

# NEOS Troubleshooting

NEOS Troubleshooting Need more help? Click here to go to the ROES website.

Your NEOS program and/or desktop shortcut is missing.

Try the instructions below or give me a call, Paul 801-214-7632 or 877-232-4182 toll free.

For Windows Vista or Windows 7

Go to the windows symbol in the lower right corner.

In the box in the lower left corner (search programs and files) type javaws.exe –viewer

In the Java Cache Viewer, right click on the NEOS pro icon and select install shortcuts.

For Windows XP

Go to 'Start' in the lower right corner then 'Run'.

Type javaws.exe –viewer

In the Java Cache Viewer, right click on the NEOS pro icon and select install shortcuts.

For Mac - Core 2 Duo Systems:

To get a new shortcut, open Java Preferences.app from the same Utilities folder and click the Network tab, then click View cache at the lower right to bring up the Java Cache Viewer. Use the menu or icon to create a desktop application or shortcut as desired.

For Mac - Core Duo and Non-Intel Mac:

Shortcuts seem to be able to be created but WILL NOT EXECUTE. You must run from the lab's NEOS link on their web site or from their NEOS listed in the Java Cache Viewer, accessed from Finder in Applications - Utilities and open Java Preferences.app. In the Network tab, click View to open the Java applications list. We will continue to investigate the shortcut issues in non-Core 2 Duo systems. At this time Apple Development has confirmed this is a major bug (<http://lists.apple.com/archives/java-dev/2009/Jun/msg00186.html>) and seems to have no easy workaround.

NEOS Startup On OS X 10.8.3 - April 17 2013

As Mac OS X launch issues with NEOS continue to be reported, please use the below as a guide for support concerning these events as they are reported to you.

As more new Mac systems are appearing, the first step is to make sure Java 7 (new Update 21 was released today) is truly installed from [www.java.com](http://www.java.com). A common mistake we have seen is that a user will download the Java installer .dmg file, execute it and think Java is installed. Execution of the .dmg package merely unpacks the Java installer, which still needs to be run to actually install Java 7. After the install is completed, a good check is to open System Preferences from the top left Apple icon and see if Java now appears in the list.

To start NEOS, it is best to use the web site "Place Order" link to begin - for anyone updating from 10.6 or 10.7 the old desktop icons should be sent to Trash. Due to recent updates Safari is no longer prompting to execute the launch.jnlp file from the index page start as it has in the past. Firefox, from <http://www.mozilla.org/en-US/firefox/new/>, is a much better option as it does pull down the launch.jnlp file and prompt to execute it in Java as expected. We have seen Safari perform a quick auto-download of the launch.jnlp file, however it is quite fast and easily missed by the studio/customer. Safari also has been storing these downloaded files in a cache folder, as opposed to the usual Downloads folder.

For new Mac systems and those recently updated, the best and quickest method to start now when Safari is the browser is to have the customer right-click or hold the Control button down and click on the Direct launch: link on the index page, and choose Download Linked File As... from the list. In most cases the save dialog will default to Documents, and the launch.jnlp should be saved there. Starting NEOS then should simply be a matter of opening Finder, selecting Documents and double-clicking on the launch.jnlp. NEOS and Java Security Concerns Friday, January 11, 2013, Java made major news as several security groups released information on a zero day exploit that was in the current editions of Java 7. The security groups, including the US-CERT government agency, recommended disabling Java in browsers. While this is not the first time such a recommendation has been made - Apple had already done so via Software Updates and the new OS X 10.8 from past reported issues with Java - this new alert/issue is receiving greater attention since it is based on a previous weakness thought to have been patched (thus exploit kits are already written, in use on hacked web sites and available to be used elsewhere). There have been a number of these Java alerts over the last year or more; since Java is multi-platform (Windows, Mac and Linux) malware writers have looked to use it to try and get onto as many machines as possible to spread infections, install keystroke loggers and steal data. Oracle has released Java 7 Update 11, which contains a patch for this exploit. The Java 7 Update 11 page lists the specific US-CERT alert, in the details for the update (more specific notes here). As far as NEOS is concerned, disabling Java in a browser is not the same as removing Java, and NEOS will still run and start for new customer systems (although it likely adds an additional step when launching from a link on a web site, double-clicking on the launch.jnlp after it is downloaded). Each NEOS start link

has an index page that calls for it do download a launch.jnlp file, which is the real 'start' file for the NEOS program. The launch.jnlp file is then executed via Java Web Start, an application provided as part of the Java install that registers with the local operating system to handle ".jnlp" files. So when a browser downloads a .jnlp file it hands it over to Java Web Start which before launching the application, unlike a browser launching an applet, will go through the following steps: - Java Web Start ensures that the ".jnlp" file it was handed is consistent with the version on the server.

