

## Java Update Document (Microsoft Internet Explorer Windows XP)



**Attention: - Upgrade is not required if Java Version 6 is currently installed.**

**Only follow the below guide if Java Version 7 is installed and if Thermal label printing or importing functionality is utilized.**



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## Distribution List

Service Desk Analysts

## Authorised Editors

Adam Robinson

## Document History

Date	Updated by	Details of Update	Version
06.01.2014	AR	Document Created	V1.0
13.01.2014	AR	Document Title Amended	V1.1
04.04.2014	AR	Java Installation Process Amended	V2.0

## Introduction

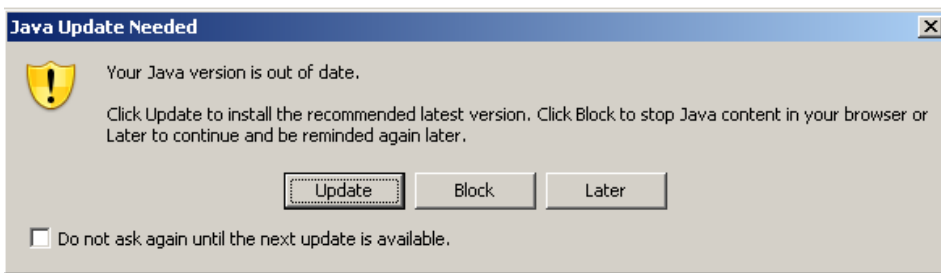
This guide is intended to assist with the updating of the Java Application that is utilized to Label printing within the Ship@ease Website. This update procedure may be required when a new Java version is released.

**When you use the Ship@ease Website this includes a Java application that is used to perform Thermal Label printing and import functionality**

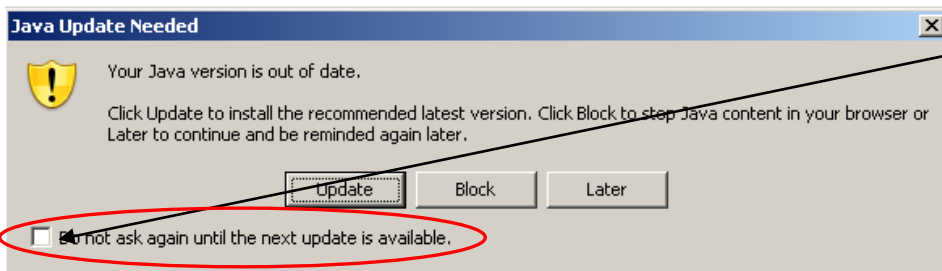
Java 7 Update 51 (7u51) includes a feature that will notify if the version of Java being used is out of date and an updated version is available for download.

## Java Out of Date Detection & Update Process

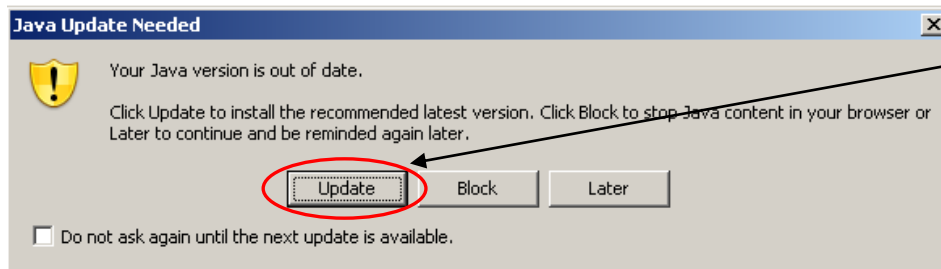
When a Java application is requested to be used this will perform a check to see if this is the latest version is installed on the users machine , if this fails this will prompt the user to update, Please follow the guide below in order to update Java to the latest version.



1.) If your version of Java is out of date, You will be provided with a dialog box advising **“Your Java Version is out of date”** when clicking the “Shipping” button within the Ship@ease Website .



