

Resolving Issues in MARS

CDS recommends all users to install Java Version 8 Update 11 from the [Java Archive](#) and apply Resolutions #1 and #4.

If you currently have Java Version 8 Update 20, 25, or 31 and wish to use a compatible version of Java, [uninstall the software](#) and install Java Version 8 Update 11 or earlier from the [Java Archive](#).

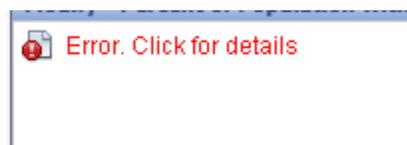
Issues

- If you ever see the “webpage cannot be found” error in Internet Explorer, complete **Resolution #3**



“Webpage cannot be found” error

- Users with some versions of Java installed will be unable to create or edit ad hoc reports in the MARS. If you see the following error message when using MARS, you should apply **Resolution #1**:



Error message when using a new version of Java

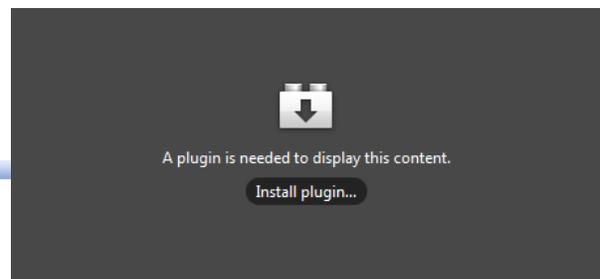
- Some users will see an error message, when trying to edit reports, that says “SecurityException.” If you see this error, complete **Resolution #1** followed by **Resolution #4**



SecurityException error message

- If you see the following error messages, you do not have Java installed and should install the most recent version of Java (you may need IT support help) and apply **Resolution #1**. If you cannot install the most recent version of Java apply **Resolution #2**

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



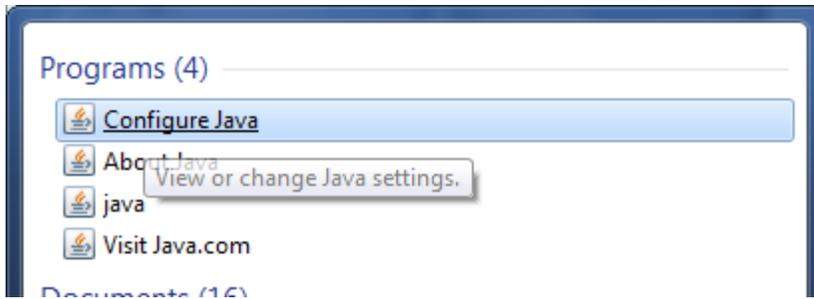
Error messages when Java is not installed

- If you previously completed **Resolution #2**, change “Select a default creation/editing tool” from Interactive to Advanced in the Preferences Menu and apply **Resolution #1**
- If you completed **Resolution #2** and are unable to edit an ad hoc report (filter buttons are not clickable), use Internet Explorer instead

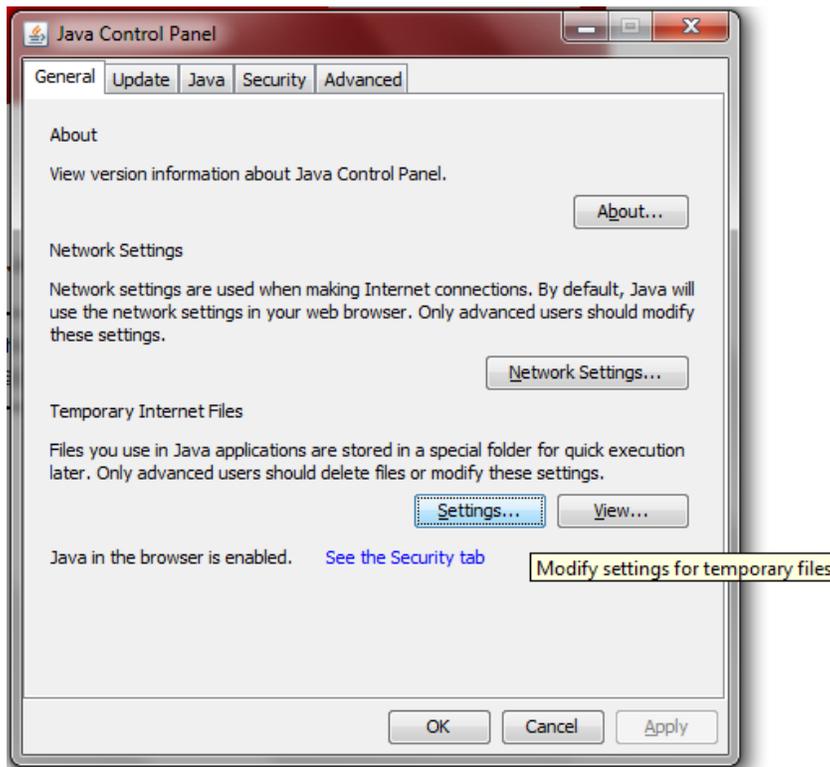
Resolution #1 (Recommended)

