



Coeus Installation and Troubleshooting

Directions updated May 3, 2012

Are you having trouble launching Coeus? Trouble with icons? Confused about Java versions? This document will help. It includes information about the software needed to run Coeus (Java 1.6), how to launch Coeus, how to install Coeus train, Coeus desktop icon issues, and solutions for problems launching Coeus.

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Coeus and Java 1.6 information

What software does Coeus need to run?	<ul style="list-style-type: none"> • Java 1.6 Web Start (J2SE Runtime Environment 6.0) needs to be installed on the user’s machine (Windows 7, Vista or XP) in order for the fully functional version of Coeus, Coeus Premium 4.4, to run. • No other software needs to be installed for Coeus to run. • It appears that data can be viewed in Coeus Premium on Windows 7 and Macs, but data entry has not been tested by me. • CoeusLite works on IE8 on Vista and Windows 7.
Do the DeSC machines have Java 1.6?	<p>Java 1.6 has been distributed to all DeSC machines the week of January 3, 2010. However, the following could happen:</p> <ul style="list-style-type: none"> • Sometimes Java 1.6 is installed and enabled, but something went wrong with the installation and it has to be uninstalled and reinstalled. • Java 1.6 could magically “disappear” from a user’s machine, even though Coeus was working for several weeks without incident. • We are aware that some Coeus users (including PIs and dept chairs who approve in Coeus) may not be working on a DeSC machine.
Can multiple Java versions exist at once?	<p>Yes, multiple versions of Java (such as 1.4, 1.5 and 1.6) can be enabled on a user’s machine without problems.</p>
Where can my SCAD download Java 1.6?	<p>If Java 1.6 is not on the user’s machine, the departmental SCAD can download java 1.6 from the java 1.6 website, install it, then reboot the machine: http://java.com/en/download/index.jsp</p>



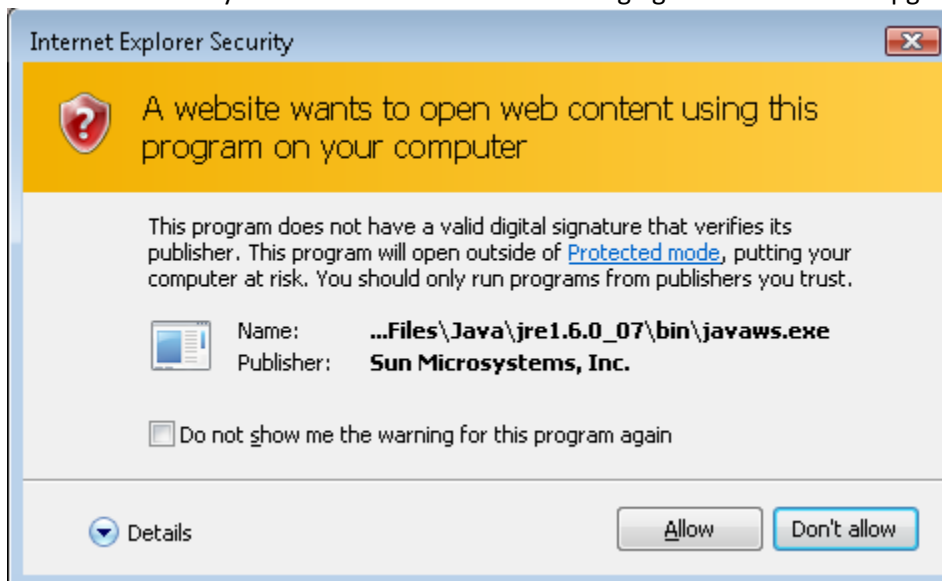
Premium, Production link (or any link) disappears on Coeus home page

If you click on the Premium, Production link (or any link) on the Coeus home page in IE, the link "disappears". Just click anywhere on the page and the link will reappear. This only happens in IE, not in Firefox.



How to launch Coeus Production

1. If you have the old Coeus 4.4.1 icon on your desktop, it is fine: Coeus 4.4.3 should launch from that old icon.
2. If you don't have a Coeus icon on your desktop: From the [Coeus Home Page](#), click on the "Premium, Production version" link to launch Coeus 4.4.3.
3. Click on Run or Yes or Allow to any "warning" messages you may see.
 - a. It's ok to say Yes, Ok, or Allow to a message like this one in the screenshot below. There's a checkbox labeled "Do not show me the warning for this program again." Check it if you don't want to see the warning again until the next upgrade.



4. The logon screen should appear. Enter your Coeus user name and password (not LDAP).
5. If the program asks you to if you want to install a desktop icon, click on yes. However, it may not ask you—it might just install the icon on the desktop without any prompting from you.
6. If the icon does not appear on the desktop, follow the instructions in the "My Coeus icon disappeared or stopped working—how do I get it back?" section below.



How to launch Coeus TRAIN

Users can have both the production version of Coeus on their desktop and the training version, called Coeus TRAIN. To install TRAIN on the desktop, go to the [Coeus Home Page](#) and click on the “Premium, Training version” link in the right column of the screen. Coeus will either ask you if you want to install the icon on the desktop, or it will install the icon automatically. If neither of those scenarios occur, then refer to the “My Coeus icon disappeared or stopped working—how do I get it back?” section below.



Coeus Icon Issues

Please note that you don’t need an icon to launch Coeus. You can *always** launch Coeus from the [Coeus Home Page](#) by clicking on the “Premium, Production version” link in the upper right corner of the page (*unless Java 1.6 is not installed or no longer installed on your machine). Follow directions in the next two tables on installing or reinstalling the Coeus icon.



Icon issues: There is no Coeus icon on my desktop

Typically the first time you log on to Coeus, you will either be asked if you’d like to have the icon installed, or the icon will magically appear on the desktop without asking you. If you had a Coeus icon and it disappeared, please see below.

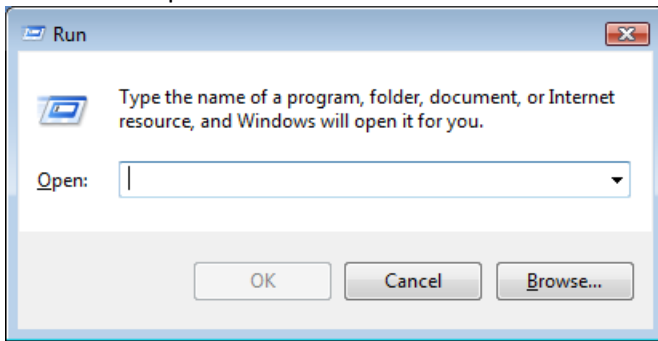


Icon issues: My Coeus icon disappeared or stopped working—how do I get it back?

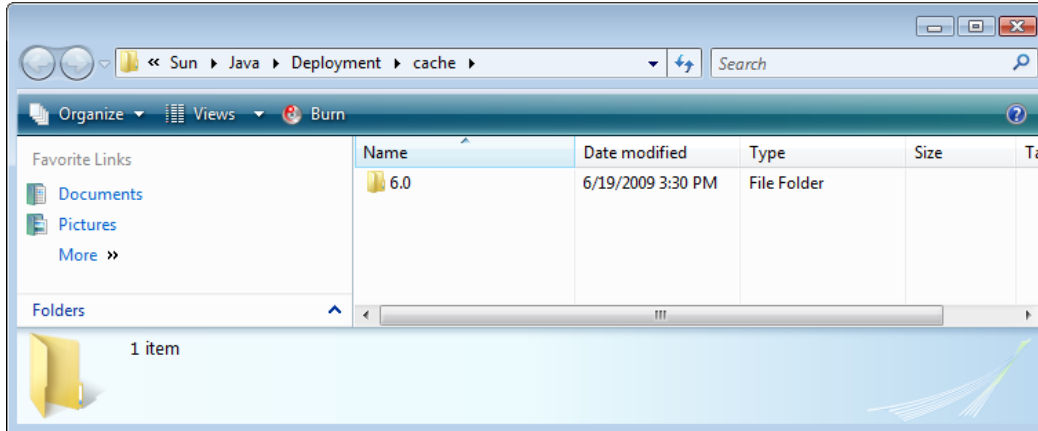
If your Coeus icon was on your desktop, and it disappeared, try launching Coeus again from the “Premium, Production version” link in the upper right corner of the [Coeus Home Page](#). If the Coeus icon doesn’t appear after logging on, then try the steps below. Or, if the Coeus icon stopped working, try the steps below:

1. If the icon disappeared, go to step 2. Otherwise, if the old icon isn’t working, delete the old icon (Right click on the icon, select Delete).
2. Then press the Windows key on your keyboard and the letter r at the same time. The Run menu

will then open.



3. Cut and paste this into the Run menu, changing “kburkhar” to your user name (i.e. your NET ID).
On XP: C:\Documents and Settings\kburkhar\Application Data\Sun\Java\Deployment\cache
On Vista or Windows 7: C:\Users\kburkhar\AppData\LocalLow\Sun\Java\Deployment\cache
4. Click OK and you will then see the a 6.0 folder labeled as “6.0”



5. Delete the 6.0 folder (Right click on the folder, select Delete).
6. Go back to your desktop, right click on your Recycle Bin and choose “Empty Recycle Bin.” (Do not choose Delete, since Delete actually deletes the recycle bin icon!!)
 - What if you don’t have the Recycle Bin on your Desktop (but you do have other icons on your desktop)? Do the following things:
 - Right click on your desktop
 - Click on personalize
 - Select “Change Desktop Icons”
 - Check off “Recycle Bin”
 - Some people have no icons on their desktop. If that applies to you, your Recycle Bin may be in your Quick Launch toolbar.
 - If the recycle bin is not in your Quick Launch tool bar
 - Right click on the Quick Launch toolbar
 - Click on Properties
 - Click on the Toolbar tab
 - Check off Desktop
 - Click Apply
 - Now you will see all the icons that are on your desktop as also being in your Quick Launch toolbar. The recycle bin should be there.
7. Then go to the [Coeus Home Page](#), click on the “Premium, Production version” link and Coeus will put the icon back on the desktop, either automatically (without asking you) or by asking if you want to install the icon (click on yes).



