Dartmouth College Technical Support Document for Kronos – PC version

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Document last updated: 8/12/2016

How to Save the Kronos URL as a Favorite or Bookmark

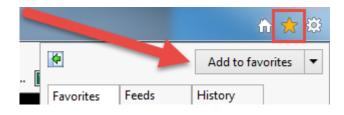
Internet Explorer

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**.

🕖 Kronos - TIN		
🖉 Kronos - Erbi	um	
🟉 Kronos NEW		
퉬 Kronos	Open	
🖉 Kronos ZINC	Open in New Tab	
🖉 Kronos IRON	Add to Favorites Bar	
	Create New Folder	
	Sort by Name	
	Print	
	Cut	
	Сору	
	Delete	
	Rename	
	Properties	

	Kronos Proper	ties	X
Type the URL address <u>https://kronos.dartmouth.edu</u> into the URL text box, then click Apply .	General Web Do	ocument Security Details Previo	ous Versions
	URL: Shortcut key: Visits:	https://kronos.dartmouth.edu	
			Change Icon

ОК

Cancel

Apply

<u>Firefox</u>

Select **Bookmarks** on the top Menu.

Click on **Bookmark This Page**.

Right click on the new bookmark and select properties.

	marks Tools Help		
	Show All Bookmarks Ctrl+Sh	nift+B n_try_count=0&co	
	Bookmark This Page Ctrl+D	· · ···	
	Subscribe to This Page		
	Bookmarks Toolbar	•	
٩	Recently Bookmarked	•	
٩	Recent Tags	h k /	
	Mozilla Firefox	•	
	From Internet Explorer	 Entry 	
D	Dartmouth Web Authentication	on	
\square	Kronos	0	
	Kronos 7.0	<u>Open</u> Open in a Ne <u>w</u> Tab	
	Unsorted Bookmarks	Open in a <u>N</u> ew Window	
faculty, staff, and alumr		· –	
	acareji ocarij ana aram	New <u>B</u> ookmark New Folder	
	Please log out and exit	New Separator	
	[hank you!		
	Note: Your Dartmouth	Cu <u>t</u> Copy	
i	it here: <u>Leokup your N</u>	<u>C</u> opy Paste Delete	
	Use your current pass		
		- Properties	

	Properties for "k	(ronos- REAL"	X	
Type the URL address	<u>N</u> ame:	Kronos		
<u>https://kronos.dartmouth.edu</u> into the Location text box, then click Save .	Location:	https://kronos.dartmouth.edu		
the Location text box, then click Save .	<u>T</u> ags:	Separate tags with commas	~	
	Keyword:			
	Description:			

Load this bookmark in the sidebar

Cancel

Save

Possible Problems When Logging into Kronos

New New New New Online Today Next / Day Kronos WORKFORCE CENTRAL(R) - Windows Internet Explorer Your Account is not Configured Properly 🖉 🗢 🖉 https://kronos.dartmouth.edu/wfc/SSO/logonWithUID File Edit View Favorites Tools Help 🚖 Favorites 🛛 👍 🙋 Suggested Sites 👻 🙋 Web Slice Gallery 💌 Kronos WORKFORCE CENTRAL(R) Workforce Central[®] Version 6.3 Sometimes you may receive the error "Your account is not configured properly." Dartmouth Your account is not configured properly. Please contact your administrator and close the browser.

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: <u>https://kronos.dartmouth.edu</u>

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.



<u>Java Errors</u>

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.

Start Menu

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).

