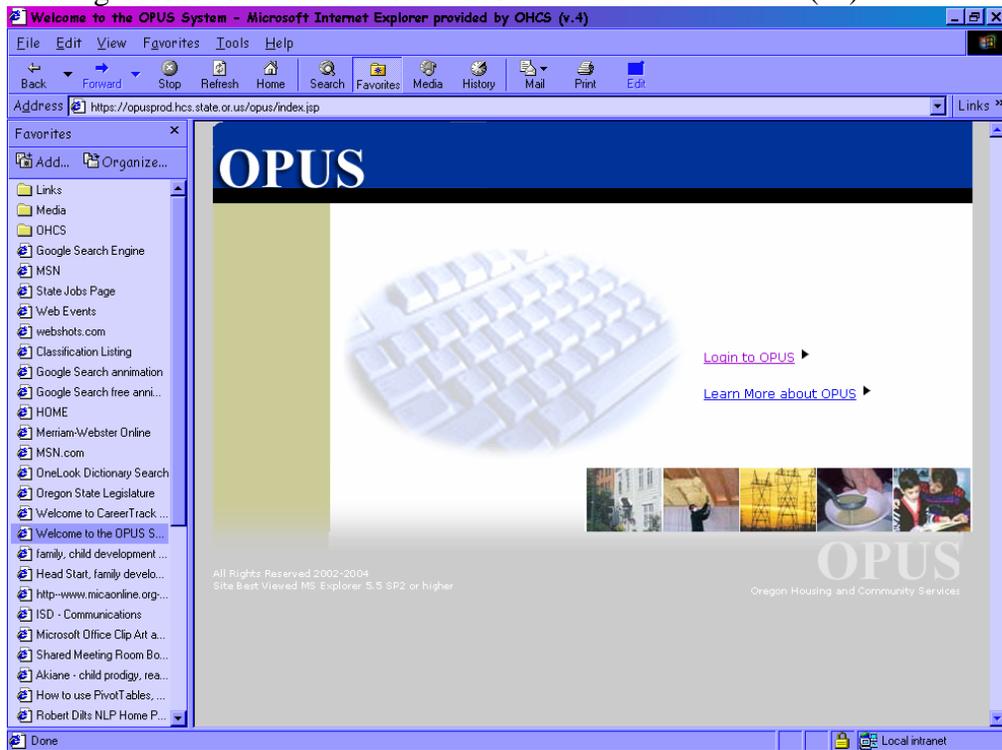
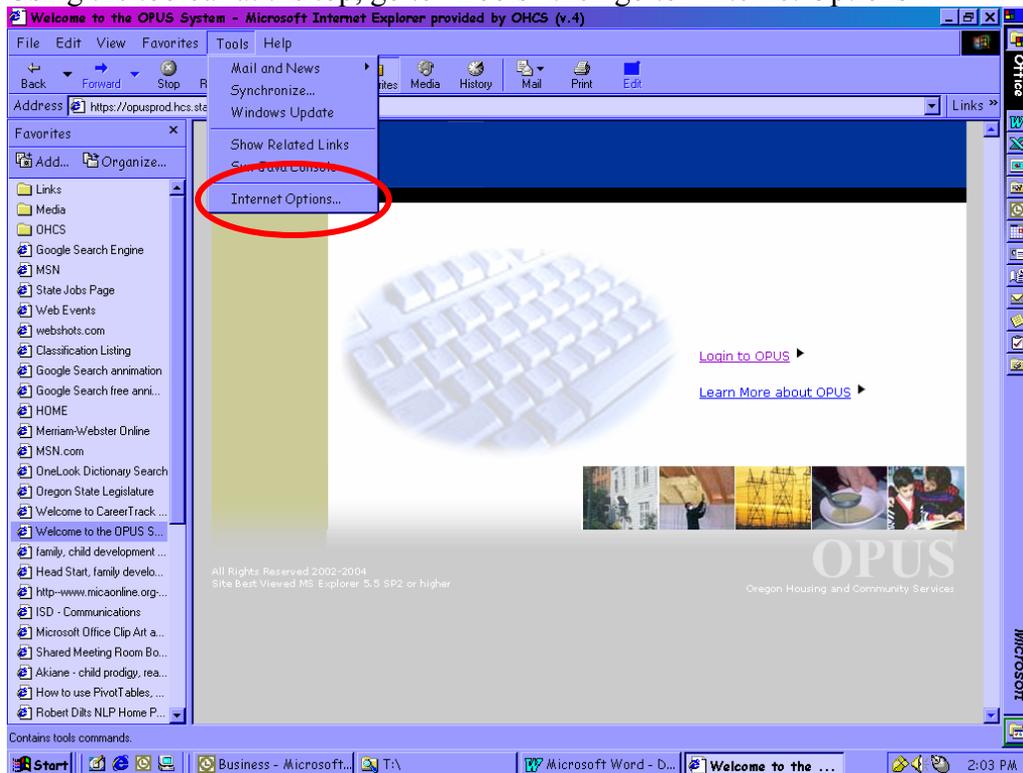


