Troubleshooting the EIS Bridge Installation

Introduction

These guidelines are meant to help troubleshoot problems you may encounter when installing the EIS Bridge on your desktop. The installation is dependent on the following three items:

1. You have administrative rights to your desktop. These rights will allow you to install the EIS Bridge, download and install new versions of Java as necessary, and to change settings on your system.

2. You have the most recent version of Java installed on your desktop.

3. The settings on your desktop allow shortcut icons to be placed and remain on your desktop.

What follows are step by step instructions for how to troubleshoot the two most common issues that arise when installing the EIS Bridge; not having an up-to-date version of Java and the EIS Bridge icon does not appear on your desktop after the installation..

Issue 1: Installing an Up-to-Date Version of Java

The first issue you may encounter when trying to install the EIS Bridge results from not having the most current version of Java installed on your system. If this is the case, you will receive an error message from the EIS Bridge. Fortunately, you can download a free version by following these steps.

1. Go to this web site: https://cds.sun.com/is-bin/INTERSHOP.enfinity/WFS/CDS-CDS_Developer-Site/en_US/-/USD/ViewProductDetail-Start?ProductRef=jre-6u15-oth-JPR@CDS-CDS_Developer

2. Select Windows as the Platform.

3. Multi Language is the only option for Language.

4. Check the box that you agree to the license agreement.

5. Select the continue button.

6. When the next window appears, select the box next to the Windows Off-line Installation under the first section entitled Available Files.

7. Once you've done that, click on the link just below it entitled jre-6u15-windows-i586.exe.

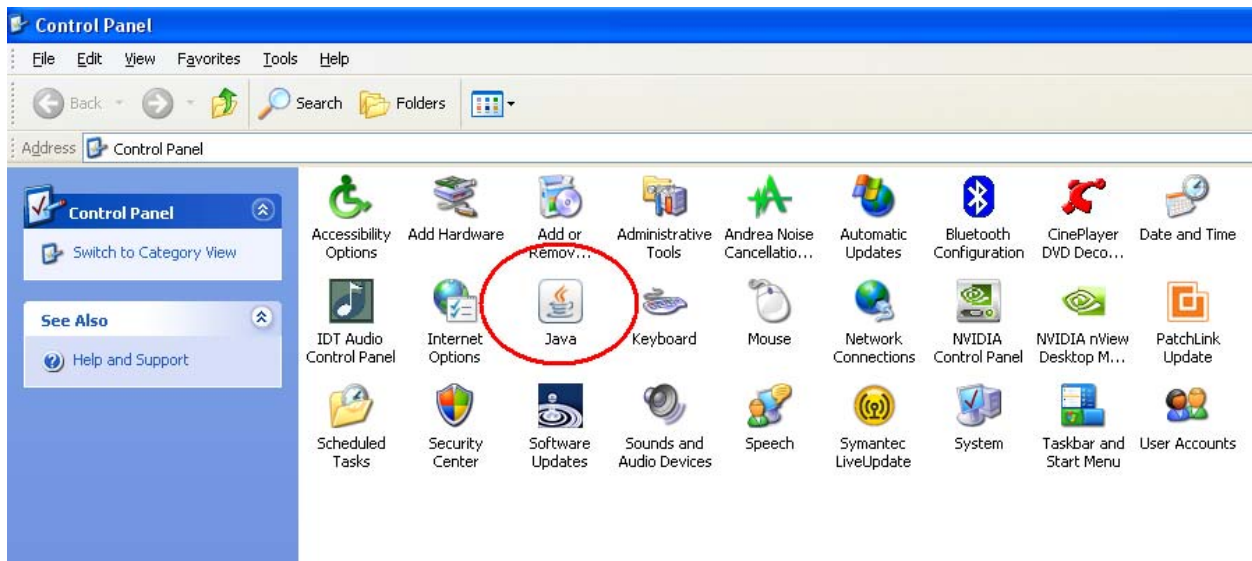8. A windows box will appear asking if you want to run the file. Select the Run button.

