

CalATERS FAQ and Java Documentation

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Disclaimer

This documentation provides general information regarding the configurations and requirements of CalATERS and Java. Please be advised that computer systems vary in configurations and not all configurations have been addressed in this document.

Computing Requirements

Windows XP

| Component | Minimum Requirements |
|---------------------|--|
| Browser (Applet) | Internet Explorer 7.0 / 8.0 Firefox 2.0 / 3.0 |
| Java (minimum) | Sun Java 2 Plug-In 1.4.2_02 |
| PDF Viewer | Adobe Reader 7.1 / 8.2 / 9.3 |
| RAM | 128MB |
| Disk Space (Applet) | Approximately 3MB free space |
| Execution | There is a client approximately 1.5 MB in size cached on the desktop – distribution is over the web and automatically installed for new releases |

Windows Vista

| Component | Minimum Requirements |
|------------------|--|
| Browser (Applet) | Internet Explorer 7.0 / 8.0 Firefox 2.0 / 3.0 |
| Java (minimum) | Sun Java 2 Plug-In 1.6.0_10 |

| | |
|---------------------|--|
| PDF Viewer | Adobe Reader 8.2 / 9.3 |
| RAM | 128MB |
| Disk Space (Applet) | Approximately 3MB free space |
| Execution | There is a client approximately 1.5 MB in size cached on the desktop - distribution is over the web and automatically installed for new releases |

Windows 7

| Component | Minimum Requirements |
|---------------------|--|
| Browser (Applet) | Internet Explorer 8.0 / 9.0 Firefox 3.5 |
| Java (minimum) | Sun Java 2 Plug-In 1.6.0_10 |
| PDF Viewer | Adobe Reader 9.3 |
| RAM | 128MB |
| Disk Space (Applet) | Approximately 3MB free space |
| Execution | There is a client approximately 1.5 MB in size cached on the desktop - distribution is over the web and automatically installed for new releases |

Mac OS

| | |
|--|--|
| | CalATERS does not support the Macintosh at this time |
|--|--|

CalATERS, Sun Java and Microsoft VM

A Brief History

Sun Microsystems brought a lawsuit against Microsoft, alleging that Microsoft's distribution of the virtual machine in Windows XP over the Web is unlicensed and constitutes copyright infringement.

On February 3, 2003, the Fourth Circuit Court of Appeals granted a stay pending appeal of a preliminary injunction order entered by the District Court in Baltimore that required Microsoft to distribute Sun's Java runtime environment (JRE) with the Microsoft Windows XP operating system and to halt separate distribution of the Microsoft Virtual Machine (Microsoft VM).

On April 2, 2004, Microsoft and Sun announced an agreement to settle litigation and increase technical cooperation, which will benefit customers of both companies. As part of this agreement, Microsoft will be able to support the MSJVM until December 31, 2007.

Microsoft Java Virtual Machine Support

Some users may need to use the Microsoft Java Virtual Machine for some of their existing applications. CalATERS is only compatible with the Microsoft Java Virtual Machine up to and including Internet Explorer 7. **However, it is strongly advised that users use Sun Java to ensure CalATERS compatibility.**

If there is a need to switch between the Microsoft Java Virtual Machine and Sun Java, the procedure can be found later in this document.

How do I know if I have Java on my computer?

Go to <http://java.com/en/download/testjava.jsp>

Where can I get the Sun Java?

Download the free Sun Java at <http://java.com> and follow the instructions.

