

System Administration of eProof

1. Introduction

This document should help you in configuring server and/or client OS for eProof using and describe common issues that may prevent eProof from working properly.

2. Solving Firewall Issues

eProof is a complex web distributed client-server application, its functionality depends on properties of external (WAN) and internal (LAN) networks. In most cases eProof server and client are located in different networks, thus communication is done through proxy (firewall). Proxy/firewall configuration peculiarities result in eProof client failing to start.

2.1. Symptoms of proxy/firewall issue

2.1.1. Both .jar and .class java file types are banned.

User logs in, eProof tries to start loading Java components, but in some time user is redirected to browser compatibility page with "Java is not enabled in your browser..." error.

ERROR: Java is not enabled on your browser or is not installed on your computer

Internet Explorer 6.x for Windows XP(SP2)/2003 Server

1. Install Java plugin. As automatic download is blocked by security settings please [download](#) installer manually. After download is finished unpack the content of .zip archive and run the installer.

Internet Explorer 6.x for Windows 98/NT/2000/XP

1. For Windows XP, install Java plugin ([Download](#)). For Windows 98/NT/2000, enable MS JVM in your browser
Tools->Internet Options...->Security->Custom level...->Microsoft VM->Java permissions->High safety

User checks browser settings according to instructions on the browser compatibility page (see image above), and they are correct.

In this case please see Java console (see [chapter 2.4.](#) for instructions). The following strings should be present there if .jar and .class files are not allowed by your firewall/proxy:

```
java.lang.ClassNotFoundException: DVC_JVM_Probe.class
    at sun.applet.AppletClassLoader.findClass(Unknown Source)
    at java.lang.ClassLoader.loadClass(Unknown Source)
    at sun.applet.AppletClassLoader.loadClass(Unknown Source)
    at java.lang.ClassLoader.loadClass(Unknown Source)
    at sun.applet.AppletClassLoader.loadCode(Unknown Source)
    at sun.applet.AppletPanel.createApplet(Unknown Source)
    at sun.plugin.AppletViewer.createApplet(Unknown Source)
    at sun.applet.AppletPanel.runLoader(Unknown Source)
    at sun.applet.AppletPanel.run(Unknown Source)
    at java.lang.Thread.run(Unknown Source)
Caused by: java.net.ConnectException: Connection timed out: connect
    at java.net.PlainSocketImpl.socketConnect(Native Method)
    at java.net.PlainSocketImpl.doConnect(Unknown Source)
    at java.net.PlainSocketImpl.connectToAddress(Unknown Source)
    at java.net.PlainSocketImpl.connect(Unknown Source)
    at java.net.Socket.connect(Unknown Source)
    at sun.net.NetworkClient.doConnect(Unknown Source)
    at sun.net.www.http.HttpClient.openServer(Unknown Source)
    at sun.net.www.http.HttpClient.openServer(Unknown Source)
```

```
at sun.net.www.http.HttpClient.<init>(Unknown Source)
at sun.net.www.http.HttpClient.New(Unknown Source)
at sun.net.www.http.HttpClient.New(Unknown Source)
at sun.net.www.protocol.http.HttpURLConnection.getNewHttpClient(Unknown Source)
at sun.net.www.protocol.http.HttpURLConnection.plainConnect(Unknown Source)
at sun.net.www.protocol.http.HttpURLConnection.connect(Unknown Source)
at sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source)
at java.net.HttpURLConnection.getResponseCode(Unknown Source)
at sun.applet.AppletClassLoader.getBytes(Unknown Source)
at sun.applet.AppletClassLoader.access$100(Unknown Source)
at sun.applet.AppletClassLoader$1.run(Unknown Source)
at java.security.AccessController.doPrivileged(Native Method)
```

2.1.2. .class files are allowed, though .jar or .cab are not.

User logs in, eProof tries to start loading Java components, though loading stops (see screenshot below).



User checks browser settings according to instructions on the browser compatibility page, and they are correct.

