

Florida Department of Agriculture and Consumer Services Division of Agricultural Environmental Services

CEU Program

Instructions For Failed Installation of Sun Java JVM
Windows XP and Windows Vista
October 22, 2007

Problem: CEU Program failed to open after the Sun Java JVM has been installed.

Cause: PC system has an older version of Sun Java JRE installed which causes conflicts with the newer version of Sun Java JVM.

Solution: Remove all Sun Java programs and reinstall. [Windows XP](#) [Windows Vista](#)

Windows XP

Step 1:

Go to the Windows Start button and open the menu. Select Settings and Control Panel. Figure 1



Figure 1

Step 2

When the Control Panel window opens, select the Add or Remove Programs option. Double click to open. **Figure 2.**

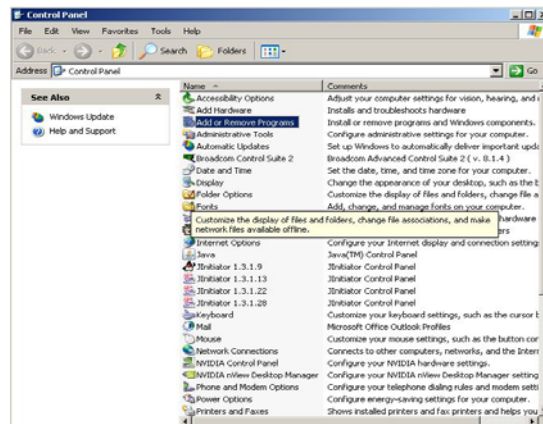


Figure 2

This will open a new window. **Figure 3**

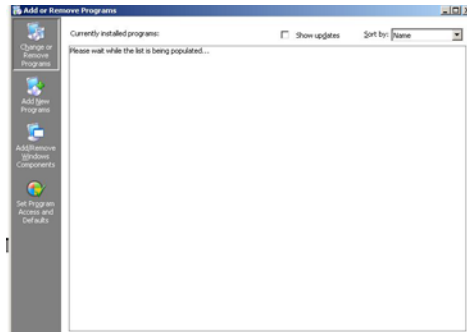


Figure 3

Step 3.

This window will load all programs that you have the ability to remove from your PC. Once the list has been loaded, select the Java programs. You will be required to remove each one individually. Some may be titled Java JRE and others may be titled Java(TM) 6. Please note: Close all Internet Explorer windows before attempting to remove the Sun Java programs. Select the Remove option. **Figure 4**

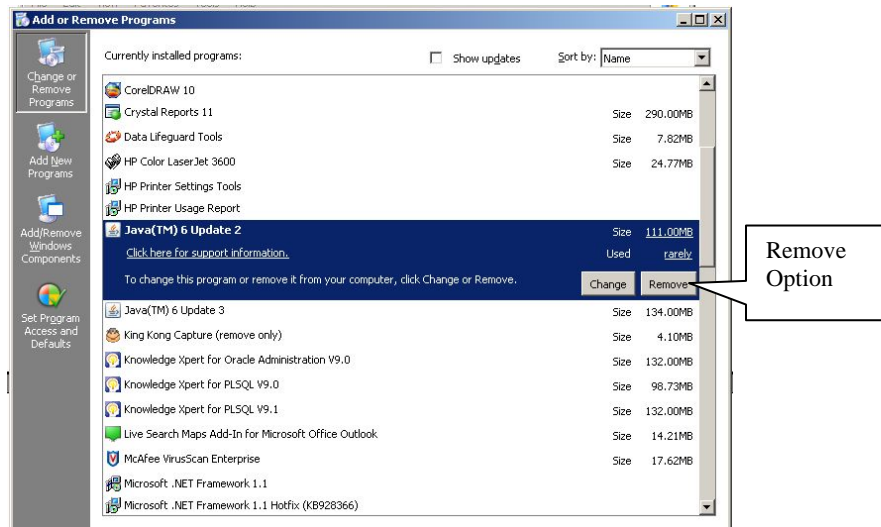


Figure 4

Step 4

When all of the Java programs have been removed close the all open windows.

Windows Vista Users

Step 1.

