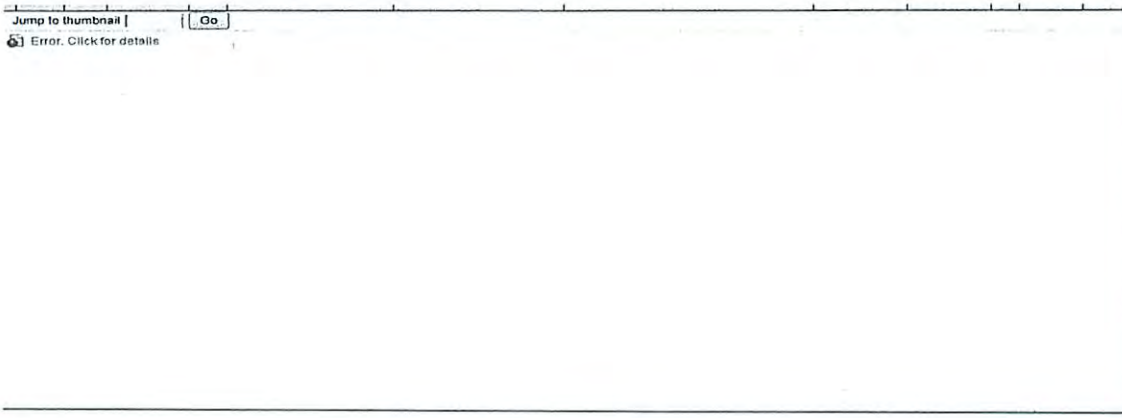


The recent update to Java will block our eSearch viewer. The image shown below is what the error looks like when the viewer is being blocked.

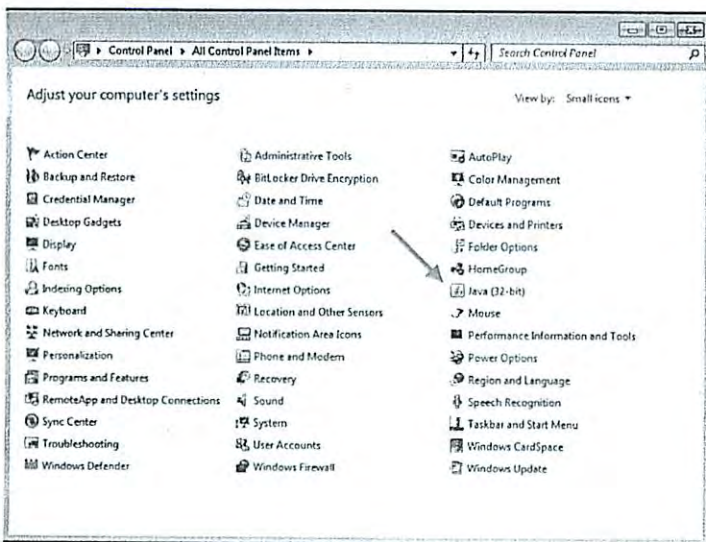


Java has allowed exceptions so that sites can be accessed even with the latest update. Here are the steps to add an exception:

Go to Start

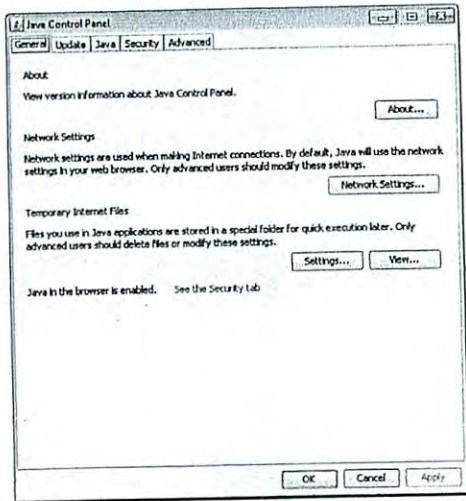
Click Control Panel.

