

eProve TROUBLESHOOTING

The email address that eProve sends the twice daily email prompt to **MUST** be the same as your preferred (registered) UGA email address.

Check your currently registered faculty/staff e-mail address at:

www.emailinfo.uga.edu

If the email address eProve sends the notification to is not the same as your registered UGA email address, you may receive the email notification that you have items in eProve – but when you login you will not see any assigned items.

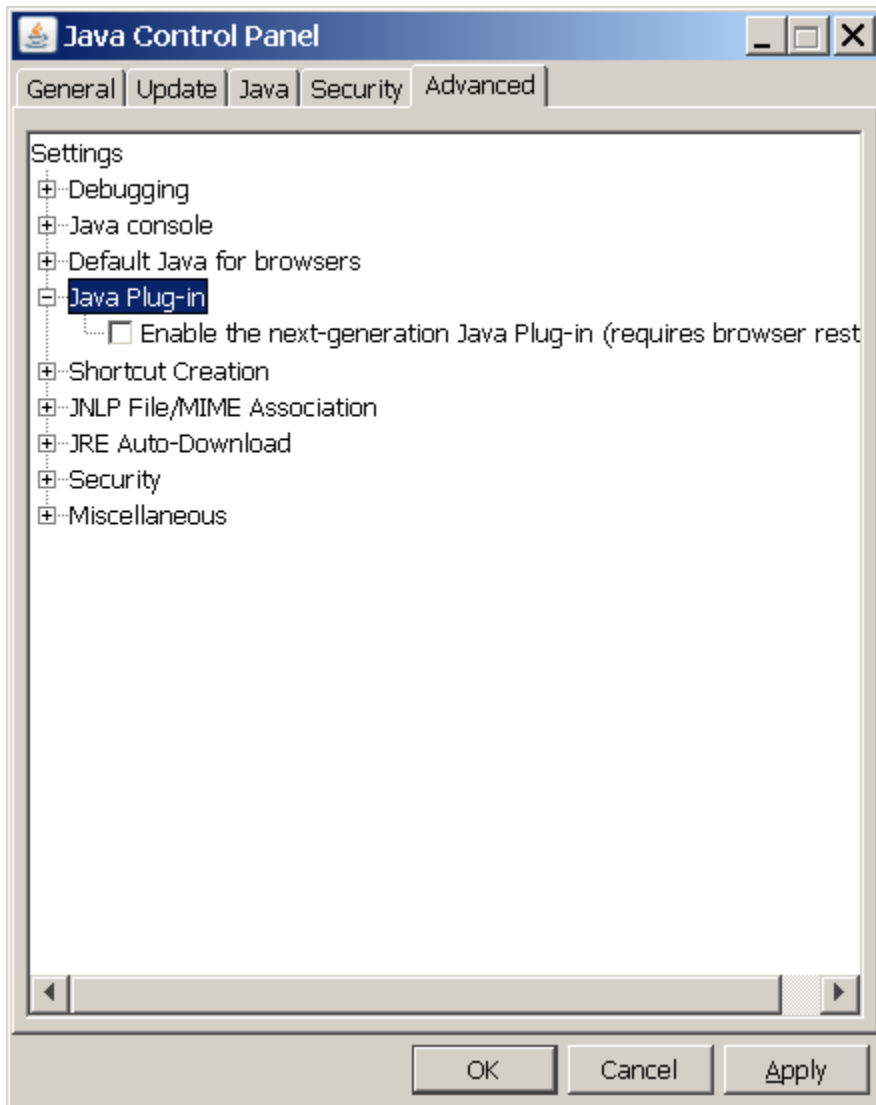
(Last edited April 9, 2010)

The eProve website viewONE plug in requires java on the pc. As different versions of java and internet explorer and other browsers are released, the interaction and configuration of the two programs with the viewone plug in has changed.

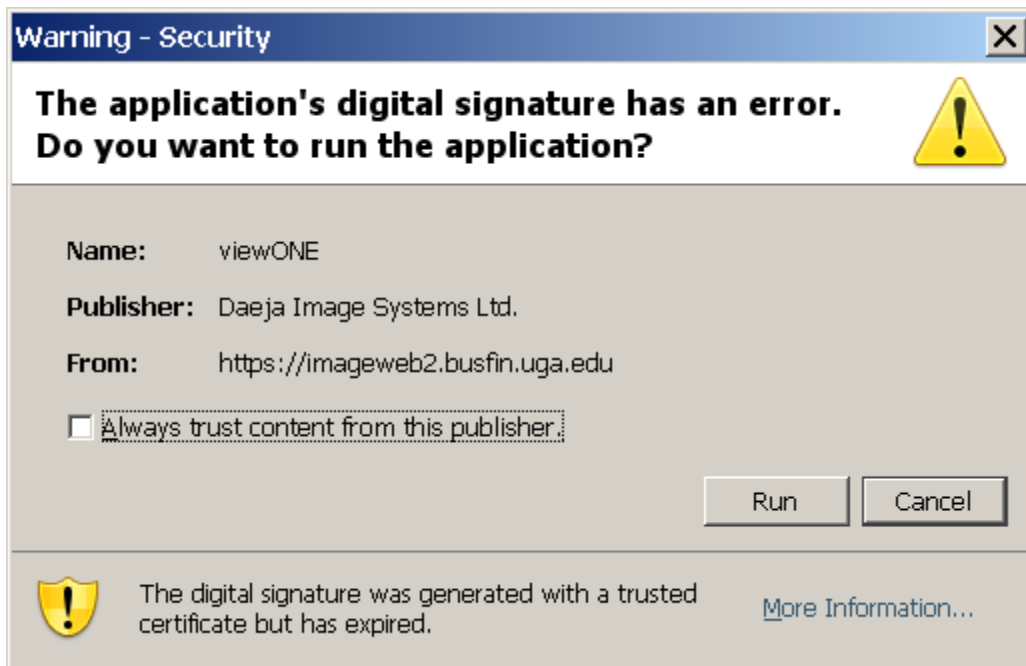
Eprove via Internet Explorer **8** seems to work with Java 6 update 18, with the “Enable next generation Java.....” box left **checked**. This also works with Firefox 3.5.8.

With Internet Explorer **6 or 7**, most versions of java work with the plug in. Starting with java 6 update 10, there is a new setting that needs to be configured – otherwise the plug in will load but not be able to display the images. Where the image would normally display, it will instead display some errors about file not found, unable to open file, etc. For these java versions, **Uncheck** the box next to “Enable the next-generation Java Plug-in.....” and then save this setting.

The java icon is located in the windows XP control panel. You need to have administrator rights on the pc to make this change.



When you click on an assigned item in eProve, you will be prompted to accept the viewONE plug in certificate. If you do not wish to be presented with the certificate each time, check the “Always trust content from this publisher” box.



To force a reinstall of the Daeja viewONE plug in, delete its certificate from Java. Go to the java control panel, security tab, certificates – delete the certificate issued to Daeja Image Systems Ltd. Close and restart your browser before using the eprove website.