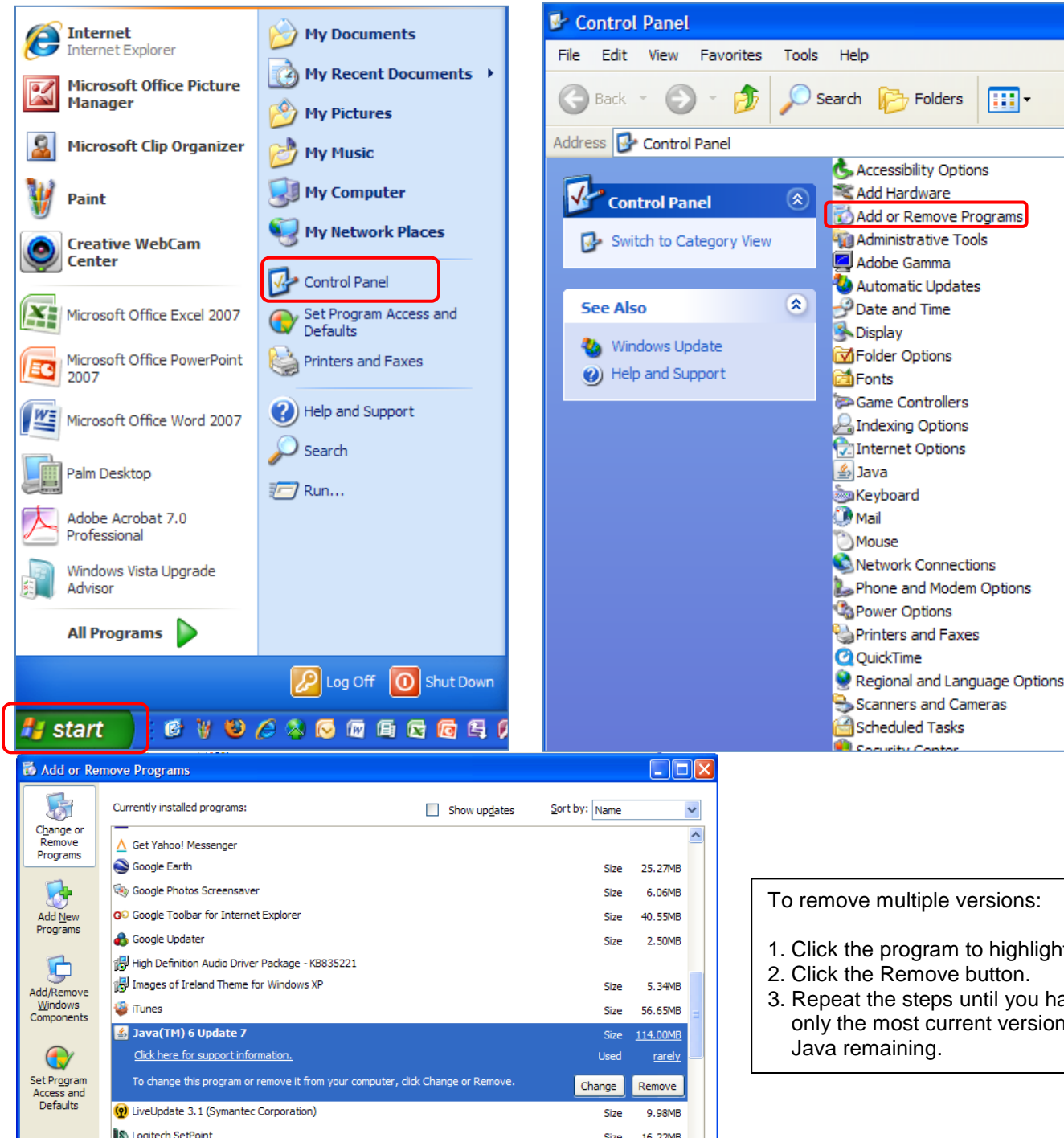


# Java – Verify and Removing Multiple Versions in a Windows Operating System

When more than one version of Java is installed, the launch process may stop. A client logs into CCC Confer, the Elluminate Live! launch page appears, then the process stops. This indicates multiple versions of Java may be installed on the computer. Verify that Java is installed and remove earlier versions.

