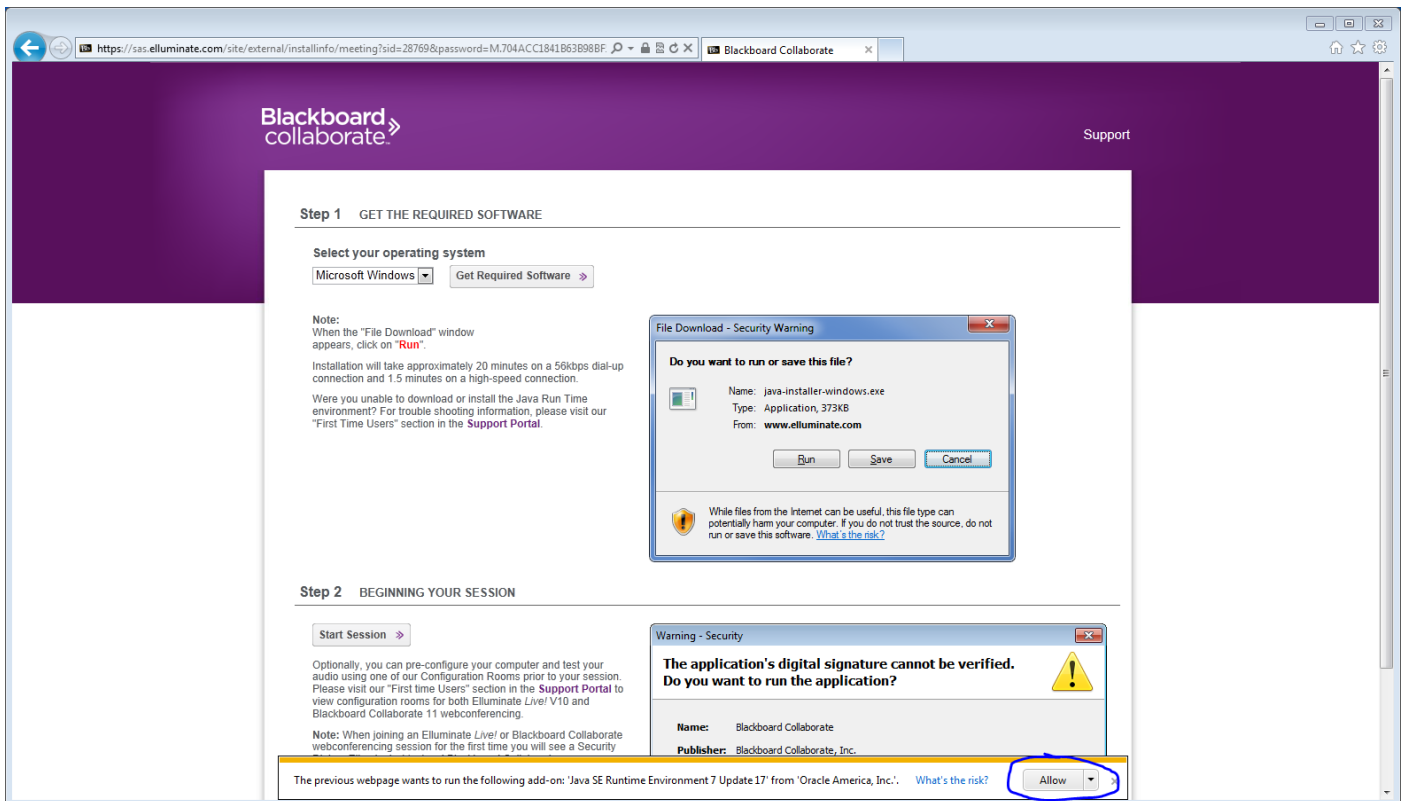


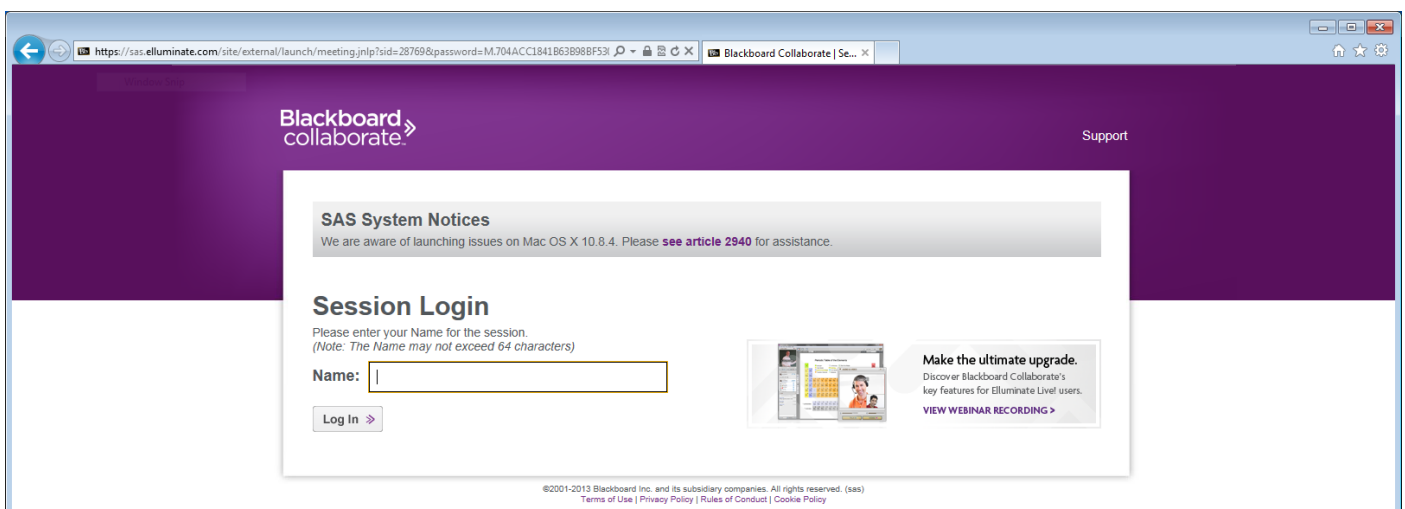
JAVA UPDATES FOR ELLUMINATE

Information Services have had reports that some users are experiencing problems when trying to access the Elluminate web