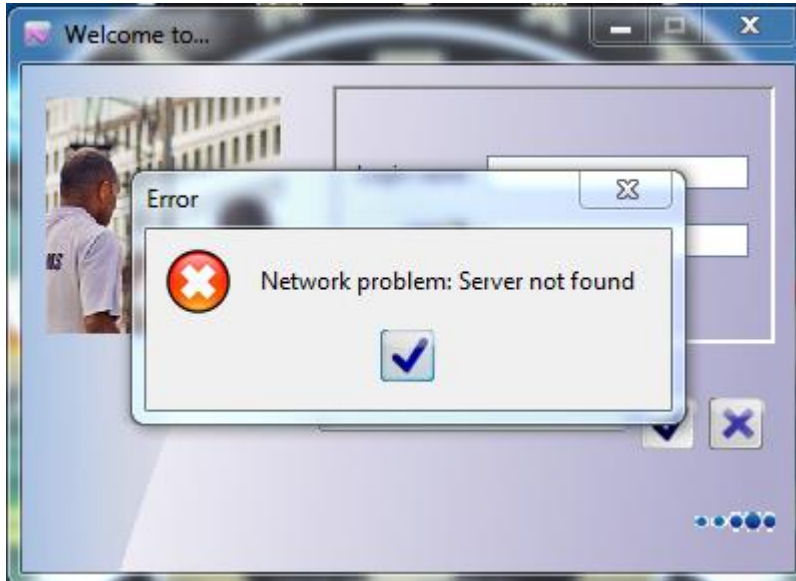




# How to deal with Java issues

## 1. Network Problem: Sever not found



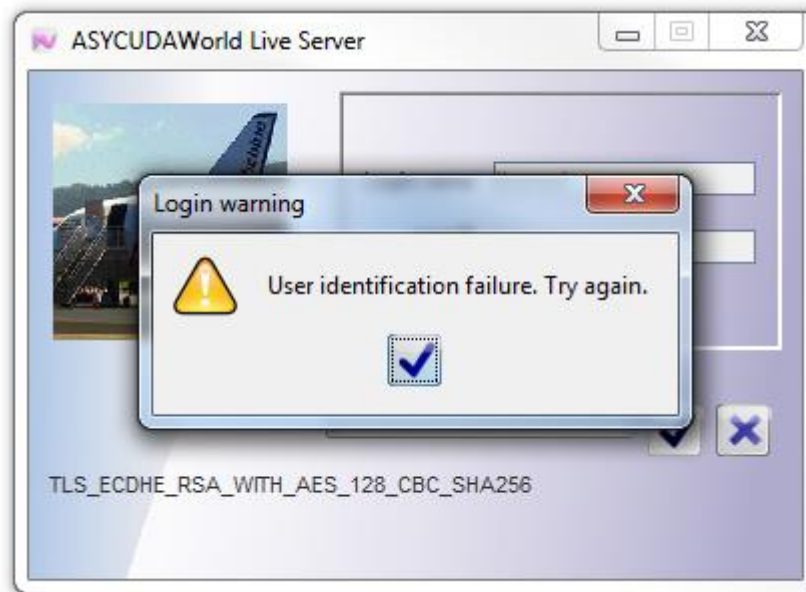
### CAUSE

- Network connection
- Wrong jnlp file

### SOLUTION

- Check your internet connection and make sure you are online and can connect to the internet.
- Check with the ASYCUDAWorld team to see if there is any issues with the server. An issue with the server will result in the issue above.
- Check the jnlp file you downloaded. You are an internal user, your jnlp file will include and **int** at the end of the file name such as ASYCUDAWorld\_live\_int.jnlp. If you are an external user, your jnlp file will include an **ext** at the end of the file name. An internal jnlp works only within the government network while an external jnlp works outside any network.

