Resolving Compatibility Issues in the MPP

Browser and Java Configurations for MPP Reporting

Find the steps below that you will need to take before creating reports in the MPP.

	Java Version 8 Update 11 or Earlier*	Java Version 8 Update 20 or Later	Java Not Installed
Internet Explorer 10		Complete Action #3 (one-time fix)	
Internet Explorer 8, 9, and 11	Explorer 8, 9, and 11Complete Actions #1 (one-time fix) and #2 (one-time fix) **Complete Actions #3 (one-time fix) and #4 (every time you edit a report)FirefoxYou cannot create ad- hoc reports. Use	Complete Actions #3 (one-time fix) and #4 (every time you edit a report)	Install Java Version 8 Update 11 from the Java Archive and
Firefox		complete Actions #1 (<i>one-time fix</i>) and #2 (<i>one-time fix</i>)	
Chrome		Internet Explorer instead.	

*No actions are required if you are using Java Version 7 Update 40 or earlier

**For users of Chrome 42-44, you must complete Action #8. Chrome 45 and later are not compatible with editing ad-hoc reports

CDS recommends using Firefox and Java Version 8 Update 11.

If you wish to change Java versions to Version 8 Update 11, first <u>uninstall the software</u> and then install Java from the <u>Java Archive</u>. You can check your Java version by <u>following these steps</u>.

Error Messages & Compatibility Issues

Below are error messages that you may see and the Actions that you must take to resolve them:

• If you use Internet Explorer 8, 9, or 10, you may see not be able to access the MPP. If you see an "Internet Explorer cannot display the webpage" error, complete Action #7

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	Internet Explorer cannot display the webpage	
	What you can try:	
	Diagnose Connection Problems	
Done		Solution (See Section 1) Sector (Section 1) Sector (Sector 1) Sector (Sector 1) Sector 1) Sector (Sector 1) Sector 1) Sector (Sector 1) Sector

• If you use Internet Explorer and see visual quirks within the MPP including unreadable tables like below, complete Action #5:

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	Add Jurisdiction Dele	te Jurisdictions										5	Delete Plan	Cancel	
1															

• If you ever see the "webpage cannot be found" error in Internet Explorer 10, complete Action #6

Document List Open + Send To +	Welcome: mppus Help Prefer
The webpage cannot be found	
Most likely causes: • There might be a typing error in the address. • If you clicked on a link, it may be out of date.	
What you can try:	
Retype the address.	
 Go back to the previous page. 	
 Go to and look for the information you want. 	
Ø More information	

• If you see the following error message when using the MPP, you are using Java 7 update 45 and should apply Action #2:



Error message when using a new version of Java

• Some users will see an error message, when trying to edit reports, that says "SecurityException." If you see this error, complete Action #2



• If you see the following error messages, install Java Version 8 Update 11 from the Java Archive and complete Actions #1 (*one-time fix*) and #2 (*one-time fix*)



Action #1

2.

Take these steps to enable advanced report editing, which requires Java

1. Click on the Preferences button found on the top right corner of the MPP Reporting

	Help Preferences About
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	recences
System	n
Scroll	down to the Web Intelligence section
Us	e browser locale 🗸
-	
Cur	rent Time Zone:
Pre	ferred Viewing Locale:
Us	e browser locale 🗸
► Cha	ange Password
► We	b Intelligence
► De	sktop Intelligence

3. Click on the arrow to expand the section

	Select a default view format:
	Web (no downloading required)
	 Interactive (no downloading required)
	○ PDF (Adobe AcrobatReader required)
	When viewing a document:
	 Use the document locale to format the data
	• Use my preferred viewing locale to format the data
	Select a default creation/editing tool:
	O Advanced (Java 2 required)
	Interactive (no downloading required)
	O Desktop (Web Intelligence Rich Client required) Install Now
	O Web Accessibility (508 Compliant)
	Select a default Universe:
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- **6** 10 10
- 5. Click on the Ok button on the bottom right corner of the screen to save your changes

Action #2

If you are using Java Versions between Version 7 Update 45 and Version 8 Update 11 you will need to take following steps before creating ad-hoc reports:

1. Open the Java Control Panel. This can be accessed by searching for "Java" through the Start menu and then selecting "Configure Java"

Programs (4)
Sconfigure Java
Abqut.Java View or change Java settings. java
🕌 Visit Java.com
Documents (16)

2. Once the Java Control Panel is open, select "Settings" under the Temporary Internet Files heading.

🚳 Java Control Panel
General Update Java Security Advanced
About View version information about Java Control Panel.
About
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.
Network Settings
Temporary Internet Files
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.
Settings
Java in the browser is enabled. See the Security tab Modify settings for temporary files
OK Cancel Apply

3. In the Settings menu, *uncheck* the "Keep temporary files on my computer" option. Hit OK to return to the Java Control Panel, and then OK again to close the Java Control Panel.

