INLAND REVENUE AUTHORITY OF SINGAPORE

User Guide

Troubleshooting AIS Application for Microsoft® Windows Users (Auto-Inclusion Scheme for Employment Income)

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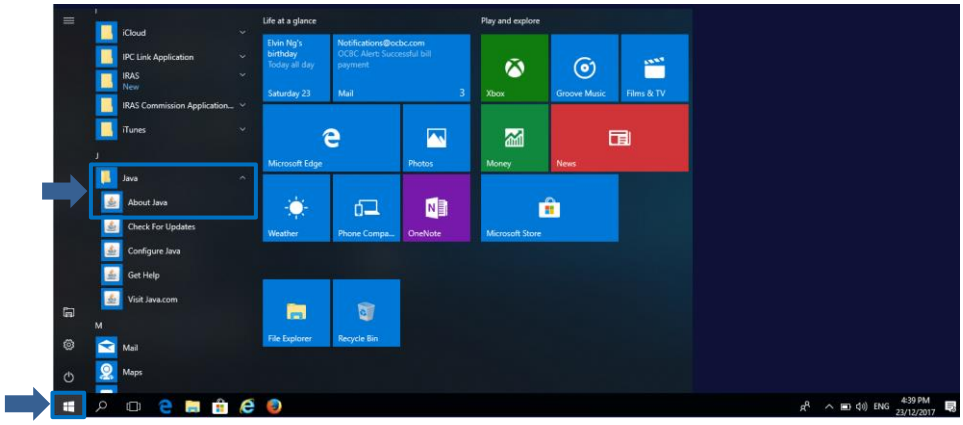
Check Version of Java Runtime Environment

To run the Validation and Submission Application and/or Offline Application, you must have Java Runtime Environment (JRE) installed on your computer.

If you already have the latest JRE, refer to section on 'Troubleshoot by error message'. If the error that you have encountered is not listed, email us at ais@iras.gov.sg.



- Click , look for <Java> and click <About Java>.

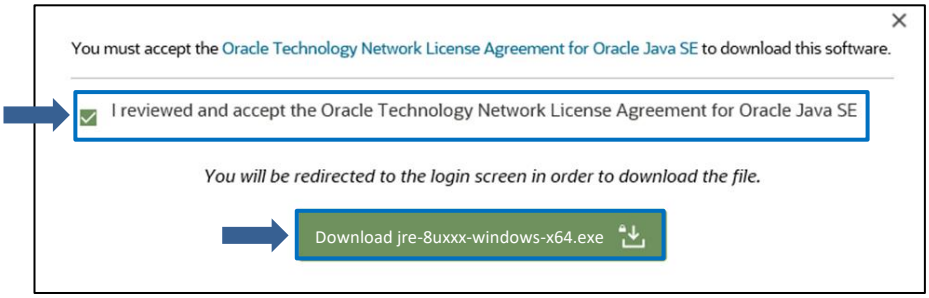
- Java version number displayed.

Note:
If you are unable to locate Java from your computer, you will have to install the latest java version before you can launch the AIS software. Refer to Page 4 and 6 for steps to download and install JRE.

Download Java Runtime Environment

At Oracle's website www.oracle.com/technetwork/java/javase/downloads/index.html, look for JRE 8.

- Select <Windows>
- Under x64 Installer, click <jre-8uxxx-windows-x64.exe> to download JRE.



- Tick the checkbox.
- Click <Download jre-8uxxx-windows-x64.exe>.

- Enter your username and password and click <Sign in>.

Note: If you do not have an Oracle Account, click <Create Account> to create a user account.

- If you do not have an Oracle Account, enter the details and click <Create Account>.

Note: Creation of Oracle Account is free.

- A pop-up will appear in your browser, click <Run>.

Install Java Runtime Environment

- Click <Install> to begin the installation.

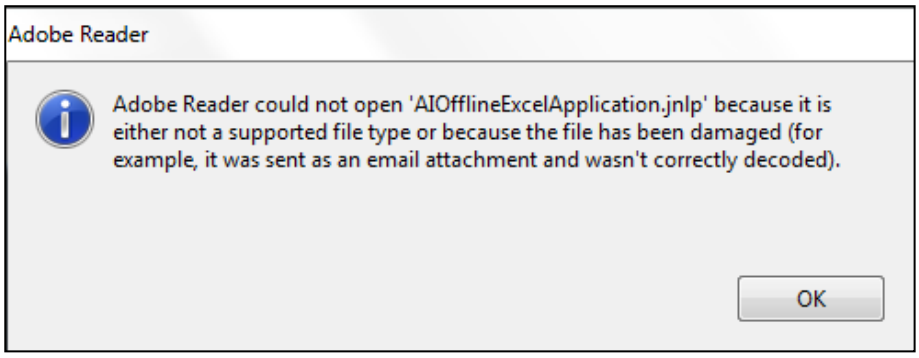
- Installation is completed. Click <Close> to exit the installation.

