

***The issue you are experiencing may be due to an improper configuration of your system's Java Runtime Environment plug-in and or Microsoft VM, or lack thereof. Please follow instructions below.***

**STEP 1: to check your installation of Java and or Microsoft VM**

1. Click on the **"START"** menu then select **"SETTINGS"** select **"CONTROL PANEL"**
  2. Click on **"Internet Options"** from the list.
  3. Once that window opens click on the **"ADVANCED"** tab
  4. Scroll down to the **"JAVA (SUN)"** option. If you see **"Java (Sun)"** then the Java Runtime Environment is installed on your machine.
  5. Now scroll down to locate **"Microsoft VM"** in the same list of options. If you see **"Microsoft VM"** then the Java Virtual Machine is installed.
- If you **do not have either** Microsoft VM or Java version 1.5 installed on your machine; please have your administrator or IT support install or update to the **Java version 1.5.0 (Home users:** you should have admin rights on your home machine and you should be able to install the Java Plug in from the internet.)
  - If you **only have Microsoft VM** installed on your machine please follow the instructions for **"Microsoft VM configuration"** below.
  - If you **only have Java** installed please follow the **"Java Runtime Environment 1.5 configuration"** below.
  - If you have **Microsoft VM and Java** installed please follow the **"Both Java Runtime Environment and Microsoft VM are Installed"** below.
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**Microsoft VM configuration**

- 1) Please close all instances of Internet Explorer.
- 2) Click on your **"Start"** menu
- 3) Then select **"Settings"** and then **"Control Panel"**.
- 4) If the Control Panel is displaying **"choose a category"** at the top please click on **"Switch to classic view"** from the left side of the window; if not then please proceed to the next step.
- 5) Select **"Internet Options"** from the list.
- 6) Click on **"Delete Cookies"** button displayed on the center of that window. Then click **"OK"**.
- 7) Now click on **"Delete Files"**. Select the option **"delete all offline content"** and then click **"OK"**.
- 8) Once that is completed click on the **"Settings"** button and select **"Every Visit to the page"** from the top and then click **"OK"**.
- 9) Scroll to the **"Microsoft VM"** option and place a check in the box next to **"JIT Compiler"** and **"Java Console Enabled"** and then click on **"Apply"** and **"OK"**.
- 10) Now please close the control panel windows.
- 11) You may now open the DAU website in a new Internet Explorer window and access [www.dau.mil](http://www.dau.mil) and click on **"Training Courses"** then select **"Online courses Log on"**
- 12) Log onto the site and access your courseware.

*If this does not resolve the issue you were experiencing you will need to have Java Runtime Environment 1.5.0 installed on your machine.*

**Java Runtime Environment 1.5 Configuration**

- 1) Please close all instances of Internet Explorer.
- 2) Click on your **"Start"** menu
- 3) Then select **"Settings"** and then **"Control Panel"**.
- 4) If the Control Panel is displaying **"choose a category"** at the top please click on **"Switch to classic view"** from the left side of the window; if not then please proceed to the next step.
- 5) Select **"Internet Options"** from the list.

- 6) Click on "**Delete Cookies**" button displayed on the center of that window. Then click "**OK**".
- 7) Now click on "**Delete Files**". Select the option "**delete all offline content**" and then click "**OK**".
- 8) Once that is completed click on the "**Settings**" button and select "**Every Visit to the page**" from the top and then click "**OK**".
- 9) Click on the "**Advanced**" tab from the top and scroll down to the "**Java (Sun)**" option; place a check in the box underneath "Java (Sun)" for "**Use JRE 1.5 for Applet**". Click on "**Apply**" and then "**OK**".
- 10) Now from the Control Panel window locate the "**Java**" icon and open.
- 11) Open the "**Java**" tab from the top.
- 12) Click on the "**View**" button at the bottom of this window for Application Runtime Settings.
- 13) Make sure that all products in this window are showing enable and click on "**OK**" and then "**Apply**".
- 14) Then open the "**General**" tab
- 15) Click on the "**Delete Files**" button (make sure all three options are selected and then click "**OK**".
- 16) Open the "**Advanced**" tab and then expand the "**Applet Tag Support**" option.
- 17) If not already selected please check the option "**Internet Explorer**" and then click on "**Apply**" and then "**OK**".
- 18) Now please close the control panel windows
- 19) You may now open the DAU website in a new Internet Explorer window and access [www.dau.mil](http://www.dau.mil) and click on "Training Courses" then select "Online courses Log on"
- 20) Log onto the site and access your courseware.

### **Both Java Runtime Environment and Microsoft VM are Installed**

- 1) Close all instances of Internet Explorer.
- 2) Click on "**Start**" then "**Settings**" and then "**Control Panel**".
- 3) If your Control Panel is asking you to choose a category then click on **Switch to classic view** from the left; if not then just proceed to 4.
- 4) Locate "**Internet Options**" and double click on it.
- 5) Click on "**Delete Cookies**" and then **OK**.
- 6) Click on "**Delete Files**" and then **OK**.
- 7) Click on "**Settings**" and choose "**Every Visit to the page**" from the top and then click **OK**.
- 8) Click on the "**Advanced**" tab from the top and scroll down to **Java (Sun)**; check the box found underneath and click on "**Apply**". If already checked proceed to the next step.
- 9) Scroll to **Microsoft VM** and place a check in the boxes for "**Java Console Enabled**" and "**JIT Compiler**" click on "**Apply**" and **OK**.
- 10) Now please close the control panel windows
- 11) You may now open the DAU website in a new Internet Explorer window and access [www.dau.mil](http://www.dau.mil) and click on "Training Courses" then select "Online courses Log on"
- 12) Log onto the site and access your courseware.