Dartmouth College Technical Support Document for Kronos – PC version

Contents

Document last updated: 8/12/2016

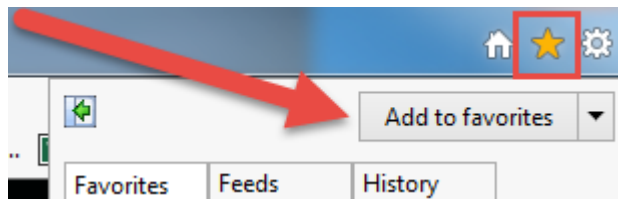# How to Save the Kronos URL as a Favorite or Bookmark

Internet Explorer

Saving the Kronos link as a favorite in Internet Explorer does not work automatically since it uses an incorrect address. These instructions will show you how to reassign the URL address to the correct location.
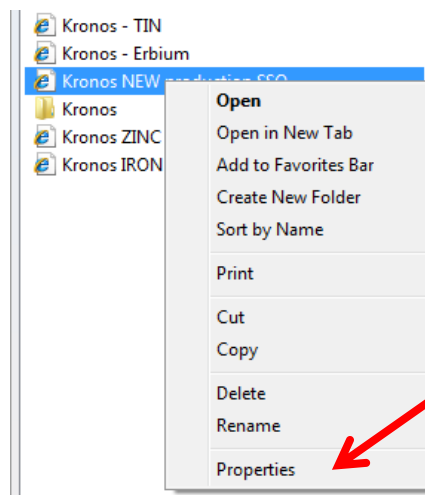
Click on URL:

https://kronos.dartmouth.edu

Click on **Add to Favorites**.

Right click on the new saved Favorite link, select **Properties**.

Type the URL address https://kronos.dartmouth.edu into the URL text box, then click **Apply**.
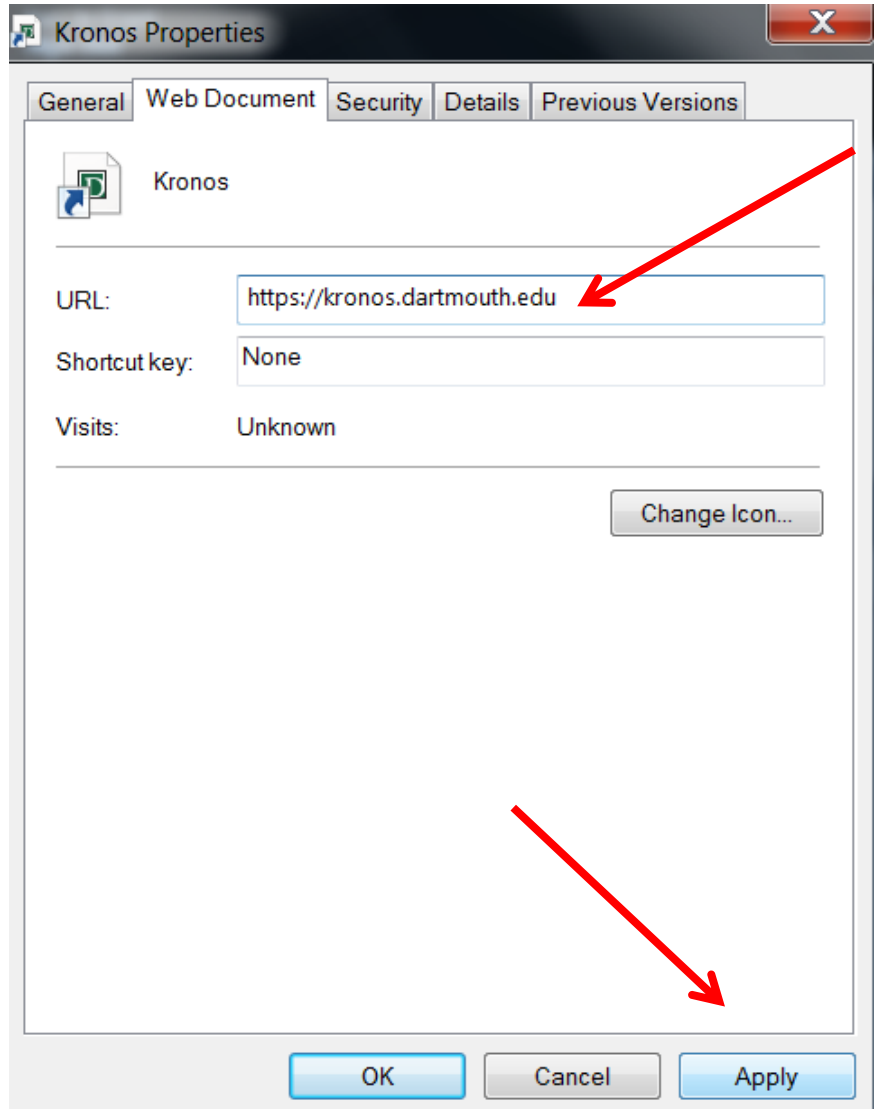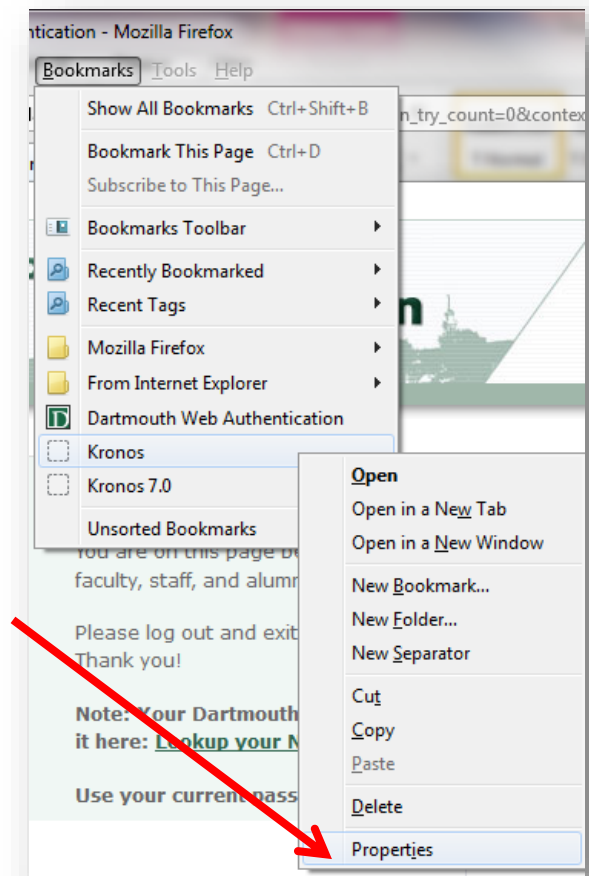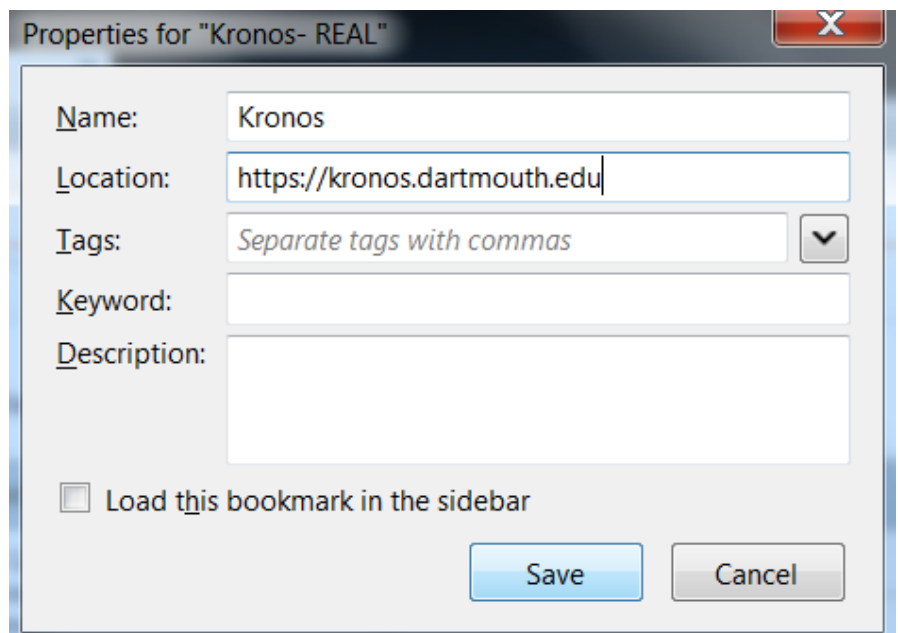
Firefox

