

# Vista to Java User Interface Problem. Help Please!

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*Source:* <http://coding.derkeiler.com/Archive/Java/comp.lang.java.help/2007-07/msg00083.html>

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- *From:* "rjboney" <[rjboney@xxxxxxxxxx](mailto:rjboney@xxxxxxxxxx)>
  - *Date:* Fri, 6 Jul 2007 03:43:19 -0500
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Vista to Java User Interface Problem

Rodney Boney ([rjboney@xxxxxxxxxx](mailto:rjboney@xxxxxxxxxx))

I got an error msg [Java Not Found or Not Working]while trying to play POGO.com games on 7/3/2007. Pogo had worked prior to today. Something has changed, but I cannot figure it out. I can log on to Pogo ok and play non-Java based games. When I select a Java based screen it goes to game popup and starts loading then popup closes and site goes to error msg. screen. It does this whether I use IE7.0 or Firefox 2.0, I get the same error. Java console is enabled for Tray but does not show with browser in use, therefore cannot check Java execution steps.

Java does not work for Vista User Login rjboney. Everything works ok if I logout and login under Vista User Login pdboney. Both accounts have the same administrator rights and security. I ran the following tests.

Vista User Acct. pdboney Java test results:

Ran Java.com java test and it shows installation ok.  
Ran Pogo's EA support test for Java with results:

Java 1.6.0\_01 (Sun Microsystems Inc.)  
Windows Vista 6.0 (x86)  
Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 6.0; SLCC1; .NET CLR 2.0.50727; Media Center PC 5.0; .NET CLR 3.0.04506)

Vista User Acct. rjboney Java test results:

Ran Java.com java test and it goes to web site:  
<http://java.com/en/download/help/testvm.xml> No test seems to run.  
Ran Pogo's EA support test for Java with results:  
No info just a square with a red [X].

I have checked and/or tried the following:

- .. Popup blockers are off.
- .. I have deleted cache and temporary internet files.
- .. Uninstalled and reinstalled Java multiple times from <http://java.com> with firewall disabled and Vista UAC disabled.
- .. Windows Updates are up to date.

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- .. Java works ok under other Vista User Accounts but not this User Account.
- .. I get the same error when I use IE7.0 or Firefox 2.0
- .. I checked McAfee and the Java Platform has permission enabled for Java.
- .. I checked if Sun Console was enabled in IE7.0 add-on manager per EA request.
- .. IS there some user file specific to a Vista User Login that would not automatically be fixed by reinstalling Java?
- .. Is there possibly a Windows security system [For example UAC?] that could have been accidentally set, blocking Java for this User, and if so how do I check it? I could possibly create a new User Account but would prefer not to as I am the primary user of this computer and it would be a lot of work transferring user data across, and I am not sure if problem would not follow. I would only consider doing this as a last resort.

### System Information

OS Name Microsoft® Windows VistaT Ultimate  
Version 6.0.6000 Build 6000  
Other OS Description Not Available  
OS Manufacturer Microsoft Corporation  
System Name RJBONEY-LAPTOP  
System Manufacturer Dell Inc.  
System Model MM061  
System Type X86-based PC  
Processor Intel(R) Core(TM)2 CPU T7200 @ 2.00GHz, 2000 MHz, 2 Core(s), 2 Logical Processor(s)  
BIOS Version/Date Dell Inc. A14, 4/2/2007  
SMBIOS Version 2.4  
Windows Directory C:\Windows  
System Directory C:\Windows\system32  
Boot Device \Device\HarddiskVolume3  
Locale United States  
Hardware Abstraction Layer Version = "6.0.6000.20500"  
User Name rjboney-laptop\rjboney  
Time Zone Central Daylight Time  
Total Physical Memory 2,037.82 MB  
Available Physical Memory 935.73 MB  
Total Virtual Memory 4.19 GB  
Available Virtual Memory 2.86 GB  
Page File Space 2.28 GB  
Page File C:\pagefile.sys

### Windows IE7.0

Version: 7.0.6000.16473  
Cipher Strength: 256-bit  
Update Version: 0

### Firefox 2.0

Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US; rv:1.8.1) Gecko/20061010 Firefox/2.0

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Java  
Version 1.6.0 (build 1.6.0\_01-b06)

Enabled in:  
Java control for IE  
IE7.0 internet options, Advanced  
Manage add-ons Sun Java Console enabled

