CPAIS Access Issues and Solutions

Below is a listing of common CPAIS Issues with basic troubleshooting steps.

1. **Issue**

Internet Explorer displays a blank window, after selecting a CPAIS option from the Main Menu.
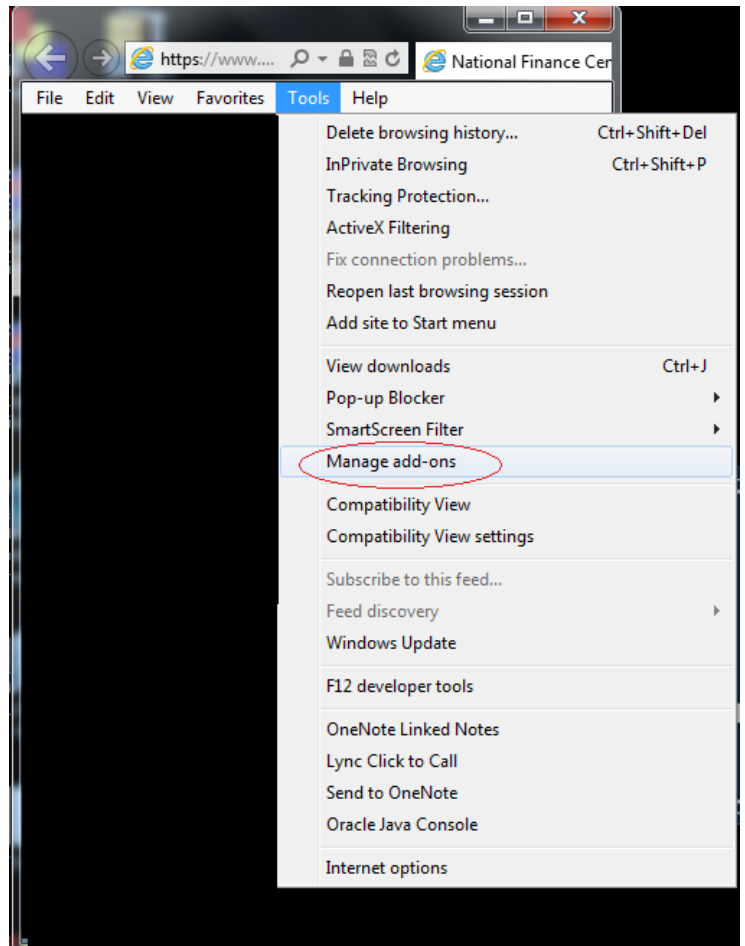
Cause

Java Applet is not running. JRE within IE browser settings is disabled.

Solution

Enable JRE within the web browser.

1)   Open Internet Explorer.

2)   Click Tools.

3)   Click Manage Add-ons.

4)   On the "Show" drop-down menu, ("**Manage Add-on**", screen varies due to IE version.)
Select All add-ons… to display all add-ons that are installed / used by Internet Explorer.

5)   Scroll down to (Not verified) Oracle Corporation (*JRE listing*).
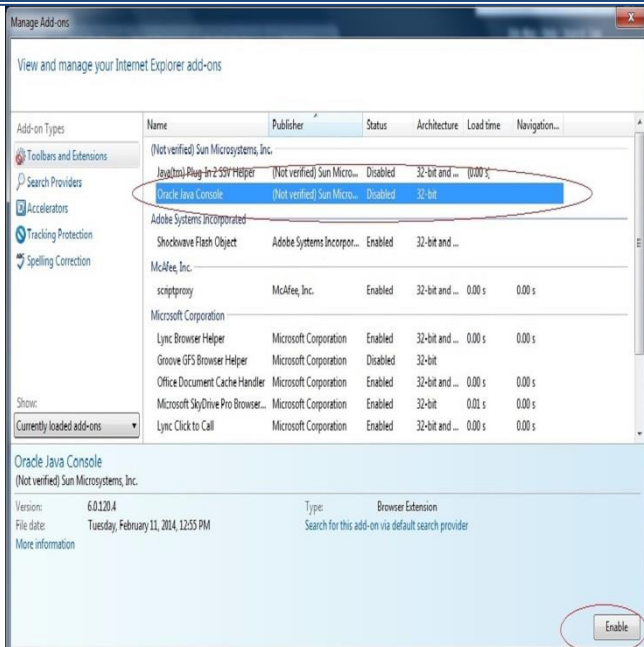
6)   Select Oracle Java Console.

7)   Select the Enable under "*Settings*" or click the Enable Button displayed above the Close Button.

8)   Click the OK button.

9)   Log into CPAIS.

2. Issue

CPAIS application not functioning when using Windows 7 64 bit computers.

Cause

CPAIS not certified for Window 7 64 bit computers.

Solution

(Workaround) Run the CPAIS application using the **32-bit version of Internet Explorer**.