2.) Please ensure the tick box is left **“UNTICKED”**



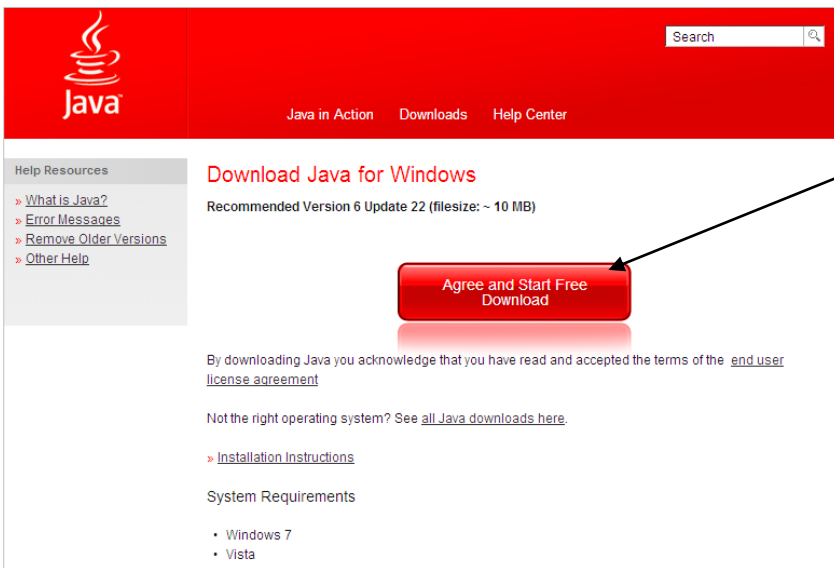
3.) Left click the **“Update (Recommended)”** Button

**NOTE:** - Please ensure the **“Do not ask again until the next update is available”** tick box is ticked before continuing otherwise this will continue to prompt.

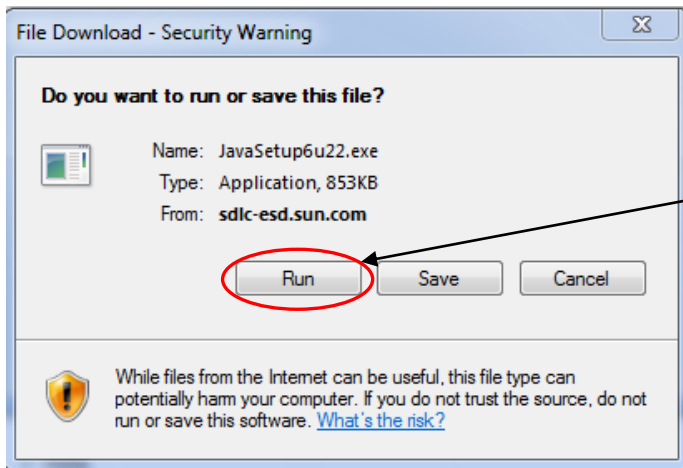


4.) The Java website will now be displayed .Once this webpage has loaded it will look similar to the screenshot provided.

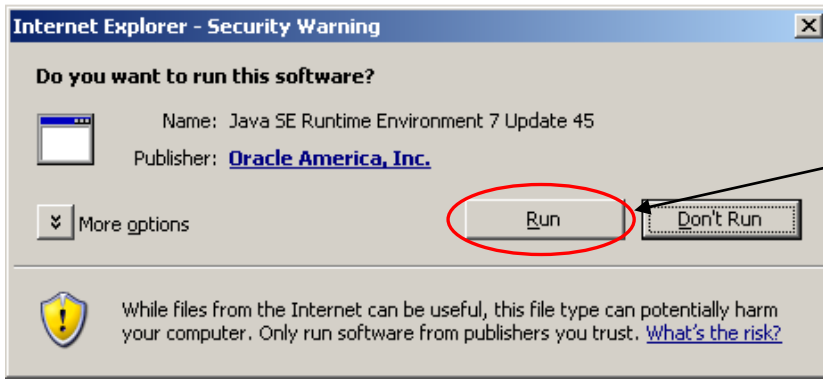
Left Click the **“Free Java Download”** button to commence download of the Java software, this will then launch another webpage as shown overleaf.



5.) Left click the **“Agree and Start Free Download”** button this will launch a file download prompt.



