

If you still experience difficulties please email customersupport@iseemedia.com

TechNote

iseemedia Java viewer and Sun's JRE 1.6.0-01 for (applet): IIP Image Exception LP Core error

Issue

After installation of Sun's JRE 1.6.0-01–iseemedia java viewer may generate <IIP Image Exception LP core error> as user views images and panoramas

Reason

iseemedia loads a viewer applet and the applet makes HTTP calls to the image server. If cache is "ON" in the virtual machine (default setting), these urls are cached locally in the temporary cache. When changing to another image, the applet releases all requested objects to be handled by the Java Virtual Machine.

The JVM releases all cached URLs associated with that applet based on its own algorithm for maximizing system performance. Unfortunately this current JVM does not release the object in cache for retrieval nor does it request it again from the server–sending an error to the applet that the requested file does not exist.

The applet then requests the image again but the JVM fails again. The applet then reports the LP Core Error that the file stream is not a valid image.

Solution

iseemedia has reported the error to Sun, and Sun has notified iseemedia that the error will be corrected as early as update 1.6u2. We do not currently have a projected release date. The symptoms of this bug, reported by several other companies along with iseemedia, have been grouped in 3 bugs on their community bug tracking system: 6541860, 6540236, and 6545893.

Alternative Solutions

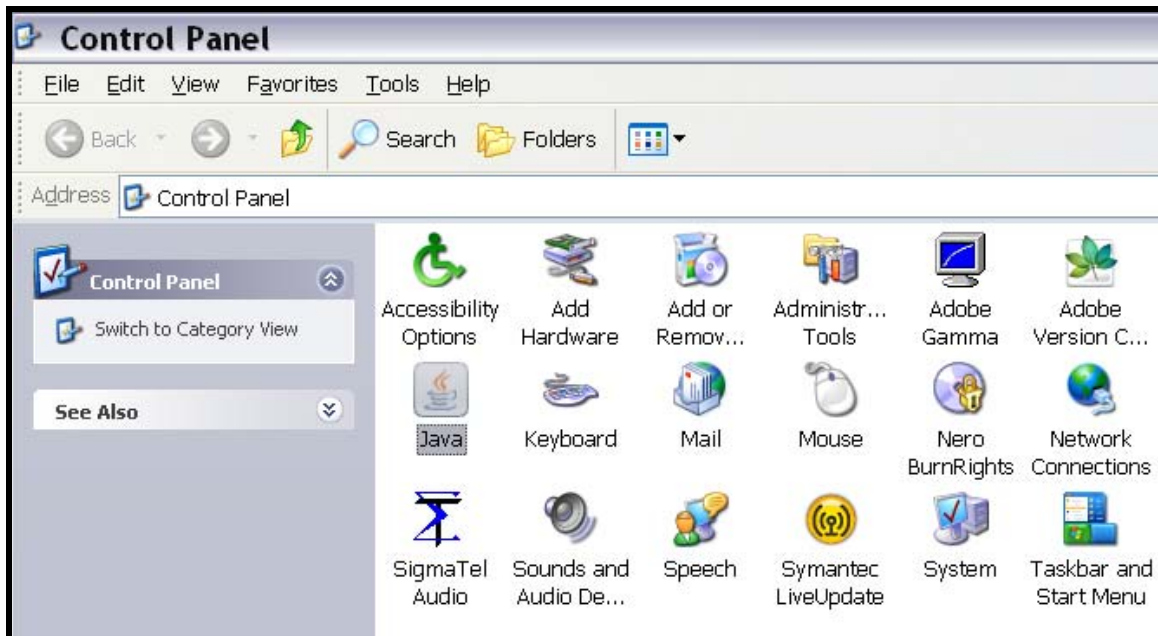
To ensure that users can continue to view zoomable images, panoramas and virtual tours using iseemedia's java viewers the two following interim solutions can be implemented.

1. Do not enable auto update

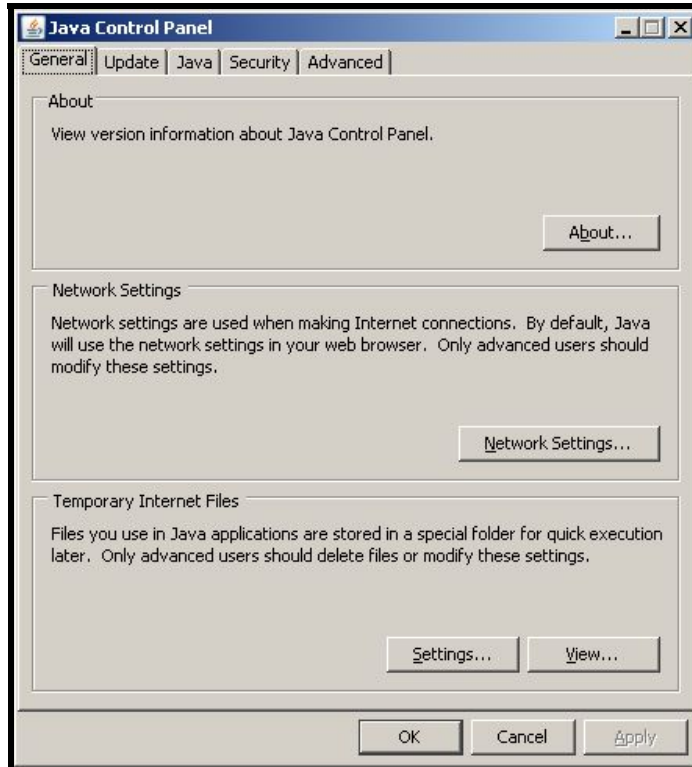
If the user is not currently experiencing a problem, they have not enabled auto update, and the JRE was not updated. Please notify current users to not enable auto-update

