Internet Browsers

Currently, there are two browsers supported by MICROS for use with mymicros.net. They are Internet Explorer (versions 8 - 11) and Mozilla Firefox (current versions). These are supported on a PC environment only and not on MAC OS. While Chrome and Safari *may* work, there are limitations in their functionality and are not supported at this time. Copperstate Suggests Firefox as the most compatible browser to use.

It is important to understand the difference between the 32-bit and 64-bit versions of Internet Explorer. On most 64-bit systems, the shortcut that is typically readily available (desktop, task bar or start menu) is the 64-bit browser. If you experience a situation where you have downloaded the current version of Java and the portal is still redirecting you and prompting you to install Java, you are most likely using the 64-bit version. Go to Java's website to find articles and instructions that mention you have to install both 32bit and 64bit versions depending on your system and browser.

Recommendation: On a 64-bit system, check your shortcut to Internet Explorer and ensure it points to the executable in the C:\Program Files (x86)\Internet Explorer directory and not C:\Program Files\Internet Explorer. If it does not, we suggest you replace the shortcut with the 32-bit version.

Oracle Java

Since mymicros.net currently relies on third-party technology (Java) Micros is forced to be fairly nimble when Java releases a patch to their software. As it stands right now, mymicros.net is compatible with Java version 8 build 45 (which is current as of 4/14/2015). Sometime in the future Micros plans to move away from the Java client being required on end users computers.

Some of the issues we have encountered lately are easily fixed. The first and foremost approach is take a look at some basic Java components. Following that are some of the more common issues that have arisen lately. **DO NOT perform any of these items on your Micros server. These are for personal PC's only**

1. Make sure there is only one version of Java installed. Java will sometimes add an update instead of upgrading one. Or the upgrade may not complete, leaving you with a file mismatch. To ensure you have a clean slate, use *Windows Control Panel > Programs & Windows Features* to list what Java versions are installed. Remove the oldest version(s). Although it's not required, best practice is to remove all versions and start fresh. This should be performed by a user logged in with administrative rights. The following link can assist in removing older/outdated versions: http://www.java.com/en/download/faq/remove_olderversions.xml

2. Make sure that only the 32-bit (x86) versions of Java are installed. Unless there is a requirement from another software application to use the 64-bit (x64) version, it should be uninstalled.

3. Ensure the Java Plugin is enabled for the browser in question.

a. For IE, (if you don't have a menu bar, hit alt to enable it) navigate to Tools > Manage Add-ons and make sure the Java Plug-ins are enabled.
b. For Firefox, (if you don't have a menu bar, hit alt to enable it) navigate to Tools > Add- Ons > Plug-ins and Make sure the setting is NOT set to "Never activate". With Firefox, you may be warned of vulnerabilities and your setting will end up being "Ask to activate", or "Always activate".

4. In Firefox, you get a red (for lack of a better description) Lego-like icon as shown:
   Older versions of Firefox:
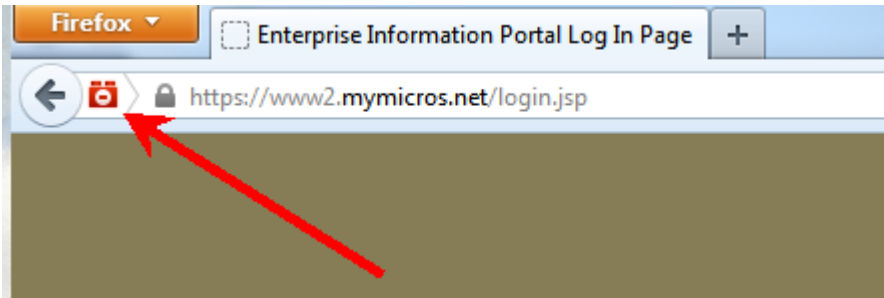
   Click the icon and select "Allow and remember".