Select **Bookmarks** on the top Menu.

Click on **Bookmark This Page**.
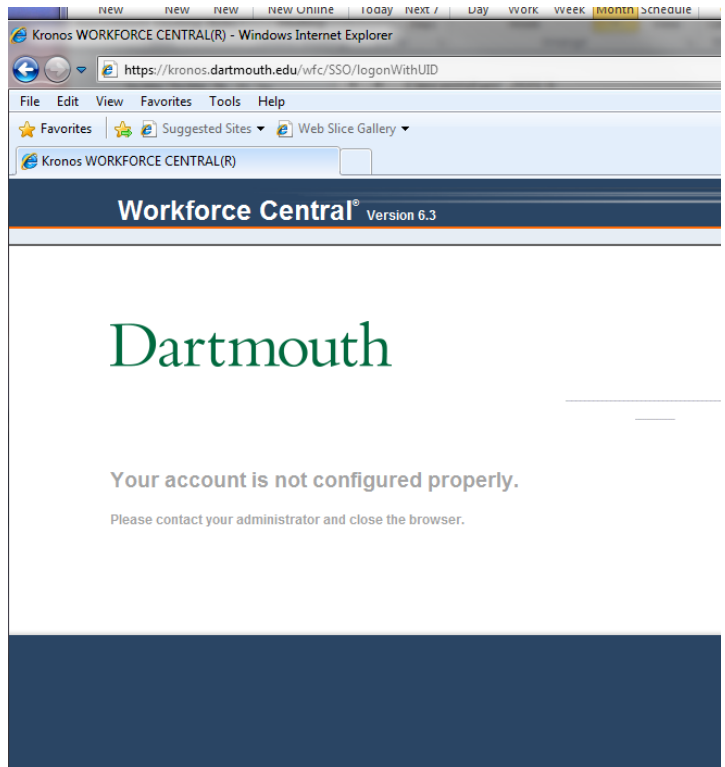
Right click on the new bookmark and select properties.

Type the URL address https://kronos.dartmouth.edu into the Location text box, then click **Save**.

Possible Problems When Logging into Kronos

Your Account is not Configured Properly

Sometimes you may receive the error "Your account is not configured properly."

Then you will see the Web Authentication logged out screen.
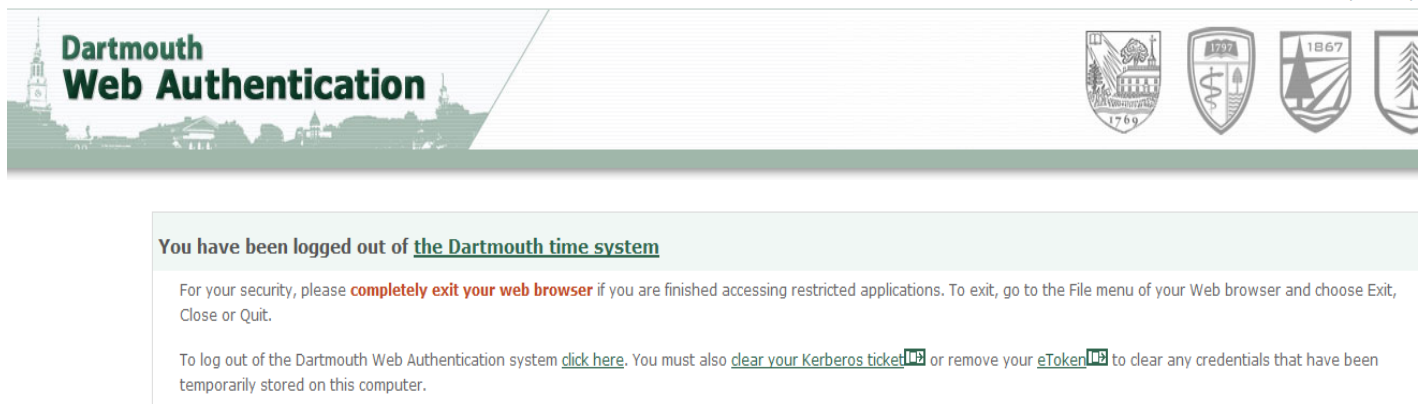
One potential reason for this is that **your favorite/bookmark is not configured properly**. Please follow the instructions starting on Page 2. You can also try copying and pasting the correct Kronos URL into your browser: https://kronos.dartmouth.edu