- Java Web Start then makes sure that all the jars references in the .jnlp are current and are validly signed by the author, ensuring their integrity.

- Java Web Start then prompts the user to authorize the application to access the resources on the machine that it is requesting access to. Only if the application is in a valid state and its launch has been authorized by the user will Java Web Start then launch the application in the Java Runtime Environment.

#### Dec 20, 2012 NEOS and Windows 8 Update

As Windows 8 begins to grow in use, NEOS does continue to run well under most circumstances. Since our last update on Windows 8's release date, we have tested on 3 new Windows 8 installs, in all of which NEOS was able to run immediately after installing Java 7 from Java.com. There have been several items of note, detailed below with resolutions:

1) Desktop Icons Appear White - This is a known Java issue and is resolved with an upcoming Java release, Java 7 update 12 (expected next month, available at <http://jdk7.java.net/download.html>).

2) Launch Failure - The Kaspersky Internet Security 2013 suite prevented the launch.jnlp file from being properly downloaded and executed. The Details of the Java error indicated 'Unable to load resource' and listed the URL path to the jnlp file. Disabling Kaspersky allowed it to function properly and launch from the web link, and after re-enabling the security application's scanners NEOS launched normally from the desktop icon.

3) FTP Send Failure - This was seen on the same system with FTP, Java 7 and Kaspersky Internet Security 2013.

Unfortunately, disabling Kaspersky did not help. However, uninstalling Java 7 and installing the latest Java 6 update 64 bit instead (available at <http://www.oracle.com/technetwork/java/javase/downloads/index.html>, use the Windows x64 link after going to JRE) allowed the send to occur.

June 15, 2012

#### More AVG and Avast Issues

We have received more reports concerning issues with both AVG and Avast. First, AVG. It has been seen to prevent a fresh install/download of the ROES jar files, making the download progress bar appear to stall when it goes to verify a file. This seems to be the result of the AVG Link Scanner module; disabling the Link Scanner by unchecking the boxes that enable it allows a proper start. The guide to AVG 2012 can be found at [http://aa-download.avg.com/filedir/doc/AVG\\_Internet\\_Security/avg\\_isc\\_uma\\_en\\_2012\\_23.pdf](http://aa-download.avg.com/filedir/doc/AVG_Internet_Security/avg_isc_uma_en_2012_23.pdf).

Avast has caused issues with sending orders via RTP. Disabling it or setting a rule to allow javaw.exe as an exception enables orders to send. A reference page to help get to the Avast Firewall rules interface can be found at [https://support.avast.com/index.php?\\_m=knowledgebase&\\_a=viewarticle&kbarticleid=970&nav=0,2](https://support.avast.com/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=970&nav=0,2).

#### Java Updates

Oracle pushed out Java updates for Java 6 and 7 this week. Java 6 update 33 and Java 7 update 5 are more security patches than anything else. One issue of note we have run across is a startup error downloading jars with Java 7 update 5. The error appears in the Details as:

```
"#### Unsigned application requesting unrestricted access to system Unsigned resource: "
```

and listing the URL to the specific jar file in question. In these instances going into Java's Control Panel via Windows Control Panel and deleting the Temporary Internet Files (click Settings and then Delete, making sure all 3 checkboxes are selected in the confirm dialog) resolved the error and allowed launch from the web URL to ROES. This has been seen in the wild with both the ROES Client and the Template Tool. NEOS will not launch Your Java may have been upgraded or changed causing NEOS not to launch.

You can the lab and I will remote into your computer and fix the problem or try the procedure below.

Go to your Windows start button, type java in the 'search programs and files' box. This will launch Java control panel. Click 'settings' under 'Temporary Internet Files'. Click 'Delete Files'. Check all 3 boxes and click 'OK'. Close all the windows by clicking 'Ok'. Go to our website [www.nicholsphotolab.com](http://www.nicholsphotolab.com) and re download the software by clicking 'place an order' and select the software.

