Known Issue #1

If you are getting the following error message when accessing Discoverer:

Application Error / ClassNotFoundException / oracle.disco.DiscoApplet.class / Details - Ignore - Reload

Details show:
Java Console
Java Plug-in 11.25.2.18
Using JRE version 1.8.0_25-b18 Java HotSpot(TM) Client VM

Fix: You are running a Java version that is incompatible with Discoverer. Uninstall the current version of Java and reinstall the previous version of Java. In this case it is complaining about Java 8 so you will need to uninstall Java 8 and reinstall Java 7. Java 7 can be downloaded via the https://java.com/en/download/manual_java7.jsp website.

Known Issue #2

If you are getting the following error message when accessing Discoverer using Java version 1.7:

Missing Application-Name manifest attribute for:
https://dw2.hawaii.edu:443//discoverer/plus_files/disco5i.jarjar

Fix: Please do the following:

1. Click **Start** → **Control Panel** → **Programs** → **Java**
2. Click Security tab
3. Click "Edit Site List..." button
4. Add the following two websites to the exception site list:

   https://www.hawaii.edu/dw2.hawaii.edu
   https://dw2.hawaii.edu

Further technical information on the problem may be found at:

Known Issue #3

If you are getting an error message "Unable to open a new browser window. Ensure that you do not have popup windows disabled for this site."
Fix: Add "dw2.hawaii.edu" to your pop-up blocker exception list in Internet Explorer. The following are instructions on how to allow trusted sites to the pop-up blockers for different browsers:

Internet Explorer 6/7/8:
- Windows: Go to menu item **Tools → Internet Options → Privacy → Pop-up Blocker** → Enable the option for "Block pop-ups". Go to "Pop-up Blocker Settings". Type in "dw2.hawaii.edu", click on "Add".

Firefox 2.0x/Mac or Windows:
- Windows: Go to the menu item **Tools → Options → Content**. Check off "Block Pop-up Windows", click on "Allowed Sites" for that option and follow the instructions to add "dw2.hawaii.edu" as an "allowed sites".
- Mac: Go to the Firefox menu (to the right of the Apple menu) and select Preferences. Click on "Content", then check the box for "Block Pop-up Windows". Click on "Exceptions". Follow the instructions to add "dw2.hawaii.edu" as an "allowed sites".

Firefox 3.0x/Mac or Windows:
- Windows: Go to the menu item **Tools → Options → Content**. Check off "Block Pop-up Windows", click on "Exceptions" for that option and follow the instructions to add "dw2.hawaii.edu" as an "allowed sites".
- Mac: Go to the Firefox menu (to the right of the Apple menu) and select Preferences. Click on "Content", then check the box for "Block Pop-up Windows", then click on "Exceptions". Follow the instructions to add "dw2.hawaii.edu" as an "allowed sites".

Google Chrome/Windows:
1. Click on "Customize and control Google Chrome"

![Chrome Settings](image.png)

2. Select "Settings"
3. Click "Show advanced settings" in the "Privacy" section, click the "Content settings..." button
4. Scroll down and under Pop-ups click "Manage exceptions"
5. Under Hostname pattern, enter "dw2.hawaii.edu", set Behavior to "Allow", then click "Done"

Note: Instructions located at [http://www.hawaii.edu/askus/507](http://www.hawaii.edu/askus/507)
Known Issue #4

If you still cannot log into the HR DataMart successfully after you set up your pop-up blocker you, try the following:

- Clear your cache:
  - Internet Explorer: Go to Tools → Internet Options, click on Delete under the "Browsing history" section. In the "Delete Browsing History" pop-up box, uncheck "Preserve Favorites website data" and check "Temporary Internet files and website files", "Cookies and website data", "History", and "Form data" then click on Delete.
  - Firefox: Go to Tools → Options → Advanced → Network. Under "Cached Web Content", click on "Clear Now" then click "OK".
  - Chrome: Go to Customize and control google → Settings → Show advanced settings → under "Privacy" click "Clear browsing data... " → check off "Browsing history", "Cookies and other site and plug-in data", "Cached images and files", "Autofill form data" and uncheck everything else, click on "Clear browsing data".

- Clear your Java cache:
  - Find the Java Control Panel:
    - Windows 7/Vista/XP: Click on the Start button → Control Panel. In the Control Panel Search, enter Java Control Panel. Click on the Java icon to open the Java Control Panel.
    - Mac: Click on Apple icon on upper left of screen → go to System Preferences. Click on the Java icon to open the Java Control Panel.
  - Once in the Java Control Panel, under the General tab, click on "Settings" under the "Temporary Internet Files" section. The "Temporary Files Settings" box will pop up. Click on "Delete Files" then click "OK" in the "Delete Files and Applications" box. When you log into Discoverer after clearing your java cache it will take a few minutes for the application to come up.

Refer to this site for more information:

- Uninstall/reinstall Java. If possible keep only the latest version installed on your machine. There were situations where multiple versions of java caused problems even though the older versions were inactivated.