9. An Internet Explorer File Warning box will appear asking if you want to run the file. Select the Run button.

10. When the Java window appears, select the Install button.

11. Select the Close button when the file down load is complete.

Once the up-to-date version of Java has been downloaded and installed, you should be able to install the EIS Bridge.
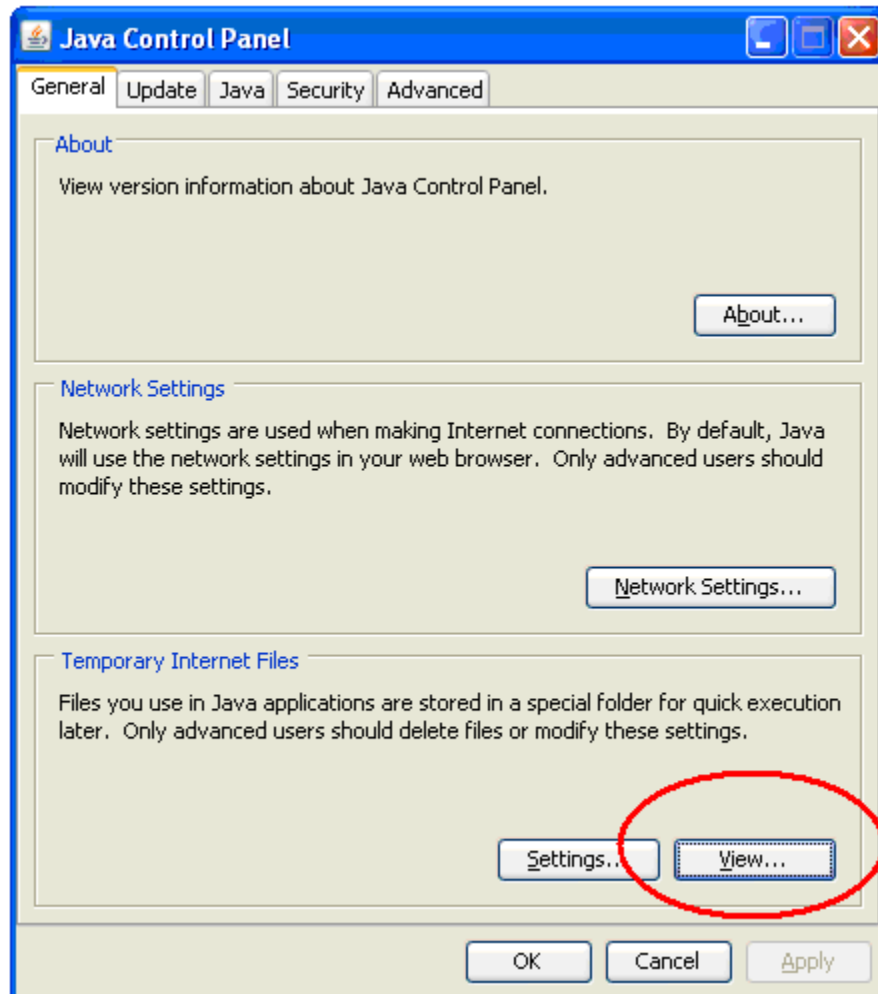
Issue 2: The EIS Bridge Icon Does Not Appear on My Desktop

