



Users may have trouble accessing JJISWeb depending on their computer’s compatibility and/or local network settings. Please use the following technical requirements information, system compatibility / readiness assessment, and common problems and solutions to try to determine the problem.

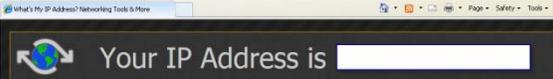
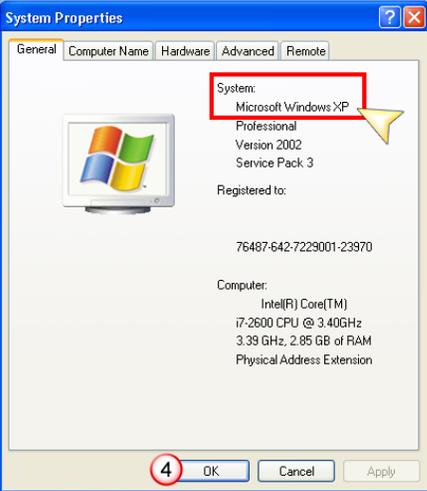
If the solutions do not address your issue and you still need additional assistance from the OYA Service Desk, the system compatibility / readiness assessment information in Section 2 will help technicians do additional troubleshooting.

- ▶ Section 1 — Network and System Technical Requirements
- ▶ Section 2 — System Compatibility / Readiness Assessment
- ▶ Section 3 — Common Problems and Solutions
 - Remote Desktop
 - Firewall
 - Printing

Section 1 — Network and System Technical Requirements

| | |
|---------------------|---|
| Network Port Access | 443 or 3391 |
| Operating System | Microsoft Windows |
| Browser | Internet Explorer 9 or less, 32-bit NOTE: If your system is IE 64-bit, you must open JJISWeb with Internet Explorer 64-bit which may not be your default browser. JJISWeb does not work with Google Chrome, Firefox, or Safari |
| Add-Ons | Microsoft Terminal Services Client Control Web Browser Screwdrivers Client Software (for JJISWeb Printing) (First, know your system — 32-bit or 64-bit — See Section 2) |

Section 2 — System Compatibility / Readiness Assessment

| Information | How and Where to Find It |
|---|--|
| <p><u>IP Address</u></p> | <p>Go to http://www.whatsmyip.org/ and note the IP Address that appears:</p>  |
| <p><u>Microsoft Windows Version</u></p> <ol style="list-style-type: none"> 1. Select the Windows Start button at the bottom of the screen. 2. Right-click My Computer. 3. Select Properties from the menu. <p>Note the System:</p> <p><input type="checkbox"/> Windows 8</p> <p><input type="checkbox"/> Windows 7</p> <p><input type="checkbox"/> Windows XP</p> <p><input type="checkbox"/> Windows Vista</p> <ol style="list-style-type: none"> 4. Click OK to close the System Properties window. |   |
| <p><u>Internet Explorer Version</u></p> <p><input type="checkbox"/> Internet Explorer 10 or higher</p> <p><input type="checkbox"/> Internet Explorer 9</p> <p><input type="checkbox"/> Internet Explorer 8</p> <p><input type="checkbox"/> Internet Explorer 8 or lower</p> <p><u>System Information</u></p> <p><input type="checkbox"/> 32-bit system</p> <p><input type="checkbox"/> 64-bit system</p> <p>See the instructions in Section 3 for installing the correct add-on for printing based on your system type.</p> <p>NOTE: If your system is IE 64-bit, you must open JJISWeb with Internet Explorer 64-bit which may not be your default browser.</p> | <ol style="list-style-type: none"> 1. Open your Internet Explorer browser and select Help from the menu bar. 2. Select About Internet Explorer. <p>Note the Internet Explorer version your computer is running.</p> <ol style="list-style-type: none"> 3. Click System Info. <p>In the System Info window that opens, locate the System Type on the right side of the screen.</p> <ul style="list-style-type: none"> • X86-based PC = 32-bit • X64-based PC = 64-bit <ol style="list-style-type: none"> 4. Click the red X in the upper right corner to close the window. |

Section 3 — Common Problems and Solutions

▶ "Connect to JJIS" button is disabled

Connect To JJIS

Problem JJISWeb cannot be accessed without first enabling the Terminal Services Client Control web browser add-on.

Solution Enable Microsoft Terminal Services Client Control Web Browser Add-On

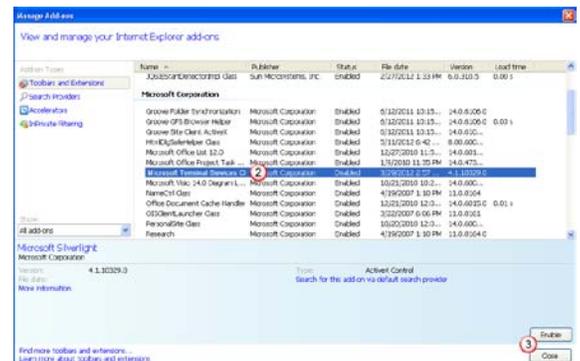
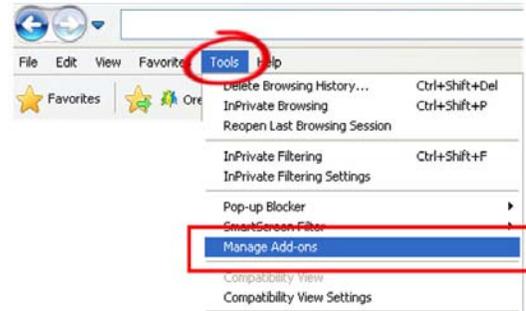
NOTE: The user may need Administrative Rights to make this change.