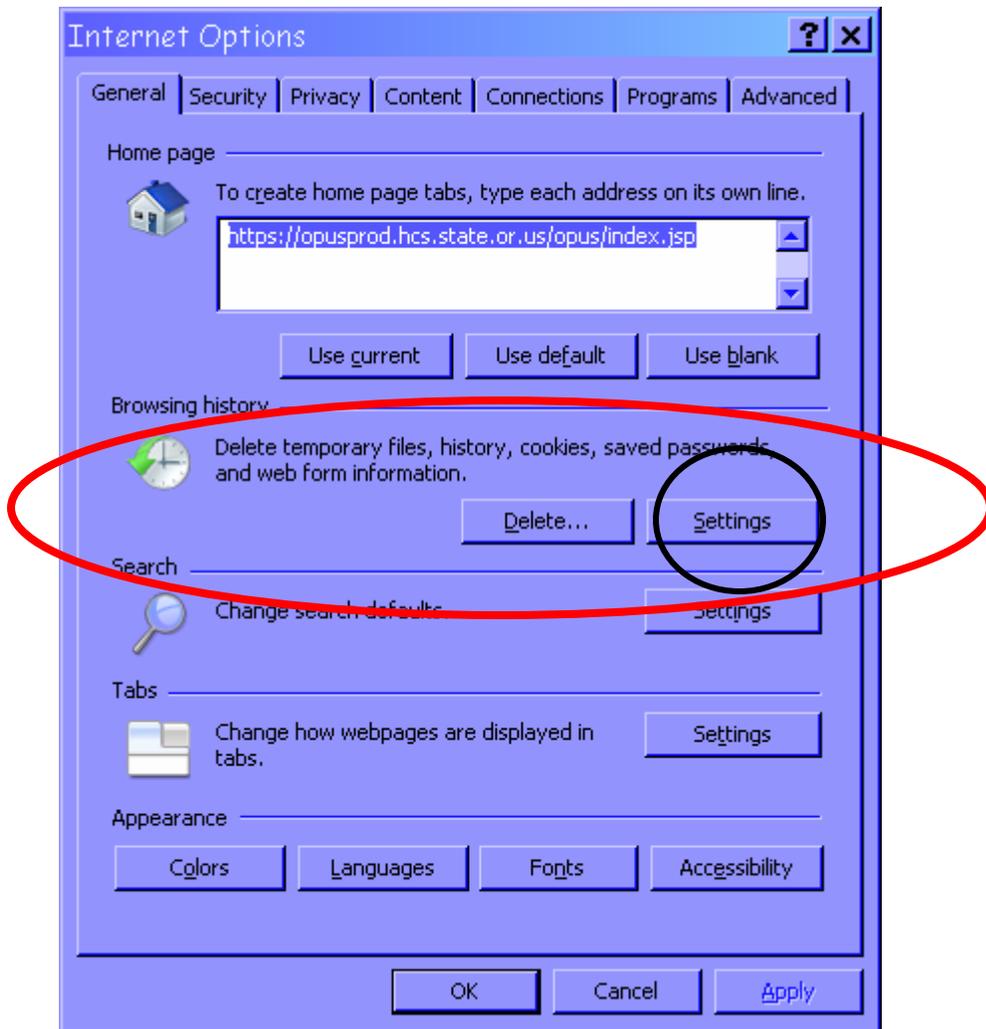
# OPUS Helpdesk

Printing Problems – Probable solutions. While on the Internet (IE).



