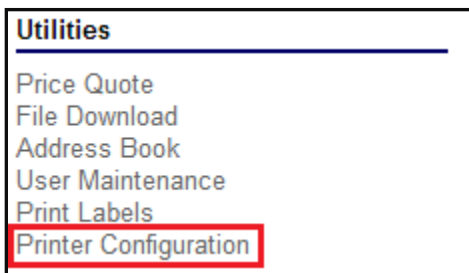


If the messages above fails to appear or you are shown an error, please go to the “**NetDespatch Velocity stuck on scanning for printers**” section, otherwise please proceed.

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



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**”.



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

Margin Offsets	x (left)	<input type="text" value="0.00"/>	y (top)	<input type="text" value="0.00"/>	(in millimetres)
Use Printer Selection	<input type="checkbox"/>	If this is not checked, then labels will print to the following printer: ZDesigner GK420d			
Windows Name	<input type="text" value="ZDesigner GK420d"/>				
Print Graphics	<input checked="" type="checkbox"/>	(for plain paper labels)			
Media Type	<input type="text" value="Label Default"/>				
<input type="button" value="submit"/>		<input type="button" value="reset"/>			

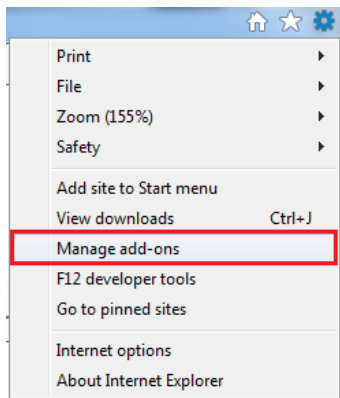
If the Windows name field continues to show “**Scanning for printers**”, please go to the next section. If you are able to select the desired printer from the “**Windows Name**” drop down menu, you have successfully configured Java and should be able to produce consignment labels.



## NetDespatch Velocity stuck on scanning for printers

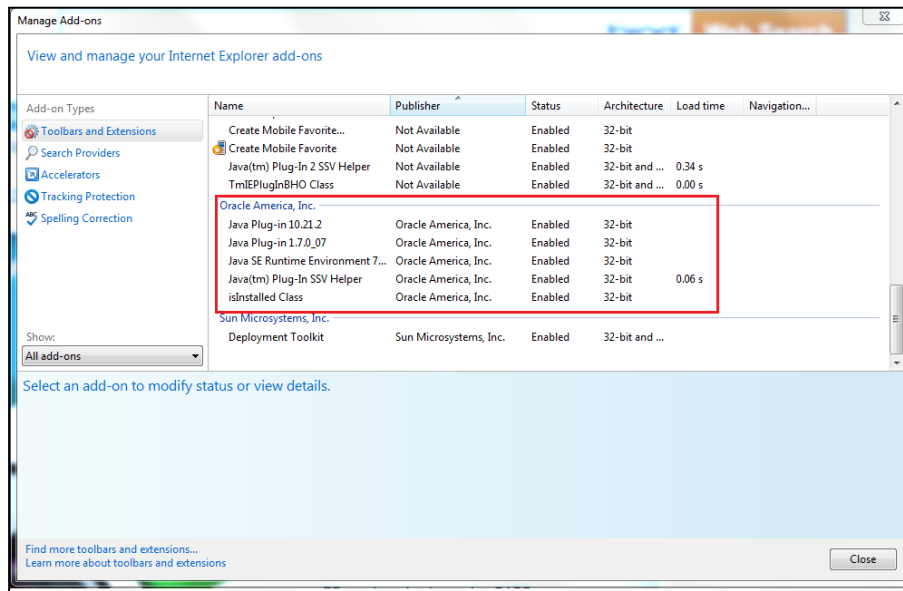
Margin Offsets	x (left) <input type="text" value="0.00"/>	y (top) <input type="text" value="0.00"/>	(in millimetres)
Use Printer Selection	<input checked="" type="checkbox"/>	If this is not checked, then labels will print to the following printer:	
Windows Name	<input type="text" value="Scanning for printers"/>		
Print Graphics	<input checked="" type="checkbox"/>	(for plain paper labels)	
Media Type	<input type="text" value="Label Default"/>		
<input type="button" value="submit"/>		<input type="button" value="reset"/>	

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**”.



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



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

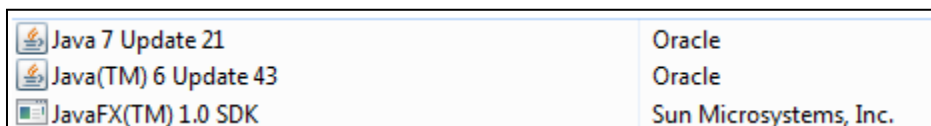
If this has not worked, please follow the process in the next section which shows how to remove and re-install Java.