If your favorite/bookmark is correct, the error can be due to not logging out of Kronos correctly. To avoid this error, you must click on **Sign Out** at the top left hand corner of your screen.
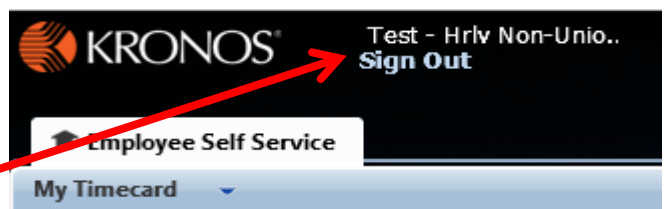
Java Errors

If your Java needs to be updated to the minimum version of 1.8.0_45 (recommended Java version is 1.8.0_92) then you will be prompted automatically to download that version when you first login to Kronos.

If for some reason you accidentally uploaded a higher version that does not work with Kronos or any of your other systems, then you will need to remove Java and reload it by logging into Kronos again (see Uninstalling Java section).

To find out what version Java you are using:
1. Click on the Start Menu.
2. Type "java" in the search box.
3. Click on "About Java'. You should be on a minimum of Java 1.8.0_45.

Start Menu

Programs (3)

About Java

Conf View Java version information.

Visit Java.com

Control Panel (1)

Java (32-bit)

See more results
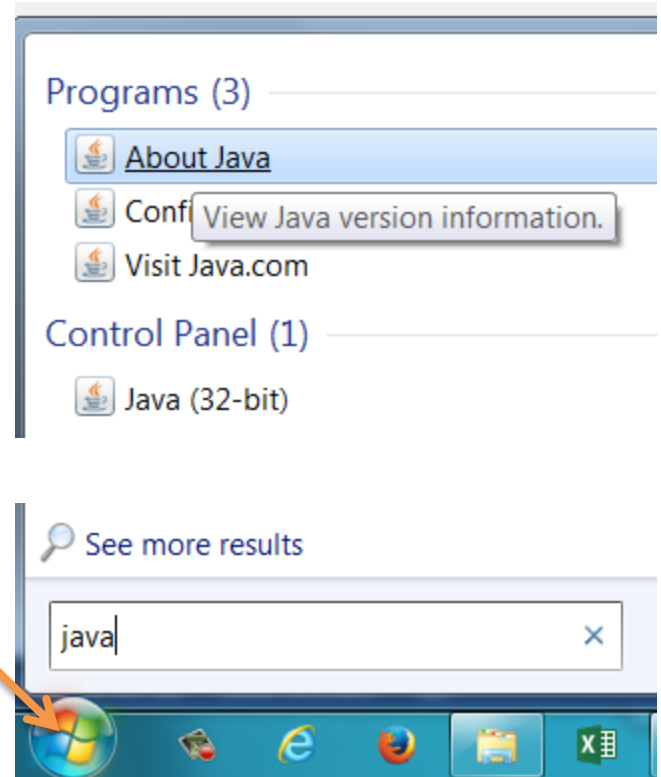
java

If you get the error shown on the below, try entering **Compatibility Mode** ([see final section](#)).
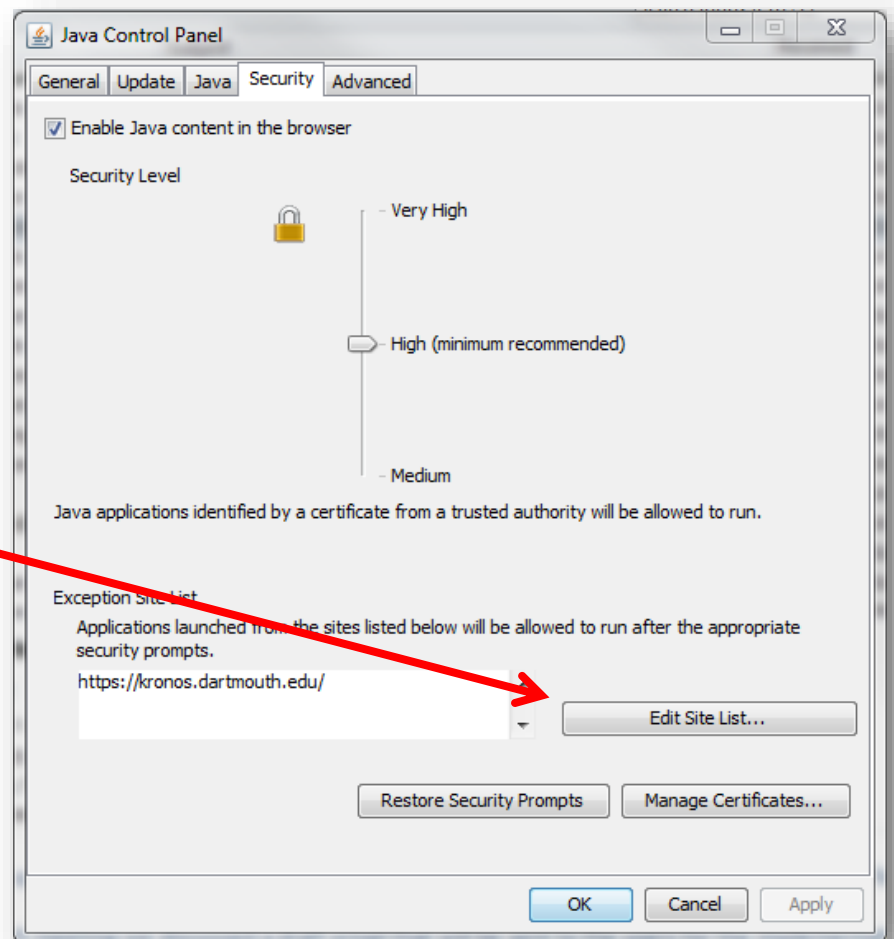

You should add Kronos to the **Exception Site List**.

Do this by selecting the security tab on the Java control panel (to find the panel, see instructions above).