Please see Java console (see [chapter 2.4](#) for instructions). The following strings should be present there if .jar files are not allowed by your firewall/proxy:

```
java.io.IOException: Server returned HTTP response code: 502 for URL:
http://172.18.0.36/eproof4240/Applets/ePInstaller1441T.jar
at sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source)
at sun.plugin.net.protocol.http.HttpUtils.followRedirects(Unknown Source)
at sun.plugin.cache.CachedJarLoader.isUpToDate(Unknown Source)
at sun.plugin.cache.CachedJarLoader.loadFromCache(Unknown Source)
at sun.plugin.cache.CachedJarLoader.load(Unknown Source)
at sun.plugin.cache.JarCache.get(Unknown Source)
at sun.plugin.net.protocol.jar.CachedJarURLConnection.connect(Unknown Source)
at sun.plugin.net.protocol.jar.CachedJarURLConnection.getJarFile(Unknown Source)
at sun.misc.URLClassPath$JarLoader.getJarFile(Unknown Source)
at sun.misc.URLClassPath$JarLoader.<init>(Unknown Source)
at sun.misc.URLClassPath$3.run(Unknown Source)
at java.security.AccessController.doPrivileged(Native Method)
at sun.misc.URLClassPath.getLoader(Unknown Source)
at sun.misc.URLClassPath.getLoader(Unknown Source)
at sun.misc.URLClassPath.getResource(Unknown Source)
at java.net.URLClassLoader$1.run(Unknown Source)
at java.security.AccessController.doPrivileged(Native Method)
at java.net.URLClassLoader.findClass(Unknown Source)
```

```

at sun.applet.AppletClassLoader.findClass(Unknown Source)
at java.lang.ClassLoader.loadClass(Unknown Source)
at sun.applet.AppletClassLoader.loadClass(Unknown Source)
at java.lang.ClassLoader.loadClass(Unknown Source)
at sun.applet.AppletClassLoader.loadCode(Unknown Source)
at sun.applet.AppletPanel.createApplet(Unknown Source)
at sun.plugin.AppletViewer.createApplet(Unknown Source)
at sun.applet.AppletPanel.runLoader(Unknown Source)
at sun.applet.AppletPanel.run(Unknown Source)
at java.lang.Thread.run(Unknown Source)
load: class com.cyansoft.utl.ePInstaller.ePInstaller not found.
java.lang.ClassNotFoundException: com.cyansoft.utl.ePInstaller.ePInstaller
at sun.applet.AppletClassLoader.findClass(Unknown Source)
at java.lang.ClassLoader.loadClass(Unknown Source)
at sun.applet.AppletClassLoader.loadClass(Unknown Source)
at java.lang.ClassLoader.loadClass(Unknown Source)
at sun.applet.AppletClassLoader.loadCode(Unknown Source)
at sun.applet.AppletPanel.createApplet(Unknown Source)
at sun.plugin.AppletViewer.createApplet(Unknown Source)
at sun.applet.AppletPanel.runLoader(Unknown Source)
at sun.applet.AppletPanel.run(Unknown Source)
at java.lang.Thread.run(Unknown Source)
Caused by: java.io.IOException: open HTTP connection failed.
at sun.applet.AppletClassLoader.getBytes(Unknown Source)
at sun.applet.AppletClassLoader.access$100(Unknown Source)
at sun.applet.AppletClassLoader$1.run(Unknown Source)
at java.security.AccessController.doPrivileged(Native Method)

```

2.2. Check standard communication

In case you suspect proxy/firewall prevents Java applets from being loaded, you can check this by running a standard known applet.

We recommend to open this Java test page: <http://java.com/en/download/help/testvm.xml>

You should see the page like on the image below, with Java-man dancing animation. If you have problem viewing the applet on this page, you will have problem running eProof client. Try to change your LAN settings so that you have <http://java.com/en/download/help/testvm.xml> displayed correctly (see [2.3. Possible solutions](#)).

Address <http://java.com/en/download/help/testvm.xml>

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Installation Instructions

Test your Java Virtual Machine (JVM)

This article applies to:

- **Platform(s):**
Solaris SPARC, Solaris x86, Red Hat Linux, SUSE Linux, Windows 98, Windows ME, Windows 2000 (SP4+), Windows XP (SP1 SP2), Windows 2003, JDS
- **Browser(s):**
Internet Explorer 5.5, Internet Explorer 6.x, Netscape 4.7x, Netscape 6.2x, Netscape 7, Mozilla 1.4+, Firefox
- **JRE version(s):**
1.4.2_xx, 1.5.0, 1.3.0_xx, 1.3.1_xx, 1.4.0_xx, 1.4.1_xx

Test your JVM

You are using an older version of Java technology. You can download the latest version from Java.com

