

If you are getting “vmchecker” or “AppReloader” errors (or other java-related errors such as answer boxes disappearing), you will need to change your java security settings. The default security level is too high for some problems.

First, log out of cengage.

If you are on a Mac, this should help:

[http://www.java.com/en/download/help/mac\\_controlpanel.xml](http://www.java.com/en/download/help/mac_controlpanel.xml)

If you are on Windows, follow these instructions:

[http://java.com/en/download/help/win\\_controlpanel.xml](http://java.com/en/download/help/win_controlpanel.xml)

Click on the security tab and change the security level to "medium." Also, click on the "restore security prompts" button at the bottom of the control panel window.

Now log back into cengage.

Depending on your browser, several different things may happen. You may get a pop that gives you a choice to run or update java, choose run. You may have to check a box that says you accept the risks (it's just a warning, nothing on cengage is harmful). On some assignments, you have to allow the java program to run whenever a pop up window asks if you want it to run (even with security level at medium). This window often does not pop up when on a Mac, which then prevents the java codes from running properly. On some browsers the button to allow Java to run is in a gray area just below the URL bar. If you get a notification telling you that your java is out of date and giving you a choice between "update," "block," or "later," choose the "later" option. Sometimes you will get a similar window with a choice between "run," "update," or "cancel," choose the "run" option.