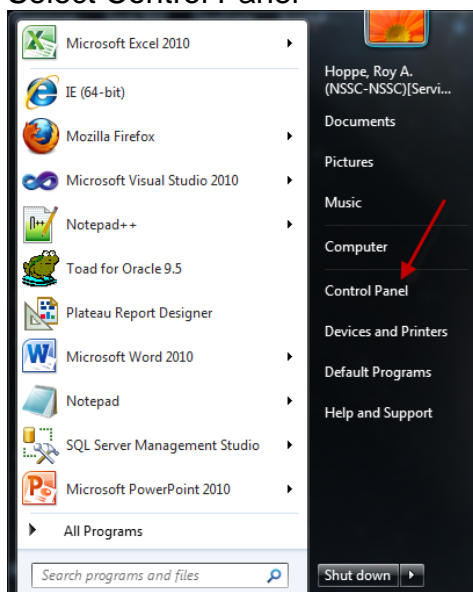**Log into SATERN at https://satern.nasa.gov**

Q. When I attempt to launch a course in SATERN I get an error message stating the application was blocked by security settings (see image below). How do I resolve this issue (this issue is generally a problem with Java 1.7.0_25)?
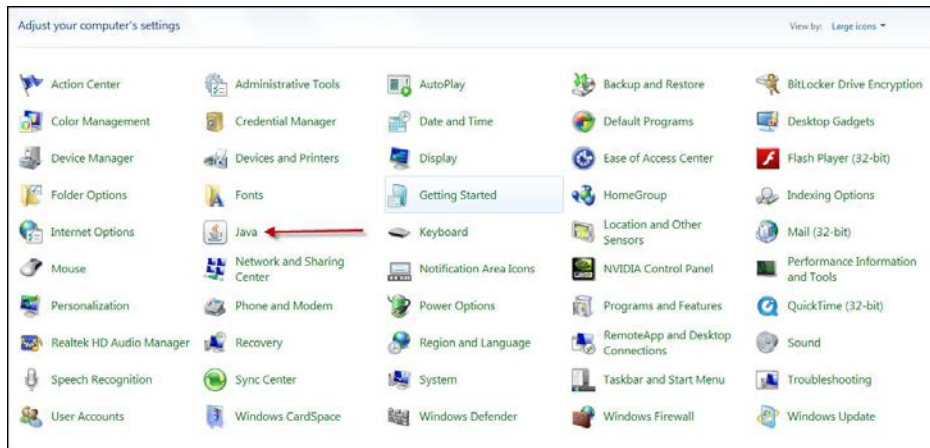

A. The following steps can be taken to resolve this issue (note that at some centers these steps are only available with elevated privileges and ESD support will need to complete them for you).

1. On a P.C. have the learner go to the Start Menu
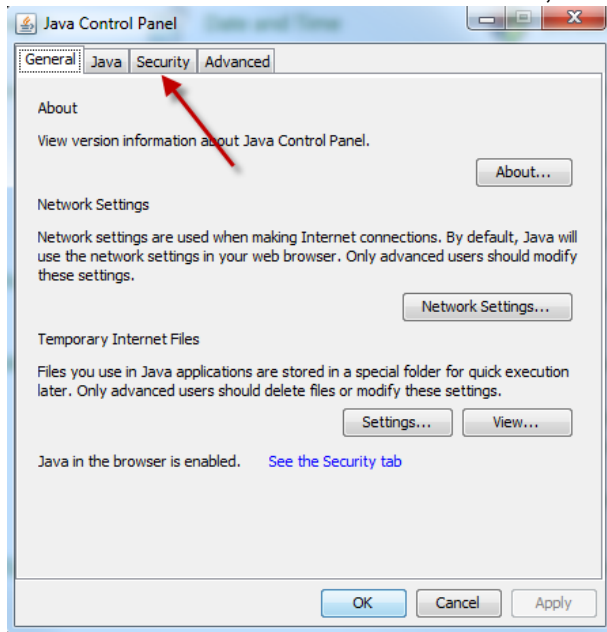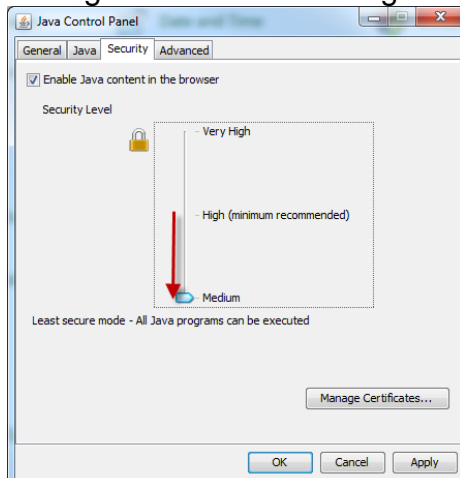2. Select Control Panel

