

Metrix® Tech Note

February 21, 2012

Java 1.6.0_29 Fix

Problem: Metrix fails to start after running Apple Software Update

Affected installations: Mac OS X 10.5, 10.6 and 10.7 installations with Java 1.6.0_29 using a Microsoft SQL Server or SQL Server Express database. Using the built in Metrix database you will not experience this issue.

Symptom: Metrix launches but the splash screen is never displayed

Cause: Java 1.6.0_29 has a problem where the SQL Server driver fails to be validated by Java. This is NOT a Metrix issue or an Apple issue it is a Java issue.

Solution: Install Java 1.6.0_26 from Apple's Developer website

Instructions:

In order to download the Java installer packages you must register as an Apple Developer which can be done for free at:

<https://developer.apple.com/programs/start/register/create.php>

There is no need to pay the \$99 Mac OS X Developers fee. Once you sign up for a free account you can download the Java packages at no charge using the links below.

Mac OS X 10.5:

http://adcdownload.apple.com/Java/java_for_mac_os_x_10.5_update_10_developer_package/javadeveloper_for_mac_os_x_10.5__9m3425.dmg

Mac OS X 10.6:

http://adcdownload.apple.com/Java/java_for_mac_os_x_10.6_update_5_developer_package/javadeveloper_for_mac_os_x_10.6__10m3425.dmg

Mac OS X 10.7:

http://adcdownload.apple.com/Java/java_for_mac_os_x_10.7_developer_package/javadeveloper_for_mac_os_x_10.7__11a511.dmg

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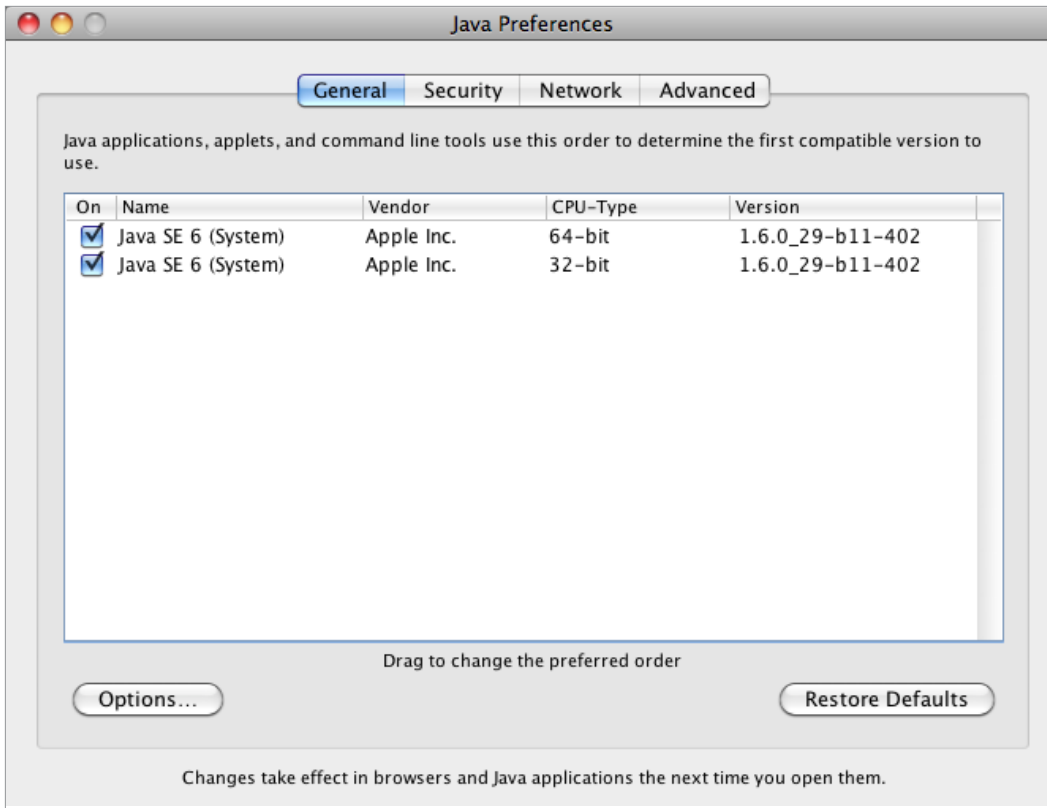
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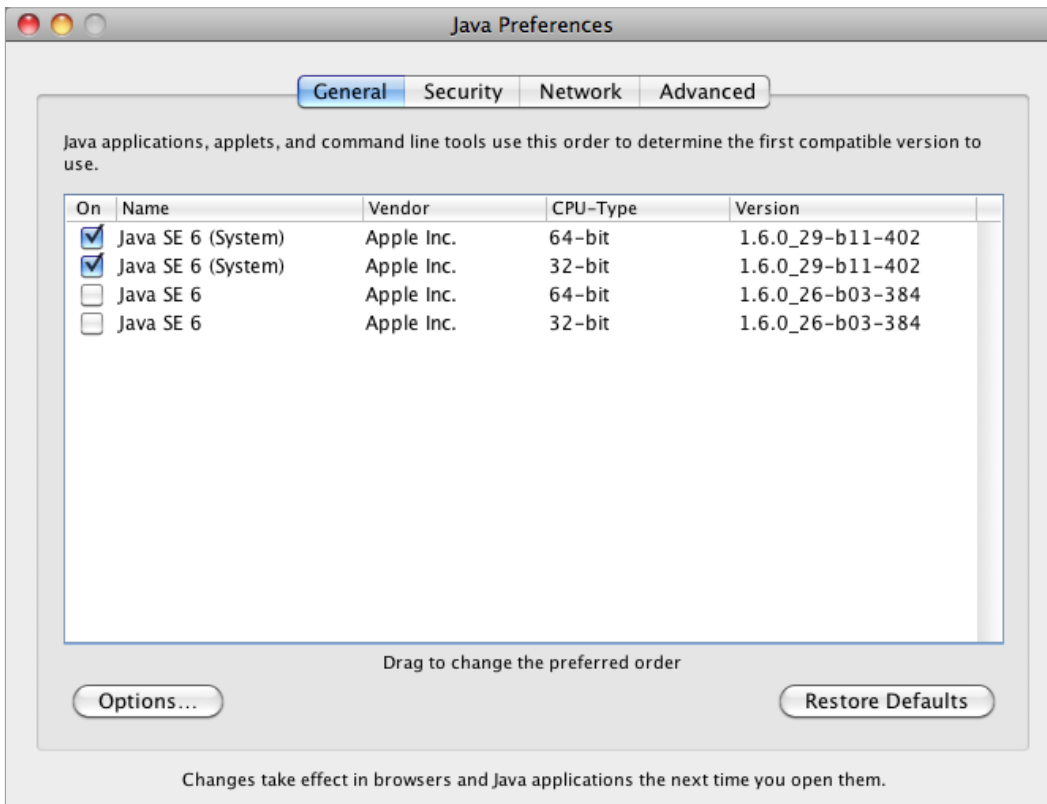
Once you have downloaded the appropriate installer follow these instructions.