Problems launching Coeus

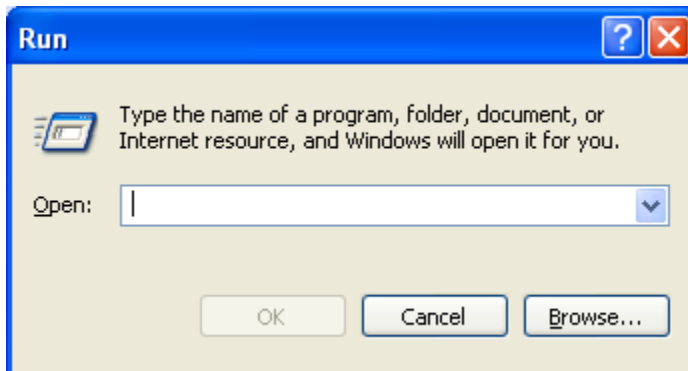
There are three types of problems users encounter when trying to launch Coeus: “Unable to launch Application”, “Unable to launch file” or “Do you want to save or open this file?” Please see the tables below for more information.



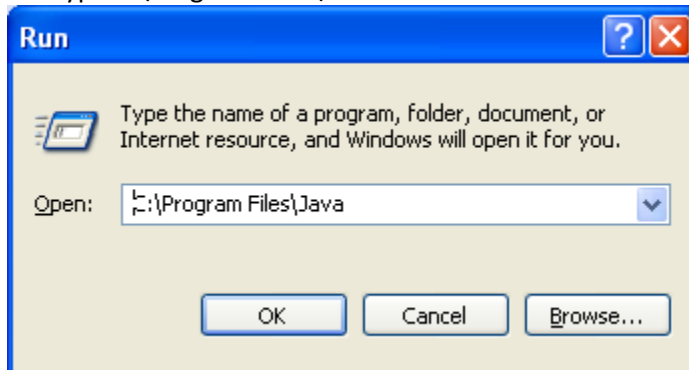
“Unknown error, contact Coeus support team” message after trying to log in.

You actually get the Coeus login screen and enter your Coeus username and password, but then you get the “Unknown error, contact Coeus support team” message. You will have to delete your Java temporary files.

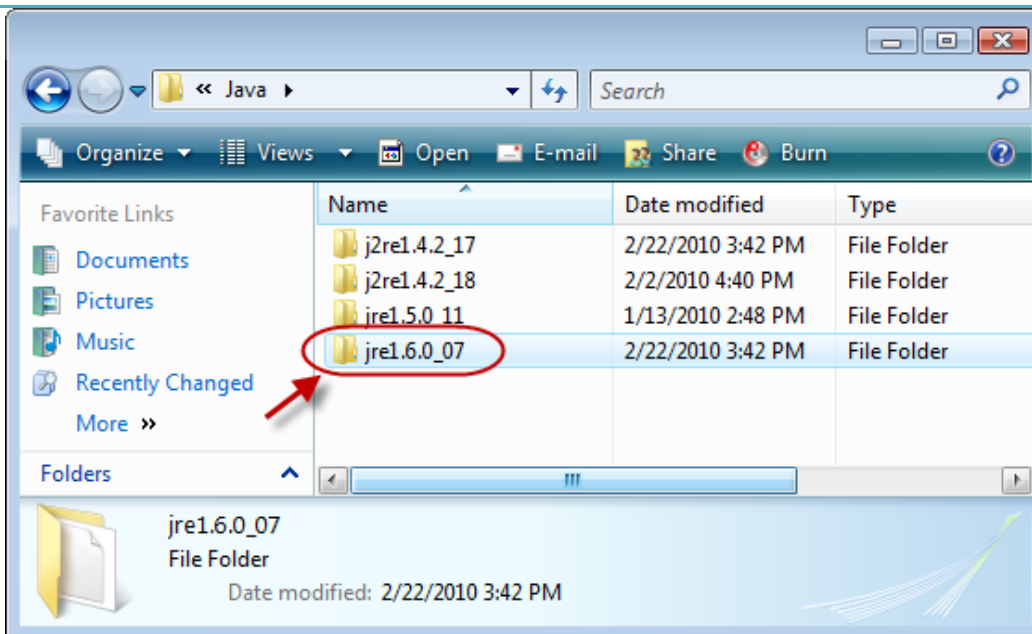
1. Click on the windows key on your keyboard and the letter r at the same time to launch the Run window.



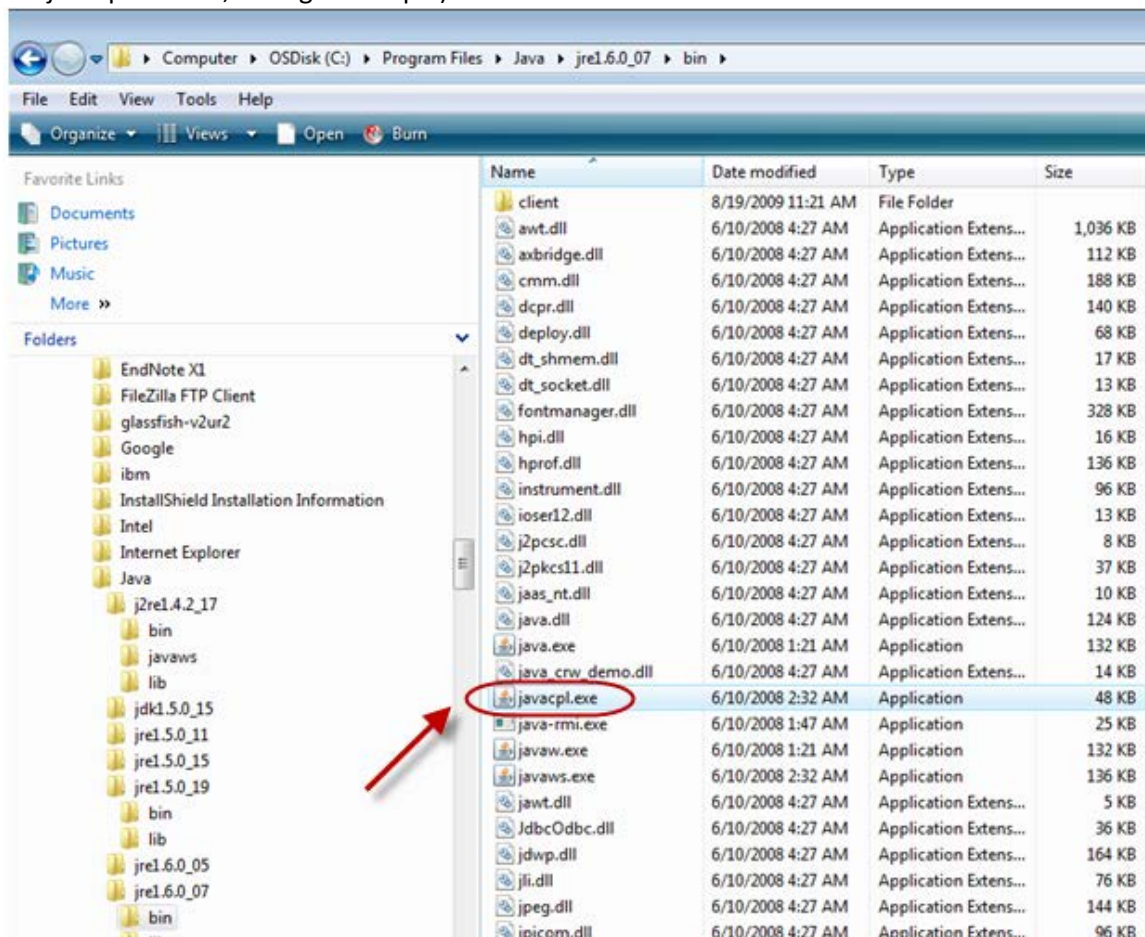
2. Type C:\Program Files\Java into the box.



3. Press OK and a list of java versions will appear, similar to this:



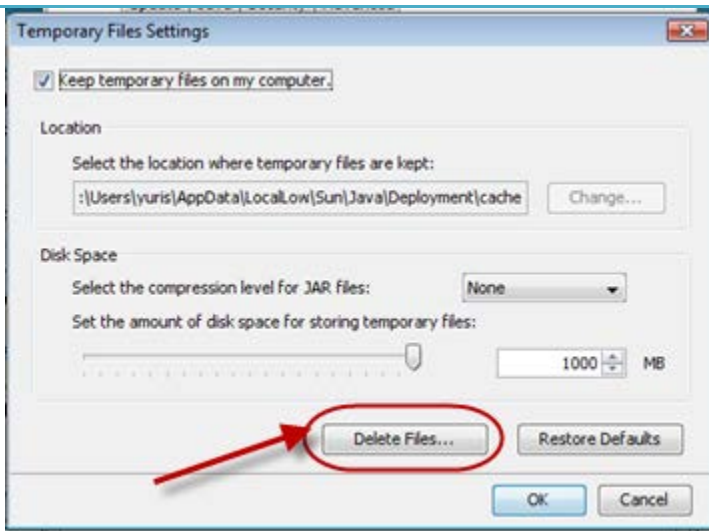
- Double click on the folder that has 1.6 in its name. If you see a folder labeled bin, double click on it, then double click on javacpl.exe (if you don't have the bin folder and/or don't have the javacpl.exe file, then go to step 9).



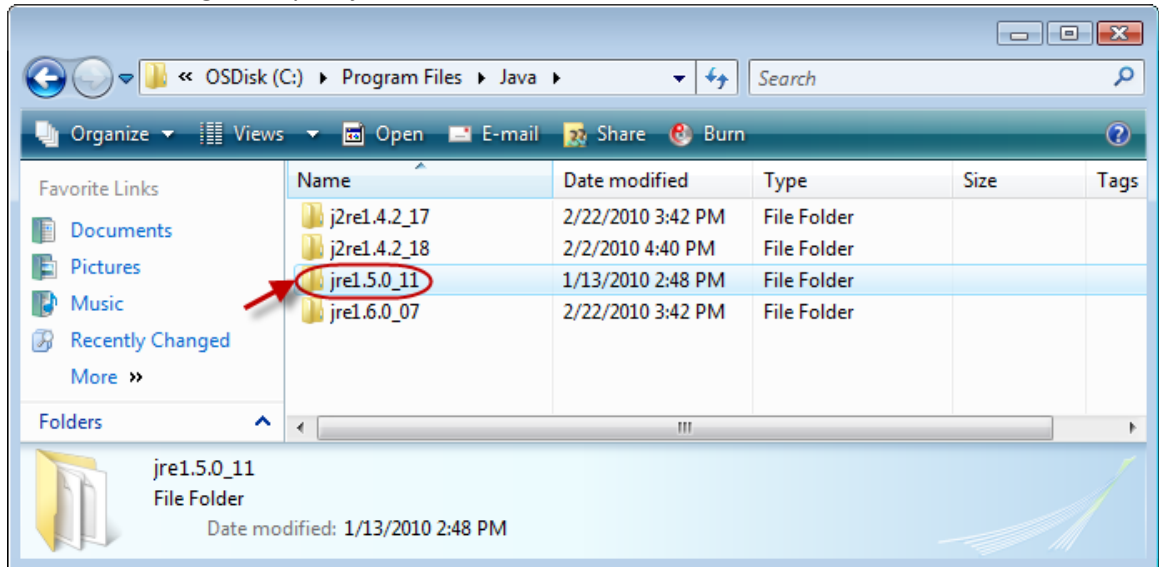
- You will then see the Java Control Panel. At the bottom of the panel, in the Temporary Files section, click on the Settings button.

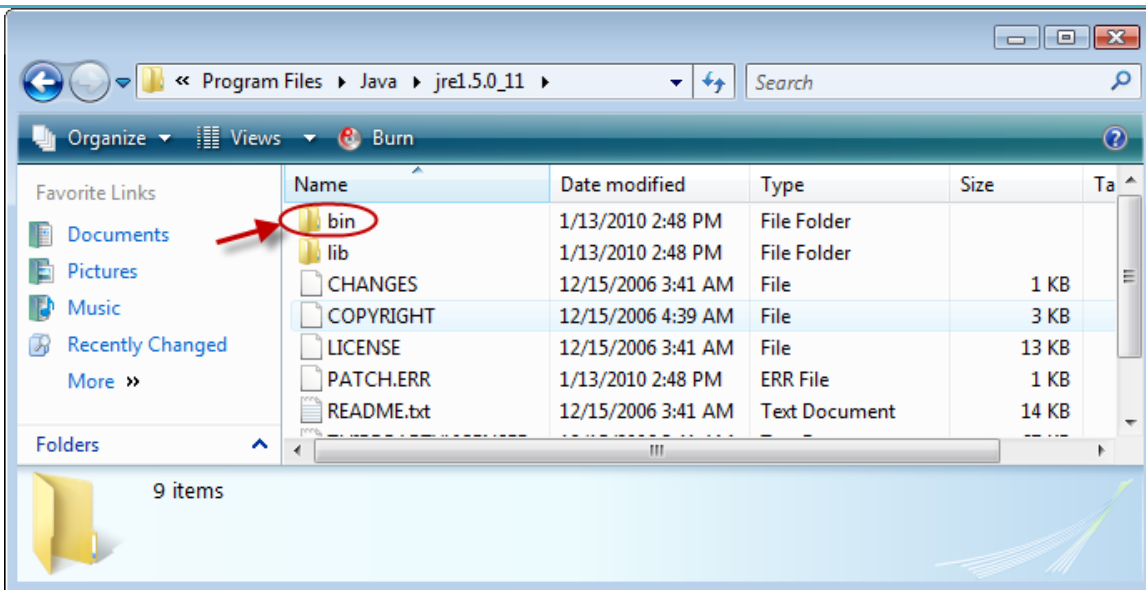


- The Temporary Files Settings screen then opens. Click on the Delete Files button.

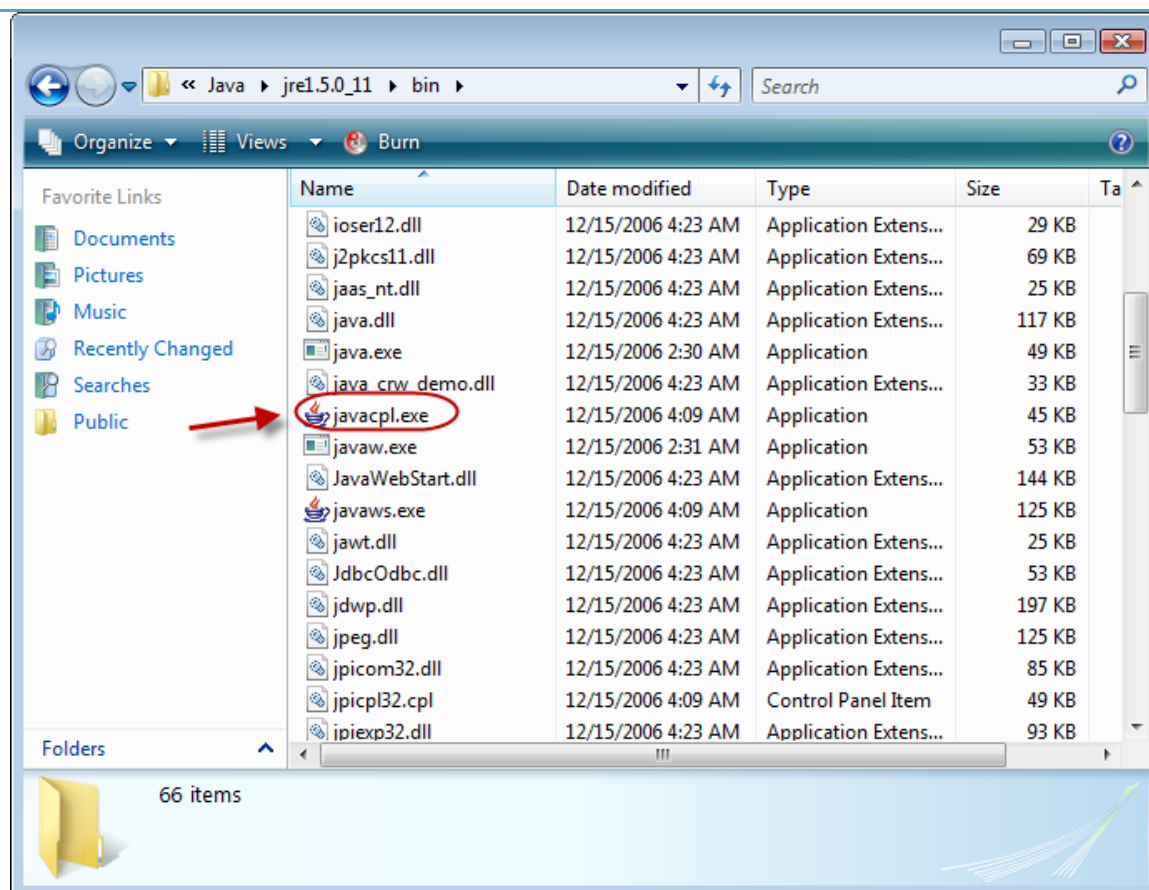


7. Another window opens; delete all files from there and click ok. It is a GREAT sign if your Coeus desktop icon has disappeared at this point!
8. Try launching Coeus again using the Premium, Production link on the Coeus home page (your desktop icon will have disappeared by this point). The program starts to launch, and will ask if you want to install a new desktop icon. Click yes. At this point, you should be able to log in.
9. If there was no folder labeled bin in your java 1.6 folder, or no file called javacpl.exe in that folder, then navigate to your java 1.5 folder

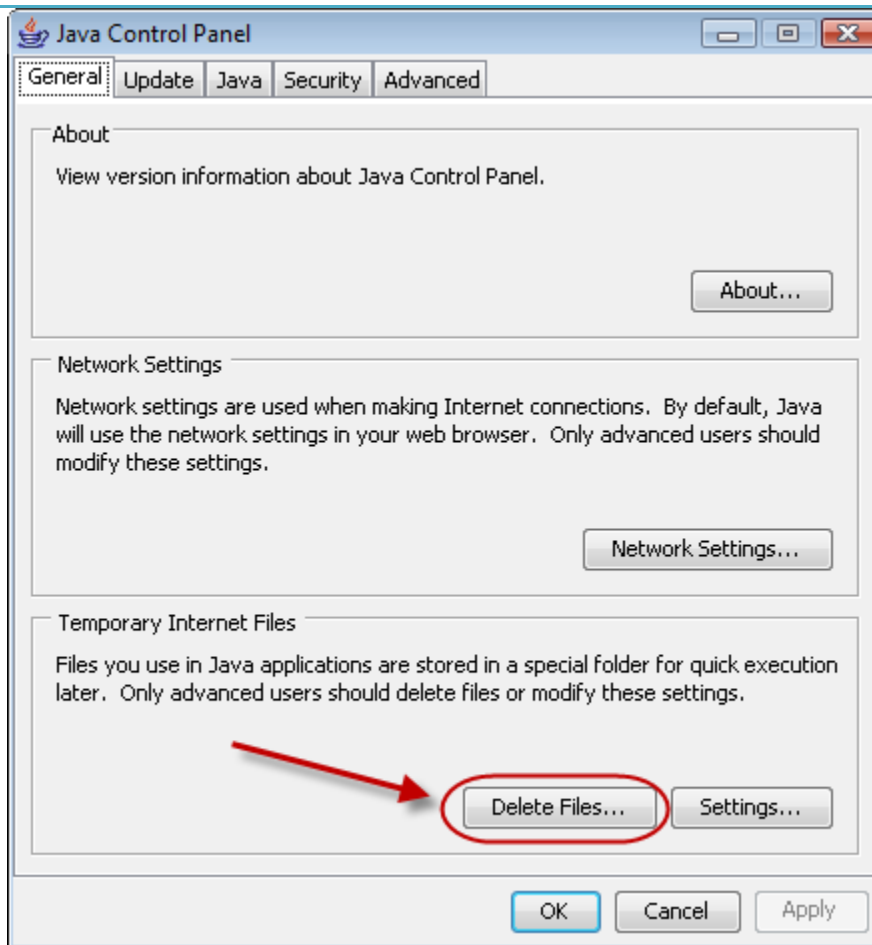




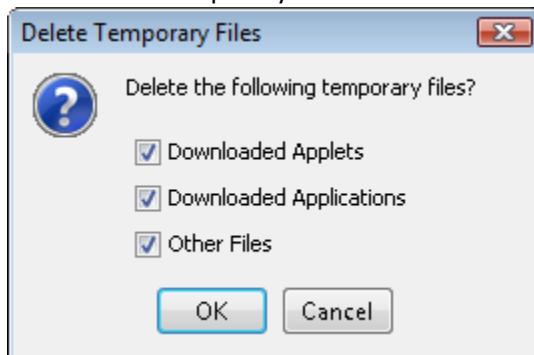
10. Double click on the bin folder. If you don't have a bin folder, skip to step 14.



11. Scroll until you find the javacpl.exe file and double click on it (if you don't have the javacpl.exe file, skip to step 14). The Java Control Panel then opens. Click on the Delete files button



12. Select all temporary files to be deleted



13. Then click OK. Try launching Coeus again using the Premium, Production link on the Coeus home page (your desktop icon will have disappeared by this point, which is a GREAT sign). The program starts to launch, and will ask if you want to install a new desktop icon. Click yes. At this point, you should be able to log in.

14. If you don't have a bin folder or a javacpl.exe file in the bin folder of your java 1.5 folder, then you will have to delete temporary files out of your java 1.4 folder.

15. Press the Windows key on your keyboard and the letter r at the same time. The Run menu will then open.

16. Cut and paste this into the Run menu, changing "kburkhar" to your user name (i.e. your NET ID).
On XP: C:\Documents and Settings\kburkhar\Application Data\Sun\Java\Deployment\cache\host
On Vista or Windows7: C:\Users\kburkhar\AppData\LocalLow\Sun\Java\Deployment\cache\host

17. Highlight and delete all the files out of that folder. Try launching Coeus again using the Premium, Production link on the Coeus home page (your desktop icon will have disappeared by this point). The program starts to launch, and will ask if you want to install a new desktop icon. Click yes. At this point, you should be able to log in.

18. If you don't have an area to delete java temporary files from, then try this: Click on the windows

key on your keyboard and the letter r at the same time to launch the Run window.

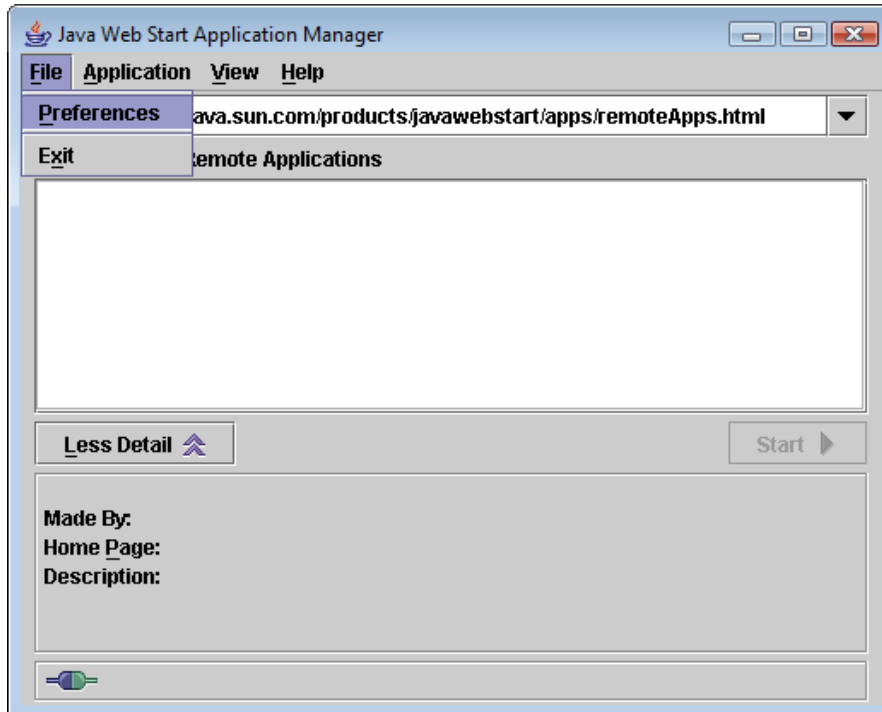
19. Type C:\Program Files\Java into the box.

20. Press OK and a list of java versions will appear, select the java 1.4 folder (the most recent java 1.4 folder)

21. Double click on javaws folder

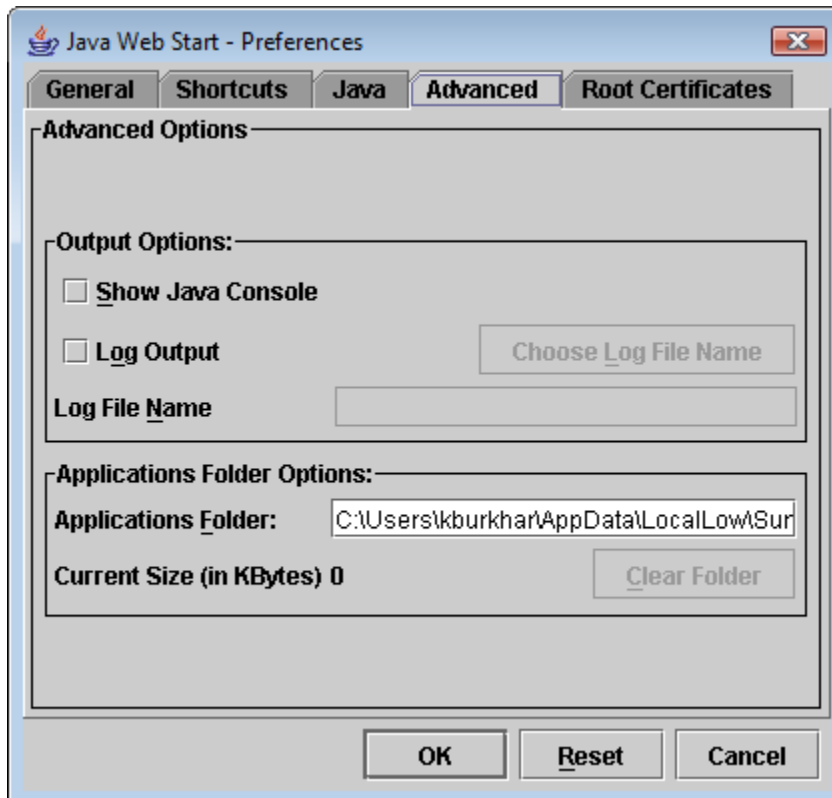
22. Double click on the javaws.exe file (it might just say javaws)

23. Java web start launches. From the file menu, select Preferences



24. The preferences window then opens. Click on the Advanced tab.

25. If the clear folder button near the bottom of the tab is lit up, click on it (in this screenshot it is grayed out, but hopefully for you it will be lit up). That will then clear out your java temporary files.