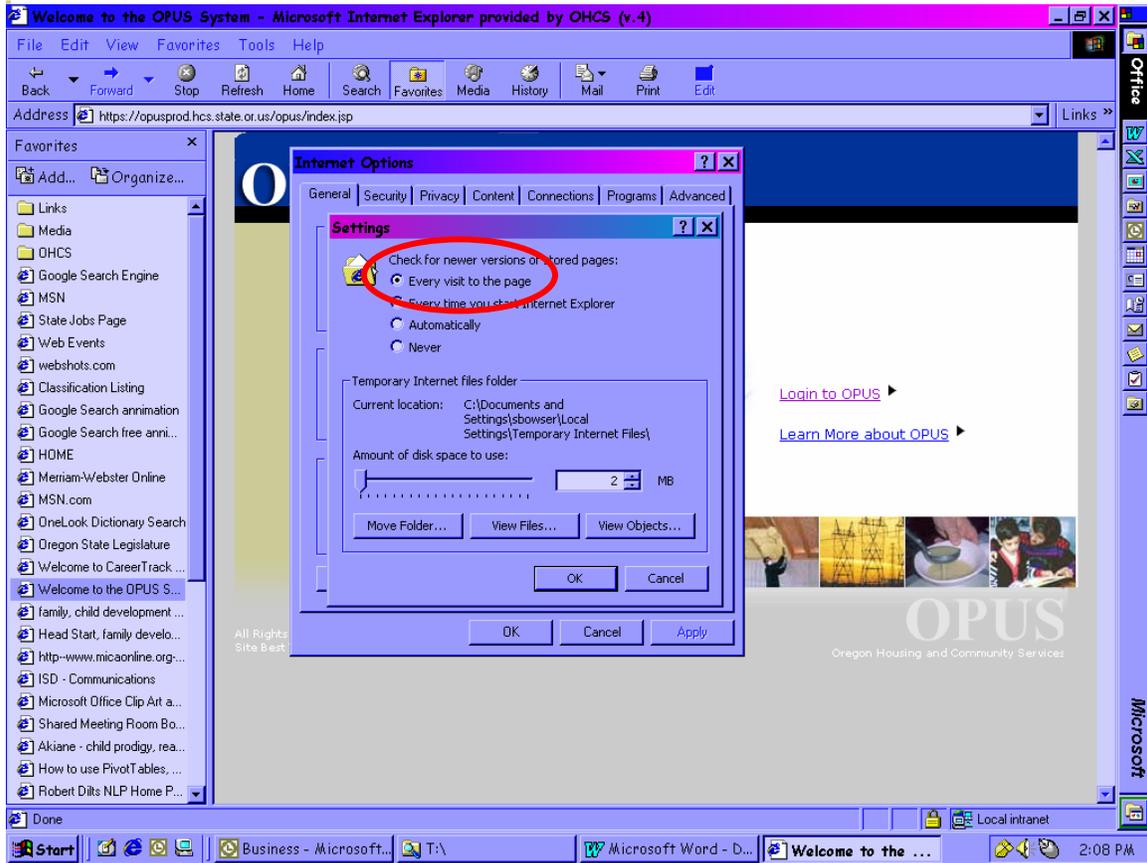
Using the toolbar at the top, go to “Tools” then go to “Internet Options”

