

UIS Java Applet Issue Resolution

July 22, 2019

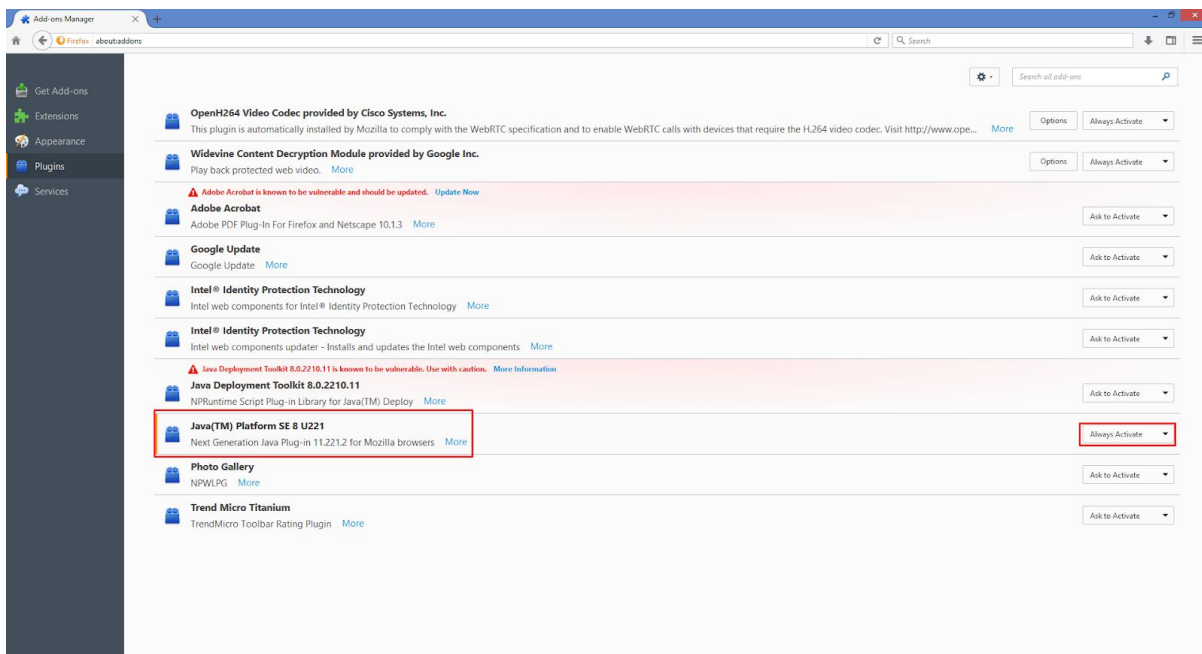
UIS users might be experiencing issues when using some functions of the UIS. This issue is related to a recent Java Applet update, and is mostly affecting computer terminals running Windows 8.1 and above. A screenshot of the error is shown below:

In order to access this application, you must install the J2SE Plugin version 1.6.0_27. To install this plugin, [click here](#) to download the oaj2se.exe executable. Once the download is complete, double-click the oaj2se.exe file to install the plugin. You will be prompted to restart your browser when the installation is complete.

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Please follow the steps below to resolve this issue:

1. On Firefox Browser, type **about:addons**
2. Select **Plugins tab**
3. Change the Java(TM) Platform SE8 to **Always Activate**.



For additional assistance, please contact Helpdesk via email: helpdesk@up.edu.ph, or via telephone: (02) 376 3100/3101. Phone lines are open from 8:00am to 5:00pm.