What is Java technology and why do I need it?

http://java.com/en/download/faq/whatis_java.xml

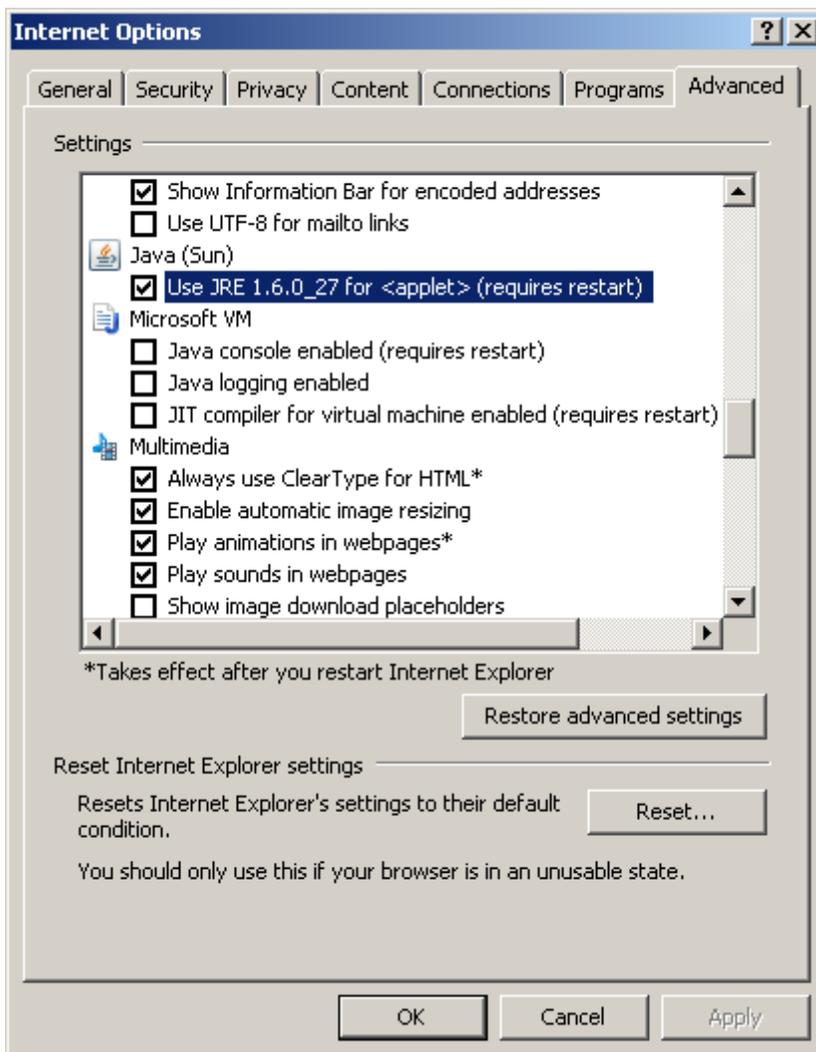
Cannot Launch CalATERS

When a single user reports that he or she is unable to launch the CalATERS program, you are often left with more questions than answers. Why did it happen? How come only one user is affected?

The usual cause of this problem is that the user has not installed MS-JVM or Sun Java 2 as an option on the web browser.

Java (Sun)

From Internet Explorer, go to Tools, Internet Options, Advanced, and check the Java (Sun) as indicated on the screen shots below. Click Apply, OK, and close Internet Explorer for the change to take effect. Reload Internet Explorer and connect.



Java Not Installed

The second possible reason that CalATERS will not launch is that the user has not installed Java with their browser. We have found that users who are on Windows XP may have a version of XP that was sold without Java in Internet Explorer.

Corrupt Web Browser

Another reason that CalATERS will not launch is that the user has a corrupt web browser. Delete the web browser and reinstall. Apparently, customers who install SP3 without the benefit of SP2 have problems with CalATERS. However, if SP2 is installed first, and then SP3, the problems disappear.