Your Java configuration is:

Vendor:	Microsoft Corp.
Version:	1.1.4
Operating System:	Windows NT
OS version:	5.0

In case you see the animation properly, but eProof client does not load, you have specific problem eProof team will try to solve. To help us, please, send us Java log (refer to [chapter 2.4.](#) for instructions on this)

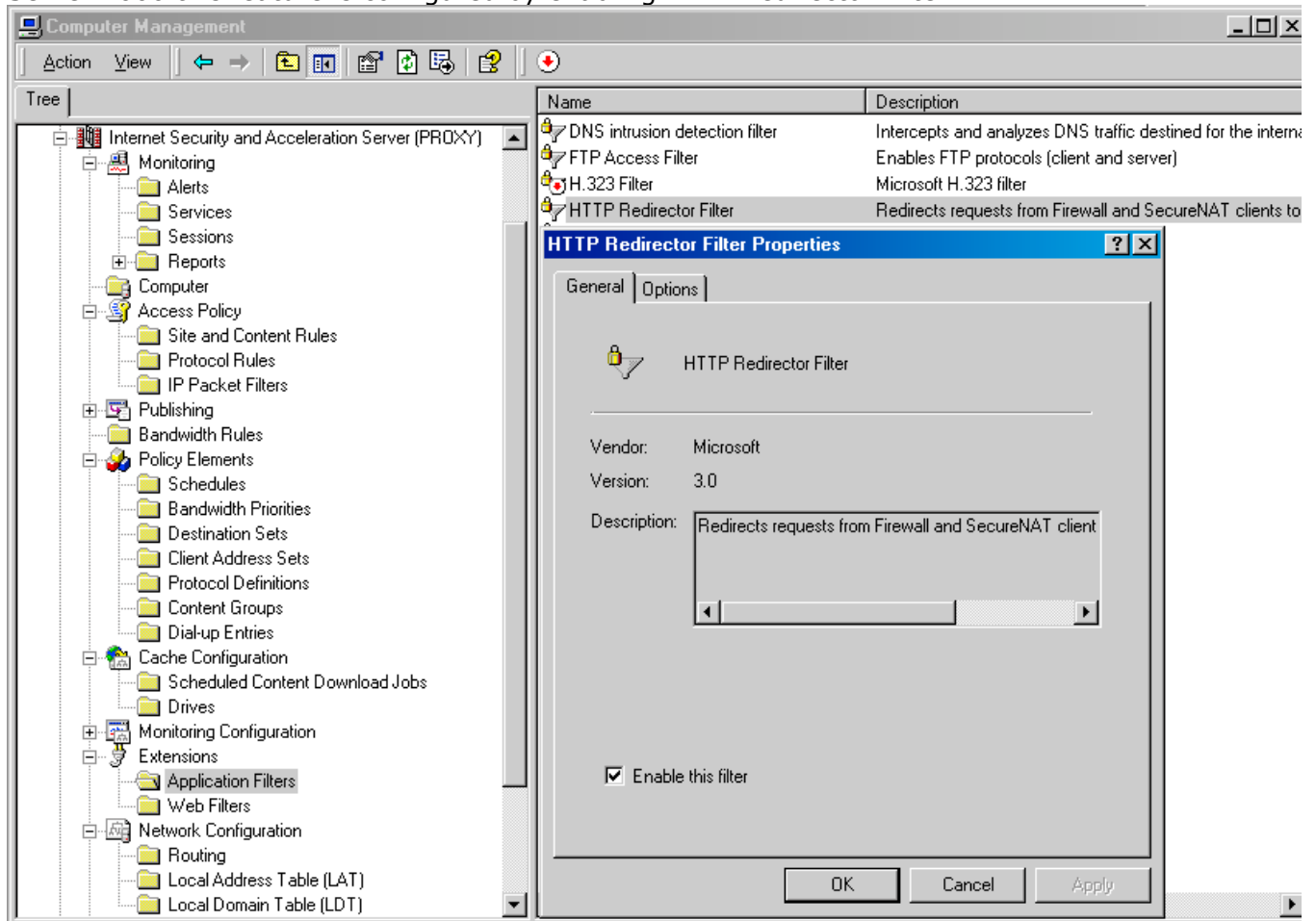
2.3. Possible solutions

2.3.1. Enable .class, .jar and .cab file types on your firewall/proxy

If you have content-type filtering rules in your firewall/proxy, change them to allow these file types.

