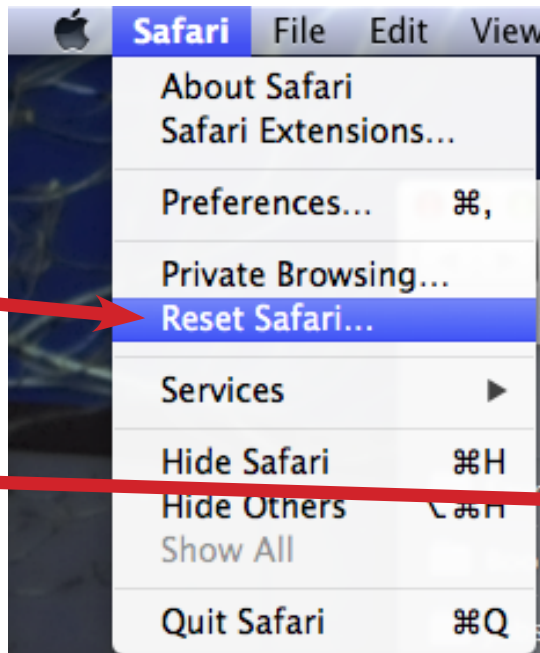# How to Clear (reset) Java

This guide will walk you through the steps of clearing your Java and Safari preferences and files. You will need to re-enter saved passwords in Safari. These steps are a good starting point for troubleshooting IC, Pearson, TestNav, and Alio.
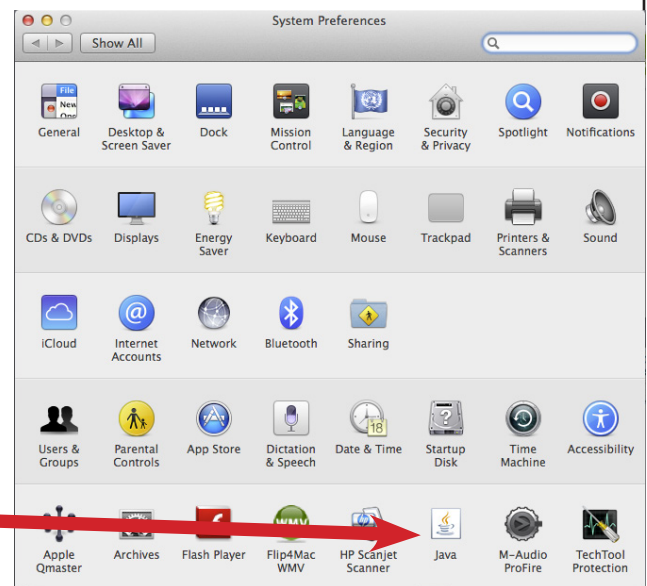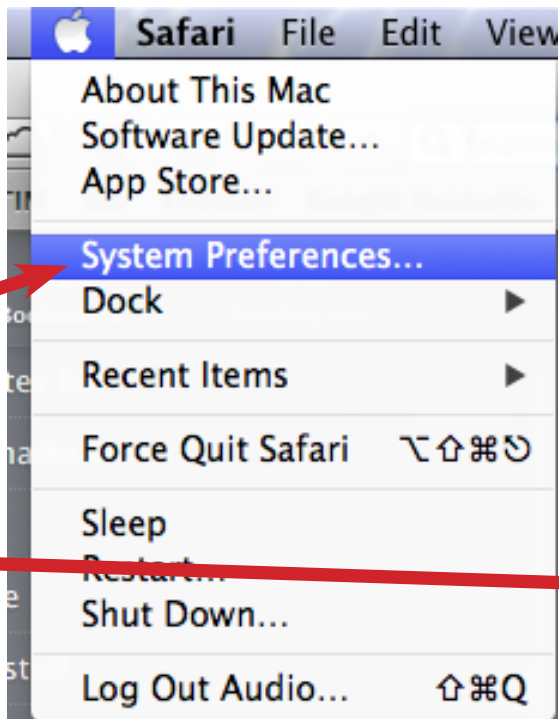
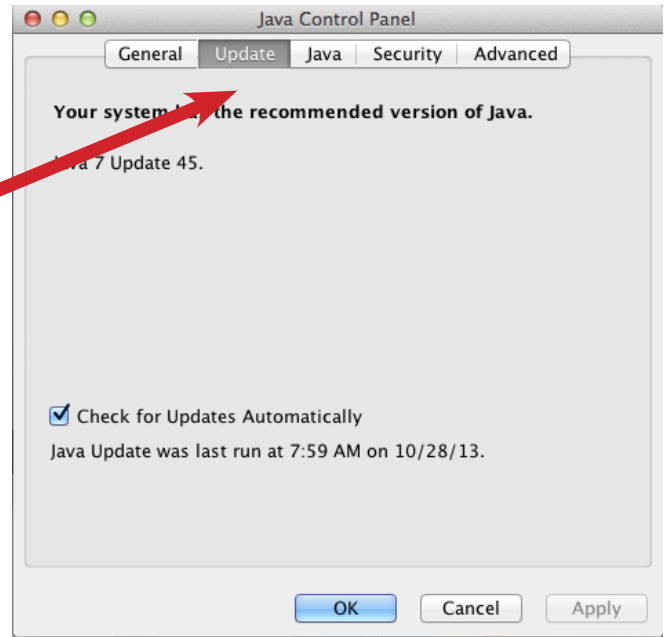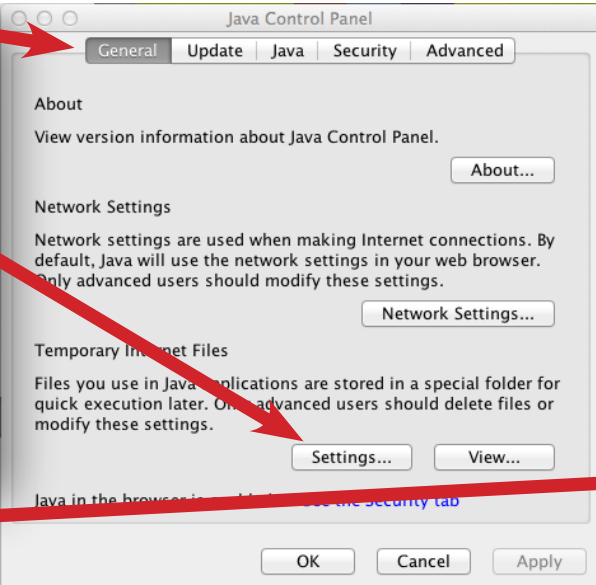|	
Open Safari. At the top left corner of your screen click the word "Safari" to bring up the menu. Click on "Reset Safari…" Click the reset button in the window that pops up.	
Now we are going to clear Java. Click on the Apple icon on the top left side of your screen and select "System Preferences…" In the window that pops up, click on Java. It will be on the bottom row.	

