



Understanding How Activate Java Plug-ins in Mozilla Firefox

It is important that users learn how the Mozilla Firefox Web browser prompts you for information when browsing to a page that contains a Java plug-in. Please note that ev360 utilizes a Java audio control for SAP evaluations (Attempt and Practice), as well as ev360 Infinity. Additionally, Blackboard Collaborate utilizes a Java Plug-in for its live classes. IT IS IMPORTANT TO UNDERSTAND WHERE TO LOOK WHEN FIREFOX IS BLOCKING ANY JAVA PLUG-IN AND HOW YOU SHOULD RESPOND TO THE INDICATOR (RED ICON) TO ALLOW THE PLUG-IN TO LOAD.

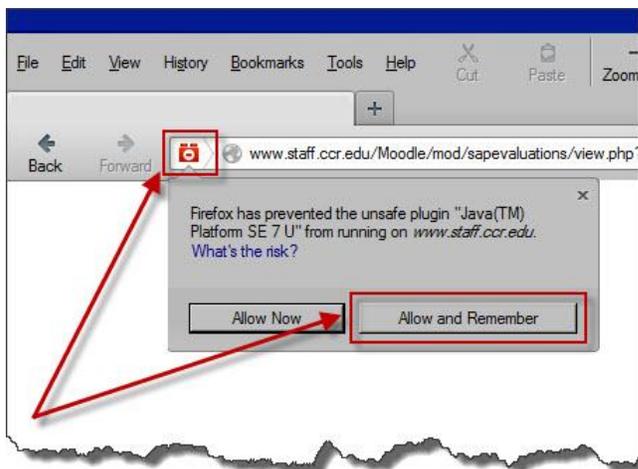
The link below is a live link from Mozilla Firefox, which will provide you with the most update to date information regarding the Firefox Web Browser and Java. <https://support.mozilla.org/en-US/kb/use-java-plug-in-to-view-interactive-content>

To always activate the Java Audio Control for our sites you can make Java work normally when the type of “Activate Java.....” message appears instead of the Java control. This image appears because Firefox is blocking the audio plug-in from appearing in your browser. IT DOES NOT MEAN THAT YOUR COMPUTER IS NOT WORKING OR THE CONTROL IS BROKEN. IT MEANS THAT YOU NEED TO MAKE A DECISION TO MANUALLY ACCEPT THE PLUG-IN.



YOU MUST RESPOND TO THE RED PLUG-IN ICON IN THE ADDRESS BAR AS SHOWN IN THE IMAGE BELOW.

1. Click the red plug-in icon in the address bar and a message window will open.
2. Choose Allow and Remember for this site.
3. After you choose Allow and Remember, the red plug-in icon will turn grey. You may need to refresh your browser by pressing the F5 function key on your computer keyboard. **Please remember the location of this icon as you may have to click it again in the future.**



The following are minimum technical specifications, requirements, and best practices to make sure a computer is ready for ev360. The following may be helpful prior to reviewing the rest of this information:

- Please make sure that when you download any file from the Internet that you understand where the file is downloading. Most browsers will default to the Downloads folder that is located in the Documents folder (My Documents) located in the computer's user name. An example path to the Downloads folder might be: C:\Users\username\Downloads
- Please also understand that downloading and installing are two separate procedures and BOTH are required when installing the recommended programs in this document.
 - a. Downloading is a process of copying a file from some computer out on the Internet to a location on your computer. If you download a program like Java, Firefox, or an .mp3 music file, you are copying that file from one computer on the Internet to some location on your computer.
 - b. Installing/Running a file on your computer means that you are opening the file. If the file is an .mp3 audio file, it will most likely open in a program that plays music. If the file is an .exe file, it will open and begin installing what it is supposed to on your computer. So, you must download AND install the recommended software outlined in this document.

Java Uninstall/Download/Install

1. Remove all versions of Java currently installed. If you feel that your Java is up to date with the most recent version, make sure you check that there are not ANY older versions also installed. Computers can have multiple versions of Java installed at the same time and this may create issues for some Java controls. Open your windows Control Panel and go to Add/Remove Programs or Programs and Features to see if there are any older versions of Java Installed. It is recommended that you uninstall all of them and then proceed to the next step below to install the most current version. http://www.java.com/en/download/faq/remove_oldversions.xml
2. Install the most current version of Java. Make sure the 32 bit version is installed regardless of your Windows operating system. <http://java.com/en/download/manual.jsp>

Browser Uninstall/Download/Install:

1. Uninstall the current version of Firefox if the browser is currently installed. Make sure during the uninstall process that **ALL OF YOUR CURRENT SETTINGS ARE** removed when you are prompted with this question.
2. Install the current version of Firefox. www.firefox.com After the installation is complete and during the "first run" of Firefox, you may be asked to import settings from other browsers that are installed, **DO NOT IMPORT** any settings from other installed browsers.