#### OS X 10.6 Snow Leopard

The new Apple OS edition seems to be very stable and is running NEOS just fine on a newly installed system as well as an upgrade from 10.5.8. After the upgrade the existing desktop shortcuts executed as expected. Please note that only Apple systems with Intel hardware can run Snow Leopard, Apple is not supporting the PowerPC platform in 10.6.

Mac OS 10.5.7 Leopard Startup failure after OS X 10.5.7 Java update

On June 16, 2009 Apple deployed an update to OS X 10.5.7 for Java via Software Updates. This update has performed

some restructuring of the folder path to Java Web Start, and fails to retain the file in its' expected path of Applications - Utilities. Attempting to launch a NEOS shortcut results in the icon bouncing on the dock and nothing else occurring. To resolve these startup errors, using Finder go into the local hard drive and System - Library - CoreServices. Locate Java Web Start.app and copy it to the clipboard, then paste it into the Utilities folder under Applications. Using a web browser, go to the lab's web site and launch NEOS. During the startup process, 2 warning windows will display - one to trust the application and another to allow it unrestricted access to the system. Click OK to both of these and NEOS should open as normal. In rare cases, you may need to right-click on the launch.jnlp and choose Open With, then Browse to Java Web Start.app in Applications - Utilities. You can associate it with the Java Web Start.app in CoreServices, but at this time it is impossible to tell if the next Apple update for Java will keep it there.

Shortcut Issues:

Core 2 Duo Systems:

To get a new shortcut, open Java Preferences.app from the same Utilities folder and click the Network tab, then click View cache at the lower right to bring up the Java Cache Viewer. Use the menu or icon to create a desktop application or shortcut as desired.

Core Duo and Non-Intel Mac:

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Windows: Java 6 Update 11 and higher -

We have seen a number of ongoing issues with client launches due to Java updates to 1.6 update 11 through 13. While many customers and our team here are not seeing any problems, it may be best for those who experience this issue to roll back to Java 1.6 update 7 (<http://java.sun.com/products/archive/j2se/6u7/index.html>). The startup issues we have seen are primarily shortcut related on Vista. Before removing update 11 and reloading update 7, it is recommended to clear the Temporary Internet Files from Java Control Panel, as follows: 1) Open Windows Control Panel; 2) Click Settings... in Temporary Internet Files at the bottom of the General tab; 3) Click Delete Files...; 4) Click OK at the prompt to remove all applets and applications, etc.; 5) Click OK to exit out of Java Control Panel; 6) Start NEOS from the lab web site link.

Windows: JNLP File Not Recognized On Vista

- In several instances, the launch.jnlp that is being downloaded by Internet Explorer or Firefox does not seem to have a program associated with it. In Windows Control Panel, Default Programs, .jnlp is not shown in the list presented when Associate a program with a file type is chosen in the choices for Default Programs. To fix, download the launch.jnlp to the desktop, right-click on it and choose Properties. In the dialog, click Change and then Browse to Java and JRE6, then bin, choose javaws.exe and click Open. The Open With dialog should then show Java (TM) Web Start Launcher, click OK and then OK to close the Properties dialog. Double-click on the launch.jnlp and the program will start, from then on the desktop icon should work.

Mac Users Alert: Beware Mac Cleanse

Mac users who experience startup issues with an error whose Details lists "unable to load resource: localhost/users/'user'/Library/Caches/Java/cache/javaws/http/.../AMLaunch.jnlp" may have a program called Mac Cleanse being run manually that is deleting the Java cached files for use in future launches. This is a small utility to clean up browsing histories, etc. that deletes the needed folder path for re-launching the program. We have run into this a few times and fixed the users remotely by rebuilding the path listed in the error manually (in Finder) and ensuring the needed file is found (using the downloaded launch.jnlp and renaming it AMLaunch.jnlp, placing it in the path listed, and double-clicking on it to start NEOS). This issue also occurred with updates to OS X 10.5.4 but should not be seen from Apple updates now that 10.5.7 is released.

Java Notes - July 22, 2008

Many new systems with Vista are coming with an OEM version of Java 1.6 pre-installed. This version is highly unreliable and we strongly recommend removing it and loading Java 1.6 Update 6 from Sun's site at

<http://java.com/download/en/manual.jsp>. As Java 1.6 has become more prevalent in Windows systems, please be advised that there are new ways to access the application cache viewer: 1) Via Windows Control Panel, select Java Control Panel and then View.. at the lower right of the General tab; 2) Select Start - Run, type in javaws -viewer and press Enter/Click OK. MAC OS X 10.4 still uses Java 1.5 or 1.4.2, the next release of OS X will contain Java 1.6.

