



ellucian™

Banner by Ellucian, Java, and Supported Browser Updates

Jackson State University

Banner Support Services

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V7.0

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Java Versions and Internet Native Banner

Ellucian Support of Java as of August 2016

Java 8 is currently the supported and the recommended version for those using Banner. Oracle continues to support Java 7 and provides patches when needed.

Java 8 is currently supported for any of the Banner products.

How to Manually Uninstall Java for Windows 7 and 8.1

You can uninstall older versions of Java manually in the same way as you would uninstall any other software from your Windows computer.

Note: Older versions of Java may appear in the program list as **J2SE, Java 2, Java SE or Java Runtime Environment**.

You may need administrator privileges to remove programs. Contact Desktop Support if you need assistance.

Windows 8 - Uninstall Programs

1. Right-click on the screen at bottom-left corner and choose the **Control Panel** from the pop-up menu.
2. When the Control Panel appears, choose **Uninstall a Program** from the Programs category.
3. Select the program to uninstall and then click its **Uninstall** button.
4. Click **Yes** to confirm the program uninstall.

Windows 7 and Vista - Uninstall Programs

1. Click **Start**
2. Select **Control Panel**
3. Select **Programs**
4. Click **Programs and Features**
5. Select the program you want to uninstall by clicking on it, and then click the **Uninstall** button.

Windows XP - Uninstall Programs

1. Click **Start**
2. Select **Control Panel**
3. Click the **Add/Remove Programs** control panel icon
4. The Add/Remove control panel displays a list of software on your system, including any Java software products that are on your computer. Select any that you want to uninstall by clicking on it, and then click the **Remove** button.

Downloading Java for Windows 7 and 8.1

It is recommended that before you proceed with online installation, you may want to disable your Internet firewall. In some cases the default firewall settings are set to reject all automatic or online installations such as the Java online installation. If the firewall is not configured appropriately, it may stall the download/install operation of Java under certain conditions. Refer

to your specific Internet firewall manual for instructions on how to disable your Internet Firewall Contact Desktop Support.

Go to the page: <http://www.java.com/en/download/win8.jsp>

1. Click on **Windows Online**
2. The File Download dialog box appears prompting you to run or save the download file
 - To run the installer, click **Run**.
 - To save the file for later installation, click **Save**.
Choose the folder location and save the file to your local system.
Tip: Save the file to a known location on your computer, for example, to your desktop.
 - Double-click on the saved file to start the installation process.

The installation process will start.

3. Click the **Install** button to accept the license terms and to continue with the installation.

Oracle has partnered with companies that offer various products. The installer may present you with an option to install these programs when you install Java.



4. After ensuring the desired programs are selected, click the **Next** button to continue the installation.
5. A few brief dialogs confirm the last steps of the installation process; click **Close** on the last dialog. This will complete the Java installation process.



Verify Java and Find Out-of-Date Versions

Check to ensure that you have the recommended version of Java installed on your Windows computer and identify any versions that are out of date and should be uninstalled.

Agree and Continue

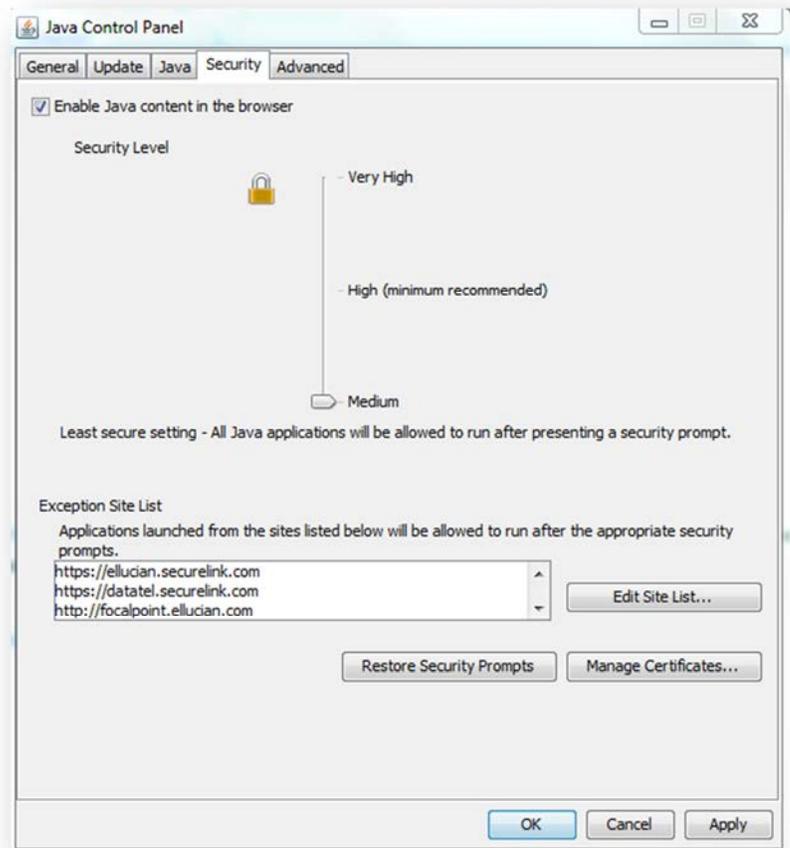
By clicking **Agree and Continue**, you acknowledge that you have read and accepted the [license terms](#) for the verify and find old versions feature.