1. Quit any running application
2. Double check your version of Java by opening Java Preferences in /Applications/Utilities/Java Preferences.app

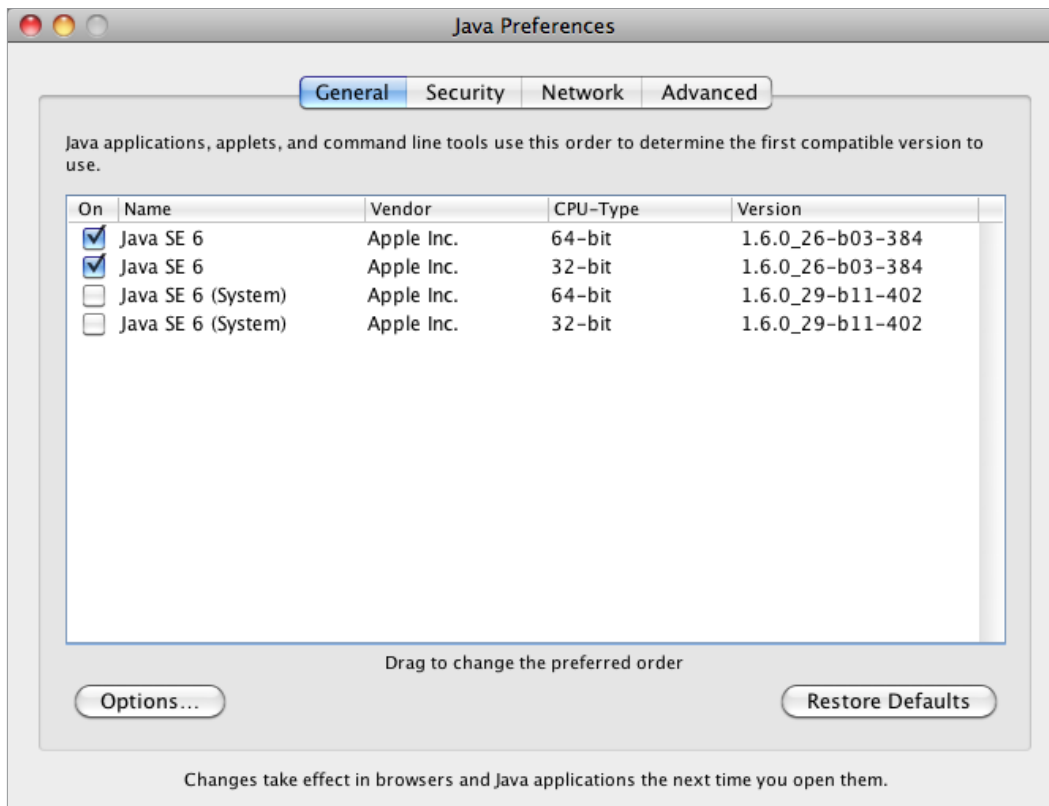
The logo for Metrix, featuring the word "metrix" in a lowercase, blue, sans-serif font with a registered trademark symbol (®) to the upper right.