3. Select Java

4. Within the Java Control Panel window, select the Security Tab

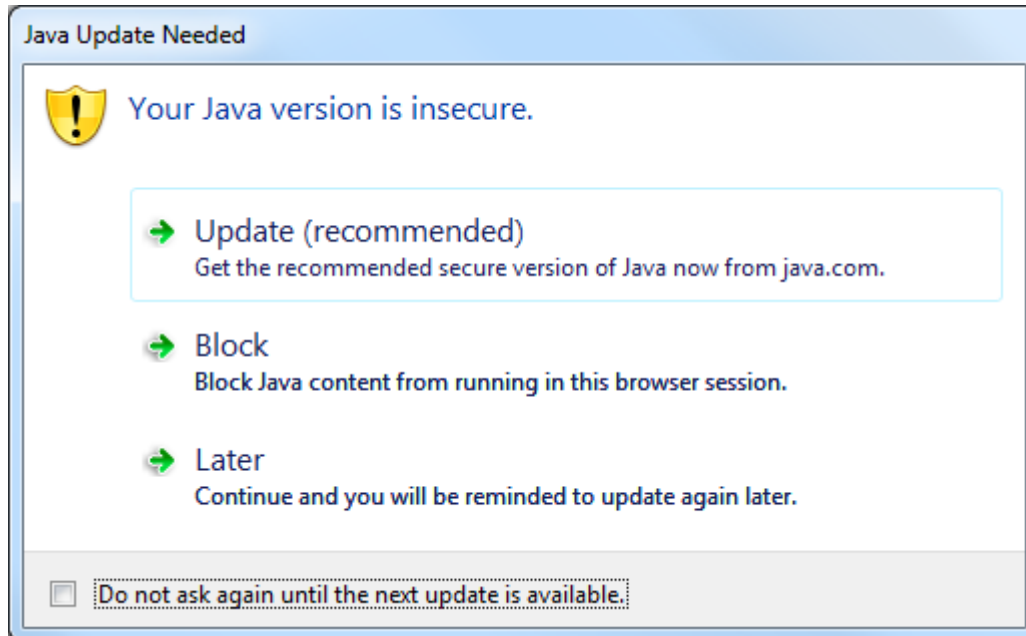5. Change the slider from "High" to "Medium"

6. Select Apply and OK to exit the window.
7. Once this is action is completed, the "Application Blocked" message will disappear (you may see the window below, select the Later option and Do not ask again to block this window in the future), the course will now launch.