Note: After clicking the button, the Java detection app will ask for permission to run. Click **Run** to allow the application to continue.

If you recently completed your Java software installation, **restart your browser** (close all browser windows and re-open) to enable the newly installed Java version in the browser. Javascript must also be enabled.

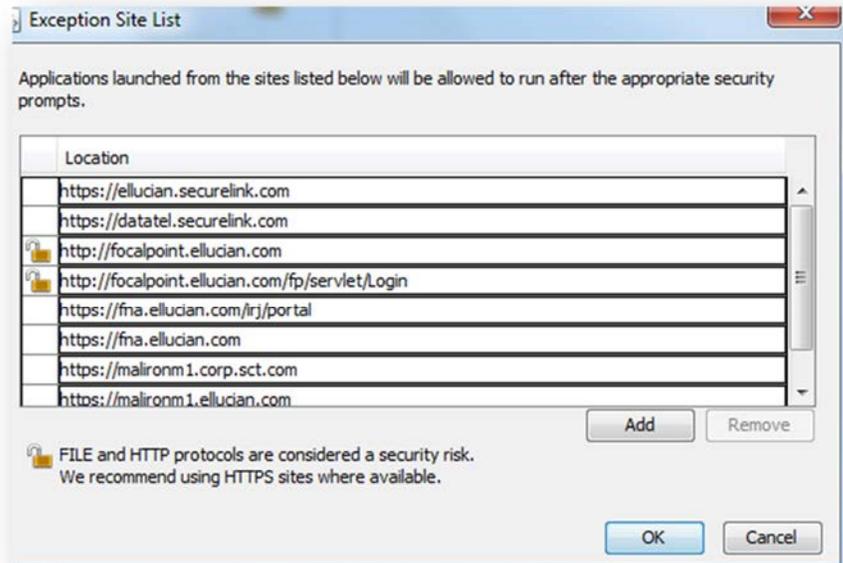
After updating your Java version, if you are unable to get into Banner, you can perform the following:

1. Go to the **Control Panel**
2. Double click on the **Java icon**
3. Click on the **Security Tab**
4. Drag the scroll bar to the "Low" setting.
5. Click **Apply**
6. Click **OK**
7. Restart your browser and try to log into Banner.



You can also verify the Java content is enabled in the browser by adding to the exception site list.

