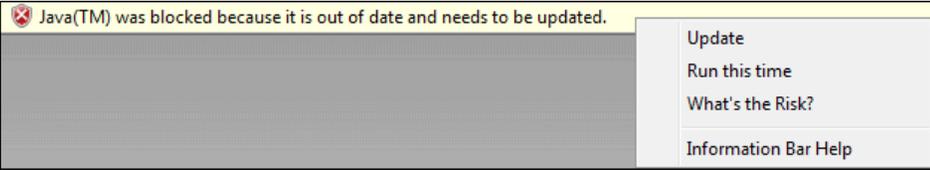
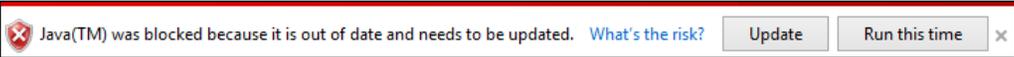
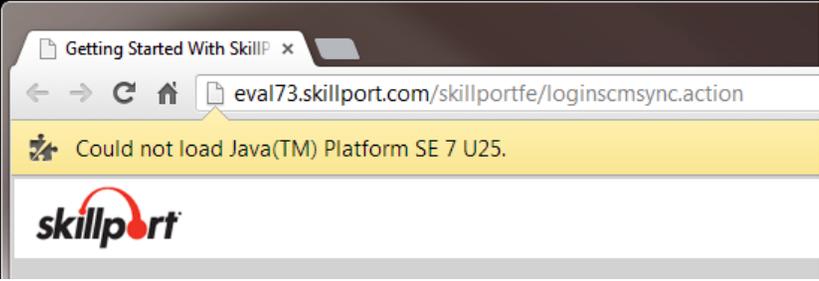


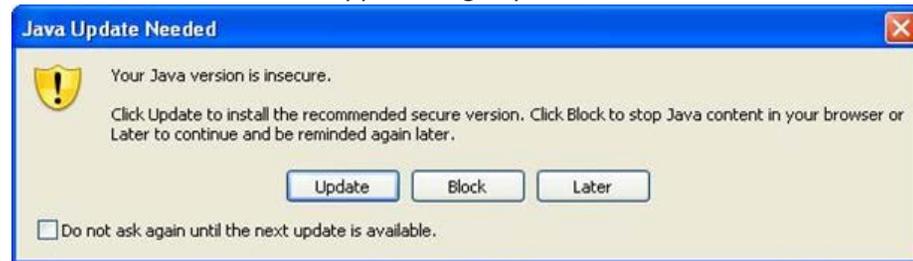
The purpose of this document is to provide a visual reference of Java prompts that a user might encounter with the various Skillsoft product offerings, what they mean, and how to respond to them. In some cases, the prompts are normal and will always be presented, while in others there may be a configuration change or future fix that Skillsoft is working to deliver to eliminate the prompt.

What do you see?	What is it?	What should you do?
<p>When Java tries to load an applet using Internet Explorer 8:</p>  <p>When Java tries to load an applet using Internet Explorer 9 - 11:</p> 	<p>As of September 9, 2014, Microsoft added functionality to all supported versions of Internet Explorer (8-11), which will block outdated versions of ActiveX controls (including Java). As of the time of this writing, the list of Java versions that will be blocked is as follows:</p> <ul style="list-style-type: none">• JRE 1.4, everything below (but not including) update 43• JRE 1.5, everything below (but not including) update 71• JRE 1.6, everything below (but not including) update 81• JRE 1.7, everything below (but not including) update 65• JRE 1.8, everything below (but not including) update 11 <p>For the currently supported versions of Java (1.7 and 1.8) the minimum version will increment with each JRE release. Essentially, you must be running the current released version of the JRE in order for IE to allow it to run without warning.</p>	<p>The user must click either Run this time to allow the applet to run with the older installed JRE, or Update to update their JRE to the current version.</p> <p>There may be options available for IT departments to suppress this IE warning.</p>

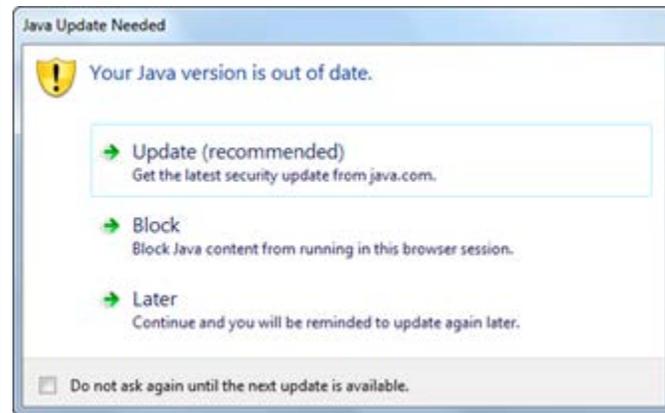
What do you see?	What is it?	What should you do?
<p>When Java tries to load an applet while using Chrome:</p> 	<p>This prompt indicates that Java is not installed or is not enabled for use in the browser. The message text may differ slightly depending on the current release of Java.</p>	<p>Java either needs to be installed or enabled for use in the browser.</p>
<p>When Java tries to load an applet while using Safari on a Mac:</p>  	<p>This prompt indicates that Java is being blocked by the browser.</p> <p>This prompt indicates that a Java applet is attempting to execute.</p>	<p>Java must be enabled to run in the browser, and the user must click Allow to allow the applet to run.</p>

What do you see?

When Java tries to load an applet using any browser:



Or



Or



What is it?

These prompts indicate that the version of the JRE that the user has installed is outdated and a newer version is available.

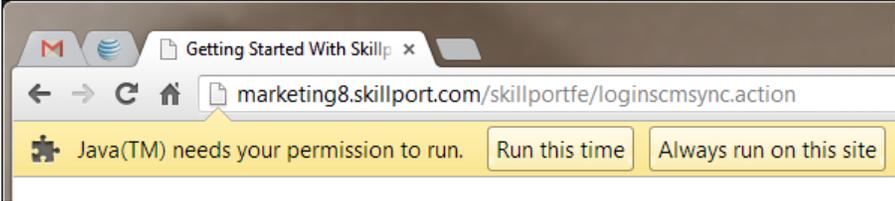
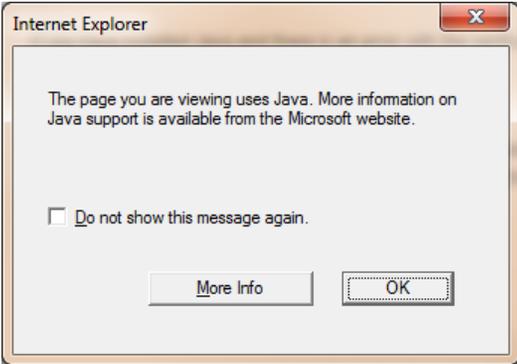
This message is from Safari on a Mac, and indicates that the installed JRE needs to be updated.

What should you do?

The user must click either **Update** to allow the JRE to be updated to the new version, or **Later** to defer the JRE update and allow the applet to launch with the current installed JRE. They may optionally check the box to prevent further prompting until the next JRE update is detected.

