MAC Troubleshooting Steps
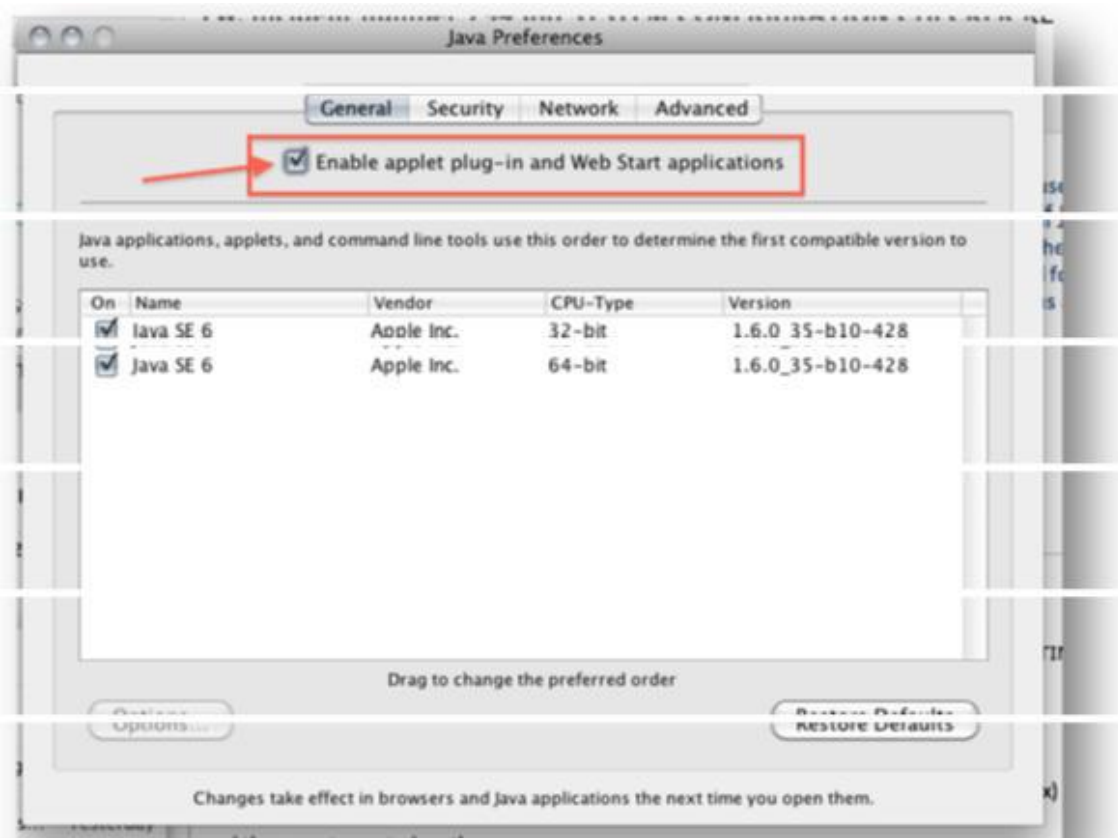
Version 2.0

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**

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

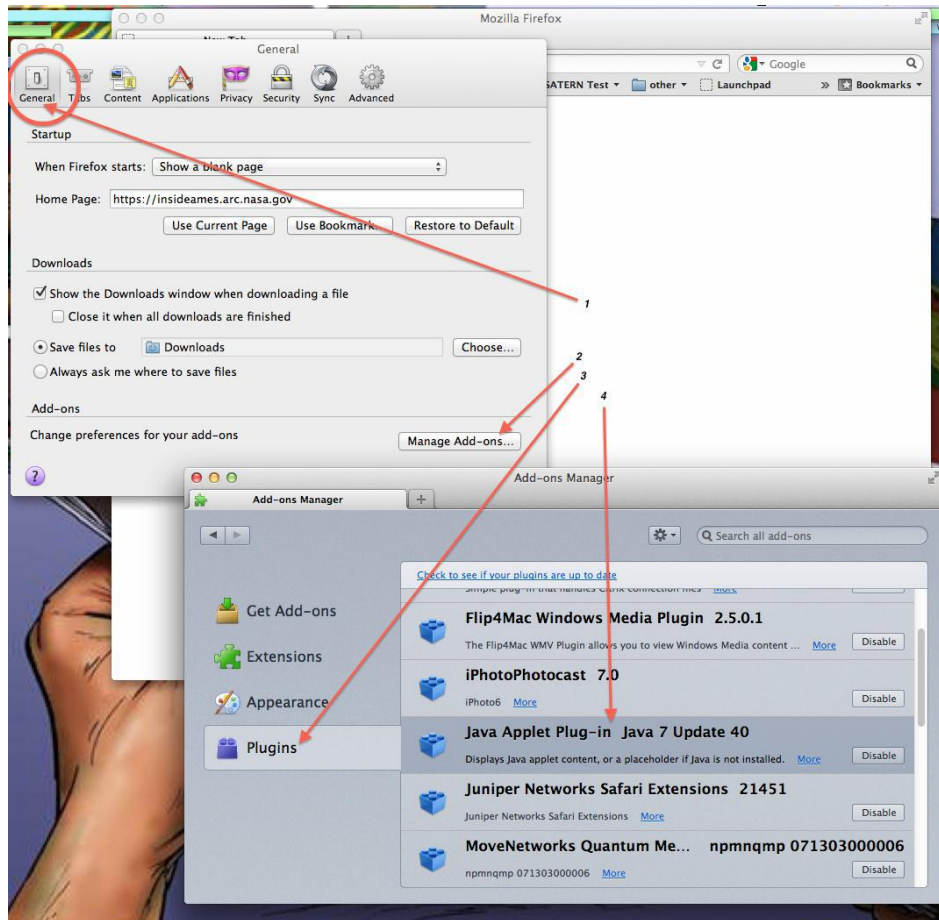5. To **re-enable Java SE Web Start**, enter this command, then press the Return or Enter key:

   sudo ln -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:
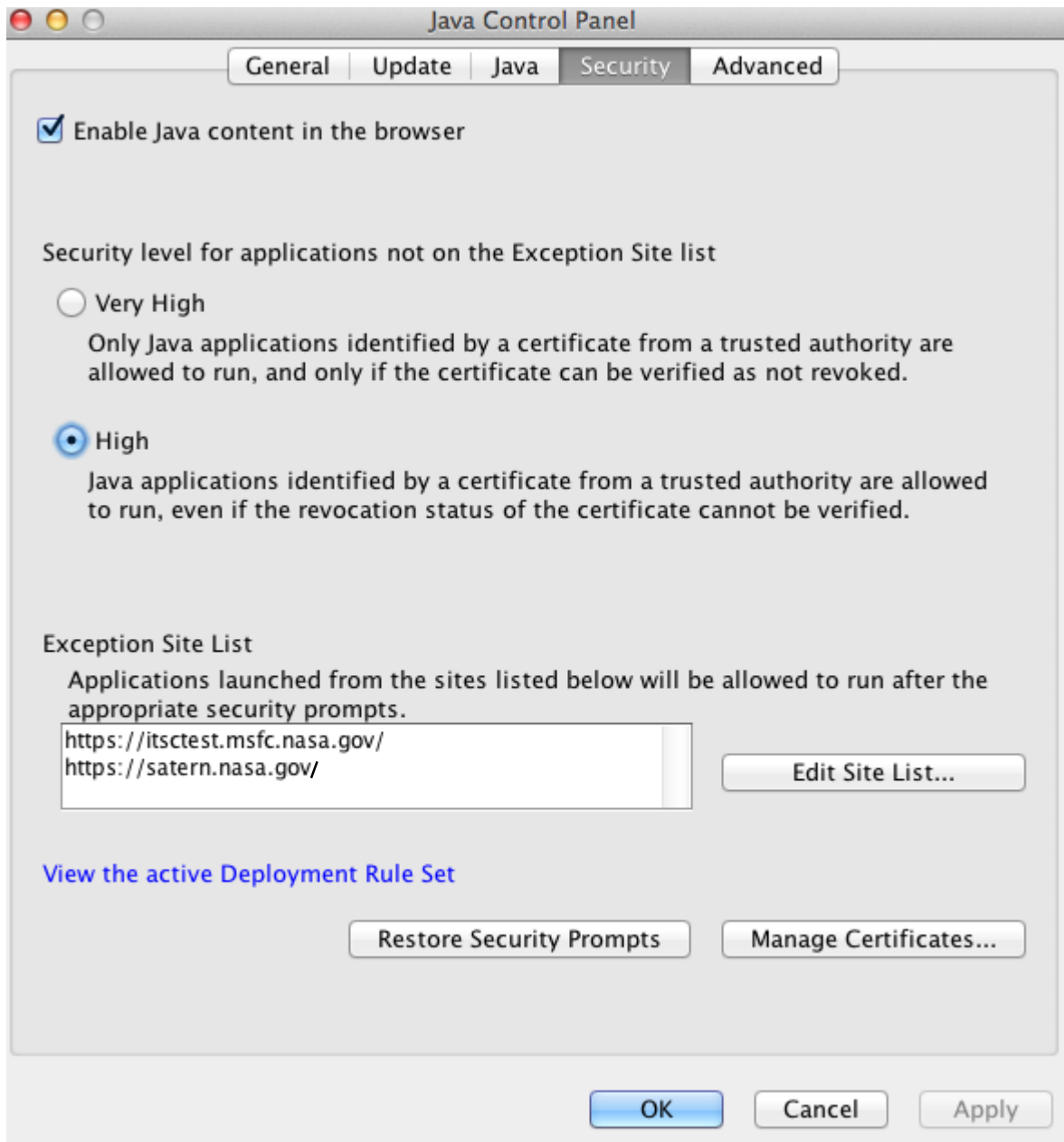
1. Click the Apple logo on the top-left of the screen and select System Preferences from the drop-down menu.
