

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

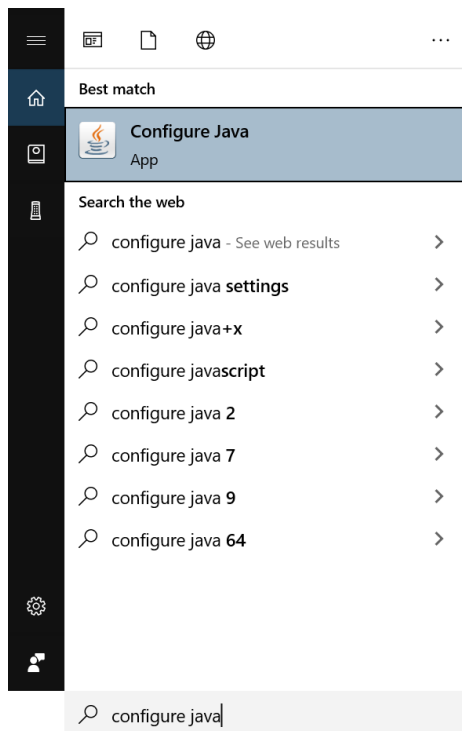
ISSUE: Getting error message FRM-92090 when trying to log into ARIS

If you are getting the following error message:

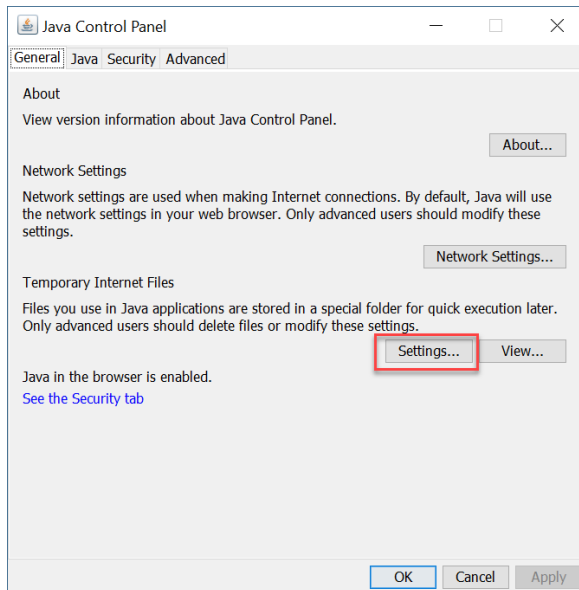


SOLUTION: Clear your Java cache:

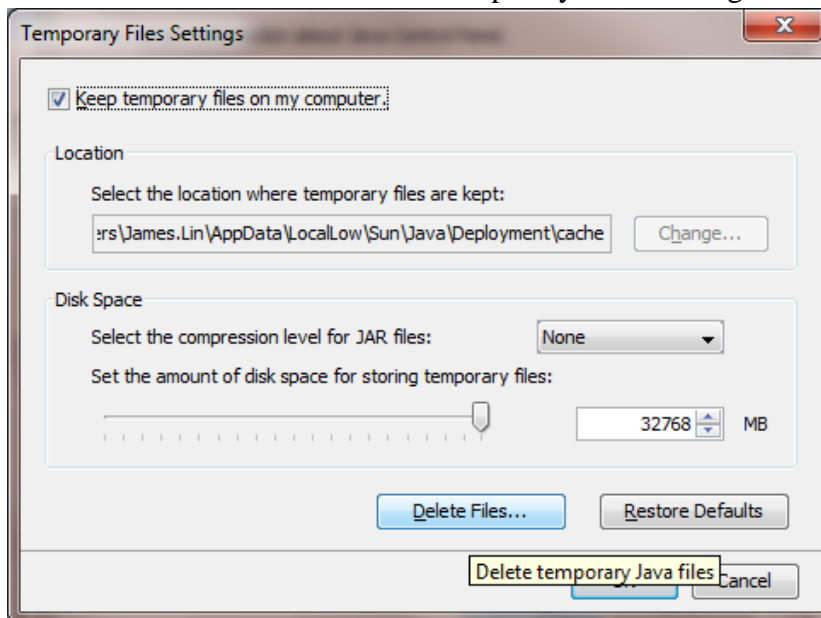
1. Open the Java Control Panel: In the search box next to the **Start** button on the taskbar type **configure java**. Select **Configure Java** from the list of results.