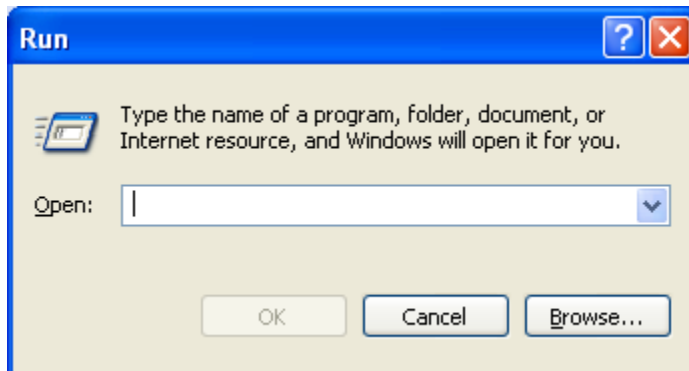
26. If all of that still doesn't work (i.e. the Clear Folder button is grayed out) , highlight the information in the Applications Folder box and copy it with ctrl c.
27. Then press the windows button on your keyboard and the r button at the same time.
28. Paste the information from the applications folder box into the run box (ctrl v) and press OK.
29. You are now viewing the cache folder. If there is a folder labeled 6.0 in that cache folder, delete it and try launching Coeus from the Coeus home page.
30. If there is no folder labeled 6.0, you will have to search around for it in your various java installations. Click into each installation and then look for the cache folder and then for the 6.0 folder. Your SCAD can help you find the 6.0 folder.



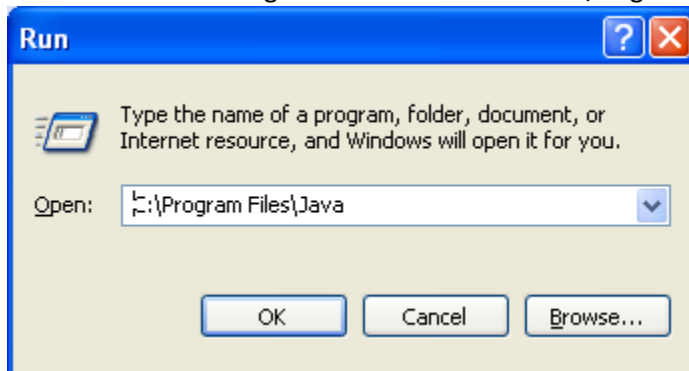
“Unable to launch file” error message

The program may say “unable to launch file”. Usually this is because java 1.6 is not installed on the user's machine. Check to see if Java 1.6 is (still) installed:

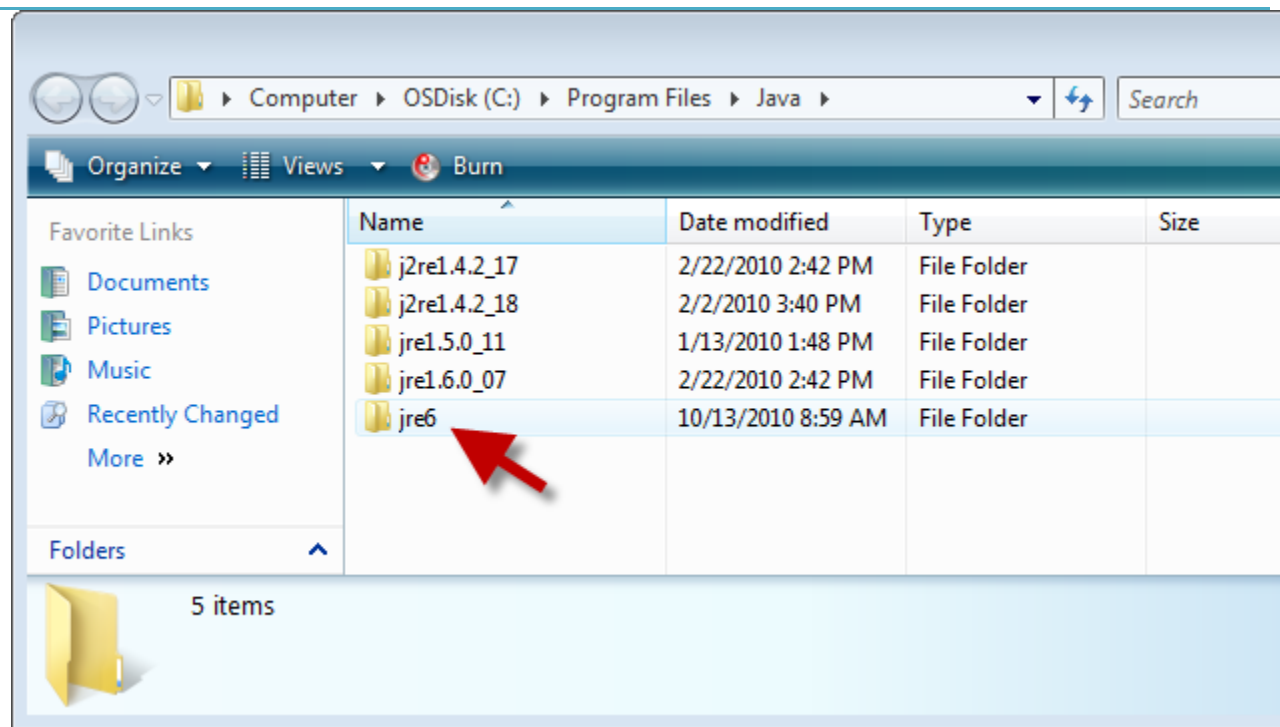
1. Click on the windows key on your keyboard and the letter r at the same time to launch the Run window.



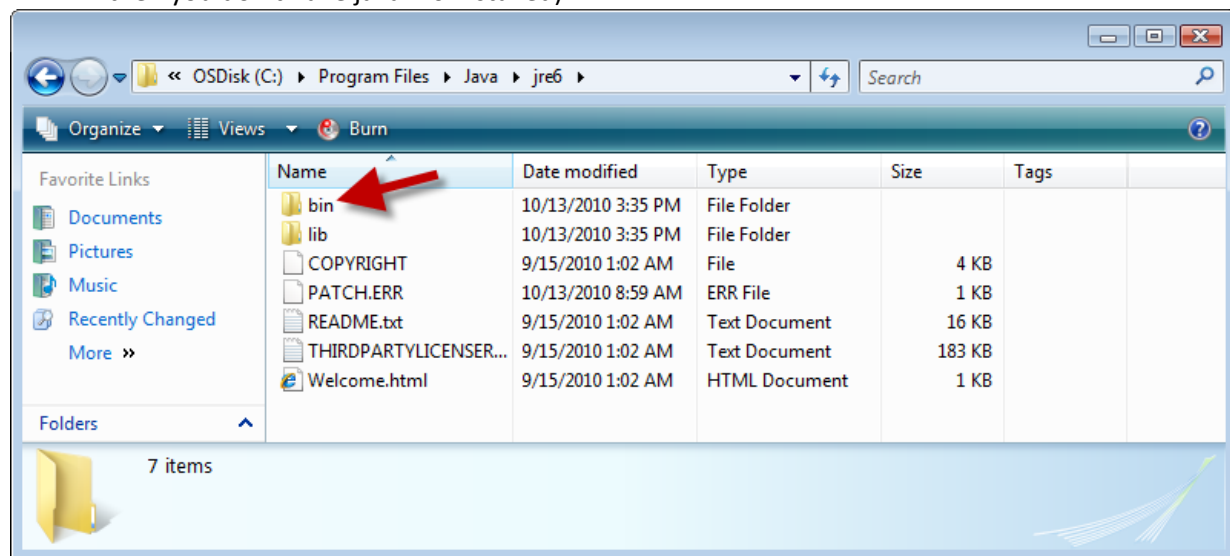
2. Enter the following into the Run window: C:\Program Files\Java and click on OK



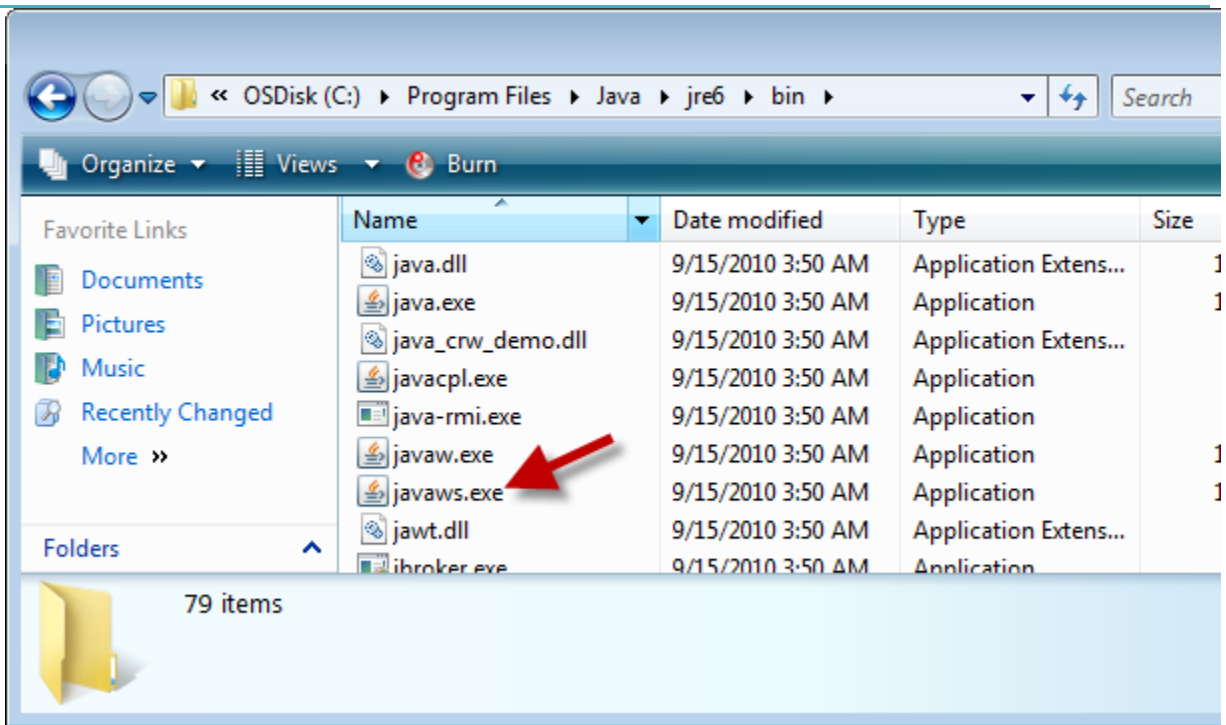
3. You will then see a bunch of directories. Double click on the one labeled jre6 (if you don't have a directory labeled jre6, but have a directory called jre1.6.(something), then click on the jre1.6.(something), where "something": can be any number. If there is more than one jre1.6.(something) directory, pick the one with the highest number .)



