NCARPS/PermitWeb requires specific versions of *Java 32-bit*. It does not run correctly with newer versions of *Java 32-bit* or with any version of *Java 64-bit*.

- NCARPS requires 32-bit Java, any version of Java 7 update 80 through Java 8 update 131 will work.
- The recommended version is *Java 8 update 131*.
- NCARPS <u>does not</u> work with *Java 8 update 144* or newer.
- NCARPS <u>does not</u> work with Java 6 or older.

These instructions explain how to determine which version of Java is installed, and how to install *Java 32-bit* if that is required. **Note:** These instructions assume the reader knows how to install and uninstall software on Microsoft Windows.

Determine if you have Java 32-bit or 64-bit

1. If Internet Explorer is open, close it.

If using Windows 10

2. In the Windows Search box, enter "Control Panel". The search results list should show an entry for "Control Panel", resembling Figure #1.



Figure #1

3. Click the Control Panel to open the Control Panel window. This should resemble Figure #2.



Figure #2

- 4. Click in the navigation bar at the top of the screen. The words "Control Panel" will be highlighted, often in blue. Click inside the box, to the right of the words. This should un-highlight the words and allow typing.
- 5. Type "\All Control Panel Items" after "Control Panel" when done the text should read "Control Panel\All Control Panel Items"

The text must be exact – only 1 space between words and no space on either side of the backslash. Press Enter, and the window should change to resemble Figure #3.

Control Panel\All Control Panel Items		- 🗆 X
← → ∽ ↑ 🖼 → Control Panel → All Control Panel Items		✓ Ŏ 🖉 P Search Control Panel
File Edit View Tools		🗉 📴 🖌 🚡 📋 🎽 🖌 🗸 🗐
Adjust your computer's settings		View by: Large icons 🔻
Administrative Tools	Nudio Controls	AutoPlay
Backup and Restore (Windows 7)	RitLocker Drive Encrypti	on 🛃 Color Management
Configuration Manager	Credential Manager	Date and Time
Default Programs	Device Manager	Devices and Printers
Ease of Access Center	File Explorer Options	File History
f Flash Player (32-bit)	A Fonts	Indexing Options
Intel® HD Graphics	Internet Options	Java (32-bit)
	Mail (Microsoft Outlook (32-bit)	Mouse
		Computer

Figure #3

6. Continue with Step #8.

If not using Windows 10

Open the Java control panel by selecting *Start -> Control Panel*. The Control Panel window, resembling Figure #4, will appear.





Is Java Installed?

- 8. If you do not see a Java icon, you do not have Java installed. Jump to Step #15 for instructions to download and install Java.
- 9. If the Java icon is labeled "Java", you have the 64-bit version and must uninstall it and then install the 32-bit version. Go to Step #15 for instructions to download and install the correct version of Java.
- 10. If the Java icon is labeled "Java (32-bit)" you already have the 32-bit version, and you must now check the version.

Check the version of Java 32-bit

11. Double-click the Java (32-bit) icon to open the Java Control Panel. This resembles Figure #5.

🛃 Java Control Panel		_		×
General Java Security Advanced				
the st				
About				
View version information about Java Control Panel.				
		C	About	·)
Network Settings				
Network settings are used when making Internet connections. B settings in your web browser. Only advanced users should modif	y default, I fy these se	lava will us ttings.	e the netwo	ork
		Network	Settings	
Temporary Internet Files				
Files you use in Java applications are stored in a special folder fo advanced users should delete files or modify these settings.	or quick exe	cution late	r. Only	
	Setting	js	View	
Java in the browser is enabled.				
See the Security tab				
	OK	Caper		noly
L	UK	Cance	A	ppiy



12. Click the About button, which opens the About Java dialog box, resembling Figure #6.





- 13. NCARPS works with any version of *Java 7* and with versions of *Java 8 Update 131* or older. If you have any of these versions installed, NCARPS should function correctly.
- 14. If you do not have one of the above versions of Java, NCARPS will not work. You must uninstall your version and install the correct one. The recommended version is *Java 8 Update 131*.

Download Java 8 Update 131, 32-bit

- 15. Open a web browser and navigate to the following URL on the Oracle web site: <u>https://www.oracle.com/technetwork/java/javase/downloads/java-archive-javase8-2177648.html</u>
- 16. Search the page for this text: Java SE Runtime Environment 8u131
- 17. You must click the radio button Accept License Agreement and then click the following link on the page: Windows x86 Offline: jre-8u131-windows-i586.exe
 The file *jre-8u131-windows-i586.exe* will be downloaded to your computer.
- 18. Oracle now requires an account to download Java. You must sign up for a free account, following the instructions on the site.
- 19. After the file downloads, close the browser.

Install Java 8 Update 131, 32-bit

- 20. If you have an existing version of Java installed, uninstall it according to the version of Windows you are using.
- 21. Locate the file *jre-8u131-windows-i586.exe* and install *Java 8 Update 131, 32-bit,* according to the version of Windows that you are using.

If you continue to have problems running NCARPS, clear the Java cache (directions provided on the NCARPS web site).