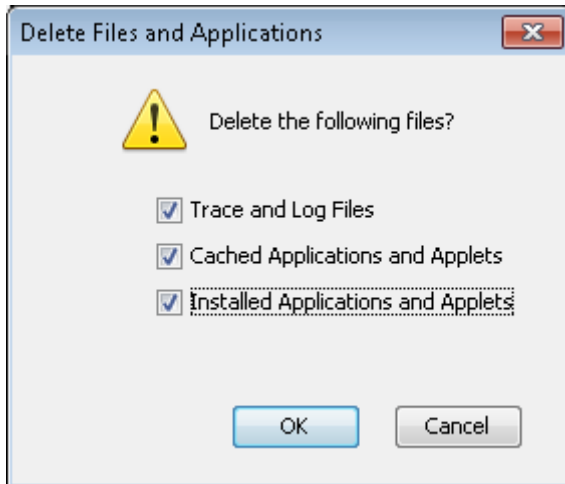
2. On the Java Control Panel's 'General' tab, click the 'Settings...' button:



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



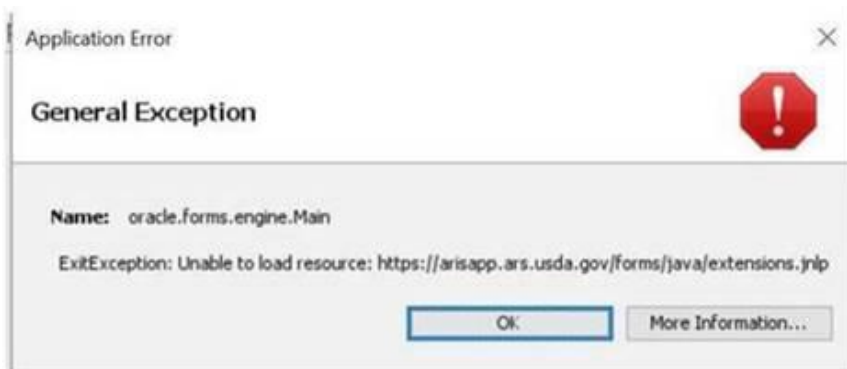
4. Check all options and click the 'OK' button. Click the 'OK' button again to go back to the 'General' tab:




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

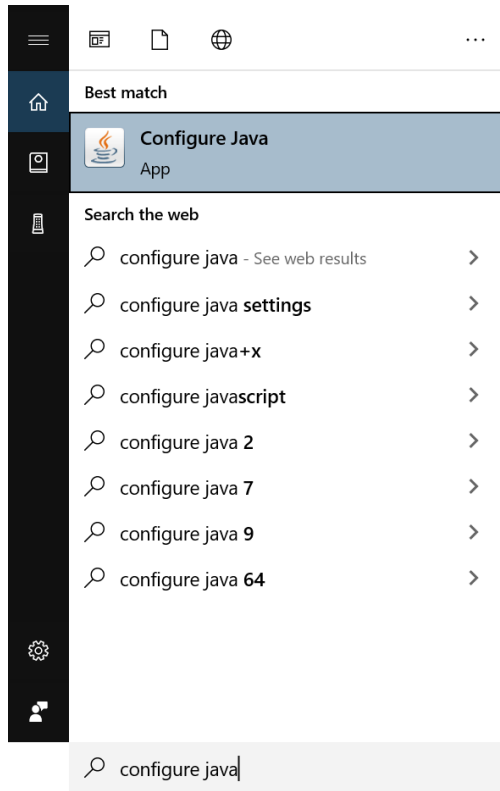
ISSUE: Getting error message "General Exception" when trying to log into ARIS

If you are getting the following error message:

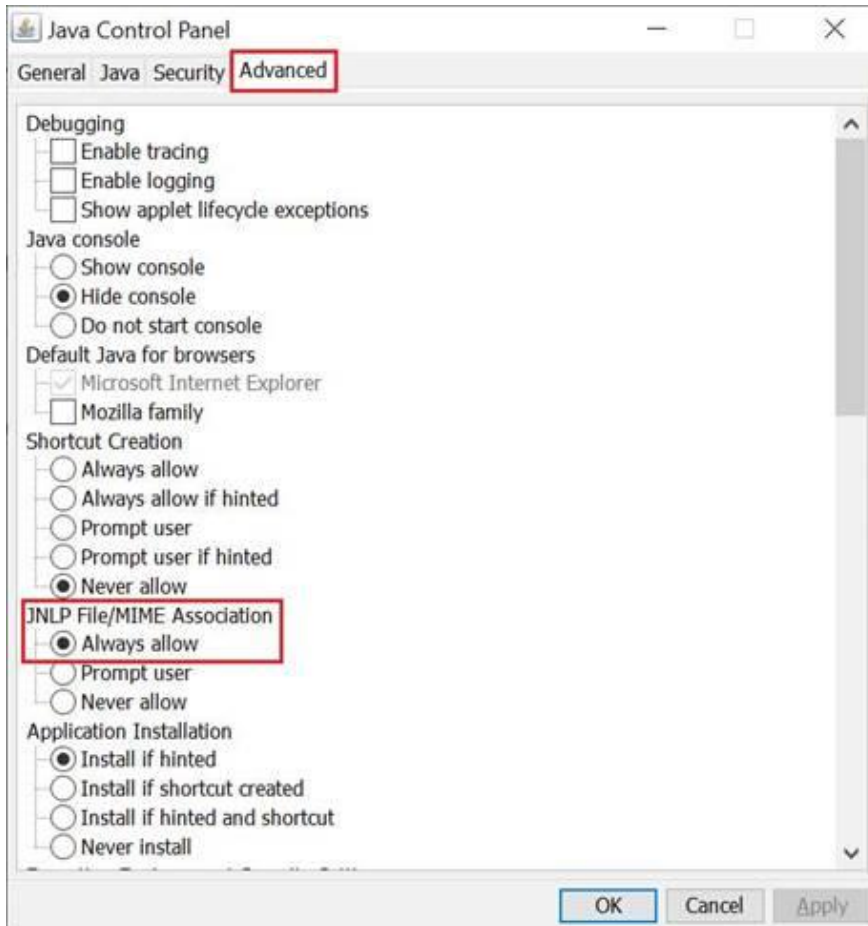


SOLUTION: Change your Java Control Panel Settings in Windows 10

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

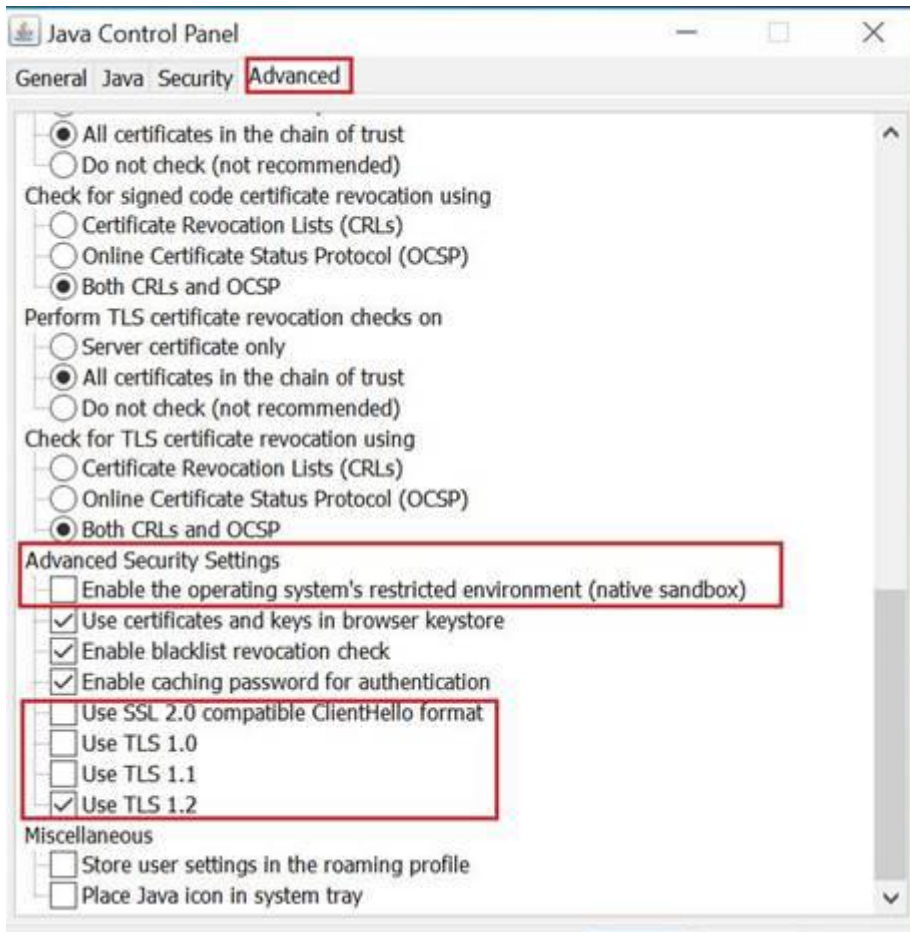


2. Select the **'Advanced'** tab and check the "Always allow" under **'JNLP File/MIME Association'**.



3. Under '**Advanced Security Settings**':

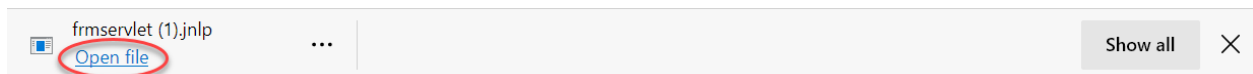
- uncheck "Enable the operating system's restricted environment (native sandbox)"