The second issue you may encounter when installing the EIS Bridge is that the icon does not appear on your desktop. While the software has been installed, the icon does not appear due to your system settings. The following are instructions for changing your system settings so the EIS Bridge ion can appear on your desktop.
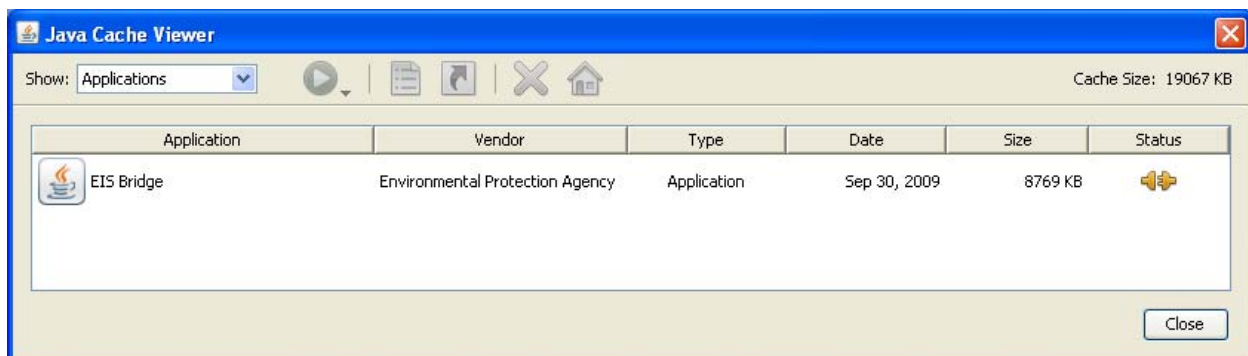
1. Open the Windows Control Panel. When the Control Panel is open, select the Java icon.
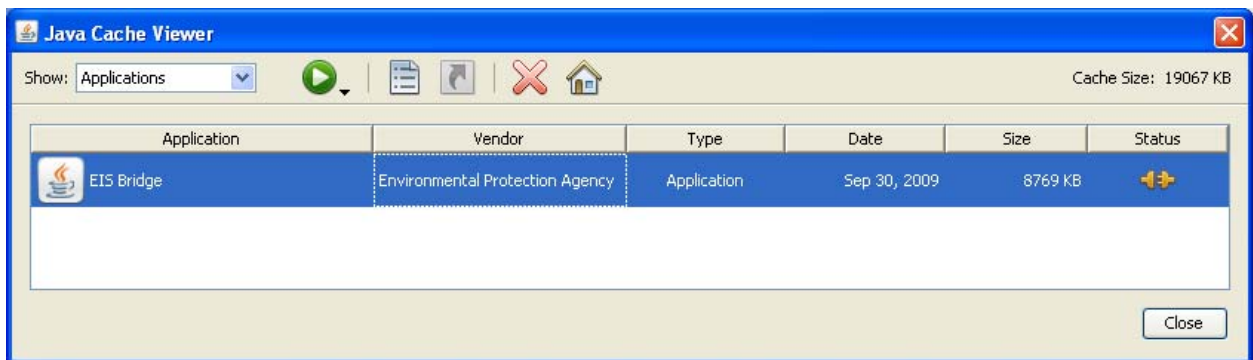
2. The Java Control Panel will open as a separate console. From the **General** tab, select **View**, which is located in the Temporary Internet Files section.
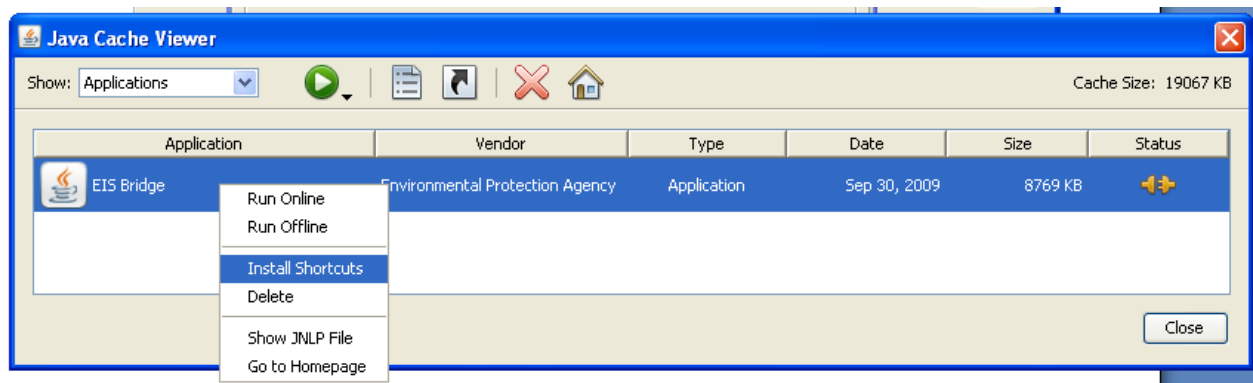

