

## e-Appeal Software Dependencies

e-Appeal Software needs Java version 8 or higher. Please follow the instructions to download the open-source version of Java to run e-Appeal software.

1. Download and install Open-Source java.

Download the OpenJDK version of Java supported by Amazon which is called Amazon Corretto. eAppeal Software runs using version “8.482.08.1” of Amazon.

[Click here](#) to download the software if you have 64-bit windows operating system. Most computer now a days are 64 bit.

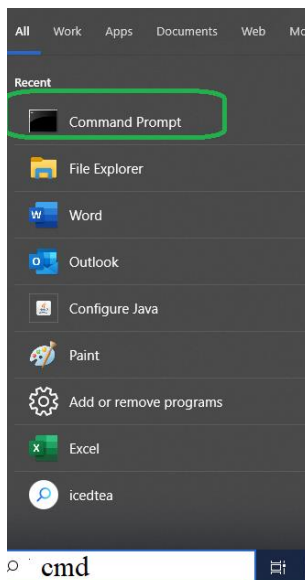
Above link will download the file named “amazon-corretto-8.482.08.1-windows-x64-jre.msi”

Please follow the onscreen instructions to install Amazon Corretto on your computer.

If you need to learn more about Amazon Corretto then [Click here](#) or skip to the next step.

2. Verify the Java instance on your computer.

Please open the command prompt (you can type cmd in search bar or look for Command prompt)

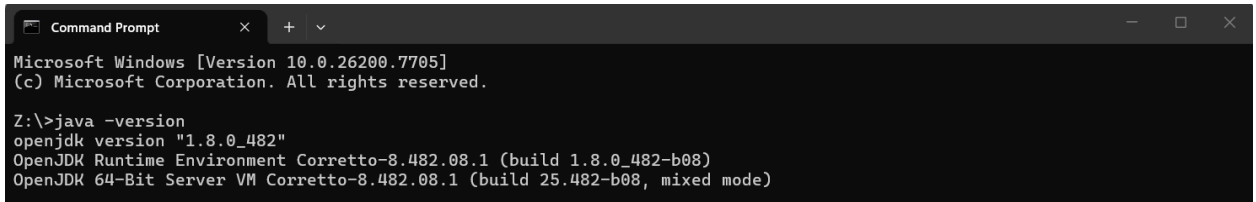


On the command prompt window. Type “java -version” and it should display below text.

```
openjdk version "1.8.0_482"
```

```
OpenJDK Runtime Environment Corretto-8.482.08.1 (build 1.8.0_482-b08)
```

```
OpenJDK 64-Bit Server VM Corretto-8.482.08.1 (build 25.482-b08, mixed mode)
```



```
Microsoft Windows [Version 10.0.26200.7705]
(c) Microsoft Corporation. All rights reserved.

Z:\>java -version
openjdk version "1.8.0_482"
OpenJDK Runtime Environment Corretto-8.482.08.1 (build 1.8.0_482-b08)
OpenJDK 64-Bit Server VM Corretto-8.482.08.1 (build 25.482-b08, mixed mode)
```

3. Install the “IcedTea-Web” program to start the eAppeal program.

[Click here](#) to download the IcedTea-Web software if you have 64-bit windows operating system. Most computer now a days are 64 bit.

[Click here](#) to download the software IcedTea-Web software if you have 32-bit windows operating system.