Click Java. (Shown in the image below)



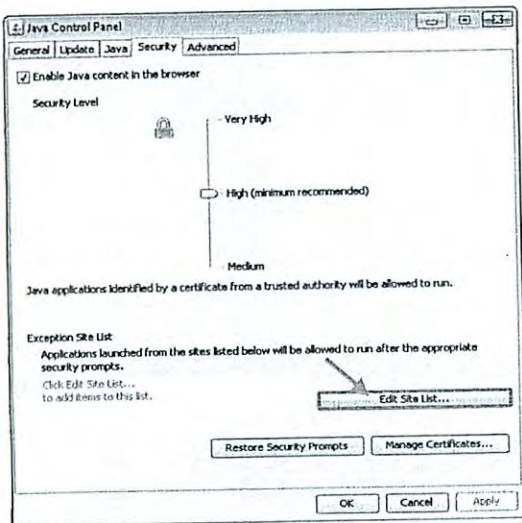
My computer
Control panel
Java
General
temporary internet
Settings
delete files

At this point the Java Control Panel is displayed. (Shown in the image below)



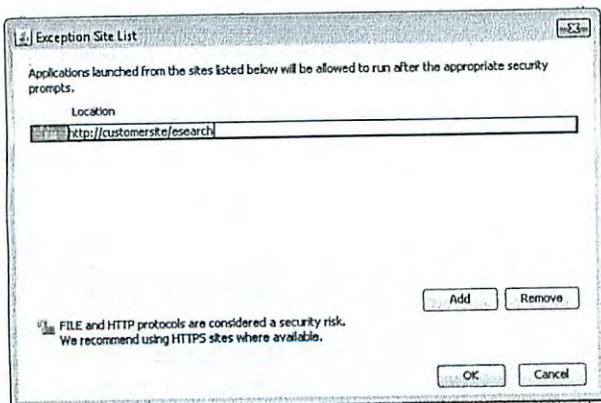
Click the Security tab across the top.

Click the Edit Site List button. The orange arrow below points to the button.



Click Add to add a new entry.

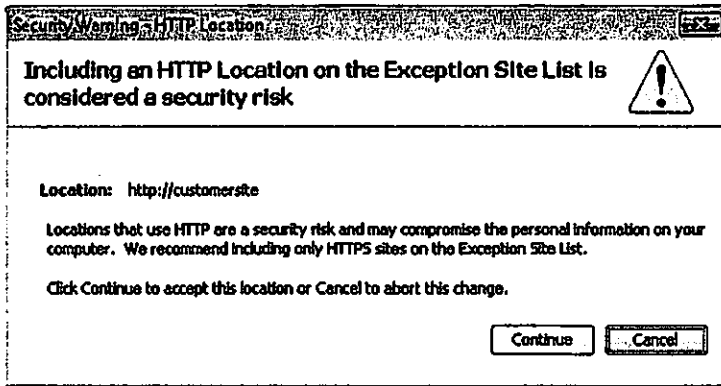
Enter the eSearch website address into the field shown below.



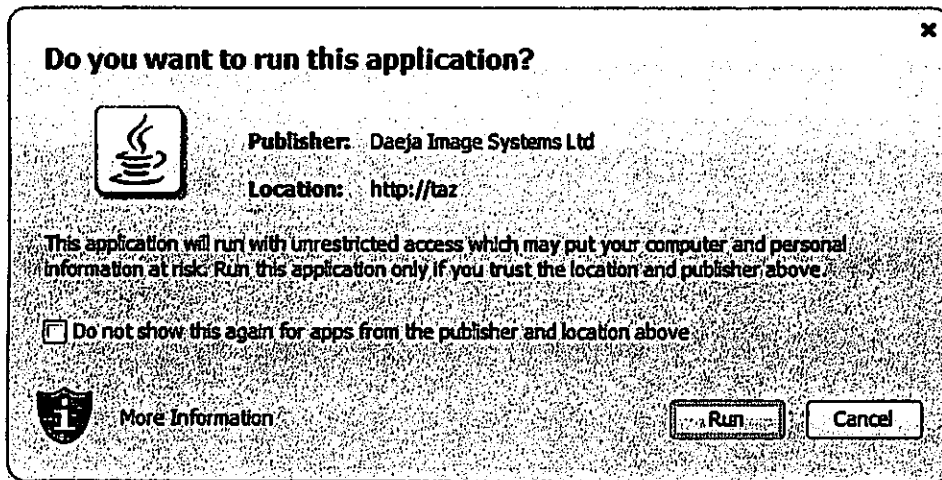
http://customersite/research

Click Add again to confirm the site entry.

Select continue to confirm you want to add the site to the exception list.



Launch the eSearch site and confirm the settings took place. You should see the message below confirming you want to run the application.



If the original error occurs you will need to clear the browser and Java cache.