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 <u>How to Clear Java and Internet Explorer Cache</u>.
- 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.	A	<pre>.lt-X > Compatibility View Settings</pre>		
		Compatibility View Settings	×	:
		You can add and remove websites to be displaye Compatibility View.	d in	
		Add this website:		
		google.com	Add	
		Websites you've added to Compatibility View:		
			Remove	
		Display all websites in Compatibility View		
		Display intranet sites in Compatibility View		
		🗖 Download updated compatibility lists from Microsoft		
		Learn more by reading the Internet Explorer privacy s	tatement	
			Close	

- 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: <u>https://*.ucr.edu</u>
 - iii. Uncheck Enable Protected Mode for the Trusted Sites zone.

Internet Options ? ×							
General Security Privacy Content Connections Programs Advanced							
Select a zone to view or change security settings.							
Internet Local intranet Trusted sites Restricted sites							
Trusted sites							
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.							
Security level for this zone							
Allowed levels for this zone: All							
Medium Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded							
Enable Protected Mode (requires restarting Internet Explorer)							
Custom level Default level							
Reset all zones to default level							
Some <u>settings</u> are managed by your system administrator.							
OK Cancel Apply							

Firefox

- 1. First attempt to resolve the issue via the help on <u>How to Clear Java and Internet Explorer Cache</u>.
 - 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 <u>https://support.mozilla.org/en-US/kb/how-clear-firefox-cache</u>.
- 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 <u>Options</u>.
 - b. Select the <u>Privacy</u> 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**.

	Tracking						
🛄 General	Request that sites not track you Learn More						
Q Search	Use Tracking Protection in Private Windows Learn more						
Content	History						
Applications	Firefox will: Use custom settings for history						
🗢 Privacy	 Always use private browsing mode ✓ Remember my browsing and download history 						
🗟 Security	Remember search and form history						
🔮 Sync	✓ Accept cookies from sites						
💩 Advanced	Accept third-party cookies: Always Keep until: they expire Show Cookies						
	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**.

Settings for Cle	aring History	×
When I quit Firefox, it should automa History <u>B</u> rowsing & Download History Active <u>L</u> ogins	itically clear all: <u>C</u> ookies <u>C</u> ookies	
<u>F</u> orm & Search History		
Data Site Preferences	OK Cancel <u>H</u> elp	

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