Training Guide

Browser & Java
Supported Operating Systems

Windows

Windows 10
Windows 8.1
Windows 7

Mac

macOS Big Sur 11.6
macOS Mojave 10.14.1 (or higher)
macOS High Sierra 10.13.3 (or higher)
macOS Sierra 10.12.6 (or higher)
OS X El Capitan 10.11.6 (or higher)

Supported Browsers

Microsoft Edge v83 and later
Firefox ESR 78.x and later
Google Chrome v84 and later
Apple Safari on macOS

Java Information

Java 8 is required.

With the implementation of Oracle’s EBS 12.2.9, the Research Foundation for SUNY will use Java Web Start to enable web browsers. Previously, using Java Web Start with Oracle E-Business Suite required enhancements to Java Runtime Environment (JRE). Java Web Start provides a browser-independent architecture so users can download and launch applications without going through additional installation procedures. Examples will be given in the next section.
Enabling Java Web Start

Microsoft Edge

1. After logging in and selecting a form to launch, the user will see the screen below. Click more options on the download pop-up window, then select Keep.

2. Select Open File in the new window.

3. Check the Do not show this again for apps from the publisher and location above box, then click Run. The Oracle form will then successfully launch.
After logging in and selecting a form to launch, the user will see the screen below. Click the OK button to open the executable file.

Check the Do not show this again for apps from the publisher and location above box, then click Run. The Oracle form will then successfully launch.
Google Chrome

1. After logging in and selecting a form to launch, the user will see the screen below. Click Keep.

2. Click `frmservlet.jnlp` on the bottom of the screen as shown below.

3. Check the Do not show this again for apps from the publisher and location above box, then click Run. The Oracle form will then successfully launch.
Safari (Apple)

1. After logging in and selecting a form to launch, the user will see the screen below. The Java Application should automatically download.

![Java Application](image)

2. Navigate to the Macbook Download folder, right-click \texttt{frmservlet.jnlp} and choose \texttt{Open With}, then \texttt{Java Web Start.app} (default):

![Open With](image)

3. Check the \texttt{Do not show this again for apps from the publisher and location above} box, then click \texttt{Run}. The Oracle form will then successfully launch.

![Oracle Form](image)
Troubleshooting & Tips

Individual PC configurations and security issues at campus locations may require that you make some additional system changes before you can use the Oracle applications successfully. If you encounter any problems, review the troubleshooting issues and solutions below.

Enabling Pop-ups in your browser

Certain content within the Oracle E-Business Suite requires pop-ups to function in the browser. If you are blocking pop-ups through your browser settings, use one of the following paths from the browser to allow pop-ups:

Microsoft Edge

1. Click the “…” in the upper right-hand corner and choose **Settings**.
2. Click on Privacy & security in the left-hand pane.

3. Scroll down in the right-hand pane until you see Security. Right under it, it says Block pop-ups. Make sure this button is switched to the Off position.
Firefox

1. Click the triple line icon in the upper right-hand corner and choose **Options**.

2. Click on **Privacy & Security** in the left-hand pane. Scroll down in the right-hand pane until you reach **Permissions**. Uncheck **Block pop-up windows**.
Google Chrome

1. Click on the three vertical dots in the upper right-hand corner and choose **Settings**.

2. Click on **Privacy and security** in the left-hand pane. Click on **Site Settings** in the right-hand pane.
3 Scroll down to the Content area and click **Pop-ups and redirects**.

Make sure **Sites can send pop-ups and use redirects** radio button is chosen.
Safari (Apple)

1. Click the Safari menu button (top left of screen next to the Apple logo) then select Preferences.

2. Choose the Websites tab.

3. Open Pop-up Windows from the left-hand menu.

4. Change the drop-down menu item in the bottom, right corner to Allow.
Forms Not Opening

Microsoft Edge

No known issue

Firefox

1. Select Options.

2. Scroll down to Applications and ensure that the JNLP File is set to Use Java™ Web Launcher (default) as shown below.
Google Chrome

1. Select **Settings** by clicking on the drop-down menu on the far right as shown below.

2. Select **Privacy and Settings** and scroll down to **JAVAScript** and make sure the setting is set to **Allowed**.

Safari (Apple)

1. On the top toolbar of your Mac, select the apple icon.
2. Select “System Preferences” in the drop-down menu
3. Select “Security & Privacy”
4. Select the “General” button on the toolbar and click the lock icon on the bottom left-hand corner of the window. Enter the password you use to login to your Mac.
5. Under the “Allow apps downloaded from:” section, there may be a message containing the file that was downloaded when trying to access Oracle.
6. Select the “Open Anyways” Button
7. Select “Open” on the next pop-up window
Adding a Trusted Site

Microsoft Edge

1. Open the Windows 10 Start Menu and type Internet Options. Click on Internet Options to open a new window.

2. In the new window click on the Security tab, click on Trusted Sites, then click on the Sites button.

3. In the new window that opens, add https://*.rfsuny.org into the Add this website to the zone: line and click Add.
Firefox

1. Click on the tracking badge in your address bar. The window shown below will open. Click the button to turn the tracking off.

Once you click the button to turn tracking off you will see the following confirmation message.
Google Chrome

1. Open the Windows 10 Start Menu and type Internet Options. Click on Internet Options to open a new window.

2. In the new window click on the Security tab, click on Trusted Sites, then click on the Sites button.

3. In the new window that opens, add https://*.rfsuny.org into the Add this website to the zone: line and click Add.
Safari (Apple)

N/A

Other Known Mac Issues

Unidentified developer error message

1. On the top toolbar of your Mac, select the apple icon.
2. Select “System Preferences” in the drop-down menu.
3. Select “Security & Privacy”.
4. Select the “General” button on the toolbar and click the lock icon on the bottom left-hand corner of the window. Enter the password you use to login to your Mac.
5. Under the “Allow apps downloaded from:” section, select “App Store”. Make sure “App Store and identified developers” is NOT selected.