

# **KSN Download Help Document**

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## **1 INTRODUCTION:**

Following document describe the steps/flow to run KSN "Prepare Media / Download Updates" tool.

"Prepare Media / Download Updates" tools are browser independent and runs on Java.

## **2 SYSTEM REQUIREMENT:**

- 1) User should have installed Java version 1.8 or above.
- 2) Java Setting should be enabled to keep temporary files on computer.

### 3 JAVA VERSION TEST

Step 1: Click **“Test Your Java Version”** (Browser will prompt you for Open/Save/Cancel JavaTest.jnlp file)

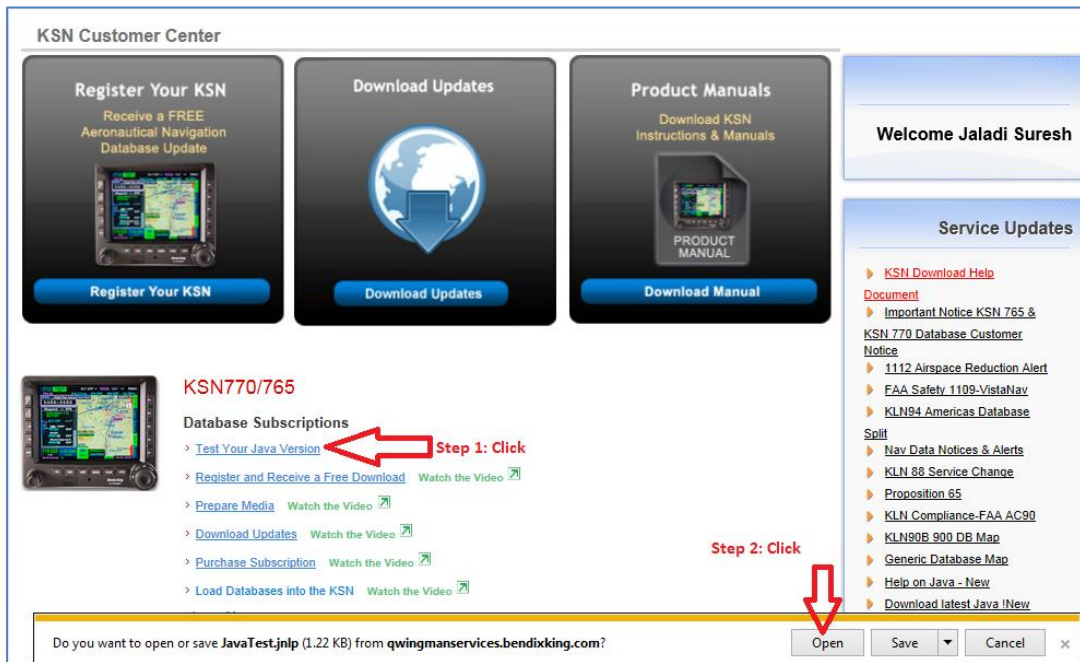


Fig 1

Step 2: Click on "Open" (Java Web Start program will launch automatically (Fig 2) and gives confirmation prompt to run Device updates application (Fig 3))

