Common problems and solutions

Common problems with Java™ settings

Elluminate is one of many web-based applications that use software called Java™. Certain Java™ settings may affect the way that Elluminate works and, in some cases, can prevent you from accessing an Elluminate session. From time to time, you may find that some tools within Elluminate begin to work slowly or don’t work at all. You may also receive messages like the one shown here.

These symptoms indicate that your Java™ cache (a file that stores information like your short term memory) may be getting too full.

Ensuring that you have the correct Java™ settings in place

Open the Java Control Panel (PC) or Java Preferences window

To do this with a PC running a Windows operating system:
Open your Control Panel. You can usually select it from your Windows Start menu. The Control Panel window will open. Double click on the Java option to open the Java Control Panel.

To do this with a Mac running OS X:
In the Utilities folder, click on Java, then Java Preferences. The Java Preferences window will open.
Ensure that you are running only one version of Java™. Running two versions at once can cause difficulties for Elluminate and other applications.

**To do this with a PC running a Windows operating system:**
In the **Java Control Panel**, select the **Java** tab. Under the **Java Application Runtime Settings**, click on the **View** button. You will now see the **JNLP Runtime Settings** window. All versions of Java on your computer will be listed. If only one is listed, click on the **OK** button. If more than one version is listed (as seen below), you will need to ensure that only one of them is enabled. You can do this by ensuring that the most recent version is checked, with all other versions unchecked. Click on the **OK** button to confirm the changes.

**To do this with a Mac running OS X:**
In the **Java Preferences** window, ensure that you are looking at the **General** tab. This should contain a list of **Java versions**, both for **Java Applet Versions** and for **Java Application Versions**. You will need to make sure that the Java version for **Java Application Versions** is the most recent available on your machine (the one the computer uses will appear at the top of the list). If the latest version is NOT on the top of the list, drag it to the top. For example, if you see 1.6.0_04 below 1.6.0_03, the latest version (1.6.0_04) needs to be dragged to the top.

If you are accessing Elluminate from within a network at work or at UTAS, you will need to ensure that you have the correct Network settings in place.

**To do this with a PC running a Windows operating system:**
In the **Java Control Panel**, select the **General** tab. Click on the button that says **Network Settings**. The **Network Settings** window will open. In the majority of cases, it is best to have the **Use browser settings** option checked, particularly if you are on a computer within the UTAS network. If you are on a different network (for example, at work), it may be worth checking with your local IT support people regarding which network setting is best. Click on the **OK** button to save your changes.
To do this with a Mac running OS X:
In the Java Preferences window, select the Network tab. Click on the Network Settings button. You will now be able to choose a connection option. Generally, the Use system settings option is the best one to select (as seen below). Once you have selected an option, click on the OK button to enact your changes.

You will now need to check that you have the correct Temporary Internet Files settings in place. Incorrect settings in this section can mean that Elluminate’s tools fail to function effectively and can even result in messages like this.

To do this with a PC running a Windows operating system:
In the Java Control Panel, select the General tab. Under Temporary Internet Files, click on the Settings button. The Temporary Files Settings window will open. Ensure that the Keep temporary files on my computer option is checked as shown below. Next, under Disk Space ensure that the amount of disk space available is at least 500 MB or, preferably, set to 1000MB (as seen here). Click on the OK button to save any changes.

To do this with a Mac running OS X:
In the Java Preferences window, click on the Network tab. You should see a window called Temporary Internet Files which looks very similar to that seen on PCs. Follow the instructions provided for PCs as shown on the previous page.

Once you have finished making the necessary changes to your computer’s Java™ settings, click on the OK button to save your changes.
Checking and clearing your Java cache

Your Java™ cache stores files that the Elluminate application uses to run effectively. Sometimes your Java™ cache can become full, meaning that Elluminate can no longer store files. When your cache becomes full, you may find that many of Elluminate’s features don’t work effectively (for example, the Multimedia Player). You may experience sound issues that you haven’t experienced previously or start to receive ExTRA Exception Trace Report pop-up messages. These problems can be avoided by regularly checking the status of your Java™ cache and clearing it if necessary.

From time to time, it can be useful to check the status your Java™ cache. If you are a regular Elluminate user (at least twice a week), we recommend that you do this at least once every two months. If you use Elluminate less frequently, checking the status of your Java™ cache at least once every six months should be sufficient.

Checking the status of your Java™ cache
It can be useful to check the status of your Java™ cache from time to time. Doing this will give you an indication of how much space you have remaining in your Java™ cache.

To do this with a PC running a Windows operating system:
Open your Java Control Panel. In the General tab, under Temporary Internet Files, click on the View button. Be patient – it can take some time for the Java Cache Viewer to open. It will look something like this: Towards the top left of the window, you will see your current Cache size. This represents the amount of space currently in use (usually measured in kilobytes, or KB). Your Java cache is probably set at a maximum size of 1000 MB, or 1000,000 KB. So, if your Java™ currently holds 15383 KB and your maximum capacity is 1000.000KB, you still have a significant amount of space remaining and probably don’t need to clear your Java™ cache. If, however, more than 70% of your cache’s maximum capacity is full, it may be worth clearing your Java cache. Once you have checked your chace size, click on the Close button.

To do this with a Mac running OS X:
In the Java Preferences window, open the Network tab then click on the View Cache Files button. You will now be able to see the current size of your Java™ cache. Follow the advice given above for PCs.
Clearing your Java™ cache

**WARNING:** Clearing your Java™ will delete any settings that you have entered into the Elluminate Preferences window, including Proxy Settings. It will also delete any information you have stored in your Elluminate Profile. If have used any of these settings, it may be worth noting down the details so you can easily reset them in Elluminate once you have cleared your Java™ cache.

Before clearing your cache, ensure that Elluminate Live! is closed.

To clear your Java™ cache on a PC running a Windows operating system:
Open the Java Control Panel and select the General tab. Under Temporary Internet Files, click on the Settings button. The Temporary Files Settings window will open.

Click on the Delete Files button. You may be prompted to choose whether to delete Applications and Applets as well as Trace and Log Files. If so, check both options (as shown below) then click on the OK button.

Once your cache has been cleared, you will be able to click the OK button in the Temporary Files Settings window, then select OK in the Java Control Panel to close it.

To clear your Java™ cache on a Mac running OS X:
Open the Java Preferences folder and select the Network tab. Follow the instructions for PCs as shown above.

None of these solutions worked. What do I do now?

You can find solutions to related problems on our webpage. Alternatively, contact Elluminate for support on:

1800 267 338 (free call within Australia)