1)   Follow the instructions specified in the CPAIS Desktop Setup Procedures document.

2)   Windows 7 64 bit operating system comes with both the 32-bit and the 64-bit versions of the Internet Explorer browser.

     Run the CPAIS application using the **32-bit version of Internet Explorer**.

3)   Ensure that **JRE 6.0.120.4 or higher** is **Enabled**.

a)   Open Internet Explorer (32-bit version).

b)   Click Tools.

c)   Click Manage Add-ons.
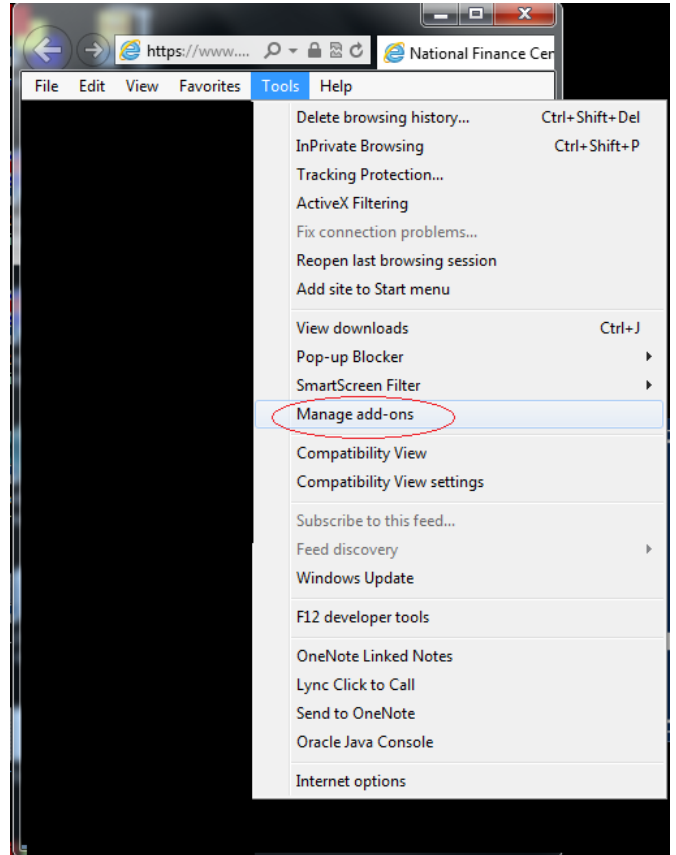

d)   On the "Show" drop-down menu, ("**Manage Add-on**", screen varies due to IE version.)
Select All add-ons… to display all add-ons that are installed / used by Internet Explorer.

e)   Scroll down to (Not verified) Oracle Corporation (*JRE listing*).
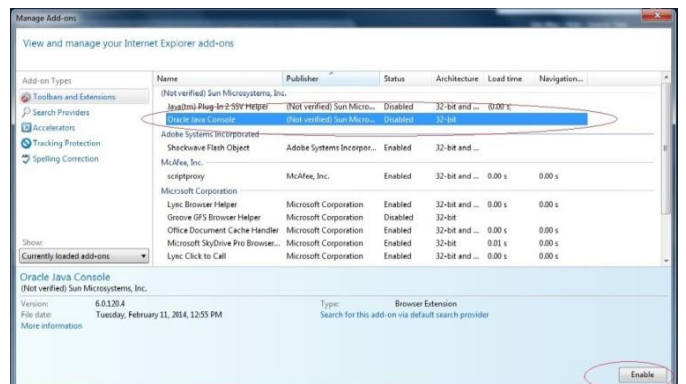
f)   If it is **not enabled**, select Oracle Java Console.

g)   Select the Enable under "*Settings*" or click the Enable Button displayed above the Close Button.

h)   Click the OK button.

4) Add the following URLs as **trusted sites**.
cpais.ocfo.usda.gov/prd_rp
cpaisnp.ocfo.usda.gov

a) On the Internet Explorer menu bar,

b) Click Tools.

c) Click Internet Options.

d) Click Security tab.

e) Select Trusted Sites.

f) Click Sites button.