   Newer versions of Firefox:
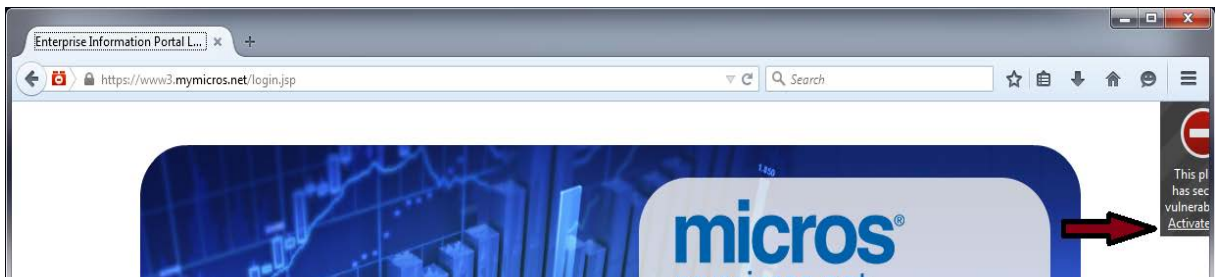
5. Using IE, you have verified the correct browser and correct Java platform, but are still telling you Java is required and you are being redirected. Open IE > Internet Settings > Add-ons. Make sure that the Java plug-ins are enabled.

6. In Firefox, attempting to use a calendar control, you receive a display such as:
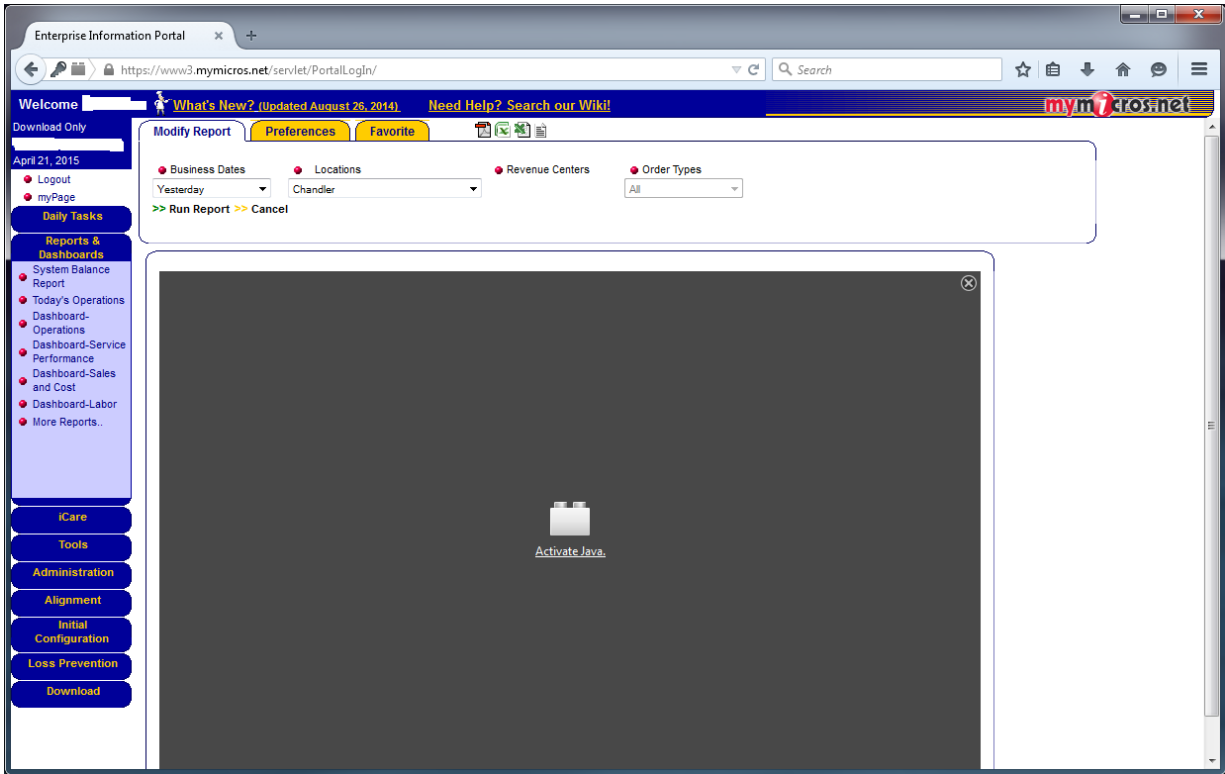
Click the Link in the middle to Activate. You will be presented with a pop-up window with two choices. Choose "Allow and Remember".