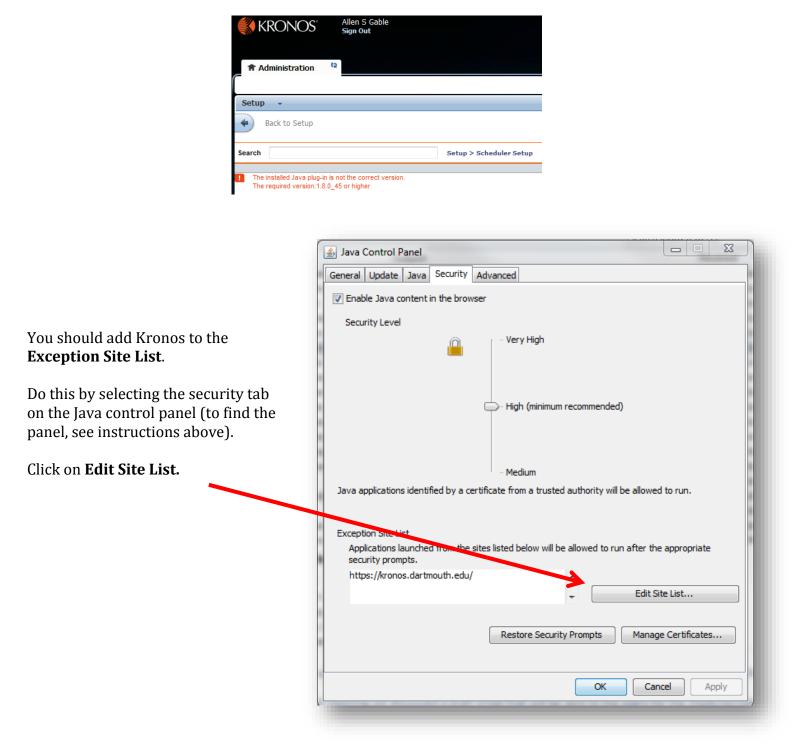
To find out what version Java you are using:

- 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.

r ır	Programs (3)
l	<u>About Java</u>
ng	Conf View Java version information.
	差 Visit Java.com
	Control Panel (1)
	🕌 Java (32-bit)
	₽ See more results
	java ×

U

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



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

https://kronos.dartmouth.edu/

Click on **OK**.

r the appropriate security
Add Remove
OK Cancel

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**.

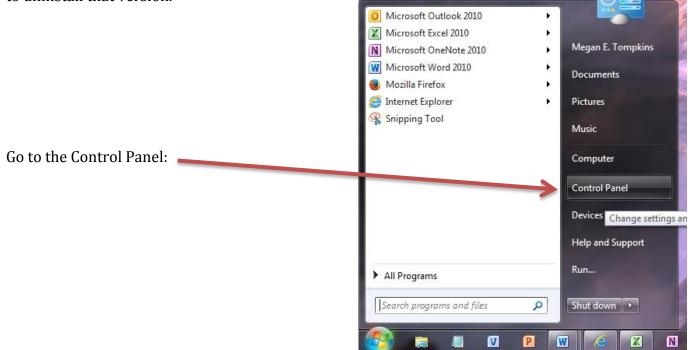
Java Control Panel	
General Update Java Security	Advanced
About	
View version information about Ja	ava Control Panel.
and the second	
and the second	
	About
Network Settings	
	making Internet connections. By default, Java
	our web browser. Only advanced users should
	Network Settings
Temporary Internet Files	
	are stored in a special folder for quick execution
later. Only advanced users shou	Id delete files or modify these settings
Temperany Elles Settings	
Temporary Files Settings	
Keep temporary files on my computer.	Settings View
Location	OK Cancel Apply
Select the location where temporary files are kept:	OK Caricei Appiy
sers/f001dy0\AppData\LocalLow\Sun\Java\Deployment\cache Change	CARLES CONTRACTOR
sers (voi tuyo Abboara Locarow buil bava bebiognient (cache	Delete Temporary Files
Disk Space	
Select the compression level for JAR files:	Delete the following temporary files?
Set the amount of disk space for storing temporary files:	
	Applications and Applets
1000 🚔 MB	Trace and Log Files
Delete Files Restore Defaults	OK Cancel
OK Cancel	

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.



Click on Programs and Features:

💭 – 📴 🕨 Control Panel 🕨 All Cor	itrol Panel Items		✓ 4 Search Control Panel
ljust your computer's settings			View by: Small icons ▼
Action Center	🔞 Administrative Tools	🖬 AutoPlay	🐌 Backup and Restore
BitLocker Drive Encryption	💶 Color Management	Credential Manager	🖆 Date and Time
Default Programs	Dell Touchpad	📑 Desktop Gadgets	🚔 Device Manager
Devices and Printers	🖳 Display	Ease of Access Center	📕 Flash Player (32-bit)
Folder Options	🗽 Fonts	📇 Getting Started	n HomeGroup
iCloud	🗾 IDT Audio Control Panel	🔒 Indexing Options	🛃 Intel(R) Graphics and Media
Internet Options	🕌 Java (32-bit)	📖 Keyboard	🚾 Location and Other Sensors
Mail (32-bit)	Ø Mouse	👯 Network and Sharing Center	🛄 Notification Area Icons
Performance information and Tools	Personalization	Phone and Modem	🗃 Power Options
Programs and Features	🙆 QuickTime (32-bit)	Precovery	🔗 Region and Language
RemoteApp and Desktop Connections	🛒 Sound	Speech Recognition	🔞 Sync Center
System	I askbar and Start Menu	Troubleshooting	& User Accounts
Windows CardSpace	Windows Defender	Windows Firewall	windows Mobility Center
Windows Update			

Find the Java version you wish to uninstall and right click. Select **Uninstall**.

Control Panel	All Control Panel Items Programs and Features	5					▼ ⁴ ₇ Search	Programs and Fe	atures	
Control Panel Home	Uninstall or change a program									
View installed updates	To uninstall a program, select it from the list	and then	click Unin	stall. Change, or Repai	r.					
Turn Windows features on or	· · · · · · · · · · · · · · · · · · ·									
off	Organize 🔻 Uninstall									(
Install a program from the			Publishe		Installed On	e:	Version			_
network	Name									
	Apple Application Support		Apple In		1/23/2014	94.3 MB	3.0			
	Apple Mobile Device Support		Apple In		1/23/2014	22.7 MB	7.1.0.32			
	Apple Software Update		Apple In		8/4/2011	2.38 MB	2.1.3.127			
	Bonjour				11/9/2011	2.00 MB	3.0.0.10			
	 Citrix online plug-in □ Dell Touchpad □ Disable Java Updates □ Diver Tool 			CTRIC CO., LTD.	1/4/2013		7.1211.101.114	4		
				th College	8/2/2013	1/4/2013	1.00.0000			
					8/22/2013	9.96 MB				
			Driver To Apple In		1/16/2014	156 MB				
	Intel® HD Graphics Driver		Intel Cor		8/7/2013		3 9.17.10.2932			
	C iTunes		Apple In	•	1/23/2014		11.1.4.62			
	🖉 Java 7 Update 21		Apple III		2/3/2014	130 MB	7.0.210			
	Sava 7 Opdate 21	Uninstall			1/2/2014	97.0 MB	6.0.270			
	State(TM) 6 Update 29		Oracle		9/4/2013	97.0 MB				
	Juniper Networks Network Connect 7.1.0		Juniper N	letworks	1/4/2013	21101110	7.1.0.19525			
	Juniper Networks Network Connect 7.1.10	Juniper N		1/4/2013		7.1.10.21187				
	Juniper Networks Network Connect 7.1.11	Juniper N		1/4/2013		7.1.11.21451				
	Juniper Networks Network Connect 7.2.0			letworks	2/20/2013		7.2.0.22399			
	Juniper Networks Network Connect 7.3.0	•			9/6/2013		7.3.0.26561			
	Juniper Networks, Inc. Setup Client		Juniper N	letworks, Inc.	9/6/2013	800 KB	7.3.7.38707			
	Juniper Networks, Inc. Setup Client 64-bit Activ	vex Co	Juniper N	letworks, Inc.	2/20/2013		2.1.1.1			
	Oracle Product version: 7.0.210			Support link: http:/	4 /4 /2010					

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:

		te Java Security Ad age Java Runtime versio	vanced	and applets.		23
Us		nment settings				
	Platform	Product	Location	Path	Runtime Parameters	Enabled
	1.8	1.8.0_101	http://java.sun.com/produ	C:\Program Files (x86)\Java\jre1.8		
	1.8	1.8.0_45	http://java.sun.com/produ	C:\Program Files (x86)\Java\jre1.8		
	1.7	1.7.0_75	http://java.sun.com/produ	C:\Program Files (x86)\Java\jre7\bi		
					Eind	Add Remove

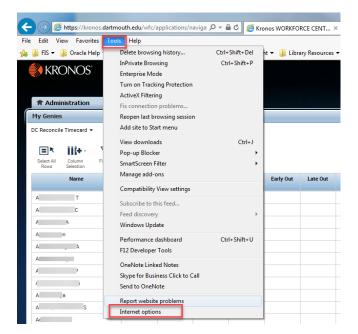
Blank Screen

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:

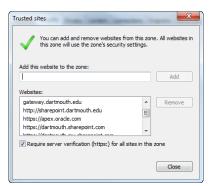
1. From Internet Explorer select the Tools Menu and select Internet Options.