Click on **Edit Site List.**

Click on **Add** and type in this location:

https://kronos.dartmouth.edu/
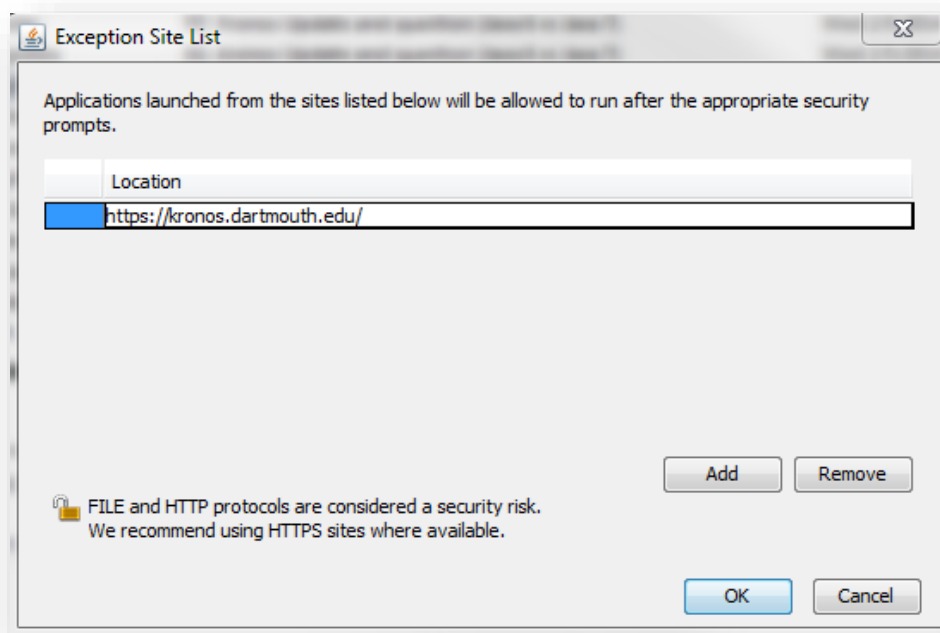
Click on **OK.**

Clearing your Java Cache

Clearing the Java Temporary Internet files can help resolve Java issues. This option is located in the Java Control Panel on the **General** tab. Click on **Settings**, click on **Delete Files**, and then make sure the boxes for "Applications and Applets" and "Trace and Log Files" are checked, then click **OK**.
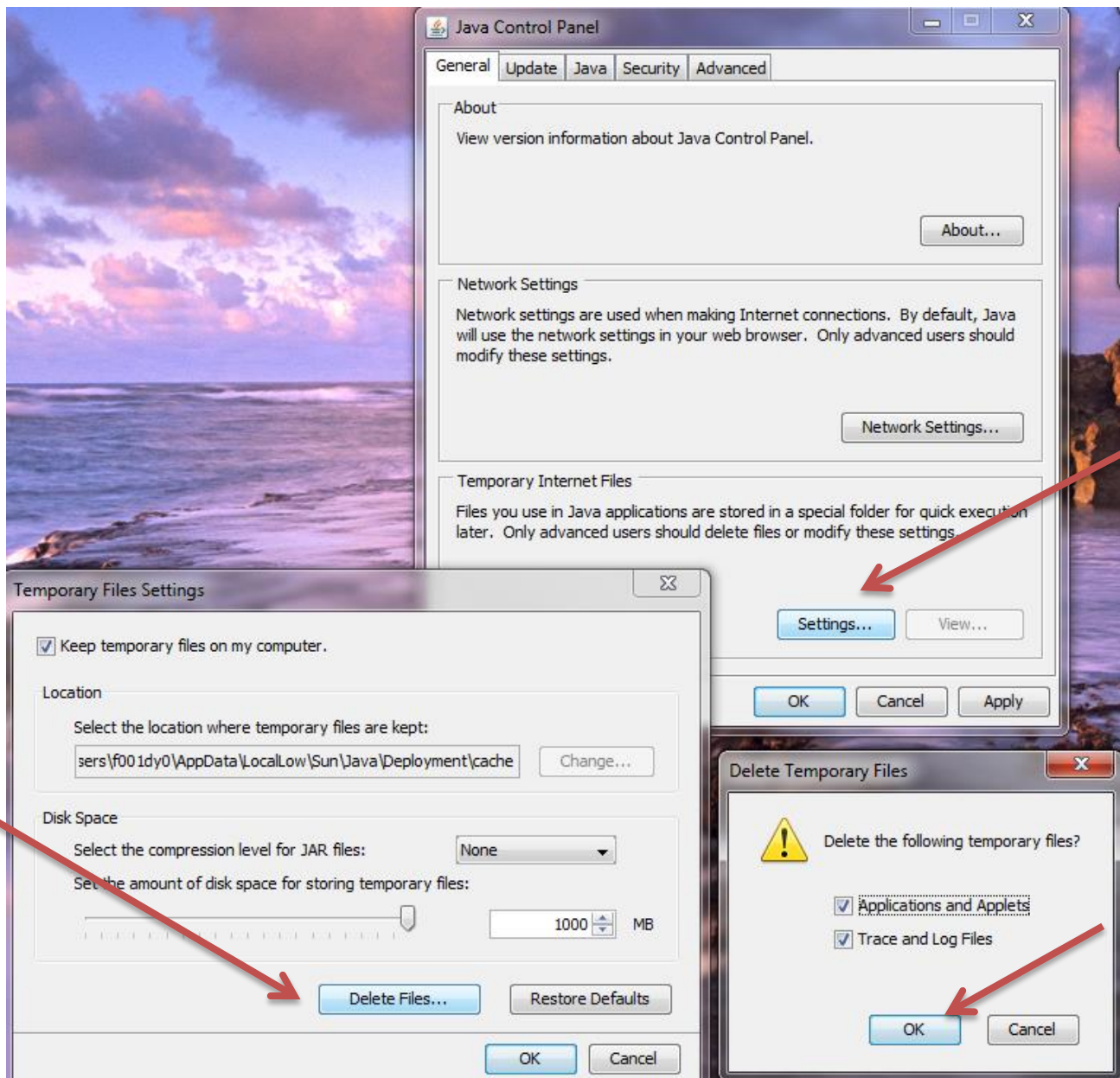
You will also need to **delete your browsing history**.

If you are using Internet Explorer, this is located under the **Tools** menu.
For Firefox, it is located under the **History** menu.

Uninstalling Java

If you have downloaded a higher version of Java that is not working with Kronos, follow these steps to uninstall that version.