- uncheck "Use SSL 2.0 compatible ClientHello Format"
- uncheck "Use TLS 1.0"
- uncheck "Use TLS 1.1"
- check "Use TLS 1.2"



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

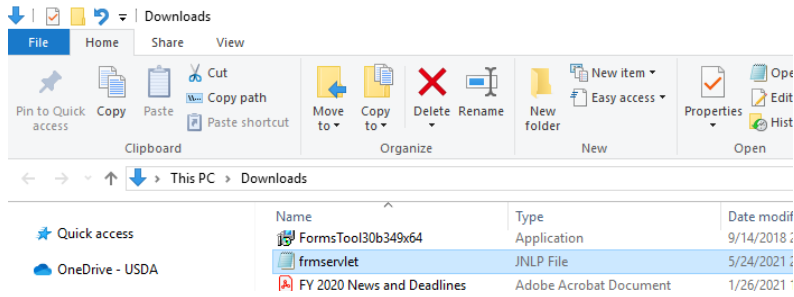
If you select 'Open file' for the 'frmservlet.jnlp' file and nothing happens:



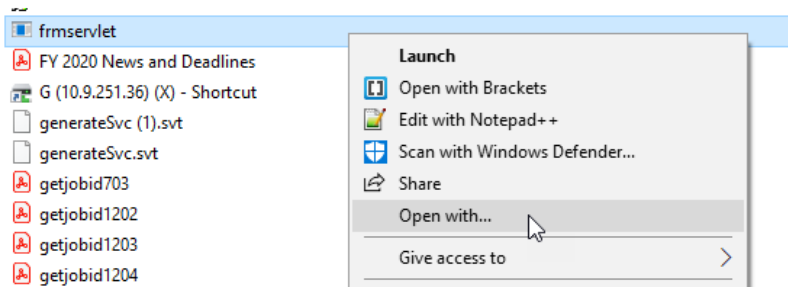
SOLUTION: Need to specify the app to open the 'frmservlet.jnlp' file.