Temporary Files Settings
Keep temporary files on my computer.
Location
Select the location where temporary files are kept:
Jsers\Dmitriy\AppData\LocalLow\Sun\Java\Deployment\cache Change
Disk Space Select the compression level for JAR files: None Set the amount of disk space for storing temporary files:
32768 🔄 MB
Delete Files Restore Defaults
OK Cancel

- 4. Click on the Security tab
- 5. Click on the Edit Site List button

🛃 Java Control Panel	x
General Update Java Security Advanced	
Enable Java content in the browser	
Security Level	
- Very High	
- High (minimum recommended)	
- Medium	
Java applications identified by a certificate from a trusted authority will be allowed to run.	
Exception Site List	
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.	
https://hazards.fema.gov	
Restore Security Prompts Manage Certificates.	
OK Cancel Ap	ply

- 6. Click the Add in the Exception Site List window
- 7. Click on the empty field and enter "https://hazards.fema.gov"

🛓 Exception Site List	— X
Applications launched from the sites listed below will be allowed to run prompts.	after the appropriate security
Location	
https://hazards.fema.gov	
	Add <u>R</u> emove
FILE and HTTP protocols are considered a security risk.	
We recommend using HTTPS sites where available.	
	OK Cancel

- 8. Click OK to save your change
- 9. Move the security level from High to Medium

🛃 Java Control Panel
General Update Java Security Advanced
☑ Enable Java content in the browser
Security Level
- Very High
- High (minimum recommended)
Least secure setting - All Java applications will be allowed to run after presenting a security prompt.
Exception Site List Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.
https://hazards.fema.gov https://miptest.msc.fema.gov Edit Site List
Restore Security Prompts Manage Certificates
OK Cancel Apply

10. Close and restart whichever web browsers you use to access the MPP Reporting System in order for the new settings to take effect

Action #3

System

If you have Java Version 8 Update 20 or later installed, you will need to take the following onetime steps before editing reports.

1. Click on the Preferences button found on the top right corner of the MPP Reporting

Help	Prefer	ences	About
			¥Χ
		Prefer	ences

2. Scroll down to the Web Intelligence section

	e:		
Local to web ser	ver		
Preferred Viewing	Locale:		
Use browser loca	ile 💊	•	
Change Passwo	ord		
Web Intelligen			

3. Click on the arrow to expand the section

 We 	b Int	ellig	ence
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Select a default view format:

- Web (no downloading required)
- O Interactive (no downloading required)
- O PDF (Adobe AcrobatReader required)

When viewing a document:

- O Use the document locale to format the data
- Output Use my preferred viewing locale to format the data

Select a default creation/editing tool:

- Advanced (Java 2 required)
- Interactive (no downloading required)
- O Desktop (Web Intelligence Rich Client required) Install Now
- O Web Accessibility (508 Compliant)

Select a default Universe:

No default universe Browse ...

...

4. Confirm that the "default creation/editing tool" is Interactive

Web Intelligence
Select a default view format:
 Web (no downloading required)
O Interactive (no downloading required)
O PDF (Adobe AcrobatReader required)
When viewing a document:
\bigcirc Use the document locale to format the data
• Use my preferred viewing locale to format the data
Select a default creation/editing tool:
O Advanced (Java 2 required)
 Interactive (no downloading required)
O Desktop (Web Intelligence Rich Client required) Install Now
O Web Accessibility (508 Compliant)
Select a default Universe:
No default universe Browse

5. Click on the Ok button on the bottom right corner of the screen to save your changes

Action #4

If you currently are using Interactive mode, before editing a report you need to take the following steps **every time** in Internet Explorer 8, 9, or 11.