Finding the JAVA Security Setting Control on a Mac

Go to Outlook

Log into SATERN at https://satern.nasa.gov

Select System Preferences

Select Java

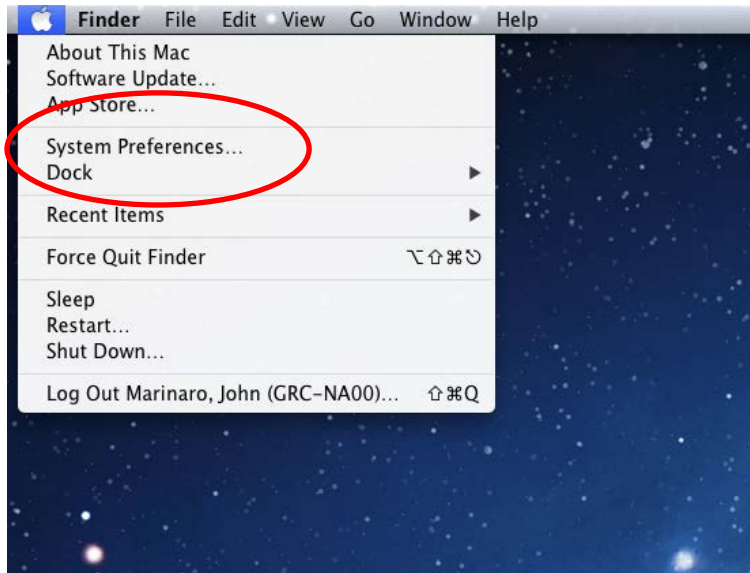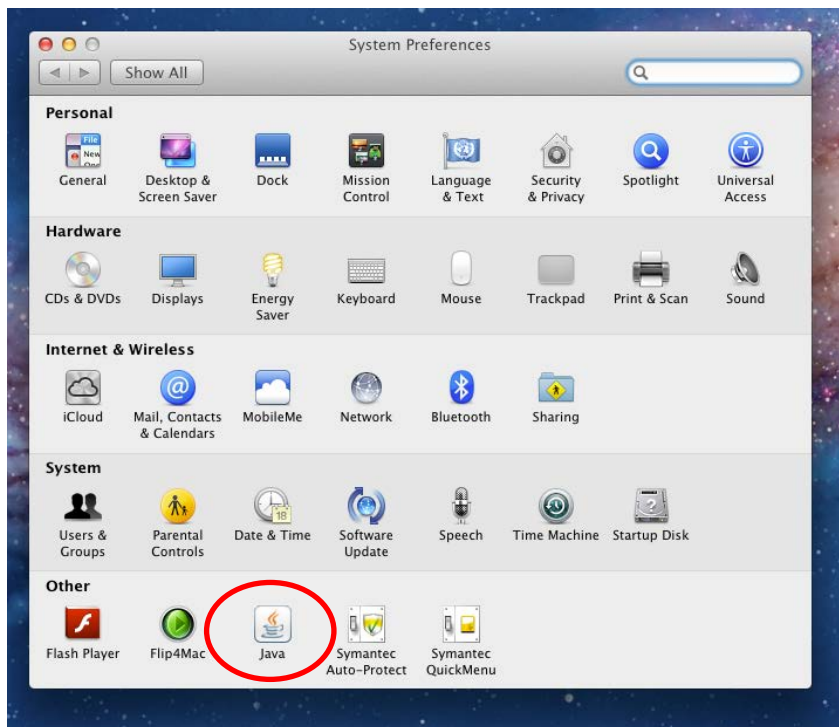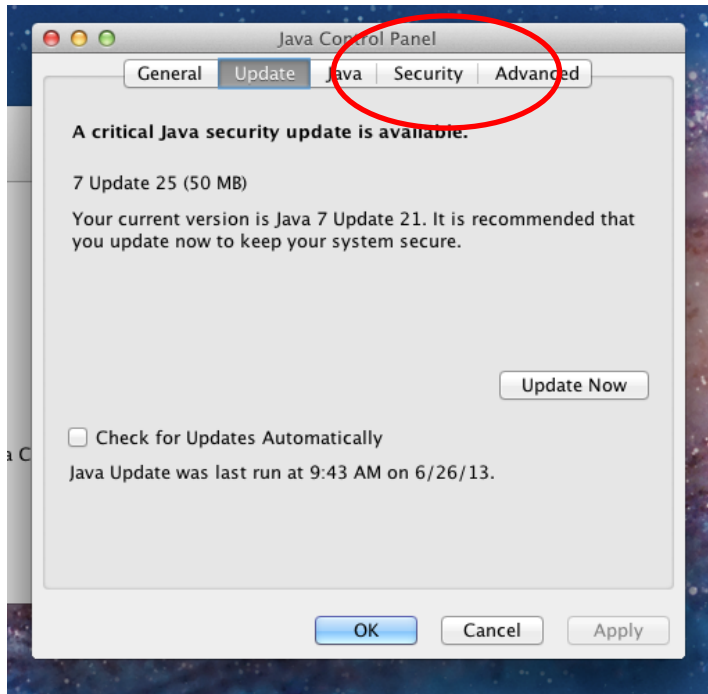**Select Security**

Move slider to Medium

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Q. When I attempt to launch a course in SATERN the yellow box displays telling me not to close the window but the course never launches. Selecting re-launch the content does not do anything either (this issue is generally a problem with Java 1.7.0_21).

A. The following steps can be taken to resolve this issue.

Pop-Up Blockers should be turned off. SATERN courses open in a second window (a pop-up), so if your Web browser has a pop-up blocker enabled, you will not see the SATERN window within the course.

- o *For a Windows based PC system, complete the following steps:*
    - *Allow pop-ups from SATERN*
        1. *Select Tools from the top level menu*
        2. *Select Pop-up Blocker from the drop down list of options*
        3. *Select Pop-Up Blocker Settings from the list of options*
    - *Clear your cache*
- o If you are uncertain how to disable the pop-up blocker in your browser, contact the SATERN Help Desk.