On your desktop go to the Start Button and click on it. **Figure 5.**

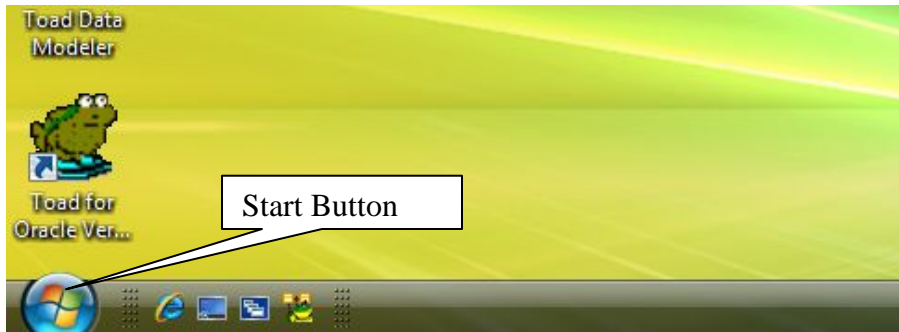


Figure 5

Step 2.

Select Control Panel and click to open. **Figure 6.**

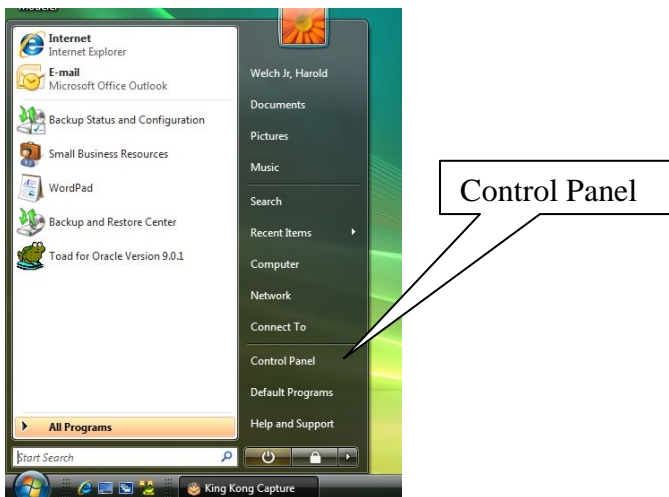


Figure 6

Step 3.

After the new window opens, select Programs and Features, double click to open. **Figure 7.**

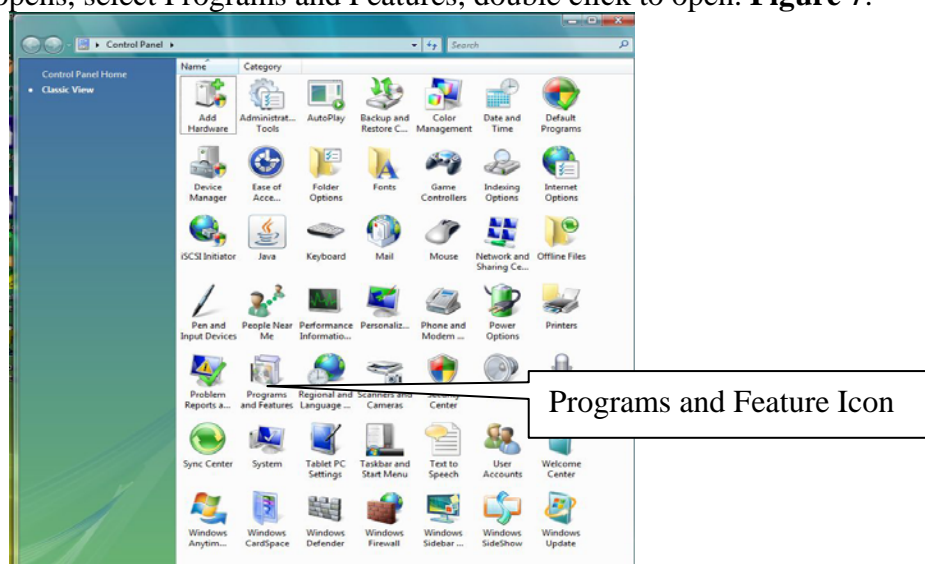


Figure 7

Step 4

In the Programs and Features window you have the ability to remove programs from your PC. Once the list has been loaded, select the Java programs and click on Uninstall. You will be required to remove each one individually. Some may be titled Java JRE and others may be titled Java(TM) 6. **Please note:** Close all Internet Explorer windows before attempting to remove the Sun Java programs. Select the Remove option. **Figure 8.**

