CPAIS Access Issues and Solutions

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

No.	Issue
1.	Internet Explorer displays a blank window, after selecting a CPAIS option from the Main Menu.
2.	CPAIS application not functioning when using Window 7 64 bit computers.
3.	Application Blocked By Deployment Rule Set
4.	Oracle Access Manager System Error
5.	JAVA Lang Class Not Found Exception or JAVA Lang Null Pointer Exception

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*).

Manage Add-ons	-	-				-	X
View and manage your Int	ernet Explorer add-ons						
Add-on Types	Name	Publisher	Ŝtatus	Architecture	Load time	Navigation	4
A Toolbars and Extensions	(Not verified) Sun Microsystems, In	6.					
() South Denvider	Java(tm) Plug In 2 SSV Helper	(Not verified) Sun Micro	Disabled	32-bit and	(0.00 5		
Pateren Providers	Oracle Java Console	(Not verified) Sun Micro	Disabled	32-bit			
Accelerators Tracking Protection Spelling Correction	Adobe Systems Incorporated Shirokwave Flash Object McAlee, Inc.	Adobe Systems Incorpor	Enabled	32-bit and			
	scriptproxy Microsoft Corporation	McAfee, Inc.	Enabled	32-bit and	0.00 s	0.00 s	
	Lync Browser Helper	Microsoft Corporation	Enabled	32-bit and	0.00 s	0.00 s	
	Groove GFS Browser Helper	Microsoft Corporation	Disabled	32-bit			
	Office Document Cache Handler	Microsoft Corporation	Enabled	32-bit and	0.00 s	0.00 s	
Show:	Microsoft SkyDrive Pro Browser	Microsoft Corporation	Enabled	32-bit	0.01 s	0.00 s	
Currently loaded add-ons	 Lync Click to Call 	Microsoft Corporation	Enabled	32-bit and	0.00 s	0.00 s	
Oracle Java Console (Not verified) Sun Microsystems, I	nc.						
Version: 6.0.120.4 File date: Tuesday, Fe More information	bruary 11, 2014, 12:55 PM	Type: Search for this ac	Browser id-on via defa	Extension sult search provid	e	C	Enable

- 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.

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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).

Add-on Types	Name	Publisher	Status	Architecture	Load time	Navigation	
Toolbars and Extensions	(Not verified) Sun Microsystems, Inc	c.					
C Search Demoider	Java(tm) Plug-In 2 SSV Helper	(Not verified) Sun Micro	Disabled	32-bit and	(0.00 3)		
Contraction (1997)	Oracle Java Console	(Not verified) Sun Micro	Disabled	32-bit		\geq	
Accelerators	Adobe Systems Incorporated						
S Tracking Protection	Shockwave Flash Object	Adobe Systems Incorpor	Enabled	32-bit and			
Spelling Correction	McAlee, Inc.						
	scriptproxy	McAfee, Inc.	Enabled	32-bit and	0.00 s	0.00 s	
	Microsoft Corporation						
	Lync Browser Helper	Microsoft Corporation	Enabled	32-bit and	0.00 s	0.00 s	
	Groove GFS Browser Helper	Microsoft Corporation	Disabled	32-bit			
	Office Document Cache Handler	Microsoft Corporation	Enabled	32-bit and	0.00 s	0.00 s	
Show:	Microsoft SkyDrive Pro Browser	Microsoft Corporation	Enabled	32-bit	0.01 s	0.00 s	
Currently loaded add-ons 🔹	Lync Click to Call	Microsoft Corporation	Enabled	32-bit and	0.00 s	0.00 s	
Dracle Java Console							
(Not verified) Sun Microsystems, Inc.							
Version: 6.0.120.4		Type:	Browser	Extension			
File date: Tuesday, Febru	bruary 11, 2014, 12:55 PM Search for this add-on via default search provider						

- 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.

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.

4)

- c) Click Internet Options.
- d) Click Security tab.
- e) Select Trusted Sites.
- f) Click Sites button.
- g) Add URLs listed above.



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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) <u>Rename DeploymentRuleSet.jar</u> (i.e., <u>DeploymentRuleSet</u>.old)
- 3) Close and reopen browser and access the application

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4. Issue

Oracle Access Manager System Error

ORACLE Access Manager	
	Error System error. Please re-try your action. If you continue to get this error, please contact the Administrator.

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	X					
You can add and remove websites to be displayed in Compatibility View.						
A <u>d</u> d this website:						
	Add					
Websites you've added to Compatibility View:						
usda.gov	<u>R</u> emove					
 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 state 	atement <u>C</u> lose					

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