Note:
Once you have installed the latest JRE, proceed to launch the AIS application. If you are still unable to launch the AIS software, refer to Page 7 on Troubleshoot by Error Message.

Troubleshoot by Error Message

There are 3 common errors in launching the AIS software.

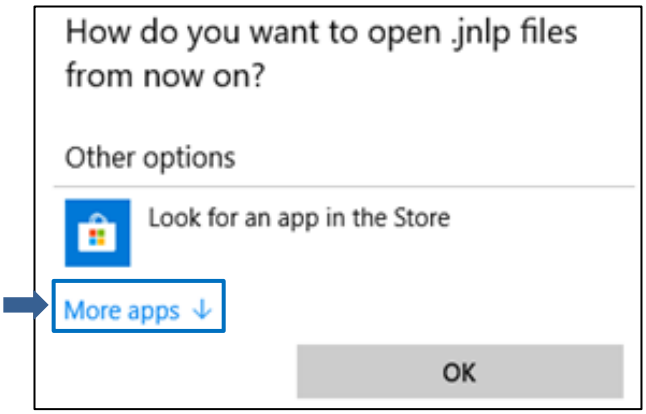
Error 1: AIS software is launched by software other than Java. (e.g. Adobe Reader, Microsoft Word, etc.)



- Wrong software had been associated with AIS application.

Note:
Refer to Page 8 on Set Java as the default program to run the AIS software.

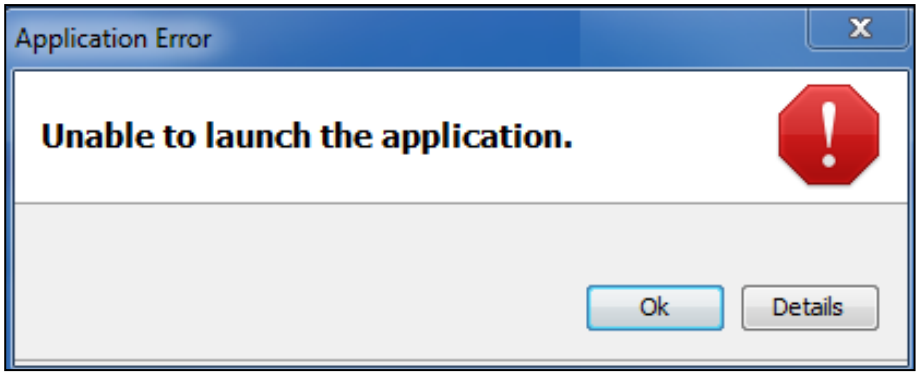
Error 2: 'How do you want to open. Jnlp files from now on?'



- Click <More apps>

Note:
Refer to Page 8 on Set Java as the default program to run the AIS software.

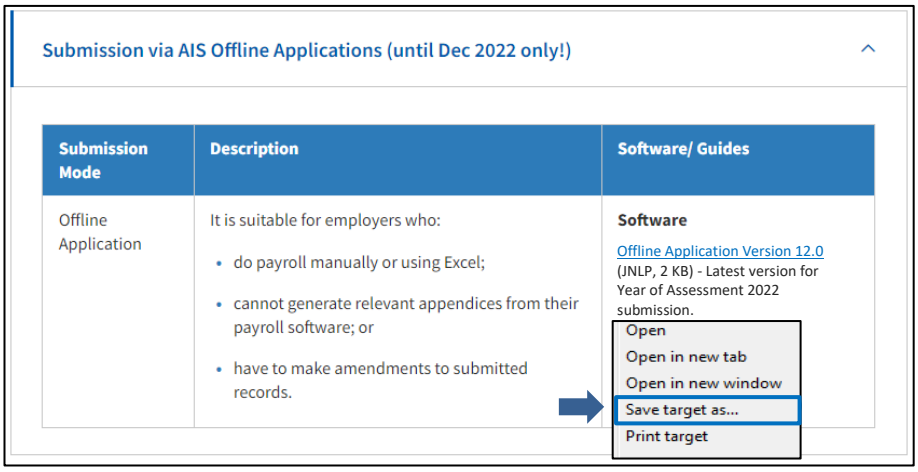
Error 3: 'Unable to launch the application' error.