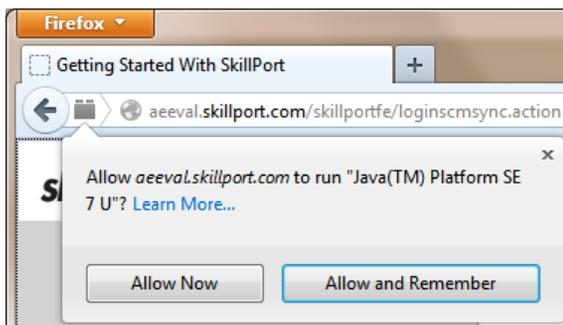
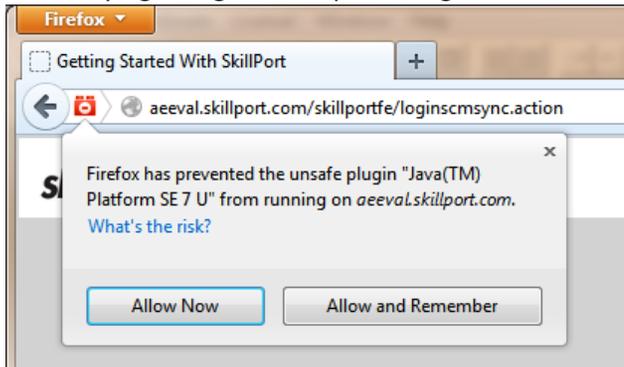
WARNING: If you click **Block** or **Later** to defer the JRE update to a later time, your current JRE may start behaving differently, and you might have problems playing Skillsoft content with a TPLMS, SCORM content using the SCORM RTE, or launching unsigned applets. This is due to security restrictions Oracle imposes on older JREs when they no longer meet the minimum security baseline.

The user must install the updated version of Java.

What do you see?	What is it?	What should you do?
<p>When Java tries to load an applet while using Chrome:</p> 	<p>This is a prompt that Google Chrome presents whenever a Java applet attempts to load.</p>	<p>The user must click either Run this time or Always run on this site. If you click Run this time, you will be prompted each time Java attempts to run when you visit this site. If you click Always run on this site, then Chrome will not prompt you again when Java applets attempt to run on this site.</p>
<p>When Java tries to load an applet while using Internet Explorer:</p> 	<p>This prompt indicates that Java is not installed or is not enabled for use in the browser.</p>	<p>Java either needs to be installed or enabled for use in the browser.</p>

What do you see?

When trying to login to Skillport using Firefox:



What is it?

If Java is not installed or is disabled for use in the browser, Firefox will not give any indication when a Java applet is encountered. The browser will simply stop on the page where the Java applet was trying to launch.

As of Firefox v24.0, Java is blocked by default. The red plugin icon in the browser address bar indicates that a plugin (e.g., Java) was blocked on this site.

As of Firefox v26.0, Firefox added a prompt when a Java applet is encountered.

As of Firefox v26.0, this secondary prompt allows you to specify whether the applet should be allowed only this one time, or if Firefox should remember to allow this applet in the future.

What should you do?

Java either needs to be installed or enabled for use in the browser.

To allow Java to run in Firefox v24.0 or newer, click the red plugin icon in the address bar. The user can click **Allow Now** to allow the applet to run once, or **Allow and Remember** to allow this applet to run in the future without prompting.

Click **Allow** to allow the Java applet to run on this site.

Click **Allow Now** or **Allow and Remember** to allow the applet to run on this site.

What do you see?

When Java tries to load an unsigned applet:



What is it?

This prompt is displayed by the JRE (starting with 1.7.0_21) when an unsigned Java applet attempts to load and the user is not running a JRE that meets the current security baseline.

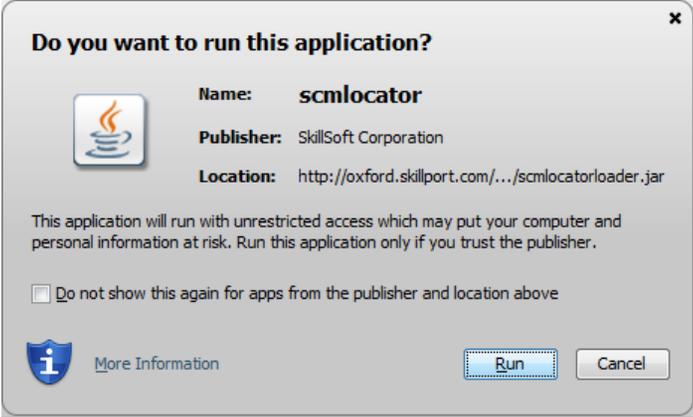
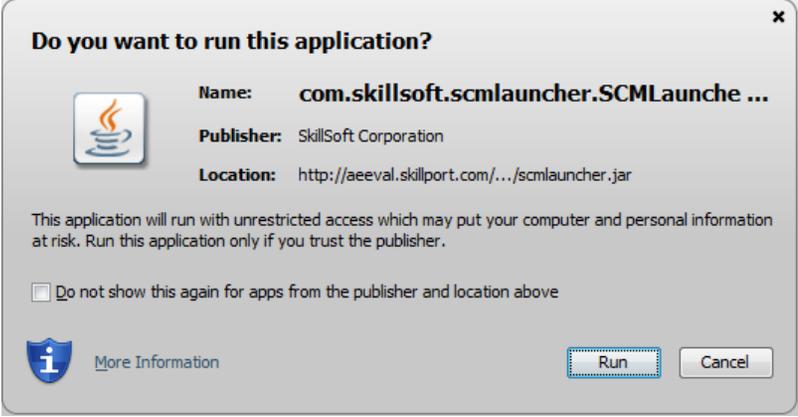
As of JRE 1.7.0_51, unsigned applets are no longer supported by the JRE.

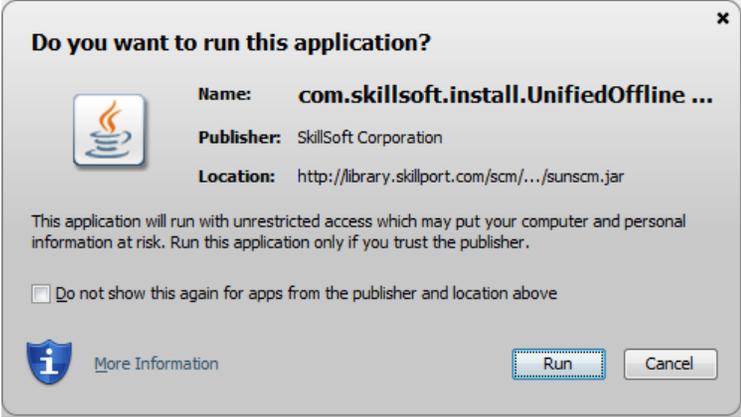
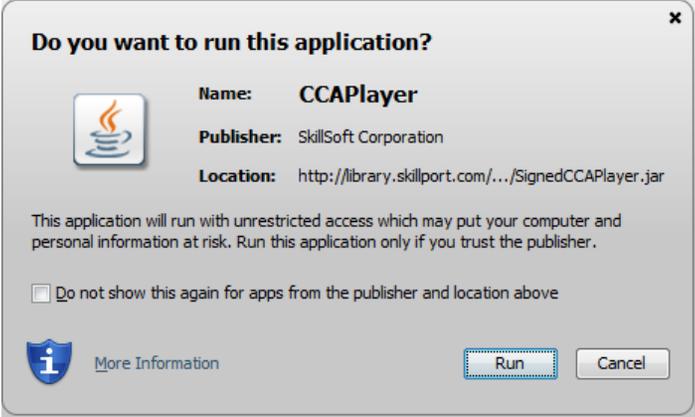
What should you do?