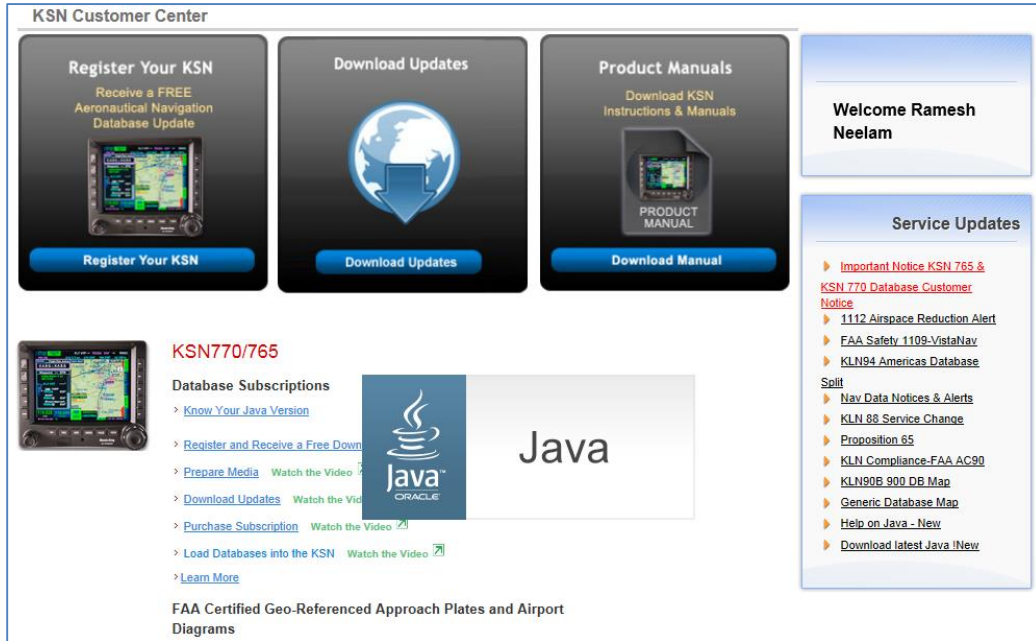


Fig 2

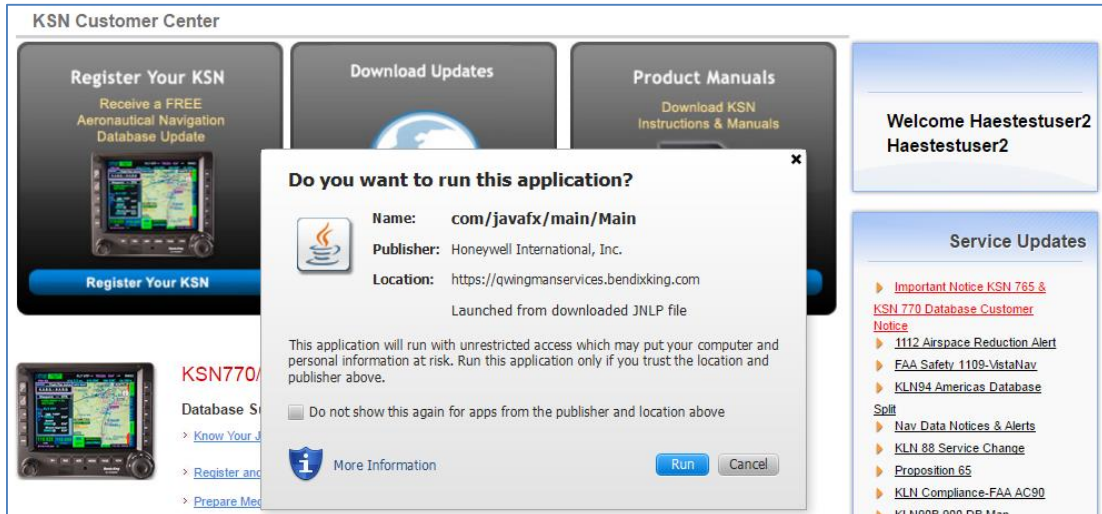


Fig 3

Step 3: Click on "Run" (Note: Depending on your network speed, it might take 1-2 min to launch application and gives you Fig 4/5 depending on your Java version)

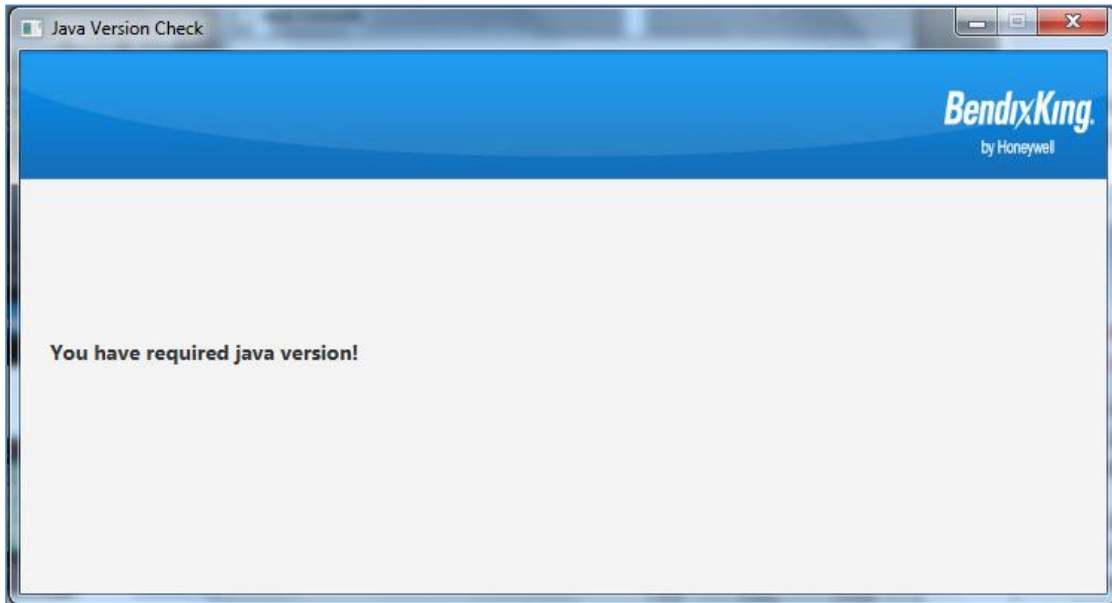


Fig 4



Fig 5

## 4 KSN DOWNLOAD TOOL LAUNCH FLOW (IE BROWSER)

Step 1: Click **"Prepare Media"** (Browser will prompt you for Open/Save/Cancel KSN.jnlp file)



Fig 6

Step 2: Click on **"Open"** (**Java Web Start** program will launch automatically (Fig 7) and gives confirmation prompt to run Device updates application (Fig 8))



