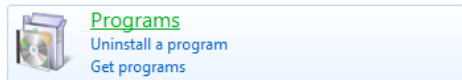


How do I downgrade Java to an older version?

Step-1: Click on Windows start button  and chose Control Panel from the menu.

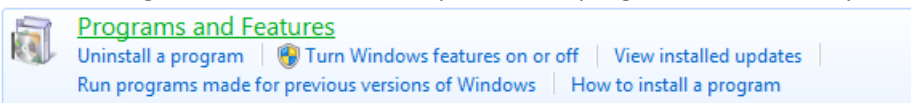
Step-2: Click on Programs option to bring up programs installed on your computer, including Java.



Note: if you don't see this option, switch to category view by using

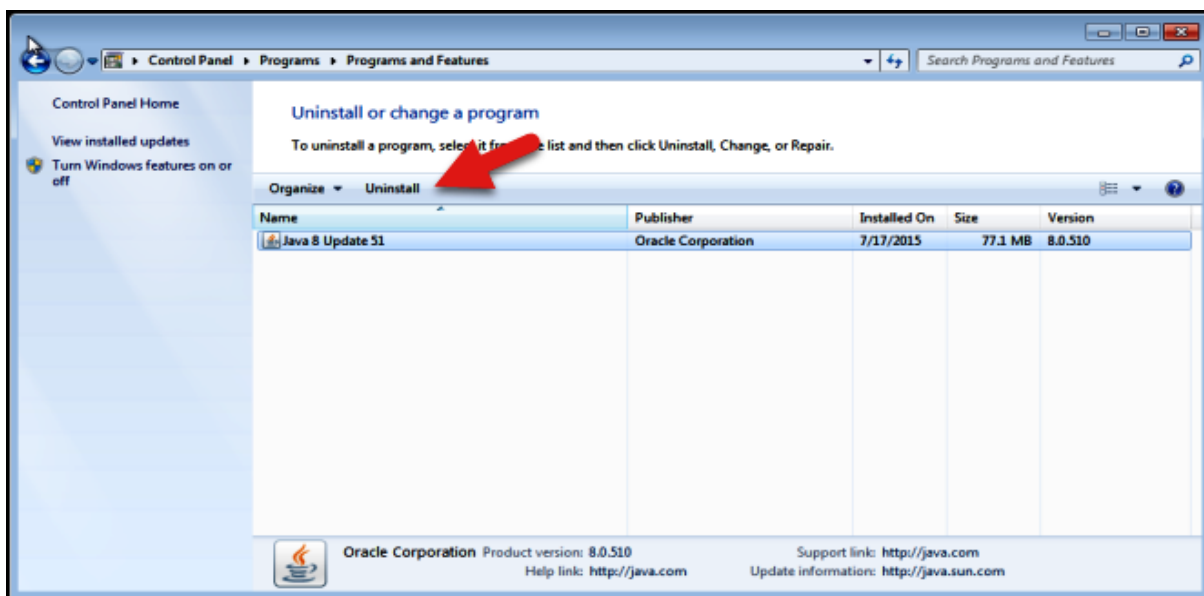
View by: [Category](#) ▾

Step-3: Click on 'Programs and Features' to open the list programs installed on your computer.



Step-4: Locate Java 8 update XX in the list and use 'Uninstall' button to remove it from your computer.

Note: If you have Java 8 update 31 already installed, do not remove it. You have the desired version installed, you should stop here.



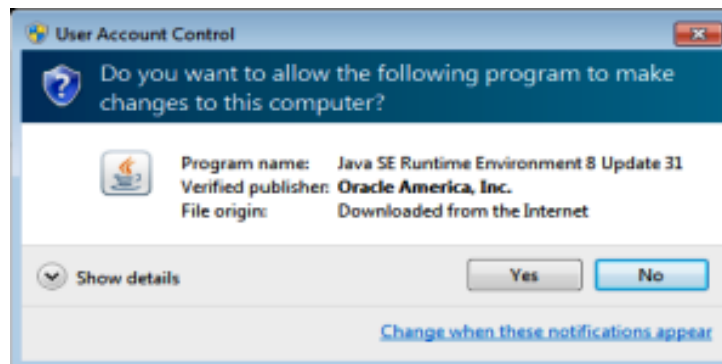
Step-5: Log into EDRS application and click on 'Help' link located on top right corner of the screen.



