Resolving Issues in MARS

CDS recommends all users to install Java Version 8 Update 11 from the <u>Java Archive</u> 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, <u>uninstall the software</u> and install Java Version 8 Update 11 or earlier from the <u>Java Archive</u>.

Issues

• If you ever see the "webpage cannot be found" error in Internet Explorer, complete **Resolution**

fome Document List Open • Send To •		Help Preferences
The website connect he found		
Ine webpage cannot be found	HTTP 400	
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 If you clicked on a link, it may be out of date.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.		
More information		

"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**



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"

Programs (4)
Sconfigure Java
 About 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
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		
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 Apply		

- 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 af prompts.	ter the appropriate security
Location	
https://hazards.fema.gov	
FILE and HTTP protocols are considered a security risk. We recommend using HTTPS sites where available.	Add <u>R</u> emove
	OK Cancel

- 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

	Current Time Zone:
	Local to web server
	Preferred Viewing Locale:
	Use browser locale
•	Change Password
Þ	Web Intelligence

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:
 - O 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)
- O Desktop (Web Intelligence Rich Client required) Install Now
- O Web Accessibility (508 Compliant)

Select a default Universe:

No default universe Browse ...

S 10 11

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

۲	Web Intelligence		
	Select a default view format:		
	Web (no downloading required)		
	O Interactive (no downloading required)		
	○ PDF (Adobe AcrobatReader required)		
	When viewing a document:		
	 Use the document locale to format the data 		
	Output 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

Resolution #3

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

S Home	Document List Open - Send To -	Help Preferences Abo
0	The webpage cannot be found	1 Pilance
-	Most likely causes: • There might be a typing error in the address. • If you clicked on a link, it may be out of date.	HTTP 400
	What you can try: Retype the address.	
	Go back to the previous page.	
<	Go to and look for the information you want.	~

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

Help Preferences A	Abo
	2
Close d	Λ
[avi] a l	5

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

🖆 Java Control Panel		
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 https://miptest.msc.fema.gov Edit Site List		
Restore Security Prompts Manage Certificates		
OK Cancel Apply		

3. Move the security level from High to Medium

🖆 Java Control Panel		
General Update Java Security Advanced		
Tenable Java content in the browser		
Security Level		
- Very High		
- High (minimum recommended)		
- Medium		
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		

- 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.