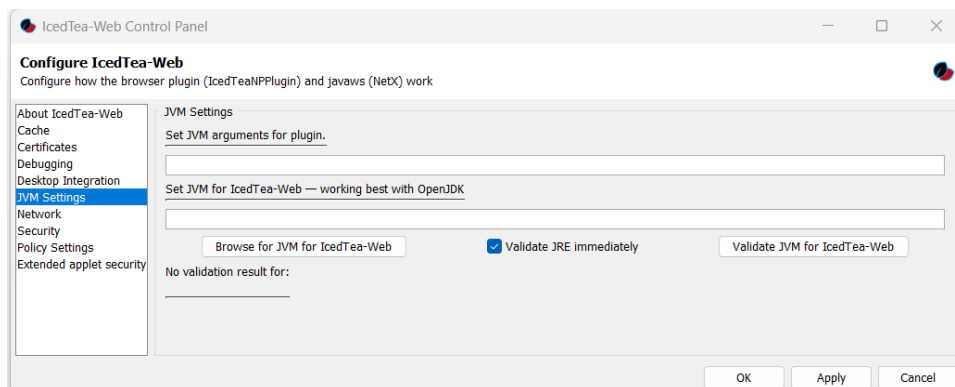
This will download the software named “azul-icedtea-web-1.8.8-18.win\_x64.msi”. Please install the software by following the on-screen instructions. If you need more help to install, then [Click Here](#) to visit the provider’s site.

If you need more information on this program, [Click here](#) to go to the provider's site. Otherwise, skip to the next step.

4. Change the JVM settings in the IcedTea Web software and for that follow the below steps:

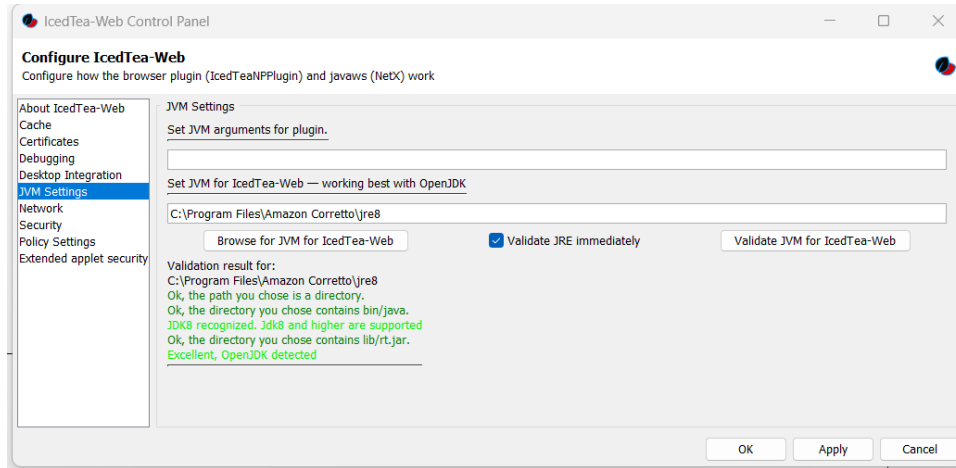
A. Open itweb-settings.exe from the location C:\Program Files\IcedTeaWeb\WebStart\bin

B. Click on JVM Settings



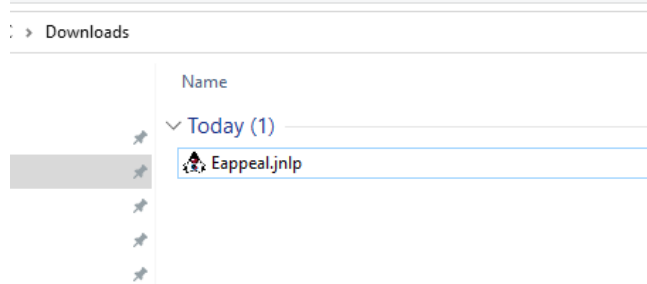
C. Click on” Browse for JVM for IcedTea-Web” and select the path of the Amazon Corretto jre8

It will be C:\Program Files\Amazon Corretto\jre8.



Then click on Apply and ok.

5. Go to the eAppeal website and work on your case. Once you click work on the case, it will download the eAppeal.jnlp file like before. You might see a little penguin icon.



Click on the file to start the software. You might see the icon below, which means that the icedTea web is going to start the eAppeal software.



