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))









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



4 KSN DOWNLOAD TOOL LAUNCH FLOW (IE BROWSER)

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

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Do you want to open or save KSN.jnlp (2.58 KB) from qwingmanservices.bendixking.com? Open Save 🔻 Ca	ancel ×

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))

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Fig 7



Fig 8

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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 <u>https://java.com/en/download/</u> 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.

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🚱 🔵 🕈 🐻 🕨 Control Panel 🕨 All Control Panel Items 🕨	🗸 😽 java	×
Java	$\langle \rangle$	
Search Windows Help and Support for "java"		
		a

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.

Java Control Panel
General Java Security Advanced
About
View version information about Java Control Panel.
Temporary Files Settings
Keep temporary files on my computer.
Location
Select the location where temporary files are kept: :ers\e807958\AppData\LocalLow\Sun\Java\Deployment\cache Change
Disk Space
Set the amount of disk space for storing temporary files:
3 32768 → MB
Delete Files Restore Defaults
Delete temporary Java files Cancel
OK Cancel Apply

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

Java Control Panel General Java Security Advanced About View version information about Java Control Panel. Temporary Files Settings	23
V Keep tempo Location Select the iers\e807 Disk Space Select the Select the Select the V Trace and Log Files V Cached Applications and Applets V Installed Applications and Applets 0K Cancel OK Cancel	
OK Cancel	Apply

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.

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Java	\wedge	
Search Windows Help and Support for "java"		

2. Click on Java to open Java Control panel.



3. Click Settings button inside Java control panel.



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4. Click Keep temporary files on my computer

🛃 Java Control Panel
General Update Java Security Advanced
About View version information about Java Control Panel. About
Temporary Files Settings
Keep temporary files on my computer.
Location Select the location where temporary files are kept: ers\E402253\AppData\LocalLow\Sun\Java\Deployment\cache Change
Disk Space Select the compression level for JAR files: None -
Set the amount of disk space for storing temporary files:
Delete Files Restore Defaults
OK Cancel
OK Cancel Apply