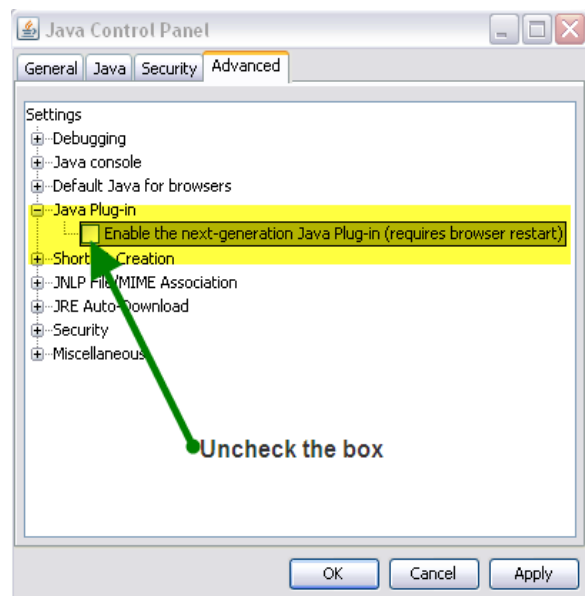
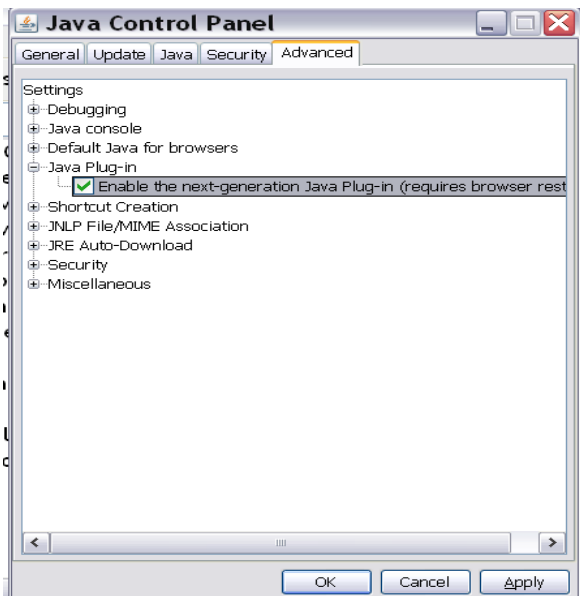


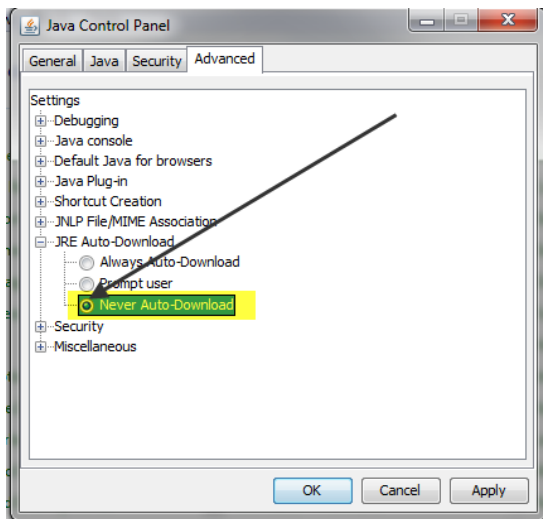
Disabling the NextGeneration plug-in for Java

To successfully install your certificate, recover your certificate, or login to LowesLink®, you will need to disable/uncheck the Next Generation plug-in component for Java.

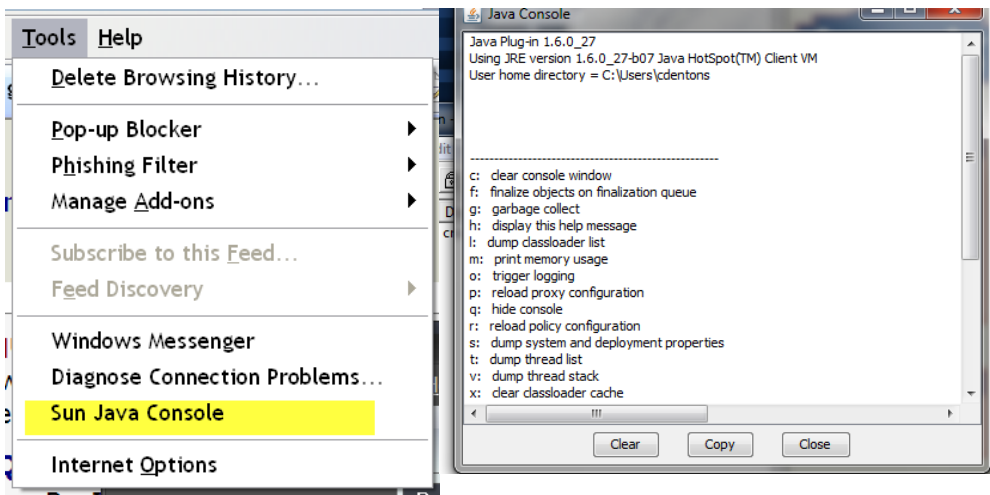
1. Close Internet Explorer and all other browsers. Click on START, open CONTROL PANEL.
2. In XP or Vista, you may see either icons or categories. There is an option at the upper left “SWITCH TO CLASSIC VIEW” to see icons. In Windows 7, the option is at the top right of the window. There is a drop down box; choose VIEW SMALL ICONS.
3. Open Java Control Panel.
4. After opening Java Control Panel, click on ABOUT on the GENERAL Tab. Verify your version is 6, any update 20 thru 27 is acceptable. **Java 6 update 29 is NOT supported.**
5. If you find that you have Java 6 update 29, do not attempt to retrieve your certificate with that version. **Instead please click [here](#) for instructions on how to remove Java 6 Update 29.**
6. After verifying your version, in the Java Control Panel, choose ADVANCED>JAVA PLUG-IN>and **uncheck** the box for the Next Generation Plug-in. *Note*, if you are on a 64bit system, and cannot uncheck the box for Java, you are looking at Java for 64bit. Open your Control Panel, choose Programs and Feature and remove any 64bit version of Java before continuing. You must use 32bit Internet Explorer and 32bit Java for Windows. In Vista, the Java is in a folder named “View 32-bit Control Panel Items”.*



7. Next choose JRE AUTO DOWNLOAD. Put the button in Never Auto Download.



8. Then choose Apply, Continue or Yes, and Close. Close Control Panel. Restart Internet Explorer. After restarting browser, choose TOOLS. If the line SUN JAVA CONSOLE is not there, you must go into MANAGE ADD-ONS to resolve. You will find the SUN JAVA CONSOLE disabled. Enable the SUN JAVA CONSOLE, close Internet Explorer, and then



reopen Internet Explorer. Choose TOOLS. Sun Java Console should be visible. Click to open, and then close the Sun Java Console dialog box.

9. **NOTE-** if the SUN JAVA CONSOLE fails to open; you will not be able to retrieve a certificate. Remove and reinstall Java, then follow these instructions again. IF the SUN JAVA CONSOLE opens and reflects a supported version of Java, close and proceed with your registration and/or self-recovery.