The user must either upgrade their JRE to the current security baseline, or switch to a signed version of the applet that is trying to run.

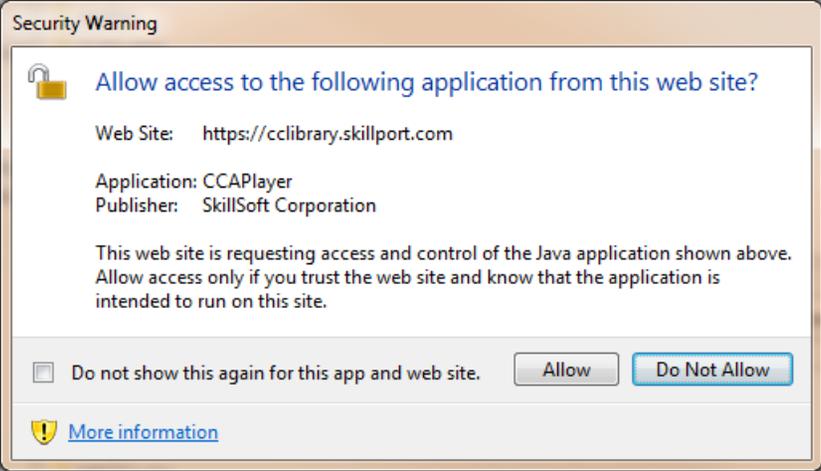
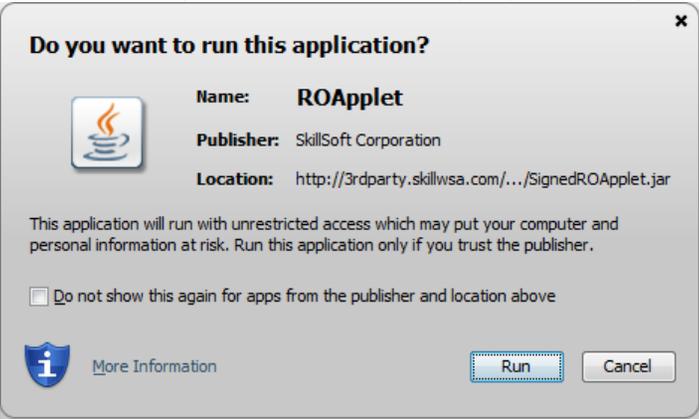
If this prompt is displayed when launching a Skillsoft course, you may be able to switch to the signed version of the Player applet to replace this message with the signed applet warning.

You can also use the new Exception Site List in JRE 1.7.0_51 to allow applets to run from specified sites, even if they do not meet new requirements. Add entries for <http://library.skillsoft.com> and <http://xlibrary.skillsoft.com>.

What do you see?	What is it?	What should you do?
<p>When logging in to Skillport:</p> 	<p>This is the JRE prompt for the renamed sniffer applet. The scmlocator applet is used to detect whether the SCM is installed on a user's computer. The applet writes a session cookie indicating whether it detected the SCM or not.</p>	<p>The user must click Run to allow the applet to execute. This applet is necessary if the customer uses Download. If the customer does not use Download at all, the applet may be disabled.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches.</p>
<p>When logging in to Skillport or downloading a course:</p> 	<p>This is the JRE prompt for the signed applet to launch the SCM. This applet will launch whenever a user logs into Skillport or attempts to download a course if they have the "registry-free" (regfree) version of the SCM installed.</p>	<p>The user must click Run to allow the applet to execute.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches.</p>

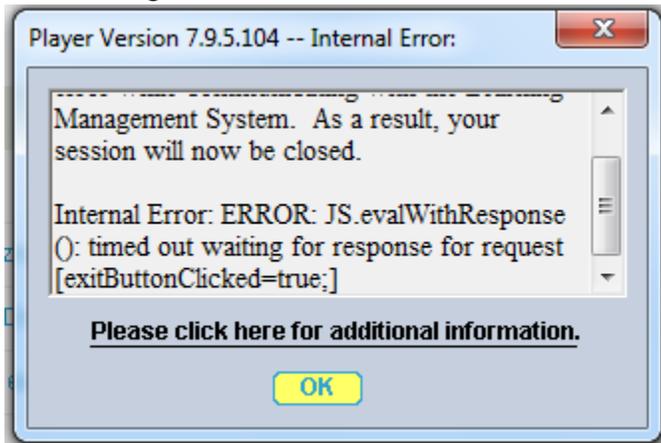
What do you see?	What is it?	What should you do?
<p>When trying to download a course:</p> 	<p>This is the JRE prompt for the signed applet to install the SCM. When a user chooses to download a course and they do not yet have the SCM installed, they will be prompted to install it. This is the applet that performs the SCM installation to the user's computer.</p> <p>The user should only need to do this once on any given machine to install the SCM.</p>	<p>The user must click Run to allow the applet to execute.</p>
<p>When launching a CCA course using the signed Player applet:</p> 	<p>This is the JRE prompt for the signed applet version of the Skillsoft Course Player for CCA courses.</p>	<p>The user must click Run to allow the applet to execute.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches, until the next JRE update.</p>

What do you see?	What is it?	What should you do?
<p>When launching a CCA course:</p> 	<p>After upgrading to JRE 1.7.0_45, when launching a course and after clicking Run on the initial signed or unsigned applet prompt, the course may fail to start and just remains on the Please Wait... page.</p> <p>This is due to a change in the JRE which requires the option to “Keep temporary files on my computer” be enabled in the JRE.</p>	<p>In the Java Control Panel, General tab, under Temporary Internet Files, you must click Settings, and the option for Keep temporary files on my computer must be checked.</p>
<p>When launching a CCA course with SCP 7.9 using JRE 1.6 or lower:</p> 	<p>This JRE mixed-code warning message is due to the lack of a “trusted-library” attribute in the Player applet. This attribute was removed in SCP 7.9 due to a JRE bug which prevented using both the “trusted-library” attribute (required by JREs lower than 1.7.0_21) and the “caller-allowable-codebase” attribute (required by JRE 1.7.0_21 and higher). Because both attributes could not be included in the applet, we had to remove one and opted to remove the one which impacted older JREs. Thus any user on a JRE lower than 1.7.0_21 will see this mixed-code warning.</p>	<p>Users must click No to allow the applet to run.</p> <p>Upgrading to the current 1.7 JRE will also eliminate the prompt.</p>

