



bremen  
online services

# Error while downloading the DEHSt-VPStMail

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*Workaround to handle a download error*

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## Foreword

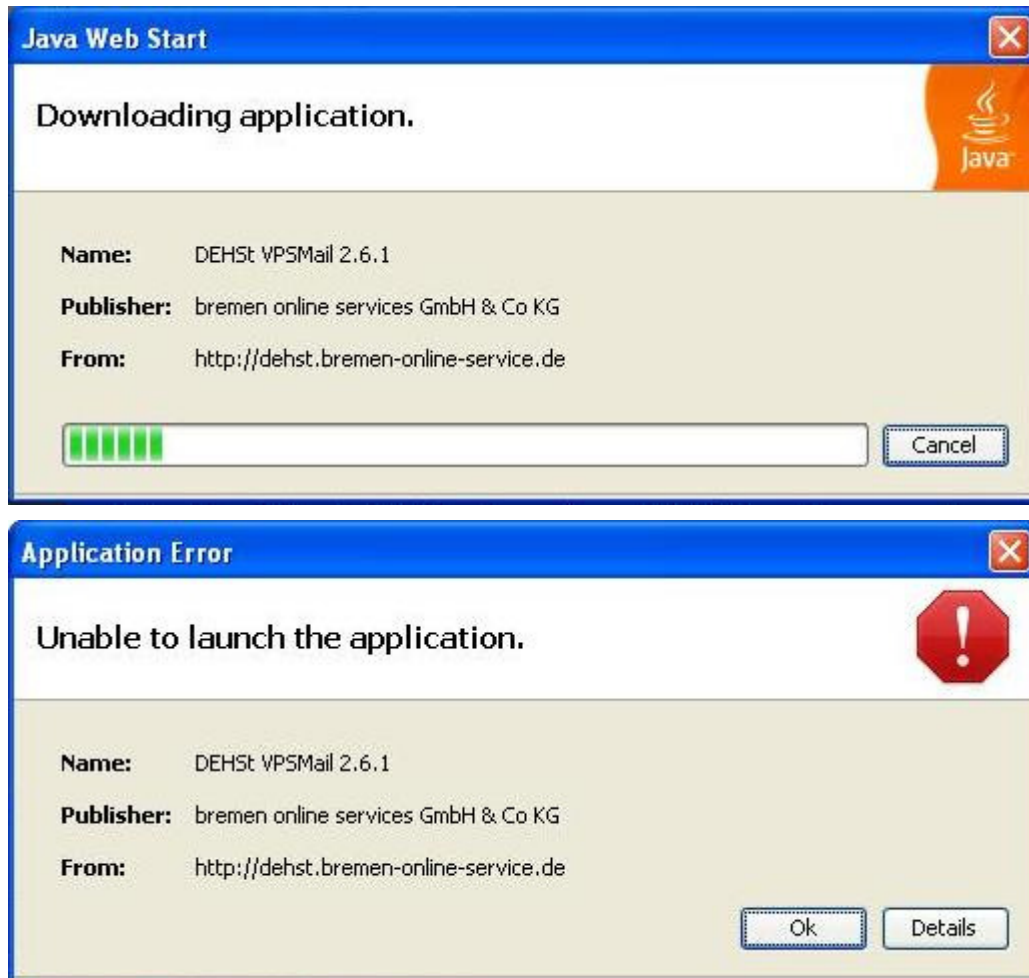
The following documentation deals with the process of resolving the download problem that appears while or after downloading an update for DEHSt-VPSMail. Please attend the following orders so that you will very soon be able to take part in the electronic processing again.

If any problems will occur with the program afterwards, please do not hesitate to contact your customer support.

Please note, that the Java Runtime 1.5.0\_xx is not longer supported and recommended by the manufacturer.

## 1 Error Message

If you see the following dialogue (depending on your operating system) on your pc, please take the following steps.



