



Tridium Working to Resolve Issue Regarding Oracle Java 7, Update 65

July 18, 2014

All browsers and released versions of Niagara may be affected.

Issue

Niagara users who have installed Oracle's Java 7 update 65 may encounter issues when logging in with Workbench profile, which uses Java applets. Tridium has identified the following issues:

- PxPages may not load completely.
- The browser may appear to stop loading the Niagara user interface. In most cases, a browser refresh allows the page to load completely; however, all images may not load on subsequent pages.

To date, no issues have been reported for users of Java 7 Update 60.

Customer Actions

Tridium's engineering team is actively working to develop a permanent solution and make verified patches available for all supported versions as soon as possible. In the interim, you can use the following temporary alternatives:

- Edit user account to use the HX profile. This does not use Java applets and thus does not require the Java plugin. (Mobile profile in NiagaraAX 3.7 and 3.8 should not be affected.)
- For user accounts that use Wb Web Profile types, set the "Applet Reload On Hyperlink" option to false (*see diagram below*). Then, logout, clear all caches (browser, applet and Java) and log in again.

For More Information

As we work to resolve the issue, please feel free to contact your Tridium sales representative directly, or email our Sales Support team at support@tridium.com with questions.

We will provide updates as they are available.