What do you see?	What is it?	What should you do?
<p>When launching a course using JRE 1.7.0_55 or 1.8.0_05:</p> 	<p>What is it?</p> <p>This JRE warning message appears when launching a course after upgrading to JRE 1.7.0_55 or 1.8.0_05. It is caused by a change in the JRE security model which prompts the user when an applet attempts to allow (*) as the value for the caller-allowable-codebase attribute.</p> <p>We added this attribute in SCP 7.9 in response to an earlier change in JRE 1.7.0_21. We specify (*) so that the Player will be allowed to communicate with any domain, since we cannot know all of the domains that the Player may need to communicate with (due to BTFW customer installations).</p>	<p>What should you do?</p> <p>Users must click Allow to allow the applet to communicate properly.</p> <p>Users may also select the Do not show this again for this app and web site checkbox to not prompt for this applet again.</p>
<p>When launching a course from a third-party LMS using OLSA:</p> 	<p>This is the JRE signed applet prompt displayed when launching a course using OLSA and using the OLSA RO (Referral Object) applet. The ROApplet enables communication between the LMS and OLSA, when the LMS is not accessible from the Skillsoft content servers.</p>	<p>The user must click Run to allow the applet to execute.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches, until the next JRE update.</p>

What do you see?

When exiting a CCA course:



What is it?

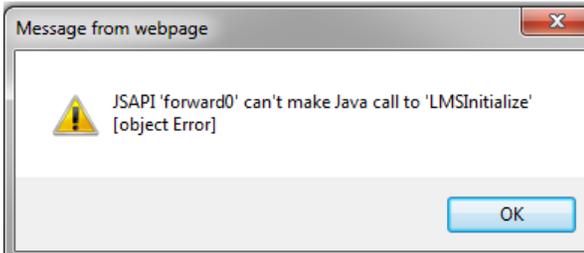
This message may occur if using an older version of the JRE which is below the current security baseline, after having chosen the option **Later** when prompted to upgrade the JRE. This is due to the JRE blocking LiveConnect functionality on older JREs when a new Security Baseline is established. LiveConnect is required for the Player to communicate with the LMS on exit.

What should you do?

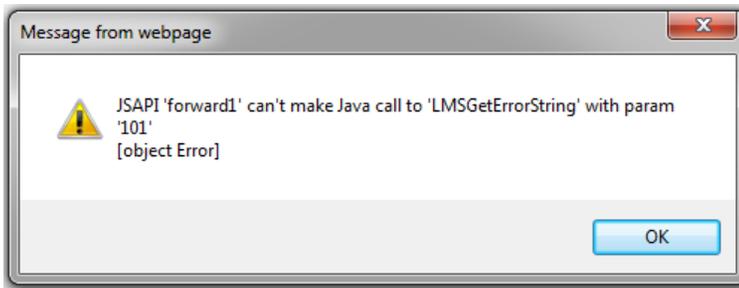
The user must upgrade to the current security baseline JRE. Alternatively, you may reduce the Java security level to Medium, but Skillssoft does not recommend this option.

What do you see?

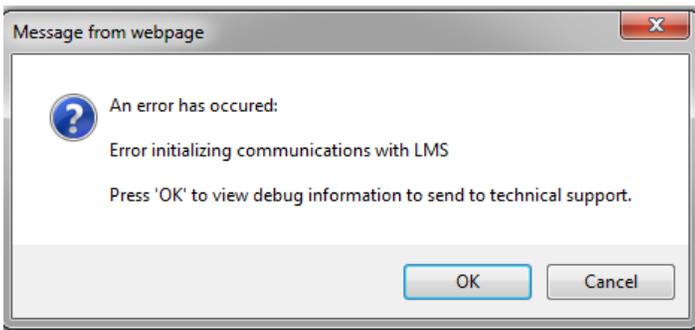
When trying to play a SCORM course or a CCA course deployed using SCORM:



Or



Or



What is it?

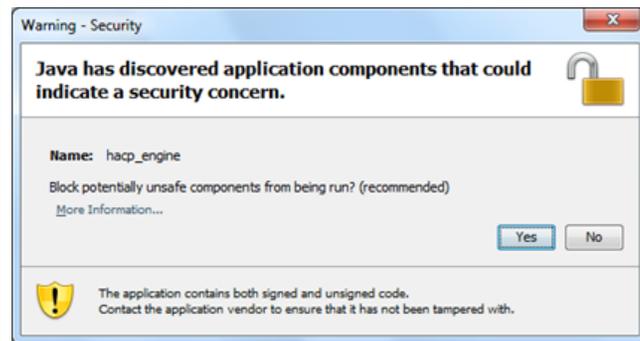
These messages may occur if using an older version of the JRE which is below the current security baseline, after having chosen the option **Later** when prompted to upgrade the JRE. This is due to the JRE blocking LiveConnect functionality on older JREs when a new Security Baseline is established. LiveConnect is required to communicate with the LMS on exit.

What should you do?

The user must upgrade to the current security baseline JRE. You may also be able to switch to the AJAX SCORM RTE, which does not use Java to communicate.

What do you see?

When launching an ElementK course:



What is it?

This is the JRE prompt for the signed applet ElementK course player.

This prompt may be displayed when launching an ElementK course using an older JRE (1.7.0_40 or lower, as well as 1.6, etc.) This is due to the applet having both signed and unsigned components.

After clicking Run on the initial applet prompt, the course may hang at the Loading... screen.

What should you do?

The user must click **Run** to allow the applet to execute.

You can also check the box **Do not show this again for apps from this Publisher and location above**. This will suppress prompts for this applet on future launches, until the next JRE update.

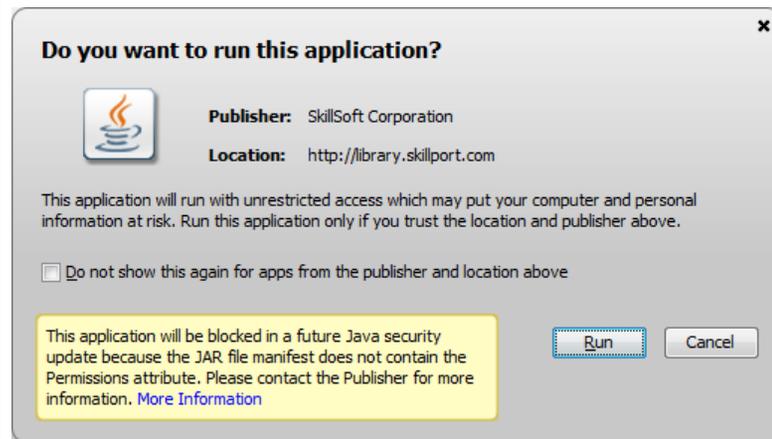
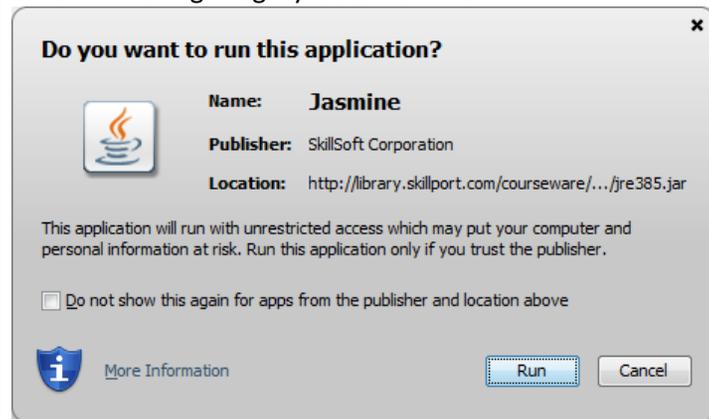
The user must click No to not block the component from running.

