

# eDAMIS Web Form (eWF)

## Local settings issues

Last updated 04/09/2007

This document describes specific configurations (Web browser, PC, security policy, etc.) at the end users' side which could prevent to use eDAMIS or to use parts of it. A special attention is drawn on the Java applets (file uploads and web forms).

### Browser setting

The internet security can be set to high or medium only. No lower security level is accepted by IE.

Browsers	Setting	Problems in eDAMIS
IE <sup>1</sup> , FF <sup>2</sup>	Does not accept cookies.	The user who logs in is automatically redirected to the login page.
IE	Privacy set to high.	
IE, FF	JavaScript off	The main menu is displayed but no menu item drops down when clicking on a main item.  NB: Setting the privacy to "medium" or "medium high" does not prevent the use of web forms.
IE	Security set to high	
IE, FF	Java off	A blue line is displayed when accessing the web form Entry page. The applet is not downloaded at all.
IE, FF	SSL off	The user cannot access the https URL. An error is raised by the browser.
IE, FF	Refuse both certificates when accessing the web form entry page.	A Java exception is raised: <i>"Name: ecollect.sdmxeditor.gui.applet.SDMXFormManagerApplet – java.security.AccessControlException: access denied (java.util.PropertyPermission user.home read)"</i>  And the following is displayed in the status bar: <i>"ecollect.sdmxeditor.gui.applet.SDMXFormManagerApplet" not initiated.</i>
IE, FF	Accept first certificate and refuse the second one.	
IE, FF	Refuse 1st certificate and accept the second one when accessing the web form entry page.	An error message is displayed by the browser: <i>"problems with download of resources"</i> .  And a greyed box is displayed in the place of the web form applet.

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<sup>1</sup> IE = Internet Explorer

<sup>2</sup> FF = FireFox

IE, FF	JRE 1.6.0 or higher	<p>The edition of web forms (eDAMIS - Portal &gt; Inventory &gt; Form Templates) fails and the following Java exception is raised:  <i>"Name: ecollect.sdmxeditor.gui.applet.SDMXFormManagerApplet - java.lang.NoClassDefFoundError: com/lowagie/text/DocumentException"</i></p> <p>It is an incompatibility between the web forms and JRE 1.6.0. <b>Solution:</b> install an old version of the JRE (1.4.2, 1.5.x).</p>
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## Local PC settings

No specific problem reported.

## Security policy

Tool	Setting	Problems in eDAMIS
Web Washer (or any gateway, proxy, firewall)	Forbid the Java applets	<p>Applets are not downloaded and are not executed.</p> <p>A solution is being studied with DE (DESTATIS)</p>
Proxy	Authentication needed	<p>When running a java applet the user is requested to encode a user name and password to connect to the proxy.</p> <p><b>To solve the problem,</b> the user has to check if the connection parameters in his browser are correctly set or has to contact his local administrator to get help.</p>

## Other issues

Problems listed in this paragraph are not linked to any identified setting but occurs only on certain local machines, not all. These problems could be encountered for example because there is not enough memory or disk space.

Where	Problems in eDAMIS
URL	<p>The old URL "<i>https://webgate.cec.eu.int/edamis</i>" is still working".</p> <p>If users access the portal by using this old URL, they may encounter strange problems because in the eDAMIS configuration files, it is the new URL which is set.</p>
Web form	<p>A red cross appears instead of the Web Forms (java applet)</p> <p>For reasons to be clarified (rights on folders or other), it could be that the ecollect directory is not automatically created on the local machine. It aims at storing data files and style sheets used by the forms. The directory is stored in the local setting directory of the user:</p> <p style="text-align: center;">C:\Documents and Settings\user_login\ecollect</p> <p><b>Solution:</b> The "ecollect" directory can be manually created.</p>

Where	Problems in eDAMIS
Web form	<p>The red cross appears, no exception is raised and the Java console is blank when opening a web form. Moreover this does not occur for all web forms.</p> <p>There is probably an out of memory problem in the JRE. To <b>diagnose</b> the problem:</p> <ol style="list-style-type: none"> <li>1. Check the number of table in the web form. Memory problem was observed with a table containing 12 tables. With web forms containing 2 or 3 tables, no problem was observed at all.</li> <li>2. Close all web browsers and starts a new session.</li> <li>3. Open the Java console.</li> <li>4. Open the problematic web form.</li> <li>5. Consult the Java console. It fills in with information when the web form is downloading and executing... up to moment when the out of memory occurs.</li> </ol> <p><b>Solution:</b> In fact, by default the Sun Java Plug-in does not allow to use a lot of memory. This can be changed by adding the parameter -Xmx to extend the maximum memory to be used by the java Plug-in:</p> <ol style="list-style-type: none"> <li>1. Click Start &gt; Settings &gt; Control Panel of windows.</li> <li>2. Double-click the Java icon.</li> <li>3. Click the General tab.</li> <li>4. Select the 'Java' tab and click on the 'View...' button, under the 'Java Applet Runtime Settings' section.</li> <li>5. Find the most recent 'Version' Java runtime line and double click on the 'Java Runtime Parameters' box and add "-Xmx128M" (set Java maximum heap size to 128MB).</li> </ol>
Web form Send data	<p>A Java exception is raised when an applet is being executed (web form or send data)</p> <p><b>To diagnose:</b> ask for the Java console content. It may contain technical information which would help in understanding when and where the problem occurs.</p>