## 2 Error Removal

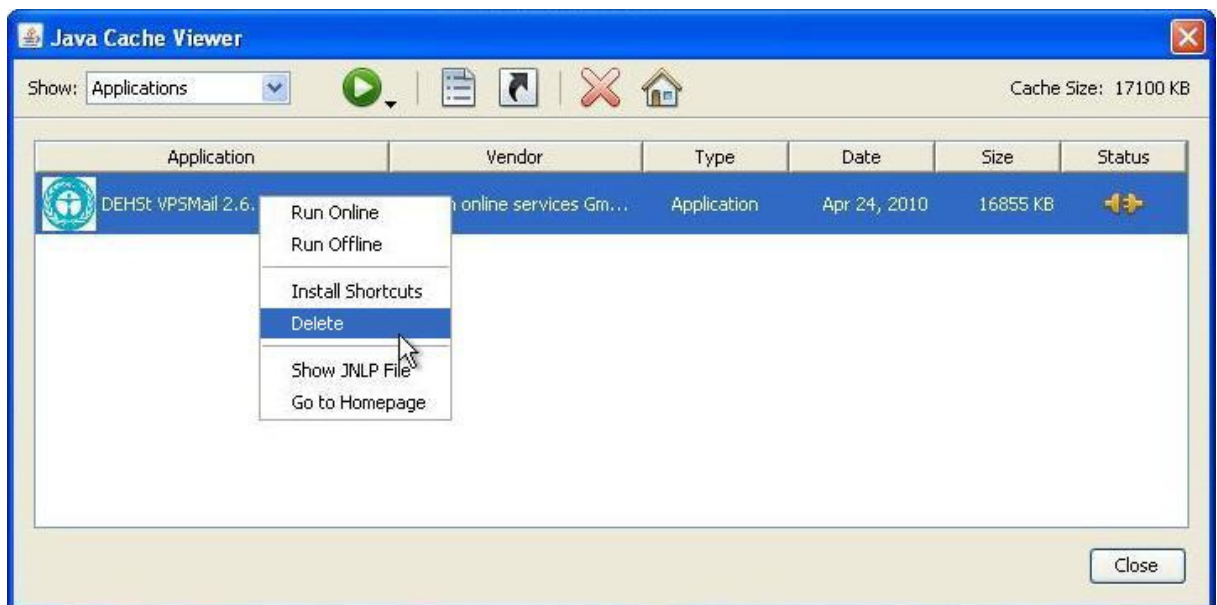
### 2.1 Deleting the application from the Java™ Cache


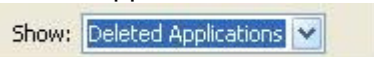
In some cases it is useful to delete single applications from the Java™ cache only. This might be the case, if further software is employed that also accesses Java™. The next two steps explain how a single application can be deleted from the cache of Java™ 1.6.0\_xx.

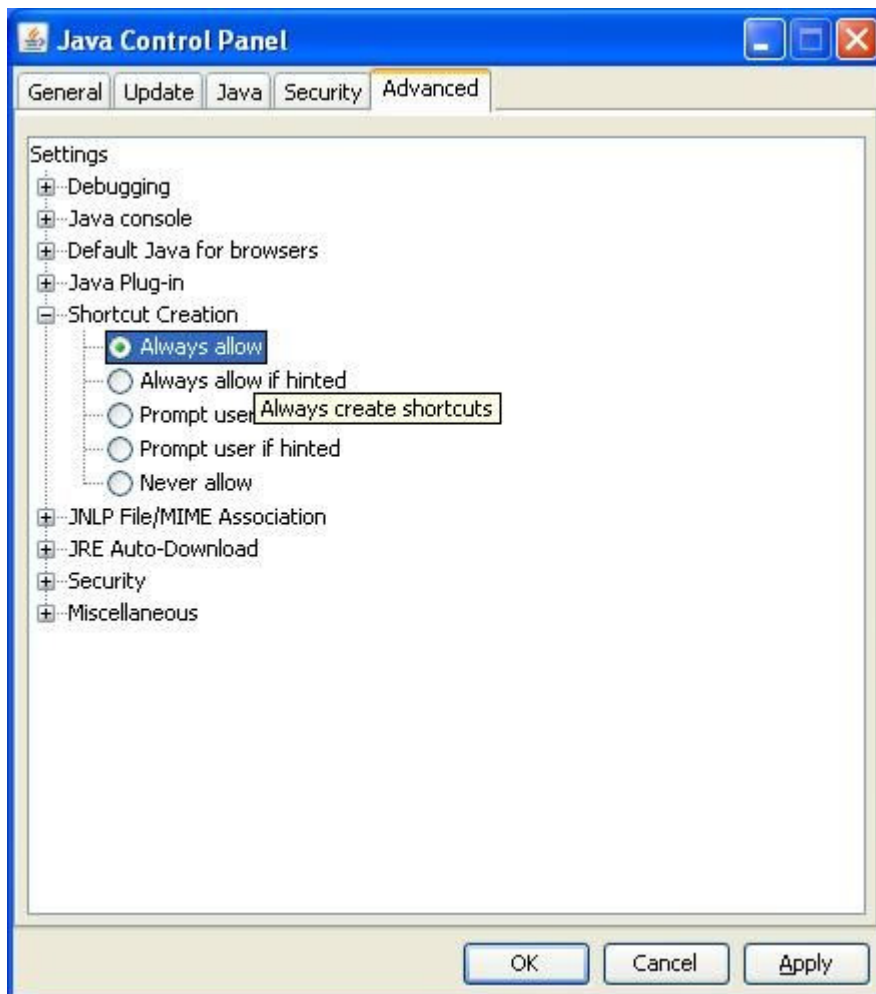
- Activate "Start" | "Run"