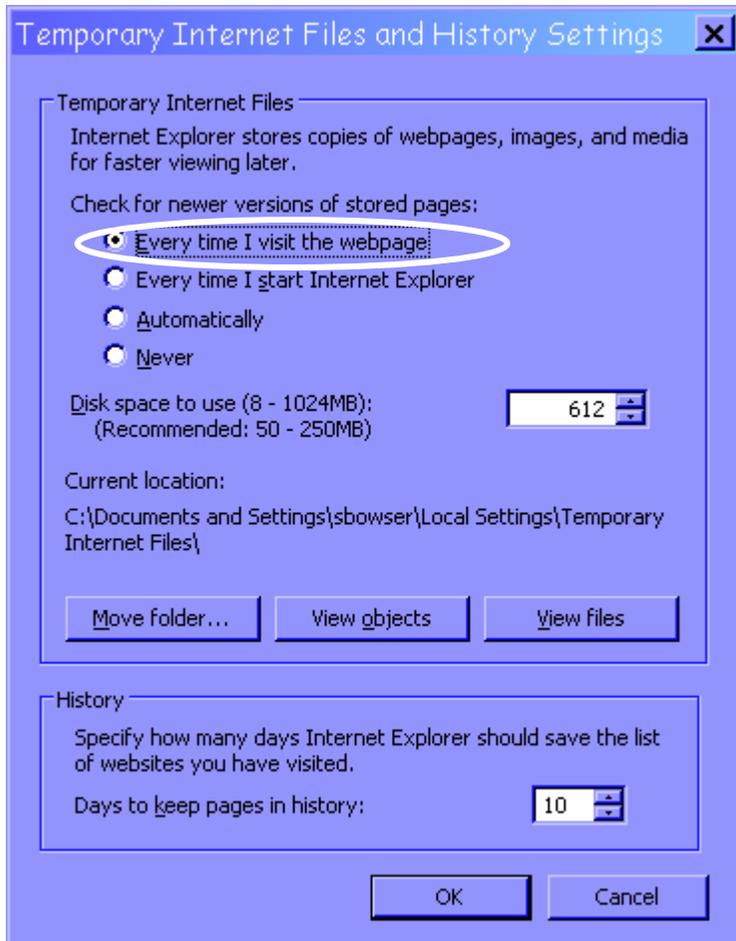




Under Internet Options, looking at the “General” tab, go to the middle of the window to “Temporary Internet Files”, click on ‘Settings’.

The settings should be: “Check for newer version of stored pages” “Every visit to the page”. Click “ok”.





**Depending on the computer and IE settings, the ‘Temporary Internet Files & History Settings’ view can vary in appearance and/or wording.**