Use this workaround, if you have the most recent version of Java.

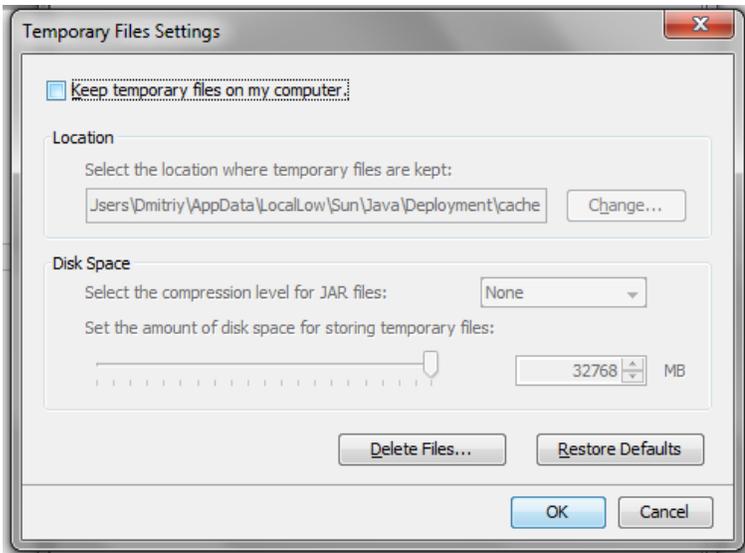
1. Open the Java Control Panel. This can be accessed by searching for “Java” through the Start menu and then selecting “Configure Java”



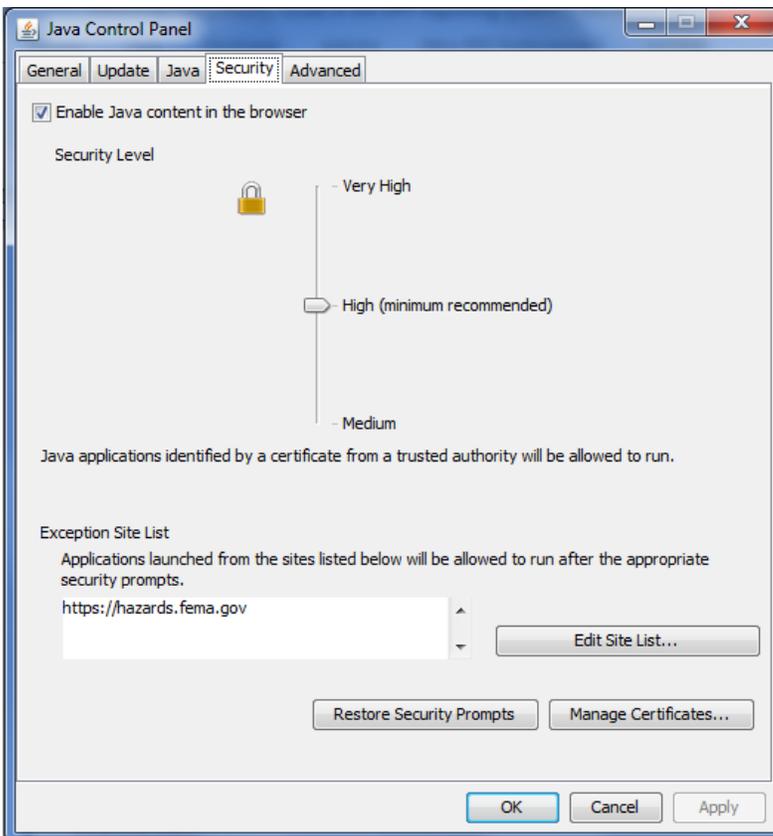
2. Once the Java Control Panel is open, select "Settings" under the Temporary Internet Files heading.



