

UNIVERSITY OF CALIFORNIA RIVERSIDE
Banner Troubleshooting
Post-Upgrade Banner Launch Issues in Internet Explorer & Firefox
August 23, 2017
8/25/2017 – Updated to include Firefox

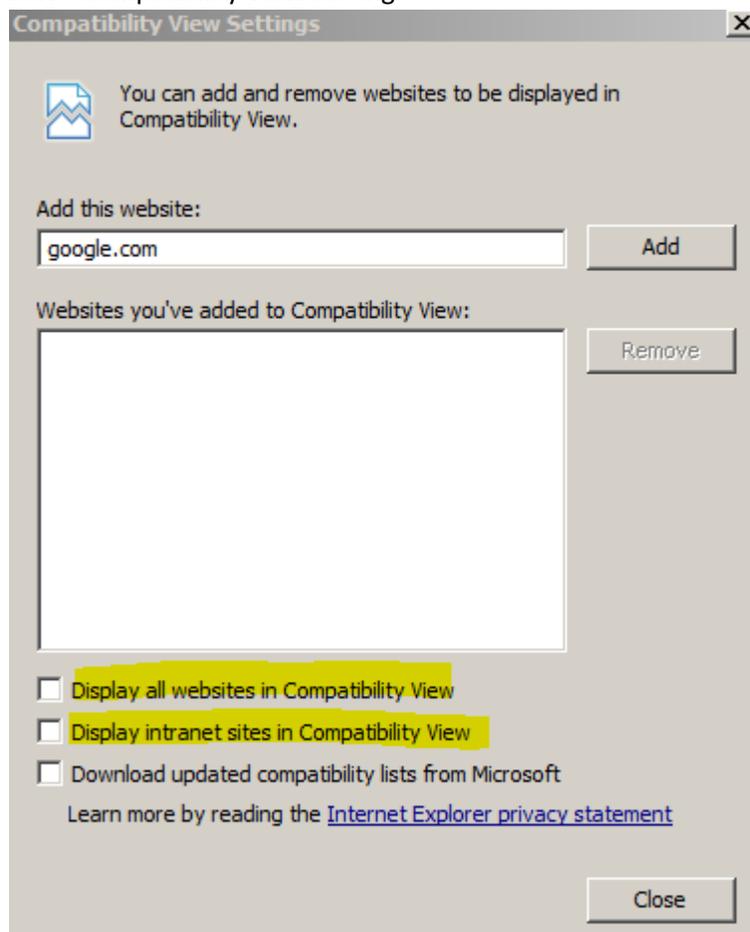
Background

Some Banner users have had issues with opening Banner since the Banner system upgrade that was deployed the weekend of August 19-20, 2017. The most common issues are blank browser screens and/or Java not fully launching. The below steps should only need to be followed in the case that you are experiencing a similar error, especially since the upgrade. Please note that issues with Firefox are covered below those for Internet Explorer.