page stating that Java is out of date. This document provides a work around for the problem:

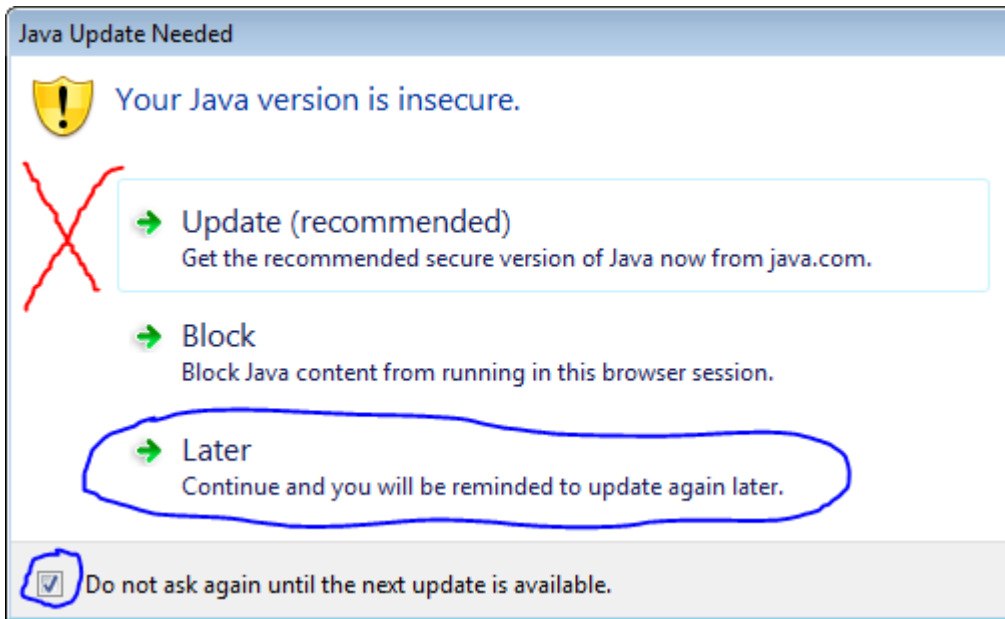
1. When attempting to access Java and the following error message appears, select **Allow**:



2. When prompted, **log in** using your user name:

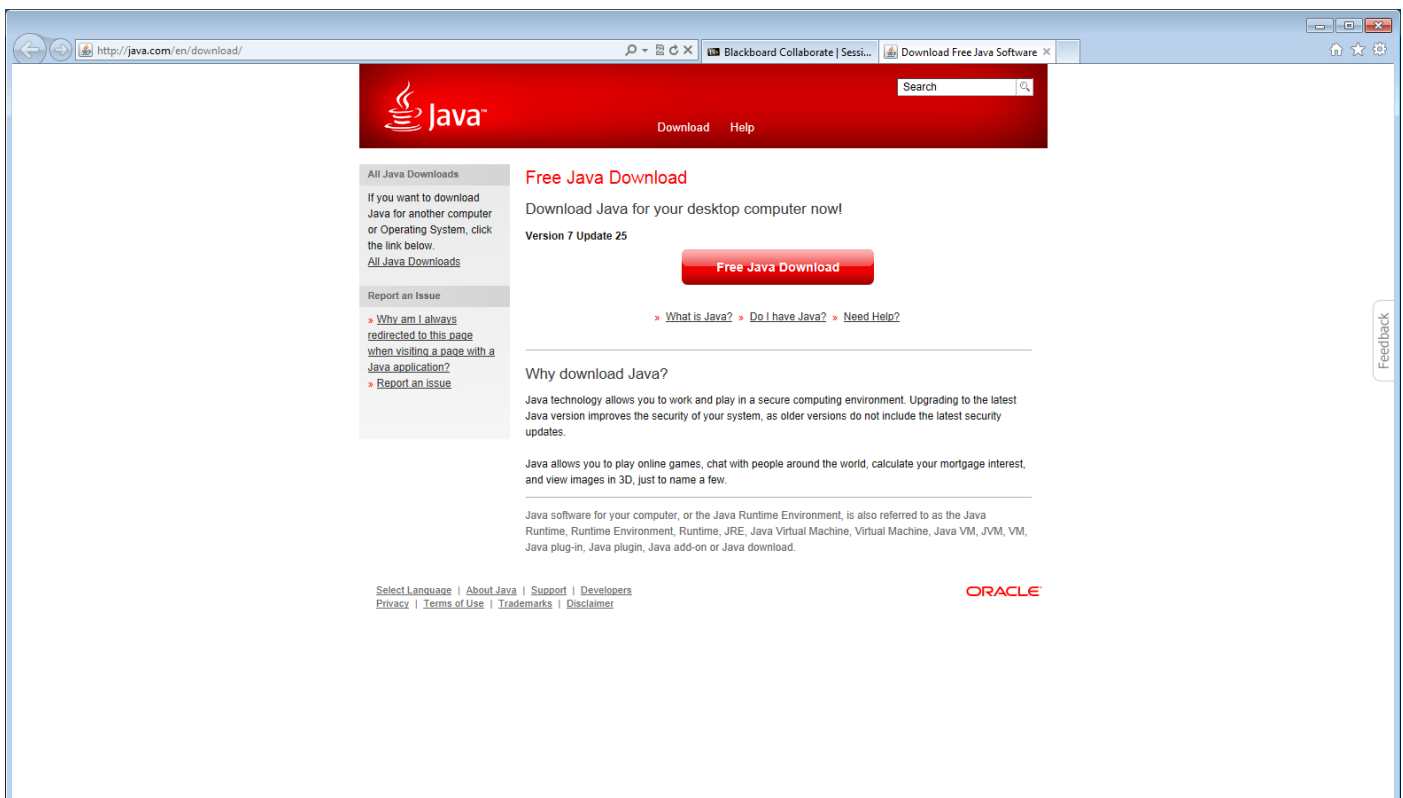


3. A prompt appears asking for a Java update. Selecting “Later” and checking the “do not ask again” checkbox will allow access to Elluminate. However, if “Update” is selected, then the following procedure will need to be followed to successfully install the upgrade.