Switching from Microsoft Java Virtual Machine to Sun Java

Step 1: Be sure any unsaved work in Internet Explorer has been saved

Step 2: In Internet Explorer click on “Tools → Internet Options” (Figure 1)

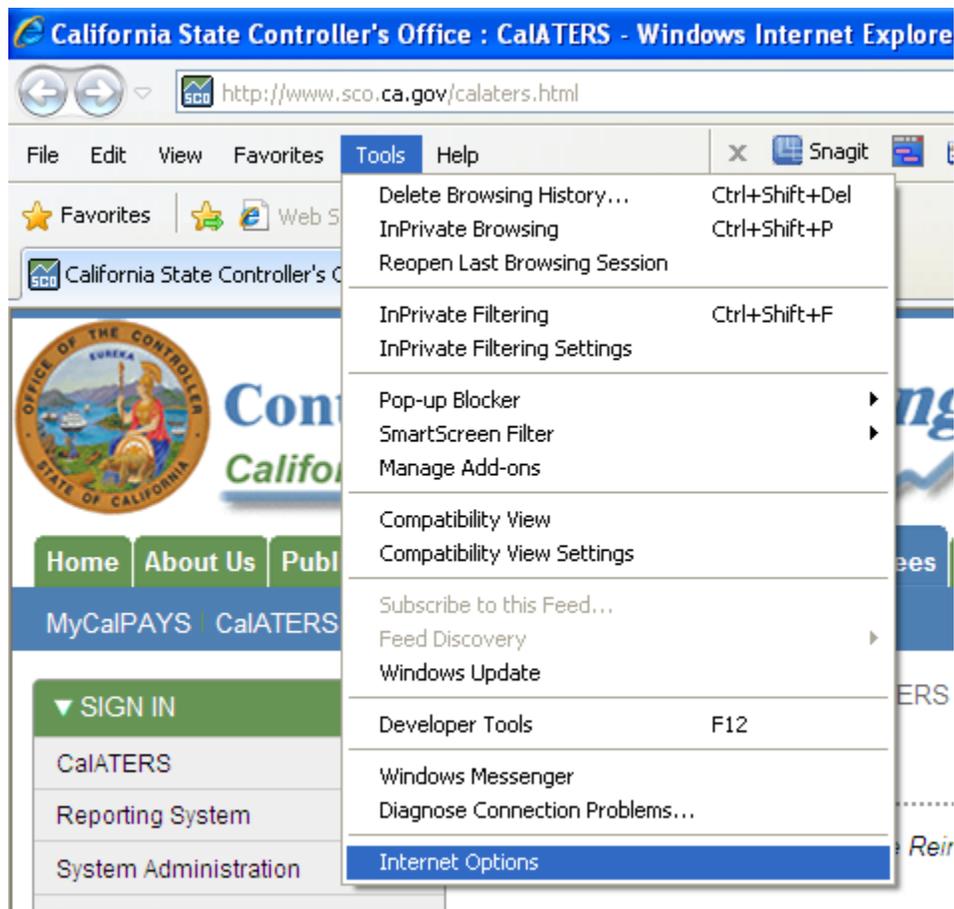


Figure 1

Step 3: In the “Internet Options” box click on “Advanced” (Figure 2)

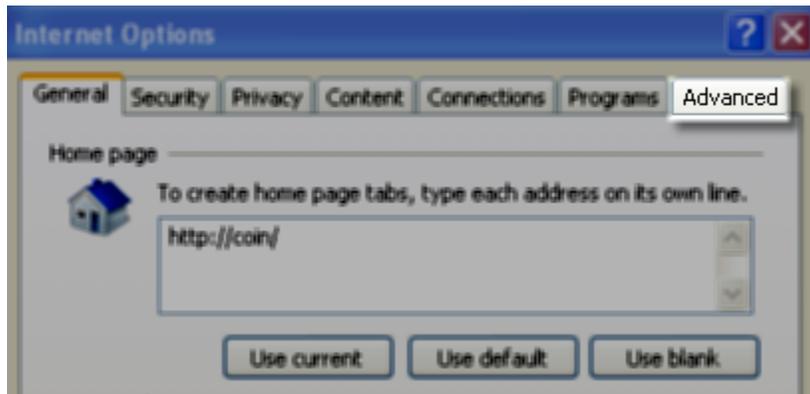


Figure 2

Step 4: Inside the “Settings” window scroll down about half way and look for “Java (Sun)” and “Microsoft VM”. Check “Use JRE...” and uncheck “JIT compiler...” Click “Apply” then click “Okay” (Figure 3)