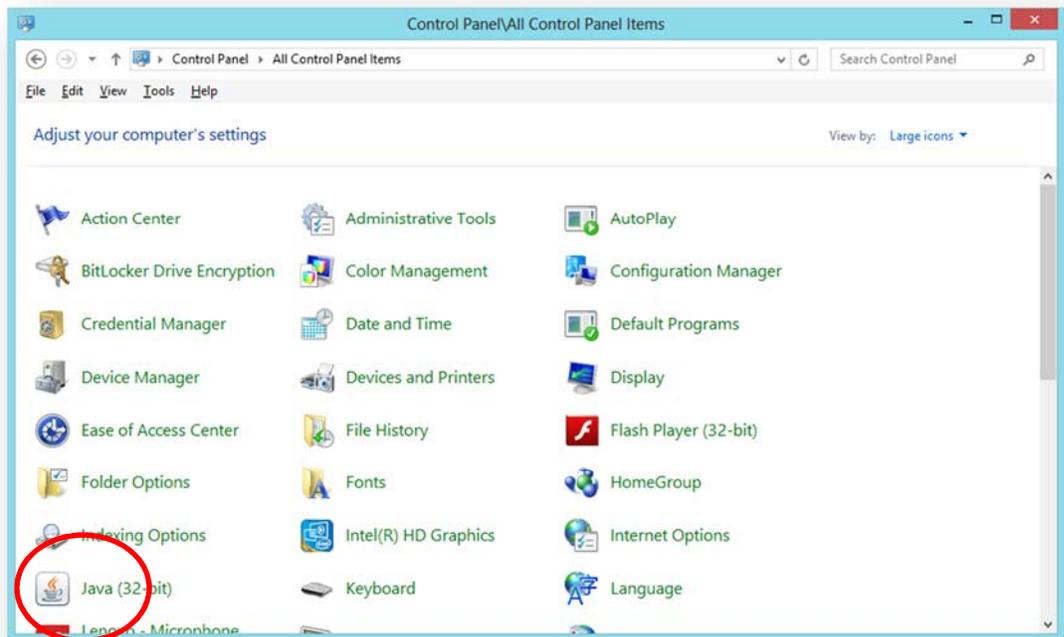
1. Click on the **Security Tab** in Java
2. Click on **Edit** site list
3. Add the Banner URLs in the entries table (below).



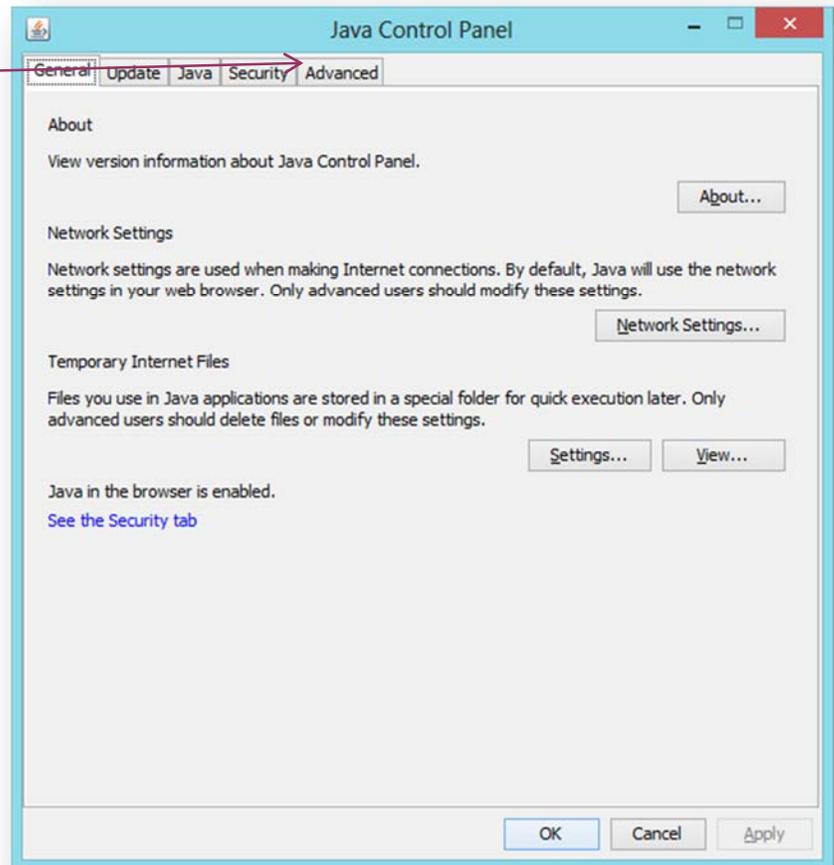
For Windows Users

Go to the Control Panel. Find View by: in the far right corner of the Adjust your computer's setting. If anything is displayed other than large icons click the drop down arrow and select large icons.