Go to the Control Panel:
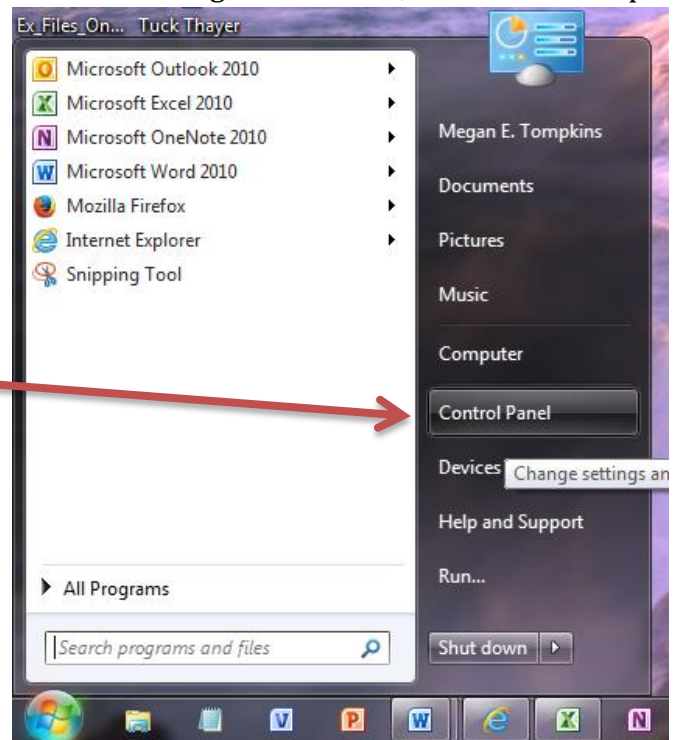
Click on Programs and Features:
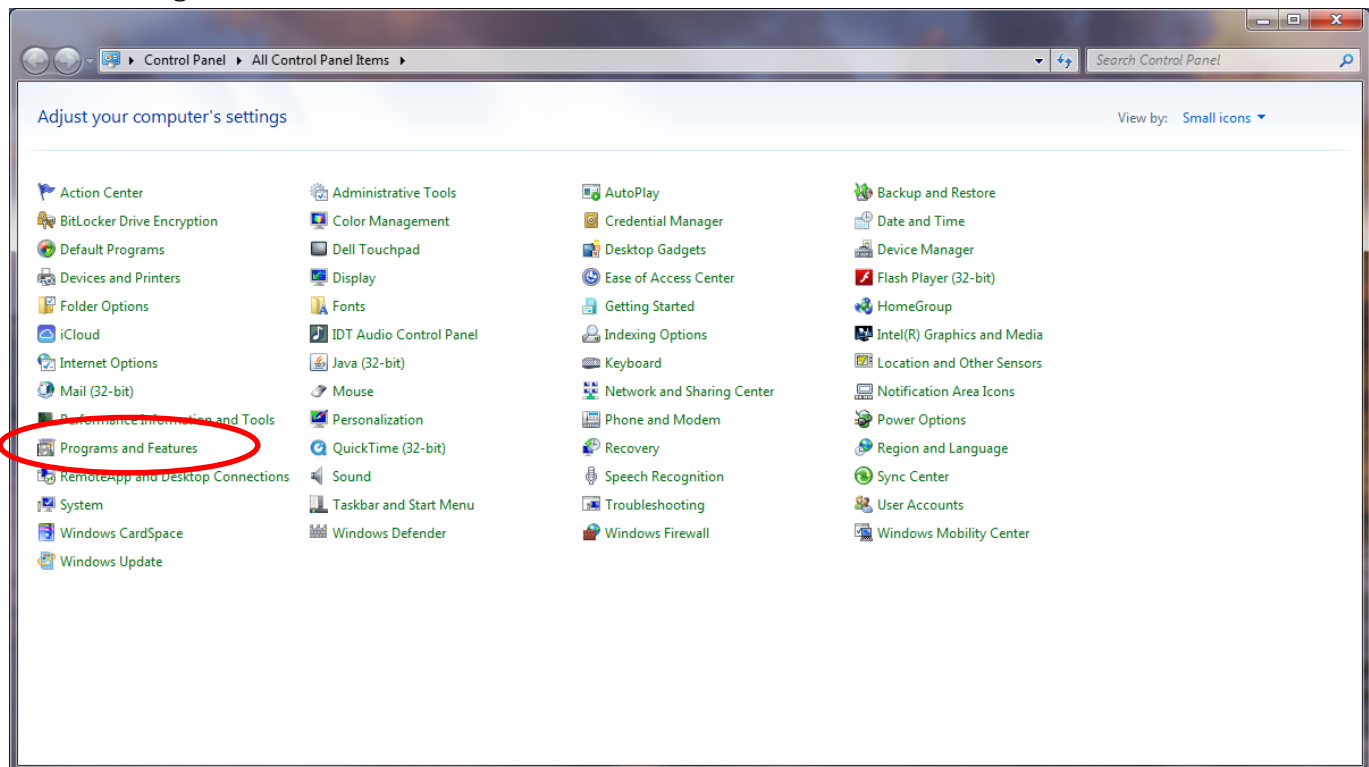
Find the Java version you wish to