## WINDOWS XP

To verify JAVA installation: **Start > Control Panel > Add or remove Programs or Programs and Features**

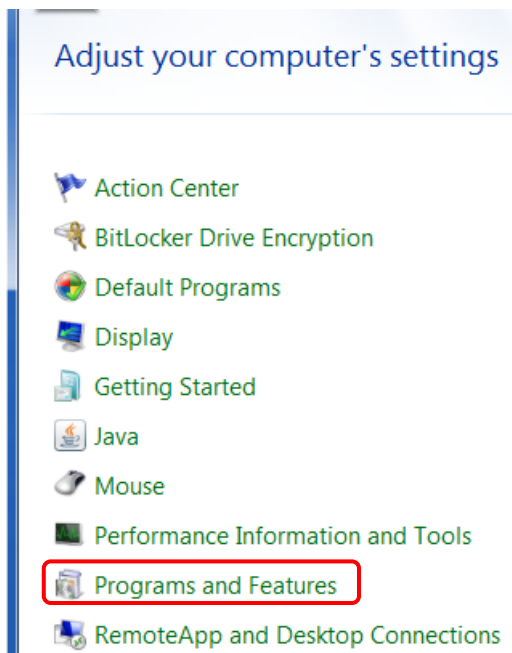
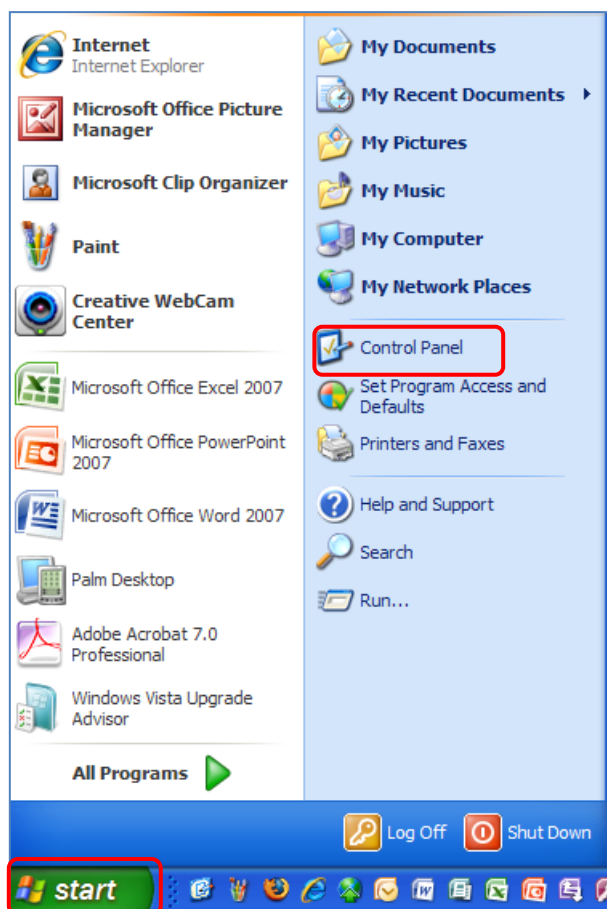


To remove multiple versions:

1. Click the program to highlight.
2. Click the Remove button.
3. Repeat the steps until you have only the most current version of Java remaining.

# WINDOWS 7 and WINDOWS VISTA

To verify JAVA installation: **Start > Control Panel > Programs and Features**





To remove multiple versions:

1. Click the program to highlight.
2. Click the Remove button.
3. Repeat the steps until you have only the most current version of Java remaining.

## MAC OS X 1.5 & 1.6

**Step 1:** Click on the “**Macintosh HD**” located on your “**Desktop**”.

**Step 2:** “**Double Click**” on the “**Applications**” folder.

**Step 3:** Locate and “**Double Click**” the “**Utilities**” folder within your applications.

**Step 4:** Locate and “**Double Click**” the “**Java**” folder within your utilities.

**NOTE:** If you have any older versions of the Java plugin other than 1.5.0 or 1.6.0 please remove them. Be sure that you do not remove version 1.5.0 or 1.6.0 from your computer. (Keep the version that applies to your OS X version.)

**Step 5:** “**Click and Drag**” the version of Java you wish to remove the “**Trash**”, located in the bottom-right corner of your computer.

**Step 6:** Close the “**Macintosh HD**” and “**Restart**” your computer.