Java incompatibilites with AIS Document Direct

Users unable to access AIS Document Direct due to Java errors likely have a workaround from AIS:

https://ucla.service-now.com/kb_view.do?sysparm_article=KB0010708

This is likely due to Java version incompatibilities with the latest versions of Java installed on end-user systems. Please ensure your end users are on the latest version of Java, have pop-ups disabled for the AIS site (https://ddi.ais.ucla.edu), and give the AIS application permission to run.

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