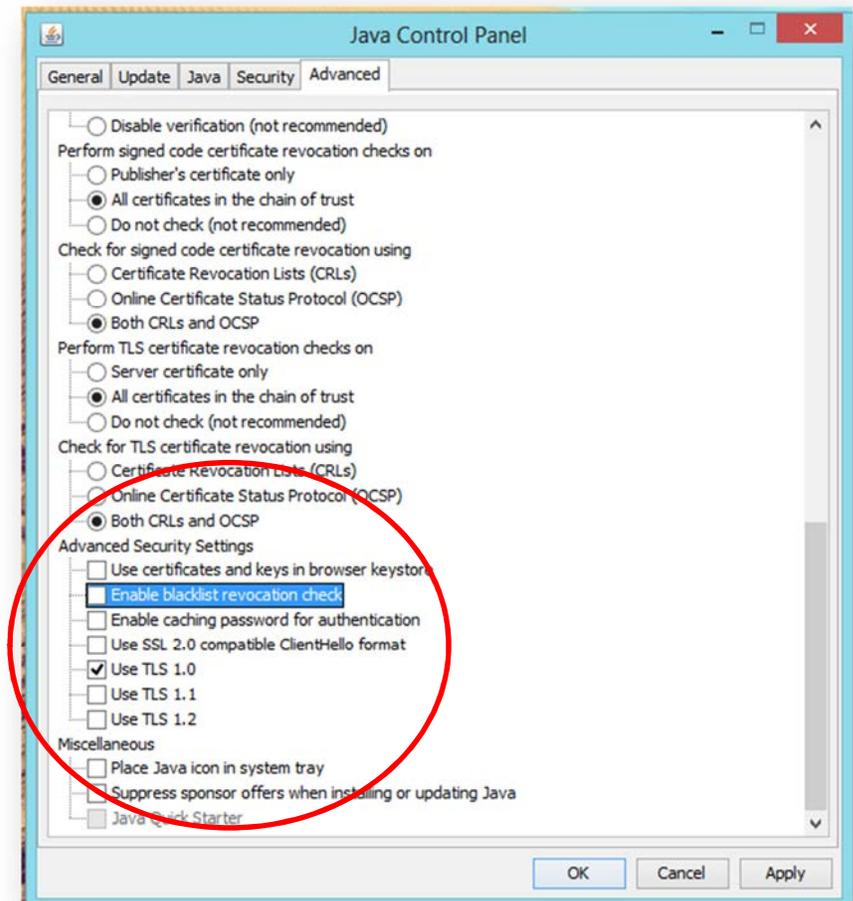
The view should change to the picture at the right.



1. Locate the Java icon and click the icon.
2. Select the Advanced tab.



3. Scroll to Advanced Security Settings.
 - Uncheck "Use SSL 2.0 compatible ClientHello format".
 - Check "Use TLS 1.0"
 - Uncheck "Use TLS 1.1"
 - Uncheck "Use TLS 1.2"
 - Close and relaunch your browser.

