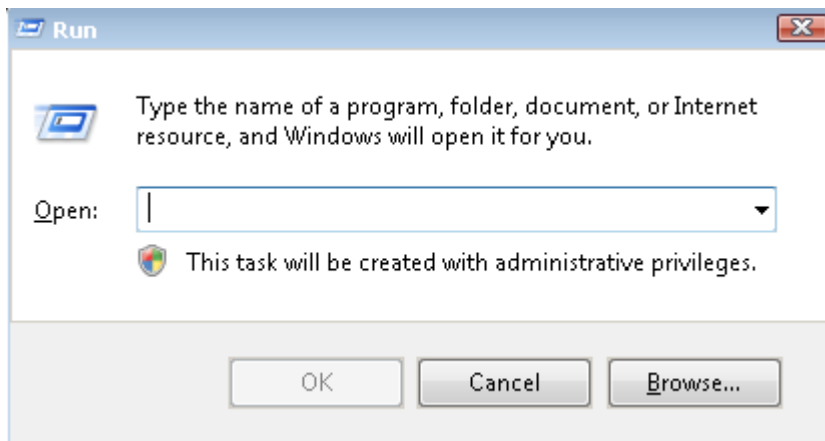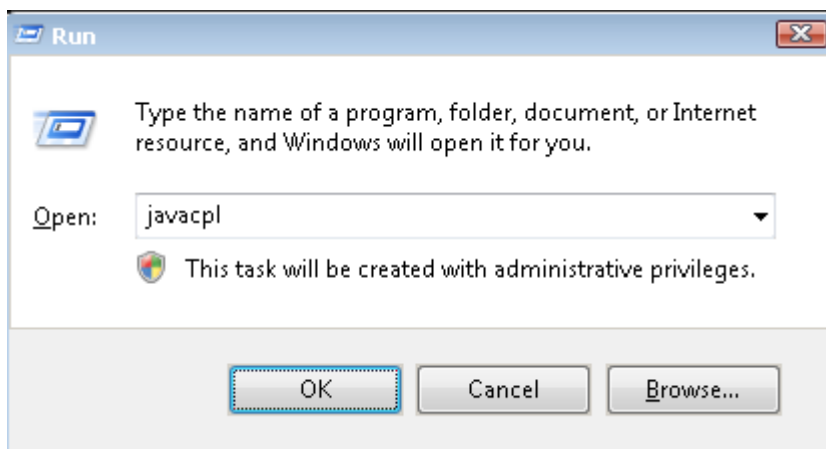# ASYCUDA WORLD

How to Enable Your Web Browser to display Java Console for Troubleshooting

To help diagnose Java implementation issues it is helpful to gather information from the Java Console and email it to our support team. Below are the steps to enable your java console.

1. On your keyboard, hold the ⊞ key and press the 'R' key. This will open a "Run" window similar to the one shown below
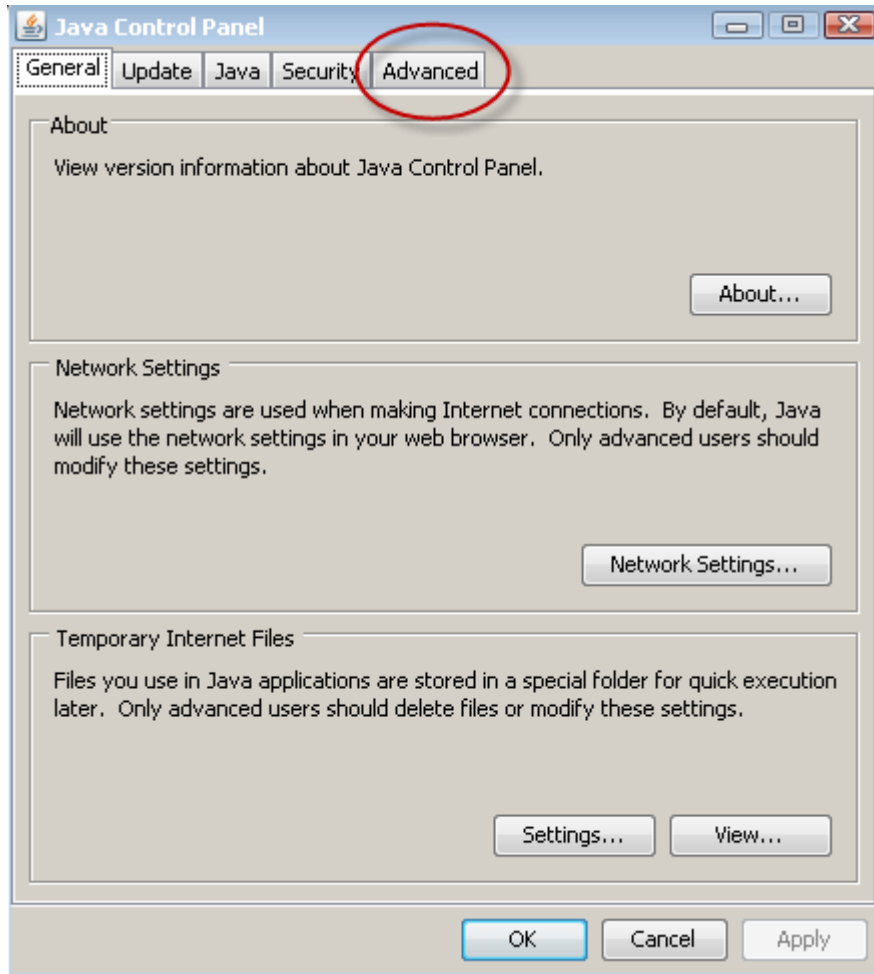