3. Run the Java Developer installer for the appropriate version of Mac OS X
4. Once Java is installed go to /Applications/Utilities/ and launch "Java Preferences"
5. In Java Preferences you should see two different versions of Java installed; 1.6.0_29 (64 bit and 32 bit) at the top and 1.6.0_26 (64 bit and 32 bit) at the bottom.



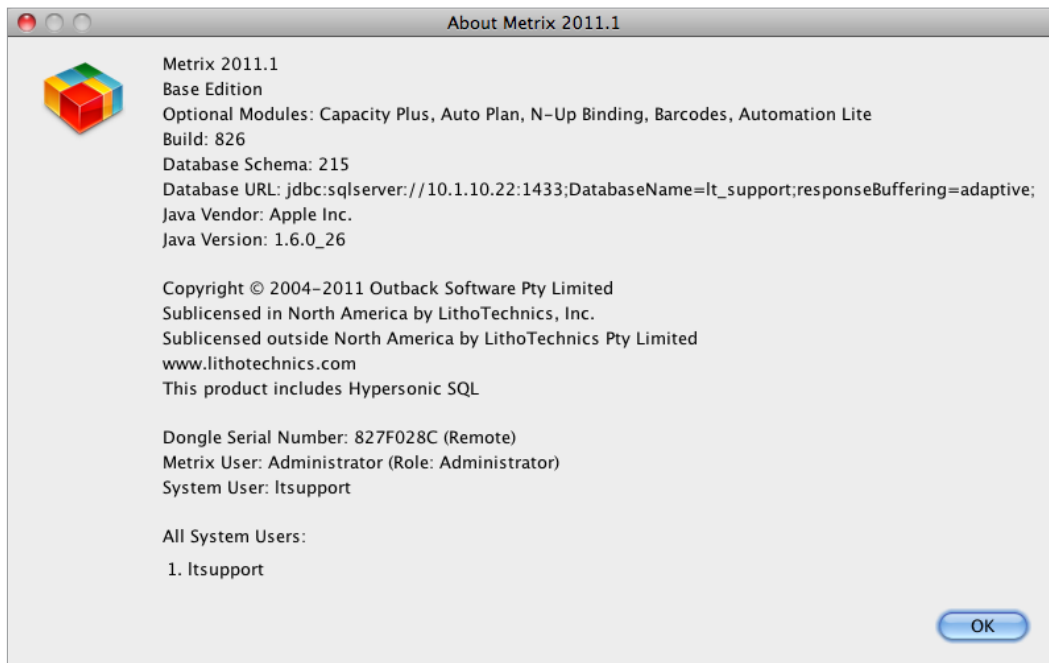
6. Move the 64 bit Java 1.6.0_26 to the top and the 32 bit 1.6.0_26 underneath.



7. Check the boxes to turn ON Java 1.6.0_26 and uncheck the boxes for Java 1.6.0_29

8. Quit Java Preferences

9. Relaunch Metrix and go to Help menu, About Metrix and verify that Java 1.6.0_26 is installed. If you can get Metrix to launch your problem should be solved.



If you have any questions, or need further help, please contact us at (972) 638-7490 (USA).