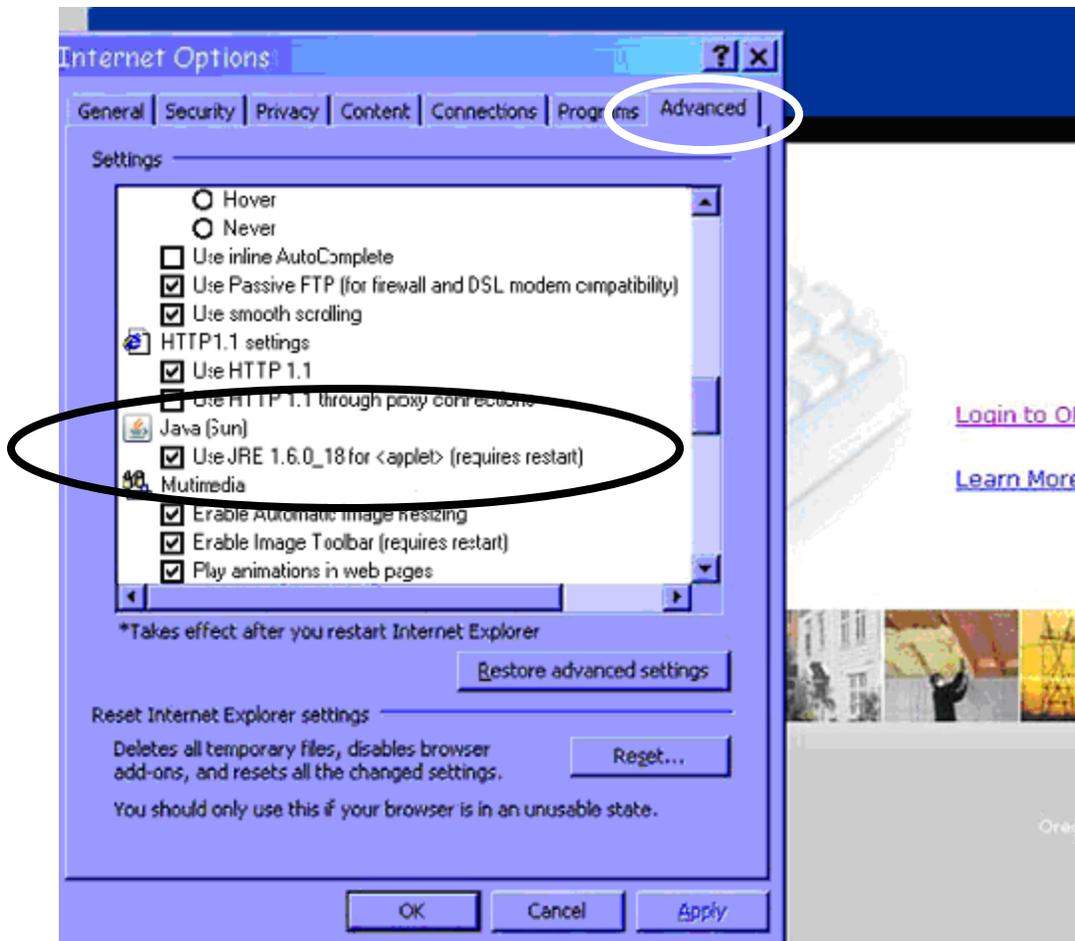
**Regardless; the “Check for newer versions of stored pages:” Must be:**

**“Every time I visit the webpage”.**

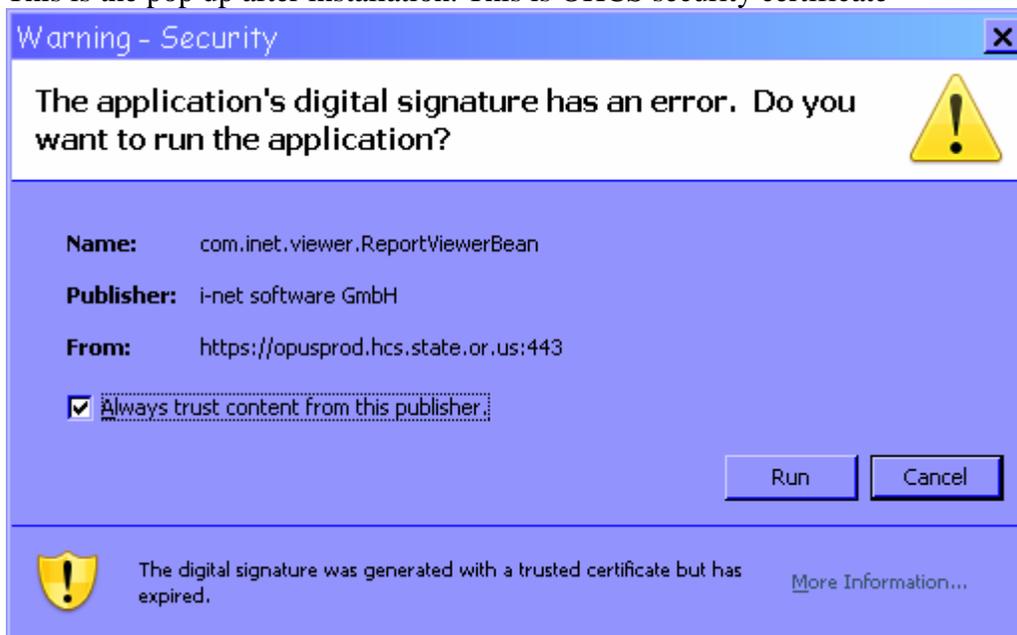
Go to the “Advanced” tab. Look for “Java (Sun). If Java (Sun) isn’t there, double check to see if Microsoft VM Java is checked. If so, this is where the printing problem is. The reports won’t print properly with VM Java. Symptoms: pages print landscape and portrait, the print could be cut off or print would be scrambled.