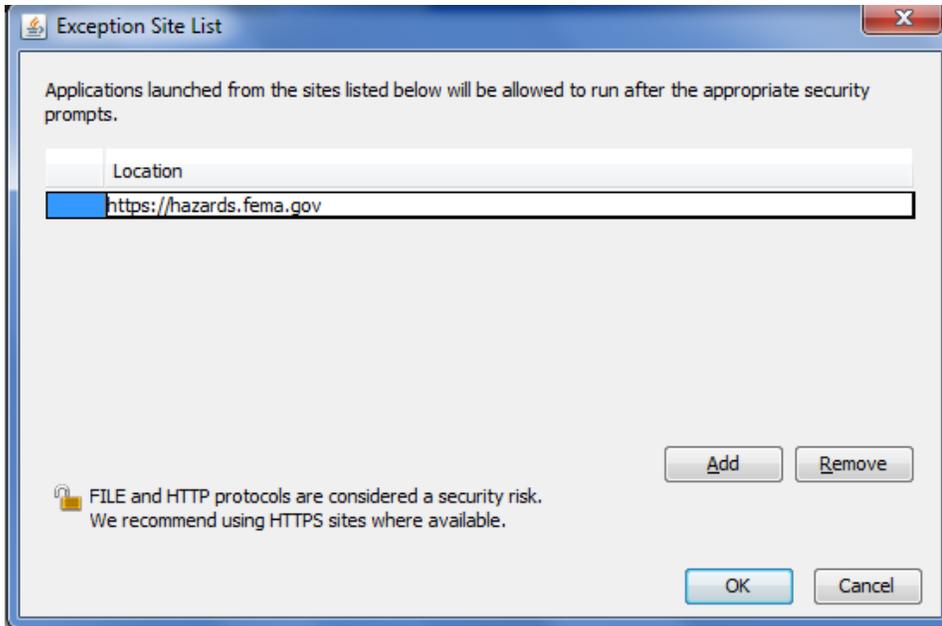
3. In the Settings menu, *uncheck* the "Keep temporary files on my computer" option. Hit OK to return to the Java Control Panel, and then OK again to close the Java Control Panel.



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"

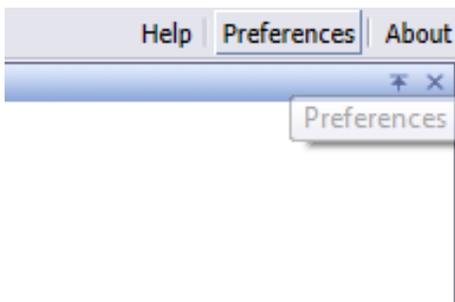


8. Click OK to save your change
9. Close and restart whichever web browsers you use to access MARS in order for the new settings to take effect.