As of JRE 1.7.0_51, many legacy ElementK courses are no longer supported. Only ElementK gap courses and custom courses are were updated to work with JRE 1.7.0_51.

You can use the new Exception Site List in JRE 1.7.0_51 to allow applets to run from specified sites, even if they do not meet new requirements. Add entries for <http://library.skillsoft.com> and <http://xlibrary.skillsoft.com>.

What do you see?

When launching a legacy Classic course:



What is it?

This is the JRE prompt for the signed applet for legacy Classic course player, with a JRE older than 1.7.0_45.

As of JRE 1.7.0_45, the Classic player applet will display this message, due to new applet requirements.

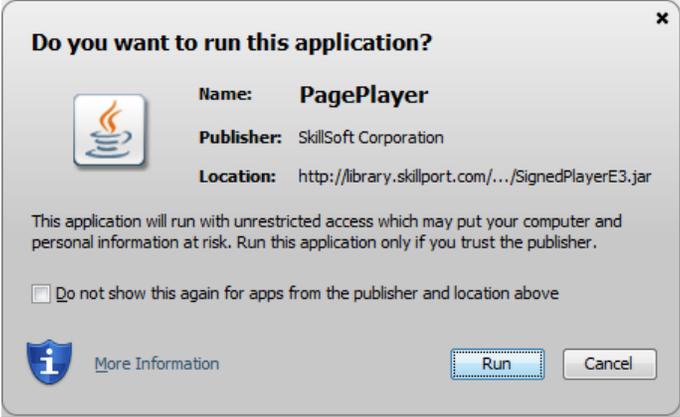
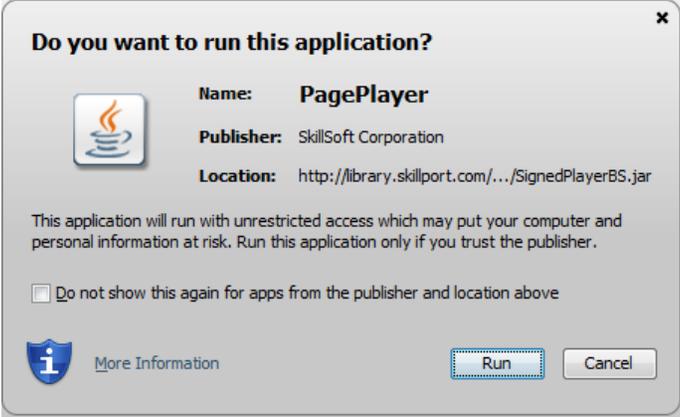
As of JRE 1.7.0_51, the Classic player will no longer launch, due to the new applet requirements. Classic courses are no longer supported.

What should you do?

The user must click **Run** to allow the applet to execute.

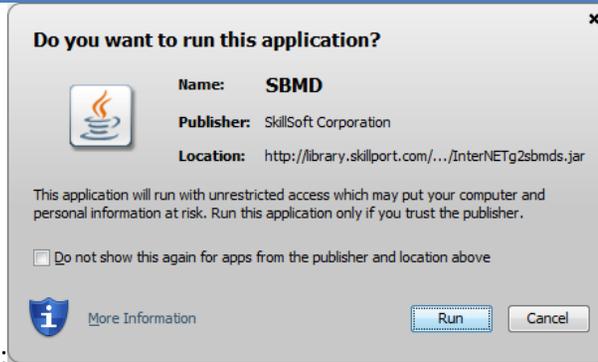
You can also check the box **Do not show this again for apps from this Publisher and location above**. This will suppress prompts for this applet on future launches, until the next JRE update.

You can use the new Exception Site List in JRE 1.7.0_51 to allow applets to run from specified sites, even if they do not meet new requirements. Add entries for <http://library.skillsoft.com> and <http://xlibrary.skillsoft.com>.

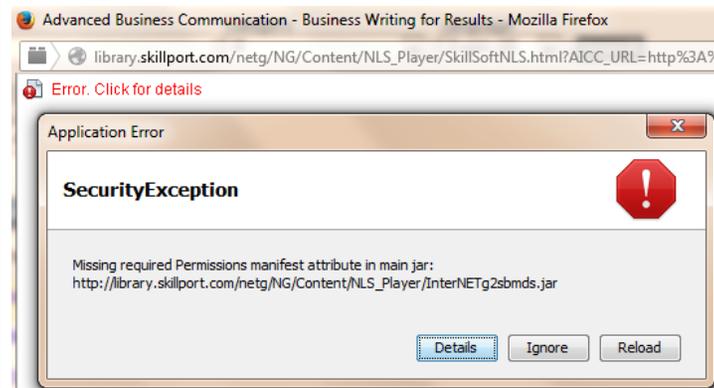
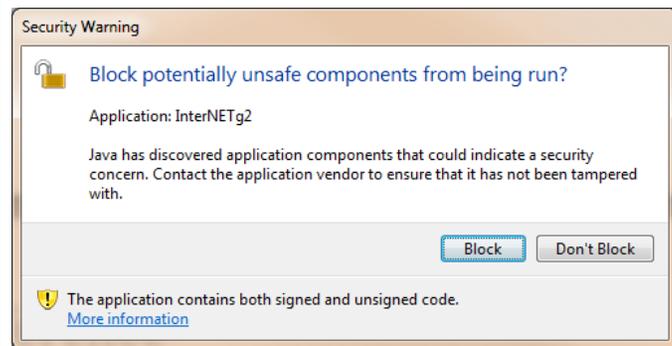
What do you see?	What is it?	What should you do?
<p>When launching a legacy e3 course:</p> 	<p>This is the JRE prompt for the signed applet legacy e3 course player (notice SignedPlayerE3 in the Location).</p>	<p>The user must click Run to allow the applet to execute.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches, until the next JRE update.</p>
<p>When launching a legacy Business Skills course:</p> 	<p>This is the JRE prompt for the signed applet legacy Business Skills course player (notice SignedPlayerBS in the Location).</p>	<p>The user must click Run to allow the applet to execute.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches, until the next JRE update.</p>

What do you see?	What is it?	What should you do?
<p>When launching a Skillsim:</p> 	<p>This is the JRE prompt for a signed applet Skillsim player.</p>	<p>The user must click Run to allow the applet to execute.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches, until the next JRE update.</p>
<p>When trying to Preview a course from Skillstudio using JRE 1.7.0_51:</p> 	<p>JRE 1.7.0_51 no longer supports unsigned applets. The current version of Skillstudio uses the unsigned player applet when previewing a course.</p>	<p>You can use the new Exception Site List in JRE 1.7.0_51 to allow unsigned applets to run from Skillstudio. Add an entry for http://127.0.0.1:9090</p> <p>Skillsoft is working to release an updated version of Skillstudio which uses the signed player applet for preview. It is currently scheduled for release in Spring 2014.</p>

What do you see?



