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 Actions #1 (*one-time fix*) and #2 (*one-time fix*) **	Complete Action #3 (*one-time fix*)	Install Java Version 8 Update 11 from the Java Archive and complete Actions #1 (*one-time fix*) and #2 (*one-time fix*)
Internet Explorer 8, 9, and 11		Complete Actions #3 (*one-time fix*) and #4 (*every time you edit a report*)	
Firefox		You cannot create ad-hoc reports. Use Internet Explorer instead.	
Chrome			

*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 uninstall the software and then install Java from the Java Archive. You can check your Java version by following these steps.

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
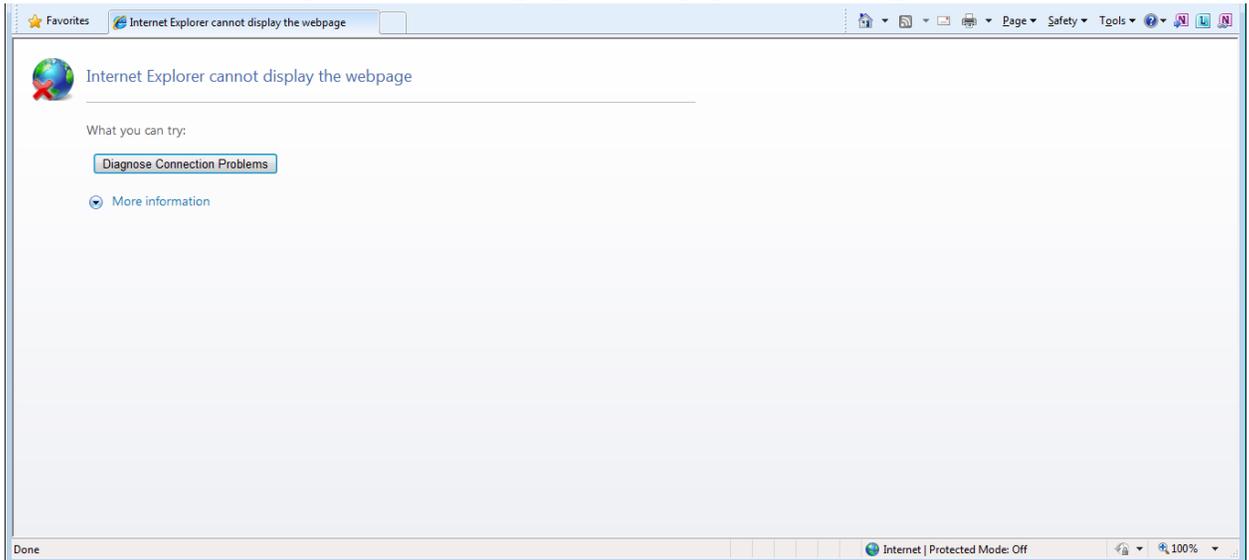
- If you use Internet Explorer and see visual quirks within the MPP including unreadable tables like below, complete Action #5:
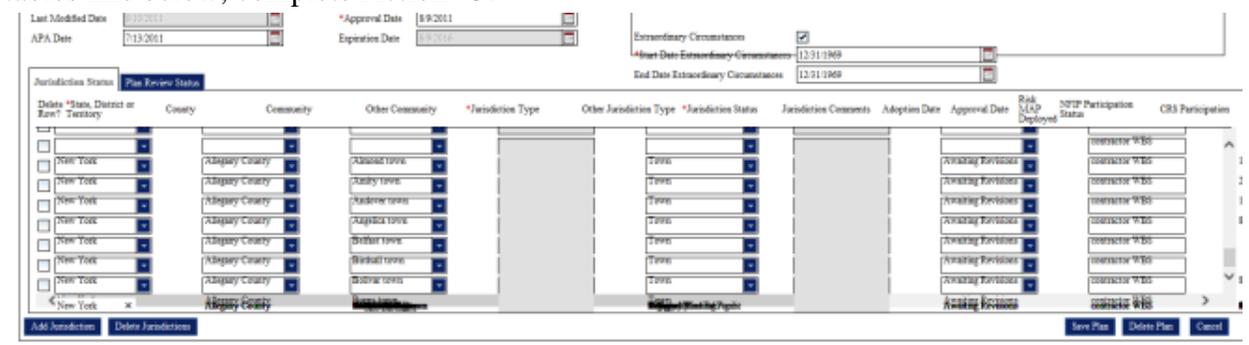
- If you ever see the "webpage cannot be found" error in Internet Explorer 10, complete Action #6

- 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*)

Web Intelligence Document - New Document
Cannot launch Java Report Panel, please make sure you have installed a Java virtual machine.