- AIS software is not downloaded properly.

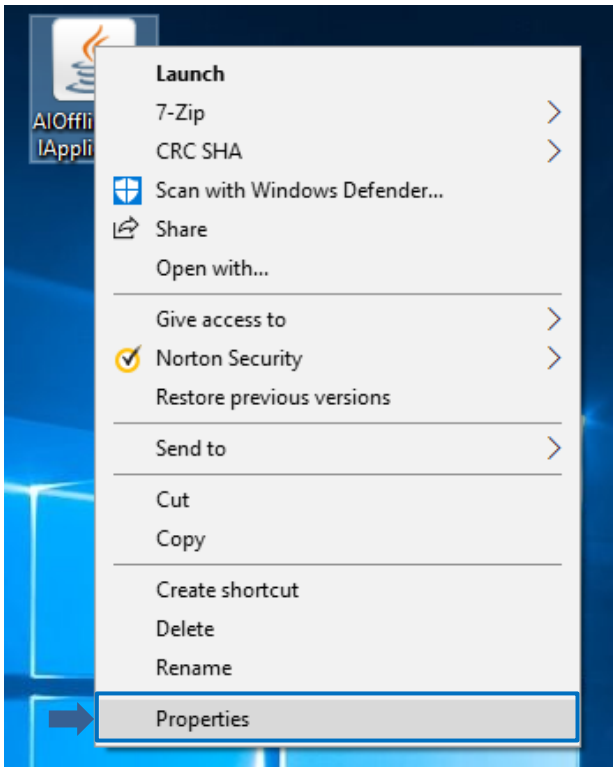
Note:
Refer to steps from Page 10.

Set Java as the default program to run the AIS software



At the Submit Employment Income Records page,

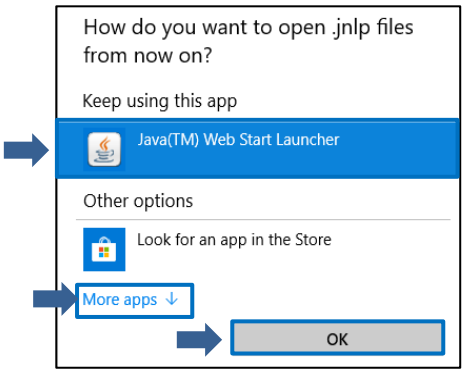
- Right-click on the AIS software hyperlink and select <Save Target As>. If you are using Google Chrome, select <Save Link As>.
- Save the file on your designated file location.



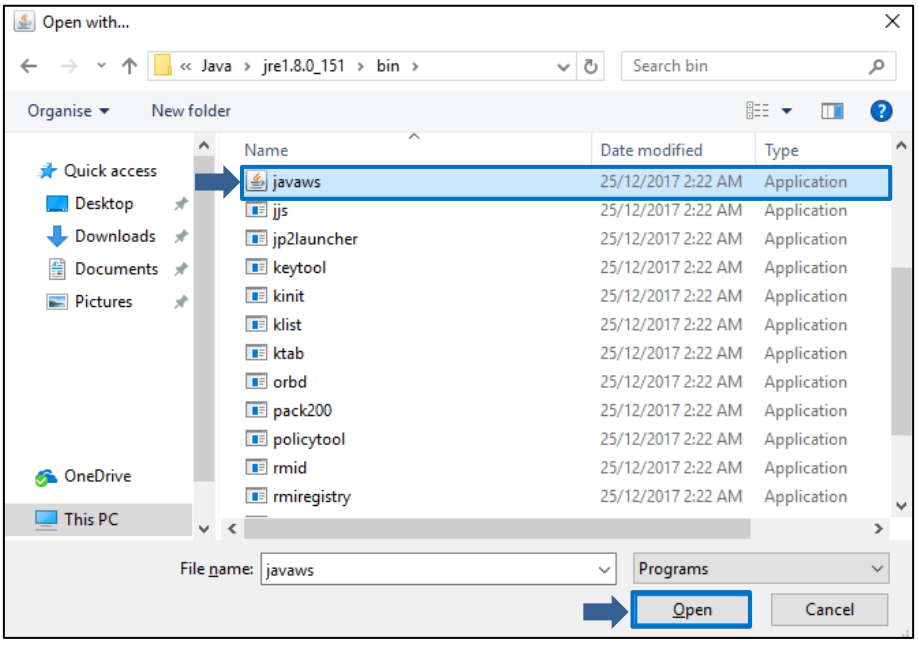
- Right-click on the application saved on your designated file location and select <Properties>.