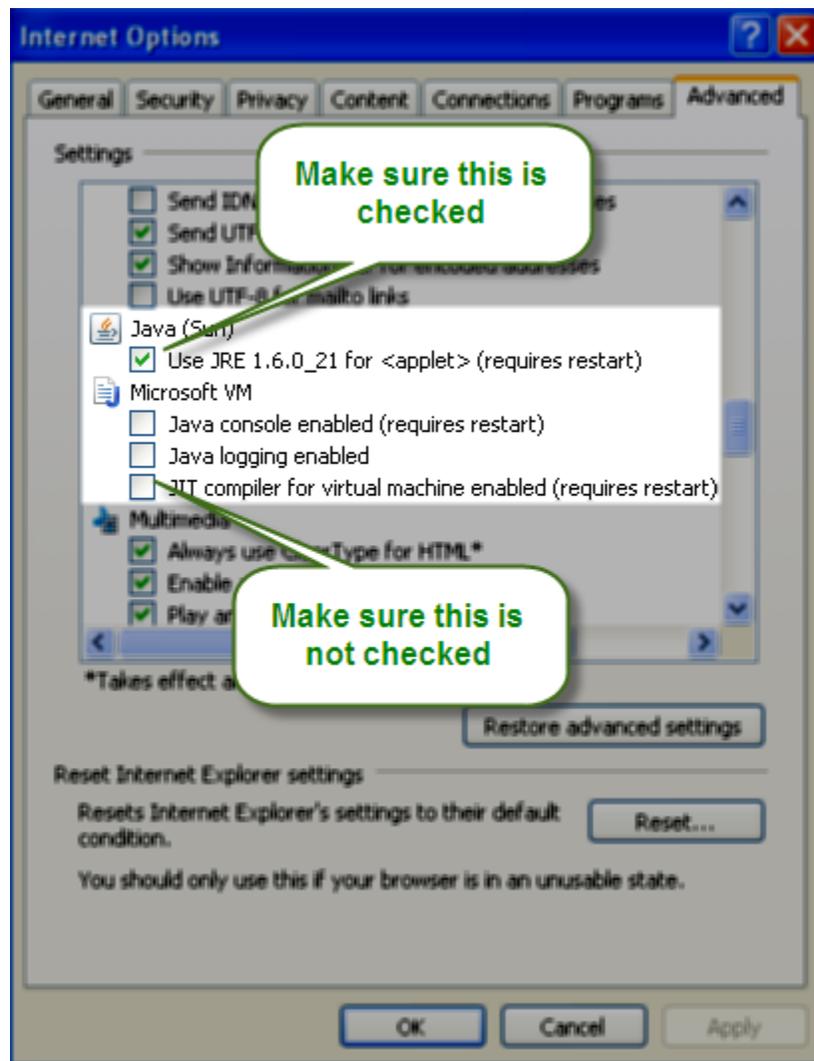


Figure 3

Step 5: Close ALL Internet Explorer windows and restart Internet Explorer for all changes to take effect.

Switching from Sun Java to Microsoft Java Virtual Machine

If the users have to use Microsoft Java, follow the steps below:

Step 1: Be sure any unsaved work in Internet Explorer has been saved

Step 2: In Internet Explorer click on “Tools → Internet Options” (Figure 4)