uninstall and right click. Select **Uninstall**.
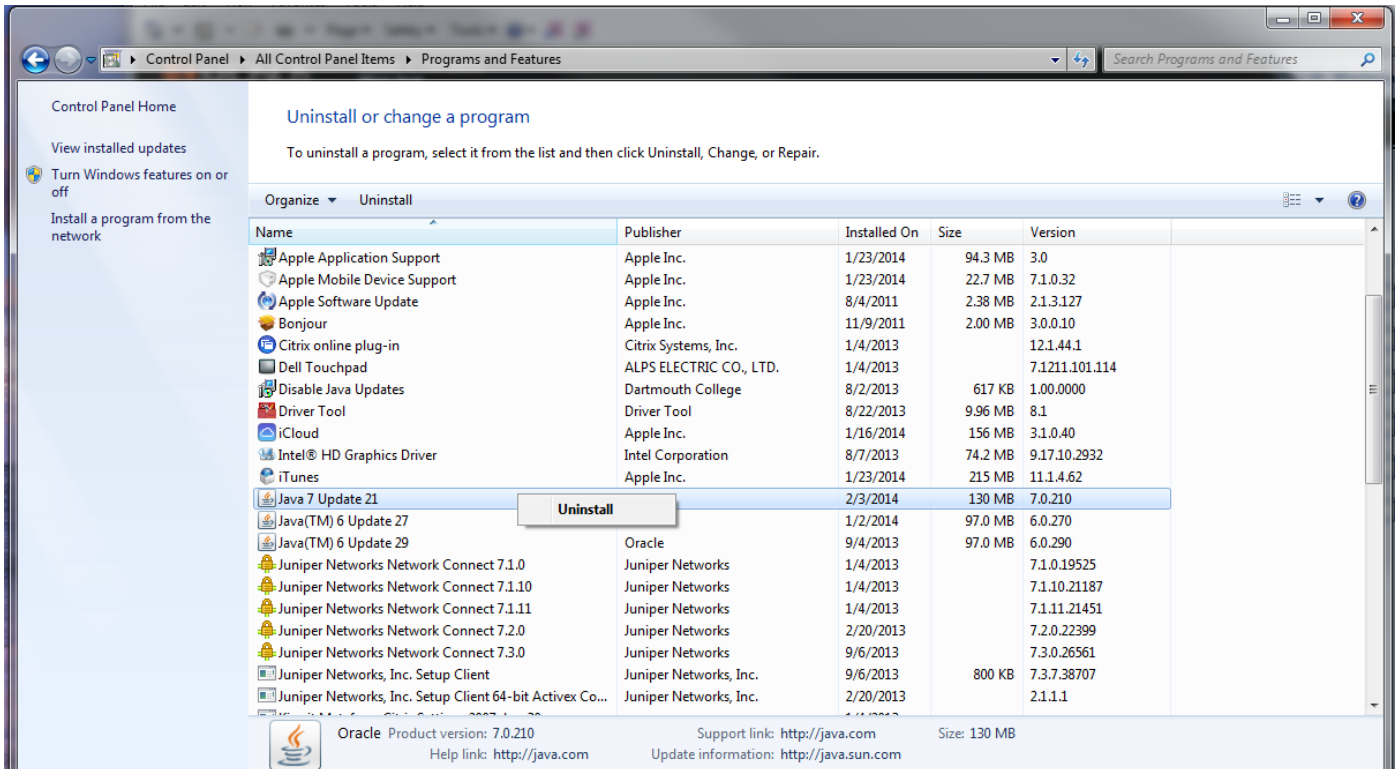
Login to Kronos again and you will be prompted to install the minimum version of Java 7.55.