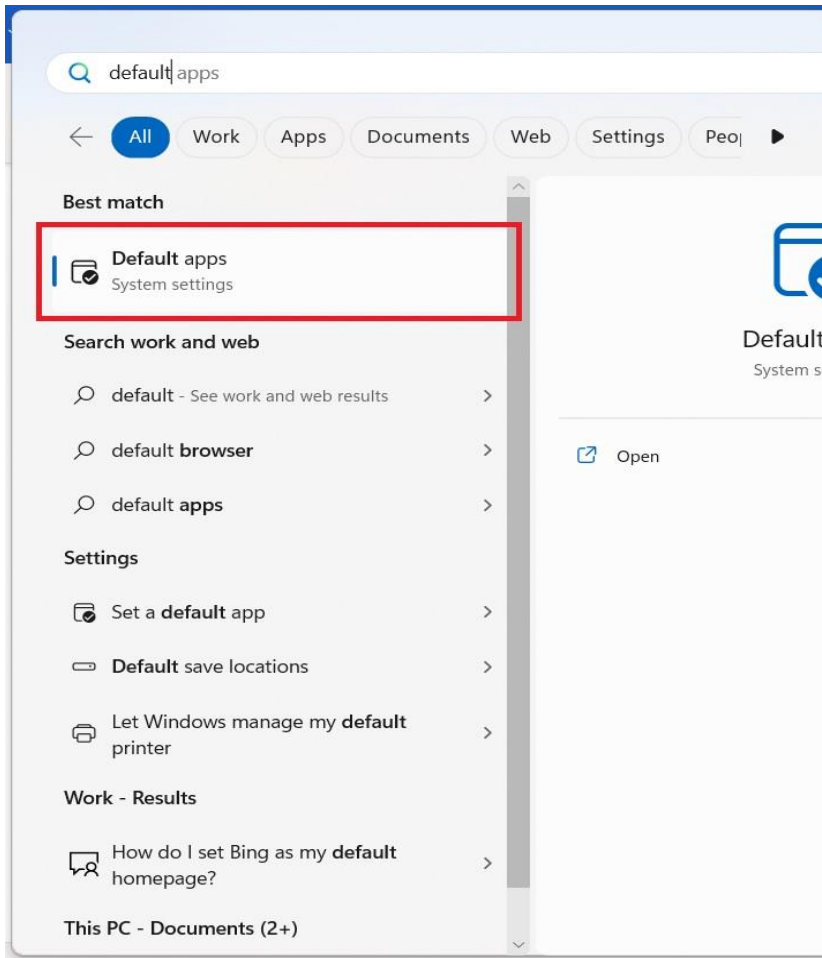
In few seconds you should see EAppeal icon below and software will start soon.



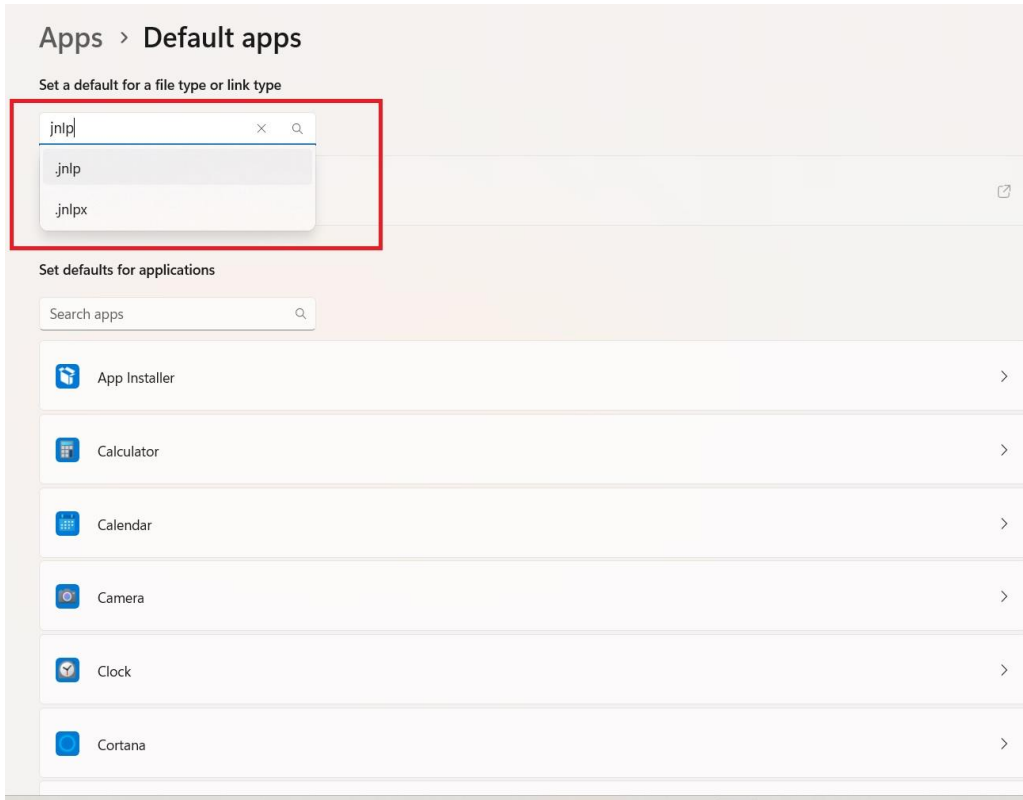
## Troubleshooting Guidelines:

If you face any issue in opening jnlp file with IcedTea Web, then follow below steps for ease of use.

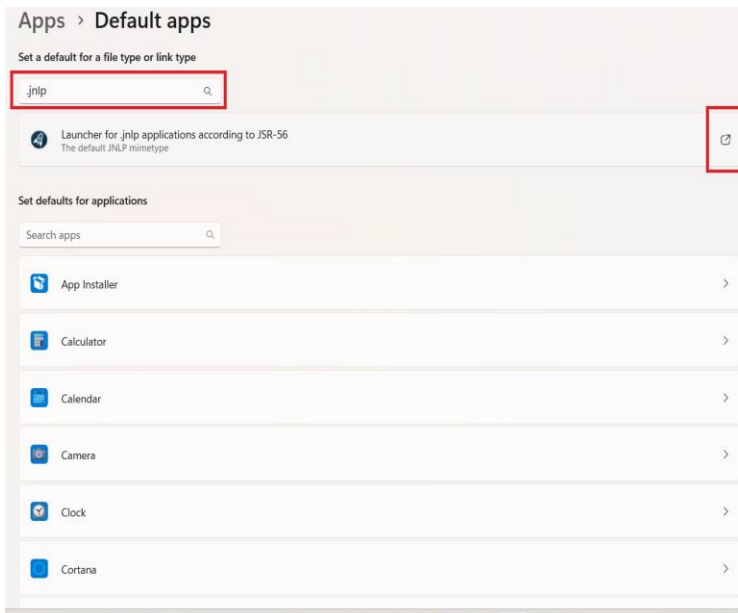
1. Search In your windows with the word “Default apps” and click on the option from System settings.



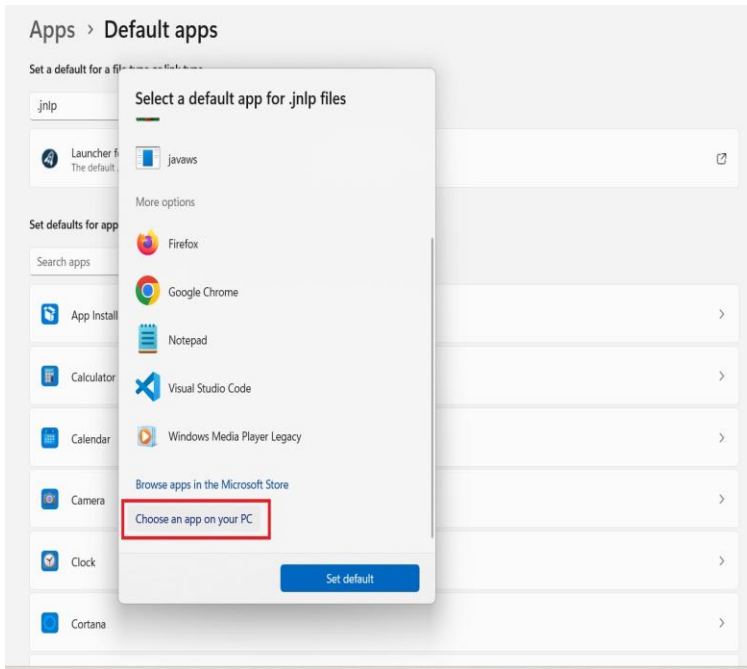
2. In Search bar, search with the word “jnlp” and select “.jnlp” option from the list.