## 2. User identification failure. Try again



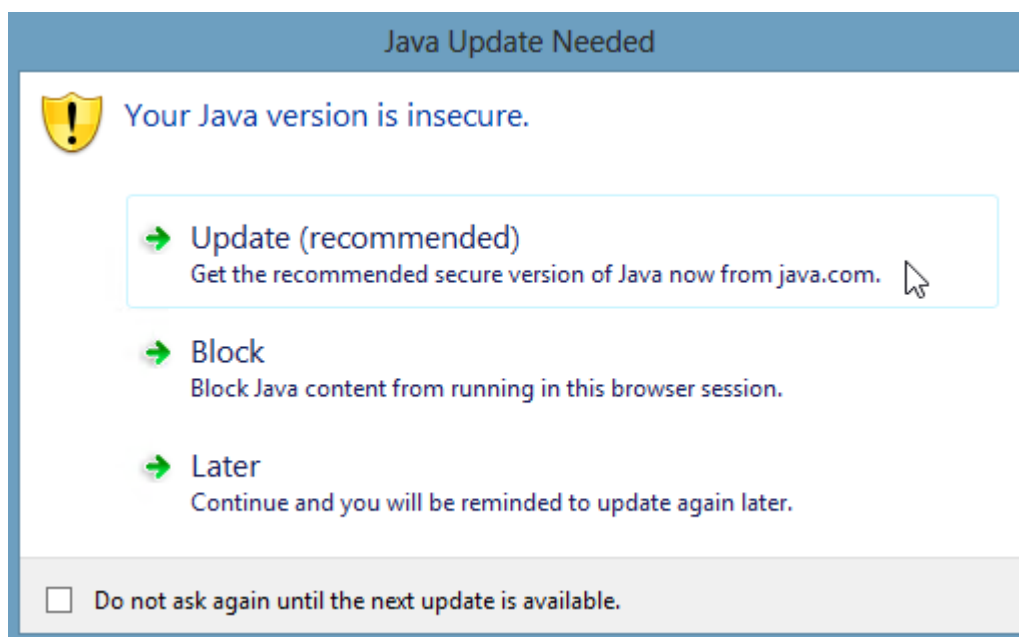
### CAUSE

- Incorrect username or password
- User already logged in another computer or device.

### SOLUTION

- Make sure you enter the correct username and password
- Make sure to log off from any other machine before logging in. ASYCUDAWorld only allows one connection per user.

## 3. Java Update Needed



#### CAUSE

- Java checks your current version and if a new version is available, it will display the message above.

#### SOLUTION

- You can click on **Update (recommended)** to update to the latest version or click **Later** to get you to the login window

