iCS Desktop Configuration Requirements

- This document is a summary of configuration changes required to run iCS on a Windows-based computer. This guide is intended for new iCS user configuration, as well as a troubleshooting resource for existing iCS users. iCS is not certified to run on Apple devices at this time. If you would like additional information about the limited support options for iCS users on Apple machines, please contact <u>iCSHelp@uillinois.edu</u>.
- 2. Configuration changes will need to be completed by a user with Windows administrative privileges.
- 3. A 32-bit version of Java 7.75 or higher (including Java 8) is recommended for iCS. iCS may not function under older versions of Java. On a 64-bit computer, both the 32-bit and 64-bit versions of Java may be installed simultaneously, but the 32-bit version of Java is required for iCS to function properly.
- 4. The 32-bit version Internet Explorer version 7 or later is required for iCS.

Verify that an appropriate version of Java is installed
1. Click the Start icon.
2. Select Control Panel.
3. Double-click the Java icon.
4. On the General tab, click the About button.
Java Control Panel General Java Security Advanced About View version information about Java Control Panel. About Network Settings About Network Settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings. Network Settings
Temporary Internet Files
execution later. Only advanced users should delete files or modify these settings.
Settings View
OK Cancel Apply

Turn Windows features on or off Install a program from the network	Organize 🔻 Name So Google Toolbar for Internet Explorer	Publisher	
Install a program from the network	Name Google Toolbar for Internet Explorer	Publisher	Installed (A
network	Name © Google Toolbar for Internet Explorer	Publisher	Installed (A
	Google Toolbar for Internet Explorer		Installed
	(C) C T N C (C (C (C (C C C))	Google Inc.	6/21/2013
	Go I offeeting 5.4.0.1082	CitrixOnline	6/3/2013
	HIML Help Workshop	IDT	3/26/201:
			3/21/201:
	Intel(R) Network Connections Drivers	Intel	3/21/201:
	Maintel® HD Graphics Driver	Intel Corporation	3/21/201:
	Intel® Management Engine Components	Intel Corporation	3/21/201:
	Intel® PROSet/ Wireless WiFi Software	Intel Corporation	3/21/201:
	Intel® Kapid Storage Technology	Intel Corporation	3/21/201:
	Intel® 036 5.0 Extensible Host Controller Driver	Oracle	5/21/201:
	Mahuarahitar Anti Mahuara varsion 1.75.0.1200	Malwarehotes Corporation	5/24/201:
	Malwarebytes Anti-Malware version 1.75.0.1500	Maliwarebytes Corporation	3/20/201:
	McAfee Virus Can Enterprise	McAfee Inc.	3/20/2012
	MetaFrame Precentation Conver Client	Citrix Systems Inc.	10/20/201
	Microsoft NET Framework 4 Client Profile	Microsoft Corporation	2/22/2011
	Microsoft NET Framework 4 Extended	Microsoft Corporation	3/21/2013
	All Microsoft Holp Viewor 1.0	Microsoft Corporation	A /A /2012 T
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		Intel® Management Engine Components Intel® PROSet/Wireless WiFi Software Intel® PROSet/Wireless WiFi Software Intel® Napid Storage Technology Intel® USB 3.0 eXtensible Host Controller Driver Java 7 Update 25 Malwarebytes Anti-Malware version 1.75.0.1300 McAfee VirusScan Enterprise McAfee VirusScan Enterprise McAfee VirusScan Enterprise McAfee VirusScan Enterprise Microsoft .NET Framework 4 Client Profile Microsoft .NET Framework 4 Extended Intersect Holp Viewer 1.0 Currently installed programs Total size 82 programs installed	Intel® Management Engine Components Intel Corporation Intel® PROSet/Wireless WiFi Software Intel Corporation Intel® Thel® DROSet/Wireless WiFi Software Intel Corporation Intel® Thel® DROSet/Wireless WiFi Software Intel Corporation Intel® Thel® DROSet/Wireless WiFi Software Intel Corporation Intel® DROSet/Wireless WiFi Software Intel Corporation Intel® DROSet/Wireless WiFi Software Intel Corporation Intel® DROSet/Wireless Anti-Malware version 1.75.0.1300 Malwarebytes Corporation Malwarebytes Anti-Malware version 1.75.0.1300 Malwarebytes Corporation McAfee Agent McAfee, Inc. McAfee VirusScan Enterprise McAfee, Inc. Microsoft .NET Framework 4 Client Profile Microsoft Corporation Microsoft .NET Framework 4 Extended Microsoft Corporation Microsoft Lole Views 1.0 Microsoft Corporation Microsoft Lole Views 1.0 Microsoft Corporation Microsoft John Views 1.0 Microsoft Corporation Microsoft Stalled Microsoft Corporation Microsoft Stalled Microsoft Corporation Microsoft Stalled Microsoft Corporation

	Temporary Files Settings
	Keep temporary files on my computer.
	Location
	Select the location where temporary files are kept:
	sers\sbranch\AppData\LocalLow\Sun\Java\Deployment\cache Change
	Disk Space
	Select the compression level for JAR files:
	Set the amount of disk space for storing temporary files:
	32768 - MB
	Delete Files
	OK Cancel
	4. Click the OK button to verify the change.
С.	Reduce Java Allocation for Storing Temporary Files
	By default, the amount of disk space allocated for Java temporary file caching is
	32,768 megabytes. This is a very large amount of cache for ICS or any Java-based system to search. For improved performance, we recommend reducing the cache
	allocation to 100 MB.
	1. Within the Java Control Panel window, click the General tab.
	2. Click the Settings button.
	3. Change "Set the amount of disk space for storing temporary files" to 100.

	Temporary Files Settings	
	✓ Keep temporary files on my computer.	
	Location Select the location where temporary files are kept: sers\sbranch\AppData\LocalLow\Sun\Java\Deployment\cache Change	
	Disk Space Select the compression level for JAR files: None Set the amount of disk space for storing temporary files: 100 MB Delete Files Restore Defaults OK Cancel	
	4. Click Delete Files.	
	5. Click OK to verify the change.	
D.	Add ICS URL to the Java Edit Site List	
	1. Click the Start icon.	
	2. Select Control Panel.	
	3. Within the Java Control Panel window, click the Security tab.	
	4. Click Edit Site List.	

📓 Java Control Panel	
General Update Java Security Advanced	
Enable Java content in the browser	
Security Level	
- Very High	
High (minimum recommended)	
- High (minimum recommended)	
- Medium	
Java applications identified by a certificate from a trusted authority will be allowed to run.	
Exception Site List	
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.	
Click Edit Site List to add items to this list. Edit Site List	
<u>R</u> estore Security Prompts <u>Manage Certificates</u>	
OK Cancel Apply	
5. Add the iCS URL (<u>https://contracts.apps.uillinois.edu</u>) to the edit site list.	

	📓 Exception Site List
	Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.
	Location
	https://contracts.apps.uillinois.edu
	FILE and HTTP protocols are considered a security risk. We recommend using HTTPS sites where available.
	OK Cancel
	6. Click OK twice to confirm.
Ε.	Remove EMC Certificates
	1. Within the Java Control Panel window, click the Security tab.
	2. Click Manage Certificates .
	3. On the User tab, select EMC Corporation .
	Certificates
	Certificate type: Trusted Certificates
	User System
	Issued To Issued By
	sun microsystems, inc VeriSign Class 3 Code Signing 2004 CA
	EMC Corporation Thawte Code Signing CA
	Import Export Remove Details
	Close
	4. Click Remove .



	Security Settings - Trusted Sites Zone	
	Security Settings - Trusted Sites Zone	
	5. Click OK .	
С.	Disable Java plug-ins for older versions of Java	
	1. Within Internet Explorer, select the Tools menu.	
	2. Select Manage Add-ons.	
	3. From the Show: menu, select All add-ons .	