6. In both browsers you will need to click on the different aspects of the site such as the drop down for date and location in reports, as well as the "Business Dates" link as listed above. You will most likely be prompted for permission on each one, so check the box to remember and hit accept.
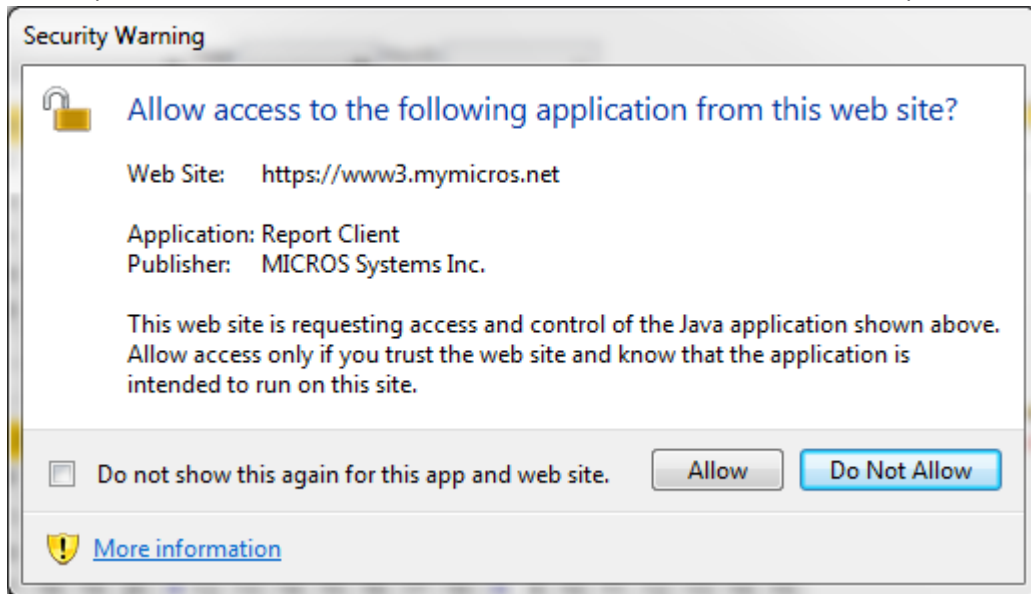
7. Clicking on some portal functions "does nothing". For example, selecting a date range, then selecting "Run Report" has no effect. Also, when a date range is selected, when the report is run, the date range isn't taken into consideration. mymicros uses small bits of Java code called Applets. These applets are downloaded and stored locally to avoid performing this function repeatedly and causing unneeded delays. What will happen is that you may have the outdated version of these applets stored on your PC. To resolve, navigate to *Windows Control Panel > Java > General tab > Temporary Internet Files – Settings button > Delete Files button.* Depending upon your java version, there may be two or three check boxes displayed. In all cases, select all the checkboxes and then press the OK button. From there, simply close all open windows. This solution has fixed a wide array of issues and can be performed at will. **Once performed, please restart your browser.**

6.   If the above items don't work for you, uninstall all versions of java from control panel and reboot your computer. Then also from Control Panel, go to Internet Options - Advanced Tab. On that tab at the bottom there should be a button for "Reset…" with a description of "Resets Internet Explorer's settings to their default condition". You will get one more pop up window, and just leave the middle checkbox empty and hit the Reset button. Then, using Internet Explorer browser, go to Java.com and download the most recent one they have listed. Go ahead and run this and let it install into all browsers. It should finish and open up your IE browser again, and will prompt you with several security prompts. The first one being to enable the browser extension. Hit "allow" on this and or allow and remember, and let the page load with your current version you just installed. Next copy this URL from Internet Explorer and launch Firefox and do the same thing with any prompts that come up. You may need to manually enable the Java extension for Firefox to work and give you the rest of the security prompts. Then do as above for approving all the security prompts.

Set this one to "Always Activate" for less prompts, or "Ask to Activate" for more security.