When launching a NETg course:



What is it?

This is the JRE prompt for the signed applet NETg NLS course player, when using a JRE older than 1.7.0_51.

The initial signed applet prompt is followed by the JRE warning about blocking potentially unsafe components. This second message is due to the NETg player containing both signed and unsigned code. NETg courses are no longer supported, so there are no plans to update the player to address this additional warning.

As of JRE 1.7.0_51, this SecurityException will occur. This is due to new applet requirements with JRE 1.7.0_51. NETg courses are withdrawn, so the player will no longer be updated to meet these new requirements.

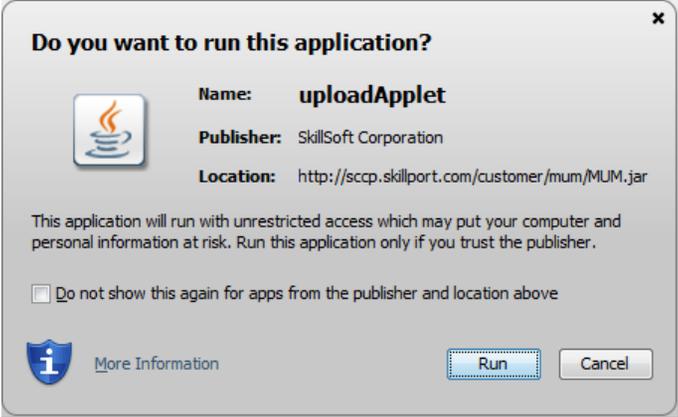
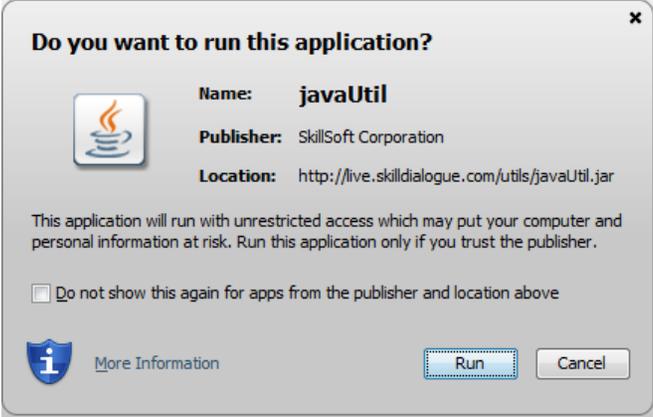
What should you do?

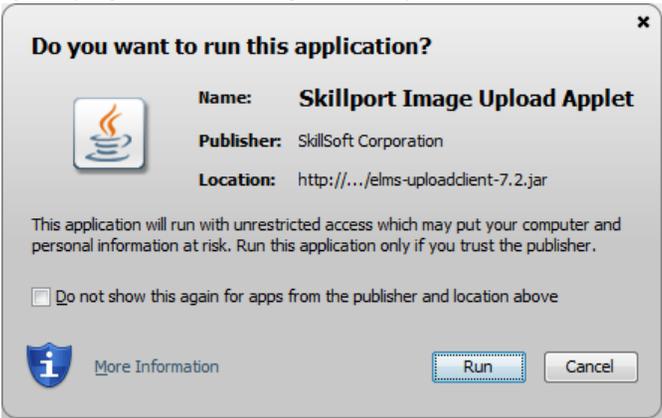
The user must click **Run** to allow the applet to execute.

The user must click **Don't Block** to allow the player to launch.

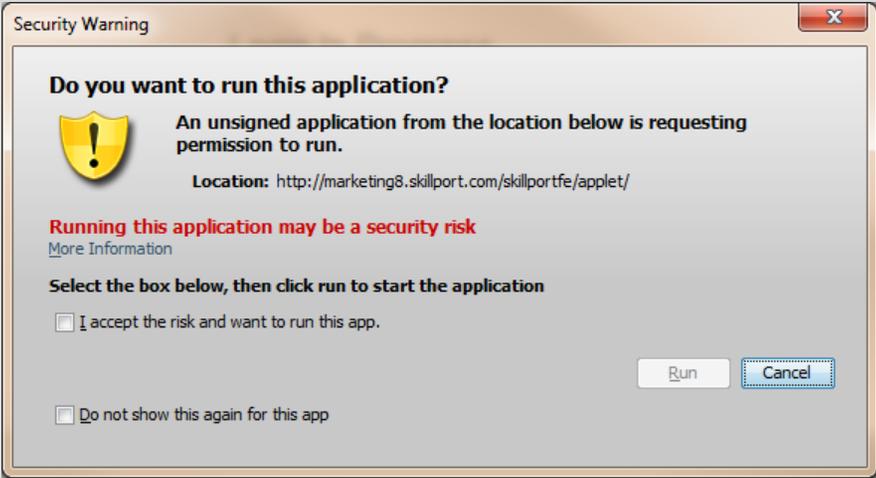
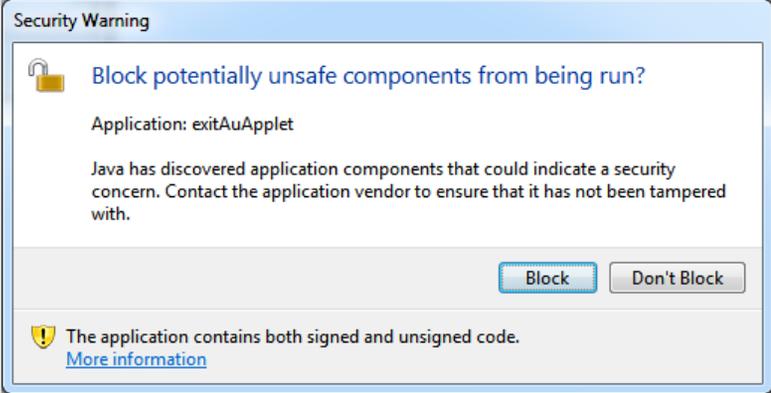
As of JRE 1.7.0_51, NETg courses are no longer supported.

You can use the new Exception Site List in JRE 1.7.0_51 to allow applets to run from specified sites, even if they do not meet new requirements. Add entries for <http://library.skillsoft.com> and <http://xlibrary.skillsoft.com>.

