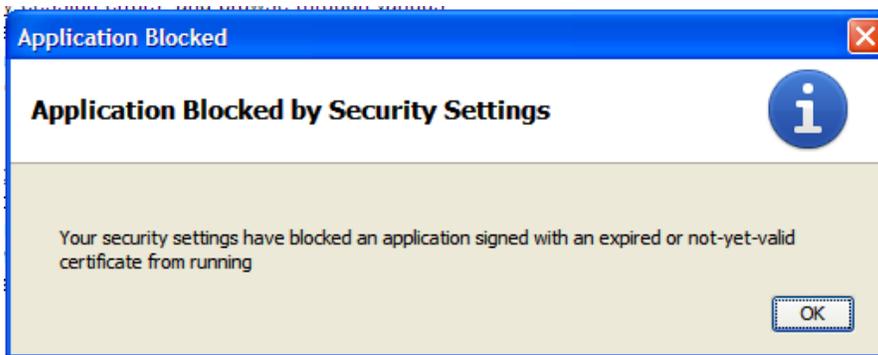


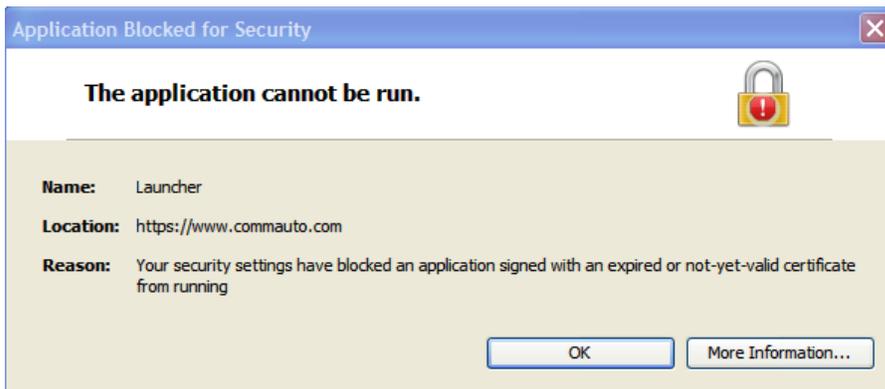
CAR Telecommunications Java Runtime Issues

A recent change by Oracle to their Java 7 and Java 8 Runtime versions will have an effect on company users that access the CAR Telecommunications System via our website.

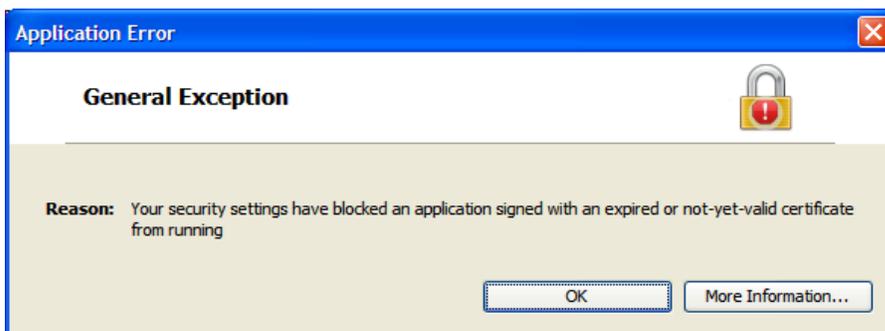
If users have either Java 7 Runtime (version 1.7.0_55 or greater) or Java 8 Runtime (version 1.8.0_20 or greater) installed on their PCs with the default settings, they will encounter the following error when they attempt to start a secure session from the Telecommunications page on the CAR website:



When the user hits the OK button the next message they will encounter is:



If they hit the OK button in that window they will then see the following:

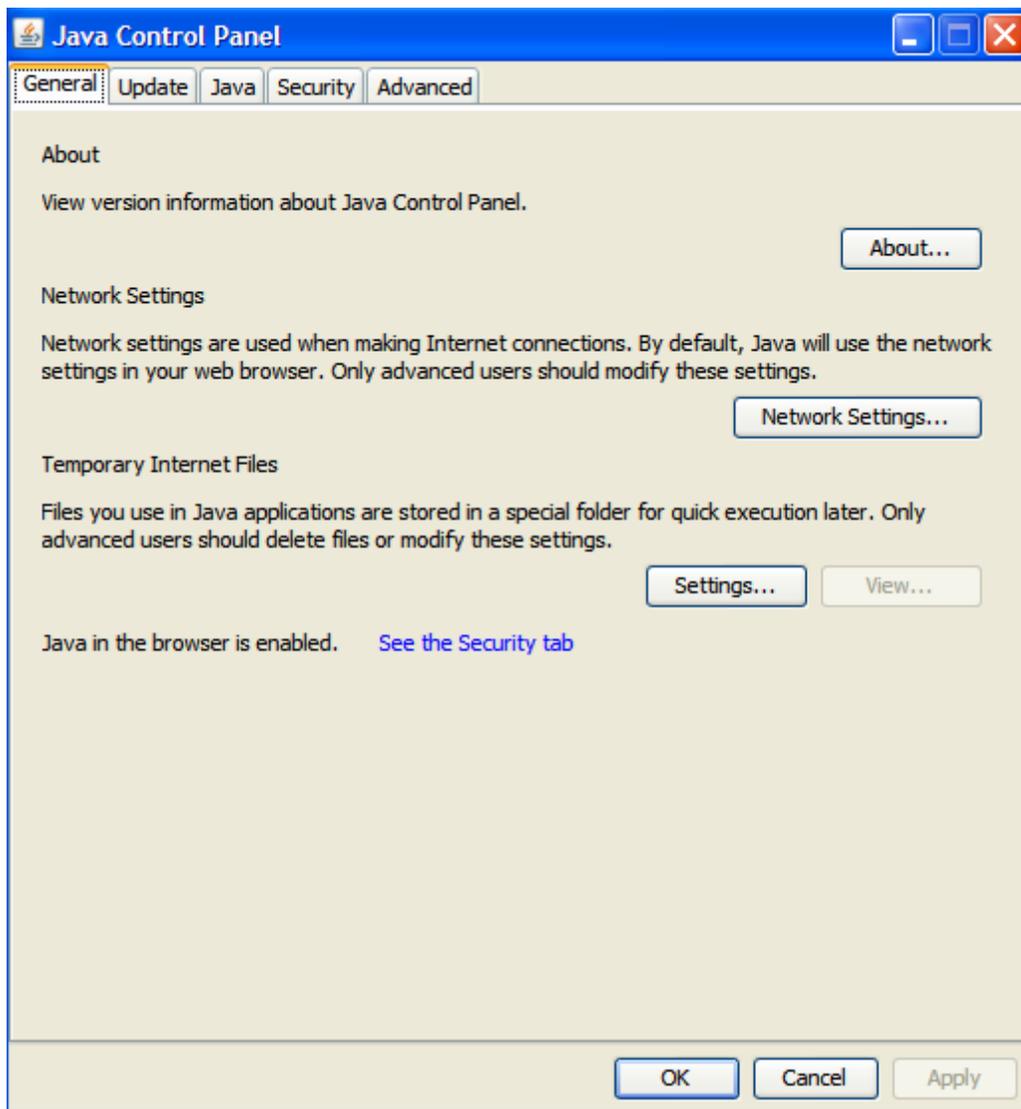


CAR Telecommunications

Java Runtime Issues

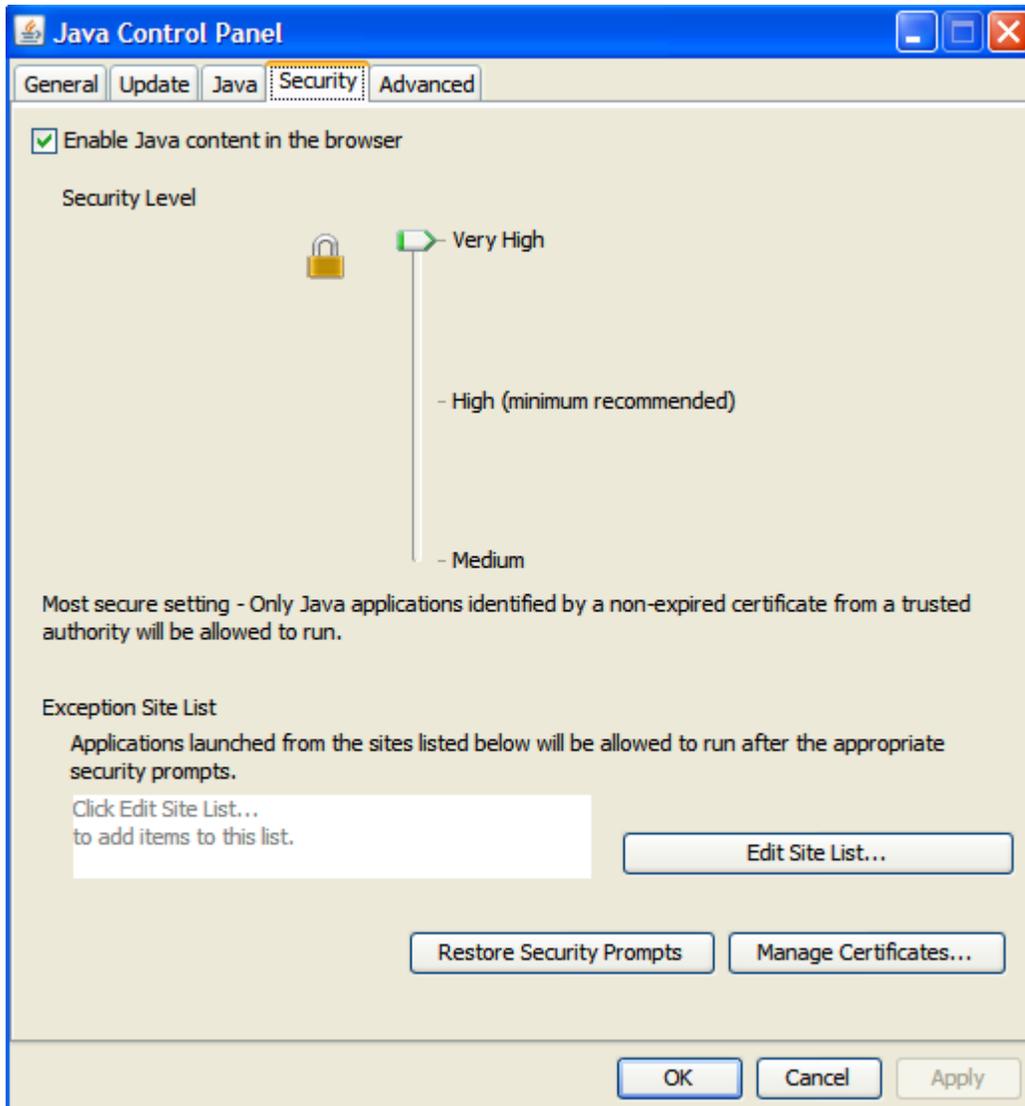
To correct this situation it will be necessary for the user to modify the settings in the Java Control Panel.

1. Navigate to the Control Panel by hitting Start, Control Panel.
2. Double click on the Java icon to open the Java Control Panel.



