Cannot Login to Global Administrator And Get Java Warning bar

Last Modified on 11/03/2015 2:05 pm EST

Products Affected: *Affects all Wave Versions*

Problem

When logging in to Global Administrator, the login box shows up as a blank box with an X in it. Internet Explorer offers a warning bar stating, "Java (TM) was blocked because it is out of date and needs to be updated." Cannot login due to this.

Cause

This occurs when a new version of Java is available and the IP address for the Wave is not included in Trusted Sites in Internet Explorer.

Symptoms

The screen below appears with the message, "Java (TM) was blocked because it is out of date and needs to be updated."

Solution

Two solutions apply in this situation. Ideally, both should be implemented. #1 will allow logging in immediately. #2 should be implemented for security.

1. Make sure to add the IP address of the Wave to Trusted Sites (see [Configuring client computer's Internet Explorer security group to allow GA login](#)). This is a required step to work with Wave.
2. Update Java for Internet explorer to the latest version. Java security updates are released regularly.

RELATED ARTICLES [template("related")]