4. You should then see the bin directory. Double click on the bin. (if you don't see a bin directory, then you don't have java 1.6 installed).

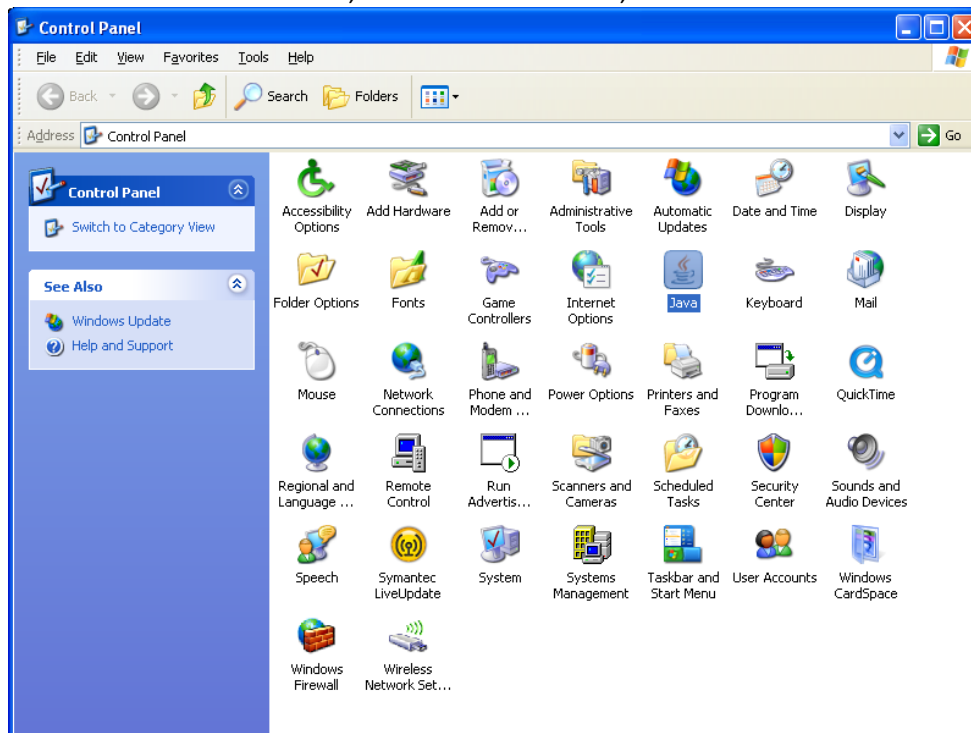


5. Scroll through the list and you should see the javaws.exe file (or a file labeled as just javaws if your computer is not set up to show extensions).

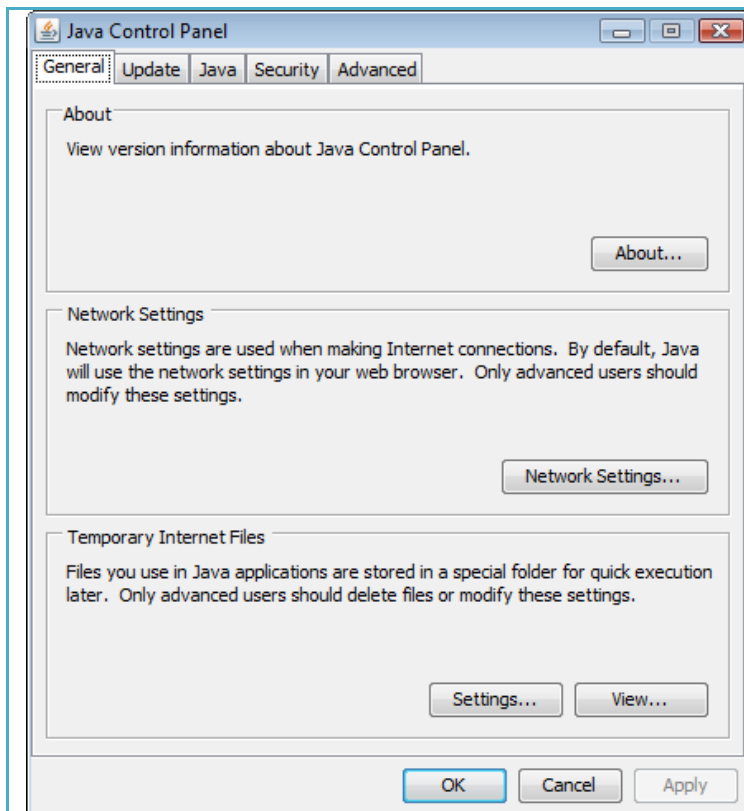


If you don't see the javaws.exe file, then please have your SCAD install java 1.6 following the directions above, reboot, and try again.

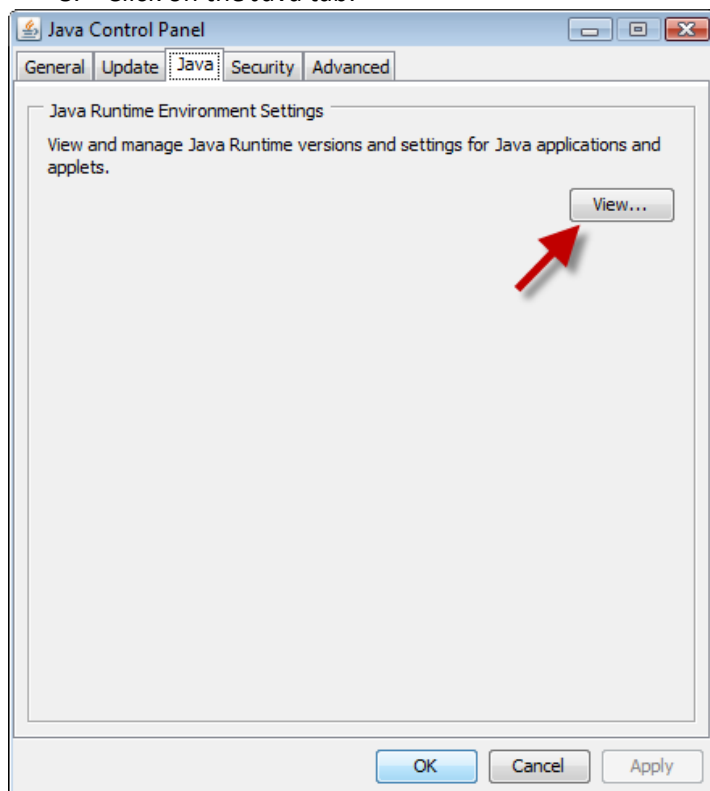
6. If the file is there, then check to see if java 1.6 is enabled.
From the Start menu, click on Control Panel, then double click on Java:



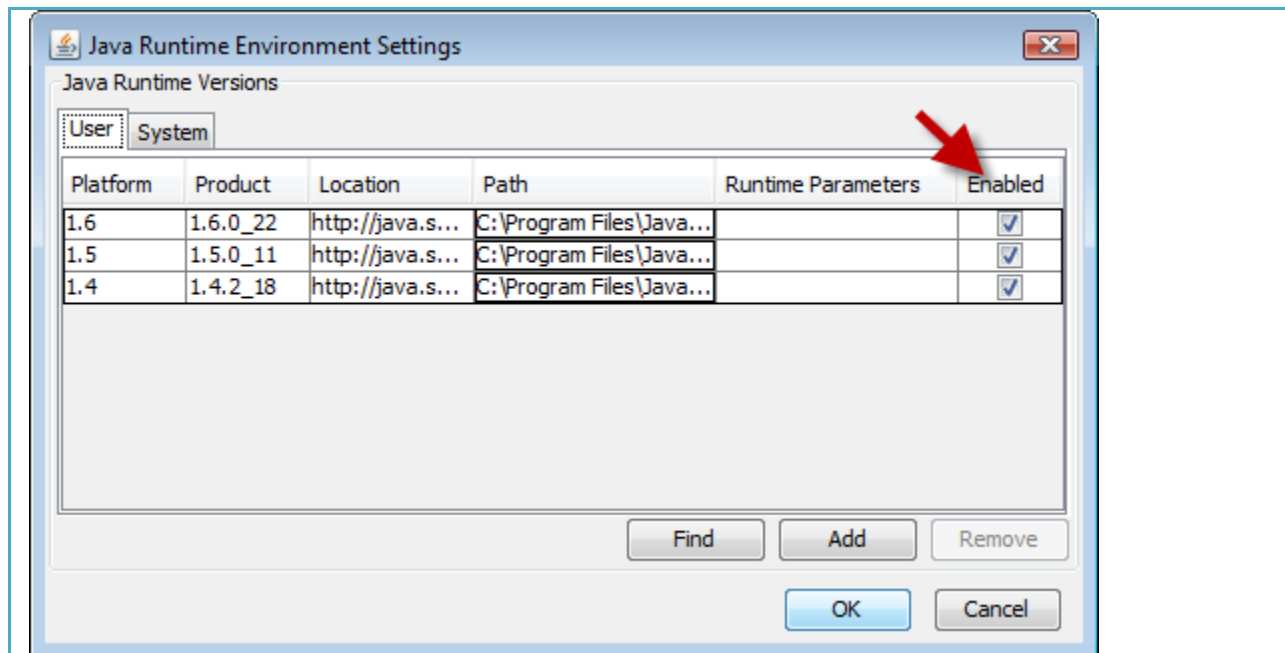
7. The Java Control Panel will then open.



8. Click on the Java tab:



9. Under the Java Application Runtime Settings, click on View. The following window will then appear. Under Platform, find 1.5 and make sure the box is checked for enabled. In this example, multiple versions of java are enabled, which is fine.



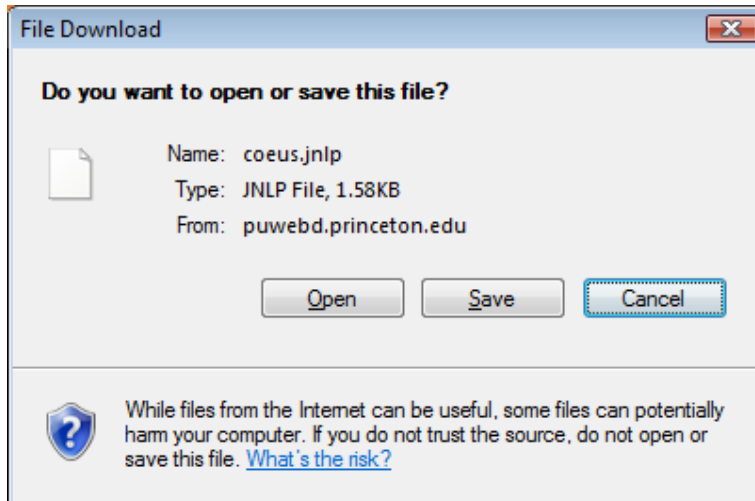
10. If the java 1.6 is not enabled, click the box to enable it. Do not change the enable box for any other java version. Now try launching Coeus again.

11. If Coeus still doesn't work, then most likely something went wrong during java 1.6 installation--please have your SCAD help you—they will need to uninstall and reinstall java 1.6 again.

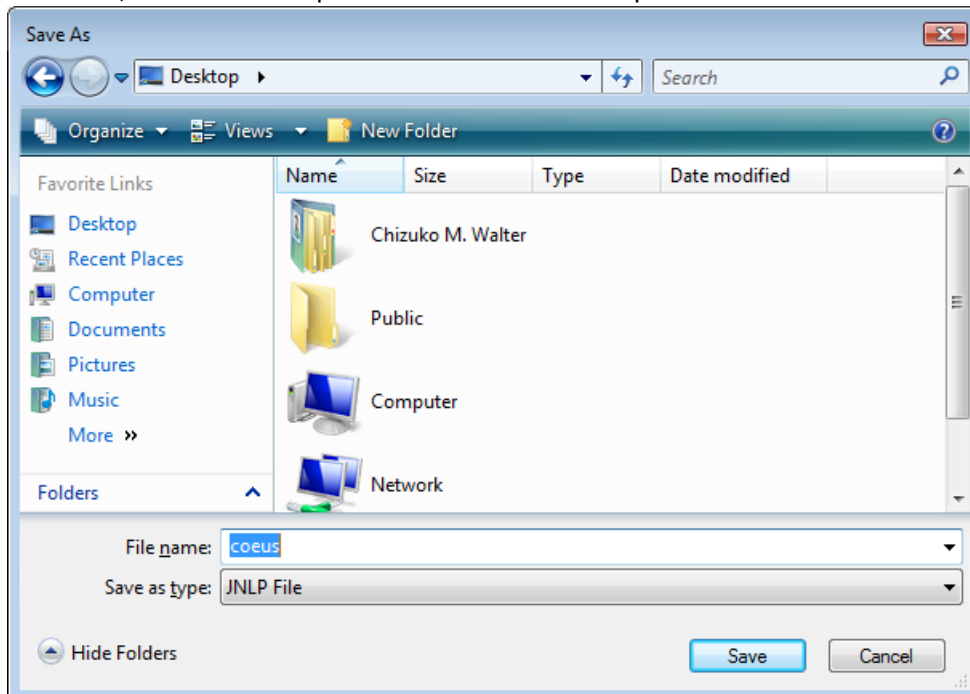


“Do you want to open or save this file?” error message

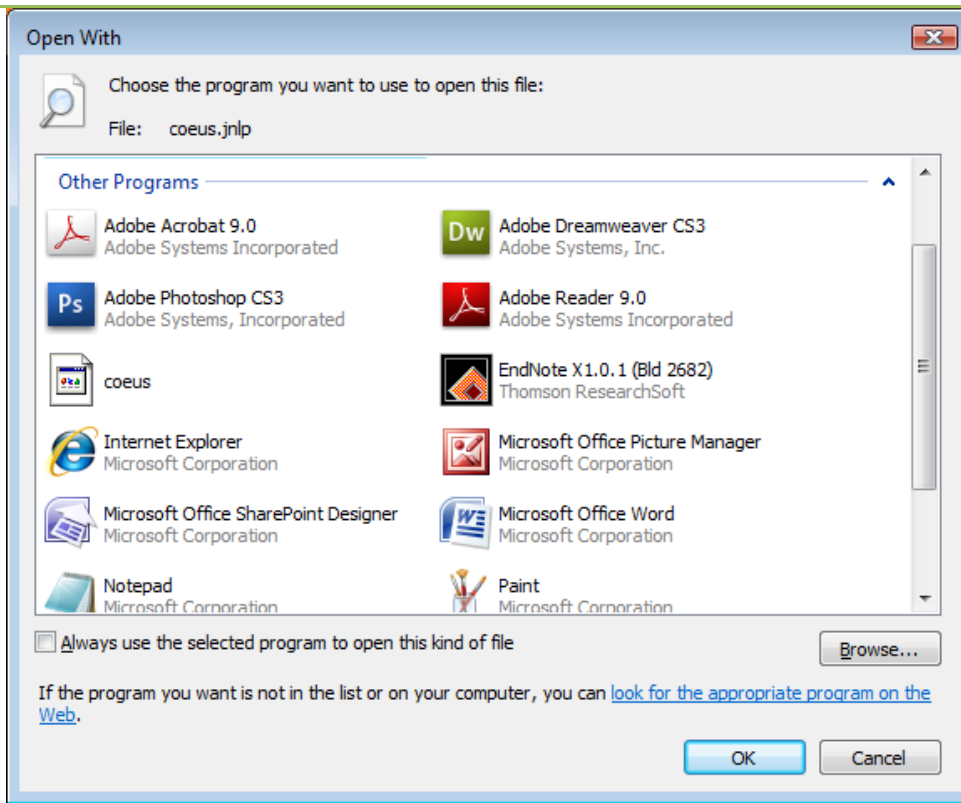
1. Sometimes when first launching Coeus, the computer doesn't seem to know where the java 1.6 executable file is located. You will then see this message (NOTE: if you see a different screen prompt suggesting that it be opened with “java web start” click OK or YES! Coeus should then run at that point. Otherwise, continue with these instructions):



