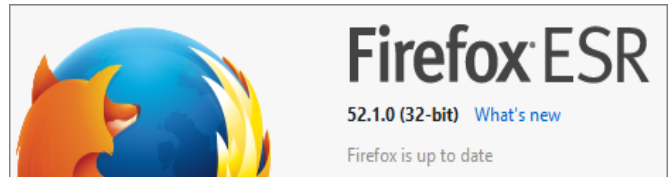
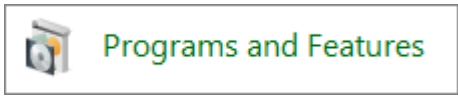


If you are experiencing problems accessing the Service Provider Portal after updating your Java program to **Version 8, Update 131**, please follow these steps:

- 1) Use either **Internet Explorer 11** or **Mozilla Firefox ESR 52 (32 bit)** as your Internet Browser:



- 2) **Uninstall** Java 8 Update 131:
 - a. Control Panel → Programs & Features:

 - b. Highlight **Java 8 Update 131**
 - c. Right-click → **Uninstall**
 - d. Follow the prompts

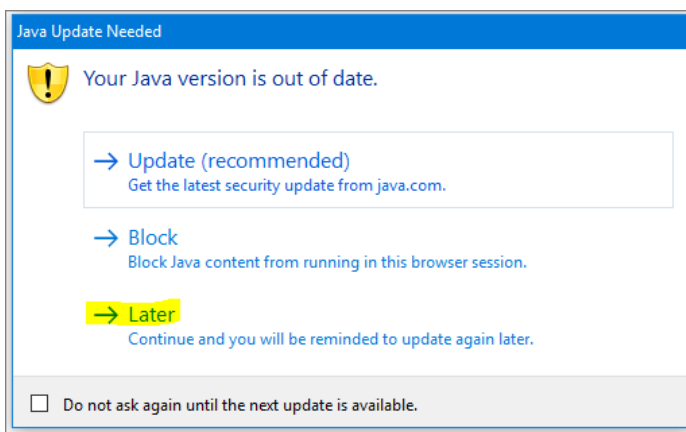
- 3) Restart your computer.

- 4) Install the previous **Java 8 Update 121**:
 - a. Download [Java 8 Update 121](#)
 - b. Follow the prompts to install

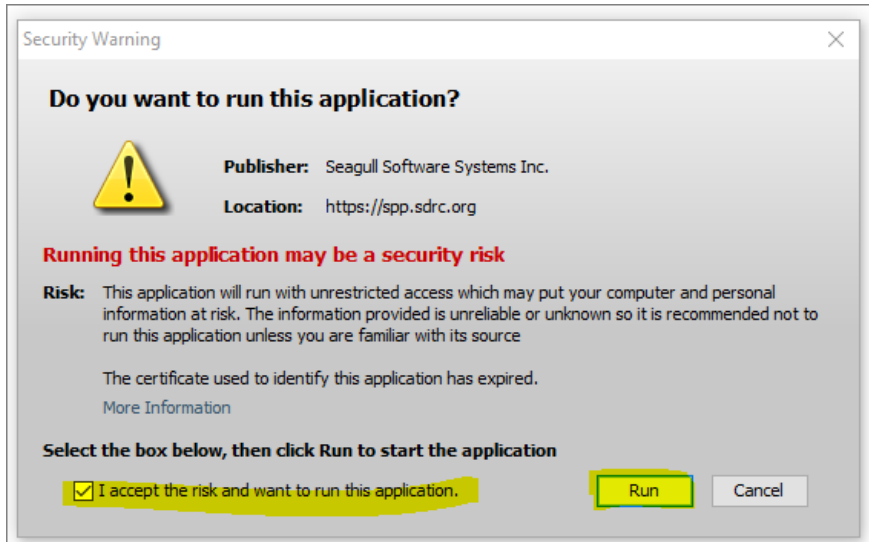
- 5) Close the Internet Browser window and relaunch it.

- 6) Navigate to the SPP Website

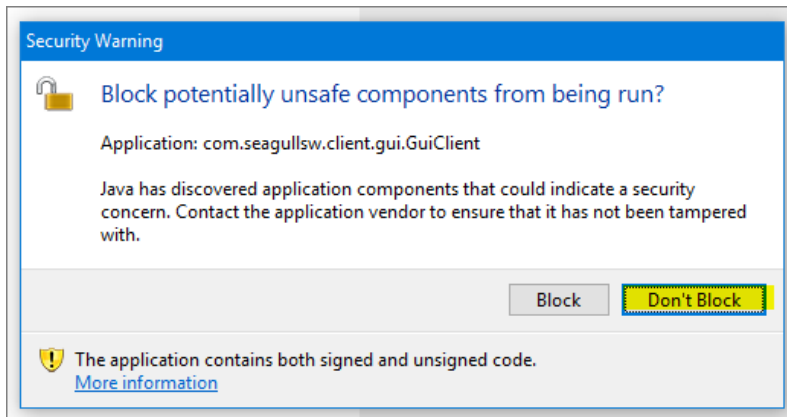
- 7) Java Update Needed pop up will display, Click on **“Later”**



8) Do You Want to Run pop up will display, Check **“I Accept”** and click on **Run**:



9) Security Warning pop up will display, click on **“Don’t Block”**



10) SPP should then display in a pop up window:

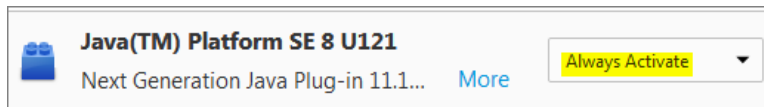


11) If the SPP does **not** display check the following settings:

a. Set the Internet Browser **Pop-Up Blocker** to **Off**.

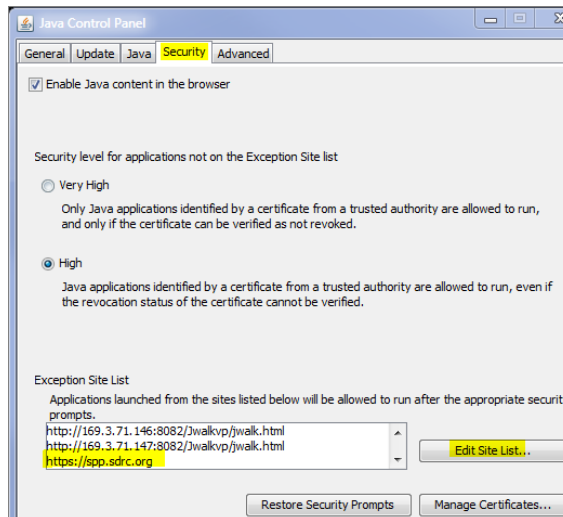
b. Set the Firefox Java Plug-In to **“Always Activate”**

- Click on the Firefox menu in the top right corner of the screen.
- Choose Add-ons.
- Click the Plugins tab.
- Click on the Plugin “Java Platform ...”
- Select "Always Activate"



c. Open the Java Control Panel → **Configure Java**:

- Click on the **Security** tab and add the SPP web address in [Exception Site List](#)



- Click on the **Advanced** tab and replicate the following settings:

