

# Troubleshooting Java

Java **MUST** be installed via Internet Explorer. Java will not download/install properly if you are attempting to utilize Chrome, Firefox, or Edge browsers.

To open Internet Explorer:

- On Windows 7, 8, and 10 – hit the Windows key on your keyboard () and type ie.exe and then hit Enter.
- Icon should look like this 
- NOT  - This icon is for Microsoft Edge, which will NOT work

To Install Java navigate to [www.java.com](http://www.java.com)

1. Click on 
2. Then click on 
3. Accept all defaults to install

If you are still experiencing issues after installing Java and the JAR file tries to open in a different program (other than Java), go to the following site to troubleshoot and install the JARfix file to repair the file association issues:

<https://www.softpedia.com/get/Others/Miscellaneous/Jarfix.shtml>

Additional troubleshooting steps and instructions regarding Java can be found here:

<https://www.java.com/troubleshoot>