A plugin is needed to display this content.

Install plugin...
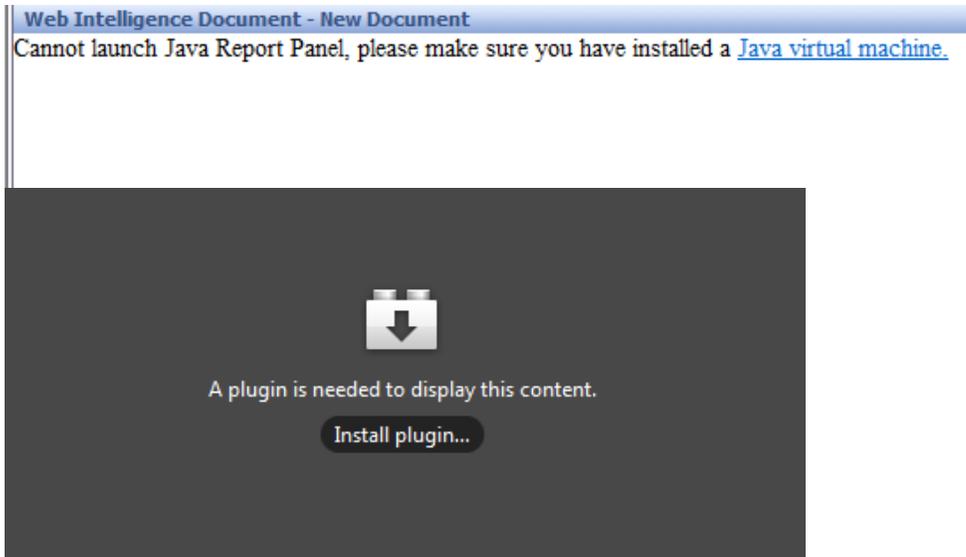
Action #1

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

Preferences

System

2. Scroll down to the Web Intelligence section

Use browser locale ▾

Current Time Zone:
Local to web server
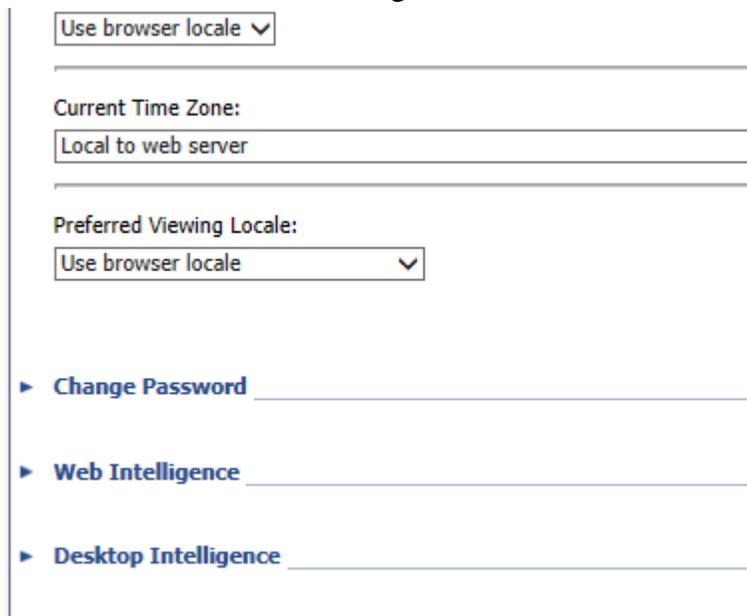
Preferred Viewing Locale:
Use browser locale ▾