Plug-ins Uninstall/Download/Install

1. **Critical for ev360 Skill Development Audio:** Install the most current version of the Windows Media Player. <http://windows.microsoft.com/en-us/windows/windows-media-player>

2. **Critical for ev360 Skill Development Audio:** Install the Windows Media Firefox Plug-in.
www.ccr.edu/downloads/software/wmafirefoxplugin.exe
 - **An additional manual step needs to be completed with the newest version of Firefox. You are required to move the Plug-ins folder into the Browser folder.** Look for these folders by going to the following path on your computer:
 - Open C:\Program Files (x86)\Mozilla Firefox
 - Click/Drag/Move the Plug-ins folder into the Browser folder and release. This will move the Plug-ins folder into the Browser folder and allow Firefox to find the Windows Media Firefox Plug-in.
3. Uninstall the RealPlayer software program from your computer completely. The RealPlayer is not necessary for ev360. In some instances, the RealPlayer will block other media from playing in browsers that require the Windows Media Player.
4. Uninstall the following toolbars:
 - Ask
 - Google
 - Yahoo
 - Bing
 - Any others

Additional Security Software Issues:

The following security software programs and anti-virus programs have been known to completely block ev360 audio and are not recommended. If your audio is still not working and you have either of these programs installed, completely uninstall them, reboot your computer, and then check to see if your audio is working. If it is, you may try to re-install either of these programs. Following the re-install double check ev360 to make sure it is still working.

- Kaspersky Internet Security
- AVG Security and Anti-virus

Additional Operating System Information:

- The required operating system for ev360 is a Windows 7 or higher. If the Windows XP operating system is being used, on occasion the ev360 skill development audio will only work using Internet Explorer. If this is your operating system, make sure you have the most current Windows Media Player for Windows XP installed.
- Running Windows on an Apple MAC is not recommended and is not supported.

Additional ev360 Java/Audio Control Information:

- The ev360 Java Audio Control is used in the following ev360 software programs:
 - ev360 SAP Practice Evaluations (ev360 Professional and Academic versions)
 - ev360 SAP Attempt Evaluations (ev360 Professional and Academic versions)
 - ev360 Feedback for Faculty and Students (ev360 Professional version)
 - ev360 Communicate for Students and Faculty (ev360 Academic version)
 - ev360 Time Management Feedback for (ev360 Academic version)
 - ev360 Infinity

Additional ev360 Skill Development Audio Information:

ev360 Skill Development uses an embedded audio control that is NOT based on the Java technology. This is why when your SAP audio IS NOT working, the SE audio IS working. The embedded audio control is for Windows Media Audio files (WMA). Different browsers may or may not support embedded WMA files that are streamed via a Web browser. Specific browser support is identified in the “Additional Browsers Information” below.

Additional Browsers Information:

We strongly recommend that Mozilla Firefox be the browser that is used for ev360. We understand that there are some users who do not like Firefox or simply choose to use a different browser. We choose Mozilla Firefox because it is the browser that is most compatible with ev360.

- Google Chrome: Google Chrome may be used for all of the ev360 software that delivers audio via the Java audio control. Google Chrome does support the embedded WMA audio files in ev360 Skill Development via a third-party audio plug-in. At present, there are quality control issues with this plug-in as each audio file takes up to 30 seconds to begin playing. This is NOT recommended for ev360 Skill Development. Plug-in support for Google Chrome can be found at <https://support.google.com/chrome/answer/142064?hl=en>
- Apple Safari: Safari may be used for all of the ev360 software that delivers audio via the Java audio control. Apple Safari **does not** support the embedded WMA audio files in ev360 Skill Development.
- Internet Explorer: Internet Explorer may be used for all of the ev360 software. Over the years we have had many users experience an overwhelming variety of issues with Internet Explorer, so we just gave up and do not recommend using it. Since Internet Explorer is so tightly integrated into the computer’s operating system, no one user has similar settings in Internet Explorer to allow our support staff to efficiently troubleshoot browser issues when trying to use ev360. We will do our best so support Internet Explorer as the user’s preferred browser; however we do not recommend it. If you choose to use Internet Explorer and everything works as expected, then it is your choice to continue using it. If you choose to use it and you begin experiencing issues, during our support call we will install and configure Mozilla Firefox.
 - ev360 Time Management (ev360 Academic version) has calendar popups to assist in populating date fields. The most recent version of Internet Explorer is not compatible with this feature of ev360 Time management.