What do you see?	What is it?	What should you do?
<p>When using Publisher to upload a custom course:</p>  <p>Do you want to run this application?</p> <p> Name: uploadApplet</p> <p>Publisher: SkillSoft Corporation</p> <p>Location: http://scqp.skillport.com/customer/mum/MUM.jar</p> <p>This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.</p> <p><input type="checkbox"/> Do not show this again for apps from the publisher and location above</p> <p> More Information <input type="button" value="Run"/> <input type="button" value="Cancel"/></p>	<p>This is the JRE prompt for the signed Publisher applet to upload custom content.</p>	<p>The user must click Run to allow the applet to execute.</p>
<p>When connecting to Dialogue Live (http://live.skilldialogue.com)</p>  <p>Do you want to run this application?</p> <p> Name: javaUtil</p> <p>Publisher: SkillSoft Corporation</p> <p>Location: http://live.skilldialogue.com/utlis/javaUtil.jar</p> <p>This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.</p> <p><input type="checkbox"/> Do not show this again for apps from the publisher and location above</p> <p> More Information <input type="button" value="Run"/> <input type="button" value="Cancel"/></p>	<p>This is the JRE prompt for the signed Dialogue Live applet.</p>	<p>The user must click Run to allow the applet to execute.</p>

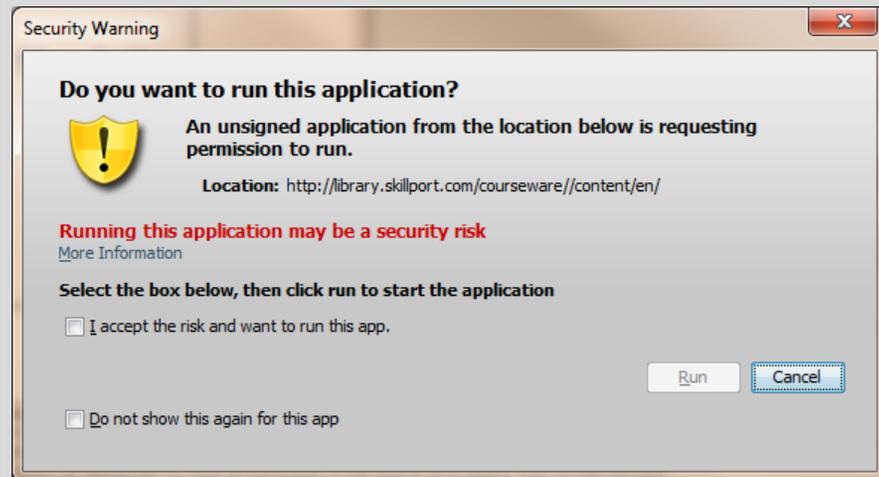
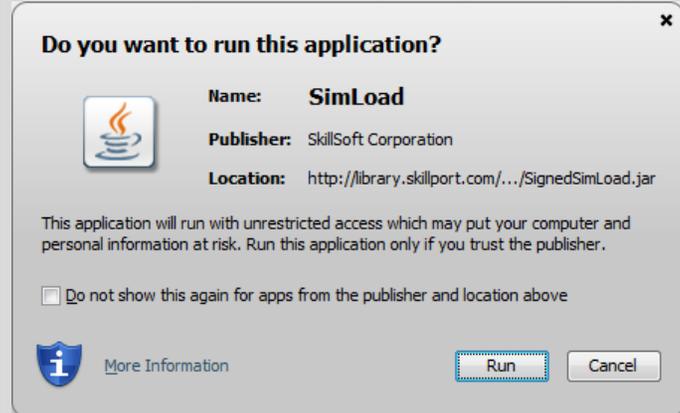
What do you see?	What is it?	What should you do?
<p>When editing a user profile or when editing a Learning Program or Series and specifying a custom image on Skillport 8:</p>  <p>Do you want to run this application?</p> <p> Name: Skillport Image Upload Applet</p> <p>Publisher: SkillSoft Corporation</p> <p>Location: http://.../elms-uploadclient-7.2.jar</p> <p>This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.</p> <p><input type="checkbox"/> Do not show this again for apps from the publisher and location above</p> <p> More Information Run Cancel</p>	<p>This is the JRE prompt for the signed Image Upload applet in Skillport 8. This applet is used for uploading users' profile images, as well as custom images for Learning Programs and Series folders.</p>	<p>The user must click Run to allow the applet to execute.</p>

The following items are no longer relevant, due to updates to Skillsoft products or changed JRE behavior.

What do you see?	What is it?	What should you do?
<p>When Java tries to load an unsigned applet:</p> 	<p>This is the JRE prompt for an unsigned Java applet when using JRE version 1.7.0_25.</p> <p>You should no longer see this message, since JRE 1.7.0_25 will no longer allow the use of unsigned applets, unless the security level has been set to Medium.</p>	<p>The user must check the box to accept the risk, and click Run. You can also check the box Do not show this prompt again for this app. If you see this prompt when launching a Skillsoft course, you may be able to switch to the signed version of the Player applet to replace this message with the signed applet warning.</p> <p>NOTE: As of JRE v1.7.0_40, the checkbox to not show this again is no longer available.</p>
<p>After closing a passive asset that was launched from a LMS using OLSA:</p> 	<p>This is a prompt for the OLSA ExitAuApplet, which is used to communicate passive asset completion status and duration back to a third-party LMS. The prompt is due to the applet containing both signed and unsigned code.</p> <p>You should no longer see this message as the fix was deployed in the following Skillport patches: Skillport 7.2 patch 26 Skillport 7.3 patch 17 Skillport 8.0 patch 5</p>	<p>The user must click Don't Block to allow the applet to communicate back to the LMS. If the user clicks Block, the asset status will not be updated in the third-party LMS.</p>

What do you see?

When launching a Skillsim using the signed Player applet:



What is it?

This is the JRE prompt for the signed applet Skillsim player.

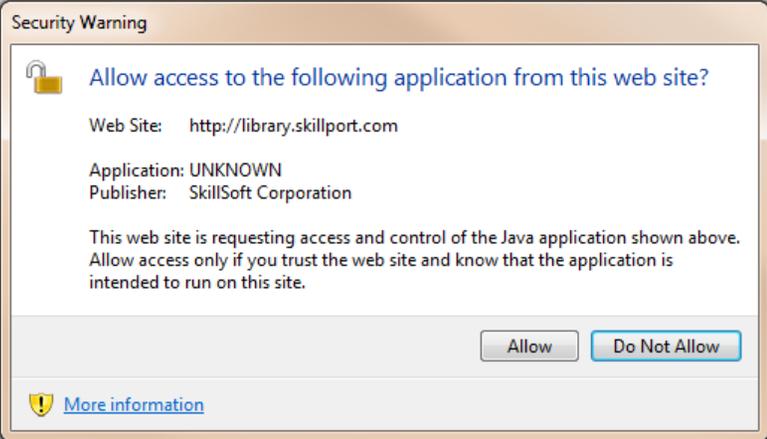
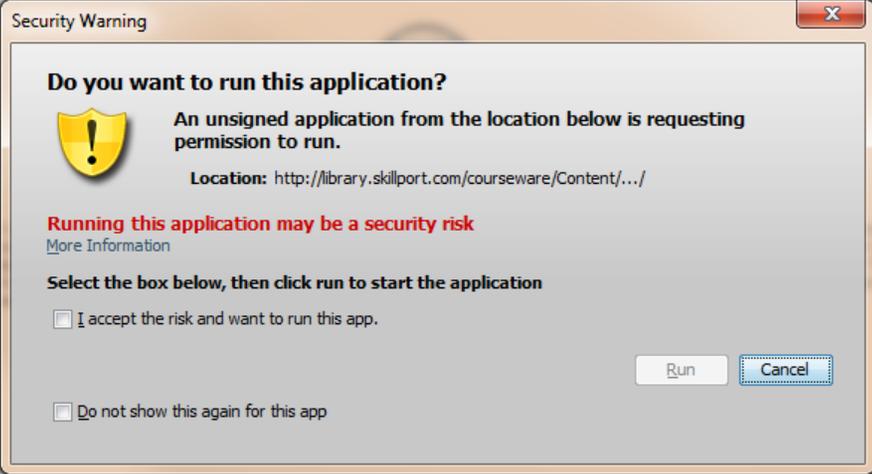
The initial signed applet prompt is followed by the unsigned applet prompt. This is due to the SkillSim player containing both signed and unsigned components.