Keeping Multiple Versions of Java

This is how you can keep multiple versions but disable some of them (sometimes Java does not keep the older versions but writes over them:

Blank Screen

Some users can login to Kronos, but once there only see a blank screen.
If this happens to you, try the following steps.

Internet Explorer - HTML5

Most of the screens in Kronos 8 are now rendered using HTML5 instead of Java that was used in previous versions of Kronos. If some of the screens that you try to access are blank, you will need to make one or both of the following changes:
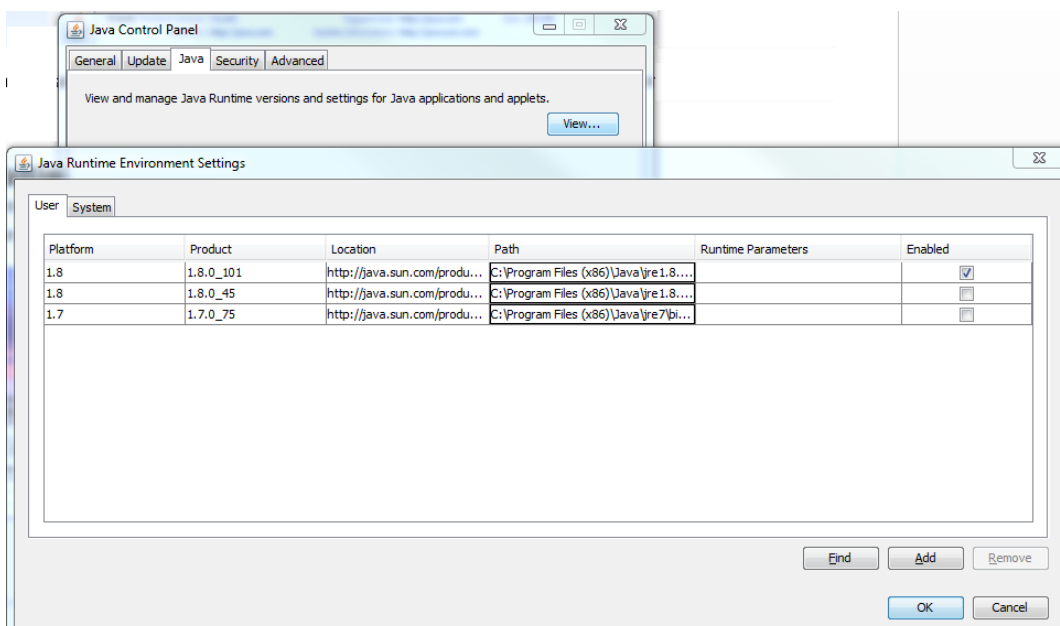
1. From Internet Explorer **select** the Tools Menu and select Internet Options.
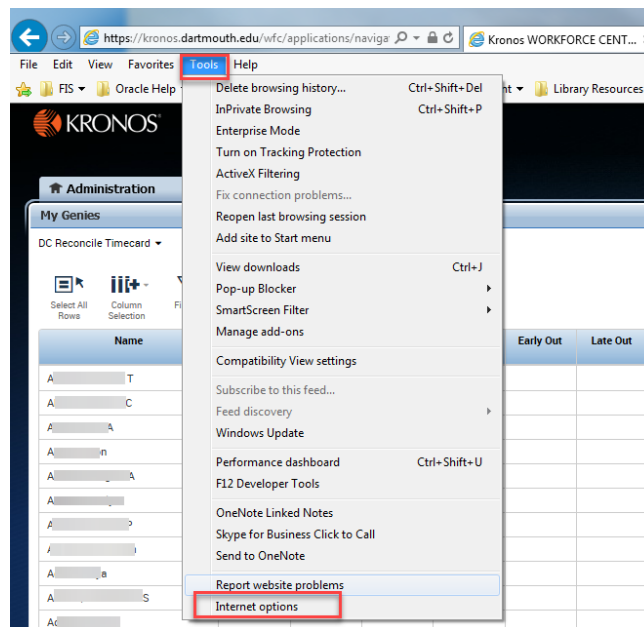
2. **Click** on the Security tab, **select** the Trusted sites security zone, and **click** the [Sites] button.
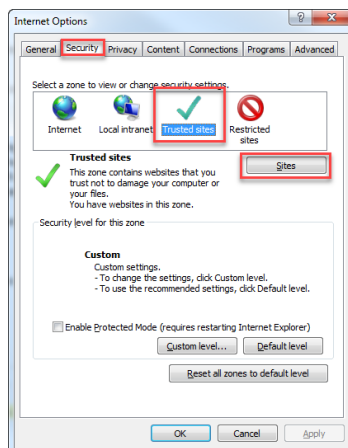
3. Make sure that https://kronos.dartmouth.edu or https://*.dartmouth.edu are NOT included in the list of websites.
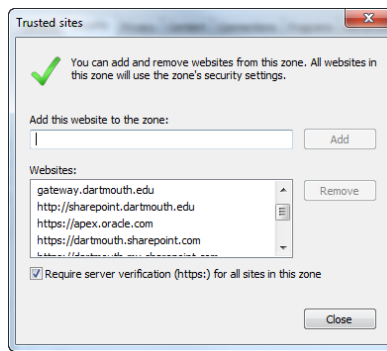
4. To remove a website from the Trusted sites Security Zone, **select** it in the list and **click** Remove .
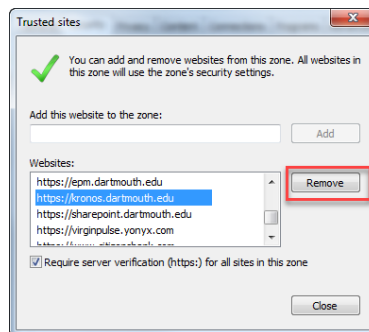
5. If you have removed one or more URLs from the list of websites, **click** Close and then OK.
6. **Close** the browser and reopen. After opening Kronos the screens that were blank should now be visible. If not, go onto the next step.
7. From Internet Explorer **select** the Tools Menu and select Compatibility View Settings.
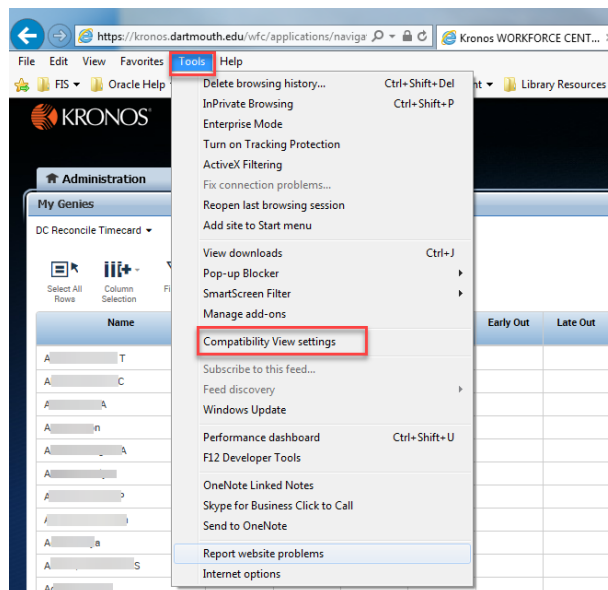
8. Make sure that kronos.dartmouth.edu is not included in the list of websites for Compatibility View and that the "Display intranet sites in Compatibility View" is NOT selected.
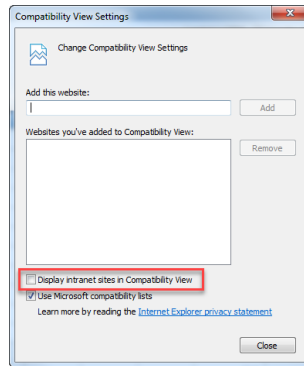
9. If you have removed one or more URLs from the list of websites, **click** Close and then OK.
10. **Close** the browser and reopen. After opening Kronos the screens that were blank should now be visible. If not please contact Kronos.Admin@dartmouth.edu.

Internet Explorer - Java Issues

Java is not required for Student and Bi-Weekly Employee users, but approvers, finance centers and payroll users may still encounter this issue.