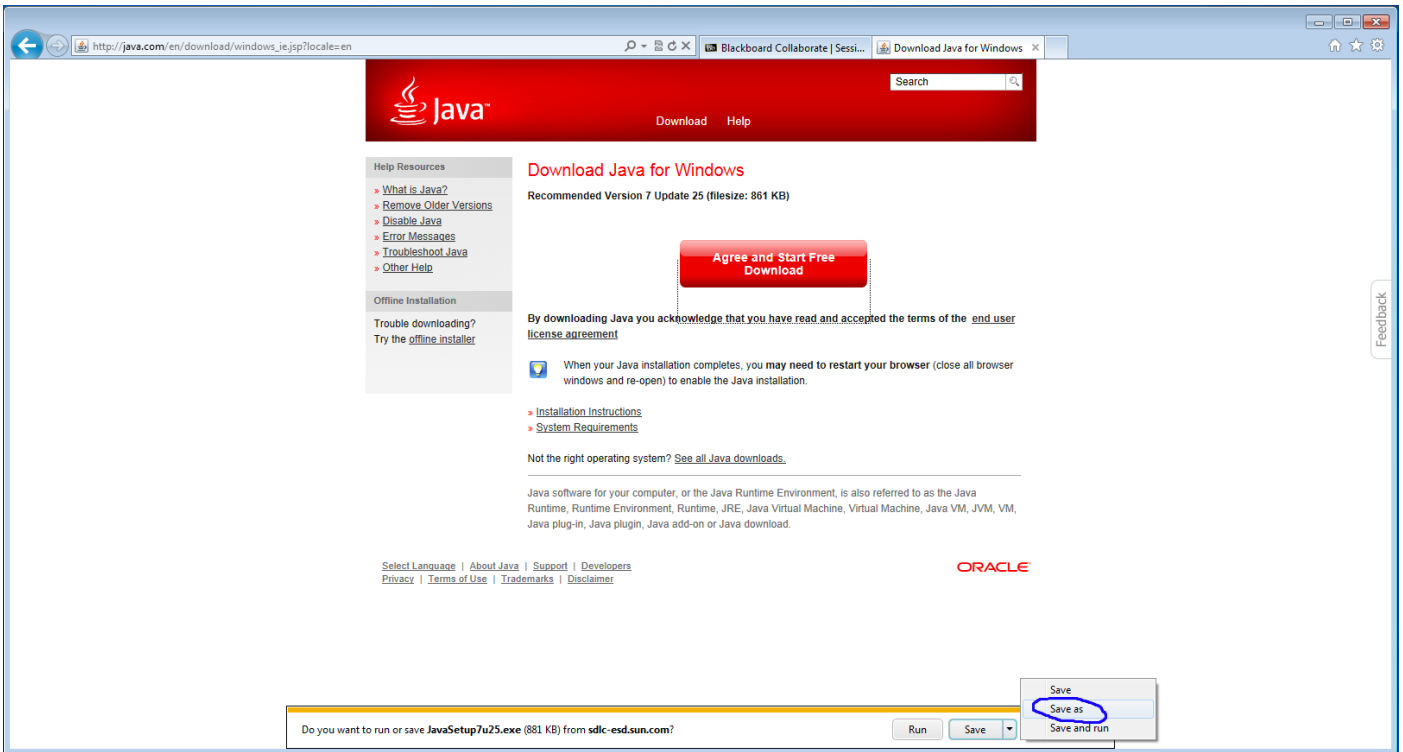


If you chose to update Java:

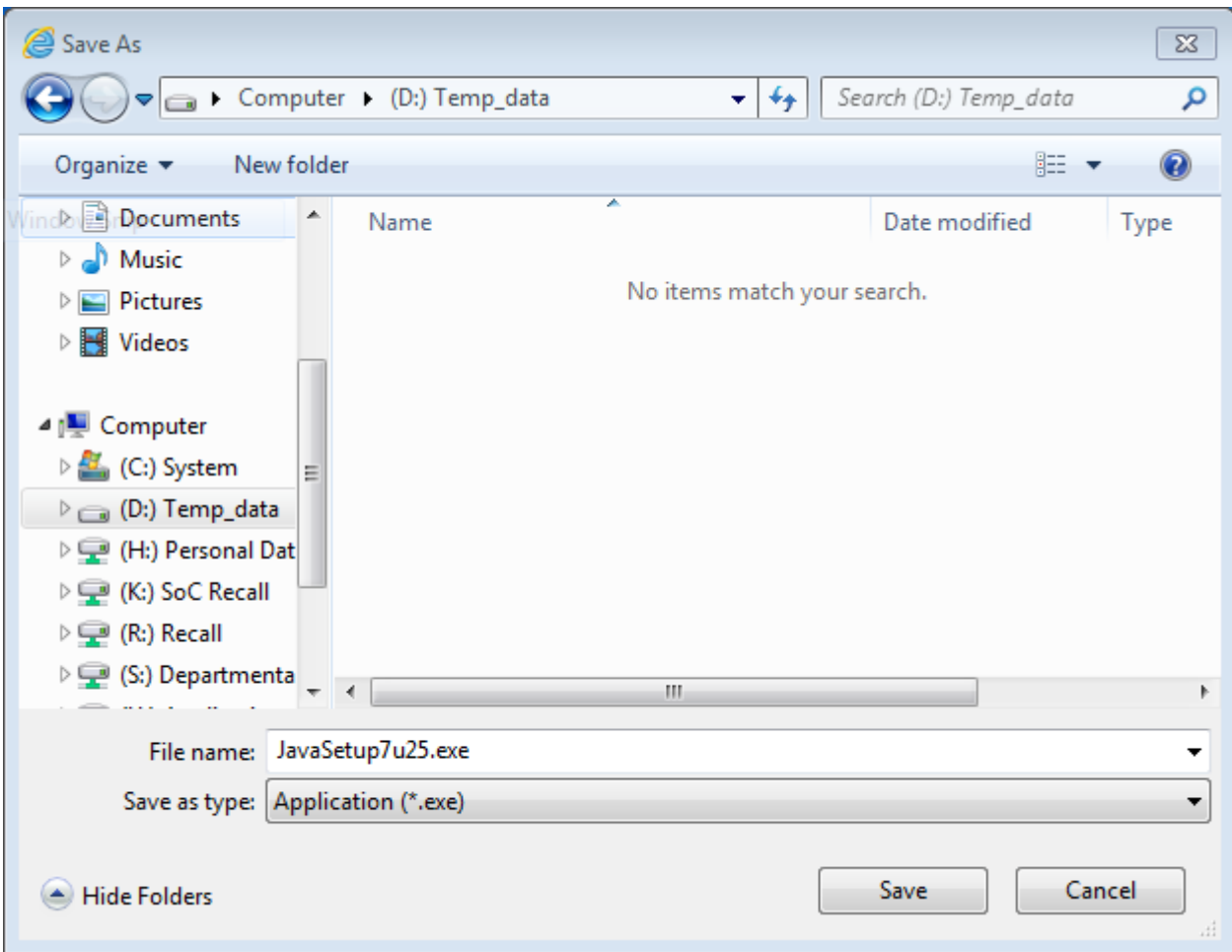
1. Java will direct you to the Java upgrade page. Click on the red “Free Java Download” box:



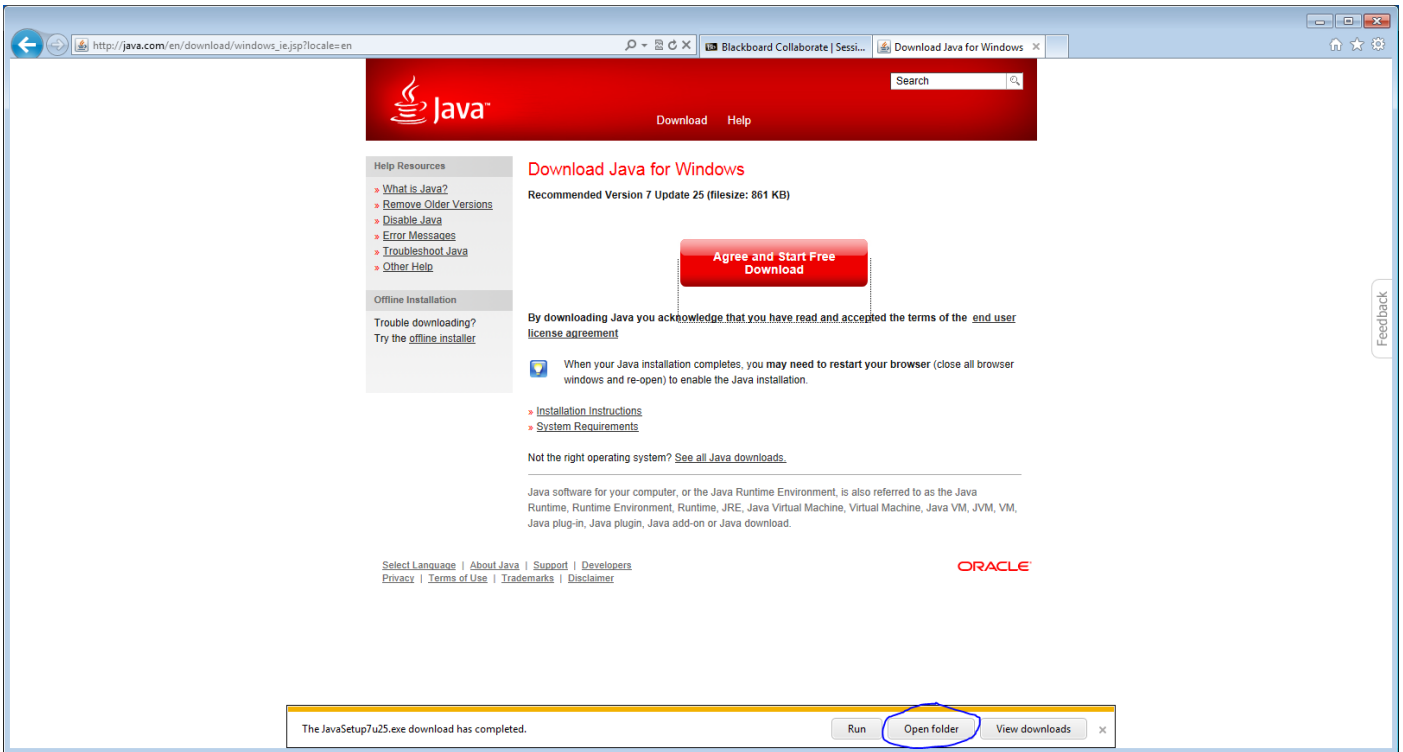
2. Click the red “Agree and Start Free Download” box, and Internet Explorer will prompt to Run or Save at the bottom of the browser. DO NOT SELECT “RUN” (this is blocked by McAfee). Click the down arrow on the side of the “Save” button, and select “Save As” on the Menu that appears:



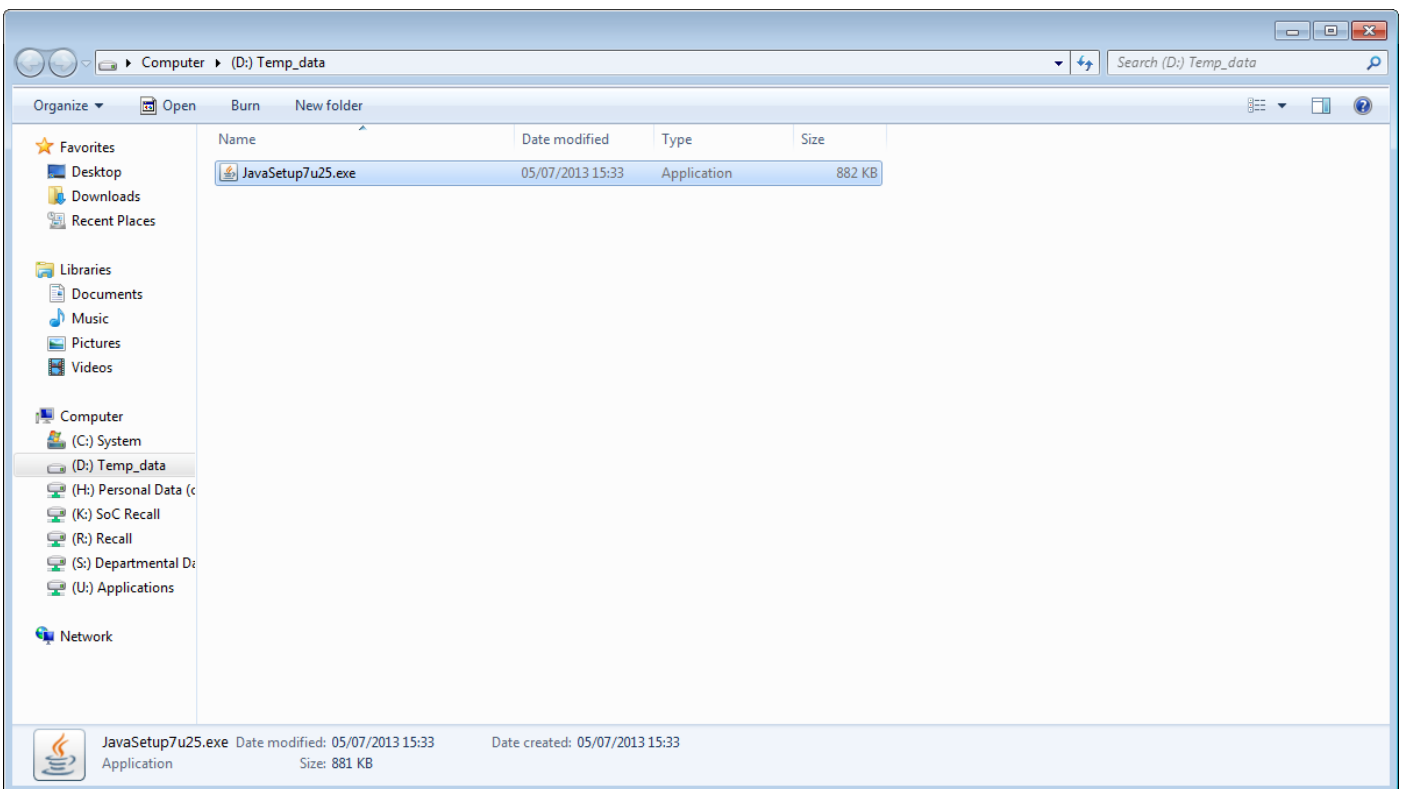
3. Save the upgrade exe file to a **location on the hard drive** e.g. the D: drive.