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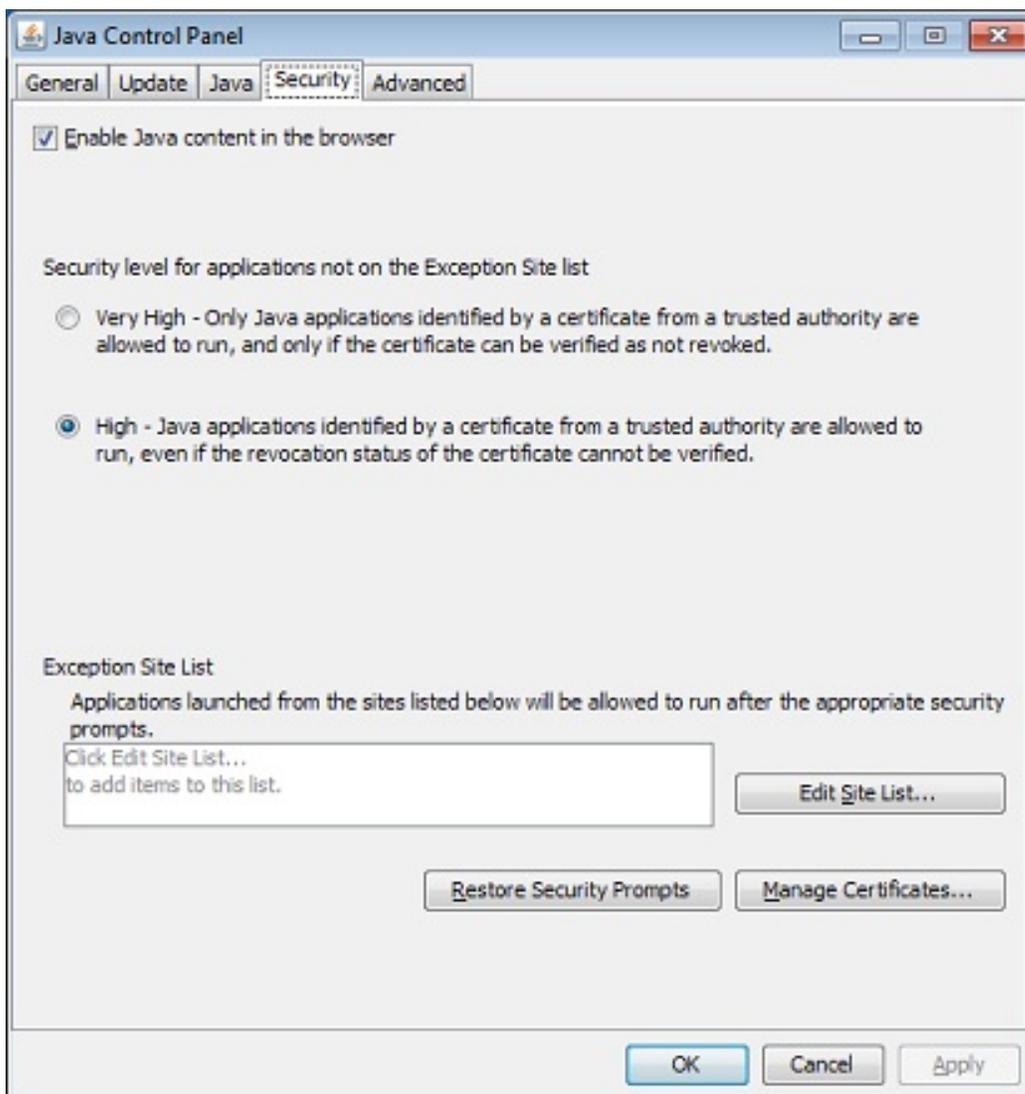
3. Click on the Security tab. Please note that the following window is from Java Runtime 7:



4. The user should drag the Security Level slider from **Very High** to **Medium**. Also, have them hit the **Restore Security Prompts** button and then hit the **Restore All** button on the next message box (this will help you confirm that the changes have been made correctly). Finally, hit the **OK** button until you exit the Java Control Panel.