1. From the Start Menu click Control Panel
2. Click Java (32-bit)
3. On the java control panel click the **advanced** tab
4. Under Java Console enable the radio button next to **Show Console**
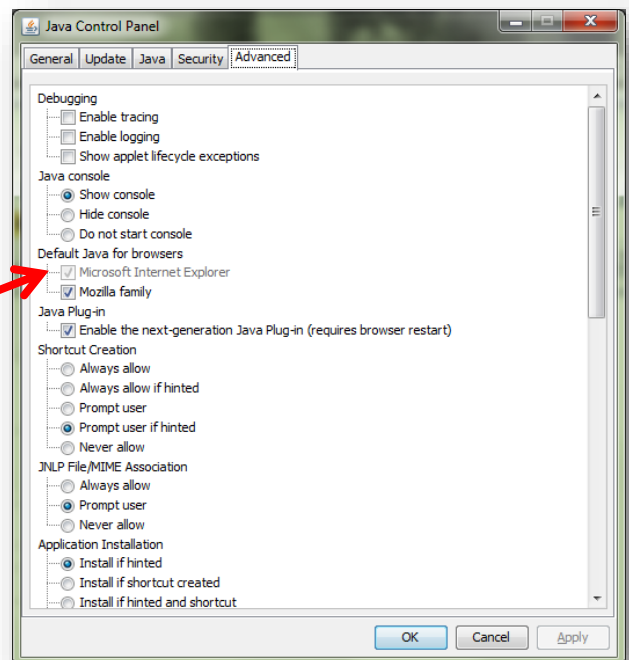
5. Start Internet Exporer and log into Kronos.
6. Once the Java Console comes up, click anywhere in the window and type "x". "Clear classloader cache...completed" should be displayed

```
Java Console                                               ─  ▢  ✕

q:  hide console
r:  reload policy configuration
s:  dump system and deployment properties
t:  dump thread list
v:  dump thread stack
x:  clear classloader cache
0-5: set trace level to <n>
----------------------------------------------------
Initializing JVM for plug-in
JVM loading complete
Calling javascript function: eval
Adding listener: superSummary.appletName - com.kronos.wfc.commonapp.genies.applet.man
Debug mode: false
###ThemedResources.loadTheme() loading theme from JAR
###ThemedResources.loadThemeFromJar() getting theme from : /themes/basic/theme.css
Request made for a theme value with an invalid selector
Total 6 WTK Group Edit extension(s) found.
Sending GET request - URL: https://kronos.dartmouth.edu/wfc/summarycolconfigservlet?view
Setting Cookie For The Connection: JSESSIONID=VF0MvEnqaVhn93+1ixyAk0mS; __utma=25
Sending GET request - URL: https://kronos.dartmouth.edu/wfc/summarydataservlet?viewId=
Setting Cookie For The Connection: JSESSIONID=VF0MvEnqaVhn93+1ixyAk0mS; __utma=25
Clear classloader cache ... completed.

◄   III                                                        ►

         Clear          Copy          Close
```
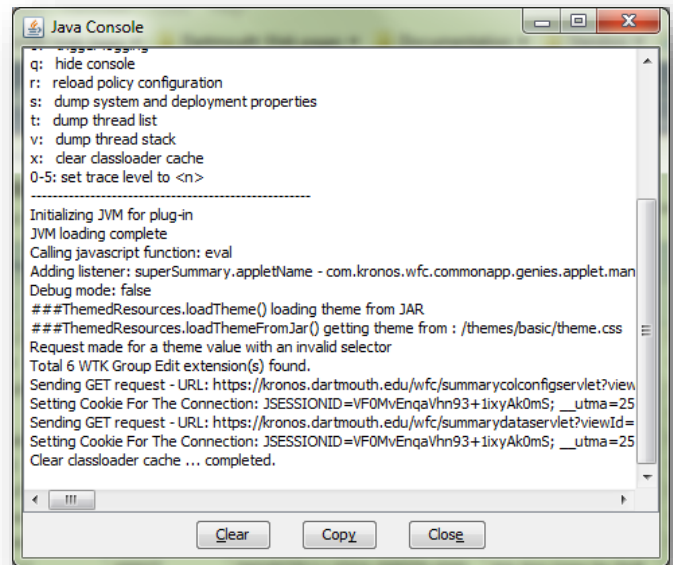
Firefox

1. Open Firefox and click the three line menu icon in the upper right
2. Select **options** from the menu then click **Privacy** along the top
3. Under Privacy click the link for clear your recent history
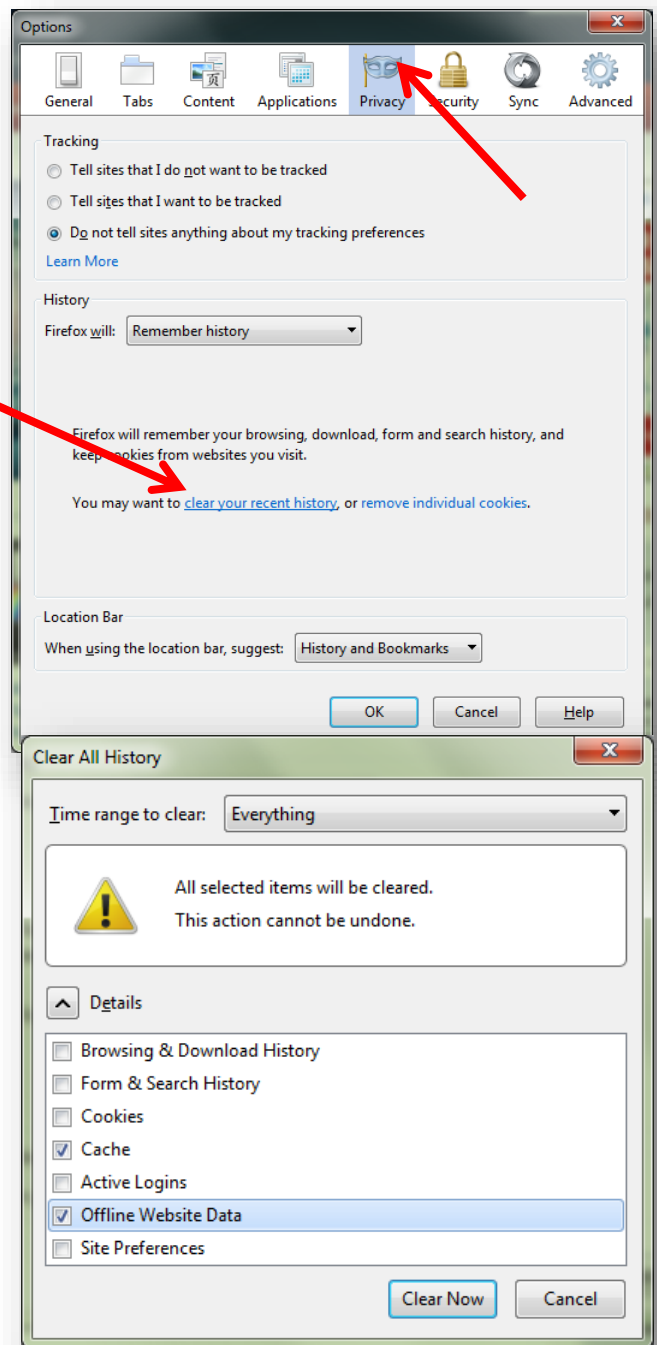
4. Under time range to clear select **Everything**
5. Make sure **Cache** and **Offline Website Data** are checked and then click **Clear Now**

Chrome

1. Open Chrome and **click the three line menu icon** in the upper right.
2. Select **settings** from the menu then **click Show Advanced Settings…** at the bottom.
3. Under Privacy **click the Clear Browsing Data… button.**
4. Under 'Clear browsing data,' **make sure everything is unchecked except** Cached images and files and Hosted app data.
5. Click the **Clear browsing data** button.

System Requirements

Browsers:

Internet Explorer 11
Google Chrome 41+
Mozilla Firefox 35+
Apple Safari 7.x

Operating Systems:

Windows 10
Windows 8 and 8.1 (64-Bit)
Windows 7 (32 & 64-Bit)
Macintosh OSX 10.9 and 10.10

Other Software:

Adobe Flash Player - whatever the latest version that is supported by the browser
Java 1.8.0_45 - minimum, 1.8.0_92 - recommended (Java is not required for Student and Bi-Weekly Employee users)

NOTE: This software is not optimized for use on any mobile devices (iPhone, iPad, etc.)