MacAfee

Security Center--  
Version 7.2  
Build 7.2.147  
Language: en-us  
Last update 4/14/2007

Personal Firewall--  
Version 8.2  
Build 8.2.122  
Language: en-us  
Last update 6/25/2007  
Program Permission [javaw.exe, jusched.exe both have full access]

Spam Killer--  
Version 8.2  
Build 8.2.137  
Language: en-us  
Last update 7/4/2007  
Content Version: 615.613.165.165

Privacy Service--  
Version 9.2  
Build 9.2.134  
Language: en-us  
Last update 6/9/2007

Here is a copy of response from Sun regarding this problem.

-----Original Message-----

From: Rajgopal.Chigurala@xxxxxxx [<mailto:Rajgopal.Chigurala@xxxxxxx>] On Behalf Of Rajgopal Chigurala

Sent: Thursday, July 05, 2007 3:00 AM

To: rjboney@xxxxxxxxxxx

Subject: Re: (Incident Review ID: 1005195) GETJAVA: installation

--- Note: you can send us updates about your Incident ---  
--- by replying to this mail. Place new information ---  
--- above these lines. Do not include attachments. ---  
--- Our system ignores attachments and anything below ---  
--- these lines. ---

Vista to Java User Interface Problem. Help Please!

Hi,

Thank you very much for your interest in Java technology. In order for us to find the root cause of the issue, please send us the information.

1. Were you able to run the testvm applet from our web site?

<http://java.com/en/download/help/testvm.xml>

If you don't see dancing duke with latest version of Java 1.6.0\_01 then try to install a fresh copy of JRE from Java.com and then try playing games.

2- What is the Operating System? To find your Operating system. Do the following:  
Start > Run > Type "winver"

3- What is the browser name and version?

4- What is the game that you are trying to play on Pogo.com ?

5- Can you play other pogo games?

6- Did you turn on either Norton Internet Security/Norton Anti Spam/Pop-up blocking on your system as it may interfere with the game? Turn them off and try playing games.

7- If you see any error message, include the text of the error message in your e-mail response.

We suggest you clear the browser/Jre cache.

For clearing browser/JRE cache follow the links below :

<http://java.com/en/download/help/webcache.xml>

<http://java.com/en/download/help/5000020300.xml>

For other applet related issues check the following links :

<http://java.com/en/download/help/5000040200.xml>

[http://java.com/en/download/help/connect\\_proxy.xml](http://java.com/en/download/help/connect_proxy.xml)

If you are using AOL browser, you can follow the link at :

<http://www.java.com/en/download/help/aol.xml>

Thank you very much for contacting Sun Microsystems.

Regards,

Consumer Java Support

Sun Microsystems, Inc

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NOTICE: This message, including any attachments, is for the intended recipient(s) only. If you are not the intended recipient(s), please reply to the sender, delete this message, and refrain from disclosing, copying, or distributing this message.  
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Follow-up 7/5/2007 at 5am.

## Vista to Java User Interface Problem. Help Please!

I also did the following per email from Sun.com

1 RanJava.com java test and it goes to web site:

<http://java.com/en/download/help/testvm.xml> but no test seems to run.

2 OS Name Microsoft® Windows Vista™ Ultimate

Version 6.0.6000 Build 6000

OS Manufacturer Microsoft Corporation

3 I tried both browsers with same results.

Windows IE7.0

Version: 7.0.6000.16473

Cipher Strength: 256-bit

Update Version: 0

Firefox 2.0

Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US; rv:1.8.1) Gecko/20061010 Firefox/2.0

4 I tried several Pogo games.

Lottso

Sweettooth

Etc.

5 Other non-java games play such as Bejeweled 2.

6 Do not have Norton but use McAfee and it is setup the same as the Vista User account that works.

7 Only error message I get is Pogo goes to web site with [Java Not Found or Not Working] message.

Per your references I redid the following.

[1] I cleared cache and IE7.0 temporary files.

[2] I checked Proxy setting. They are the same as User Account that is working.

Problem still exists and EA Java test gives no results for this Vista User Login as before. Both mine and my wife's Pogo logins work for her Vista User Login but not mine. There seems to be an issue between Java and Vista regarding this Vista User Login.

I replied to Sun E-mail but no further contact back from them.

Any help would be greatly appreciated!

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