Fig 7

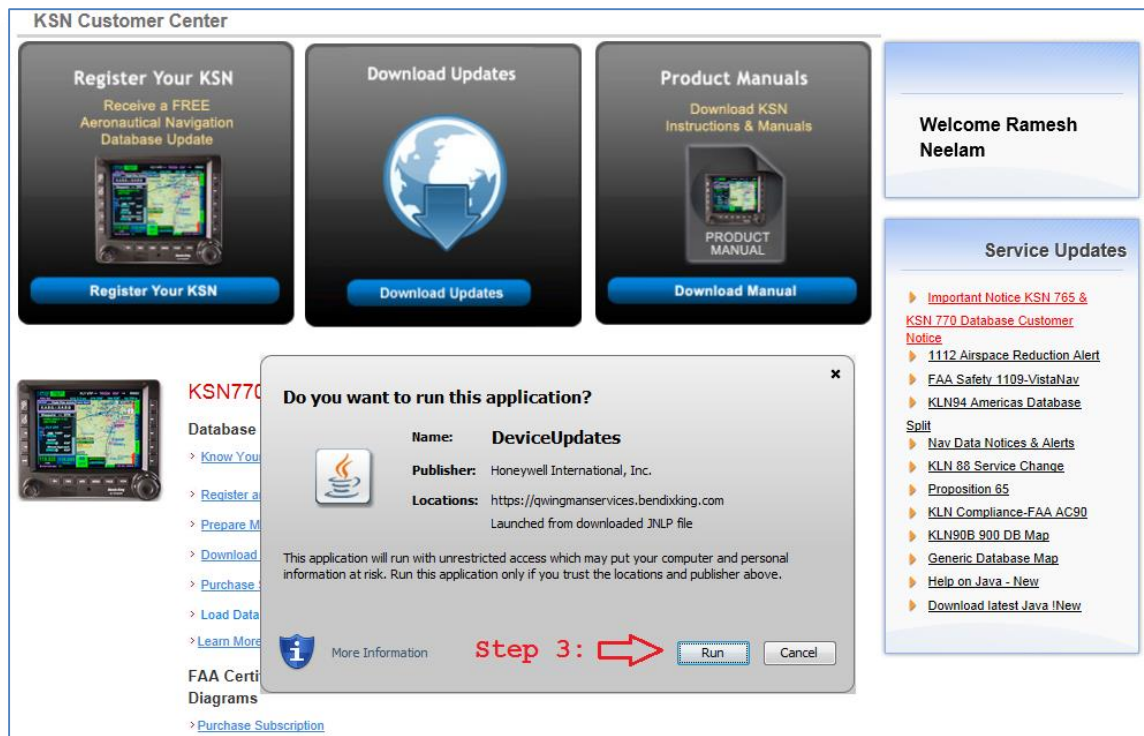


Fig 8



Step 3: Click on "Run" (Note: Depending on your network speed, it might take 1-2 min to launch application Fig 9)

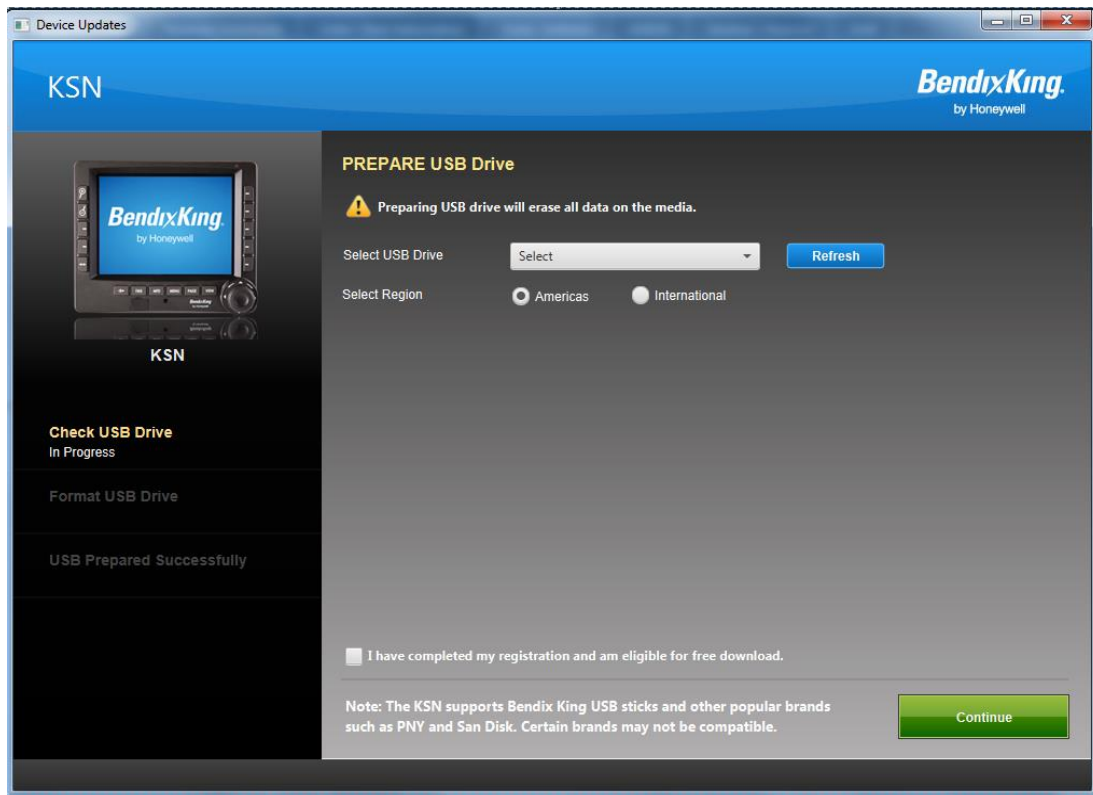
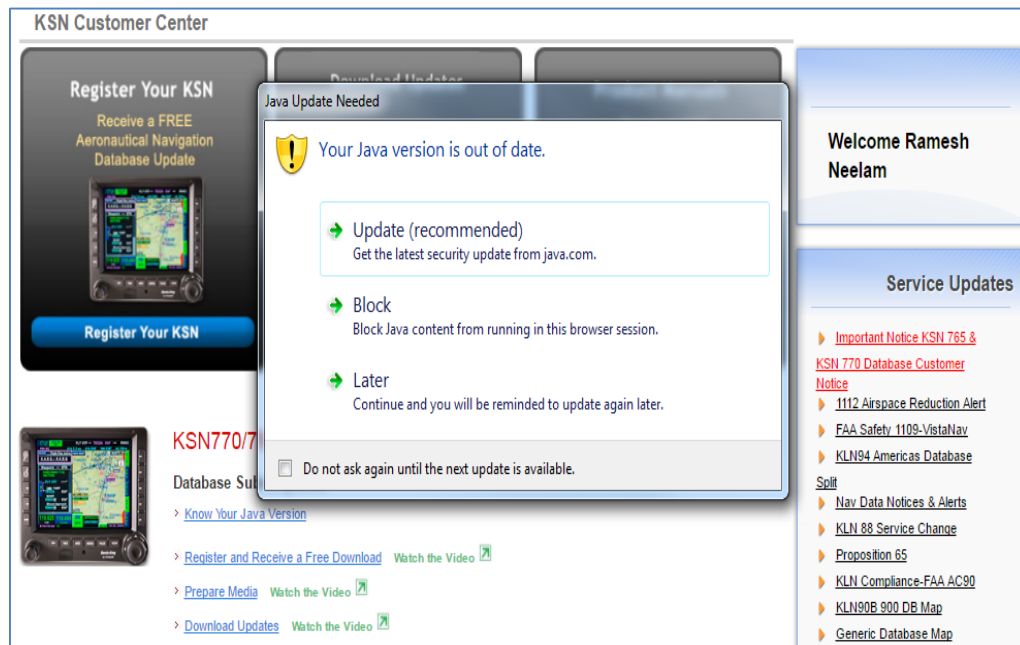