6.) A prompt will be displayed and will look similar to screenshot shown, Left Click **“Run”**



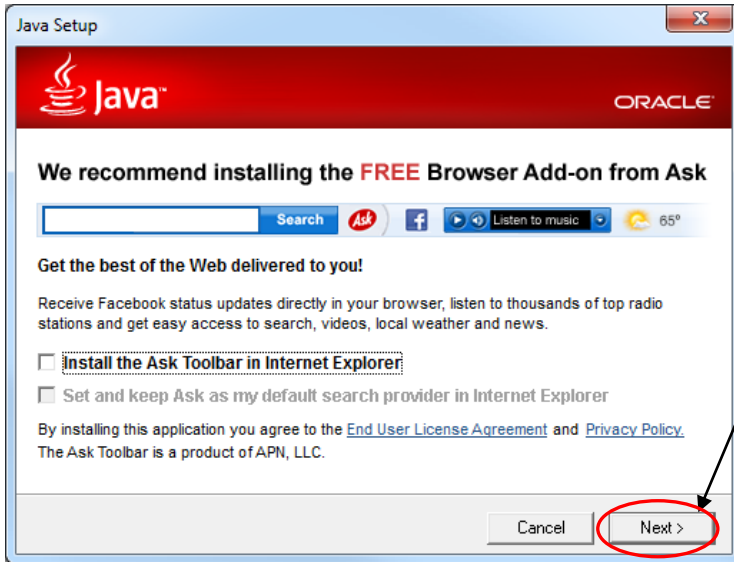
7.) There will then be a prompt displayed similar to the screenshot shown, this is a prompt requesting changes to be made to the computer. . Please select **“Run”** at this prompt.



8.) This will then display the following dialog box, Please Click the **“Install”** button to initiate the installation process



9.) This will then display another dialog box that looks similar to shown. We recommend to **“Untick”** the **“Install the Ask Toolbar in Internet Explorer”** tickbox



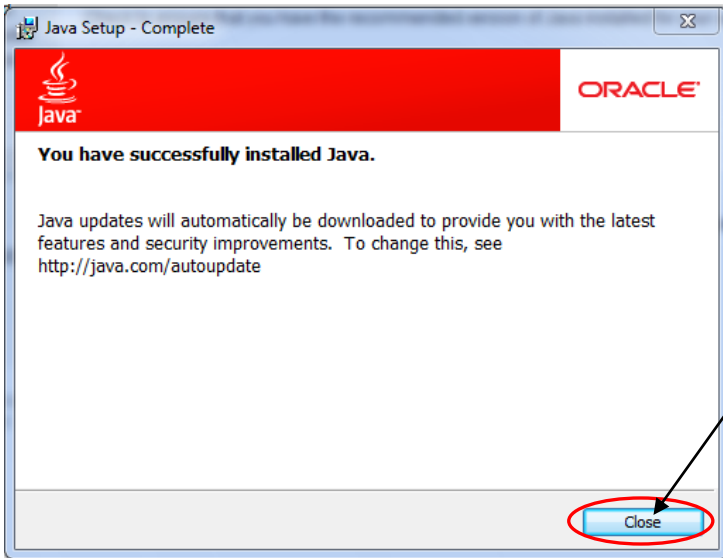
10.) Once the tick box has been cleared please select the "Next" button.



11.) Once the next button has been selected this will display a window similar to below. This will show the progress of the Java Installation.



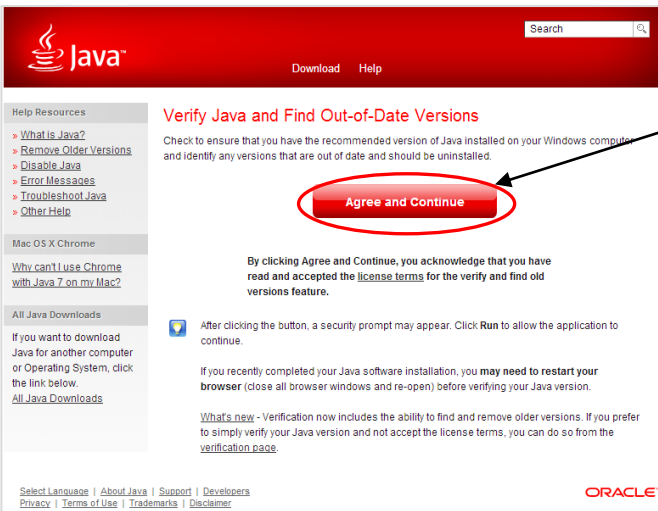
12.) This will then display the following dialog box, We recommend "Untick" the "Restore Java security prompts" tick box , Once this has been cleared click "Next"



13.) Once the installation process has finished the following dialog box will be presented. Click **“Close”** to complete the installation.

14.) To confirm the installation has been successful type the following URL into the address bar within Internet Explorer if the webpage has not already loaded.