Step-6: Switch to 'Hardware Installation' tab and click on 'Need required software'. Scroll down the list and click on 'Java 8 Update 31 - Windows x86 Offline' option to launch the installer.



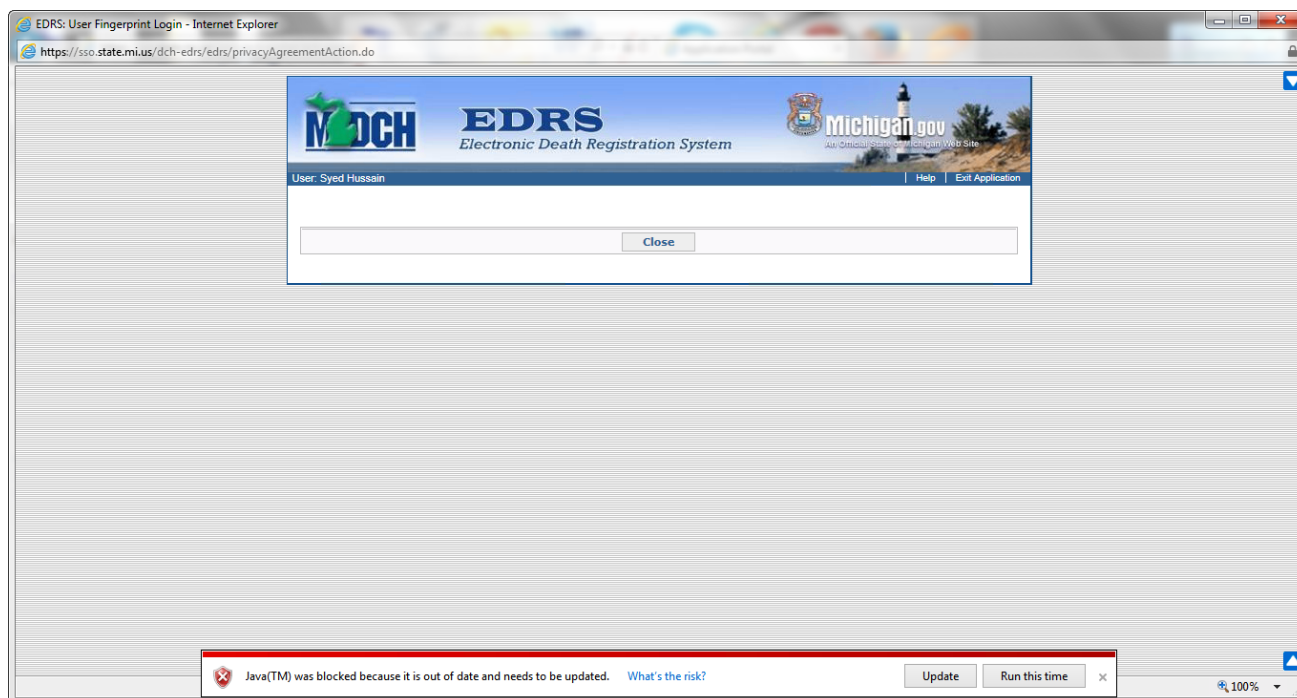
Step-7: Click on 'Yes' on Windows security prompt.



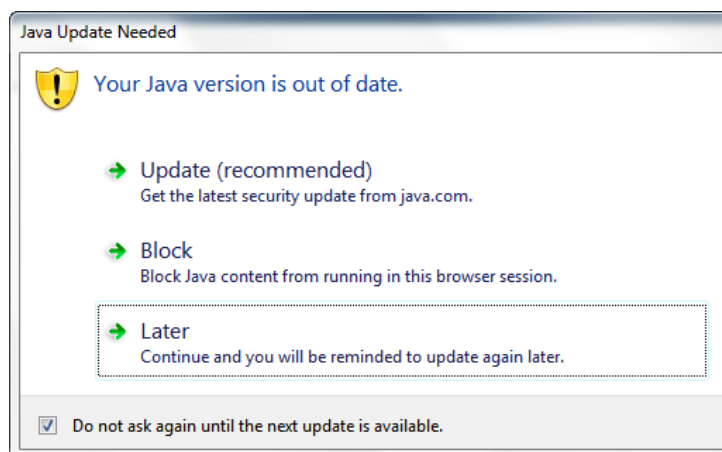
Step-8: Follow the steps to complete Java installation:



Step-9: Once installation is complete, log on to EDRS application. When prompted click on 'Run this time' to proceed.