## 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**”.
2. 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).



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*


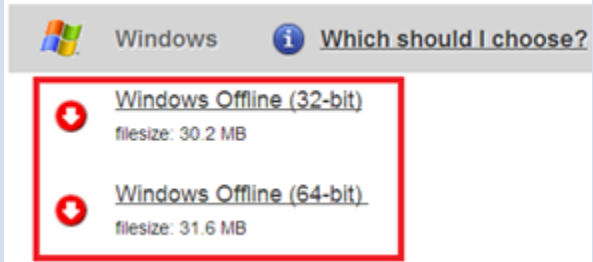
1. Open Internet Explorer.
2. Navigate to the Java website ([www.java.com](http://www.java.com))
3. Click on “**Free Java Download**” button.



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
	

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


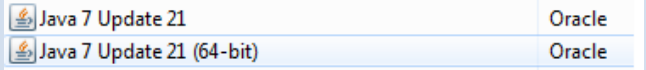
32-bit Operating System	64-bit Operating System
	

- Double click on the installer icon.

- 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**.

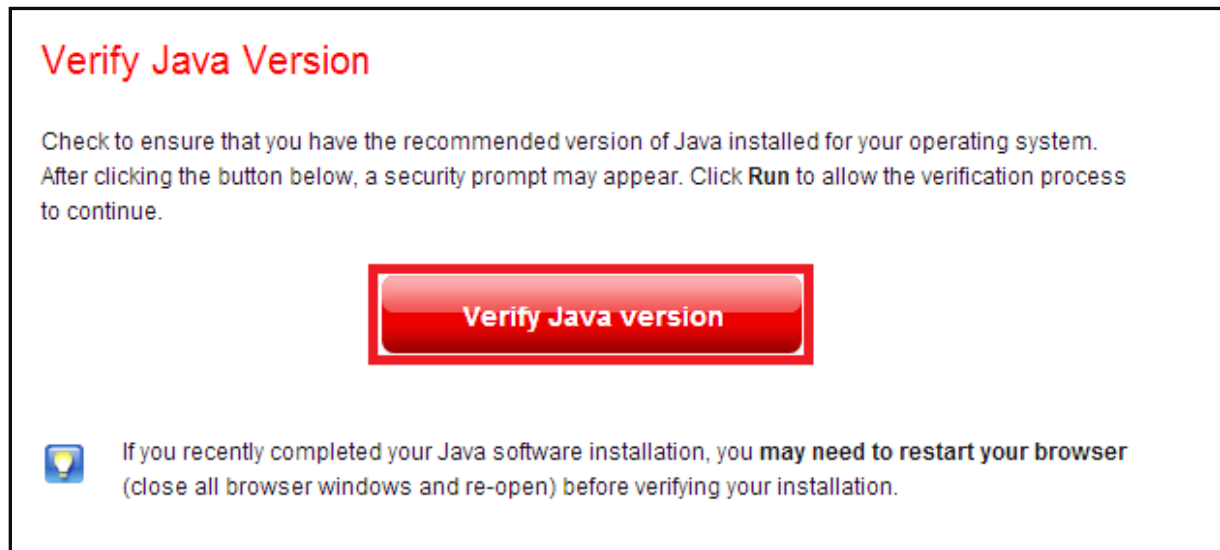
32-bit Operating System	64-bit Operating System
	

### ***c. Test to ensure Java has installed correctly***

- To check if Java is correctly installed on the system, open the default web browser and navigate to [www.java.com](http://www.java.com).
- Select “**Do I have Java?**” on the Java home page.



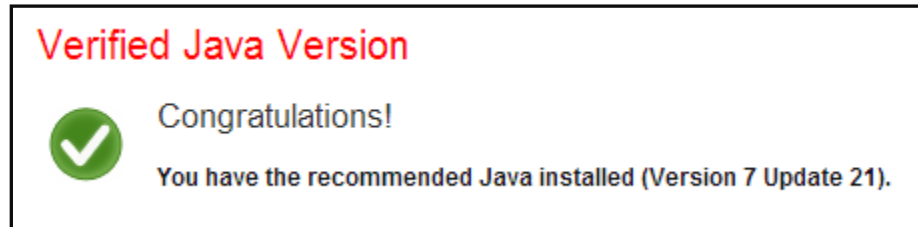
3. Select “Verify Java version”



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”.



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.