Information Paper:

JAVA Issues with DTS Logins

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Issue	Users are unable to log in into DTS. The browser is not proceeding during the login at the "Reading Credentials" or "Processing Login" screen.
Background	The web browser uses Oracle's Java software to launch the Gradkell Systems Universal WebSigner JAVA applet, which enables your Common Access Card (CAC) to access DTS. The security baseline in JAVA was greatly increased in version 7 update 45, mainly affecting JAVA applets. Due to this increased security, versions of JAVA below 7 update 45 will be unable to launch the Universal WebSigner applet (as well as many other applets for other websites). **Check with your organization's IT office for specific guidance.** The Travel Assistance Center offers two potential workarounds, if applicable.
Workarounds	First, check the version installed on your workstation. Go to Control Panel, Java, and click the "About" button. The version will be displayed.

Workstations using older versions of Java 7 (usually update 25) have two options.

- **Option 1:**

    Upgrade to the latest version of JAVA from www.java.com.

    o Workstations using the latest version of JAVA will continually get error messages about whether to let the DBsign Universal WebSigner applet run but will be allowed to login to DTS.

    o Pay close attention to the warnings that appear and answer accordingly so the DBsign Universal WebSigner is not blocked and allowed to run. Depending on your operating system and version of Internet Explorer, the error messages may vary *(see figure below.)*
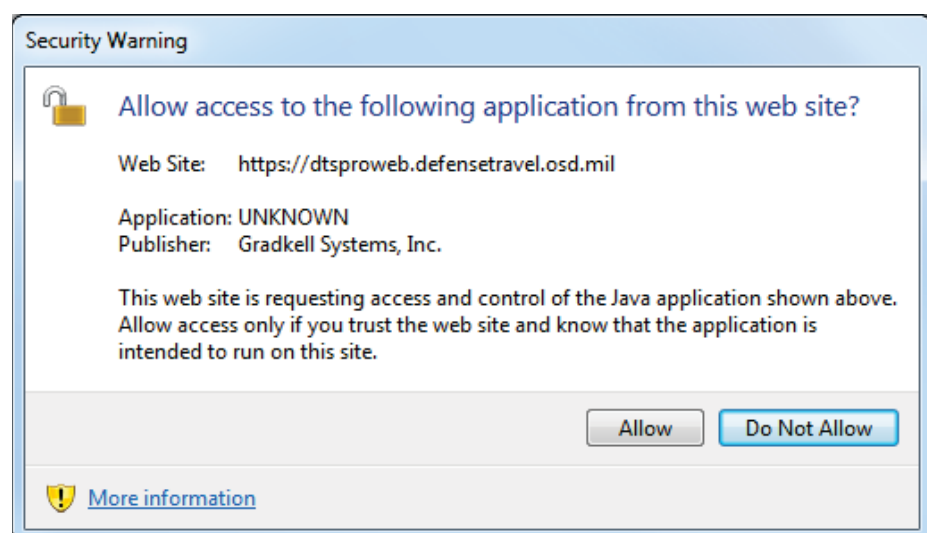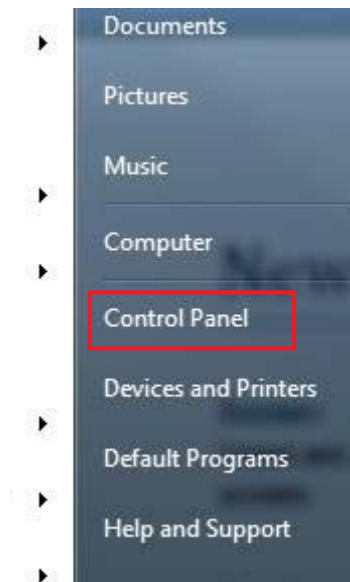