3. The Java Cache Viewer window will appear containing a list of Java-based applications on your system.

4. Click on the row that contains the EIS Bridge. If there are multiple listings for the EIS Bridge, highlight the one with the most recent date.

5. Right click on the highlighted row and select **Install Shortcuts**.

Select OK to close the Java Cache Viewer.
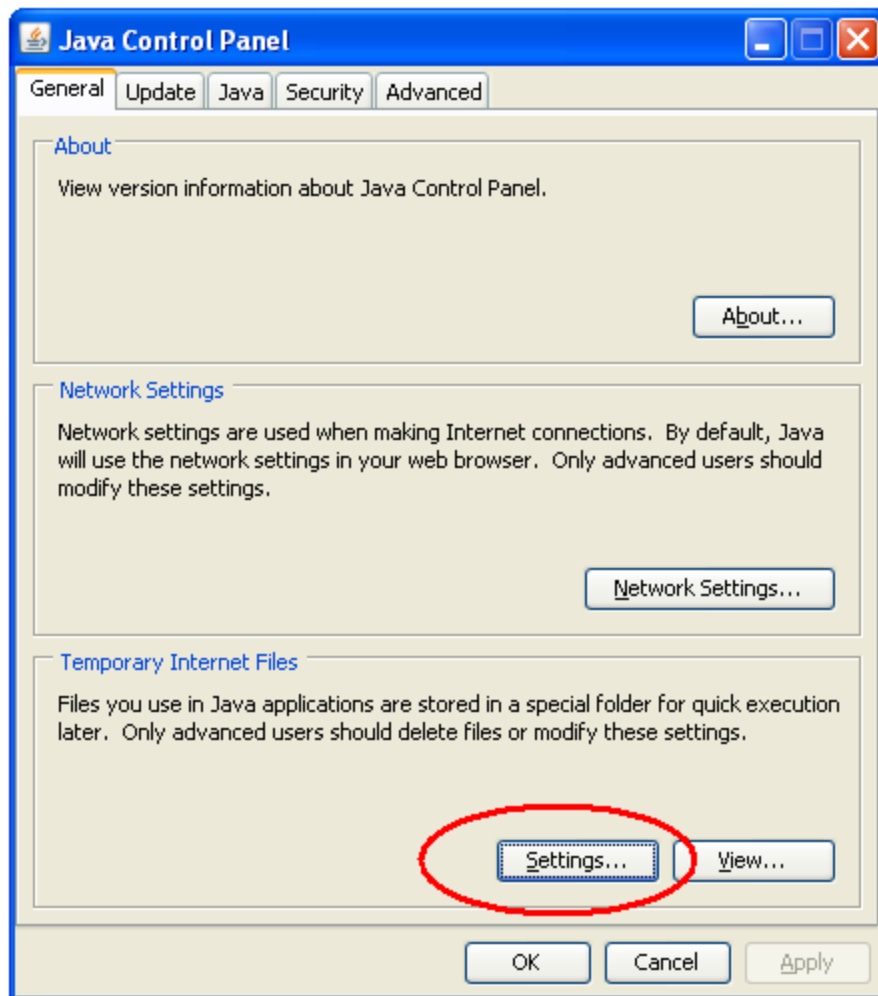Select OK to close the Java Control Panel.