Fig 9

## 5 TROUBLESHOOTING TIPS / ERROR SCENARIO

### 5.1 Java Update Alert

You will get below Java alert if your machine doesn't contains latest version of JAVA

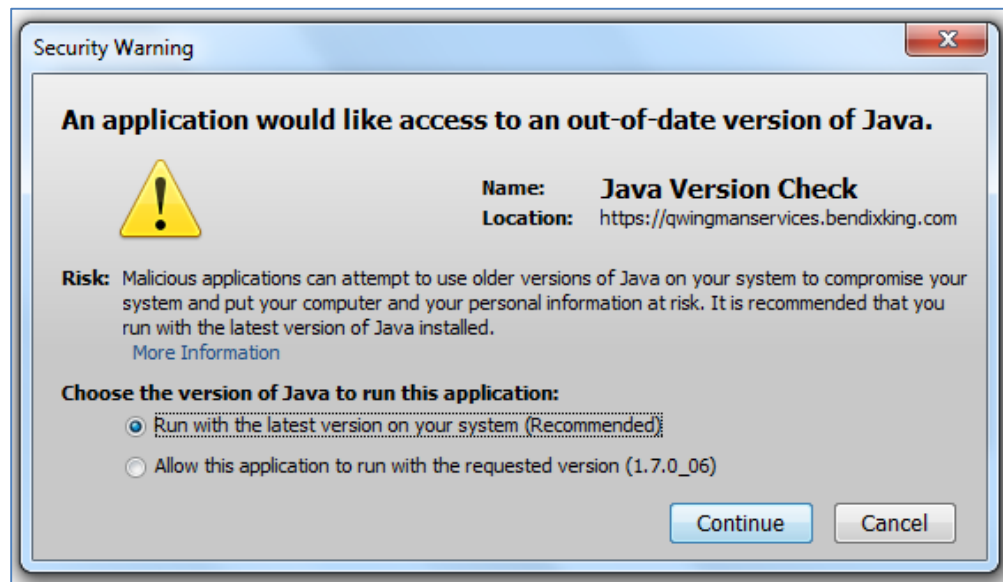


#### Solution:

Click later and application will launch if you have Java version 8.0 or above otherwise please click on Update to install latest Java version.

## 5.2 Security Warning

If user have multiple Java versions installed then following screen will appear



### Solution 1:

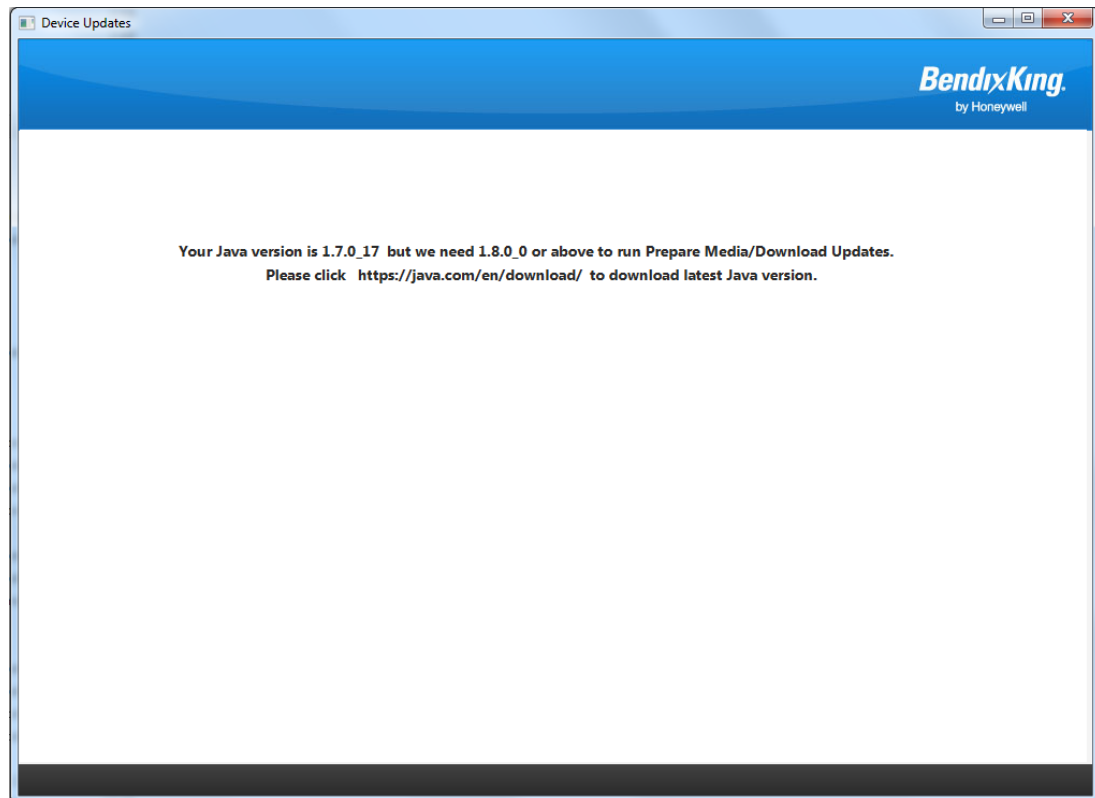
1. Check "Run with the latest version on your system (Recommended)"

