

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 an **S.O.S.** 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 silvanoimaging.com and launch **S.O.S.** 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 **S.O.S.** 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: Shortcuts seem to be able to be created but WILL NOT EXECUTE. You must run from our **S.O.S.** link on our web site or from S.O.S. 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.

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 **S.O.S.** from the silvanoimaging.com 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 **S.O.S.**). 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.