**Notice to All GSA users**

It has been brought to the FAS Help Desk’s attention that some GSA Users are unable to successfully load TOPS, due to recent Java updates. Please follow the steps below to configure Java for use with TOPS. Stop and test after each section. **There is no need to continue to the next section if the issue is resolved.**

**Section 1: How to clear the Java cache**

1. Close TOPS and your Web Browser

2. Click 'Start | Control Panel'

3. Double-click the 'Java' icon

(If you do not see an icon called JAVA, do not continue. Contact local IT to fix/install Java)

4. On the 'General' tab, under 'Temporary Internet Files', click 'Settings...'

5. Click 'Delete Files...'

6. Ensure both boxes are checked:

          Applications and applets

          Trace and Log Files

7. Click 'OK'

8. Click 'OK' again

9. Click 'OK' to close the Java Control Panel

**Section 2: Add a Security Exception for TOPS website**

1. Close TOPS and your Web Browser

2. Click 'Start | Control Panel'

3. Double-click the 'Java' icon

4. Click the 'Security' tab

5. Click 'Edit Site List'

6. Add the following website 'https://topsorder.ftsbilling.gsa.gov/'

7. Click 'OK'

8. Start TOPS and try again

**Section 3: Activate ClientHello format**

1. Close TOPS and your Web Browser

2. Click 'Start | Control Panel'

3. Double-click the 'Java' icon

4. Click ‘Advanced’

5. Locate and check the following box:

Use SSL 2.0 compatible ClientHello format

6. Click ‘OK’

5. Try TOPS

**Section 4: Enable single version of Java Runtime Environment**

1. Close TOPS and your Web Browser

2. Click 'Start | Control Panel'

3. Double-click the 'Java' icon

4. Click on the Java tab

5. In the Java Runtime Environment Settings, make sure only one version of Java is checked enabled (the highest version/update number)

4. If you have more than one version listed, please contact your local IT.

**If you are unable to access TOPS after performing these troubleshooting steps, please contact your local IT department to have them complete the following section:**

**Section 5: Check Java Architecture in use by Internet Explorer**

1. In the upper-right corner of Internet Explorer, select the gear icon for Tools

2. About half-way down the menu, select "Manage add-ons"

3. In the Manage Add-ons window, leave Add-on Types on the default "Toolbars and Extensions"

4. In the Show drop-down box (defaults to "Currently loaded add-ons"), select "All add-ons"

a. The upper right box should refresh, and might display "Looking for Toolbars and Extensions"

5. Once the Extensions are listed, scroll down towards the bottom, and there should be a section labeled Oracle America, Inc. Look for the Extension that starts with "Java Plug-in" (e.g. "Java Plug-in 11.71.2" is used by Java 8\_u71)The 4th column should be Architecture, and will contain one of the entries below:

•**32-bit** - Compatible with TOPS Ordering

•**32-bit** and **64-bit** - Compatible with TOPS Ordering, however, Java settings may be difficult to change and/or revert, if difficulties persist, recommend uninstall of 64-bit Java

•**64-bit** - Incompatible with TOPS Ordering, User should contact their local IT to get 64-bit Java removed and 32-bit Java installed.

Complete Uninstall of 64-bit Java is required, only deleting the 64-bit instances will not fix the issue.

Java Settings may be retained after an Uninstall/Reinstall, but it's best practice to check the settings changed in the previous panel if TOPS still won't load after an Uninstall/Reinstall.

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