### Solution 2:

1. Click on the URL <https://java.com/en/download/> and install the latest version of Java and try launching the tool again

### 5.3 Java Version

You will get below message if your java version is less than 1.8.0\_0

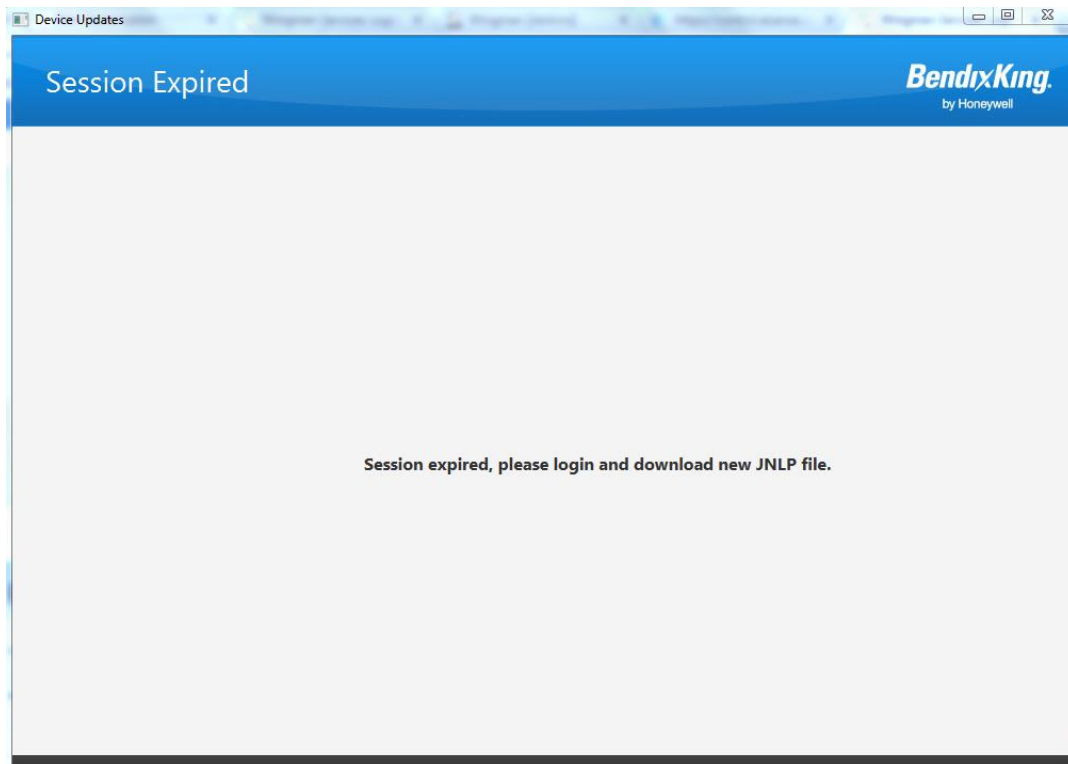


#### Solution:

- 1) Click on the URL <https://java.com/en/download/> and install the latest version of Java
- 2) Close the device update tool and launch it again

## 5.4 Session Expired

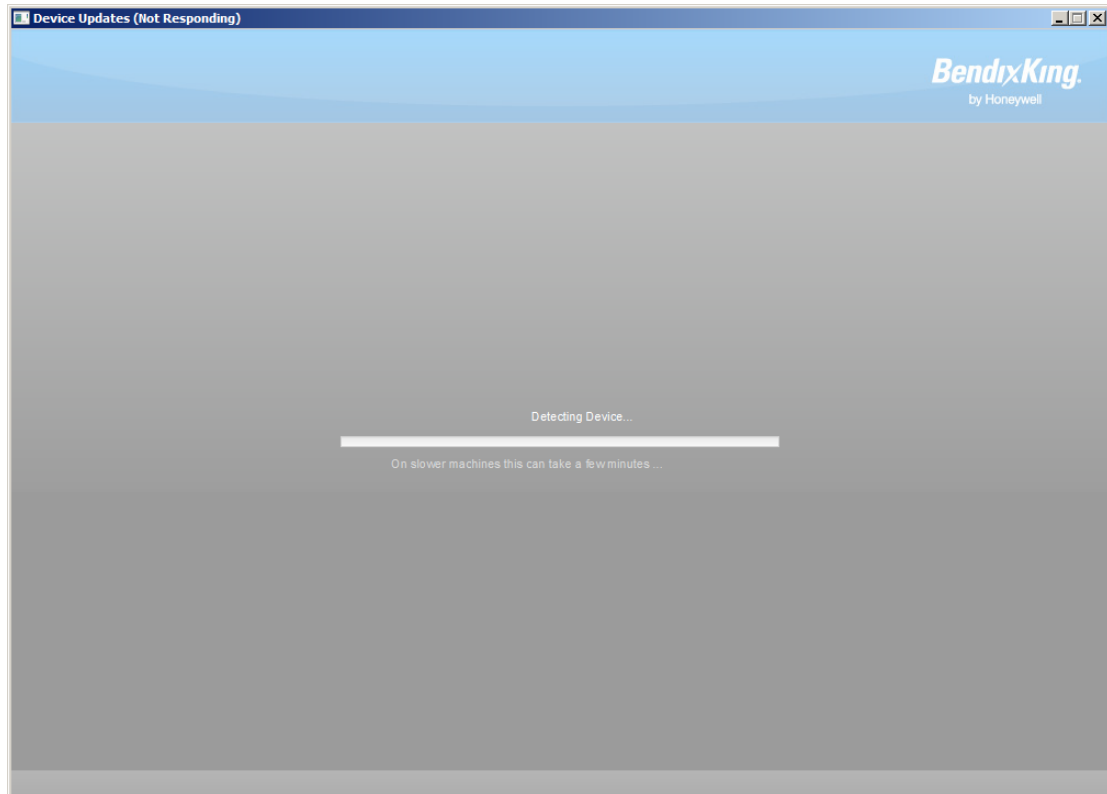
If user tries to run ksn.jnlp file which was saved in system then on launching you might get below screen.



