

## Things to check for if you are having trouble with the CPR workstation

Check to ensure that you have access to the internet

Ensure that the peripherals are plugged in the correct ports

- Port 1 Activcard reader**
- Port 2 SCR 331 reader**
- Port 3 Identix fingerprint reader**
- Port 4 Numeric Pin Pad**

Check all connections from the hub to the computer.

Ensure that PKI Install Roots are up to date. These can be downloaded and

Run from <https://www.infosec.navy.mil>. These must be current on the CPR workstation in order to test communications with the CPR server and the User Portal.

The below is a list of error messages that you may be receiving while setting up or using the CPR workstation:

### **1. My CTA's are having trouble connecting. They're getting a "Java.Lang.nullpointer" error. Is there a solution to this problem?**

The DMDC Tier 2 resolution is to refresh each CTA account by having the TASM log into Security Online and:

- 1) Remove the "01" access code and click submit to update the record.
- 2) Logout and then login again
- 3) Update the user account and select the "01" access code again and click submit.
- 4) Logout

### **2. I'm getting a "Java Lang error" when trying to connect to DMDC. Is there a solution for this problem?**

The firewall is probably blocking the connection to DMDC. Recommend trying using an internet connection not connected to their network (Dialup) to see if you can successfully connect.

### **3. I'm receiving a Java error "Unable to open keystore, application will now exit."**

Possible Solution: Check to ensure that you do not have more than one version of Java loaded. If so, delete all of the versions that are not compatible with the CPR program. There should only be one version of Java loaded on the CPR workstation. Check the latest installation package for the most up to date version of Java available for use with CPR.

### **4. I am receiving the following error message when I try to connect to DMDC from my CPR workstation:**

**Caught ResultsNotFoundException when getting data from the CHUID table.mil.osd.dmdc.aatd.common.lookup.ResultsNotFoundException: No Results found. The application will now exit.**

Solution: The CPR Project Office will notify DMDC Technical support regarding this error. This can only be fixed by technicians at the DMDC Technical Support Office as it is related to the CPR server which is not maintained at our office.

5. **During the installation process for the Java software, I am encountering the following error message:**

**Java™ Update cannot retrieve version information from the targeted directory.**

Solution: during the installation process, when it is asking for the target directory to install the program into, manually type in C:\Java instead of using the default. At times, if the target installation directory has a space in it, it can cause an error. So, do not install to "Program Files", but rather, try a target installation of C:\java (<-- no spaces in the directory name).