Follow these instructions to resolve the issue:

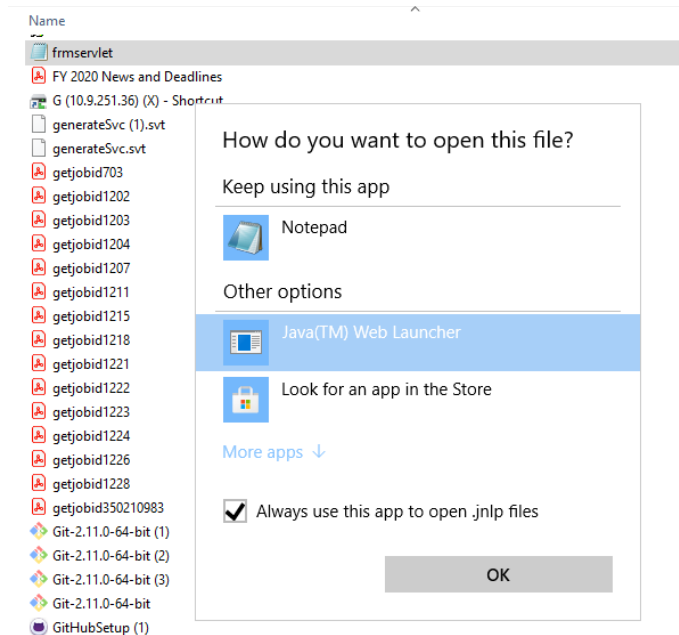
1. From your **‘Downloads’** folder, find the JNLP File (frmervlet) and right-click on it:



2. Select the option **‘Open with...’**



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

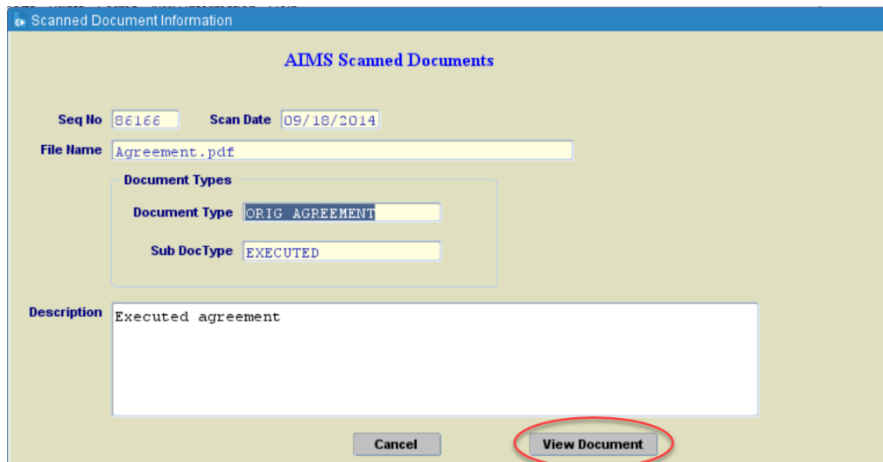


Now your workstation will know to use the Java Web Launcher app to open .JNLP files.

- (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.



The screenshot shows a window titled "Scanned Document Information" with the following fields:

- Seq No: 06166
- Scan Date: 09/18/2014
- File Name: Agreement.pdf
- Document Types:
 - Document Type: ORIG AGREEMENT
 - Sub DocType: EXECUTED
- Description: Executed agreement

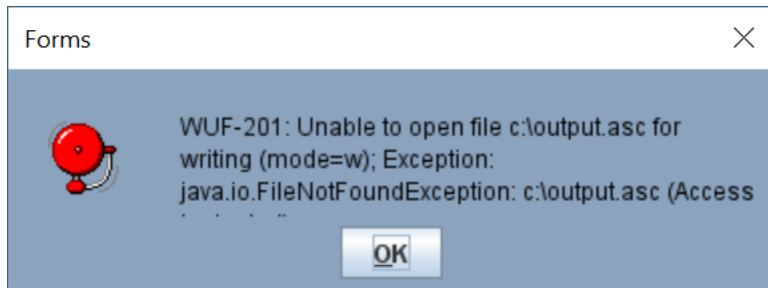
At the bottom, there are two buttons: "Cancel" and "View Document". The "View Document" button is circled in red.

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.