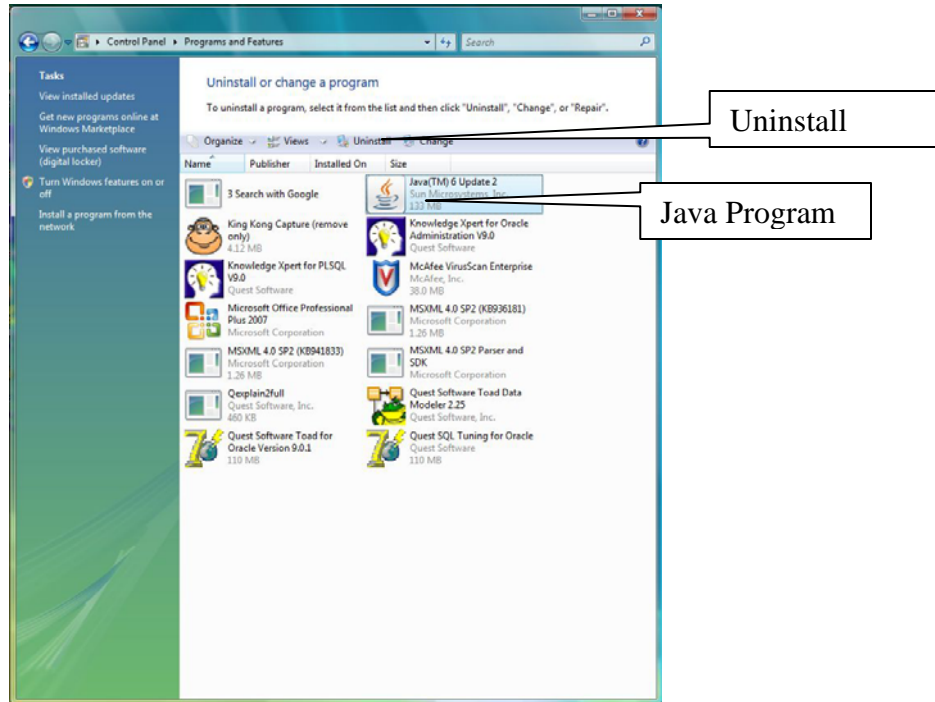


Figure 8

All Systems (To be completed after removal of all Java programs)

Step 1.

Open your Internet Explorer browser, go to www.flaes.org. On the opening page, go to Compliance Monitoring. **Figure 9.** Click the link to open the Compliance Monitoring page.

Figure 10



Figure 9

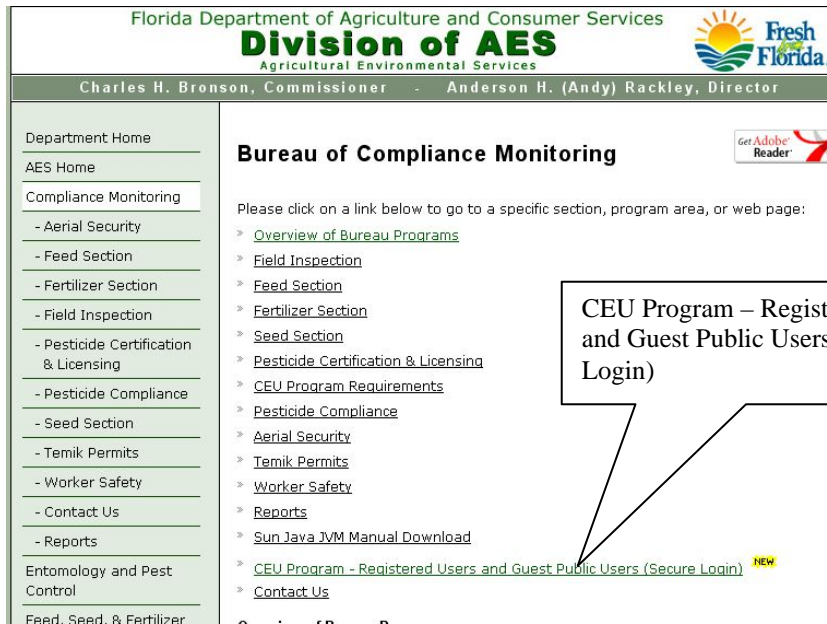


Figure 10

Step 2.

Registered Users and Public Database Search Users. Click on the CEU Program – Registered Users and Guest Public Users (Secure Login) link. This will open to a new window and page. Please read all instructions before going any further.

Step 3.

