



Total Payroll-HR
Technology for
Professionals

Anywhere, Anytime,
Always Online



Browser Troubleshooting



Index

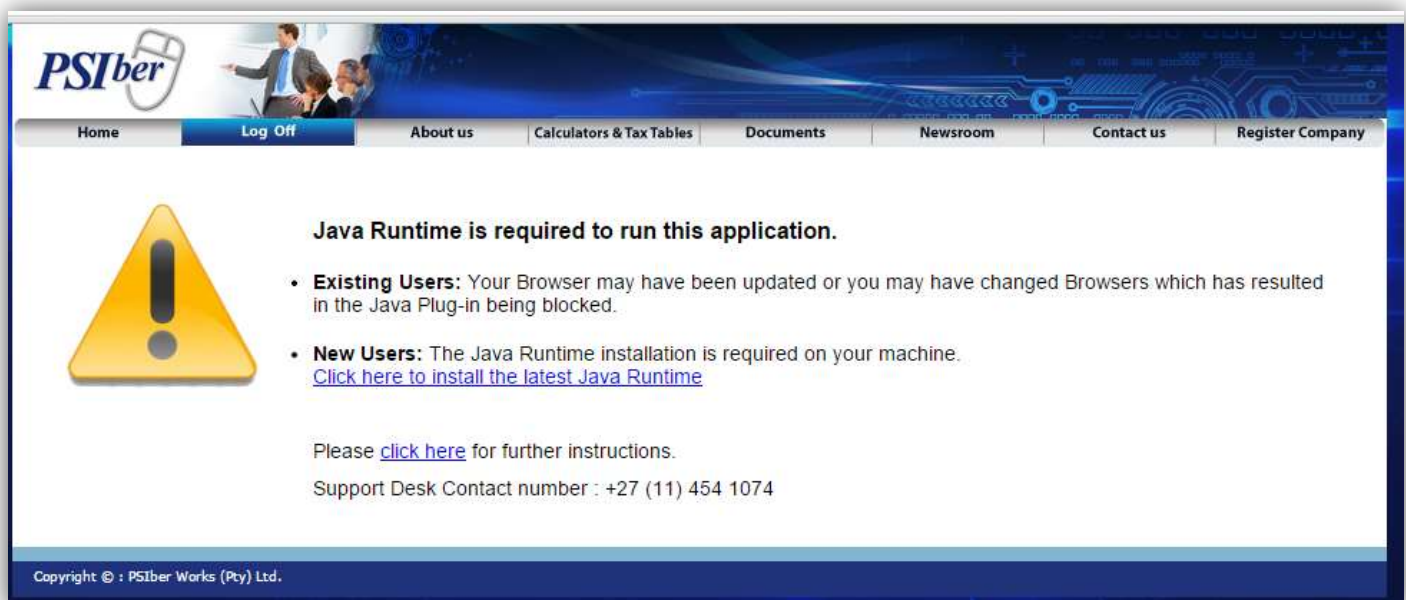
1. Introduction	2
2. Google Chrome Users.....	2
3. Internet Explorer Users	4
4. Disabling the 'Java Update Needed' Dialog.....	6

1. Introduction

Java Runtime Browser Issues

Of late, various Browsers have implemented updates that impact Browser Plug-ins which make use of NPAPI/ActiveX. The impact of some of these updates on Java Applications, is that the application fails to load. Where PSiber Users are impacted by these Browser changes, they will be presented with the below notification when trying to access the system.

The attached document includes possible solutions, depending on your Browser type. If however, you have implemented the suggested solution for your Browser type but you are still experiencing issues, please contact our support desk on the details provided in the notification.



2. Google Chrome Users

Google Chrome made the decision to no longer support the NPAPI plug-in in their web browser which is a cross platform plug-in used by JAVA plug-in. Chrome implemented this decision in Version 42 of their Browser resulting in all Applications requiring this option, to no longer load successfully.