2.3.2. Configure transparent proxy

In transparent proxy, client Web browsers are unaware of the proxy's presence. They "suppose" they are routed directly to servers on the Internet with no agent in between. For example, in MS ISA Server 2000 this feature is configured by enabling HTTP Redirector Filter.



2.4. How to View Java Log

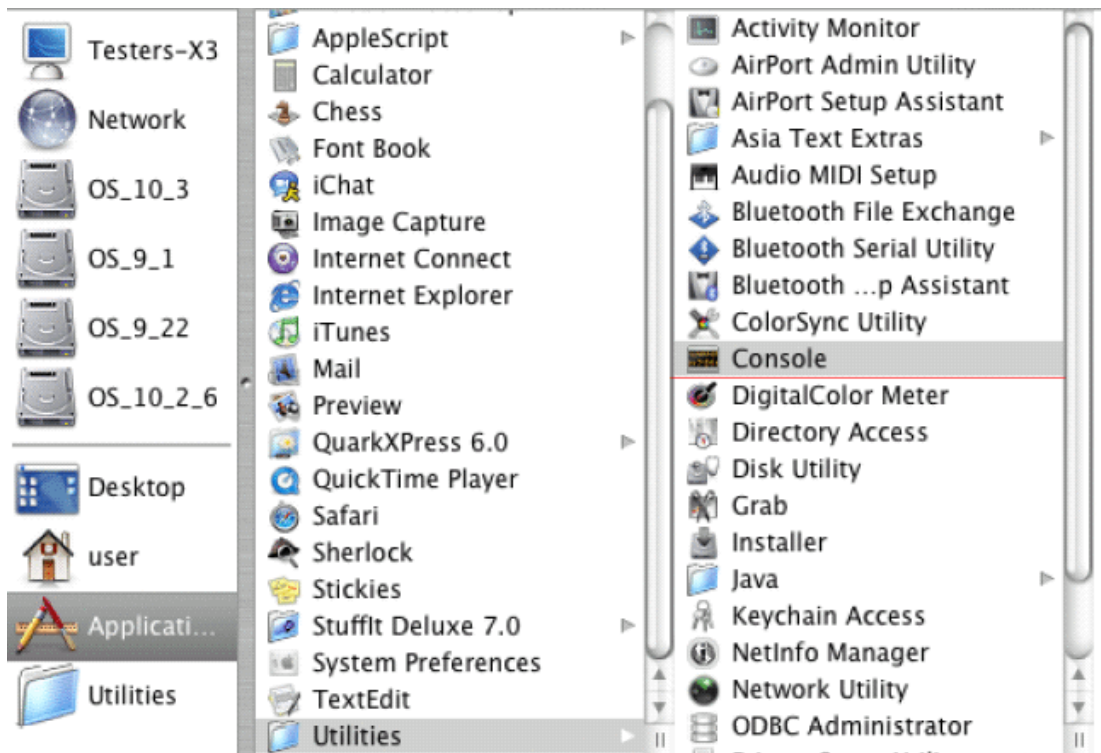
Find below instructions on how to get Java log with different operating systems and configurations.

2.4.1. Mac OS

OS X:

Before running eProof start Console, where log will be written.

Go to *Application > Utilities > Console* in Finder.



After you replicate the issue in eProof and Java messages are written to console, please copy Console content:

- select Java console content (you can use *Edit > Select All* command)
- copy selected text (use *Edit > Copy* command or *Command+V* keyboard shortcut)
- insert clipboard into a text document and save it.

OS 9.x

Before running eProof open Java console

Go to *View > Java messages* menu item.



After you replicate the issue in eProof, copy Java messages:

- select Java console content (you can use *Edit > Select All* command)
- copy selected text (use *Edit > Copy* command or *Command+V* keyboard shortcut)
- insert clipboard into a text document and save it.

Note: Java messages are written to the "Java message log" file in Internet Explorer folder. You can send the file itself.