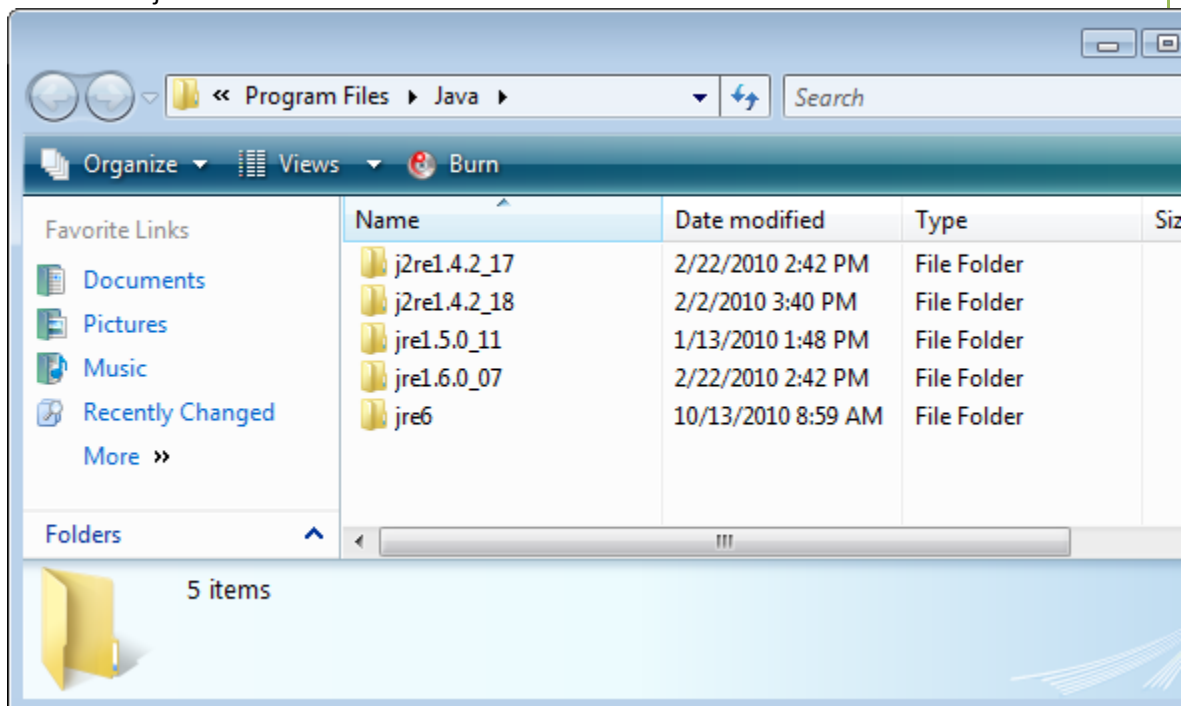
2. Click Save, find the Desktop and save it to the Desktop:



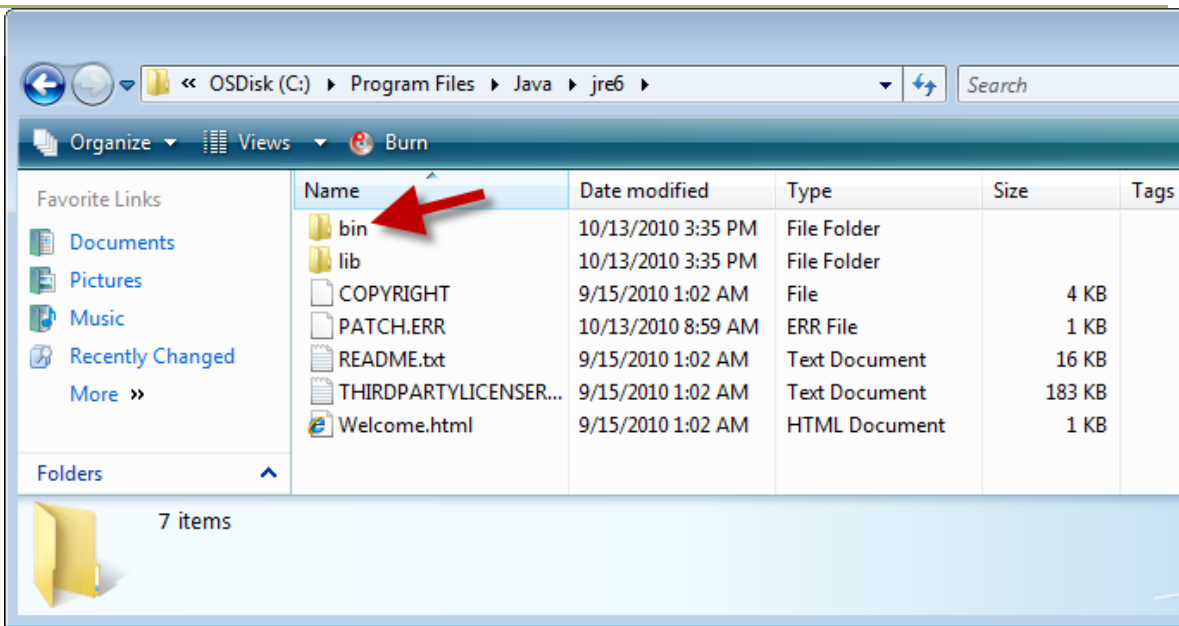
3. Then click the coeus.jnlp file icon on the Desktop. This window will then appear:



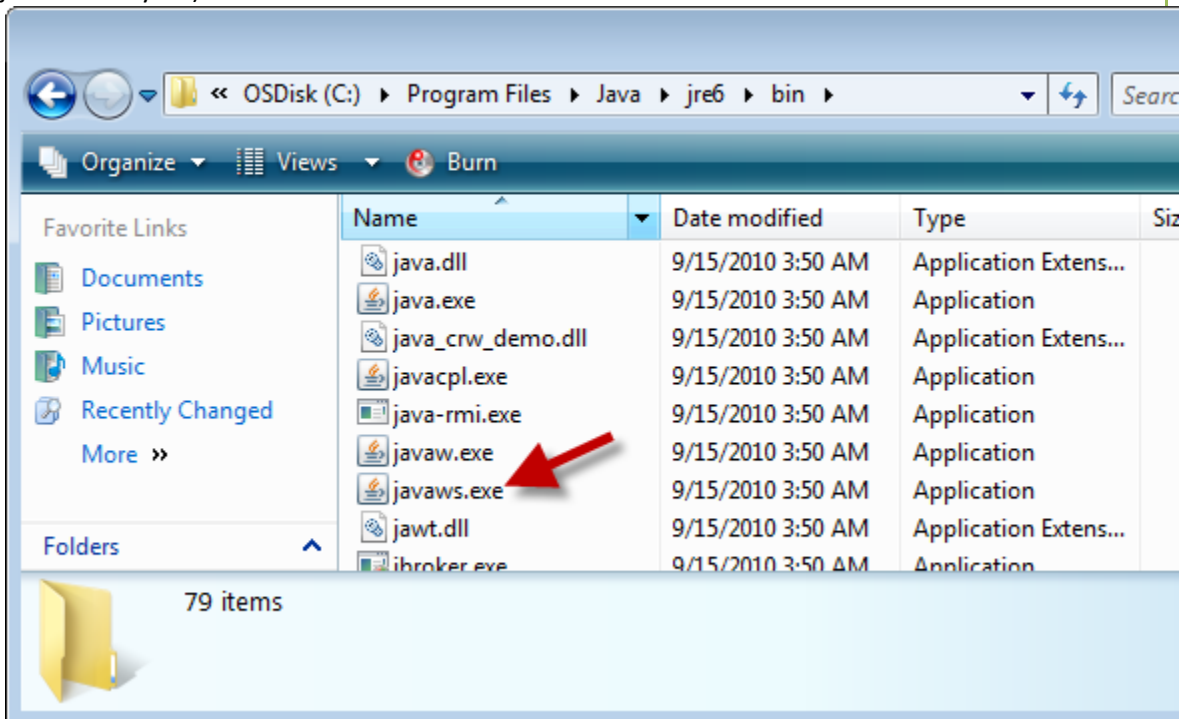
4. Then click on the Browse button, find the Java folder and click on Open. Look for the jre6 folder.



5. Open that jre1.6 folder and look for a folder called bin.



- Once you find the bin folder, highlight it and double click on it. If there is no folder called bin, your SCAD will have to reinstall java 1.6 for you. Scroll though the list, then you will see the executable file called javaws.exe (if your machine doesn't show extensions, it may just look like javaws). Then click on Open. (If there is no file called javaws, your SCAD will have to reinstall java 1.6 for you.)



- At this point, one of two things will happen. Either Coeus starts to open, or the screen closes and goes back to the screen where it initially asked you what program you wanted to use, as if you had not chosen the javaws.exe file.
- If Coeus fails to open, then you are not administrator on your machine. Your SCAD will need to log on as administrator and go through these steps so that the javaws.exe file for java 1.6 will be associated with Coeus. At any point, if you see an active "Apply" button, select that before clicking on Ok.
- When you double click the Coeus file on your Desktop again, Java will open Coeus and then it may ask you "Do you want to create an icon on your desktop?" Say yes. (If it does not ask if you want to create the desktop icon, it will generally automatically add the icon to the desktop.) Now Java should open Coeus 4.4.3 every time...unless java 1.6 disappears from your machine!



Followed the above instructions and still having problems? Some additional hints for SCADs

- ❖ When asked to save or open Coeus, if it doesn't have "open with java web start" as an option, save the file to the desktop. Then close the web page, double click the Coeus file on the desktop, then when it asks you which program to use to open the file, make the association to open with javaws 1.6. You can also check off "always use the selected program to open this type of file." If it still doesn't work, make sure the user has the rights to use java 1.6. Under C:\program files\java: If there are other versions of Java installed, check them to make sure they are not empty, corrupted, and incomplete. Check the directory's structure.
- ❖ If it still doesn't want to associate the Coeus.jnlp file with java 1.6, try this: Open C:\Program Files\Java\jre6\bin, go back to the Desktop and right-click on the coeus.jnp shortcut, then drag it over javaws.exe (in the C:\Program Files\Java\jre6\bin) and select "Open with".
- ❖ Delete any empty, corrupted and/or incomplete Java directories (be careful not to delete any directory that is "healthy", where the file structure is complete). Then make sure you are logged on as Administrator and install Java jre1.6. If Coeus does not launch, see if the Coeus icon is on the desktop and then follow the instructions to link the icon with the Java executable as listed above.



Acknowledgments

- ❖ Special thanks to Dianne Wolochowicz for her Java expertise!