Cannot Access Kronos
Message displayed:
The Java plug-in failed to load.
The required version:1.6.0_29

Contact Campus Helpdesk
909-869-6776
For assistance

MAC User
PC User
Yes you a MAC or PC User
Operating System
WIN7/WIN8

Are you a MAC or PC User
(Windows)

Is your Operating System
WIN7/WIN8

Are you a MAC
or PC User
(Windows)

Were you able to access KRONOS last week?

Verify your version of Internet Explorer
On the Help Menu of the Internet Explorer – Select About Internet Explorer

IE 10 has not been proven reliable for KRONOS access please revert to previous version of Internet Explorer

IE 10

Is your version IE 10 or IE 9 or lower

Verify your JAVA Version
Take note if it is 32bit or 64bit? (Will only state if it is 64bit)

Go to Control Panel => add remove programs=></Select "View installed updates" in the left hand side frame=></uninstalled "Windows Internet Explorer 10" and reboot

In the columns labeled path note whether it says "Program Files" or "Program Files (x86)"

Open Control panel=></Click on Programs=></Click on "JAVA"=></Select the JAVA tab and click view

Path="Program Files"

Go to START ICON => All Programs and select IE (64 bit) and attempt to access KRONOS

64 bit

Success

Go to START ICON => All Programs and select IE and attempt to access KRONOS

32 bit

Success

Path="Program Files (x86)"