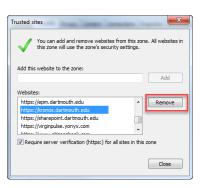
2. Click on the Security tab, select the Trusted sites security zone, and click the sites button.



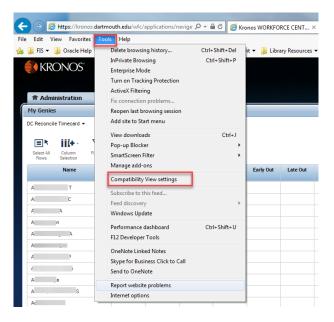
3. Make sure that https://kronos.dartmouth.edu or https://*.dartmouth.edu are NOT included in the list of websites.



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.

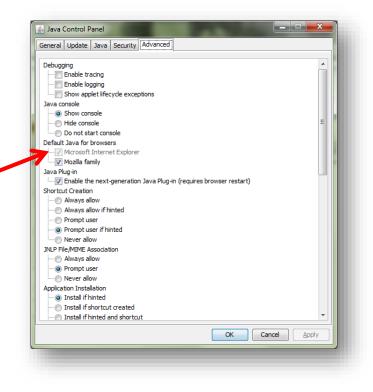
Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
	Add
Websites you've added to Compatibility View:	
	Remove
Display intranet sites in Compatibility View Use Microsoft compatibility lists	
Learn more by reading the Internet Explorer privacy s	tatement
	Close

- 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

reload policy configuration	
: dump system and deployment properties	
: dump thread list	
dump thread stack	
: clear classloader cache	
)-5: set trace level to <n></n>	
nitializing JVM for plug-in	
IVM loading complete	
Calling javascript function: eval	
Adding listener: superSummary.appletName - com.kronos.wfc.commonapp.genies.ap	plet.man
Debug mode: false	
###ThemedResources.loadTheme() loading theme from JAR	
###ThemedResources.loadThemeFromJar() getting theme from : /themes/basic/the	me.css 😑
Request made for a theme value with an invalid selector	
otal 6 WTK Group Edit extension(s) found.	
Sending GET request - URL: https://kronos.dartmouth.edu/wfc/summarycolconfigser	
setting Cookie For The Connection: JSESSIONID=VF0MvEnqaVhn93+1ixyAk0mS;	
Sending GET request - URL: https://kronos.dartmouth.edu/wfc/summarydataservlet?	
Setting Cookie For The Connection: JSESSIONID=VF0MvEnqaVhn93+1ixyAk0mS;u	utma=25
Clear classloader cache completed.	-
	r
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**

General	Tabs	E页 Content	Applications	Privacy) Security	Sync	k Advanced
Tracking							
🔘 Tell si	ites that I o	do <u>n</u> ot want	to be tracked				
🔘 Tell si	i <u>t</u> es that I v	want to be tr	acked				
O Do no	ot tell sites	anything ab	oout my tracking	preference	s		
Learn Mo	ore						
History							
Firefox <u>w</u> i	ill: Reme	mber histon	У	•			
keep	ookies fr	om websites	browsing, down s you visit. r recent history, e				nd
		ation bar, su	iggest: History	and Bookm	Cance		Help
Clear All	History						~
<u>T</u> ime ra	ange to (clear: E	verything				•
	-						
		All select	ed items will	be cleare	d.		
			on cannot be				
► D	<u>e</u> tails						
Bro	owsing 8	k Downloa	ad History				
	rm & Sea	arch Histo	ry				
For	okies						
For Co Ca	okies	ns					
For Co Ca Act	okies che tive Logi	ins bsite Data					
For Co Ca Act	okies che tive Logi	bsite Data					

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.)