#### 4. Application Blocked by Java Security

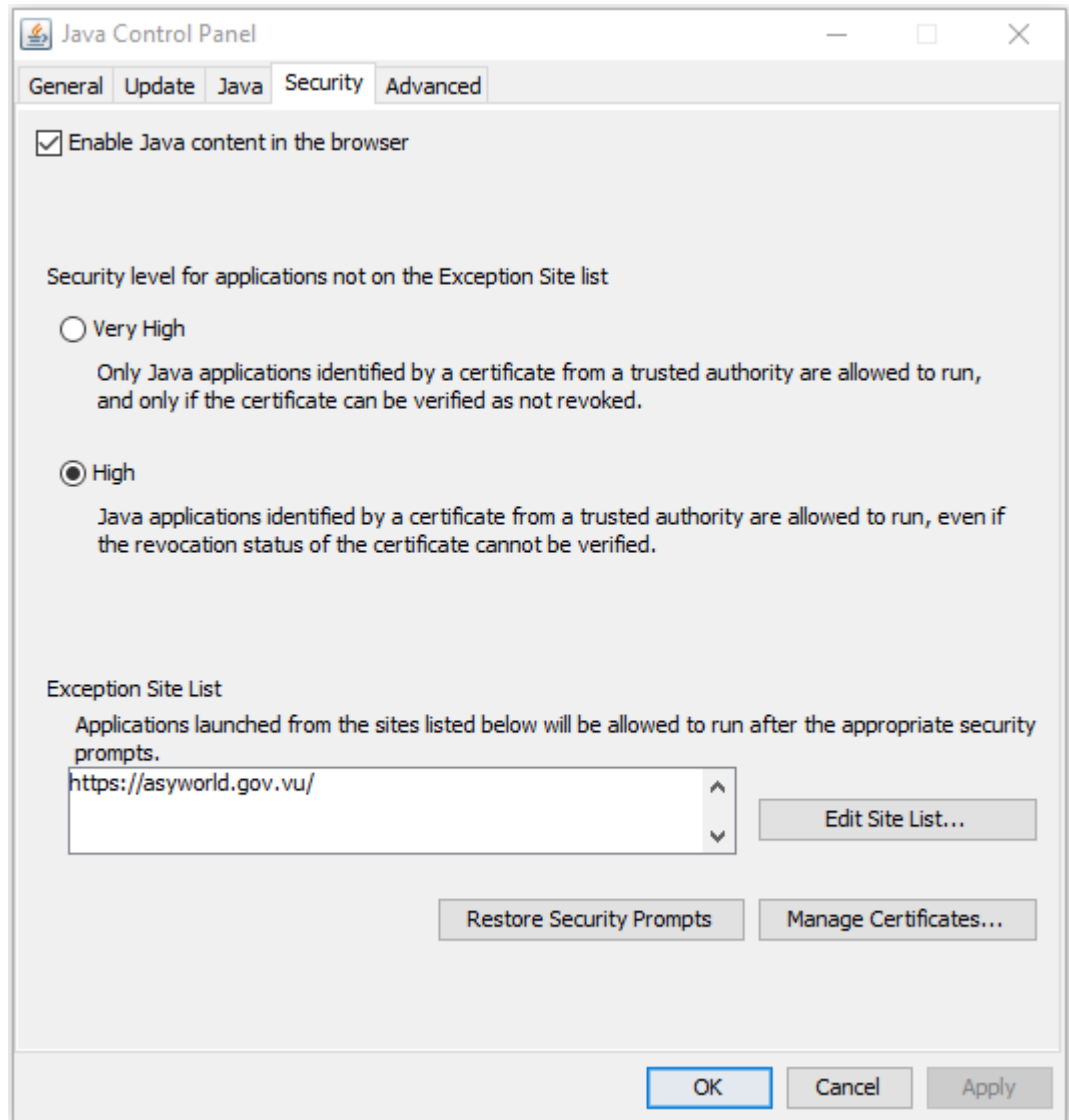


#### CAUSE

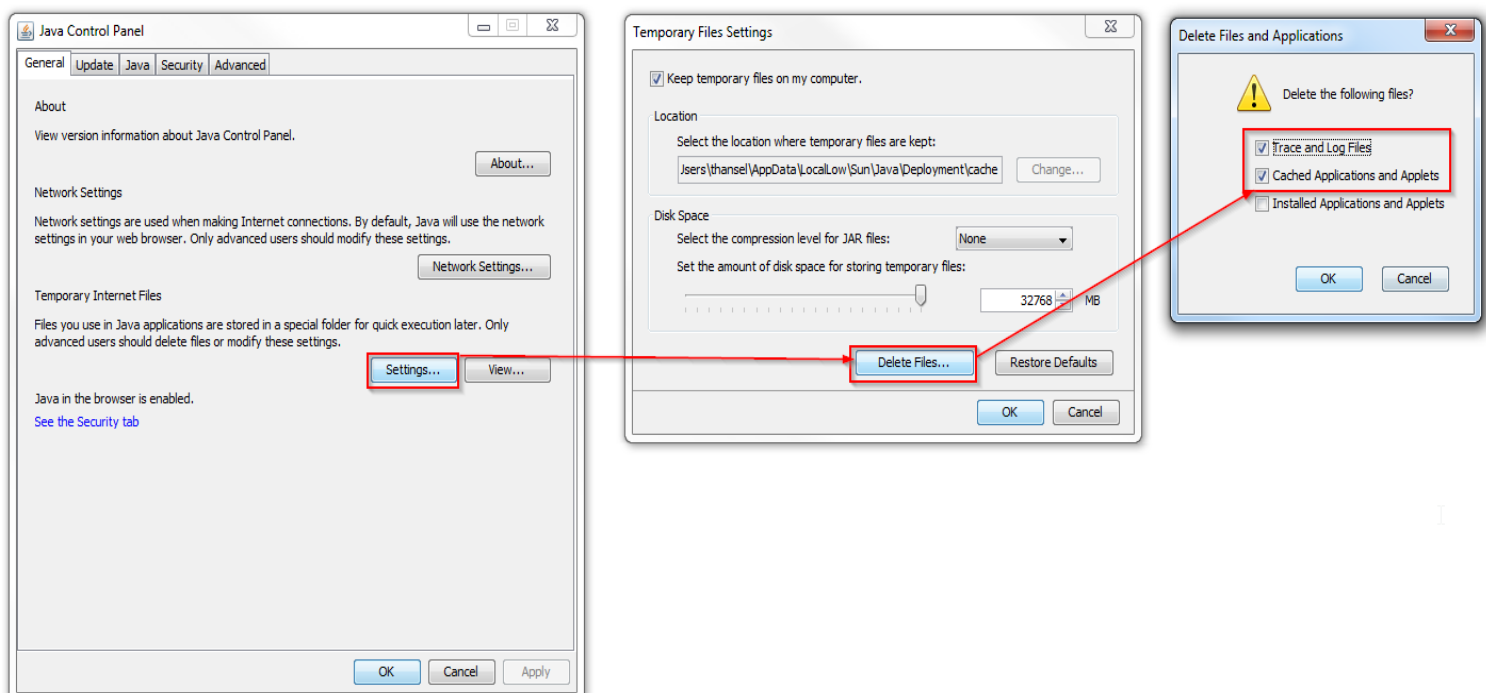
- No address or wrong ASYCUDAWorld address entered in the **Exception Site List** in the Java Control Panel

#### SOLUTION

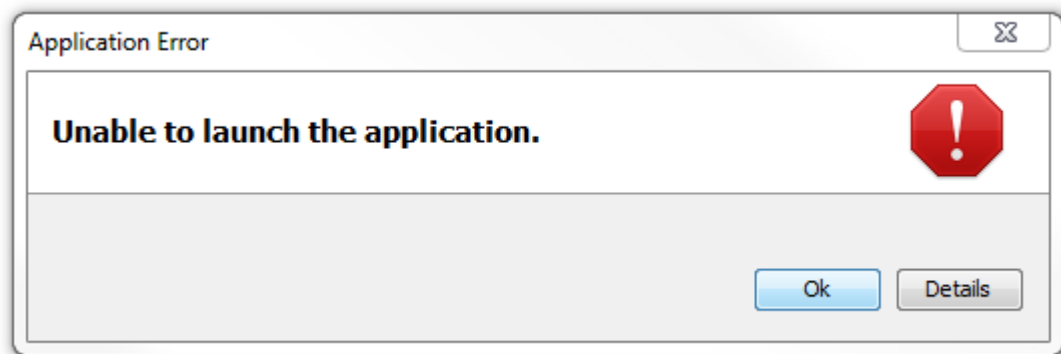
- Enter the correct ASYCUDAWorld address (*https://asyworld.gov.vu*) in the **Exception Site List**



- Delete the Cache



## 5. Unable to launch the application



### CAUSE

- No internet connection

### SOLUTION

- Check your internet connection and make sure you are connected.