
EJUSTICE ENTERPRISE NATIVE MODE SETUP & TROUBLESHOOTING GUIDE

You **MUST Comply With The Following:**

1. Operating System: Windows XP, Windows Vista, Windows 7. We strongly recommend all the latest OS Service Packs and patches.

Note: If using Windows Vista or Windows 7, **disable UAC, User Account Control**. (You can re-enable UAC **after** you have successfully launched the application without UAC enabled. UAC blocks necessary one-time setup/initialization).

UAC can be turned off by following these steps:

VISTA:

Open Control Panel → User Accounts → Click the link “Turn User Account Control on or off”
Uncheck the box “Use User Account Control (UAC) to help protect your computer” → Click OK

WINDOWS 7:

Go to Start Menu -> Control Panel -> User Accounts and Family Safety -> User Account
Click on “Change User Account Control settings”
Move the slider to the bottom “Never Notify” and click OK

*****NOTE:** You MUST reboot the machine after disabling UAC to begin the installation.

2. Microsoft Internet Explorer (IE) is the recommended browser. **We strongly recommend the latest IE version, IE8.** IE6 has had many issues in past installations and is NOT recommended.

The EJustice application may run with other popular browsers, such as Mozilla Firefox, Google Chrome and Apple Safari. However, Microsoft Internet Explorer is the platform for the development of the product.

3. Microsoft Word must be installed to use the spell check function in the narrative portion of the EJustice application when connected via Native mode.

4. Modify Internet Explorer (IE) Settings:

Open IE→Tools→Internet Options→Security tab. Click on the “Local intranet” zone icon. First, verify that the “Security level for this zone” is defaulted to “Medium-Low”. If it shows “Custom”, then IE is not using the default “Local intranet” security settings, and you should default the settings back to their normal level by clicking the Default Level button. Once the security level is validated for the “Local intranet” zone, **click the “Local intranet” zone icon→click the Sites button →Advanced button→and add the URL <https://www.ejustice-systems.net/> to the “Local intranet” zone. Save changes.**

(Note: If you must have custom settings in the “Local intranet” zone in IE, you need to make sure the “Automatic prompting for file downloads” setting is Enabled.

Also, there have been reported issues of the Intranet Zone receiving warning messages when Google or Yahoo toolbars for IE are installed. It is highly recommended to remove these toolbar programs from Add/Remove Programs before trying to continue with any Native mode installation.

5. Sun Java JRE Versioning:

Open Control Panel→Java. In the Java Control Panel on the General tab, click the About button. This will show you the exact JRE version that is installed on the workstation. EJustice will run without issues on JRE 1.6.0_3 through JRE 1.6.0_17 (Update 17 is the latest as of the writing of this document). **We strongly recommend that you use JRE version 1.6.0_17.** If you do not have JRE 1.6 installed, you can use Windows Add/Remove Programs to uninstall all older JRE’s that you may have installed. When you launch EJustice via the given URL, the application will detect that you do not have a JRE installed, and will prompt you to download and install JRE 1.6.0_17. Be very patient...it may look like nothing is happening, and it can sometimes take many minutes before the download prompt will display (depending on your Internet connection download speed).

With JRE 1.6.0_17 installed, **we strongly recommend that you turn off Java Updates**, so you don’t accidentally upgrade the Java version on the workstation (in the event that a newer Sun JRE causes issues with the application). To do this, go to Control Panel→Java→General tab→Click the About button and verify that the JRE version is 1.6.0_17, then click the Update tab→**uncheck** the box “Check for updates automatically”.


Note: EJustice is compatible with all Sun JRE versions 1.6.0-1.6.0_17. You don’t *have* to use _17, we just recommend it because it is the latest (as of this writing), and it is compatible with EJustice. But realize, Sun puts out new Java JRE versions on a continual basis (~Monthly). We test the JRE’s soon after they are released. Irregularly, there are incompatibility issues between a new JRE version and the EJustice application. For this reason, we recommend that you monitor this document to determine acceptable JRE versions.

6. Initial Launch Of EJustice In Native Mode:

The initial launch can be slow, due to the number of behind the scenes “one time” setup activities that are occurring. Try to let the launch run without interruption, even if it appears that the screen isn’t doing anything. On slower Internet ISP connections and on slower workstations, the initial launch can take as long as 10 or 15 minutes. After a successful initial load of the application, subsequent launches will be considerably faster. In addition, verify that your Java cache is turned on when using JRE 1.6.0_17. By default, the cache *will* be turned on. You can verify via Control Panel→Java→General tab→Temporary Internet Files, Settings button→enable the checkbox “Keep temporary files on your computer”.

7. Windows User Privileges: For the initial launch, use a Windows Account with Administrator workstation privileges.

The initial launch of EJustice installs fonts, creates registry keys, copies files to system folders, etc. If a Windows user does not have the appropriate privileges for these activities, the “one-time” setup will fail. We strongly recommend that an Administrative user log onto the workstation, and launch EJustice one time. This will properly setup the workstation, and all subsequent user accounts should then be able to run EJustice.

8. Session Monitoring: By default, when you run EJustice you will have a Java Console icon in the sys tray that looks like this:  Note: The presence of the icon in the sys tray can be controlled in the JRE options. You can right click on the icon, and choose “Open Console”. If there are any java errors in this console, you should consider closing your session of EJustice and re-launching. Generally, the console should not show java errors, but if a java error occurs, it can domino into further issues, and therefore it is best to exit the application and re-launch if you see an error.

TROUBLESHOOTING SOLUTIONS

PROBLEM	SOLUTION
The launch of EJustice is not working, and I’ve never run EJustice on this workstation before. My Windows account is not an Administrative account.	See #6 above
When launching EJustice, the screen blinks and then disappears	See #3 above
When I try to view certain EJustice attachments, the screen blinks and disappears	See #3 above.
When I browse for files, I get a prompt stating “...can’t find V:\”	This is not an issue, simply click OK to the warning to continue.
EJustice was working, but now no matter what I do, I can’t get the application to launch without hanging.	<p>Try resetting everything, forcing EJustice to initiate a complete/full initial load:</p> <ol style="list-style-type: none"> 1) See #4 above and be sure you either have no Java JRE’s installed, or have the correct version installed (Update 17). Consider being safe, and going to Control Panel, Add/Remove Programs and uninstalling all “Java™ 6...” packages listed. 2) If you’ve uninstalled all Java 6 installations, browse to “C:\Program Files\Java\jre6” and delete the folder if it exists. 3) If you haven’t uninstalled JRE 1.6.0_17, delete the file “C:\Program Files\Java\ jre6\ webutil.properties”, and then go to the Control Panel→Java→General tab→Temporary Internet Files, Settings button→click Delete Files button→Check both boxes and click OK. Then go to the Security tab, Certificates button→use the Remove button to delete all certificates in the list that are issued to “EJustice Systems”. Close the Java Control Panel.

	<p>4) Close all IE Windows. Verify that the Java Console icon in the sys tray is no longer present.</p> <p>5) Re-launch EJustice with the appropriate URL (the initial load will take some time, be patient).</p>
<p>I continually have an issue with EJustice, in a certain workflow.</p>	<p>Do you show errors in the Java Console (see #6 above)? Does this issue occur every time, or is it random? Please report repeatable Java Console errors to EJustice Support.</p>