Troubleshooting steps

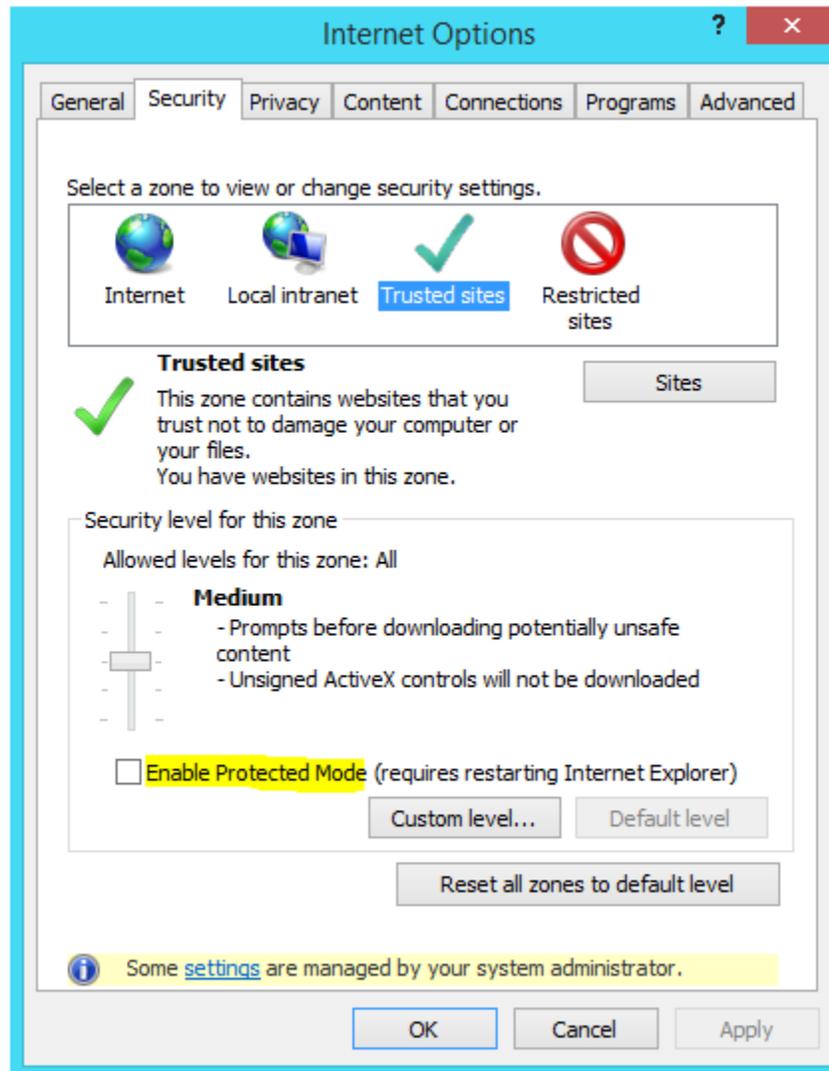
Internet Explorer

1. First attempt to resolve the issue via the help on [How to Clear Java and Internet Explorer Cache](#).
2. Also confirm that you are running the most up-to-date version of java at <https://java.com/verify>.
3. This problem has also been seen when using Internet Explorer (IE) browser with Compatibility View enabled. All versions of IE are effected.
 - a. To turn off Compatibility Mode click :
 - i. Alt-X > Compatibility View Settings



- ii. Remove any Banner 9 website pages from the Websites box above.
 - iii. Also uncheck the **checkboxes**.

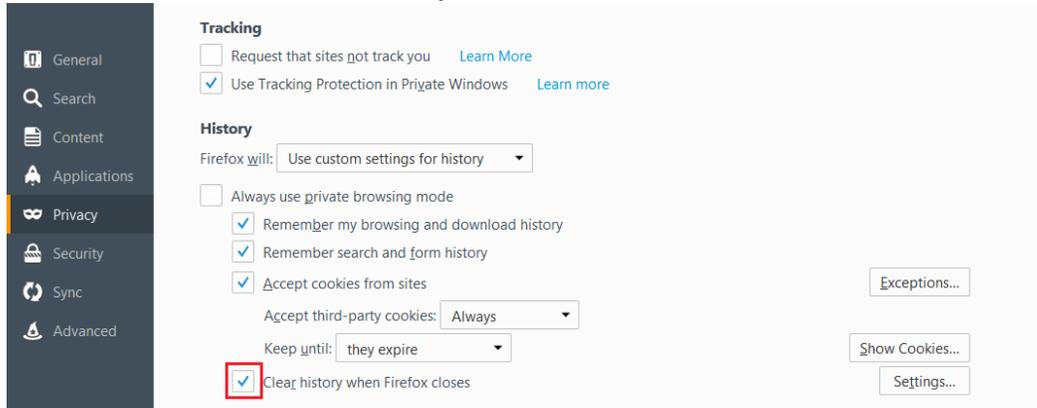
- b. Also verify the Temporary Internet Files Settings, **Check for newer versions of stored pages** is set to **Every visit to the page**.
 - i. To verify, in IE click **Menu > Internet Options > General tab > Browsing History > Settings**
 - ii. Options displayed like **Every time you start Internet Explorer** or **Automatically** or **Never** may cause the problem.
- c. Also verify "Enable Protected Mode" is unchecked for Trusted Sites zone.
 - i. In IE click **Menu > Internet Options > Security tab > Trusted Sites**
 - ii. Add your site's url to the Trusted Sites zone: https://*.ucr.edu
 - iii. Uncheck Enable Protected Mode for the Trusted Sites zone.



