Frequently Asked Questions: Oracle E-Business Suite & Java

1. **Do I need specific software installed on my computer to use Oracle E-Business Suite Application?**

   You need a web browser and java installed on your computer to access Oracle E-Business Suite (EBS) Application.

2. **Do I need to download any software on my computer to use Oracle E-Business Suite Application?**

   All district computers are already equipped with web browser and java to enable users to access the EBS application. If you do not have a web browser or Java installed on your computer, click here for instructions to download and install, or contact IT Servicedesk at 972-925-5630 for technical assistance.

3. **Which web browsers can I use to access Oracle E-Business Suite Application?**

   Depending on the version of operating system (Windows or macOS) installed on your computer you may use any of the following to access the Oracle EBS Application: Google Chrome, Firefox Quantum Extended Support Release (ESR), Microsoft Edge.

4. **I know I use a Windows computer but how do I know which version of Windows I am using?**

   Click here for instructions to find out the version of Windows you are using.

5. **I am using Apple Mac but I do not know the version of Mac I use?**

   Click here for instructions to find out the version of Mac you are using.

6. **I am using a Windows based computer; what web browser options do I have, to access Oracle EBS application?**

   Based on the version of the Windows you are using, pick a web browser of your choice from the table below.

Windows OS Version	Web Browser Versions
Windows 10 (32-bit & 64-bit)	Firefox Quantum ESR 60.x (32-bit & 64-bit) Google Chrome Microsoft Edge

Windows 8.1 (32-bit & 64-bit)	Firefox Quantum ESR 60.x (32-bit & 64-bit) Google Chrome
Windows 7 (32-bit & 64-bit)	Firefox Quantum ESR 60.x (32-bit & 64-bit) Google Chrome

7. I am using an Apple Mac computer; what web browser options do I have to access Oracle EBS application?

Based on the version of the macOS installed on your computer, pick a browser of your liking from the table below.

macOS Version	Web Browser Versions
macOS Mojave 10.14.1 or higher	Firefox Quantum ESR 60.x (32-bit & 64-bit)
macOS High Sierra 10.13.3 or higher	Firefox Quantum ESR 60.x (32-bit & 64-bit) Safari 11.0.3 or higher*

** Use only for Employee Self Service. For using Oracle Forms based screen use Firefox Quantum ESR 60.x*

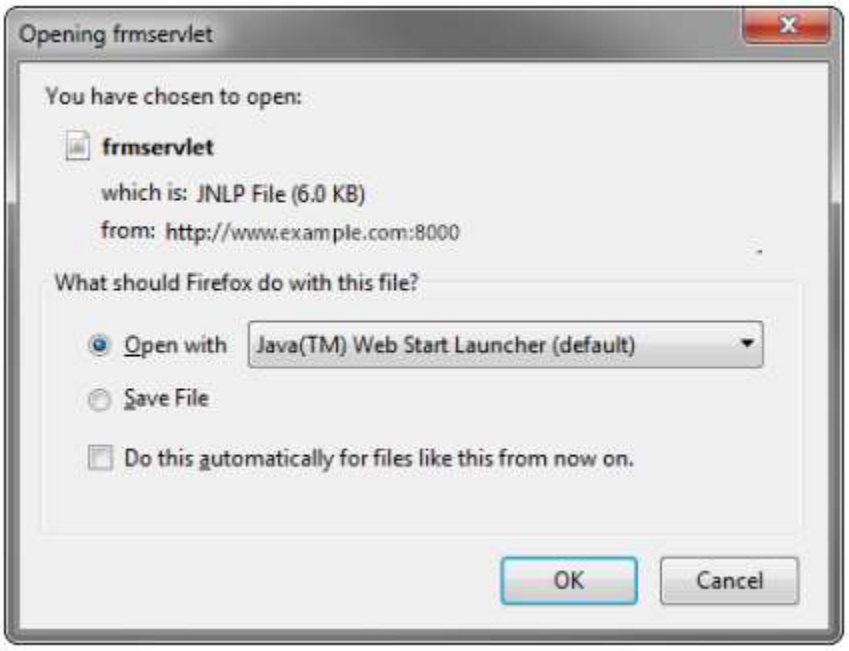
8. How do I know the version of Chrome / Firefox / Edge browser is installed on my computer?

Click here for instructions to find out the version of web browser you are using.

9. What version of Java do I need to access Oracle EBS application?

You should have JRE 8 Update 191 (1.8.0_191) installed on your computer to access Oracle EBS application. Click here for instructions to download and install JRE 8 Update 191 software, or contact IT Servicedesk at 972-925-5630 for technical assistance.

10. I am using Firefox ESR browser and I see below screen prompt when opening forms based screen, what should I do?



i) Choose the first option "Open with" and in the corresponding drop-down list, select 'Java(TM) Web Start Launcher (default)."
ii) Select the check box "Do this automatically for files like this from now on" to avoid future prompts.
iii) Click **OK**.

11. I am using Chrome browser and I see below message when opening forms based screen, what should I do?



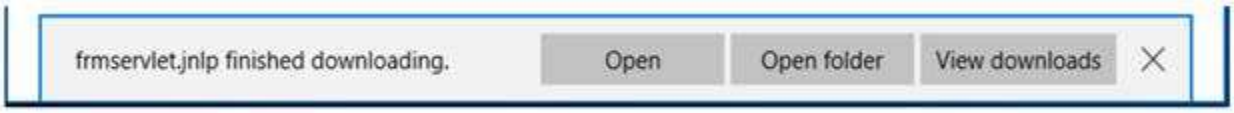
Click Keep to save the `frmservlet.jnlp` file.

12. I am using Chrome browser and I clicked to keep the frmservlet.jnlp file but it does not open the forms screen, what should I do?



Click the `frmservlet.jnlp` in the download bar to execute it and open the forms screen.

13. I am using Edge browser and I see below message, what should I do next?



Click **Open** to execute the file `frmservlet.jnlp` and open the forms screen.

14. My Question is not answered here, what should I do?

Contact IT Servicedesk at 972-925-5630