Niagara Web UI Troubleshooting guide
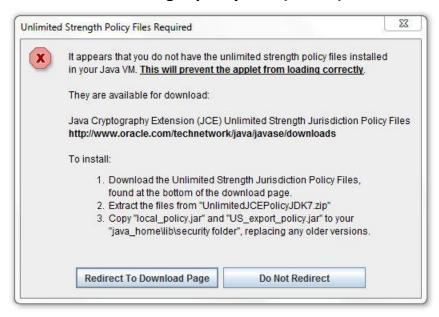**Updated 4/3/2015**

1. Consolidated Patches for 3.8.38, 3.7.106, 3.6.406, 3.5.406:
confirm with Support Channel regarding latest version of software available.

2. JAVA unlimited strength policy files (AX 3.8):

When using Niagara AX 3.8 and the Wb web profile the JAVA unlimited strength policy files are required to be installed on every client PC which will access the graphics. You will see the above error when a computer does not have the files installed or they are installed in the wrong location.

If using **3.8.38 and JAVA 7**, download the
Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files for JDK/JRE 7:
http://www.oracle.com/technetwork/java/javase/downloads/jce-7-download-432124.html
Installation instructions are in the README.txt file included with the download.

JAVA 32 bit:
C:\Program Files (x86)\Java\jre7\lib\security

JAVA 64 bit:
C:\Program Files\Java\jre7\lib\security

Mac OS:
/Mac HD/Library/Internet Plug-Ins/javaAppletPlugin.plugin/Contents/Home/lib/security

If using **3.8.38 and JAVA 8**, download the
Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files for JDK/JRE 8:
http://www.oracle.com/technetwork/java/javase/downloads/jce8-download-2133166.html
Installation instructions are in the README.txt file included with the download.

JAVA 32 bit:
C:\Program Files (x86)\Java\jre8\lib\security

JAVA 64 bit:
C:\Program Files\Java\jre8\lib\security

Mac OS:
/Mac HD/Library/Internet Plug-Ins/javaAppletPlugin.plugin/Contents/Home/lib/security

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3. General Web UI tips:

- **32-bit JAVA Software required**
  Make sure you have at least the 32 bit version of JAVA installed. Even if the operating system installed is a 64-bit version you will need 32-bit JAVA because the web browser software is 32-bit. 64-bit JAVA software does not work with 32-bit browsers. You can have both 32-bit and 64-bit JAVA installed at the same time. More information is here (oracle.com).
- **Please have only one version of JAVA installed on the computer.**
  Please make sure you only have one version of JAVA installed. You can check this in the Control panel under Programs and Features (Control Panel\All Control Panel Items\Programs and Features) or Add/Remove Programs (XP/Server 2003) (Control Panel\Add or Remove Programs). Look for Java 7 … or Java 8 … in the list of programs. If multiple versions are installed please uninstall all version except for one. You decide which one to keep.
- **Which Version of JAVA do I need or should I use?**
  In general, the latest version of JAVA which is compatible for the operating system being used should work with the latest versions (3.6, 3.7, 3.8) of Niagara. You will need to make sure you have the latest consolidated patches installed on any supervisor or JACE that is hosting graphics.
  If using Niagara AX 3.5 or earlier you may want to try to stick to JAVA 7 update 17 (requires free Oracle account) which is the last version of JAVA that did not require any patches for Niagara AX.
- **How do I know if JAVA is working on my computer?**
  Go to this page which will test JAVA in your browser.
- **How do I know if I have 32-bit or 64-bit JAVA installed?**
  Option 1 – look for the version in the installed programs

  | Java 7 Update 55 | Oracle | 4/3/2015 | 120 M |
  | Java 7 Update 55 (64-bit) | Oracle | 2/2/2015 | 118 M |

  You can see this in the list of installed programs on the computer and look for Java as seen above. The absence of "(64-bit)" (see above) means that 32-bit JAVA is installed.
  Option 2 – look for the version based on the installation directory
  32-bit JAVA is installed in C:\Program Files (x86)\Java whereas 64-bit JAVA is installed in C:\Program Files\Java

Specific Errors:
Browser hangs on loading modules or hangs on initializing…
- Install the consolidated patches on the JACE or supervisor then clear the Niagara related JAVA cache on the client computers.

Graphics not completely loading or browser appears to stop loading the Niagara user interface. A browser refresh allows the page to load completely however all images may not load on subsequent pages.
- Install the consolidated patches on the JACE or supervisor then clear the Niagara related JAVA cache on the client computers.