Thus when accessing the PSiberWORKS Product Suite via Google Chrome version 42, the product doesn't load and presents Clients with the below Java error message, which will be updated to provide the necessary information on the Chrome Browser.

Java has published a temporary workaround which allows Users to re-enable NPAPI. This workaround is available on [Java's official website](#). Please see below for details.

Java Temporary workaround:

NPAPI support by Chrome

The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI, which has long been, and currently is, supported by all major web browsers. Google announced in September 2013 plans to remove NPAPI support from Chrome by "the end of 2014", thus effectively dropping support for Silverlight, Java, Facebook Video and other similar NPAPI based plugins. Recently, Google has revised their plans and now state that they plan to completely remove NPAPI by late 2015. As it is unclear if these dates will be further extended or not, we strongly recommend Java users consider alternatives to Chrome as soon as possible. Instead, we recommend Firefox, Internet Explorer and Safari as longer-term options. As of April 2015, starting with Chrome Version 42, Google has added an additional step to configuring NPAPI based plugins like Java to run — see the section [Enabling NPAPI in Chrome Version 42 and later](#) below.

Enabling NPAPI in Chrome Version 42 and later


As of Chrome Version 42, an additional configuration step is required to continue using NPAPI plugins.

- 1. In your URL bar, enter:
`chrome://flags/#enable-npapi`*
- 2. Click the **Enable** link for the **Enable NPAPI** configuration option.*
- 3. Click the **Relaunch** button that now appears at the bottom of the configuration page.*

3. Internet Explorer Users

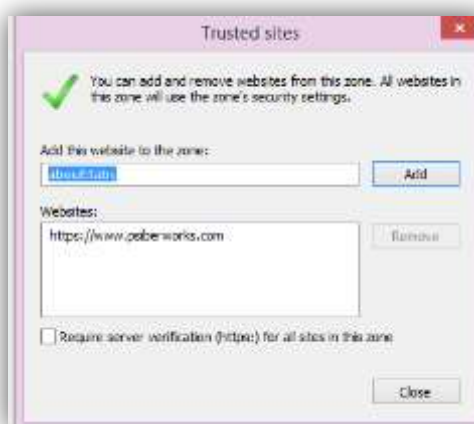
PSiber should be marked as a 'Trusted Site'. Please follow the below steps :

- **Add the PSiberWORKS URL to Trusted Sites**

- Click on Tools Icon 
- Select 'Internet Options'
- Navigate to the Security Tab on the pop-up dialog and click on 'Trusted Sites' and then on the 'Sites' Button.



- Add the PSiber Login Page (e.g. <https://www.psiberworks.com>) to the Trusted Sites Zone.



- Follow the screen prompts thereafter to apply the change.

- **ActiveX Control Blocking**

A new feature that was released in August 2014 to ensure that ActiveX controls are kept up to date. Please see <http://support.microsoft.com/kb/2991000> for more details and [related articles](#) linked therein to disable this security feature.

- **Windows 8**

Internet Explorer on Windows 8 and Windows 8.1 require both x86 and x64 editions of Java to be installed.

- **Windows 10**

Windows 10 will include a new Internet Browser, currently called Project Spartan, which will not support ActiveX controls like the Java Plugin. Please use Internet Explorer, Firefox or Safari browsers.

4. Disabling the 'Java Update Needed' Dialog

The following is Java's notification of the availability of a new version. If you do not install the updates, the below message will continually pop up.

Where Users do not have local administrative access to install Java Updates or if you have legacy applications that won't work on the new version, the instructions below are to disable the 'Java Update Needed' Dialog.



Create the following files in “%SYSTEMROOT%\Sun\Java\Deployment”

NB: Please ensure that “show extensions for known file types” is switched on and that these files do not have a .txt extension.

- deployment.config
 - deployment.system.config.mandatory=true
 - deployment.system.config=file:///C:/Windows/Sun/Java/Deployment/deployment.properties
- deployment.properties
 - deployment.insecure.jres=NEVER
 - deployment.expiration.check.enabled=false