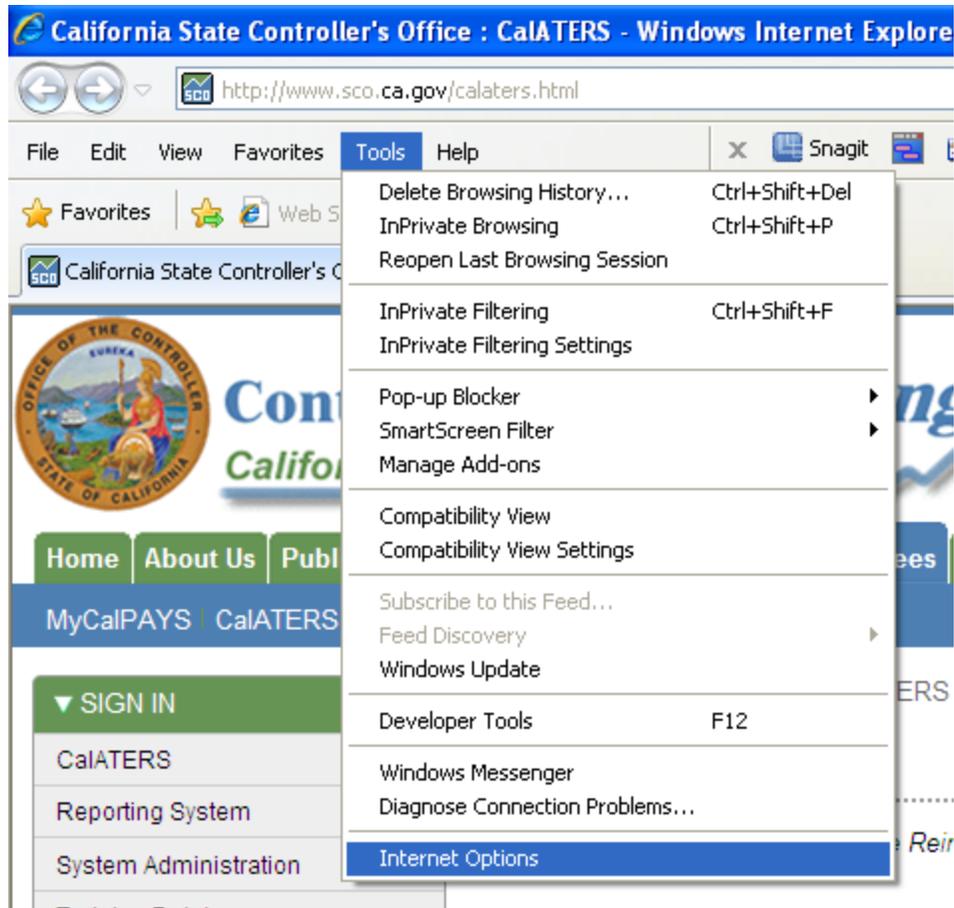


Figure 4

Step 3: In the “Internet Options” box click on “Advanced” (Figure 5)

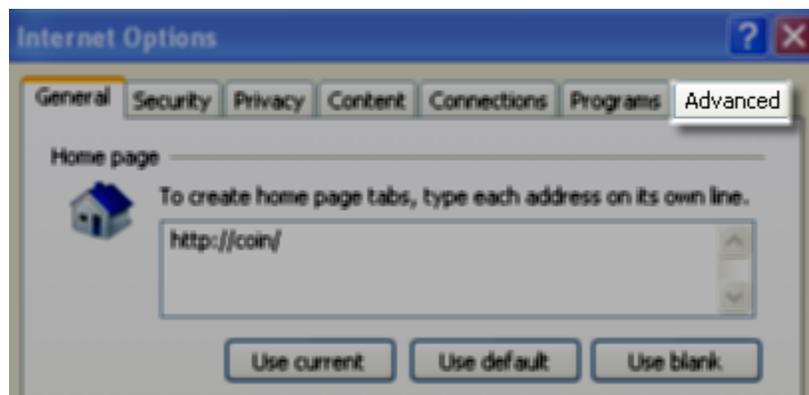


Figure 5

Step 4: Inside the “Settings” window scroll down about half way and look for “Java (Sun)” and “Microsoft VM”. Uncheck “Use JRE...” and check “JIT compiler...” Click “Apply” then click “Okay” ()