3. After selecting “.jnlp” click on the right-side icon to select/open the popup window to select the IcedTea Web.

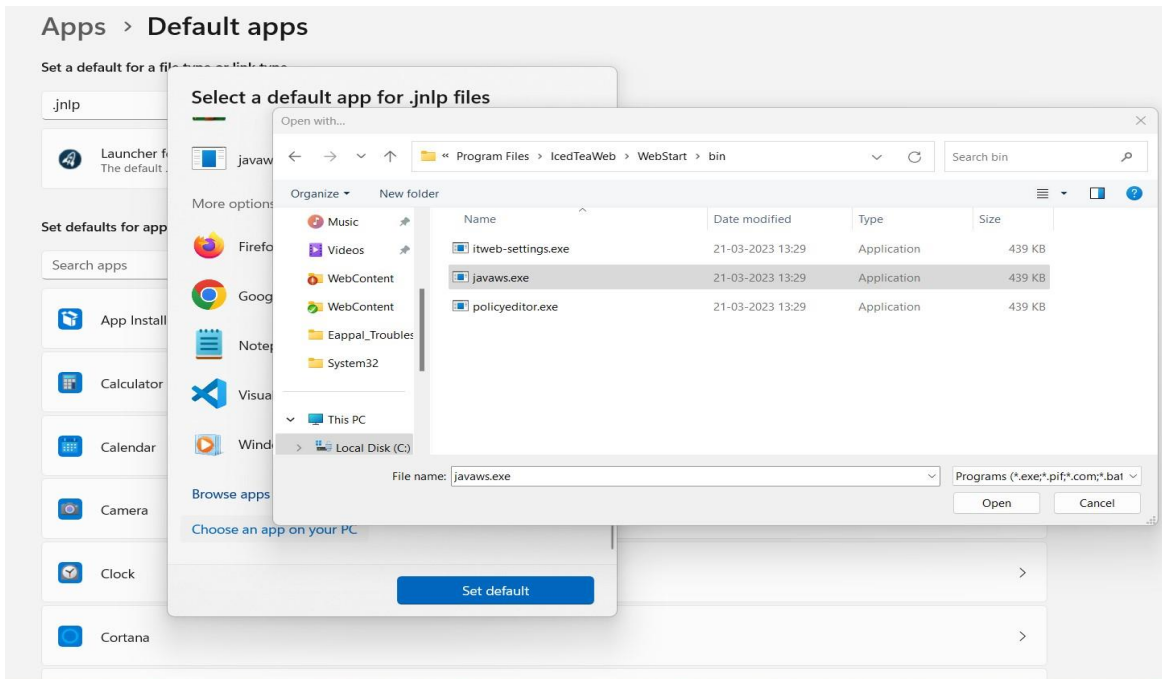


4. Once the popup window opens, the list of applications should be visible. If IcedTea Web is there in the list, then select it. Else click on the “Choose an app on your PC” button/option.



5. In the popup window, Select “javaws.exe” from IcedTea Web installation directory and click on Open Button.

- javaws.exe File path should be in this “C:\Program Files\IcedTeaWeb\WebStart\bin” folder.



6. After selecting javaws.exe file, click on the "Set Default" button in the popup.  
Close all the related popup windows.

After following all the above steps, jnlp file always open in javaws from IcedTea Web application.