2. Click the Java icon.
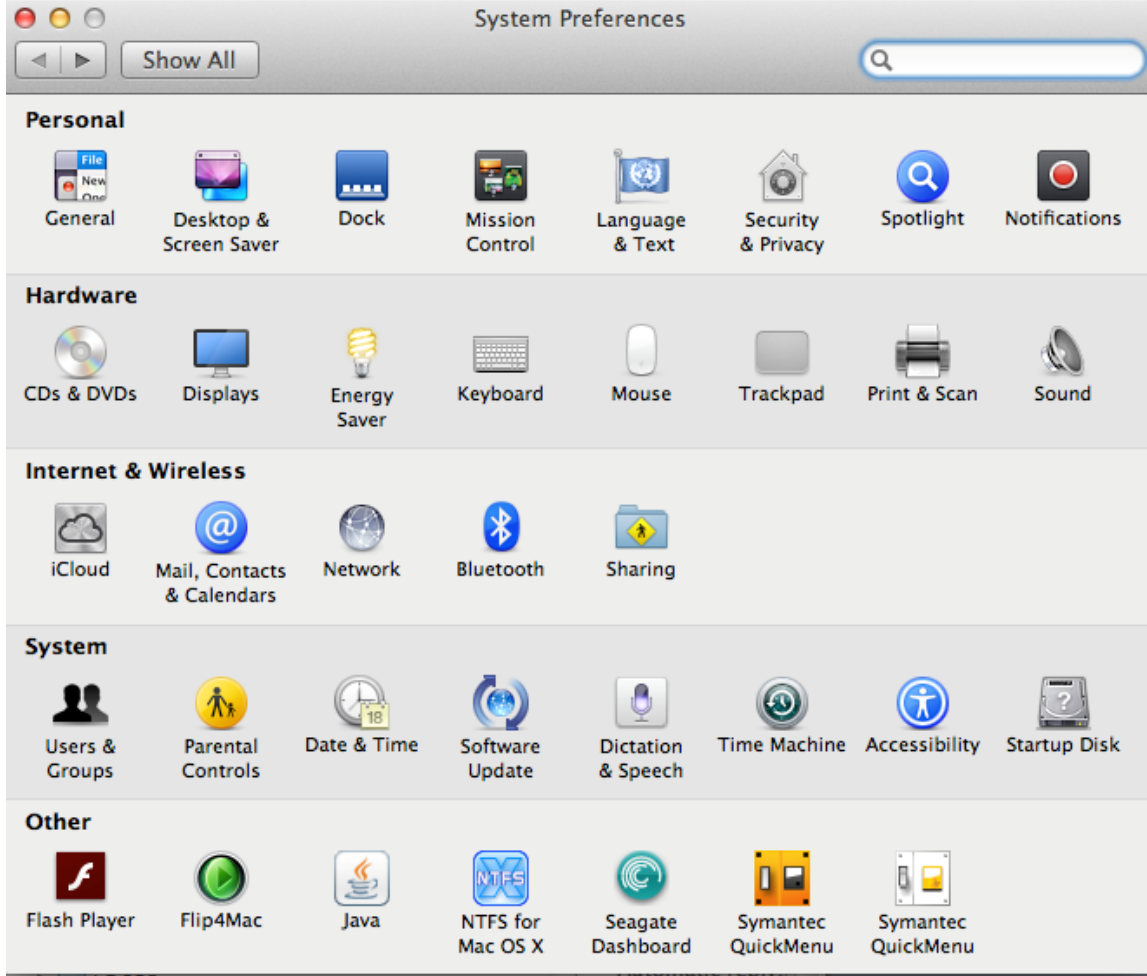
3. The Java Control Panel will open in a separate window. Click on the "Security" tab.
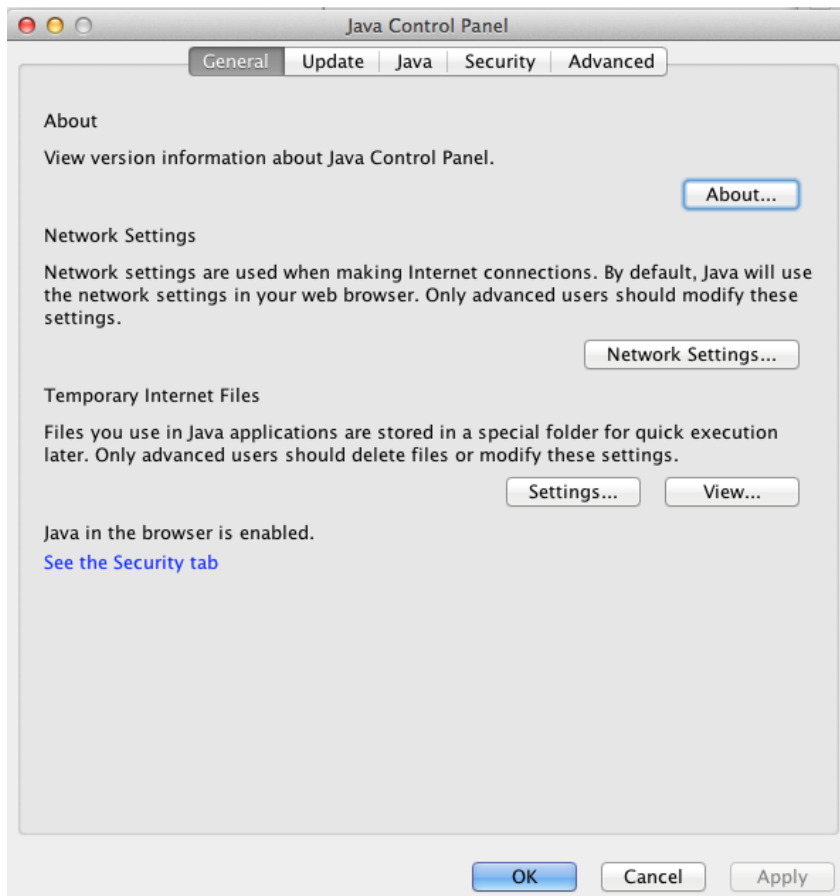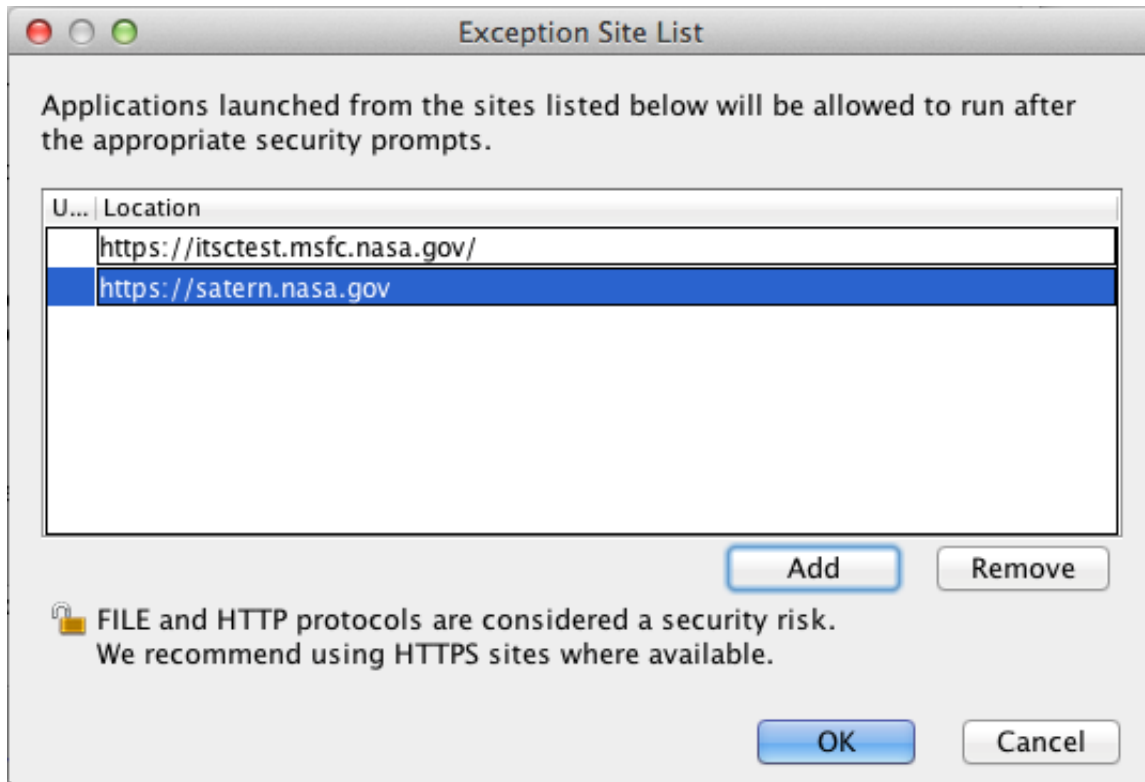
4. Click on the "Edit Site List…" button

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

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

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.