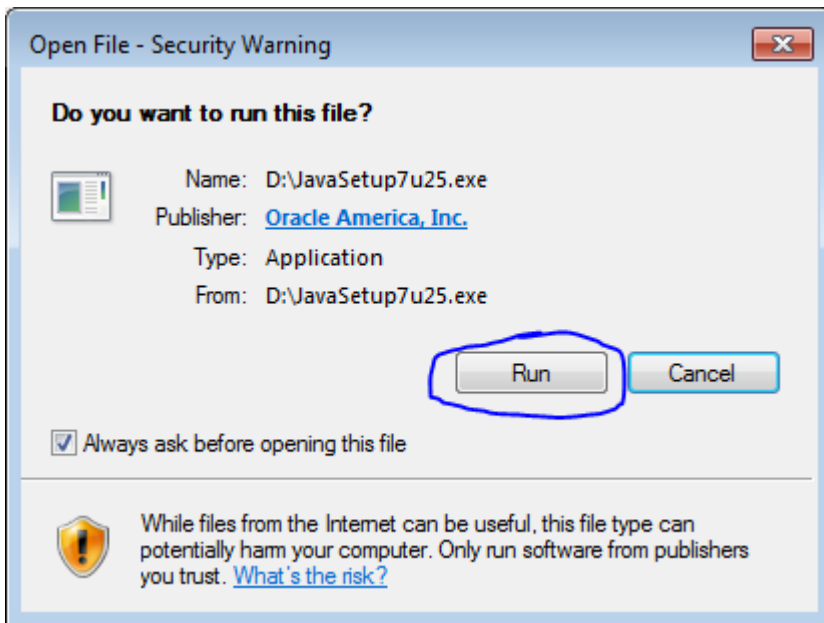
4. When the upgrade exe file has been downloaded to the hard drive, the Internet Explorer web browser will prompt to say the download is completed. Click **“Open folder”**:



5. The location window of the upgrade exe will open. First **close all open browser windows** then **double click the exe file** to start the installation process.



6. Click "Run" in the security warning.



7. Click "**Install**" on the welcome page.



8. **Uncheck the boxes** asking to install the 'Ask' toolbar and set 'Ask' to the default provider and click **Next**.



The installation will take place



9. When the installation is complete the following screen will appear, click **Close**.



You can now open **Internet Explorer** again, and **browse to Elluminate**.