► **Change Password** _____

► **Web Intelligence** _____

► **Desktop Intelligence** _____

3. Click on the arrow to expand the section

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

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"
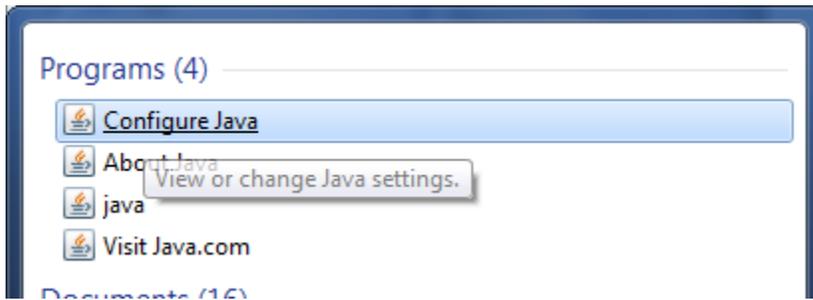
2. Once the Java Control Panel is open, select "Settings" under the Temporary Internet Files heading.
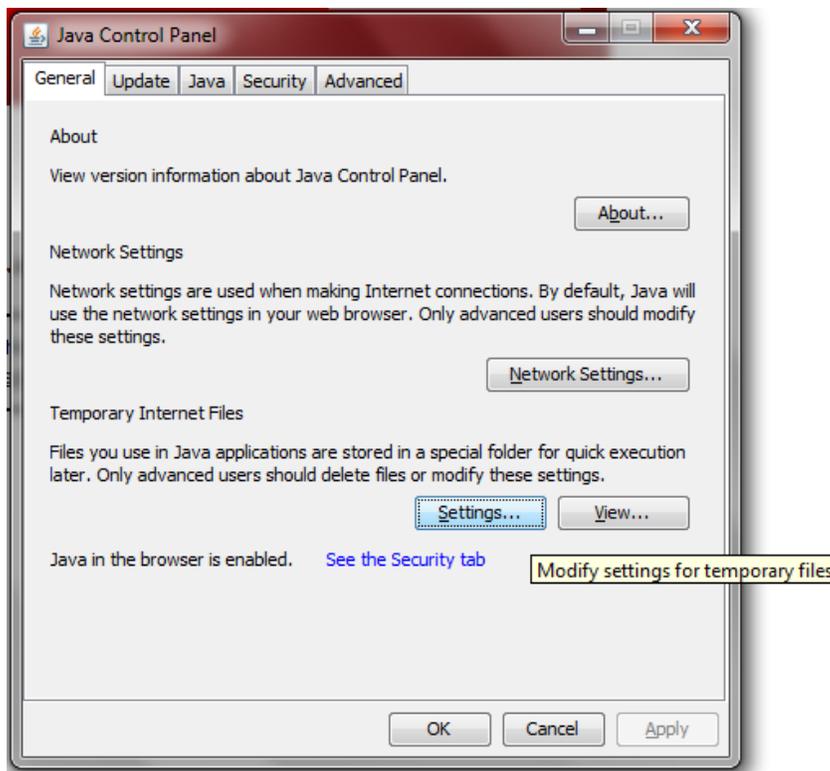
3. In the Settings menu, *uncheck* the "Keep temporary files on my computer" option. Hit OK to return to the Java Control Panel, and then OK again to close the Java Control Panel.
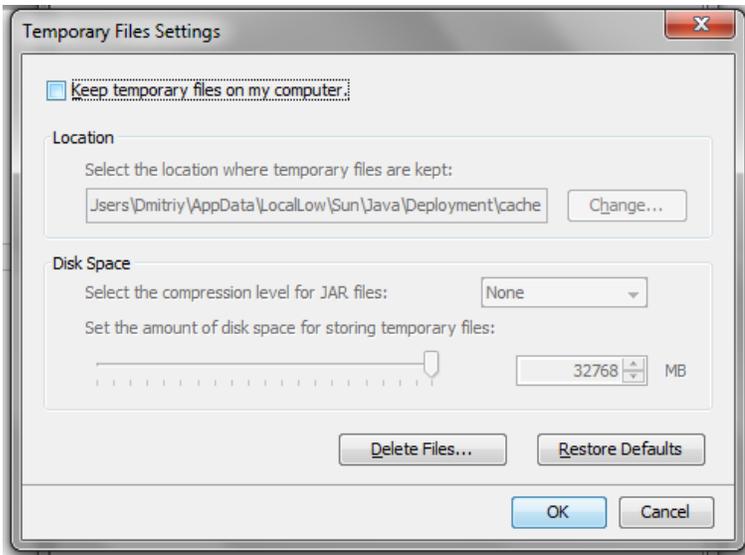
4. Click on the Security tab
5. Click on the Edit Site List button
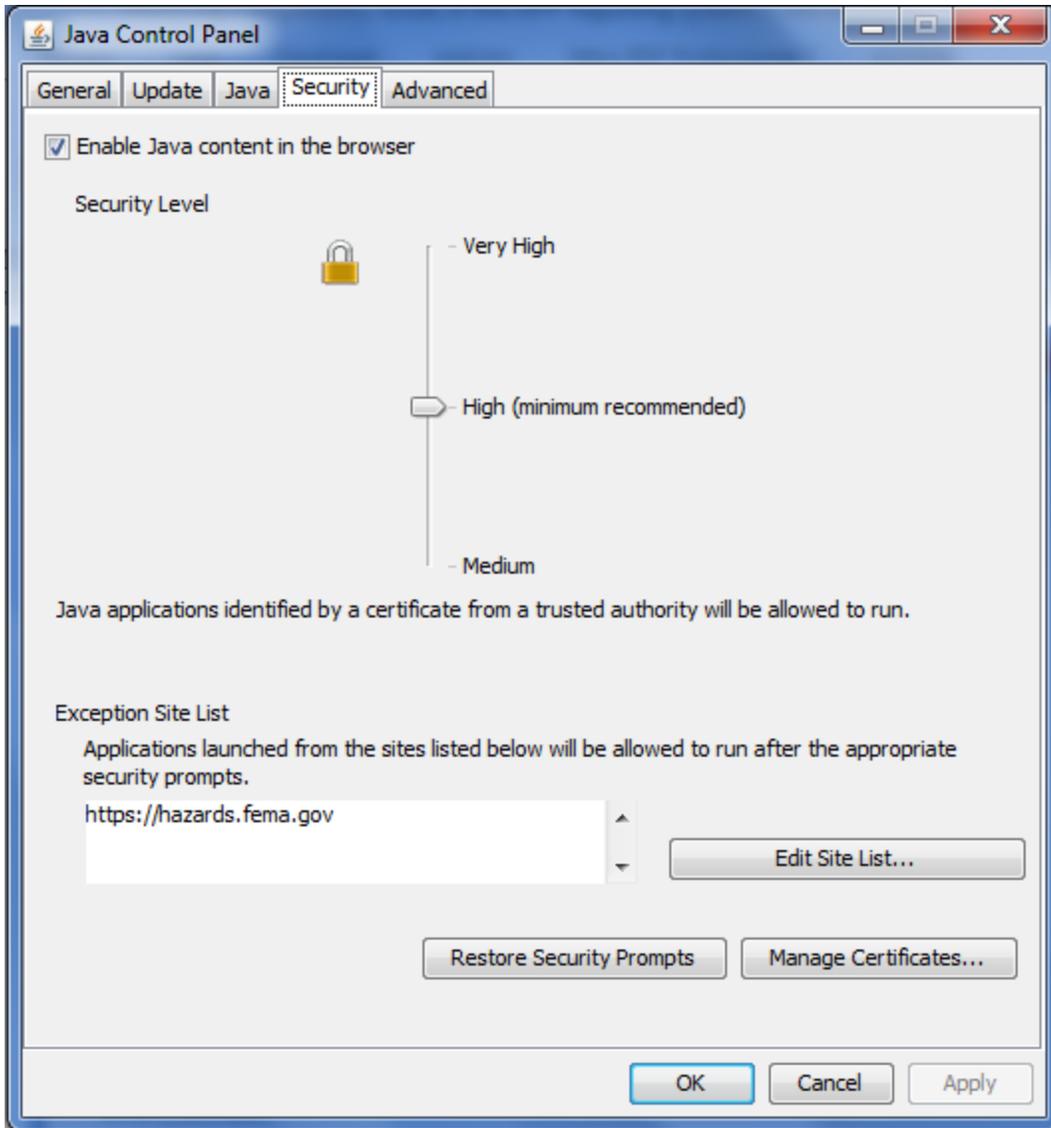