In either case, Registered User or Guest, a new window will open. An information bar will appear and ask you to download an ActiveX component. **Figure 11.** This is the new Sun Java JVM. Click on the information bar and select Install ActiveX Control. **Figure 12**

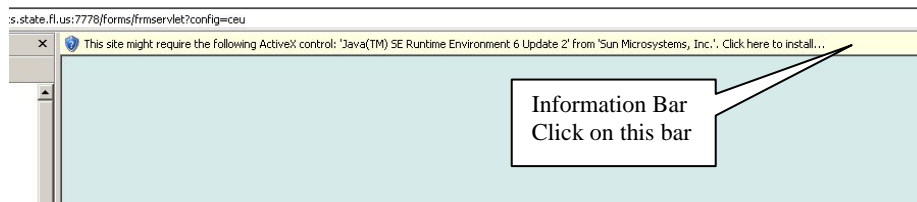


Figure 11



Figure 12

This will start the download of the Sun Java JVM from a Department of Agriculture and Consumer Services secure server. Follow the on-line instructions for the installation. **Figures 13, 14, 15, 16, 17.**

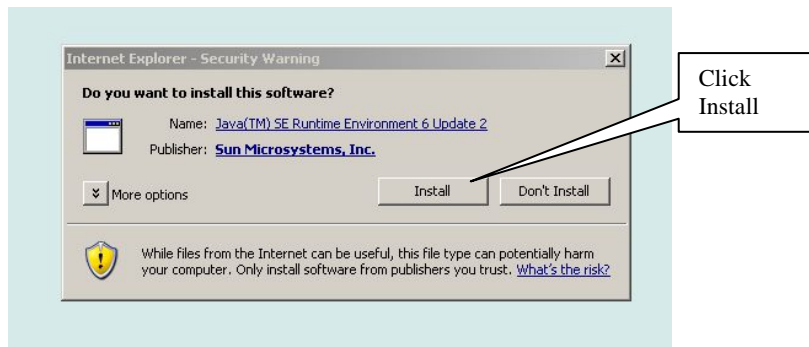


Figure 13



Figure 14

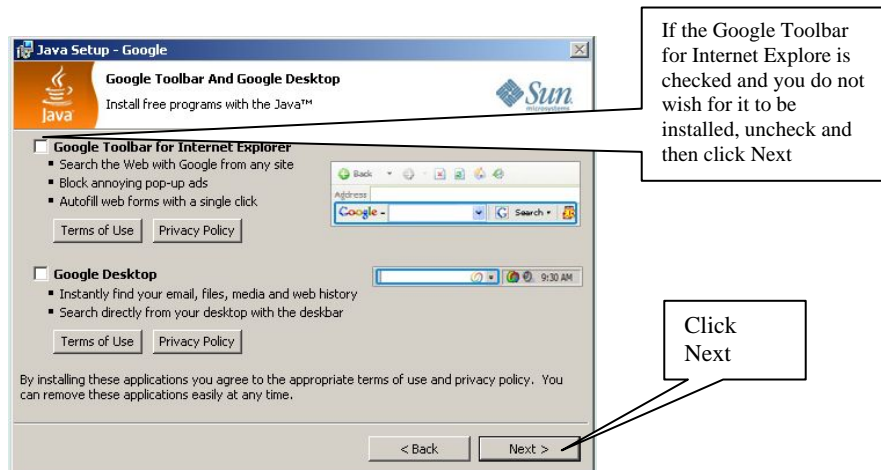


Figure 15



Figure 16



Figure 17

Registered Users. Your Internet Explorer browser will now open to the Login page. You should see two(2) Warning-Security dialog windows. The second dialog window may be hidden by the first window. Check the “Always Trust content from this publisher” box on both. This is required to register two security certificates that are required for the program to operate properly. **Figures 18, 19.**

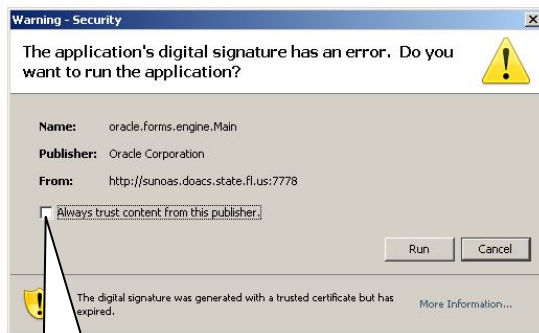


Figure 18

Ensure that this box is checked, then click Run



Figure 19

Ensure that this box is checked, then click Run

Public Database Search Users. Click on the Public Database Searches Button at the top of the Login page.