

Java Issues in Kronos (Windows)

515 Christopher Nixon March 22, 2017 [Kronos](#)

Parts of Kronos require that Java be at a minimum version to function. A helpful tool is [Version Check](#). You can find what versions of OS, browser, and Java are supported for a specific system (Banner, Kronos, Canvas, and Blackboard).

You can check to see if you or a user you are assisting has Java installed by checking Control Panels, and there will be a Java (32 or 64 bit) panel. Another way is to see if it is listed in the Programs and Features control panel. The version of Java can be checked by going into the Java control panel, and clicking on About under the General tab. You can also see the version by checking it within Programs and Features. Also make sure that the Java installed (32 vs. 64 bit) matches the browser (an issue can arise from something like using 32-bit Java on a 64-bit browser). Most browsers are 32-bit by default.

After verifying that Java is installed and up to date, try to access the part of Kronos that is indicating a Java issue using Internet Explorer.

Note for Technicians using Bomgar: you can find what version of Java (or any application) the user has by going to the System Info tab, and pending the user's acceptance, look at Programs in a list much like the Programs and Features control panel.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=515>