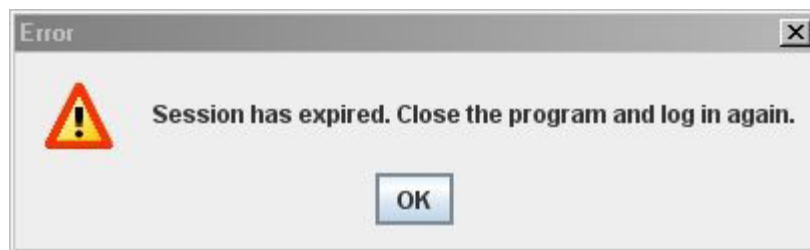


1. Nature of the Problem

This resolution is **only** for people experiencing problems using the UEL Plus Chat Tool after running the latest Java Update. If you are using Internet Explorer or Firefox you will see this error message:



Other Browsers may not display an error message but the Chat window will not open.

Please follow the steps below to uninstall Java and install a working version of Java.

2. Uninstalling Java

Windows 7 and Vista

1. Click **Start**
2. Select **Control Panel**
3. Select **Programs**
4. Click **Programs and Features**
5. A new Window will appear listing all the software installed on your system, including any Java software products that are installed on your computer. There may be several entries for Java; you will need to uninstall all of them. Please uninstall Java starting with the oldest version first. Select the product you want to uninstall by clicking on it, and then click the **Uninstall** button.

You may need administrator privileges to remove programs.

Windows XP

1. Click **Start**
 - i. Depending on how your Start Menu is setup, you may need to click **Settings**
2. Select **Control Panel**
3. Click the **Add/Remove Programs** control panel icon
4. The Add/Remove control panel displays a list of software on your system, including any Java software products that are installed on your computer. There may be several entries for Java; you will need to uninstall all of them. Please uninstall Java starting with the oldest

version first. Select the product that you want to uninstall by clicking on it, and then click the **Remove** button.

3. Download and Install Java

[Download Java here](#)

Once you have downloaded the file, locate it and double click it and follow the on screen instructions to install Java.

When you have finished installing Java, follow the instructions below to turn off automatic updates to prevent this problem occurring again.

4. Turn off Automatic Java Updates

Windows 7 and Vista

1. Click **Start**
2. Select **Control Panel**
3. Click **Programs**
4. Double click the **Java** icon to open the Java Control Panel
5. In the Java Control Panel click the **Update** tab
6. Make sure **Check for Updates Automatically** is **not** ticked, when you un-tick the box you will get a Java Warning Update pop up. Click the button labelled **Never Check**.
7. Click **OK** to save the changes and close the Java Control Panel

Windows XP

1. Click **Start**
2. Select **Control Panel**
3. Double click the **Java** icon to open the Java Control Panel
4. In the Java Control Panel click the **Update** tab
5. Make sure **Check for Updates Automatically** is **not** ticked, when you un-tick the box you will get a Java Warning Update pop up. Click the button labelled **Never Check**.
6. Click **OK** to save the changes and close the Java Control Panel