

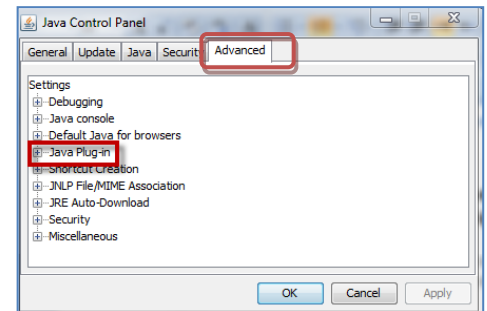
IMPATICA ISSUES

When I play Impatica for PowerPoint files I hear the sound but all I see is a white screen?

As reported on the Impatica knowledgebase website: There appears to be a Java backward compatibility issue with Java 6 Update 11 or higher. A workaround is as follows

(Windows 7)

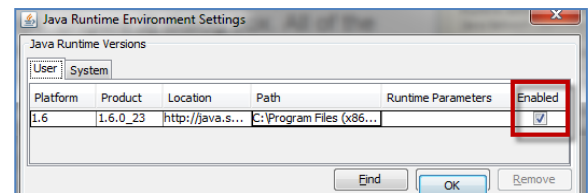
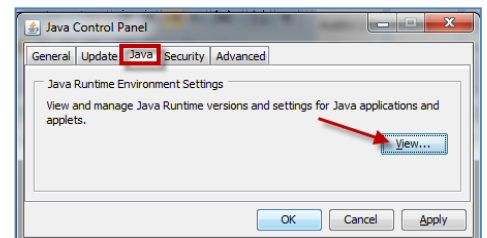
1. Select **Start, Control Panel, Programs**, double-click **Java** (or select **Start**, type *Java* in the **Search** box)
2. On the **Java Control Panel**, click on the “**Advanced**” tab
3. Expand the “**Java Plug-in**” section
4. Uncheck the “**Enable the next-generation Java Plug-in**” checkbox
5. Click “**Apply**”; click “**OK**”
6. Close your browser if it is still open; now re-open your browser (it is necessary to restart the browser for change to take effect) and access the Impatica file again



Should this not work, try the following:

Still in the “**Java Control Panel**” (see **Step #1**)

1. Click on the “**Java**” tab
2. Click the “**View...**” button within the “**Java Applet Runtime Settings**” frame
3. This will launch the “**Java Runtime Settings**” dialog box. All of the Java versions available on your system are displayed; select the checkbox in the “**Enabled**” column for a version of Java **other than 1.6.0_11 or 1.6.0_10**. *You can have more than one version enabled but do not use 1.6.0_11 or 1.6.0_10.*
4. After making this change, click “**OK**” on the “**Java Runtime Settings**” dialog box; click “**Apply**” button and finally; click the “**OK**” button on the “**Java Control Panel**”.
5. Close any open browser sessions; launch the browser again and try to view the presentation.



(<https://www.impaticize.com/impkb/questions/433/>)