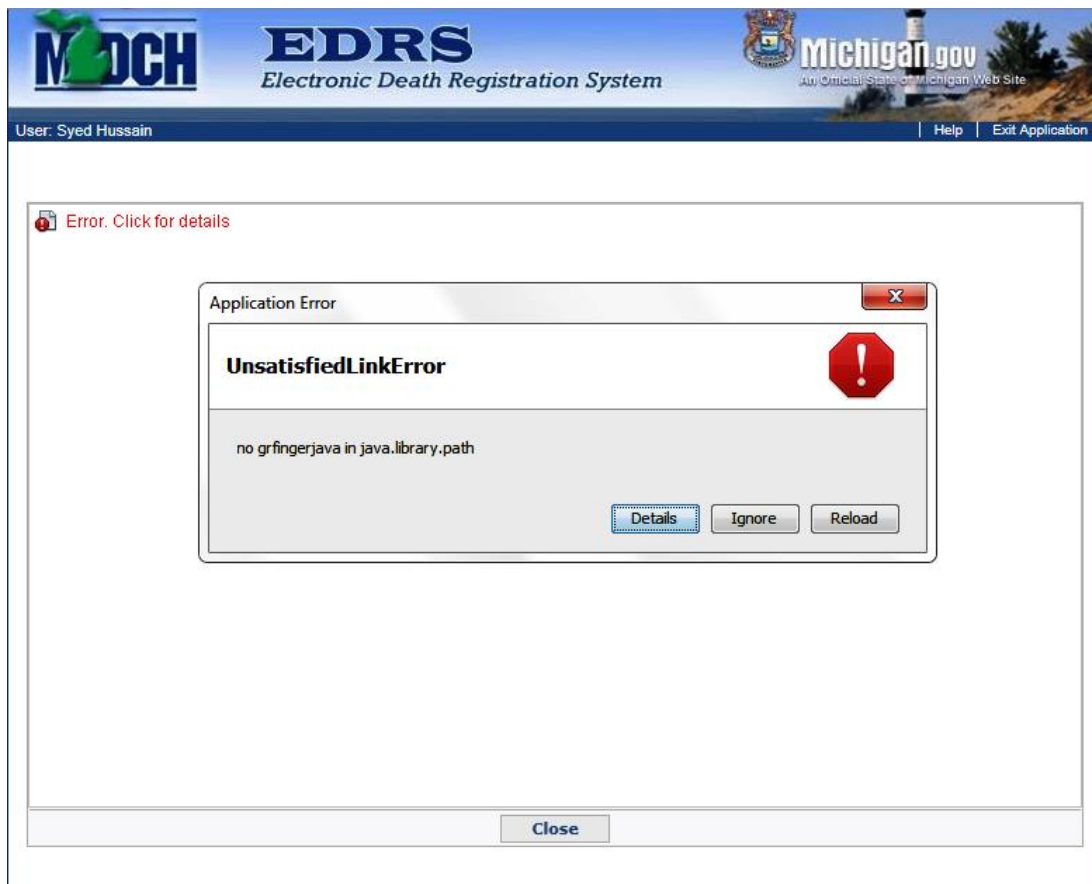


Step-10: On the next screen, check the box 'Do not ask again until the next update is available' and choose 'Later – Continue' and you will be reminded to update again later' to proceed.



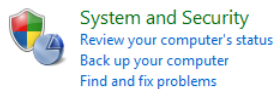
Step-11: At this point the finger print capture screen should load, allowing you to function normally.

If you continue to see the following error, complete steps 12-18.



Step-12: Click on Windows start button  and chose Control Panel from the menu.

