

Resolving Java Errors in MARS

Issue

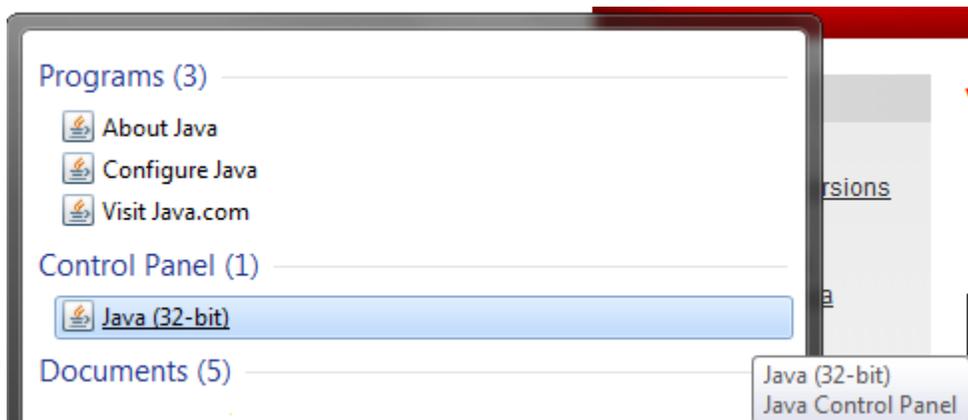
Users with Java 7 update 45 installed will be unable to create or edit ad hoc reports in MARS. If you see the following error message when using MARS, you are affected:



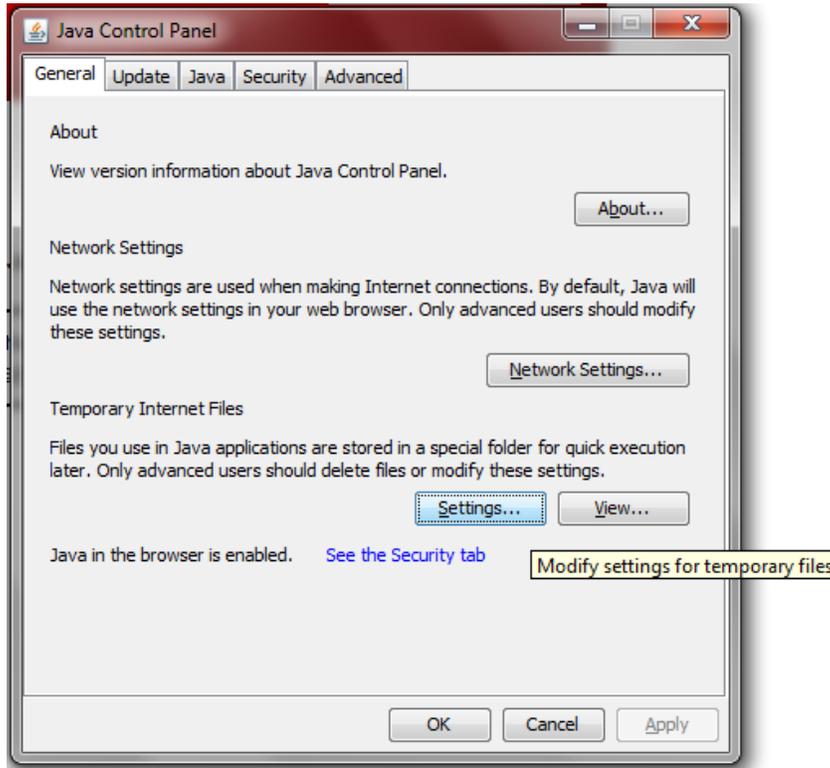
Workaround #1 (Recommended)

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

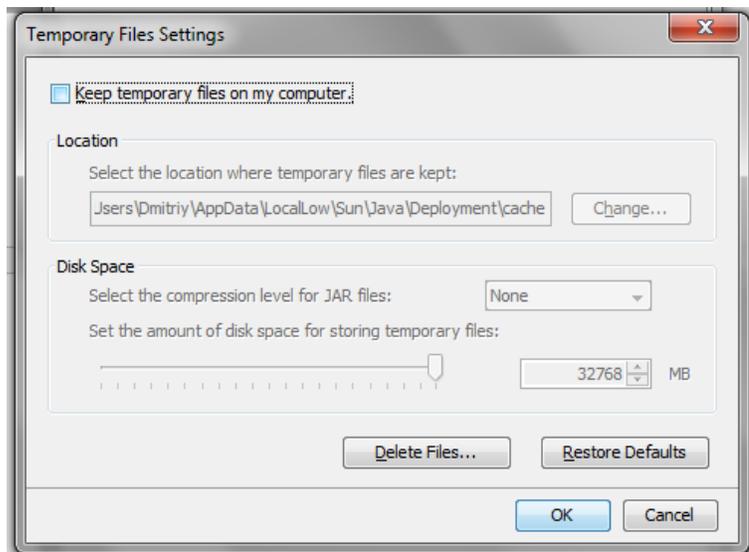
1. Open the Java Control Panel. This can be accessed by searching for “Java” through the Start menu and then selecting Java (32-bit)



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.

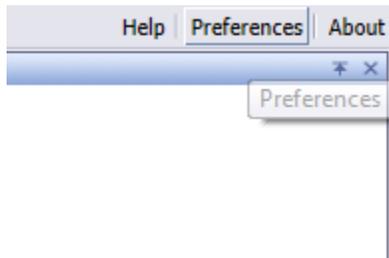


4. Close and restart whichever web browsers you use to access MARS in order for the new settings to take effect.

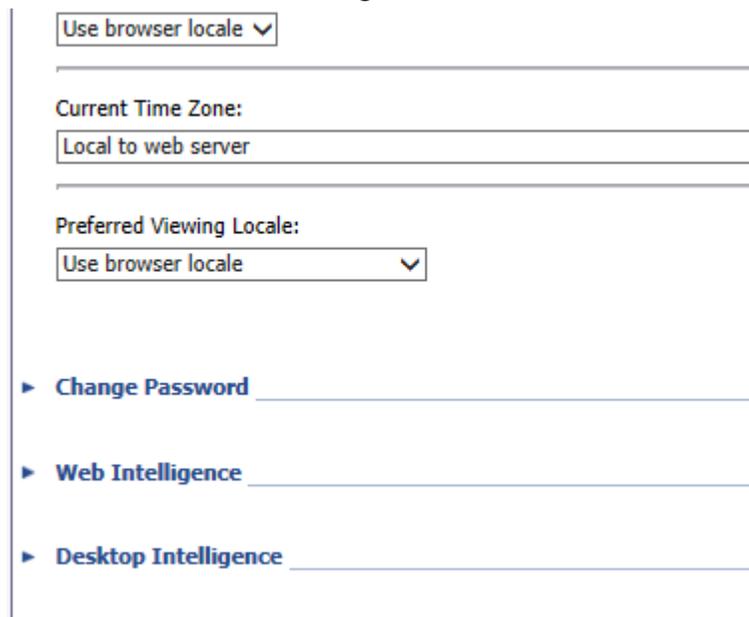
Workaround #2

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



2. Scroll down to the Web Intelligence section



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**

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

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