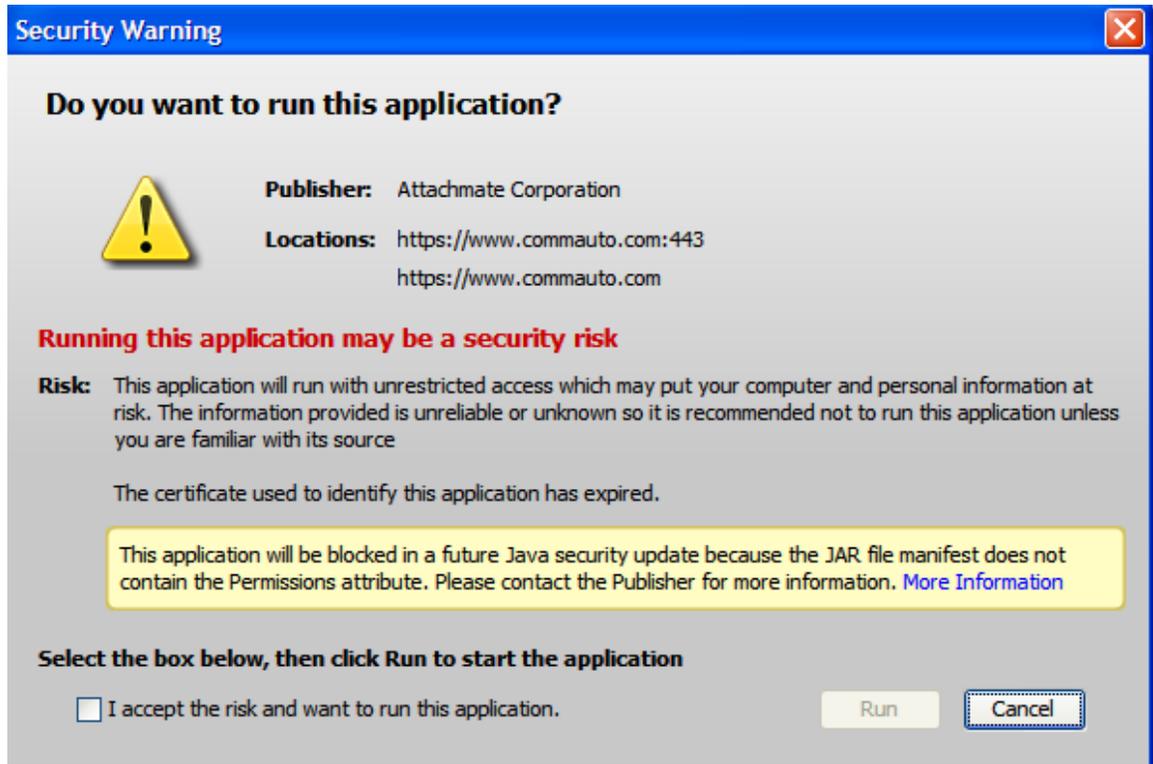
CAR Telecommunications Java Runtime Issues

5. If the user has Java 8 Runtime version 20 or higher the Security Tab will be a little different (see below). You can see that there is no longer a Security Level setting of Medium. In this case the user will need to add the CAR website to the Exception Site List. To do this hit the **Edit Site List** button and then enter <https://www.commauto.com> in the box. Hit the OK button in all subsequent windows until they return to the Security tab. Next hit the **Restore Security Prompts** button and then hit the **Restore All** button on the next message box (this will help you confirm that the changes have been made correctly). Finally, hit the **OK** button until you exit the Java Control Panel.



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6. If Internet Explorer is still open, close and reopen IE, then once again navigate to the CAR Telecommunications page. When you hit the link for Start Secure Session you should get the following prompt.



7. Check the "I accept the risk and want to run this application" box and then hit the **Run** button. The Connection to CAR Mainframe – Secure window should now appear.

Please note that users are receiving this message because we are currently running an older version of the Reflections for the Web software on our website that does not have a current manifest. We expect to upgrade the web server over the next year, but until that time we are asking users to follow the procedure above to access our Telecommunications System using the new versions of Java Runtime.