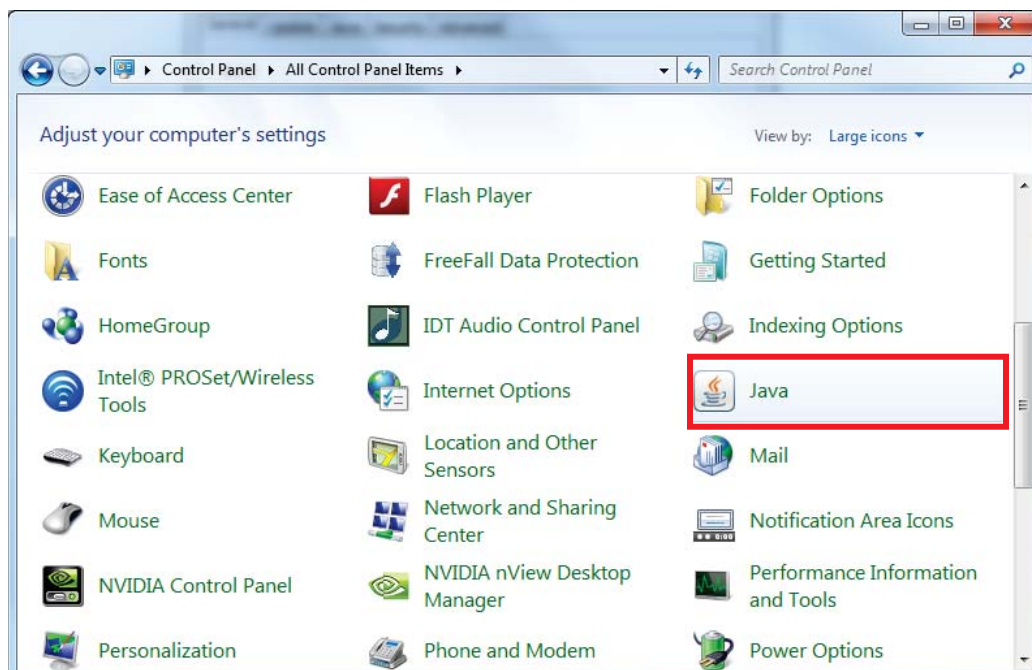*JAVA Access Request Screen*

If you cannot upgrade to the newest version:

- **Option 2:**

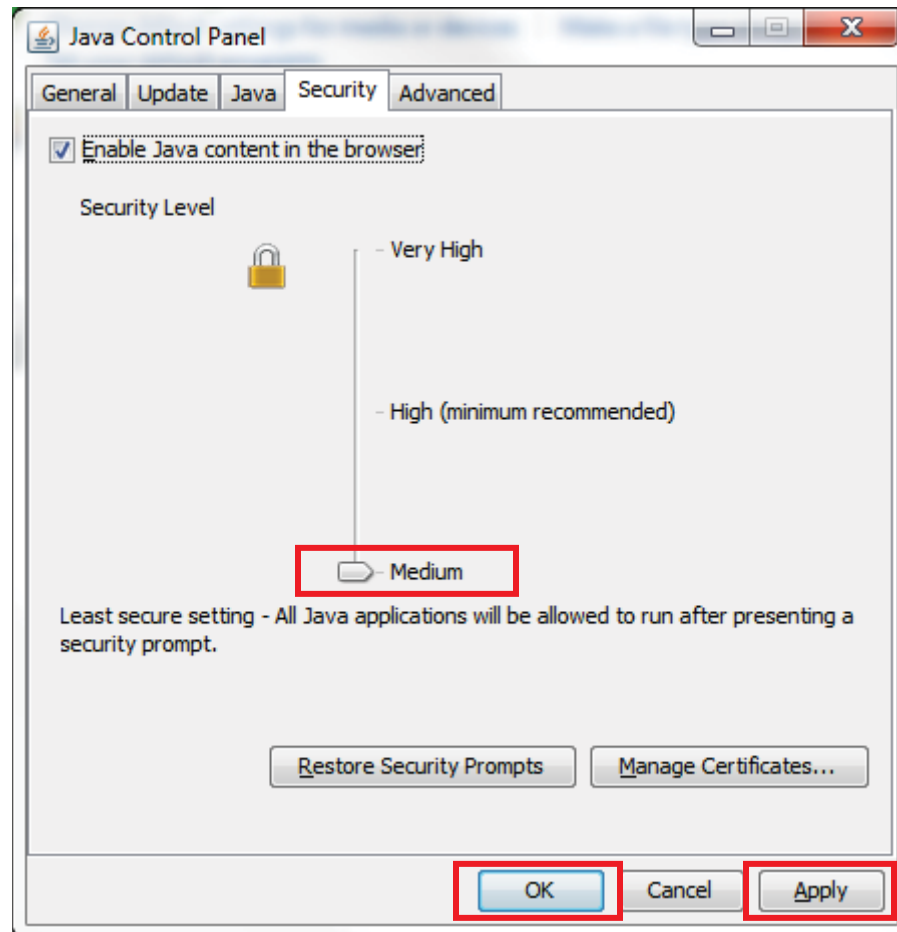   1. Go to Start > Control Panel.

    2. Select Java.

3. Under the Security tab, move the slide bar to "Medium".

4. Select Apply and OK.