ARIS Oracle Forms/Reports 12c – Solutions to Common Issues

ISSUE: Getting error message FRM-92090 when trying to log into ARIS

If you are getting the following error message:



SOLUTION: Clear your Java cache:

1. Open the Java Control Panel: In the search box next to the **Start** to the **start** button on the taskbar type **configure java**. Select **Configure Java** from the list of results.



2. On the Java Control Panel's 'General' tab, click the 'Settings...' button:



3. Click 'Delete Files ...' button in the Temporary Files Settings.

Temporary Files Settings
Keen temporary files on my computer
Constraint a series of the constraint and the const
Location
Select the location where temporary files are kept:
ers\James.Lin\AppData\LocalLow\Sun\Java\Deployment\cache
Disk Space
Select the compression level for JAR files:
Set the amount of disk space for storing temporary files:
32768 MB
Delete Files Restore Defaults
Delete temporary Java files Cancel

4. Check all options and click the '**OK**' button. Click the '**OK**' button again to go back to the 'General' tab:

Delete Files and Applications
Delete the following files?
Trace and Log Files
Cached Applications and Applets
Installed Applications and Applets
OK Cancel

5. Click the 'Apply' button and then click the 'OK' button to exit the Java Control Panel.

ISSUE: Getting error message "General Exception" when trying to log into ARIS

		-
General Exception		
Name: oracle.forms.engine.Ma	n	
ExitException: Unable to load re	ource: https://arisapp.ars.usda	.gov/forms/java/extensions.jnlp
		Mary Information

If you are getting the following error message:

SOLUTION: Change your Java Control Panel Settings in Windows 10

1. Open the Java Control Panel: In the search box next to the Start ^{and} button on the taskbar type **configure java**. Select **Configure Java** from the list of results.



2. Select the 'Advanced' tab and check the "Always allow" under 'JNLP File/MIME Association'.

差 Java Control Panel	-		×
General Java Security Advanced			
Debugging			^
Enable logging			
Show applet lifecycle exceptions			
Java console			
- Show console			
Hide console			
O Do not start console			
Default Java for browsers			
Microsoft Internet Explorer			
Mozilla family			
Shortcut Creation			
- O Always allow			
 Always allow if hinted 			
 O Prompt user 			
 Prompt user if hinted 			
Never allow			
JNLP File/MIME Association			
Always allow			
Prompt user			
-O Never allow			
Application Installation			
 Install if hinted 			
 Install if shortcut created 			
 Install if hinted and shortcut 			
Never install			~
	OK C	ancel	Apply

- 3. Under 'Advanced Security Settings':
 - uncheck "Enable the operating system's restricted environment (native sandbox)"
 - uncheck "Use SSL 2.0 compatible ClientHello Format"
 - uncheck "Use TLS 1.0"
 - uncheck "Use TLS 1.1"
 - check "Use TLS 1.2"

General Java Security Advanced All certificates in the chain of trust Do not check (not recommended) Check for signed code certificate revocation using Certificate Revocation Lists (CRLs) Online Certificate Status Protocol (OCSP) Both CRLs and OCSP Perform TLS certificate revocation checks on Server certificate only All certificates in the chain of trust Do not check (not recommended) Check for TLS certificate revocation using Certificate Revocation Lists (CRLs) Do not check (not recommended) Check for TLS certificate revocation using Certificate sin the chain of trust Do not check (not recommended) Check for TLS certificate revocation using Certificate Revocation Lists (CRLs) Online Certificate Status Protocol (OCSP) Both CRLs and OCSP Advanced Security Settings Enable the operating system's restricted environment (native sandbox) Vuse certificates and keys in browser keystore Enable blacklist revocation check Enable caching password for authentication Use SSL 2.0 compatible ClientHello format Use TLS 1.0 Use TLS 1.1 Vuse TLS 1.2 Miscellaneous Store user settings in the roaming profile Does have break in the roaming profile Certificate Settings in the roaming profile	🛓 Java Control Panel	3 — 3		×
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Both CRLs and OCSP Advanced Security Settings Enable the operating system's restricted environment (native sandbox) Use certificates and keys in browser keystore Enable blacklist revocation check Enable caching password for authentication Use SSL 2.0 compatible ClientHello format Use TLS 1.0 Use TLS 1.1 Use TLS 1.2 Miscellaneous Store user settings in the roaming profile	 All certificates in the chain of trust Do not check (not recommended) Check for signed code certificate revocation using Certificate Revocation Lists (CRLs) Online Certificate Status Protocol (OCSP) Both CRLs and OCSP Perform TLS certificate revocation checks on Server certificate only All certificates in the chain of trust Do not check (not recommended) Check for TLS certificate revocation using Certificate Revocation Lists (CRLs) Online Certificate status Protocol (OCSP) 			^
Place Java Icon in system trav	Advanced Security Settings Enable the operating system's restricted environme Use certificates and keys in browser keystore Enable blacklist revocation check Enable caching password for authentication Use SSL 2.0 compatible ClientHello format Use TLS 1.0 Use TLS 1.1 Use TLS 1.1 Use TLS 1.2 Miscellaneous Store user settings in the roaming profile Place Java icon in system trav	ent (native sandbo	x)	

4. Click the '**Apply**' button to save your settings and then click the '**OK**' button to exit the Java Control Panel.

ISSUE: When logging into ARIS, cannot open 'frmservlet.jnlp' file

If you select 'Open file' for the 'frmservlet.jnlp' file and nothing happens:

frmservlet (1).jnlp ...

Show all \times

SOLUTION: Need to specify the app to open the 'frmservlet.jnlp' file.

Follow these instructions to resolve the issue:

1. From your 'Downloads' folder, find the JNLP File (frmservlet) and right-click on it:



2. Select the option 'Open with...'

frmservlet		
FY 2020 News and Deadlines	Launch	
📻 G (10.9.251.36) (X) - Shortcut	Open with Brackets	
generateSvc (1).svt	Edit with Notepad++	
generateSvc.svt	Scan with Windows Defender	
🔒 getjobid703	🖻 Share	
🚨 getjobid1202	Open with	
👃 getjobid1203	Give access to	
🔊 getjobid1204		

3. Highlight 'Java Web Launcher' and check the 'Always use this app to open .jnlp files' box. Press the 'OK' button.



Now your workstation will know to use the Java Web Launcher app to open .JNLP files.

4. (Optional) If Java[™] Web Launcher is not first available in the list of applications, find 'C:\Program Files\Java\jdk1.8.0_281\bin\Javaws.exe' and choose this as default to open .JNLP file.

ISSUE: Cannot View Uploaded (scanned) Documents using Chrome or Edge

When using CHROME or EDGE browser and trying to view an Uploaded (scanned) Document, you do not see the Document.

Scanned Document Information		
AIMS Scanned Documents		
Seq No	86166 Scan Date 09/18/2014	
File Name	Agreement.pdf	
	Document Types	
	Document Type ORIG AGREEMENT	
	Sub DocType EXECUTED	
Description	Executed agreement	
	Cancel View Document	

SOLUTION: Look in the C:\Users\firstname.lastname\ folder

Chrome and Edge automatically copy the document to your C:\Users\firstname.lastname\ folder (for example, c:\users\jane.doe). You will need to check this folder to view the document.

ISSUE: Receive error using Do Output prints in ASCII

If you are getting the following error message:



SOLUTION: You must save the ASCII file to your C:\Users\firstname.lastname\ folder.