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	View and manage your Int	ternet Explorer add-ons					
	Add-on Types	Name	Publisher	Status	File date	Version Load time	*
	in Toolbars and Extensions	MeetingJoinHelper Class	Microsoft Corporation	Enabled	9/28/2012 11:32 AM	4.0.7577.43	
	Search Providers	NameCtrl Class	Microsoft Corporation	Enabled	7/27/2011 4:53 AM	12.0.6606.1	
	Accelerators	Not Available					
	InPrivate Filtering	NoneNote Linked Notes	Not Available	Enabled		14.0.6015.0	
		Send to OneNote	Not Available	Enabled		14.0.6116.0	
		Sun Java Console	Oracle America, Inc.	Disabled	4/23/2013 5:28 PM	7.0.210.11	
		Java(tm) Plug-In 2 SSV Helper	Oracle America, Inc.	Enabled	4/23/2013 5:28 PM	7.0.210.11	
		Java(tm) Plug-In SSV Helper	Oracle America, Inc.	Enabled	4/23/2013 5:28 PM	7.0.210.11	
		Java SE Runtime Environment 7	Oracle America, Inc.	Enabled	4/23/2013 5:28 PM	1.7.0.17	
_		Java Plug-in 1.7.0_17	Oracle America, Inc.	Enabled	4/23/2013 5:28 PM	1.7.0.17	E
	Show.	Deployment Loolkit	Oracle America, Inc.	Enabled	4/23/2013 5:28 PM	7.0.210.11	
	Select an add-on to moun	y sta tus or view details.					
	Eind more toolbars and extension	ry status or view details. 15 xtensions					Close
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Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted
Trusted sites This zone contains websites that you trust not to damage your computer or your files.
You have websites in this zone. Security level for this zone
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.
Enable Protected Mode (requires restarting Internet Explorer) Qustom level Perset all ropes to default level
Some settings are managed by your system administrator.
OK Cancel Apply
 If it does not already exist, add an entry for <u>https://*.uillinois.edu</u> to this web zone.
Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
Add
Websites:
https://*.uillinois.edu
Require server verification (https:) for all sites in this zone
Glose
6. Click Close.

Ε.	<i>Update Compatibility View (only if iCS screens are not painting properly with IE 10 or IE 11)</i>					
	If Internet Explorer 10 or 11 are installed and the iCS screens do not paint properly, please perform the following steps:					
	Within Internet Explorer, select the Tools menu. 1. Select "Compatibility View Settings"					
	2. If it does not already exist, please add an entry for the "uillinois.edu" domain.					
	Compatibility View Settings					
	You can add and remove websites to be displayed in Compatibility View.					
	Websites you've added to Compatibility View:					
	✓ Include updated website lists from Microsoft ✓ Display intranet sites in Compatibility View □ Display all websites in Compatibility View □ Display all websites in Compatibility View					
	3 Click Close					
F.	Clear SSL State and Remove EMC Certificates from the Internet Explorer browser					
	The presence of outdated EMC certificates in the browser can sometimes					
	prevent Java from working properly. Typically, documents will "hang" during					
	the import process after metadata is input. Removal of EMC certificates will					
	usually resolve the issue.					
	1. Within Internet Explorer, select the Tools menu.					
<u> </u>	2. Select Internet Options.					
<u> </u>	3. Select the Content tab.					
	4. Press Clear SSL State.					
	5. Press Certificates.					
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Personal	Other People	termediate ceruncadori Ad		usted Root Certifica	
Issued T	o	Issued By	Expiratio	Friendly Name	
Entru	st Certificatio	Entrust Root Certifica	12/10/2019	<none></none>	
GeoT	rust SSL CA	GeoTrust Global CA	2/18/2020	<none></none>	
InCo	mmon Server CA	AddTrust External CA	5/30/2020	<none></none>	
Micro	soft Certificat	Microsoft Root Certifi	4/2/2019	<none></none>	
- Micro	soft Internet	Baltimore CyberTrust	4/25/2020	<none></none>	
- Micro	soft IT SSL SHA2	Baltimore CyberTrust	12/19/2017	<none></none>	
- Micro	soft Windows	Microsoft Root Authority	12/31/2002	<none></none>	
l ⊑⊒ MSIT	Machine Auth	Microsoft Internet Au	5/15/2016	<none></none>	
Root	Agency	Root Agency	12/31/2039	<none></none>	
Import Certificate	Export	<u>R</u> emove		Ac	lvanc
				<u>V</u> i	ew
Learn more	about <u>certificates</u>	2			Close