<http://www.java.com/en/download/installed.jsp>

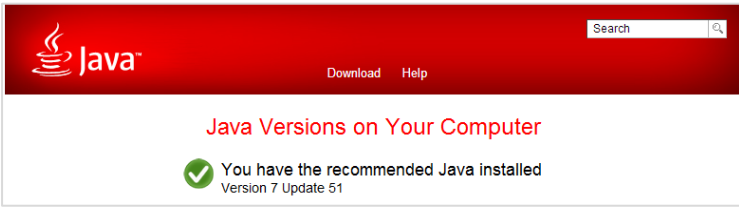


15.) The following screen will be displayed, please click on **“Agree and Continue”** this will check the machine to ensure Java installed successfully.



16.) You may receive the following prompt, if this is the case please left click **“Run”**

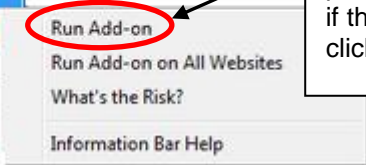
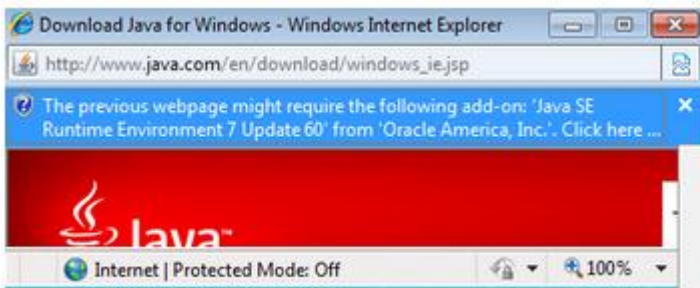




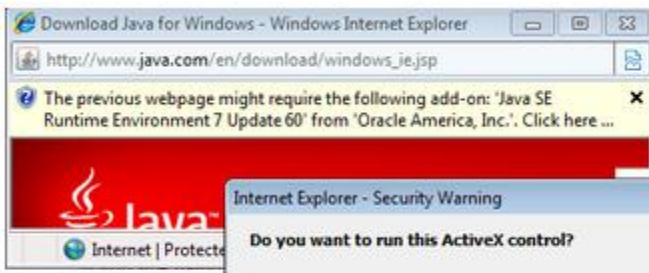
17.) If successful this should present a confirmation stating you have the recommended Java version installed as shown below.

After Installation has been completed you may receive further prompts from your browser to allow Java plugins to run on the Ship@ease Website

Please see screenshots shown below, they may look similar to these, if you receive any of these prompts please follow the instructions detailed below.



18.) When trying to print labels or setting up a Thermal printer in Printing Settings you may be presented with the following, if this is the case please left click **“Run Add-on”**



19.) If the following screenshot is presented please left click **“Run”**



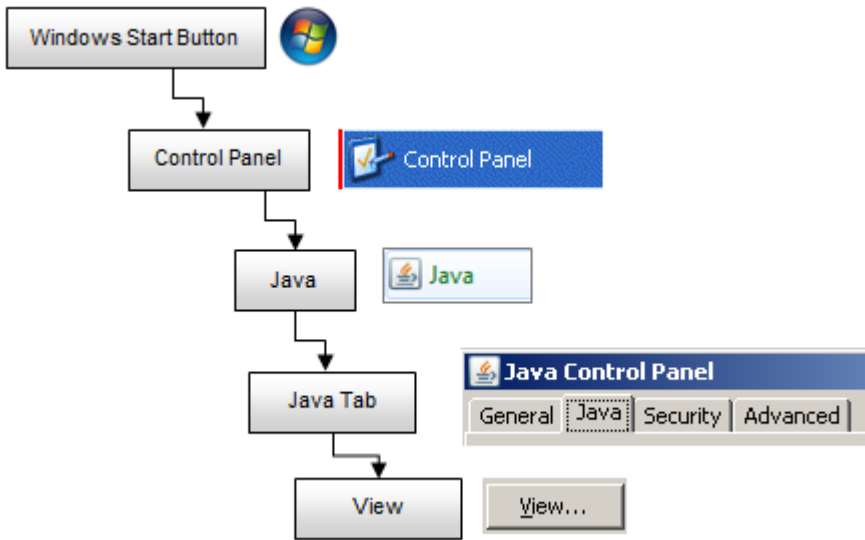
20.) If prompted with a request to run application "GeoPost Label Printing Plugin" Please ensure that you left click the Tick box "Do not show this again for apps from the publisher and location above" so this is ticked .



21.) Once the tick box is ticked, please left click the "Run" button.