Once you have followed these steps, the EIS Bridge icon should appear on your desktop.
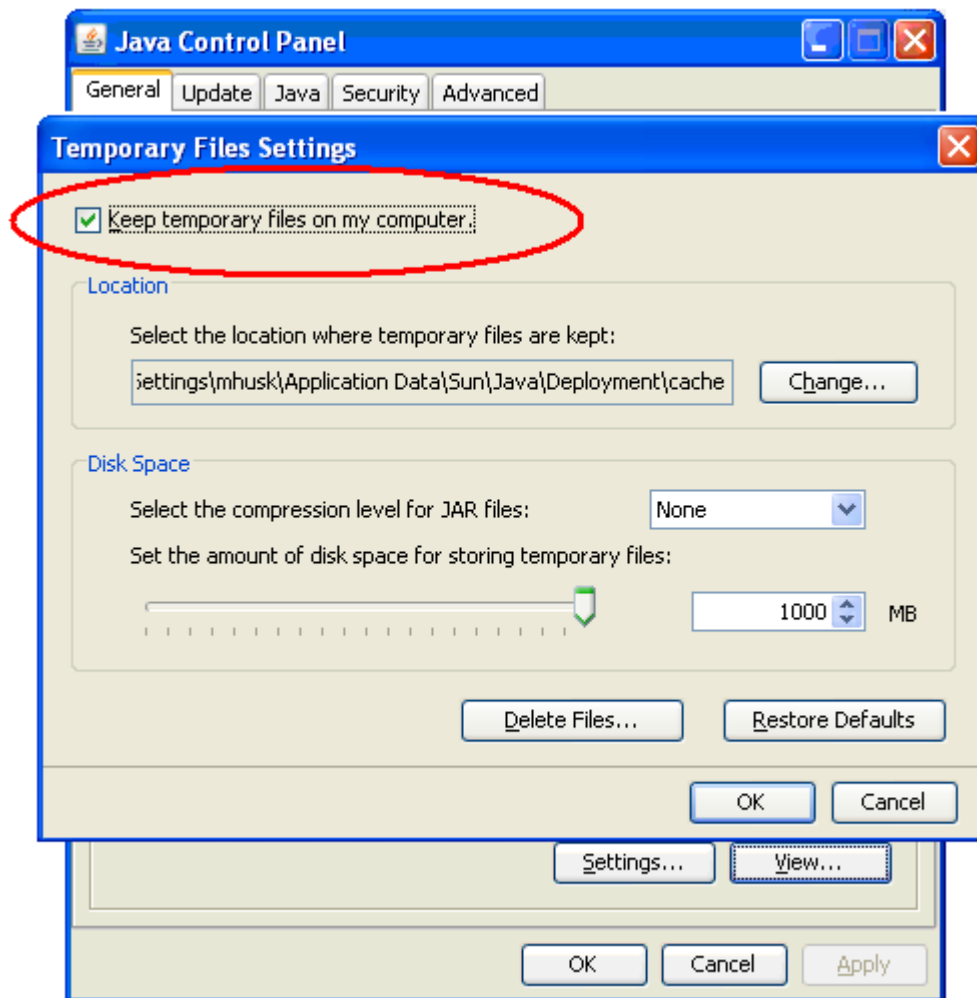
The EIS Bridge Icon STILL Does Not Appear on My Desktop!

If the EIS Bridge icon still does not appear on your desktop, there is one more setting that needs to be changed. This setting is accessed from the Java Control Panel.

1. Just like you did for the previous steps, open the Windows Control Panel and select the Java icon. The Java Control Panel will appear.

2. From the **General** tab, select **Settings**, which is located in the Temporary Internet Files section.

3. The Temporary File Settings window will appear. At the top is a box labeled "Keep temporary files on my computer." Make sure that box is checked.

Select OK to close the Temporary Files Setting window.
Select OK to close the Java Control Panel.

Once you have followed these steps, the EIS Bridge icon should appear on your desktop.