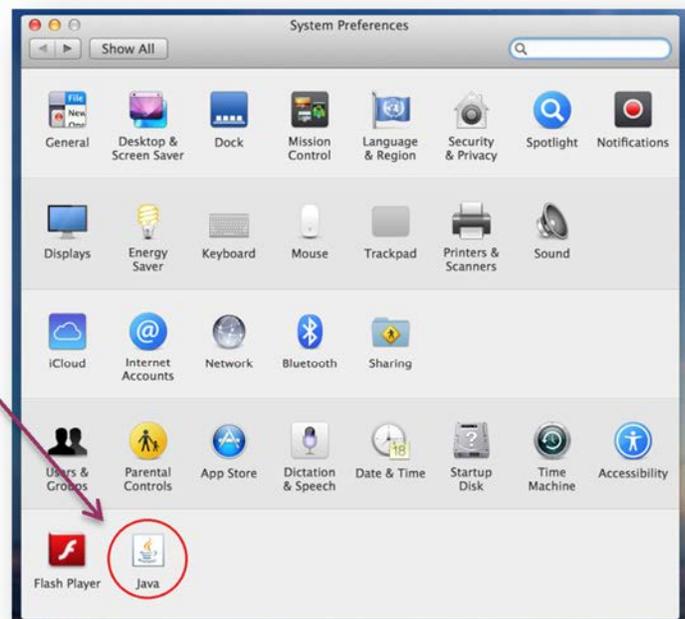


Java Control Panel for Mac

1. Click on Apple icon on upper left of screen.



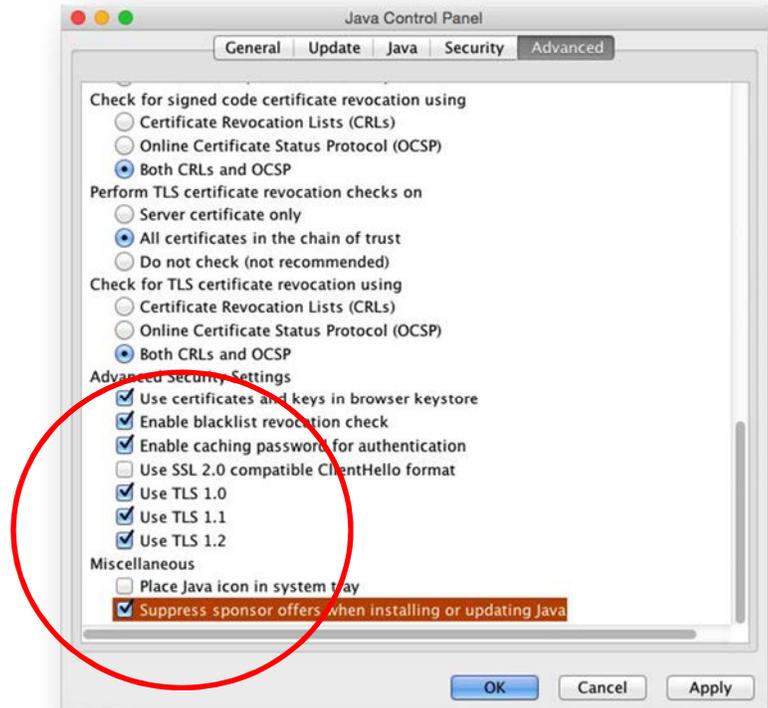
2. Go to **System Preferences**
3. Click on the **Java** icon to access the Java Control Panel.



4. Select the **Advanced Tab** and locate the **Advanced Security Settings**.



- Uncheck "Use SSL 2.0 compatible ClientHello format".
- Check "Use TLS 1.0"
- Uncheck "Use TLS 1.1"
- Uncheck "Use TLS 1.2"
- Click Apply
- Close and re-launch your browser.



Compatible Browsers

If you have a Windows 10 PC and encounter any difficulties using the new Microsoft Edge browser with Banner INB, Banner Self-Service, or Blackboard, please use the Internet Explorer 11 (IE11) browser instead. The IE11 browser does come installed on Windows 10 machines. Here is an easy way to find and launch it:

1. Right-click the "Start" button at the bottom left of your desktop and select "Search."
2. Search for "Internet Explorer."
3. In the search results, right-click on "Internet Explorer" and select "Pin to Start" and/or "Pin to Taskbar."
4. IE 11 will now be pinned to your Start menu and/or your Taskbar, making it easy to find and use.
5. Click on "Internet Explorer" to launch the browser.

Browser	OS	Support Begins	Support Ends	Notes & Exceptions
Internet Explorer 7, 8	Windows	Not Supported		All Ellucian solutions have discontinued support for IE7 as 12/31/2013. All Ellucian solutions have discontinued support for IE7 as 12/31/2013.
Internet 9, 10	Windows	Currently Supported	December 2016	All Ellucian solutions are in an active period for IE9 and IE10 due to Microsoft's End of Support announcement from January 2016. All Ellucian solutions will discontinue support of IE9 after 12/31/2016.
Internet 11	Windows	Currently Supported		All Ellucian solutions supported except: Luminis Platform 4. Minimum release LP 5 required for IE 10 and higher support.
Microsoft Edge	Windows 10	Currently Supported		All Ellucian solutions are supported except Banner 8.x INB will not be supported in MS Edge. Banner 8.x SSB support for Edge is dependent upon Oracle Weblogic 12c support.
Firefox	Windows Mac OS	Currently Supported		Ellucian makes every attempt to support the latest browsers with the latest releases of our products. Firefox and Chrome support may be limited to the current version and one back for most products except where noted in the documentation. Due to NPAPI plugin dependencies.

Additional information

- You can also navigate to Internet Explorer 11 by going to Start/run and then run *iexplore*.
- Microsoft Edge is also the default web browser on Windows 10 machines, so you may wish to change your default from Edge to IE11.
- Microsoft Edge is currently only available for Windows 10, not for any older Windows operating systems.

URLs for Banner Environments

- **Banner Splash Page** – <https://inb-prod.ec.jsums.edu/>
- **PROD (Production)** – <https://inb-prod.ec.jsums.edu/forms/frmservlet?config=PROD>
- **PPRD (Pre-Production)** – <https://inb-dev.ec.jsums.edu/forms/frmservlet?config=PPRD>
- **TEST (Test)** – <https://inb-dev.ec.jsums.edu/forms/frmservlet?config=TEST>
- **TRNG (Training)** – <https://inb-dev.ec.jsums.edu/forms/frmservlet?config=TRNG>