Mac launch issue - NEOS Icon bounces in dock but software never launches.

Apple released a Java update for the OS X 10.4 operating system on December 14, 2007. After performing the update desktop or application shortcuts failed to successfully launch the NEOS client. In our testing no error messages were received, just a couple of bounces of the application icon in the dock followed by zero activity. To correct this problem follow the step below: 1) Using the Finder go to Applications, Utilities, Java and launch Java Web Start. This should open the Java Application Cache Viewer window.

2) In the Application Cache Viewer window highlight the NEOS Pro application. CTRL-Click on it or select the Application pull down from along the top of the screen and select "Remove Desktop Application".

3) CTRL-Click on it or select the Application pull down again and select "Create Desktop Application". Set the name and

location and select OK. NEOS Pro should now be able to launch using the newly created desktop application shortcut.

#### MAC OS X 10.5 Leopard Compatibility

02/19/2008

Having trouble launching after upgrading? Try clicking here for a different launch of our software.

10/31/2007

We have had several reports of startup issues with MAC OS X 10.5 Leopard that came out last Friday. Apple integrated a later version of Java 1.5, the same base Java that was in 10.4, into Leopard.

We issued an update for the NEOS Client when Leopard first became available for a few minor appearance and function issues we found, however the program is working fine from what we have seen. Our testing involved a fresh install of the OS from the retail DVD, an upgrade from 10.4 using the Apple Developer release via download, and an upgrade from 10.4 using the retail DVD.

The fresh install to a clean disk NEOS works fine as each initial attempt was a fresh startup from a web link. We have uncovered an issue with the upgrade installs when using the shortcuts from 10.4. It appears that the saved desktop shortcuts do not appear to be linked properly to the older Java cache from 10.4, and clicking them does not start anything. However, we were able to start NEOS using the Java cache window, where the launch of the saved application was treated as a fresh start - downloading the NEOS files and then running as normal. This can be found by going into Finder, selecting Applications, then Utilities, then Java, and opening the Java Web Start app.

Using the Java Web Start to launch NEOS appeared to re-link the Java cache, as the old shortcuts worked again after the application had been run once from the cache window. We will continue to test the NEOS Client in OS X 10.5 to look for any other issues.

December 8, 2007

We have found a workaround to reports where NEOS Pro launches 'quit unexpectedly' when the studio first tries to run it on Leopard - but other NEOS Client launches seem to start fine. In 3 cases, creating an alternate launchx.jnlp file, using the same NEOS Client codebase from a different folder on our site, has enabled studios on new Leopard installs to run. This has worked in 2 Leopard upgrade scenarios and also with a new MacBook running Leopard pre-installed. In the 2 upgrade cases we recommended reloading the operating system once the studio caught up on their ordering, in the pre-installed case Apple support instructed the studio to re-install as well.

If you have this situation, please let us know and we can create the alternate launch file to be used.

#### PC trouble launching the software

December 3, 2007

We have had a number of reports from different studios seeing this error at startup:

```
java.lang.ClassNotFoundException: com.softworks.roes.app.ROESApp      at java.net.URLClassLoader$1.run(Unknown
Source)                    at java.security.AccessController.doPrivileged(Native Method)      at java.net.URLClassLoader.findClass(
Source)                    at com.sun.jnlp.JNLPClassLoader.findClass(Unknown Source)      at java.lang.ClassLoader.loadClass(U
Source)                    at java.lang.ClassLoader.loadClass(Unknown Source)      at com.sun.javaws.Launcher.doLaunchApp(U
Source)                    at com.sun.javaws.Launcher.run(Unknown Source)      at java.lang.Thread.run(Unknown Source)
```

In each case clearing the Temporary Internet Files from Java Control Panel worked, as follows:

Open Windows Control Panel by going to Start (windows XP) then click Run.  
 Type javaws.exe -viewer then click ok.  
 Click Settings... in Temporary Internet Files at the bottom of the General tab  
 Click Delete Files...  
 Click OK at the prompt to remove all applets and applications, etc.  
 Click OK to exit out of Java Control Panel

Start NEOS from the lab web site link under "Place an order" on the home page.