g) Add URLs listed above.
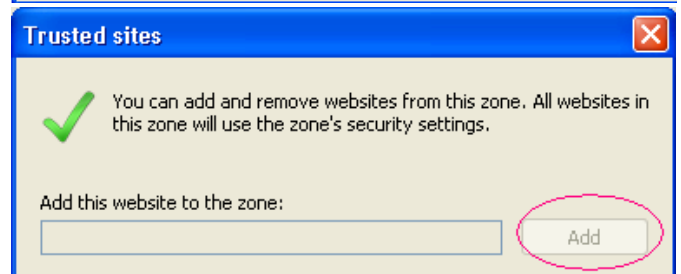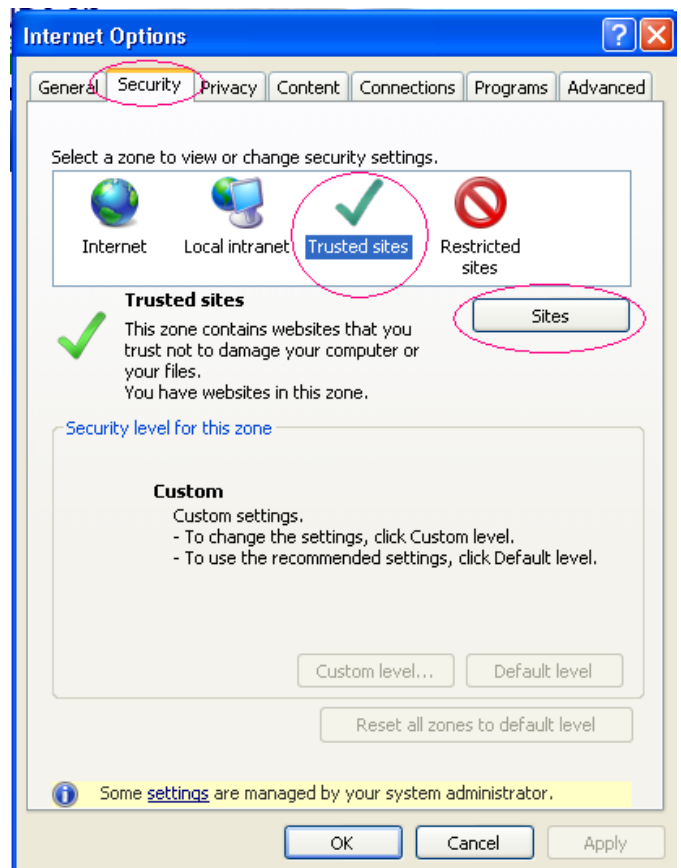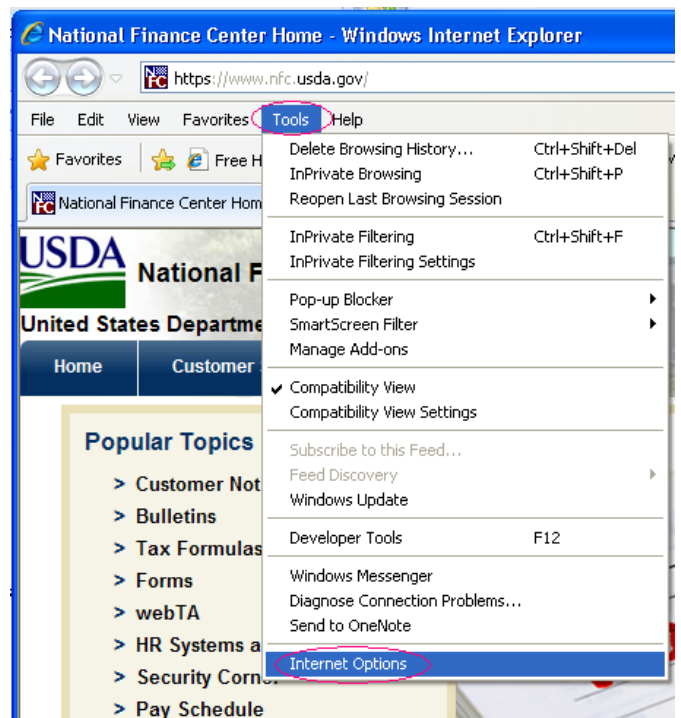
3. **Issue**

Application Blocked by Deployment Rule Set.

Cause

Self-signed deployment rule set jar cannot be verified when you don't have the certificate installed that was used to sign the jar file.
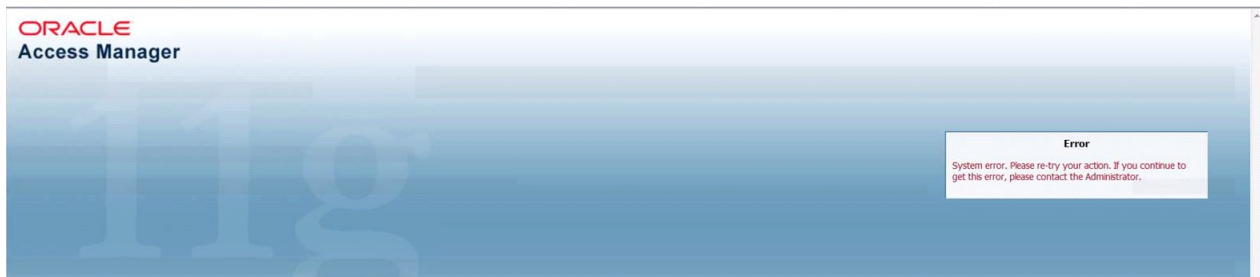
Solution

Contact IT support.