Resolution #2

If you are unable to apply resolution #1 for any reason (e.g. security restrictions or do not have Java installed), you can use the following steps to resolve the errors until you can receive help on implementing resolution #1. If you are applying this resolution you should use Internet Explorer and not Firefox:

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



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

▼ **Web Intelligence** _____

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:

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

Select a default Universe:

No default universe

4. Change “Select a default creation/editing tool” from Advanced to Interactive

▼ **Web Intelligence**

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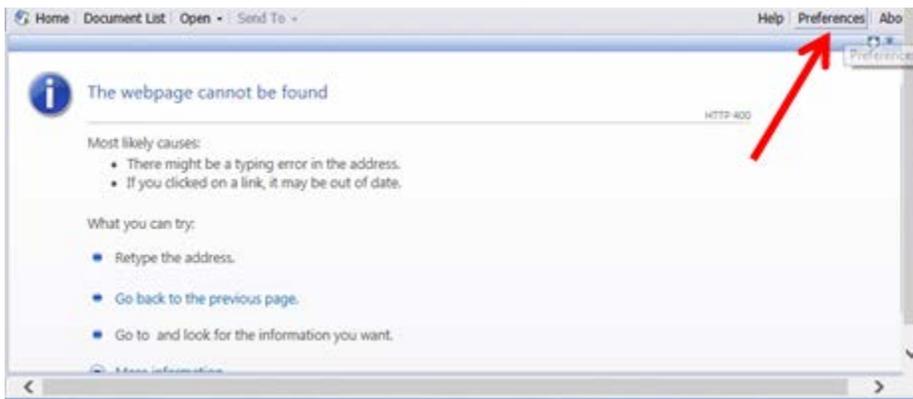
Select a default Universe:

No default universe

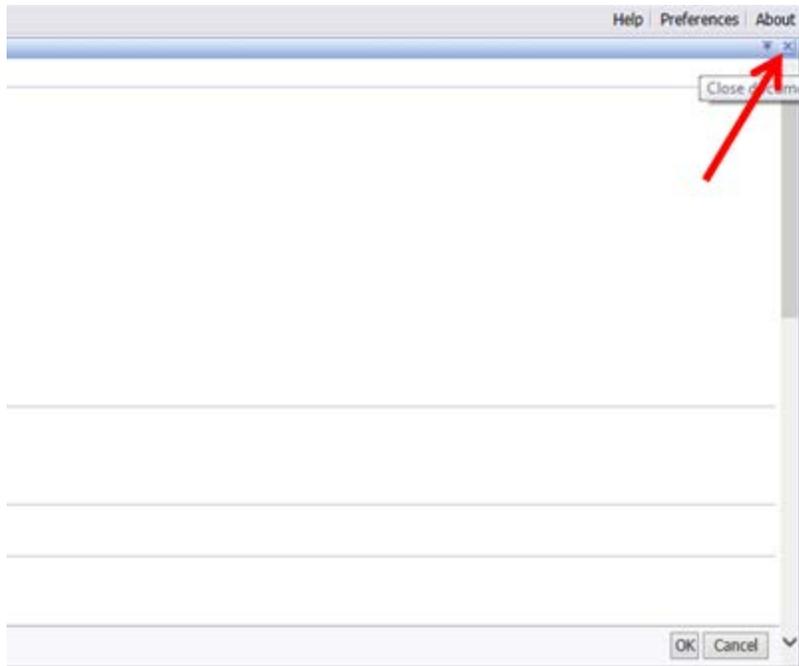
5. Click on the Ok button on the bottom right corner of the screen to save your changes

Resolution #3

1. Click the “Preferences” button on the top right corner



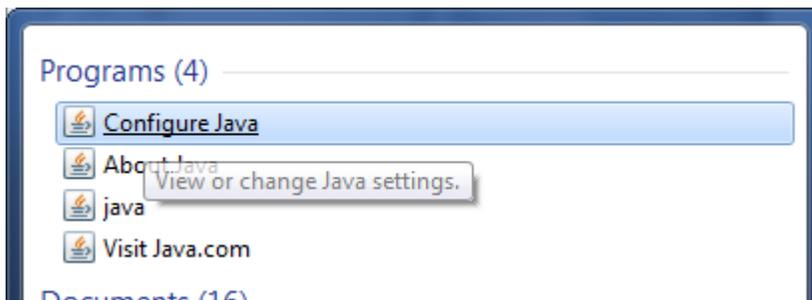
2. Click the “X” button on the top right corner to close the preferences menu



