



VIRTUAL CAMPUS BROWSER SUPPORT JAVA SETTINGS FOR AIR FORCE STUDENTS

It has been reported by many users on the Air Force network that the login screen will be displayed within the course window after having already logged in and launched the course. This issue is the result of a setting change that was pushed through the Air Force's group policy. Please try applying the following settings to resolve the issue.

**Please note that you may not have sufficient rights to make all the changes on your machine. If that is the case, please forward the settings to your local IT support team for them to apply the settings on your behalf.

ADJUST JAVA CONTROL PANEL SETTINGS

1. Click on your Windows/Start menu and select **"Control Panel."**
2. Click on **"Java"** (If Java is not listed, select **"Programs"** and then **"Java"**)
3. Under the General tab, select the **"Settings"** button that appears under the heading for Temporary Internet Files.
4. Uncheck the option to **"Keep temporary files on my computer."**
5. Click on **"Delete Files."**
6. Ensure that ALL three boxes are checked and click **"OK"**
7. Select the **"Security"** tab at the top of the Java Control Panel.
8. Select **"Restore Security Prompts."**
9. Click **"Apply"** and **"OK"** to close the Java window.

CLEAR/ADJUST BROWSER CACHE SETTINGS

1. Within Internet Explorer, please hold down **"ALT" + "T"** on your keyboard.
2. From the **"Tools"** menu that displays, please click on **"Internet Options."**
3. Under the **"GENERAL"** tab you will see a heading for **"Browsing History"** towards the center of the Internet Options dialog.
4. Click on the **"Delete"** button.
5. Verify the following:
 - **"Preserve favorites website data"** should **not** be checked.
 - **"Temporary Internet Files" and "Cookies" should be checked.**
 - ****NOTE:** The other choices on this dialog box are recommended, but not required.
6. After verifying the above choice selections, please click the **"Delete"** button at the bottom of this dialog.
7. Click on the **"Settings"** button, also located under **"Browsing History,"** and verify that **"Every time I visit the webpage"** is selected.
8. Click **"OK"** to return to the Internet Options dialog
9. Select the **"CONTENT"** tab at the top of the dialog.
10. Click on the **"Clear SSL State"** button, and then **"OK"** on the confirmation dialog.
11. Close ALL instances of Internet Explorer to confirm this modification.

If you still experience the login window after launching a DAU course, please contact the Air Force Enterprise Service Desk using the following information:

Air Force Enterprise Service Desk
DSN: 510-435-7337
Commercial: 210-925-2900