Java (Sun) Java 1.6.0\_07 is the latest program . Reference the listed link to access the Java page for quick access: <http://java.com>

If possible, each agency’s IS staff should be able to assist the user(s) in downloading on each computer unit (PC). When downloading there will be two security certificates. See example below. The first one is the standard agreement to using the software, check “always”. The second security certificate is for the report plug-in, again check “always”.



This is the pop up after installation. This is OHCS security certificate



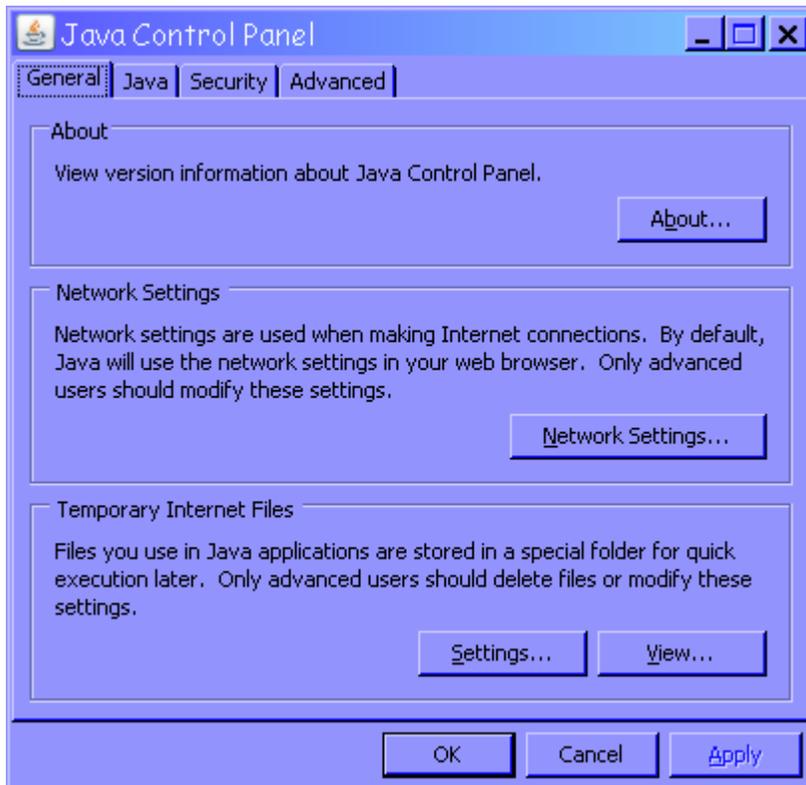
## Java Security Update:

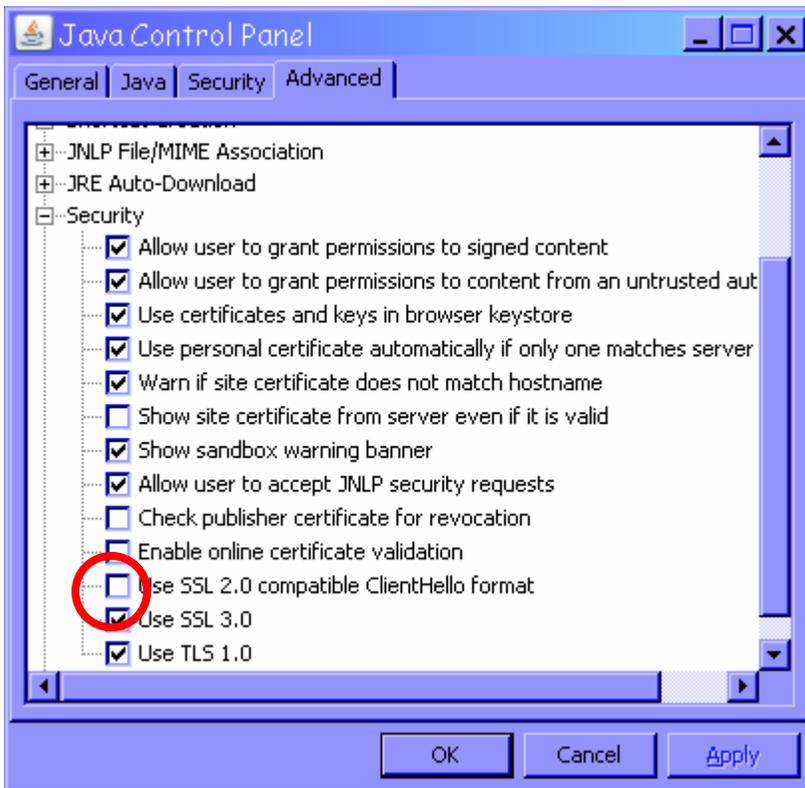
**Make sure all your browser windows are closed before proceeding.**