1. Select **Tools** in the browser menu and then select **Manage Add-ons**. The Manage Add-ons screen opens.
2. Scroll down the right side of the screen and select the **Microsoft Terminal Services Client Control** in the list of add-ons.

NOTE: If the user does not have the Microsoft Terminal Services Client Control in the list of add-ons, it must be downloaded from the [Microsoft download site](#).

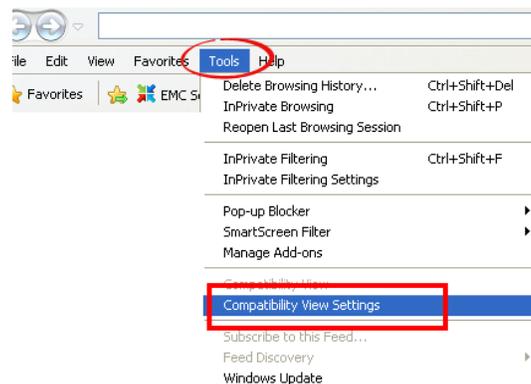
Once downloaded, the Microsoft Terminal Services Client Control add-on should appear in the add-on list.

3. Click **Enable**; then click **Close** to exit the Manage Add-ons screen.
4. **Restart Internet Explorer**.



Problem Users with Internet Explorer 10 and above need to enable the browser to display JJISWeb in Compatibility View.

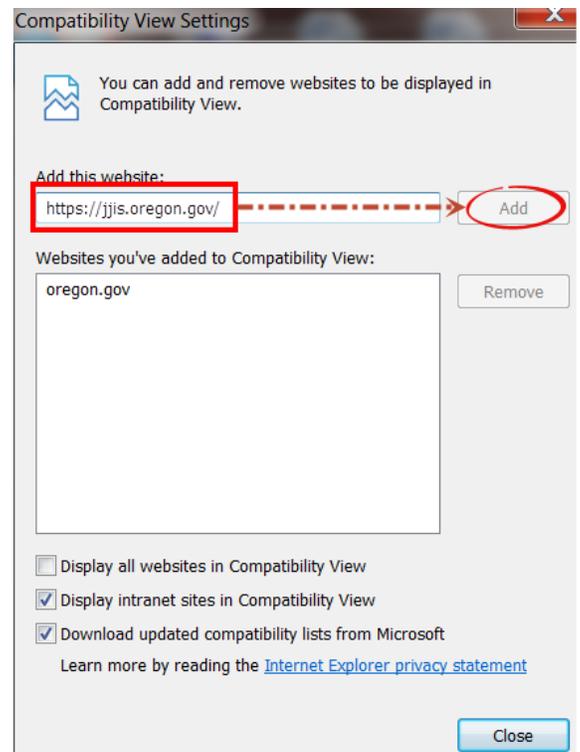
Solution 1. Select **Tools** in the browser menu and then select **Compatibility View Settings**.



2. Enter <https://jjis.oregon.gov/> in the Add this Website field, and click **Add**.

NOTE: The website address (URL) will change to "oregon.gov" in the added websites pane.

3. Click **Close**.



► User receives a VBScript error indicating that the Remote Desktop is Disconnected

Problem When first attempting to access JJISWeb, users may receive a VBScript error indicating that the Remote Desktop is Disconnected.

This is an indicator that the firewall ports are not open.



Solution JJISWeb requires access via ports 43 or 3391. If port 3391 is being blocked by your organization's firewall, you will see the following error message:

"Connecting To jjis.oregon.gov . . . Could not open connection to host on port 3391: Connect failed"

NOTE: A Network Administrator must open the port for the user on the firewall.

► User cannot print or has other printing issues

Problem JJISWeb requires installation of a special printing application called ScrewDrivers — it is important to know if your system is a “32-bit” or “64-bit” system so that the correct client is installed.

NOTE: The user needs Administrative Rights to install the ScrewDrivers add-on.

Solution

Download the appropriate ScrewDrivers Client software link for your operating system.

IE 32-bit (X86-based PC)

<https://jjis.oregon.gov/ScrewDriversClientv4.msi>

IE 64-bit* (X64-based PC)

<https://jjis.oregon.gov/ScrewDriversClientv4x64.msi>

Follow the prompts for your operating system to open the file download. You may need to accept a Security Warning to add the software.

Proceed to run the InstallShield Wizard, following the prompts to install the software.

If an error message appears, you may not have the appropriate administrative rights to install software onto your computer. Contact your local network administrator to restart and complete the installation process for you.

When the installation is finished, you may print from JJISWeb.

► Launching JJISWeb using Internet Explorer 64-bit

* **NOTE:** If your browser system is IE 64-bit, JJISWeb needs to be launched using the Internet Explorer 64-bit version — available from the **Start** button on your computer.

1. Select the Windows **Start** button at the bottom of the screen.
2. Select **All Programs**.
3. Click **Internet Explorer 64-bit**.

4. An Internet Explorer browser opens — enter the **jjis.oregon.gov** URL into the address field.

