

## Possible fixes for ROD and SONRIS issues

### Java

Due to a bug in Java version 8 ROD reports will not run if it is installed on the Users computer.

Check and see if you are running Java 8

1. Open Control Panel / Programs and Features
2. If you see Java 8 then uninstall it
3. Reboot your computer
4. Install java version 7.71. (We have Java 7.71 on our downloads page, <http://www.sonris.com/downloads.htm> )
5. If you are running a 64bit version of windows you will need to install both the 32bit and 64bit versions of Java 7.71

### IE

#### I. Reset IE

1. Open IE
2. Click on the "Gear" Icon in the upper right hand corner or press Alt-X
3. Select Internet Options
4. A box will popup click on the Advanced Tab in the upper right corner
5. In the lower Right Quadrant of the box you will see a button labeled "Reset..." Click this
6. Another box will open. Depending on which version you have you may have one or more check boxes, Put checks in these boxes and Click Reset
7. After a few seconds it should indicate that the Reset is finished
8. Close all boxes and restart IE
9. You will lose your Home Page but not Favorites. To reset your home page Navigate to it then repeat steps 2 through 3
10. Under the General Tab click the "Use current" button.
11. Click Apply then close

#### II. IE Settings (do this under the tools menu)

1. Disable Popup Blockers
2. Turn on compatibility mode for these sites
  - a. La.gov
  - b. State.la.us
  - c. Sonris.com
3. Add the above sties to the trusted sites list.
4. Change all security levels to medium or medium-low

IF you are still having issues contact the La. Department of Conservation, 225-342-5540 or [oooc@la.gov](mailto:oooc@la.gov) to see if they could possibly send you electronic or hard copies of the documents you need.