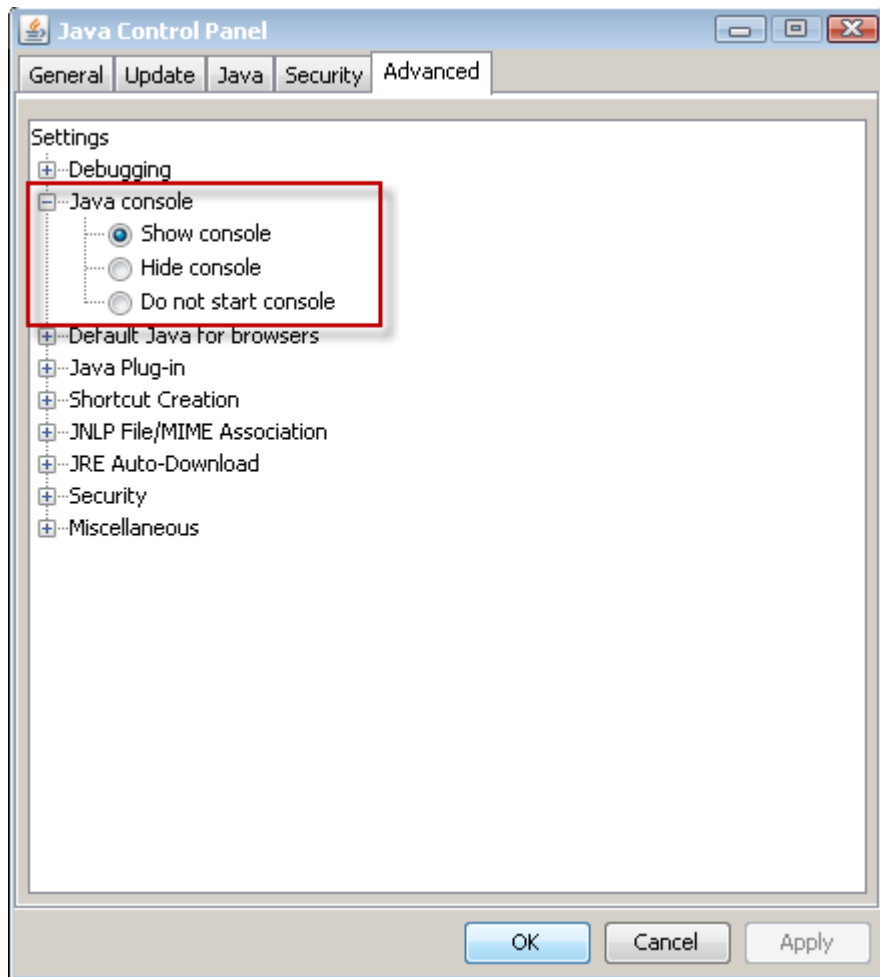2. In this dialog, enter "javacpl" in the field labeled "Open", and click "OK".

3. After you clicked OK, a popup window like the one below will be displayed. Click the "Advanced" tab

4. After clicking the Advanced tab, the following options will be presented. Expand the Java Console option by clicking the + sign then select "Show console" and click "OK" to complete.

PLEASE READ FURTHER FOR SOME IMPORTANT INSTRUCTIONS

The options you have just configured allows you to see the Java Console pop up whenever you start the ASYCUDA World Client, as seen below:

It is advised that you keep the console screen minimized whilst you are logged into ASYCUDA. This screen will contain important information that can assist our technical support team when troubleshooting problems that you may be experiencing with the functionality of ASYCUDA or your JAVA environment. Please include all of this information found in the Java Console when sending in a support ticket to our support team. To do this, click "Copy" then Paste the content in the body of your email or you may choose to save it as a separate document that you can send as an attachment with your email.