MAC Troubleshooting Steps

Version 2.0

Last Updated: November 16, 2015

Please ensure that the latest version of Java is installed on your system. This will ensure you have the latest security patches for your instance. The latest versions can be found on the Oracle.com website or by going to www.java.com. If you encounter problems launching SATERN training using a MAC, the following tips may assist you:

Enabling Applet Plug-in and Web Start Applications On the new version of the Java utility for MACs (not just Mountain Lion), there is a checkbox which is by default **UNCHECKED**. The checkbox needs to be checked, or Java will not run any run-time environments. The directions and screenshot are included below:

- 1. Open the Applications folder
- 2. Open the Utilities folder

3. Open the JAVA Preferences and select the check box **Enable applet plug-in and Web Start applications**

_		General Security	Network Ad	vanced
		Enable applet plug-	in and Web Start a	pplications
Java a use.	pplications, applets, a	and command line tools u	se this order to deter	mine the first compatible version to
On	Name	Vendor	CPU-Type	Version
M	lava SE 6	Apple Inc.	32-bit	1.6.0 35-b10-428
	Java SE 6	Apple Inc.	64-bit	1.6.0_35-b10-428
		Drag to chang	e the preferred order	

Java – Accessing the Java Console

Apple has removed the Java Preferences.app application in the more recent upgrades, which prevents content from being shown in SATERN when using these versions on a Mac with OS.

To correct this issue, please reference the information provided on Apple's support website: http://support.apple.com/kb/HT5559?viewlocale=en_US&locale=en_US

- 1. Open **Terminal**, located in the Utilities folder.
- 2. Enter this command, then press the Return or Enter key:

sudo mkdir -p /Library/Internet\ Plug-Ins/disabled

3. Enter this command, then press the Return or Enter key:

sudo mv /Library/Internet\ Plug-Ins/JavaAppletPlugin.plugin /Library/Internet\ Plug-Ins/disabled

4. Enter this command, then press the Return or Enter key:

sudo In -sf /System/Library/Java/Support/Deploy.bundle/Contents/Resources/JavaPlugin2_NPAPI.plugin /Library/Internet\ Plug-Ins/JavaAppletPlugin.plugin

5. To re-enable Java SE Web Start, enter this command, then press the Return or Enter key:

sudo In -sf /System/Library/Frameworks/JavaVM.framework/Commands/javaws /usr/bin/javaws

Enabling Java with MAC OS

To enable Java with MAC OS and Firefox:

- 1. Go to the General tab
- 2. Select Manage Add-ons
- 3. Select Plugins
- 4. Ensure the Java Applet Plugin is enabled

See the screenshot below:



A new note for the most current versions of Java - in the Security tab window of the Java prefs, there is no longer a "Medium" setting, which allows untrusted certificates. As a result, the lowest setting available is "High", which does not allow untrusted certificates.

To add SATERN to the list of trusted sites, please follow these instructions:

- 1. Click the Apple logo on the top-left of the screen and select System Preferences from the dropdown menu.
- 2. Click the Java icon.

00			System P	references			
	Show All					Q	
Personal							
General	Desktop & Screen Saver	Dock	Mission Control	Language & Text	Security & Privacy	Spotlight	Notifications
Hardware							
CDs & DVDs	Displays	Energy Saver	Keyboard	Mouse	Trackpad	Print & Scan	Sound
Internet &	Wireless						
iCloud	@ Mail, Contacts & Calendars	Network	Bluetooth	Sharing			
System							
Users & Groups	Parental Controls	Date & Time	Software Update	Dictation & Speech	() Time Machine	Accessibility	Startup Disk
Other							
Flash Player	Flip4Mac	Java	NTFS for Mac OS X	Seagate Dashboard	Symantec QuickMenu	Symantec QuickMenu	

3. The Java Control Panel will open in a separate window. Click on the "Security" tab.

\varTheta 🕙 🔿 Java Control Panel	
General Update Java Security Advanc	ed
About	
View version information about Java Control Panel.	
	About
Network Settings	
Network settings are used when making Internet connections. By the network settings in your web browser. Only advanced users sh settings.	default, Java will use would modify these
Ne	twork Settings
Temporary Internet Files	
Files you use in Java applications are stored in a special folder for later. Only advanced users should delete files or modify these set	quick execution ings.
Settings	View
Java in the browser is enabled.	
See the Security tab	
ОК	ancel Apply

4. Click on the "Edit Site List..." button

0 0	Java Control Panel	
General	Update Java Security	Advanced
☑ Enable Java content in t	he browser	
Security level for applicati	ons not on the Exception Site li	st
🔘 Very High		
Only Java applications allowed to run, and on	identified by a certificate from Iy if the certificate can be verifi	a trusted authority are ed as not revoked.
💽 High		
Java applications ident to run, even if the revo	tified by a certificate from a true ocation status of the certificate	sted authority are allowed cannot be verified.
Exception Site List Applications launched f appropriate security pro	rom the sites listed below will b mpts.	e allowed to run after the
https://itsctest.msfc.nasa.	gov/	Edia Cias Lisa
https://saterninasai.gov/		Edit Site List
View the active Deployme	nt Rule Set	
	Restore Security Prompts	Manage Certificates
	ОК	Cancel Apply

5. Click the "Add" button on the Exception Site List window and type <u>https://satern.nasa.gov/</u> and press the Enter key.

Next, click the "OK" button and then on the Java Control Panel click the "OK" button again.

00	Exception Site List
Applications launched from th the appropriate security prom	e sites listed below will be allowed to run after pts.
U Location	
https://itsctest.msfc.nasa.go	ov/
https://satern.nasa.gov	
	Add Remove
🕒 FILE and HTTP protocols a	re considered a security risk.
We recommend using HTT	PS sites where available.
	OK Cancel

For Macs alternative browsers can be used. Mozilla Firefox or Google Chrome often work better than Apple Safari because those browsers have their own internal methods for dealing with Active Content.

If you continue to have problems, contact the SATERN Help Desk at 877-NSSC-123 (877-677-2123) for support.