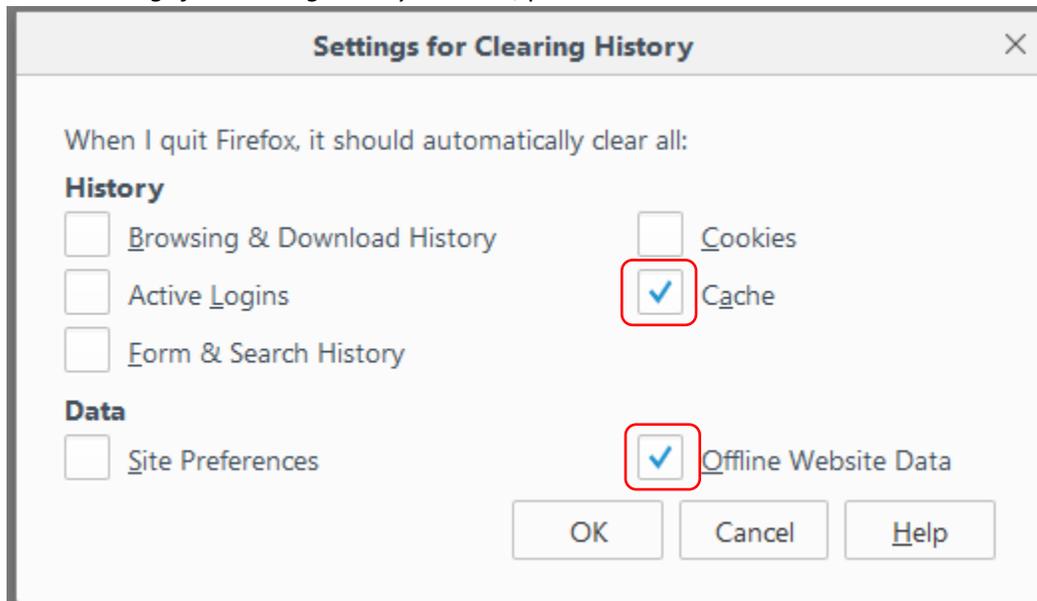
Firefox

1. First attempt to resolve the issue via the help on [How to Clear Java and Internet Explorer Cache](#).
 - a. You can ignore the section on Internet Explorer, but should continue the section on page #2 for Java.
 - b. To clear Firefox cache, please reference <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>.
2. Also confirm that you are running the most up-to-date version of java at <https://java.com/verify> and that it is able to be run from Firefox specifically.
 - a. Note that Firefox ESR 64-bit no longer supports the Java plugin.
3. Change your History Settings in Firefox to clear history on exit.
 - a. Click the menu button  and choose Options.
 - b. Select the Privacy panel.

- c. In the *History* section, set **Firefox will:** to **Use custom settings for history**.
- d. Select the check box for **Clear history when Firefox closes**.



- e. Beside *Clear history when Firefox closes*, click the **Settings...** button. The Settings for Clearing History window will open.
- f. In the *Settings for Clearing History* window, put a check mark next to **Cache** and **Offline Website Data**.



- g. Click **OK** to close the Settings for Clearing History window.
4. Restart Firefox and attempt to access Banner again.