Java Software must be installed and enabled on your computer for SATERN to properly operate. A recent Java update is causing SATERN online courses to launch incorrectly. Many Centers have implemented rules that restrict users from installing updates or applications on their local systems. Consider the following troubleshooting options:

Troubleshooting Java for Windows

- **Option 1 (preferred):** Contact your local desktop support and have them un-install the current version of Java and re-install the latest version of Java. During this process verify that the "Enable Java content in browser" option in the Java console options is **checked**. Most Java-related issues are resolved after completing this step.

- **Option 2:** Access the 64-bit Internet Explorer by selecting "Start" and "All Programs" on your computer. If you have the 64-bit Internet Explorer, you will see it available in your programs list. ACES and the NSSC are working to install the 64-bit browser Agency-wide to improve the SATERN user experience.

- **Option 3:** Download the Java fix (if you have administrative privileges), by visiting hpsrp.nasa.gov (NASA Only), selecting Agency Core Applications from the SRP Links, and downloading JAVA 7 Fix.

Enabling Java Runtime Environment (JRE) for Windows
In most cases ACES Support will have to install and configure your JAVA Runtime Environment (JRE). Before installing the latest JRE on your system, please un-install previous versions. If you have multiple JRE versions, SATERN may not operate correctly.

If you have administrative rights and are able to install the JRE yourself:
1. Visit http://www.java.com/en/download/manual.jsp to access the download
2. Select the recommended JRE version and follow the on-screen instructions to install
3. Ensure the Java Runtime Environment (JRE) is enabled in the web browser:

> *Internet Explorer 7*
>   1. Click "Tools" --> "Internet Options"
>   2. Select the Advanced Tab, and scroll down to "Java (Sun)"
>   3. Check the box next to the "Use <your current version> for applet"
>   *Note:* The next four steps may be unavailable under FDCC configuration settings
>   4. Select the Security Tab, and select the "Custom Level" button
>   5. Scroll down to "Scripting of Java applets"

6. Make sure the "Enable" radio button is checked
7. Click OK to save your preference
8. Exit or close the Internet Explorer (necessary to activate changes)
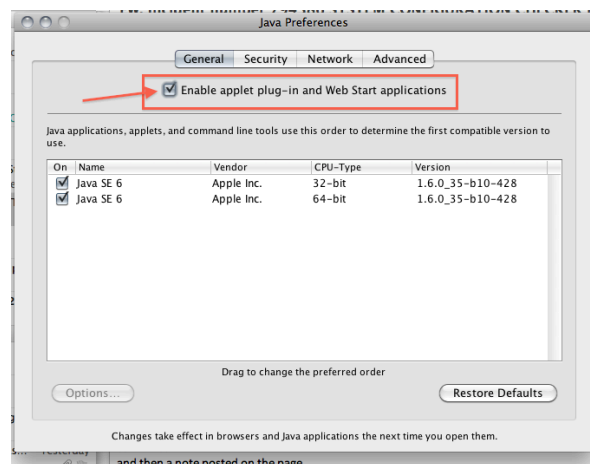9. Restart Internet Explorer

Firefox
1. Start Mozilla Firefox browser or restart it if it is already running
2. Select Tools > Options
3. Dialog box: Options
4. Click Content > Select Enable Java (check mark in the box)
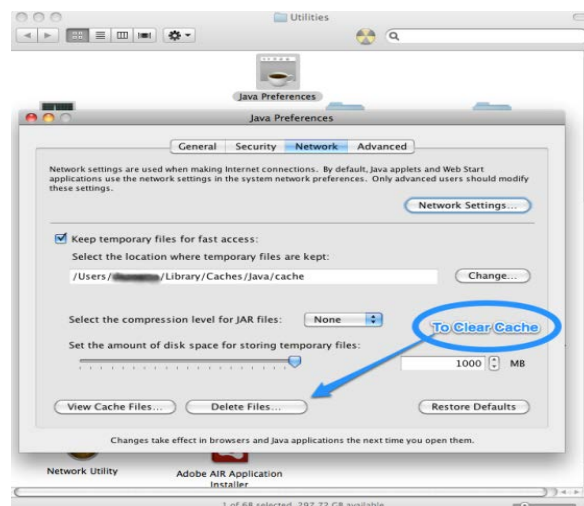
Troubleshooting JAVA for MACs
- The Java Preference Panel may be removed in the Java for OS X 2012-006 update. You will need to reinstall the Java Preferences.app to access applets.
- On the new version of the Java utility for MACs (not just Mountain Lion), there is a checkbox which is by default UNCHECKED. The checkbox needs to be checked, or Java will not run any run-time environments. See directions and screenshot 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**

- To clear your cache, select the Network tab and the Delete Files button.

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