	Internet Options
	General Security Privacy Content Connections Programs Advanced
	Certificates
	Use certificates for encrypted connections and identification.
	Clear SSL state Certificates Publishers
	AutoComplete
	AutoComplete stores previous entries on webpages and suggests matches for you.
	Feeds and Web Slices
	Feeds and Web Slices provide updated Settings content from websites that can be read in Internet Explorer and other
	programs.
	OK Cancel Apply
	9. Click OK.
G.	Clear Cache on Browser Exit (Optional)
	To maintain optimal performance, browser cache should be cleared at least once a month. However, some users may prefer to automatically clear browser cache each
	time Internet Explorer is closed. This may cause a very minor performance
	degradation to iCS the first time the user logs in during the day. However,
	performance will improve very rapidly as the cache builds up with normal iCS use throughout the day.
	Within Internet Explorer, select the Tools menu.
	1. Check the Delete Browsing History on Exit box.
	2. Click OK .

Additional Desktop Configuration							
Α.	Create a shortcut to the iCS Resource Page (Optional)						
	1. Right-click on your desktop.						
	2. Select New .						
	3. Select Shortcut .						
	4. In the Type the location of the item: field, type						
	http://www.obfs.uillinois.edu/ics-resources. The users can run iCS from this						
	location.						
	5. Click Next.						
	6. In the Type a name for this shortcut: field, type <i>iCS Resource Page</i> .						
	7. Click Finish .						
В.	Delete the ucf directory – this step may be necessary to fix Java errors						
	First, disable all javaw.exe or java.exe sessions by pressing						
	CTRL+ALT+DELETE on the keyboard.						
	1. Select Start Task Manager.						
	2 Click the Processes tab						
	3 Click the Image Name column heading to sort the list alphabetically						
	4 Scroll and locate iavaw exe (if any)						
	5 Select any occurrences of javaw eve or java eve						
	Windows Task Manager File Options Yiew Help Applications Processes Services Performance Networking Users						
	Image Name User Name CPU Memory (Description						
	OUTLOOK.EXE sbranch 00 99,024 K Microsoft						
	iexplore.exe sbranch 00 68,968 K Internet = communicator sbranch 00 68,928 K Microsoft						
	WINWORD.EXE sbranch 00 52,704 K Microsoft						
	iexplore.exe sbranch 00 50,520 K Internet						
	java.exe sbranch 00 35,108 K Java(TM)						
	BUWLYNCINU.EXE Sbranch 00 33,796 K BTWLYNCI						
	BoxSync.exe sbranch 00 32,960 K Box Sync						
	dwm.exe sbranch 00 26,728 K Desktop						
	javaw.exe sbranch 00 13,068 K Java(TM)						
	PrivacyIconCli sbranch 00 10,736 K Intel(R) M						
	iexplore.exe sbranch 00 10,356 K Internet						
	sidebar.exe sbranch 00 10,188 K Windows 👻						
	Show processes from all users End Process						
	Processes: 116 CPU Usage: 4% Physical Memory: 61%						
	6. Click End Process.						
	7 Navigate to file folder C:\users\ <i>username</i> \Documentum						
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Core I ocal Dis	k (C:) Users shranch Documentum	x 44	Search Documentum	
File Edit View Tools	Help			
Organize 👻 🎇 Open	Include in library Share with	Burn New folder		= • [
🔶 Favorites	Name	Date modified	Туре	Size
Desktop	Checkout	4/29/2013 4:36 PM	File folder	
Downloads	Export	3/25/2013 12:58 PM	File folder	
6 My Box Files	📕 Logs	5/9/2013 4:30 PM	File folder	
📃 Recent Places	iemp	5/7/2015 12:10 PIVI	riteroider	
E	🍌 ucf	4/15/2013 10:49 AM	File folder	
詞 Libraries				
Documents	🗃 documentum.ini	5/7/2013 12:18 PM	Configuration sett	7
J Music	documentum.lck	4/15/2013 10:55 AM	LCK File	0
Pictures				
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🛤 Computer				
Local Disk (C:)				
📕 Dell				
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🌗 Intel				
MSOCache				
ucf Date	modified: 4/15/2013 10:49 AM			
File folder				

Additional documentation pertaining to iCS desktop verification can be found on the iCS Resource Page at: <u>http://www.obfs.uillinois.edu/ics-resources</u>