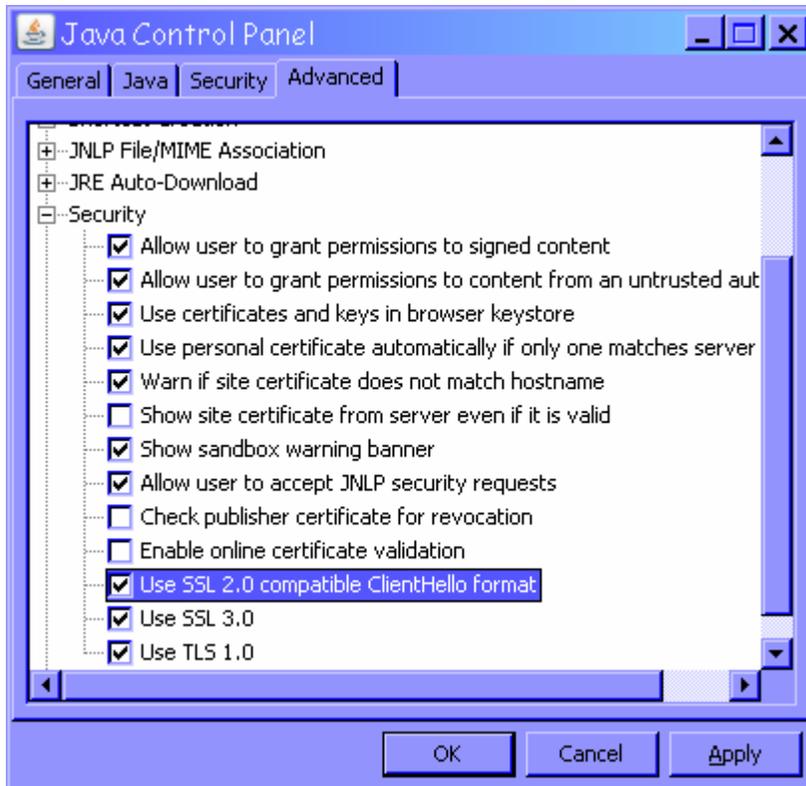
**Go to: Start button (usually located in the lower left corner of your monitor), go to 'setting', to 'control panel'.**

**If you are already in classic view skip this step. In the upper left corner of the screen click on 'Switch to Classic View'.**