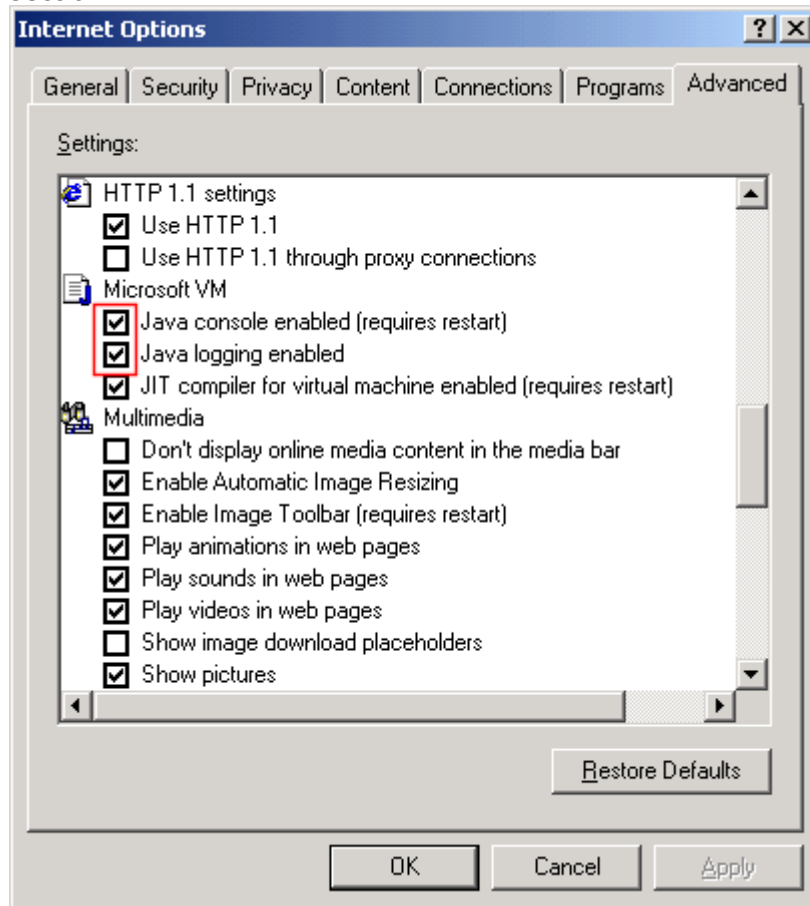
2.4.2. Windows OS

Microsoft Java Virtual Machine:

Java console is disabled by default. Enable it before getting Java logs:

- open Internet Options (Open browser window and select the *Tools > Internet Options* menu item)
- switch to the *Advanced* tab in the Internet Options dialog

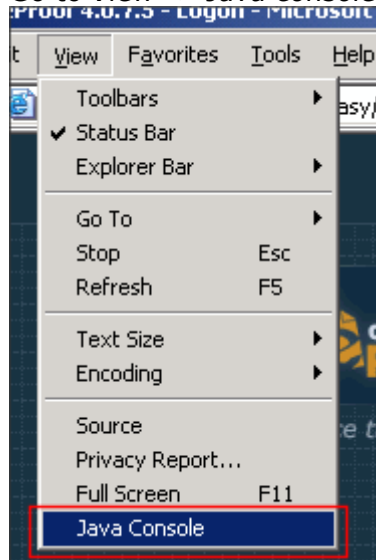
- check the *Java console enabled* and *Java logging enabled* checkboxes in Microsoft VM section.



- hit Ok and restart the browser

Open Java console select before starting eProof:

Go to *View -> Java console* menu item in browser window.



After you have faced a problem in eProof, copy Java log:

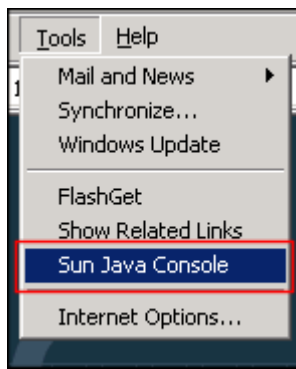
- select the content of Java console by dragging the mouse
- Use CTRL+C keyboard shortcut to copy Java console content
- Insert clipboard content into a text document and save it.

Sun Java Plug-in:

Console is enabled by default and you don't need to perform additional setup to get Java logs.

Open Java console

select menu item *Tool > Sun Java > Console* in your browser window



Copy Java log and send it to support:

- open Java console
- select the content of Java console with CTRL+A shortcut
- Use CTRL+C keyboard shortcut or hit the Copy button to copy Java console content
- Insert clipboard content into a text document and save it.