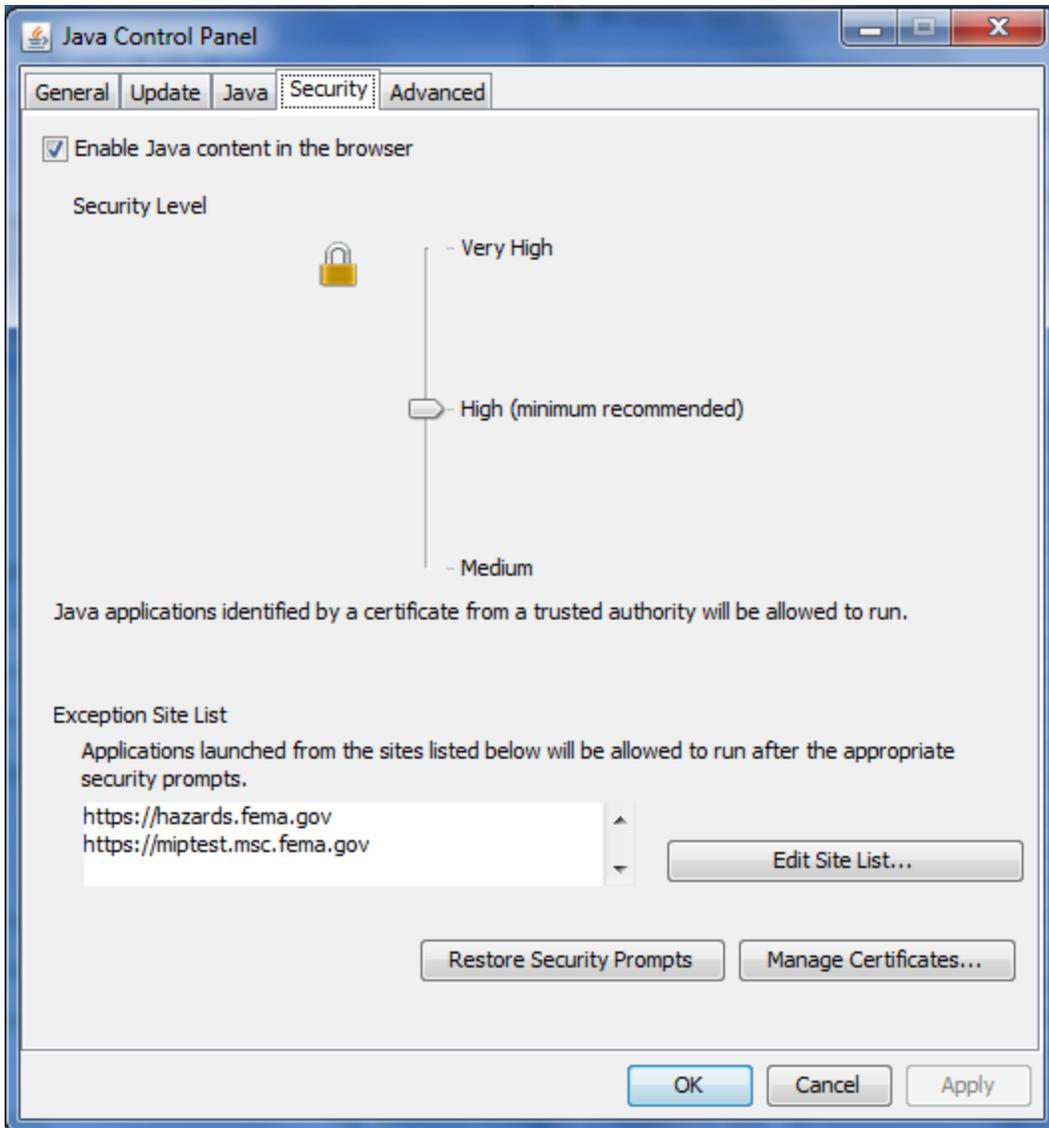
3. You will now be past the “webpage cannot be found” error message