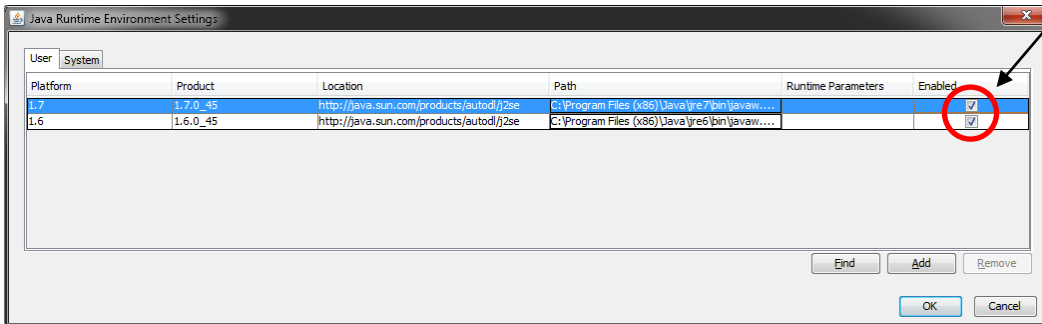
## Troubleshooting

If for some reason the label thermal printing does not work correctly and no prompts have been received we recommend following the steps below to ensure that Java has been enabled to run on the system.

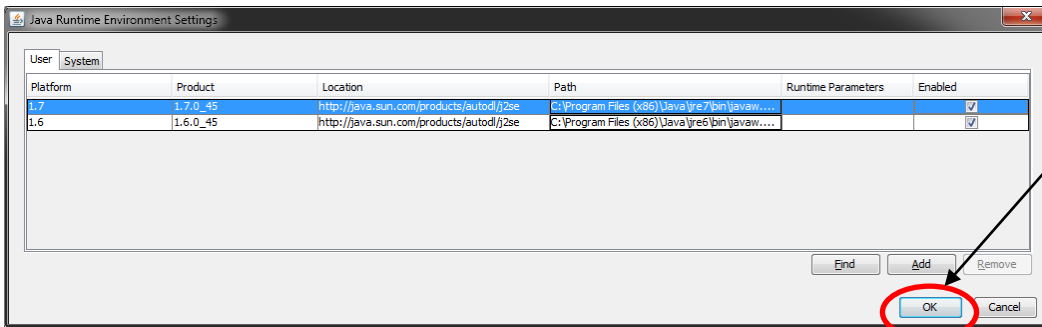


1.) Please follow the steps shown opposite to open the Java Control Panel and navigate to the Java Runtime Environment Settings (Screenshot Below)

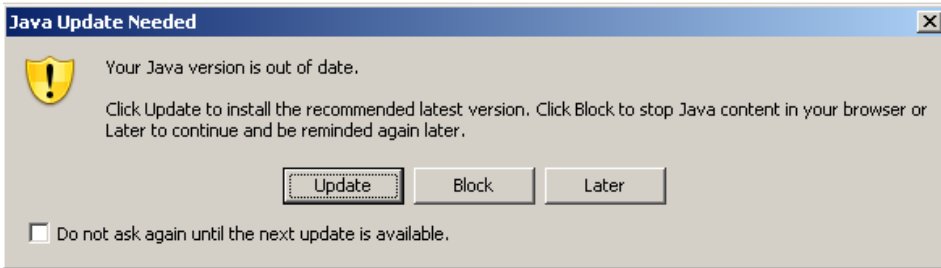
2.) Ensure that the Enabled tick box is ticked by left clicking the tick box for the latest Java version (This is usually the top entry)



3.) Once it is ensured that Java has been enabled click "OK" Restart your browser to make to change effective (if applicable)



If Label thermal printing does not work correctly and no prompts have been received we recommend also trying the following the steps below to start a manual Java download and installation this will ensure the latest version is installed.



1.) If for any reason you do not receive a prompt similar to the screenshot shown opposite and the website is still not operating as expected please type the following URL into your web browser address bar <http://www.java.com/en/download/> and press the Enter Key on the keyboard.



2.) This should then load the Java download page. (Shown opposite)  
Once this page is displayed please follow from Step 4 with the update process



3.) If you receive a screenshot similar to displayed we recommend clicking "**Cancel**" and **NOT** uninstalling older versions without first consulting your IT Department as other software you may have may not operate as expected if uninstalled.



**If you are still experiencing issues please contact the IT  
Servicedesk on 0121 500 2510.**