NOTED Solution implemented by IT Administrators:

1) Locate file named DeploymentRuleSet.jar located in c:\WINDOWS\Sun\Java\Deployment\ directory
2) Rename DeploymentRuleSet.jar (i.e., DeploymentRuleSet.old)
3) Close and reopen browser and access the application

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4. **Issue**

Oracle Access Manager System Error

Cause

User's session is hung, not completely logged out off Oracle Access Manager (Oracle Single Sign On).
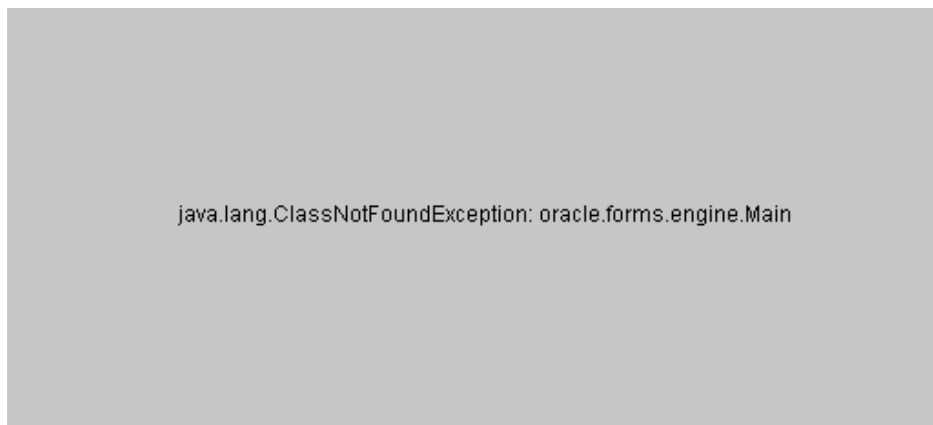
Solution

Close the browser, open a new browser, and launch the application.

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5. **Issue**

JAVA Lang Class Not Found Exception or JAVA Lang Null Pointer Exception

java.lang.ClassNotFoundException: oracle.forms.engine.Main

An Error Occurred:

java.lang.NullPointerException

+ Stack Trace

+ Component Tree
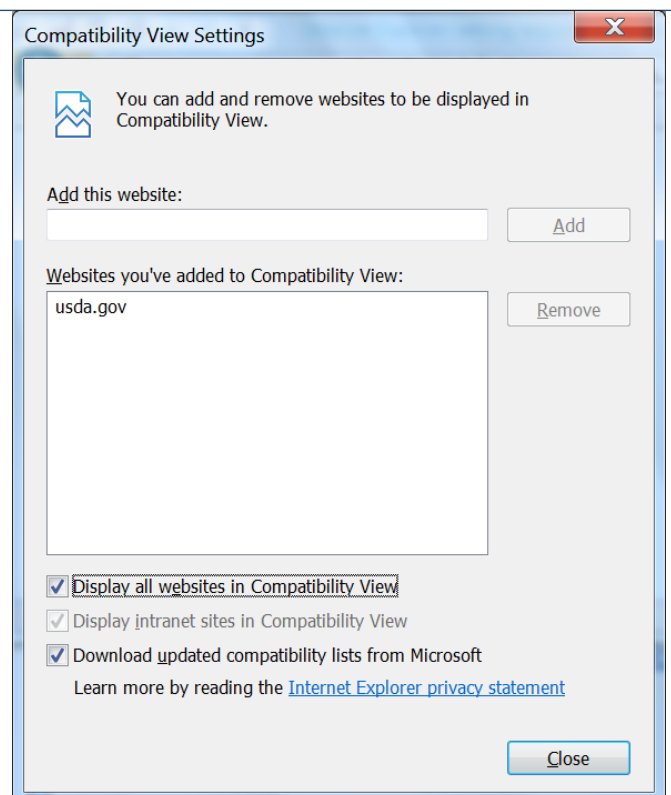
+ Scoped Variables

Cause

Compatibility View Settings are not correct.

Solution

Adjust the Compatibility View Settings.

Make the following compatibility setting changes in Internet explorer:

a) Click on the Tools button

b) Select Compatibility View Settings

c) Under Add this website, add usda.gov and click the Add button

d) Select Display all websites in Compatibility View

e) Click the Close button

f) Logon to CPAIS

Compatibility View Settings

You can add and remove websites to be displayed in Compatibility View.

Add this website:

[   ] [Add]

Websites you've added to Compatibility View:

usda.gov   [Remove]

☑ Display all websites in Compatibility View
☑ Display intranet sites in Compatibility View
☑ Download updated compatibility lists from Microsoft

Learn more by reading the Internet Explorer privacy statement

[Close]