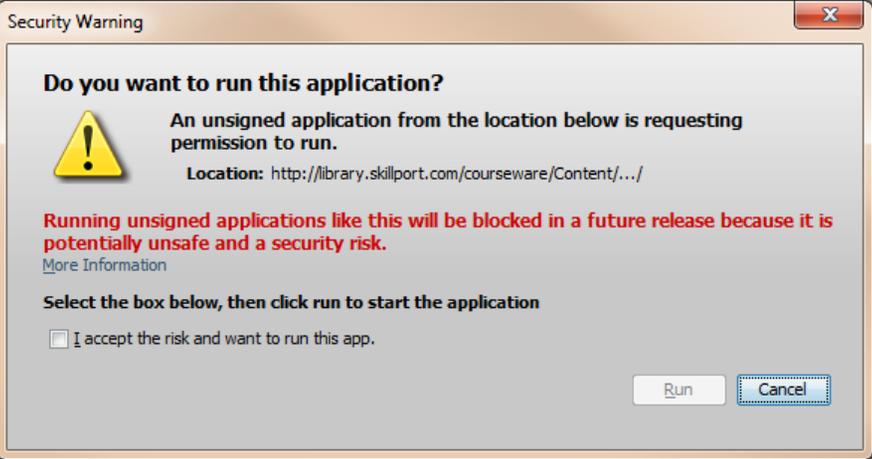
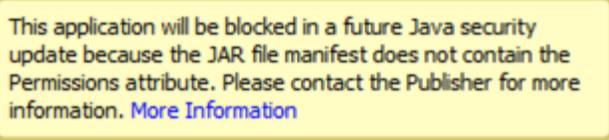
This message should no longer appear as it was address in SimPLayer 2.4 SR18.

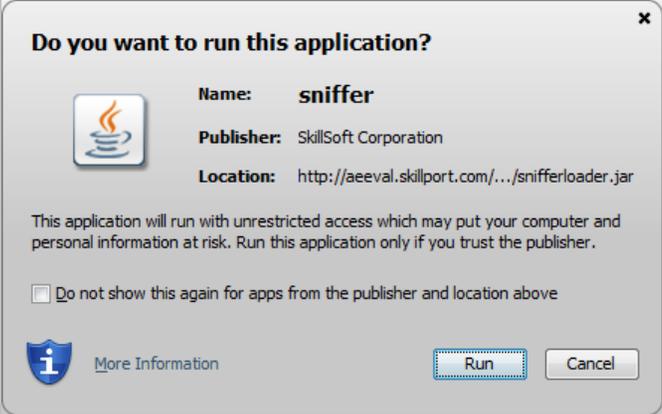
What should you do?

The user must click Run to allow the applet to execute.

The user must check the box to accept the risk, and click Run. You can also check the box to not show the prompt again for this applet.

What do you see?	What is it?	What should you do?
<p>When launching a CCA course using the signed Player applet and JRE v1.7.0_45:</p> 	<p>After the usual JRE signed applet prompt, the user will see this secondary warning message.</p> <p>Software engineering is working on a change to address the new requirements to eliminate the additional warning text and secondary message.</p>	<p>The user must click Run to allow the applet to execute.</p> <p>The user must click Allow on the second warning message to allow the applet to run.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches.</p>
<p>When launching a CCA course using the unsigned Player applet:</p> 	<p>This is the JRE prompt for the unsigned applet version of the Skillsoft Course Player for CCA courses when using JRE version 1.7.0_25 – 1.7.0_45.</p> <p>Unsigned applets are no longer supported as of JRE 1.7.0_51.</p>	<p>The user must check the box to accept the risk, and click Run. You can also check the box to not show the prompt again for this applet.</p> <p>If you see this prompt when launching a Skillsoft course, you may be able to switch to the signed version of the Player applet to replace this message with the signed applet warning.</p>

What do you see?	What is it?	What should you do?
<p>When Java tries to load an unsigned applet:</p> 	<p>This is the JRE prompt warning that unsigned applets will no longer be supported in a future release of the JRE. This message started appearing with JRE 1.7.0_40.</p> <p>Since JRE 1.7.0_51 has released and is the new security baseline, you should not see this message any longer, as Unsigned applets are no longer supported as of JRE 1.7.0_51.</p>	<p>The user must check the box to accept the risk, and click Run. If you see this prompt when launching a Skillsoft course, you may be able to switch to the signed version of the Player applet to replace this message with the signed applet warning.</p>
<p>When launching any signed Java applet with JRE 1.7.0_45:</p> 	<p>This warning text appears on the JRE prompt for a signed applet with JRE 1.7.0_45. New requirements around Java applet signing cause the additional yellow warning text to appear for our signed applets. This yellow text will appear for any signed applet, not just at Skillport login.</p> <p>Skillsoft has released updates to eliminate this message from all supported signed applets.</p>	<p>The user must click Run to allow the applet to execute.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches.</p>

What do you see?	What is it?	What should you do?
<p>When logging in to Skillport:</p>  <p>Do you want to run this application?</p> <p> Name: sniffer</p> <p>Publisher: SkillSoft Corporation</p> <p>Location: http://aeeval.skillport.com/.../snifferloader.jar</p> <p>This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.</p> <p><input type="checkbox"/> Do not show this again for apps from the publisher and location above</p> <p> More Information</p> <p><input type="button" value="Run"/> <input type="button" value="Cancel"/></p>	<p>This is the JRE prompt for the signed version of the sniffer applet. The sniffer applet is used to detect whether the SCM is installed on a user's computer. The applet writes a session cookie indicating whether it detected the SCM or not.</p> <p>Note: There has been some concern raised due to the name of the Sniffer applet. The renamed applet will be deployed in the following patches:</p> <ul style="list-style-type: none">Skillport 7.0 patch 19 (complete)Skillport 7.2 patch 27 (complete)Skillport 7.3 patch 21 (complete)Skillport 8.0 patch 12 (planned)	<p>The user must click Run to allow the applet to execute. The sniffer applet is necessary if the customer uses Download. If the customer does not use Download at all, the sniffer applet may be disabled.</p> <p>You can also check the box Do not show this again for apps from this Publisher and location above. This will suppress prompts for this applet on future launches.</p>