Resolution #4

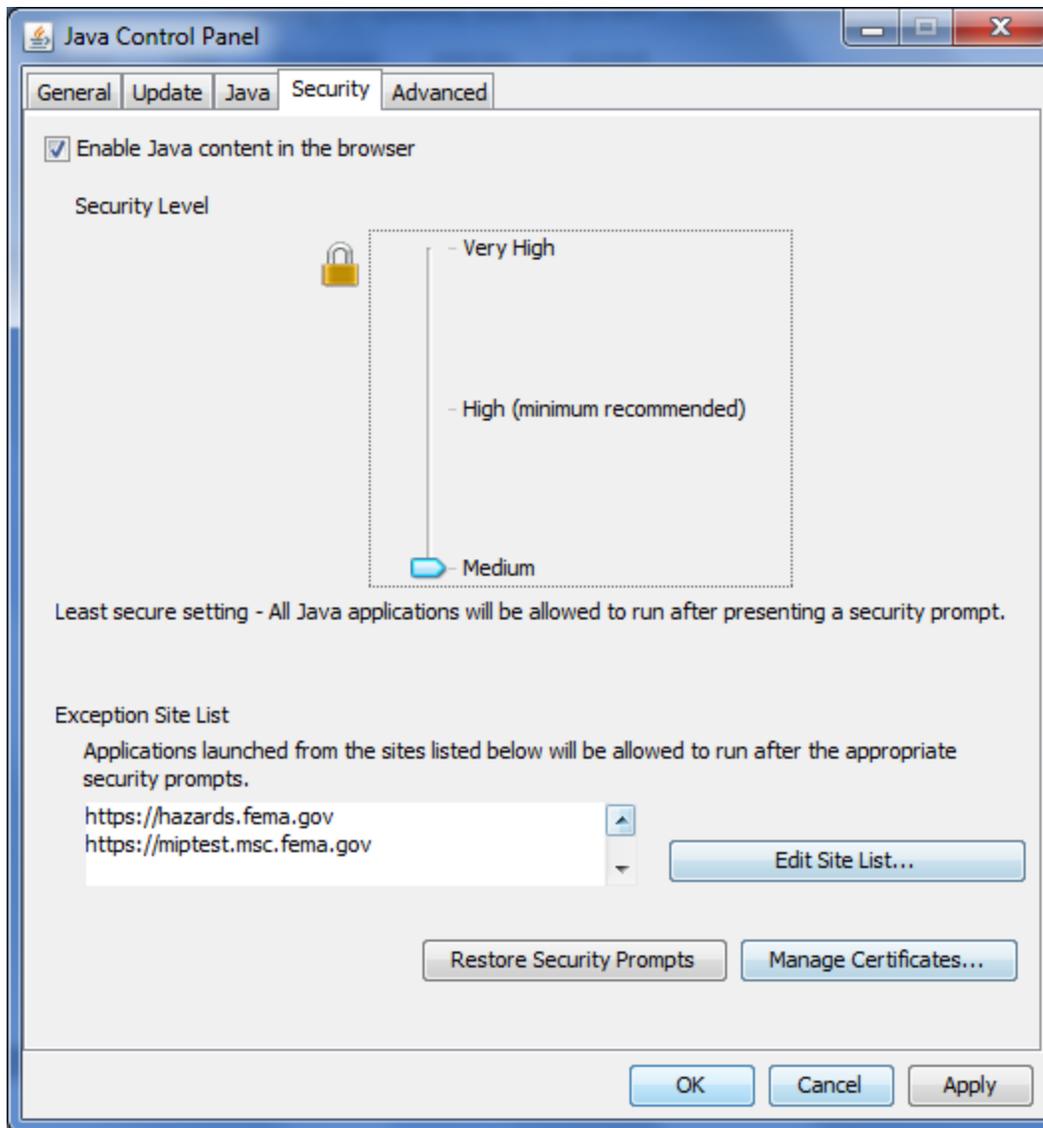
1. Open the Java Control Panel. This can be accessed by searching for “Java” through the Start menu and then selecting “Configure Java”



2. Once the Java Control Panel is open, select the “Security” tab



3. Move the security level from High to Medium



4. Click OK to save your change
5. Close and restart whichever web browsers you use to access MARS in order for the new settings to take effect.