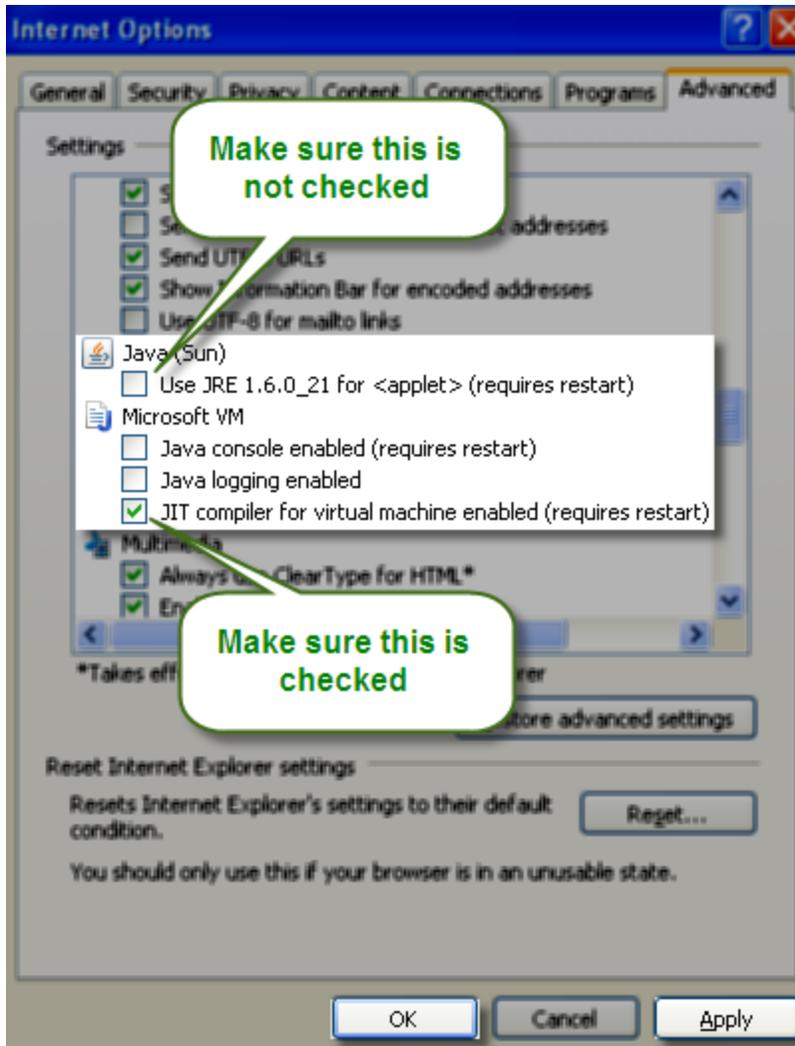


Figure 6

Step 5: Close ALL Internet Explorer windows and restart Internet Explorer for all changes to take effect.

Secure File Transfer Protocol (SFTP)

Step 1: Be sure to have your own SFTP user account for file transfer into CalATERS system; if you do not already have a SFTP account, request by sending an e-mail to calaters@sco.ca.gov and do not share SFTP account(s) for security reasons.

Note: CalATERS user accounts are not the same as CalATERS SFTP user accounts.

Step 2: Consult your own agency's information technology support and systems administrator for installation of secure file transfer software; due to the sensitivity of

information being transferred, secure FTP software with high level of encryption and fully supported by software vendor is strongly recommended.

Step 3: If your agency is going to transfer files into CalATERS system for the first time, test secure file transfer by preparing and transferring file(s) into designated CalATERS dataset(s); after completing transfer processes, notify CalATERS unit.

Step 4: You will be notified if the files are received in the expected format(s) and when to start transferring actual files.