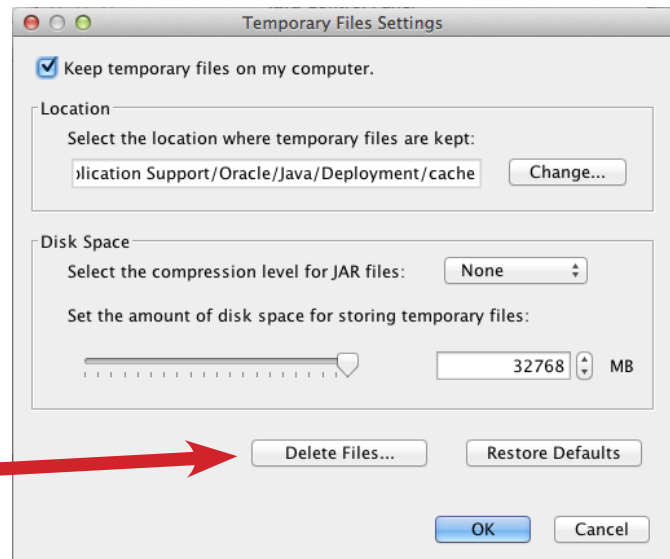The control panel for Java opens in a separate window.

Click on the update tab to make sure you have the most current version of Java. If not, install the most current version using the install button here OR self-service.
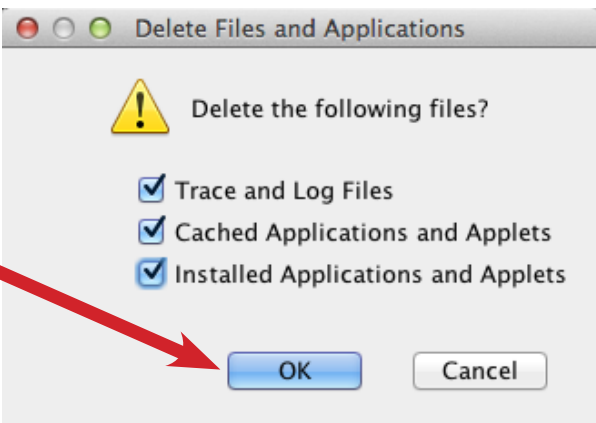
● ● ●	Java	
◀ ▶ Show All		Q

Java

The Java Control Panel opens in a separate window.

● ● ●	Java Control Panel

General | **Update** | Java | Security | Advanced

Your system has the recommended version of Java.

Java 7 Update 45.

☑ Check for Updates Automatically

Java Update was last run at 7:59 AM on 10/28/13.

[OK] [Cancel] [Apply]

Click on the General tab.

Now click on the "Settings..." button.

In the window that pops up click on "Delete Files..."

● ● ●	Java Control Panel

General | Update | Java | Security | Advanced

About
View version information about Java Control Panel.
[About...]

Network Settings
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.
[Network Settings...]

Temporary Internet Files
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.
[Settings...] [View...]

Java in the browser is enabled. See the Security tab

[OK] [Cancel] [Apply]

● ● ●	Temporary Files Settings

☑ Keep temporary files on my computer.

Location
Select the location where temporary files are kept:
[plication Support/Oracle/Java/Deployment/cache] [Change...]

Disk Space
Select the compression level for JAR files: [None ⇅]

Set the amount of disk space for storing temporary files:
[———————————————————] [32768 ⇅] MB

[Delete Files...] [Restore Defaults]

[OK] [Cancel]

When the Delete Files and Applications box appears make sure all three boxes are checked. Click OK.

● ○ ○	Delete Files and Applications

⚠ Delete the following files?

☑ Trace and Log Files
☑ Cached Applications and Applets
☑ Installed Applications and Applets

[OK] [Cancel]

As you open web pages that contain Java, you will get notices like this one. Look to make sure the permission is being granted to the site you are actually trying to visit.

Click the Run button to allow the site to run Java on your computer.

Do you want to run this application?

Publisher: Pearson

Location: https://testnav.com

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.

☐ Do not show this again for apps from the publisher and location above

This application will be blocked in a future Java security update because the JAR file manifest does not contain the Permissions attribute. Please contact the Publisher for more information. **More Information**

Run   Cancel

Some sites will require to sets of permission. Make sure it is the site you are trying to visit and click Allow.

Security Warning

Allow access to the following application from this web site?

Web Site: https://testnav.com

Application: UNKNOWN

Publisher: Pearson

This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.

More information

Allow   Do Not Allow