- Type in "javaws -viewer" and click "OK"
- The following window appears:



- Choose the accordant application in the "Java Cache Viewer" and click on the red "X"  in the tool bar or use the right mouse button.
- Now choose the option "deleted applications" from the dropdown menu of "Show" top left of the window. 
- Please select the deleted application again and click on the red "X" in the menu to finally delete the application.
- Close the window of the "Java Cache Viewer" via the "Close" button.
- Select the tab "Advanced" from the "Java Control Panel" and open the options of the item "Shortcut Creation" by clicking the "+". Please choose "Always allow" and confirm your entry with "OK"



- If you still have a link on your desktop to start the DEHSt VPSMail, please delete it.
- Finally, start the application once again via this link ([https://www.bos-bremen.de/de/service/dehst\\_support/229552/](https://www.bos-bremen.de/de/service/dehst_support/229552/))

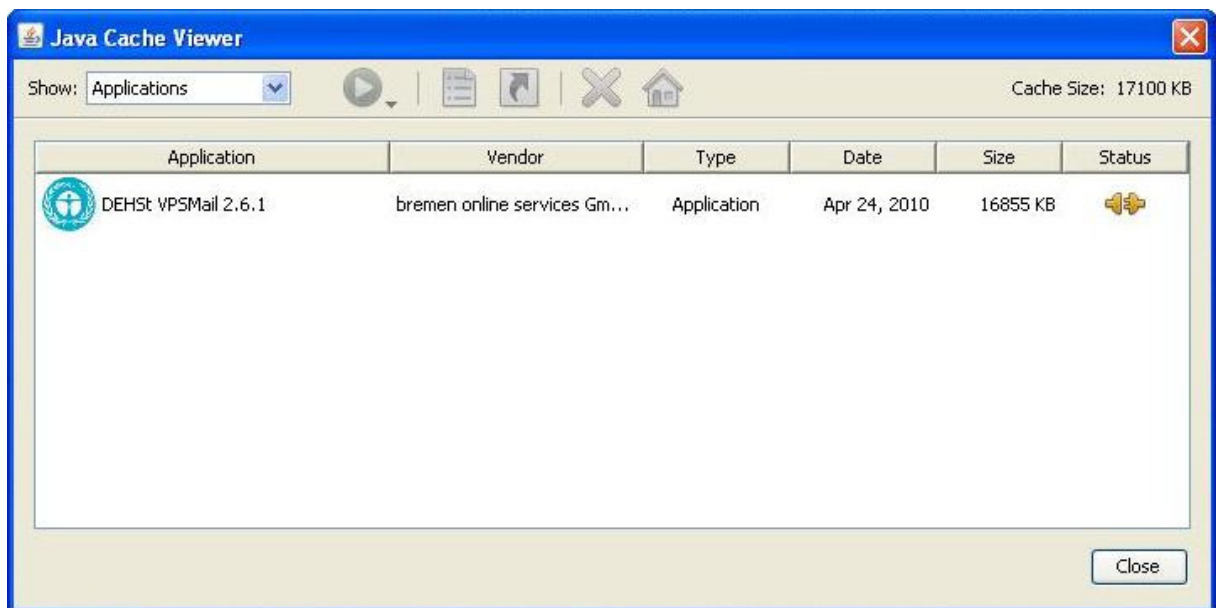
*If theses instructions do not solve the problems, please continue with chapter 2.2.*

## 2.2 Deleting the complete Java™ Cache

In some cases, the deleting of only the single application does not help to solve the problem. Then we recommend cleaning the complete Java cache and re-installing all applications that access Java.

**Important::** If you have any other Java-based applications on your computer besides the DEHSt-VPSMail, you should make sure that you still have the current links to download and activate the applications. They have to be installed again after the Java™ cache has been emptied. Please have a look at the manuals of these programs, e-mail history or contact the manufacturers.

- Activate "Start" | "Run"
- Type in "javaws -viewer" and click "OK"
- The following dialogue appears:



- Please click in the "Java Cache Viewer" window the button "Close" to enter the "Java Control Panel".
- The "Java Control Panel" is on your desktop now. Select "Settings" in the subsection "Temporary internet files" and "Delete files" in the following dialogue.



- Make sure that both checkboxes are activated and validate your choice with "OK". It may last some time until the "Settings for temporary files" appear on your desktop again. Please click on "OK" to get back to the "Java Control Panel".



- Select the tab "Advanced" from the "Java Control Panel" and open the options of the item "Shortcut Creation" by clicking the "+". Please choose "Always allow" and confirm your entry with "OK"



- If you still have a link on your desktop to start the DEHSt-VPSMail, please delete it.
- Finally, start the application once again via this link: ([https://www.bos-bremen.de/de/service/dehst\\_support/229552/](https://www.bos-bremen.de/de/service/dehst_support/229552/))