6. Click the Add in the Exception Site List window
7. Click on the empty field and enter "https://hazards.fema.gov"
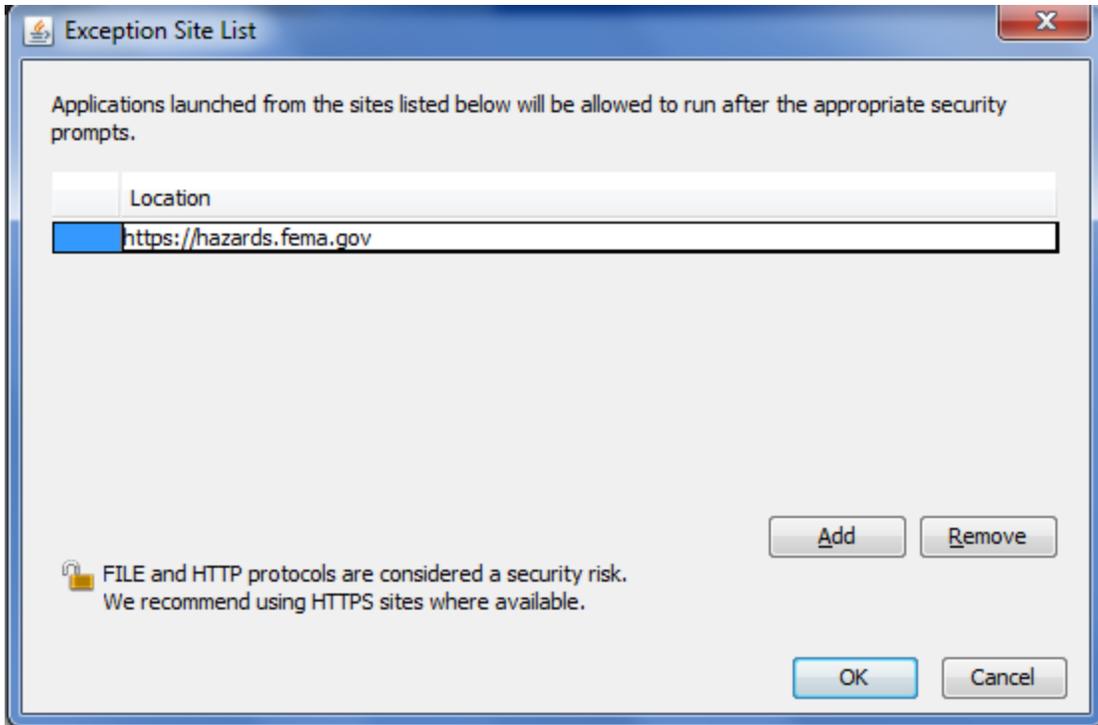
8. Click OK to save your change
9. Move the security level from High to Medium
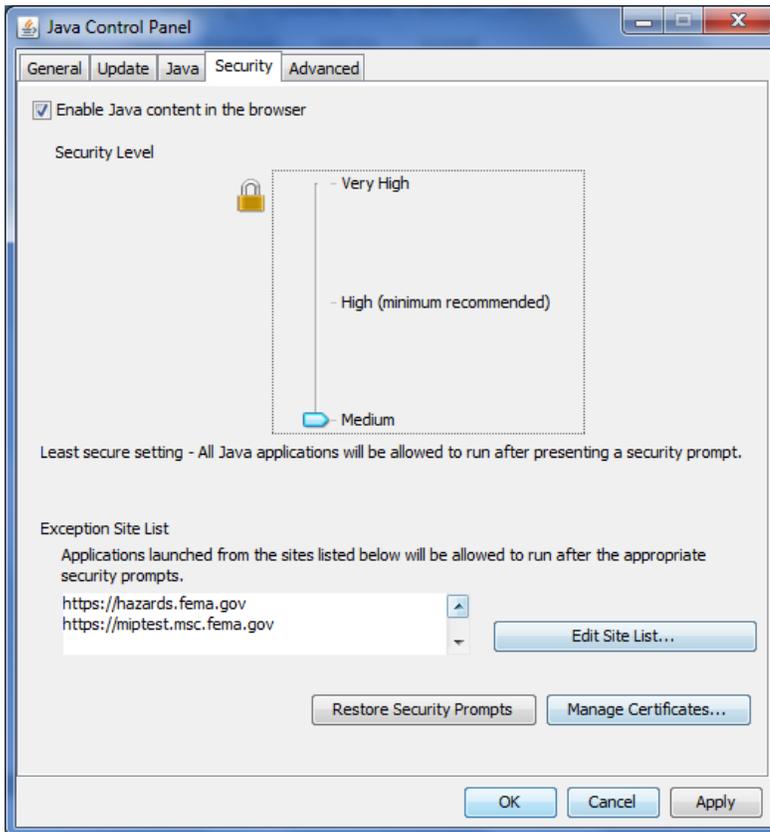
10. Close and restart whichever web browsers you use to access the MPP Reporting System in order for the new settings to take effect