2. Turn “Keep temporary files on my computer” off

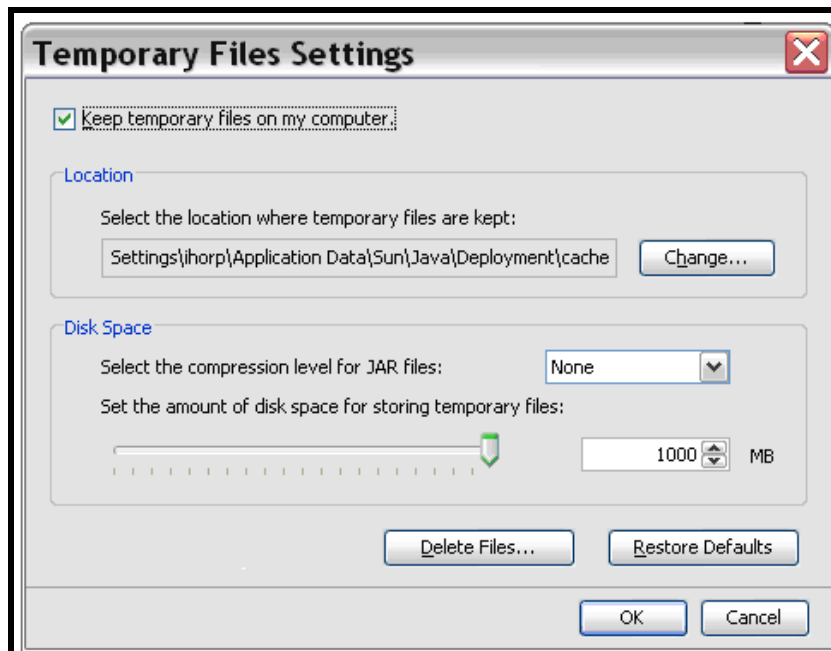
a. Go to <Control Panel>



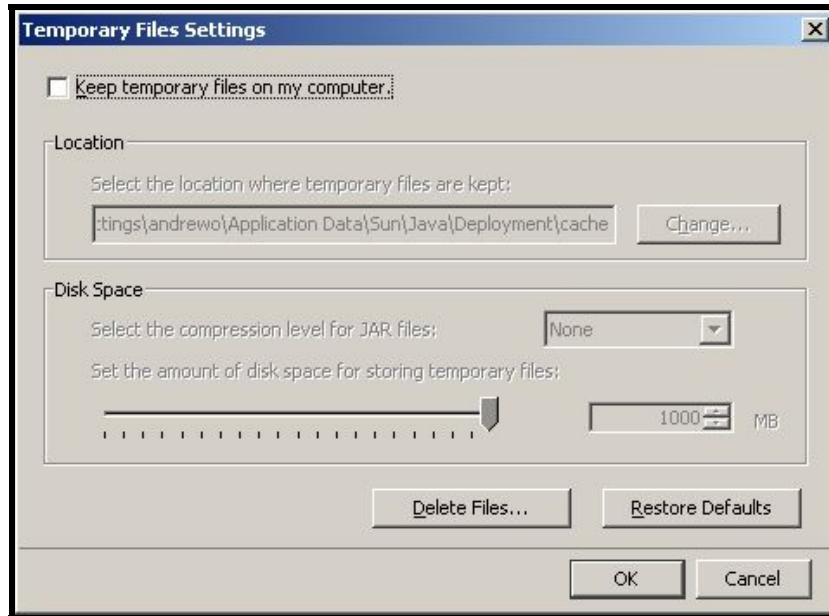
b. Open Java Control Panel



c. Under the “General” Tab, Temporary Internet Files section select <settings>



d. Remove checkmark beside “Keep temporary files on my computer” by clicking on the box to the left.



e. Press <OK> and at the general Screen press OK again.

3. Close all instances of your Browser

Close all instances of your browser. Leaving a browser open will persist the old settings for any future browser launches, until all browsers have been closed. If the change does not seem to occur, you may need to reboot your system.

Verification

Once this has been completed the viewer should behave as it did before the JRE update. You may experience some minor performance degradation due to the fact that all image content is being received from the server on each request.