# **Resolving Java Errors in MARS**

## Issue

Users with Java 7 update 45 installed will be unable to create or edit ad hoc reports in MARS. If you see the following error message when using MARS, you are affected:

🚮 Error. Click for details

# Workaround #1 (Recommended)

If you are unable to apply this workaround, you can use workaround #2.

1. Open the Java Control Panel. This can be accessed by searching for "Java" through the Start menu and then selecting Java (32-bit)

Programs (3) About Java Configure Java Visit Java.com	rsions
Control Panel (1)	
🕌 Java (32-bit)	<sup>a</sup>
Documents (5)	Java (32-bit) Java Control Panel

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.

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:         Set the amount of disk space for storing temporary files:         32768 *
Delete Files

4. Close and restart whichever web browsers you use to access MARS in order for the new settings to take effect.

### Workaround #2

If you are unable to apply workaround #1 for any reason (e.g. security restrictions), you can use the following steps to resolve the errors until you can receive help on implementing workaround #1:

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

Help	Preferences	About
		ŦΧ
	Prefe	rences

2. Scroll down to the Web Intelligence section

	-		
Current Time	: Zone:		
Local to wel	) server		
Preferred Vie	wing Locale:		
Use browser	locale	~	
Change Pag	sword		
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Web Intelli			

- 3. Click on the arrow to expand the section
  - Web Intelligence

Select a default view format:

- Web (no downloading required)
- 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)
- O 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 ...

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4. Change "Select a default creation/editing tool" from Advanced to 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
	Our See my preferred viewing locale to format the data
	Select a default creation/editing tool:
	O Advanced (Java 2 required)
	<ul> <li>Interactive (no downloading required)</li> </ul>
	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