

If you recently updated Java to version 6 update 29 or later, you will be unable to login or recover your certificate for LowesLink®.

Entrust has issued a formal statement and has contacted Oracle to address the issue. See statement below from Entrust-

*“On October 18th 2011 Oracle issued an update to JRE 1.6u29.*

*Please, **DO NOT upgrade your installed Java client (JRE) to 1.6u29** as this release will affect your ability to perform all operations in TruePass and all authentication and administration operations in Admin Services. Effect on other Entrust products is being investigated. Entrust is actively working with Oracle to resolve this issue.*

*Entrust will keep you updated as soon as progress is made in resolving this issue.”*

Please remove all unsupported versions using the following instructions.

Older versions of Java may appear in the program list as **J2SE Runtime Environment** or **Java 2 Runtime Environment**.

Remove older versions of Java in the same way as you would remove any other software from your Windows computer.

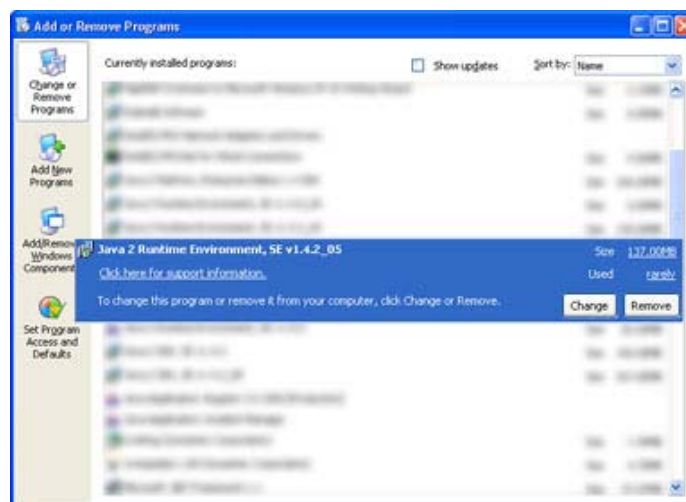
### Windows 7 and Vista - Uninstall Programs

1. Click **Start**
2. Select **Control Panel**
3. Select **Programs**
4. Click **Programs and Features**
5. Select the program you want to uninstall by clicking on it, and then click the **Uninstall** button.

Note\* - You may need administrator privileges to remove programs.

### Windows XP - Uninstall Programs

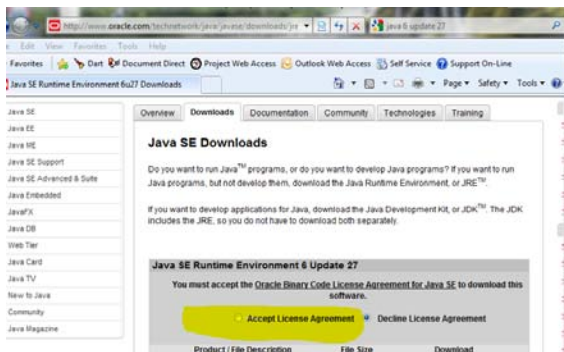
1. Click **Start**
2. Select **Control Panel**
3. Click the **Add/Remove Programs** control panel icon
4. The Add/Remove control panel displays a list of software on your system, including any Java software products that are on your computer. Select any that you want to uninstall by clicking on it, and then click the **Remove** button.



Once you have removed Java, if you do not have another version available (Java 6 update 20 thru 6 update 27 will work) please download a previous copy of 6 update 27.

You can download this one of two ways

1. From Oracle at <http://www.oracle.com/technetwork/java/javase/downloads/jre-6u27-download-440425.html>



You must accept the license agreement.

Then, choose the file highlighted below:

Solaris SPARC - Self Extracting Binary	25.10 MB	<a href="#">jre-6u27-solaris-sparc.sh</a>
Solaris SPARC 64-bit - Self Extracting Binary	11.19 MB	<a href="#">jre-6u27-solaris-sparcv9.sh</a>
Solaris x64 - Self Extracting Binary	7.48 MB	<a href="#">jre-6u27-solaris-x64.sh</a>
Windows x86 Kernel	0.87 MB	<a href="#">jre-6u27-windows-i586-iftw-k.exe</a>
Windows x86 Online	0.87 MB	<a href="#">jre-6u27-windows-i586-iftw.exe</a>
<b>Windows x86 Offline</b>	<b>16.12 MB</b>	<b><a href="#">jre-6u27-windows-i586.exe</a></b>
Windows x64	16.39 MB	<a href="#">jre-6u27-windows-x64.exe</a>

Once downloaded the application should run automatically to install, if it does not, double-click on the application name in the download window.

2. Or- from [www.oldapps.com](http://www.oldapps.com) . Type Java 6 update 27 in the search box and you will be presented with a link for that version. **Be sure to download the correct copy. The install will start automatically.**



**Once completed, you will now need to disable the Next Generation Java Plug-in. This is mandatory!**

<http://www.loweslink.com/pubdocuments/IIDisablingNextGenPlugin.pdf>

Once completed you may continue with login and/or recovery.