- 1. Navigate to the Reporting System Home Page and push the F12 button on your keyboard
- 2. A menu will appear on the bottom of the screen or will pop out as a separate screen

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Navigate View your Inbox, Favorites, or Document Lists. Use the Help to learn more about InfoView.	FEMA
Document List My Favorites My Inbox Help	MPP Reporting System The MPP Reporting System is a reporting application providing access to MPP mitigation plan data. Using the system, users can create ad hoc reports on demand and view results of canned reports. Features of the MPP Ad hoc Reporting System include:
	Report on plan data elements in real time Access to 4 pre-built canned reports Save ad hoc customized reports Export results to worksheet or POF
	Go to the MPP Resources webpage to view instructional material on how to use the MPP Reporting System.
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OM Explorer Console E	ebugger Network 🛇 Performance Memory Emulation 🖓 ?
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	Start profiling to begin a performance session (Ctrl+E)

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If you are using Internet Explorer 11, the icon that looks like a phone in front of a computer monitor is the Document Mode setting. Click on it and change the number to 5. If you are using Internet Explorer 8 or 9, click on the Browser Mode menu and select Internet Explorer 8/9 Compatibility View.

	11 (Default)	
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	9	
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BusinessObjects InfoView - Developer Tools			
File Find Disable View Outline Images Cache Tools Validate	Browser Mode 127 Document Mode: Quirks		8
HTML CSS Script Profiler	Internet Explorer 7	Search H7ML	P -
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<pre>p(d) Plie Version Start - Do not remove this (f s @ chtml></pre>	Internet Explorer 8 Competibility View		tan

4. The page will refresh. After you have finished editing your report, push the F12 button again or click the X on the top-right of the menu to close the menu

Action #5

The MPP application will not display correctly if you have compatibility view enabled in Internet Explorer. Take the following steps to disable compatibility view for the MPP.

- 1. Open Internet Explorer
- 2. Look for the Compatibility View button That appears in the Address bar (if you don't see the button, skip to step 4):



4. Then open the tools menu (if you don't see the tools menu click the "Alt" button to toogle the menu bar)



- 5. Click on the Compatibility View Settings option
- 6. Check to see if fema.gov is listed in the "websites you've added to Compatibility View." If it is listed, click on it and then click the Remove button

Compatibility View.	ove websites to be displayed in
dd this website:	
	Add
ebsites you've added to Cor	npatibility View:
fema.gov	Remove
Display all websites in Com	patibility View
Display intranet sites in Co	mpatibility View
Download updated compat	ibility lists from Microsoft
	To be set To allow and a set of the set of

7. Then review the "display all websites in Compatibility View" checkbox. If it is checked, uncheck it

You can add and remove websites to Compatibility View.	b be displayed in
dd this website:	
fema.gov	Add
Nebsites you've added to Compatibility View	
	Remove
Display all websites in Connatibility View	
Display all websites in Compatibility View	
Display all websites in Compatibility View	Minner
Display all websites in Compatibility View Display intranet sites in Compatibility View Download updated compatibility lists from	Microsoft

8. Click the Close button and refresh the page. The visual issues will disappear

Action #6

When using Internet Explorer, you may see "webpage cannot be found errors." You should take the following steps to get past the error.

1. Click the "Preferences" button on the top right corner

😚 Home	Document List Open - Send To -	Help	Preferences Ab	00
			Preferen	PC PE
1	The webpage cannot be found	HTTP 400	Fidde	lices
	Most likely causes:			
	There might be a typing error in the address. If you clicked on a link, it may be out of date	•		
	• If you dicked on a link, it may be out of date.			
	What you can try:			
	 Retype the address. 			
	 Go back to the previous page. 			
	 Go to and look for the information you want. 			
	Mars information			_
<			>	

2. Click the "X" button on the top right corner to close the preferences menu



3. You will now be past the "webpage cannot be found" error message

Action #7

The following one time fix maybe required for users of Internet Explorer 8, 9, and 10.

- 1. Open Internet Options under the Tools Menu
- 2. Click the Advanced tab
- 3. Scroll down to Security and confirm the following items are checked: "Use TLS 1.1" and "Use TLS 1.2"
- 4. Click OK to exit Internet Options

Action #8

The following one time fix is required for users of Chrome 42 or higher and have enabled Advanced mode through Action #1:

- 1. In your URL bar, enter "chrome://flags/#enable-npapi"
- 2. Click the Enable link for the Enable NPAPI configuration option



3. Click the Relaunch button that now appears at the bottom of the configuration page

Your changes will take effect the next time you relaunch Google Chrome.

RELAUNCH NOW