I'm kicked back to the login screen or **I see the gray workbench background for a second and then I'm kicked back to the login screen**
- The FOX (default 1911) or FOXS (default 4911) port needs to be forwarded through the Internet router to the JACE or PC. When using a Wb web profile the protocol being used switches from HTTP/S to FOX/S after the modules are downloaded but before the workbench screen or graphics appear.

Why am I asked to re-authenticate or **Applet could not log in screen**

- Starting in 3.7.106, this is an additional security measure required when the IP address presented in the HTTP session differs from the IP address presented in the FOX session. Re-authentication is necessary so that an unauthorized user does not gain access to the station. This is most often seen when using a VPN or proxy server to access the station.

"Missing required Permissions manifest attribute in main jar"
- Starting with JAVA 7 update 51, Java does not allow users to run applications that are not signed (unsigned), self-signed (not signed by trusted authority) or that are missing permission attributes.
- More information here (java.com)
- Workaround – add URL to Exception site list

Red Xs in place of certain graphics
- The module where the graphic is embedded is not installed on the JACE or supervisor. Edit the graphic and look at the properties of the graphic to determine which module is needed then go to the software manager under platform and install that module.

Graphics are missing or are blank
- Make sure that the graphic file is installed on the JACE or supervisor at the place specified in the Px file.
- Make sure that the user logging in to the web UI has at least read permissions to the location of the file in the station.
- Install the consolidated patches on the JACE or supervisor then clear the Niagara related JAVA cache on the client computers.

HTTPS dependency on FOXS

> **Login Failed**
> Could not connect to fox server. Check that fox and web SSL
> settings match or try connecting using https.

- When using HTTPS to log into the web UI of a station you must have FOXS enabled as well or you will be directed back to the login prompt and see the error above.
- You could also see this error if you try to log in using HTTP but the Foxs Only property of the Fox Service is set to true.

IE11 always redirects to download JAVA even with the latest version of JAVA installed but Chrome and Firefox work just fine
- Install Microsoft security update MS14-080

Red X in top right corner of browser right after logging in to web UI
- Check that JAVA is installed and that, if installed, the 32-bit version is installed.

500 Internal server error
- JACE was commissioned at runtime module filter level only. To use the web UI the JACE needs to be commissioned at UI+Runtime. Recommission the JACE using the UI+Runtime module filter level.

"**Java ™ was blocked because it is out of date and needs to be updated**" error at the bottom of Internet Explorer

J   - JAVA has been a source of several security vulnerabilities so companies who develop the web browser software are trying to be diligent to keep the public up to date with the latest software. See this article for more information and how to disable this feature.

"This application would like to use an older version of JAVA 1.5.0 that is not installed on your system..."

- Known issue in 3.7.44 web.jar. Upgrade the JACE or supervisor to 3.7.106 and install the consolidated patches.

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4. Clearing Niagara related JAVA caches:

Tridium recommends clearing the Niagara related JAVA caches after installing any updates. This is so that the updated modules are downloaded from the JACE or supervisor to the client PC.

Clear the BROWSER CACHE AND RELATED NIAGARA CACHES (Applet JAVA cache and JAVA secondary cache) on any client computers. Note that the AppData or Application Data directories are hidden directories by default in Windows and will need to be uhnidden in order to delete the files out of them.

Each browser cache is cleared differently.

Microsoft Internet Explorer
IE11: http://refreshyourcache.com/en/internet-explorer-11/
IE10: http://refreshyourcache.com/en/internet-explorer-10/
IE9: http://refreshyourcache.com/en/internet-explorer-9/
IE8: http://refreshyourcache.com/en/internet-explorer-8/

Google Chrome
Chrome v27: http://refreshyourcache.com/en/chrome-27/
Chrome v10-v15: http://refreshyourcache.com/en/chrome-10/

Mozilla Firefox
Firefox v20: http://refreshyourcache.com/en/firefox-20/
Firefox v3: http://refreshyourcache.com/en/firefox-3/

- Windows XP/Server 2003:
Applet cache - Delete c:\Documents and Settings\<username>\niagara (delete the wbapplet sub-directory)
JAVA secondary cache - Delete c:\Documents and Settings\<username>\Application Data\sun\java\deployment\cache (delete all subdirectories from this directory - should be 6.0 and security directories) Note that the Application Data directory may be hidden based on your Windows settings and you will need to unhide the directory if you do not see it.

- Windows 7/8/Server 2008/Server 2012:
Applet cache - Delete c:\users\<username>\niagara (delete the wbapplet sub-directory)
JAVA secondary cache - Delete c:\users\<username>\AppData\LocalLow\Sun\Java\Deployment\Cache (delete all subdirectories from this directory - should be 6.0 and security directories). Note that the AppData directory may be hidden based on your Windows settings and you will need to unhide the directory if you do not see it.

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