Action #3

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

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

System

2. Scroll down to the Web Intelligence section

3. Click on the arrow to expand the section

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

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
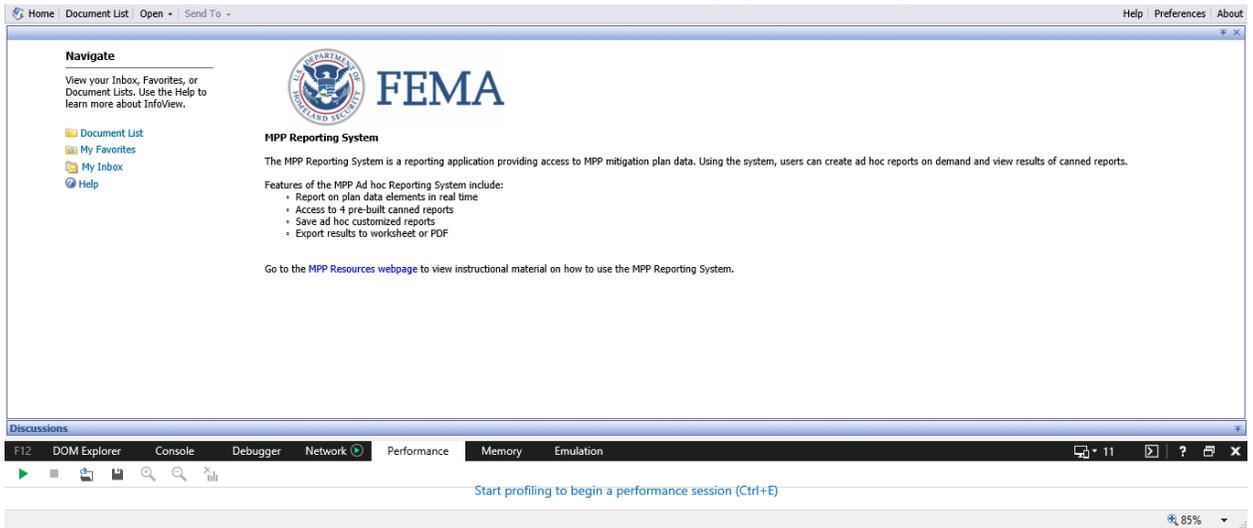
3. If you are using Internet Explorer 11, the icon that looks like a phone in front of a computer monitor is the Document Mode setting. Click on it and change the number to 5. If you are using Internet Explorer 8 or 9, click on the Browser Mode menu and select Internet Explorer 8/9 Compatibility View.
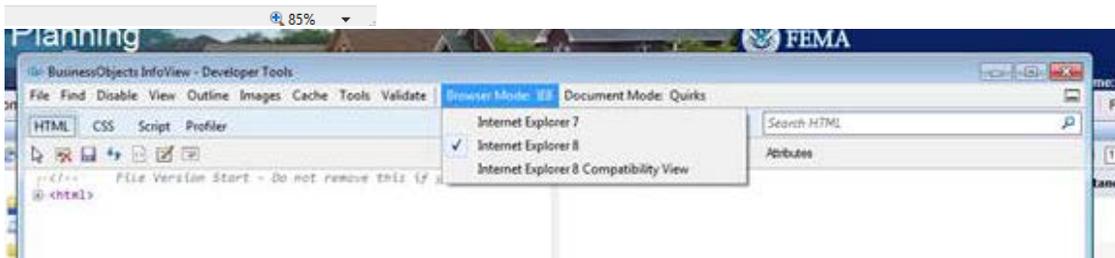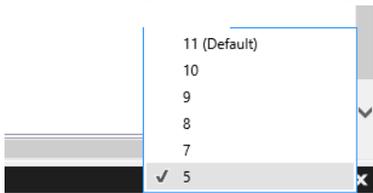
4. The page will refresh. After you have finished editing your report, push the F12 button again or click the X on the top-right of the menu to close the menu

