

Resolving Issues with Crystal Reports Java Viewer

This issue affects computers running Windows 7 and higher. These computers no longer use the Active X Viewer; instead they use a Java Crystal Reports Viewer. Recent updates to Java can cause an issue with the viewer that causes it not to display.

If this is the first time you have tried to access FSL's Reports, check to see if you have Java installed. Go to <https://www.java.com> and follow the instructions to verify Java. Follow instructions to install Java if needed.

Next make FSL a trusted site. Click the Windows (Start) button (lower left corner) and type java. Select Configure Java. In the next window, select the security tab and click Edit Site List. Click Add and enter <http://www.fsltms.com> and click Add again and then OK and OK.

The final step to enable the viewer is to open Windows Explorer (My Computer) and find this folder:

C:\Program Files (x86)\Java\jre1.8.0_91\lib\security

The "jre1.8.0_91" folder may be slightly different on your computer depending on the version of Java you have installed.

Locate a file named "java.security". Right click on the file and select "Open with..." and pick NotePad. When the file opens, use the Find function to locate this line:

```
jdk.certpath.disabledAlgorithms=MD2, MD5, RSA keySize < 1024
```

Place a # in front of the line so that it becomes:

```
#jdk.certpath.disabledAlgorithms=MD2, MD5, RSA keySize < 1024
```

Click Save and close the file. Open a new browser window, log in and try the reports. You may still receive a warning. Just accept it and the report will display.