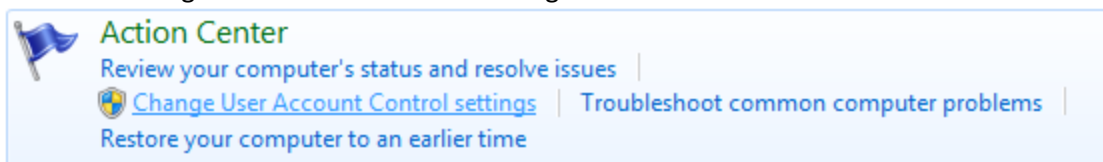
Step-13: Click on 'System and Security'.



Note: if you don't see this option, switch to category view by using

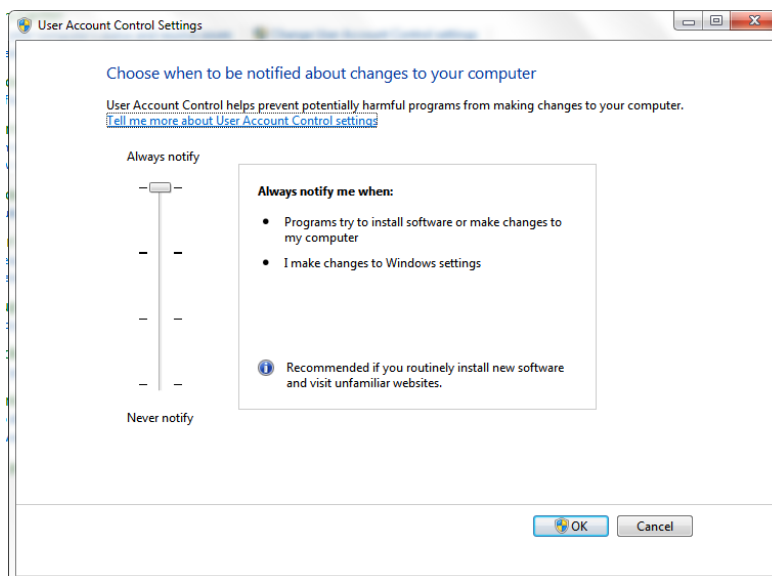
View by: [Category](#) ▼

Step-14: Click on 'Change User Account Control settings'.

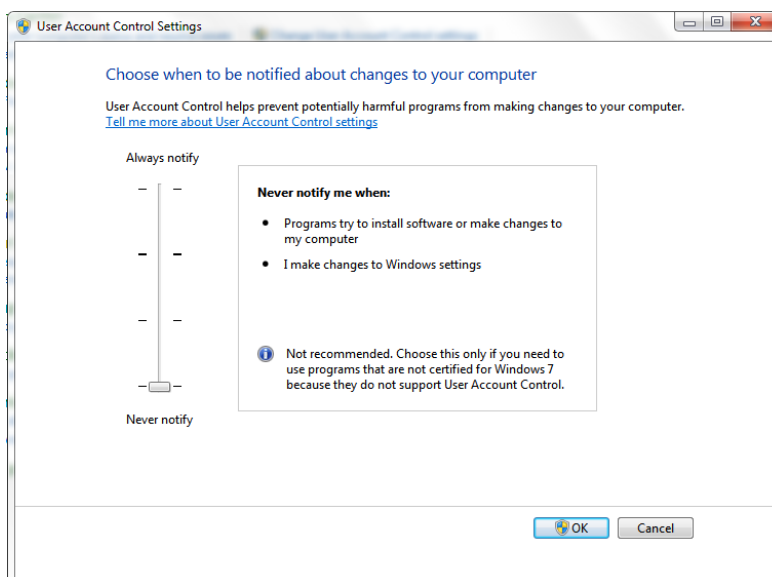


Step-14: Click on 'Change User Account Control settings'.

Step-15: Click on 'Yes' on Windows security prompt to continue.



Step-16: Use the vertical slider control to switch to 'never notify' position.



Note: Once a new Java update is installed, you must restore this setting back to 'Always notify'.

Step-17: Click on OK to save the settings.

Step-18: Restart your PC for the new settings to take effect.