### Solution:

- 1) Close the device update tool
- 2) Login into wingman website (if not logged in) and click on Prepare Media / Device updates

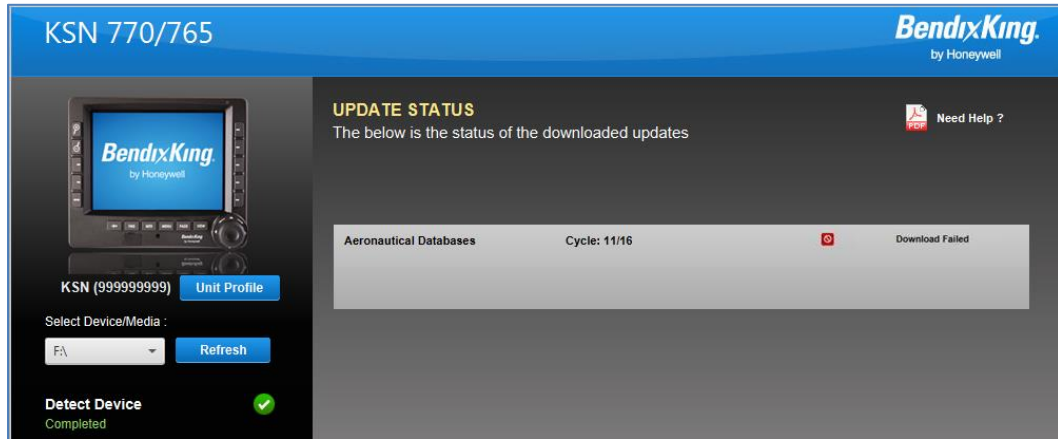
## 5.5 Device Updates tool Not Responding



### Solution:

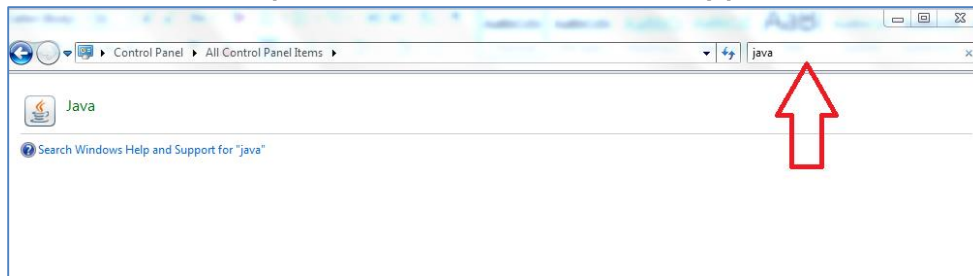
- 1) Close the device update tool
- 2) Login into wingman website (if not logged in) and click on "Know Your Java Version" and follow **User's Machine Configuration Test**

## 5.6 Download Failed

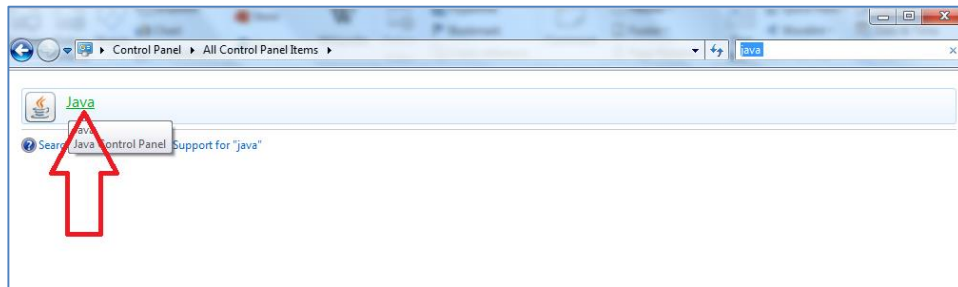


Solution:

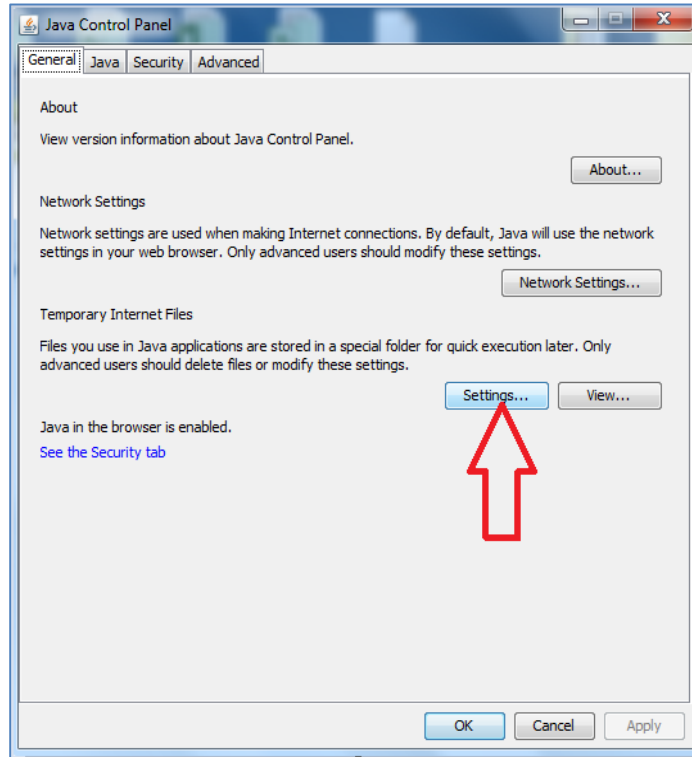
1) Go to Control panel in windows and type Java.



2) Click on Java to open Java Control panel.

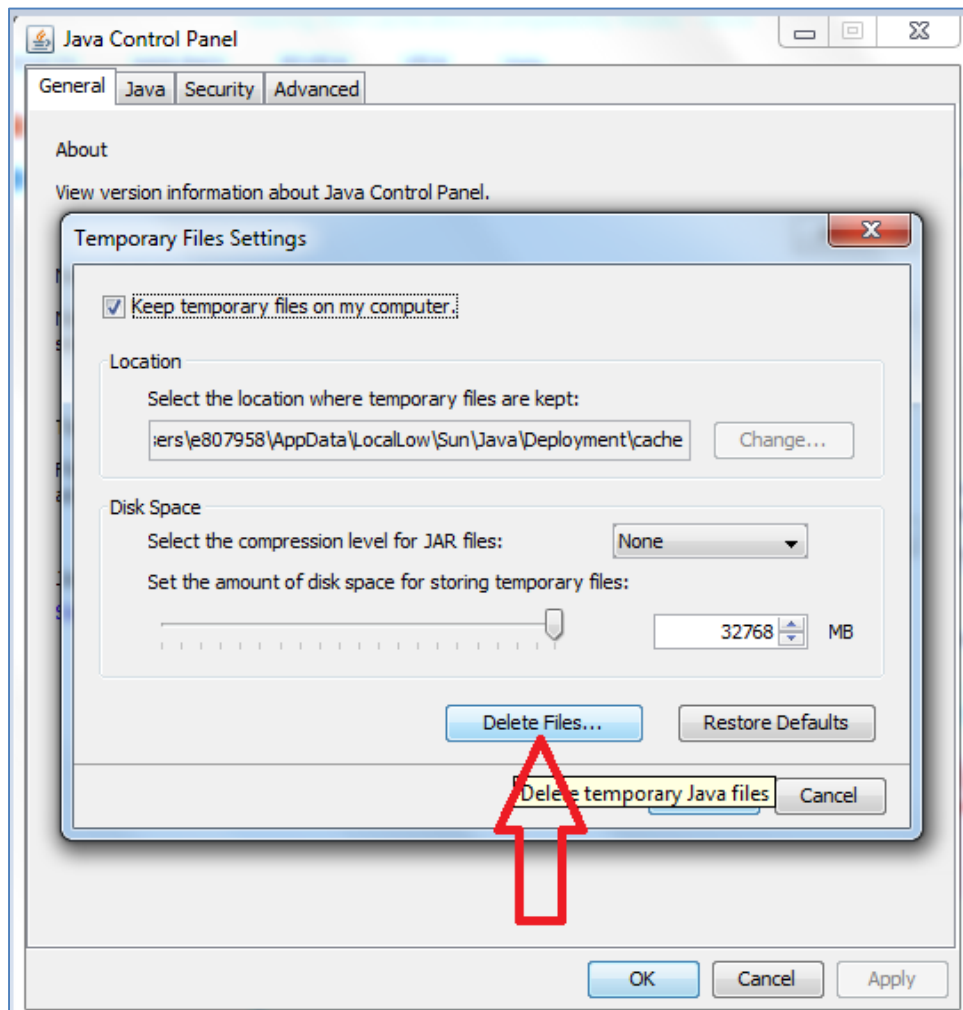


3) Click Settings button inside Java control panel.

