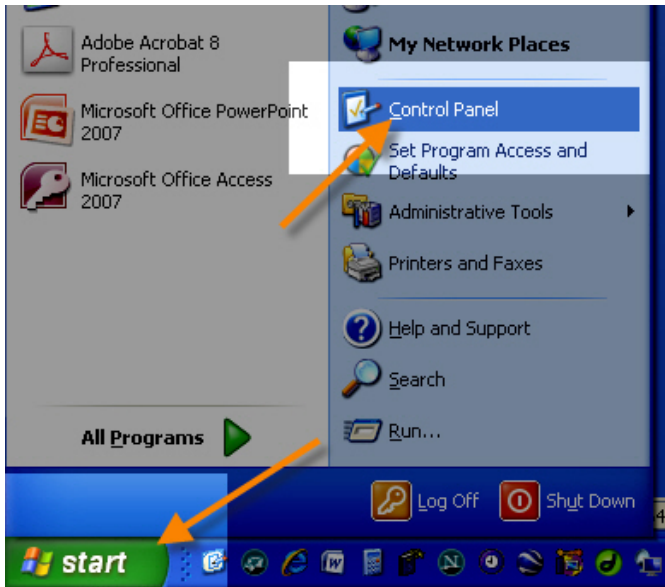


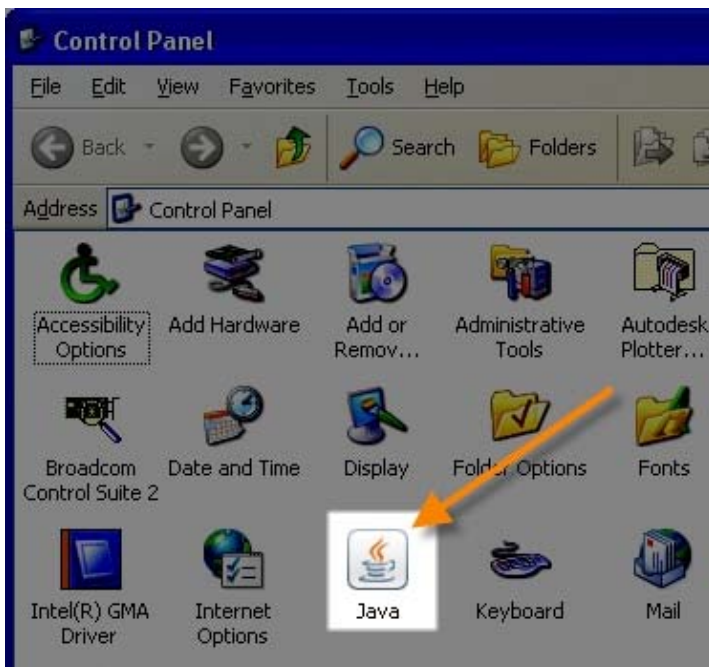
Troubleshooting Java Versions

In reality, Java version issues with Bb are rare. However, if you suspect you have one there is an easy way to back off one or more versions without uninstalling. This is also beneficial to a user who has security concerns and doesn't want to run an older version of Java on a regular basis (e.g. they can toggle between Java versions for Bb usage).

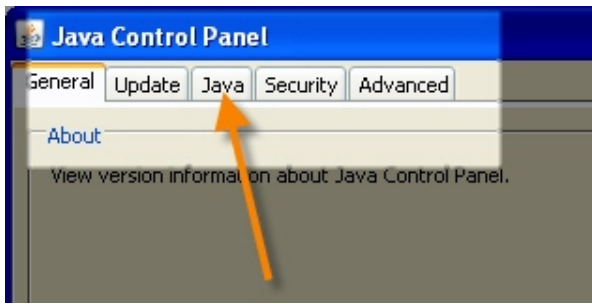
Step One: Go to Start menu and select Control Panel



Step Two: Find and select the Java Control Panel icon



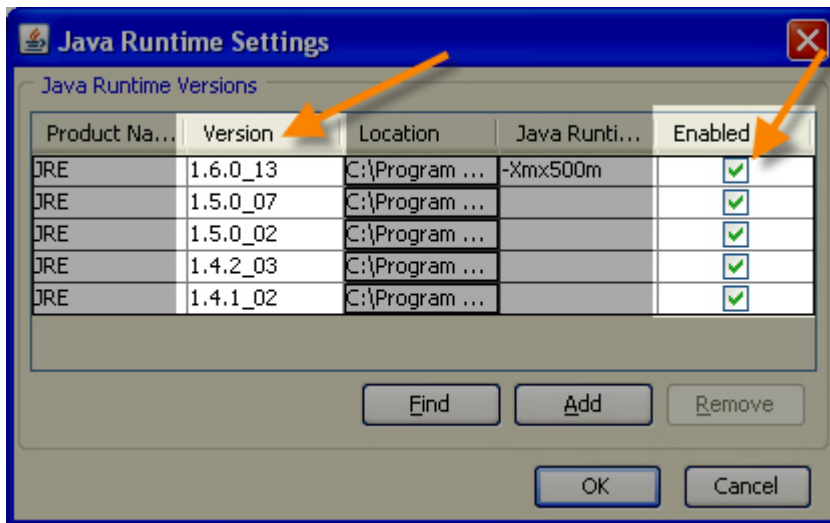
Step Three: In the Java Control Panel select the Java tab



Step Four: Select View button on open Java tab



Step Five: In settings window can disable corresponding Java versions by un-checking radio buttons and clicking OK.



Step Six: Then select the Apply button. At this point you can then close or minimize Control Panel windows and continue your troubleshooting process. You may need to close and reopen your browser.