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):
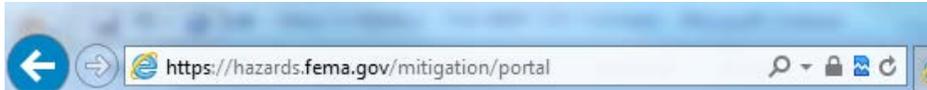
3. Click the button to turn off the view. It will turn from blue to grey
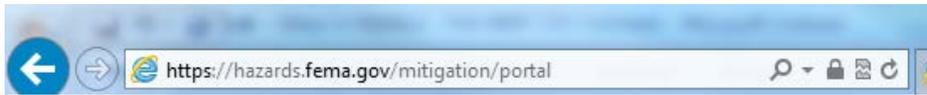
4. Then open the tools menu (if you don't see the tools menu click the "Alt" button to toogle the menu bar)
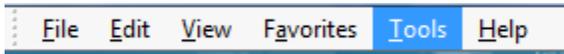
5. Click on the Compatibility View Settings option
6. Check to see if fema.gov is listed in the "websites you've added to Compatibility View." If it is listed, click on it and then click the Remove button
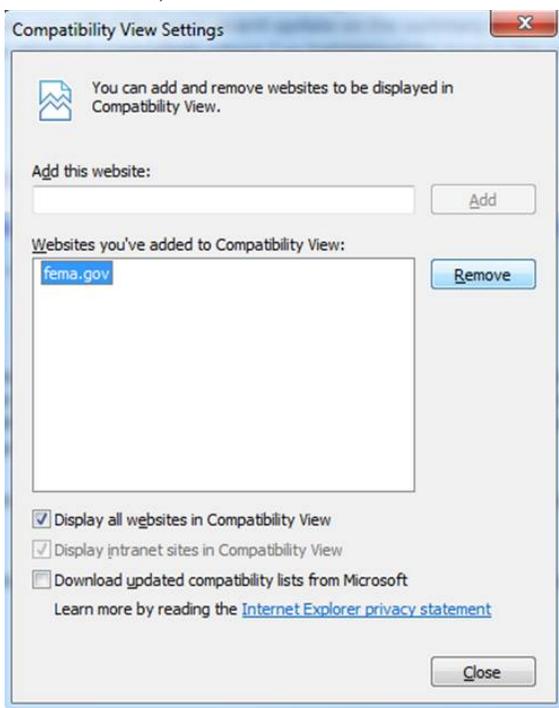
7. Then review the "display all websites in Compatibility View" checkbox. If it is checked, uncheck it
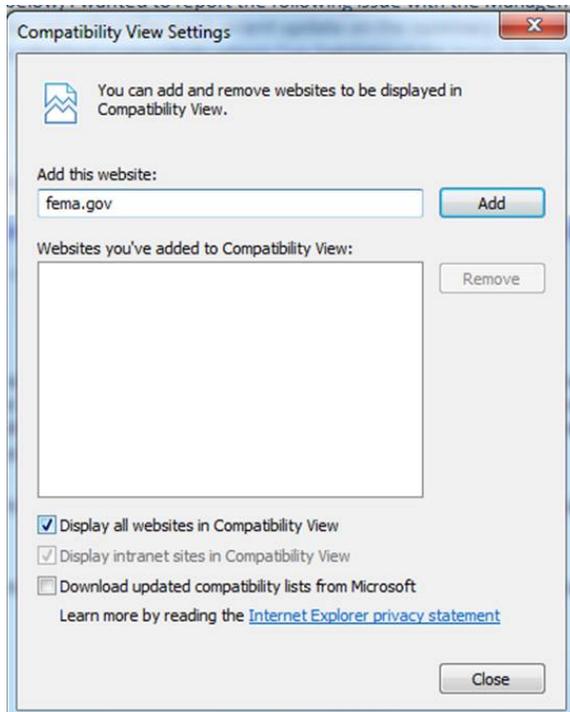
8. Click the Close button and refresh the page. The visual issues will disappear

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
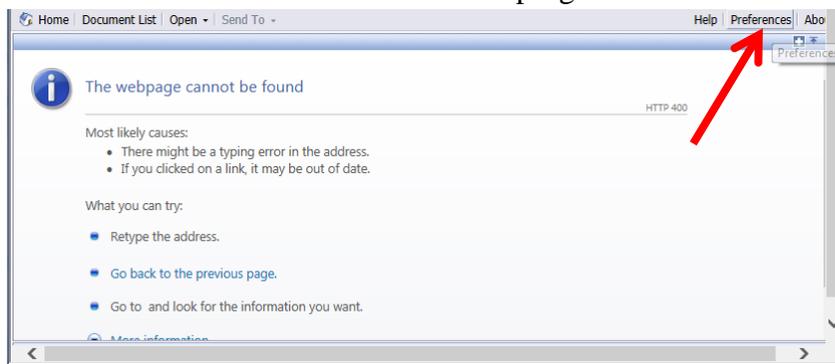
2. Click the "X" button on the top right corner to close the preferences menu
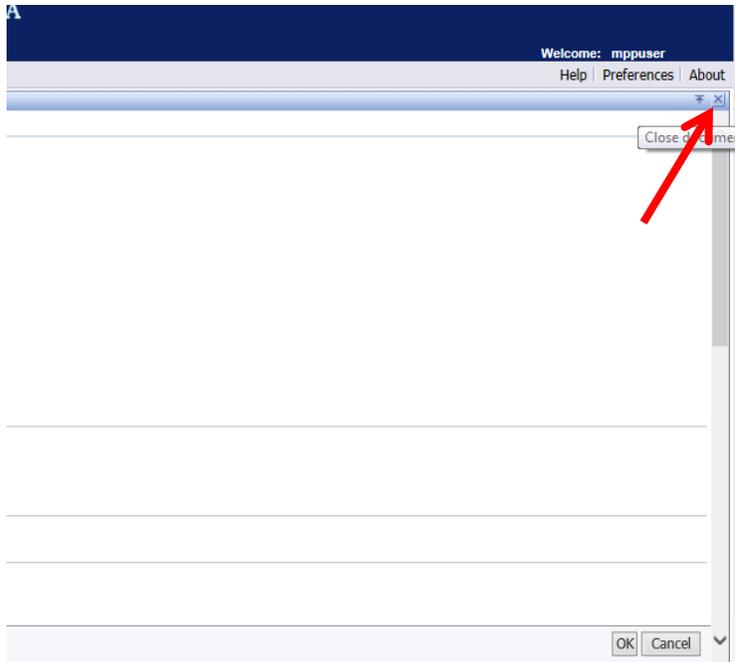
3. You will now be past the "webpage cannot be found" error message

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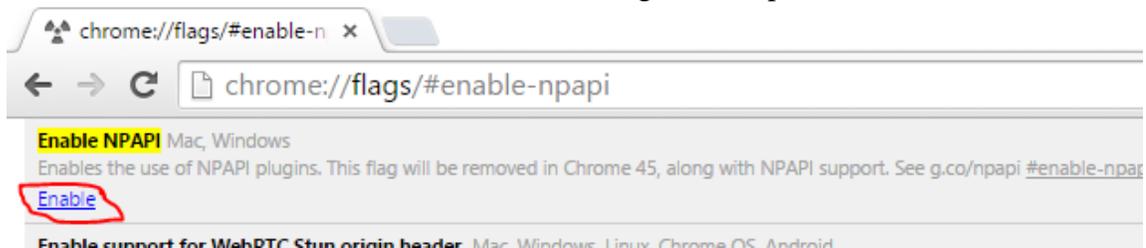
3. Click the Relaunch button that now appears at the bottom of the configuration page

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

RELAUNCH NOW