

Java incompatibilities 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.

Revision #1

Created 2013-06-28 17:53:34 UTC by Won, Brian J.

Updated 2013-06-28 17:53:34 UTC by Won, Brian J.