**Double click on the Java Icon.**

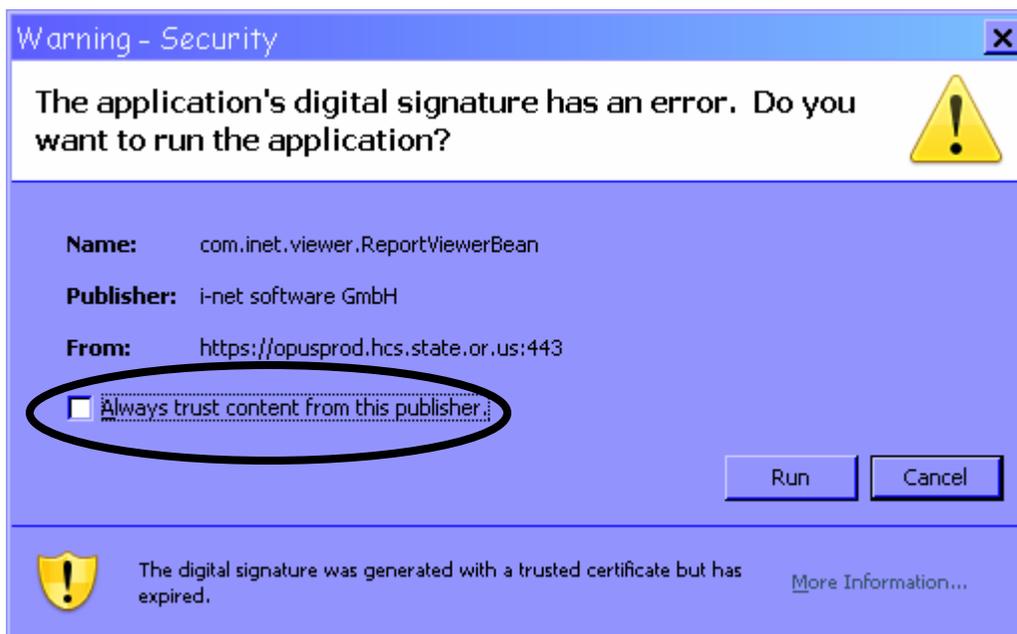




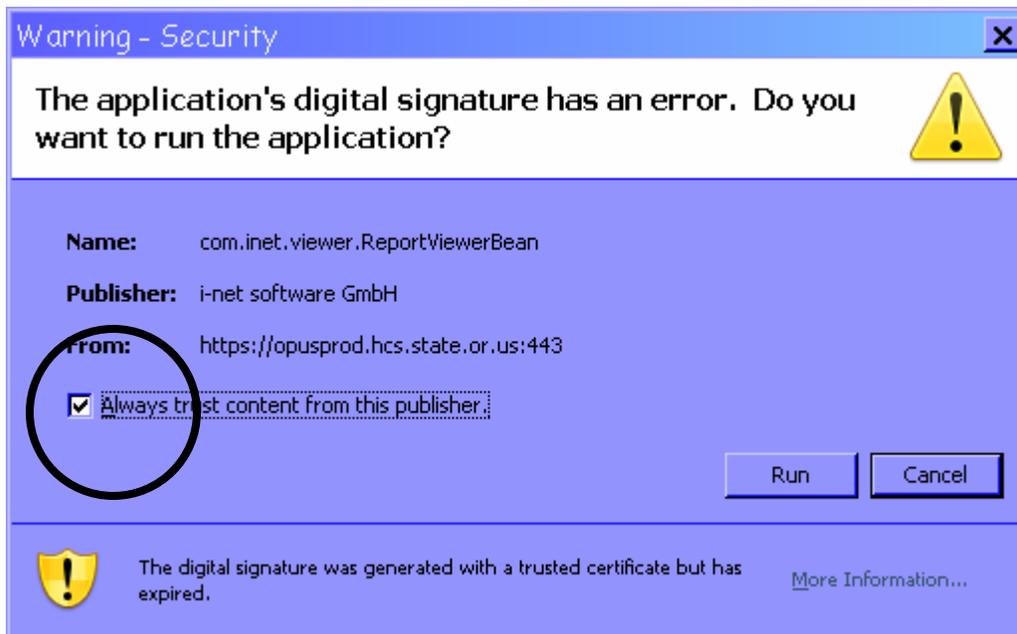


Check the box highlighted above. Click on “Apply”, then “OK”.

Log into OPUS normally and run one of your reports,. You should receive this pop up.



Click on “Always trust content from this published.”



**Click on the “RUN” button and wait for the system to complete the process. Then you should be able to review your normal print window.**

**If you have any questions and if you have an IS person at your agency, ask for their assistance or contact**

**OPUS HelpDesk**  
**[opushelp@hcs.state.or.us](mailto:opushelp@hcs.state.or.us)**  
**1-800-453-5511 Option #6**