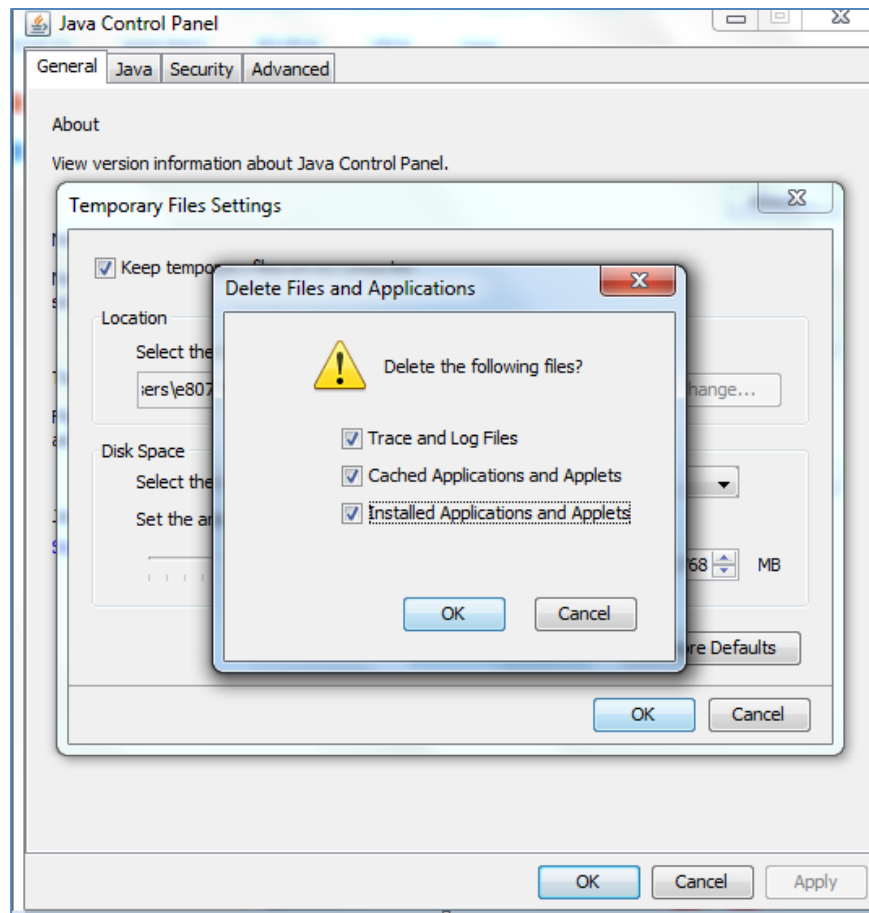




4) Click on Delete Files button as showed below.



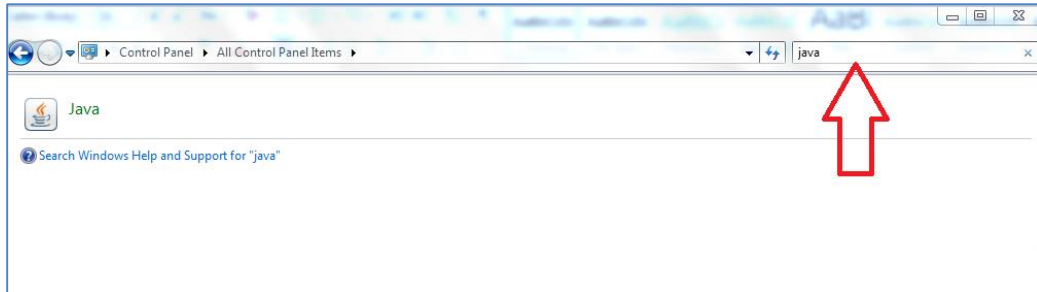
5) Make sure you have selected all 3 checkboxes as below and click on OK button.



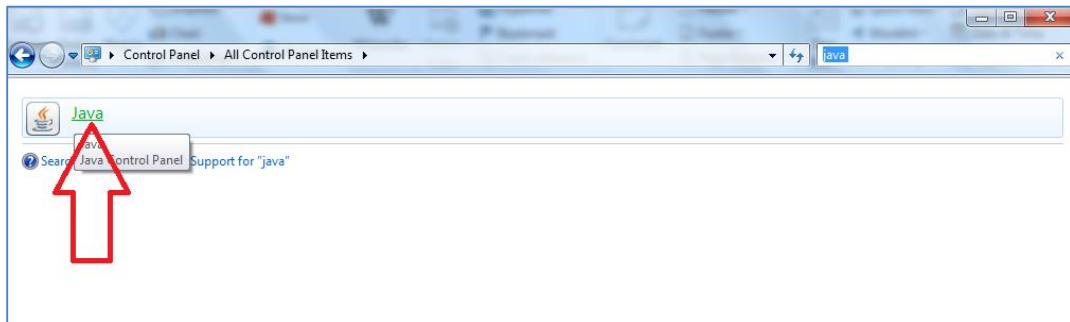
6) Once it cleared the cache, it will close Delete Files and Applications window then click on Ok button of Temporary File Settings Window and then Java Control Panel.

### 5.7 JVM temporary file settings

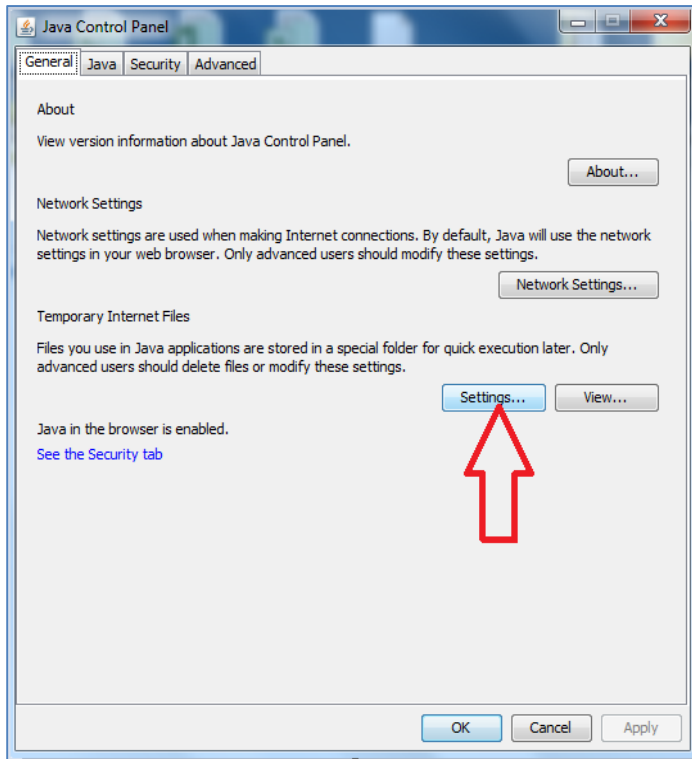
1. Go to Control panel in windows and type Java.



2. Click on Java to open Java Control panel.



3. Click Settings button inside Java control panel.



4. Click Keep temporary files on my computer