Note:

- 'AIOfflineExcelApplication' for Offline Application
- 'AISalaryFileValidator' for Validation & Submission Application



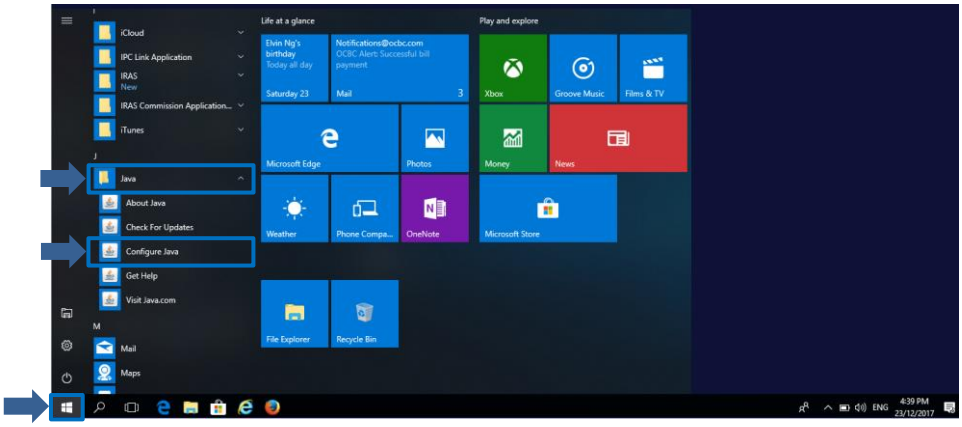
- If 'Java(TM) Web Start Launcher' is listed under 'Keep using this app', select it and click <OK>. Thereafter, the AIS software will run.
- If 'Java(TM) Web Start Launcher' is not listed under 'Keep using this app', click <More Apps> and follow the next step.



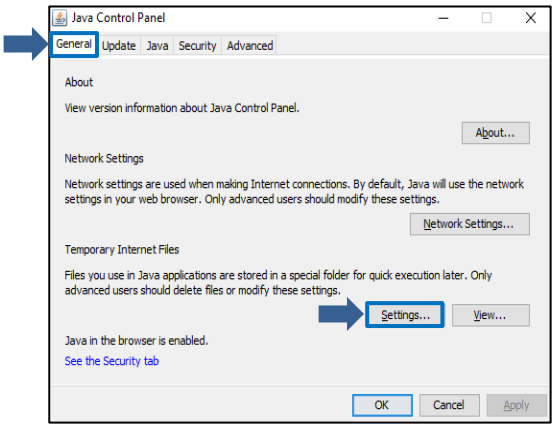
At the 'Open with...' window, go to the following file path "Computer > Local Disk C:\ > Program Files > Java > jre 1.x.0_xxx >bin"

- Select <javaaws> and click <Open>. Thereafter, the AIS software will run.

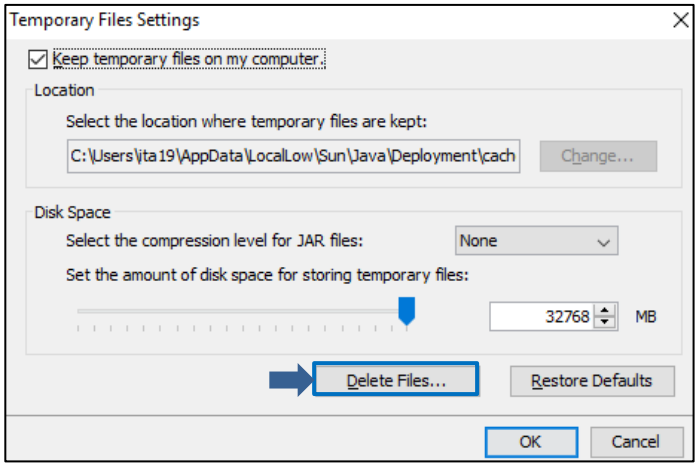
Clear Java Cache



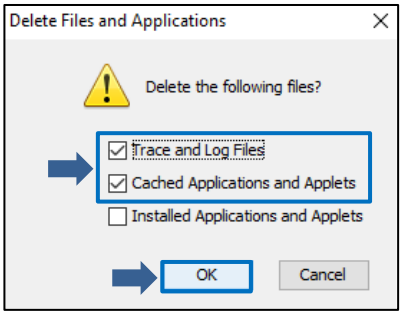
- Click , look for <Java> and click <Configure Java>.



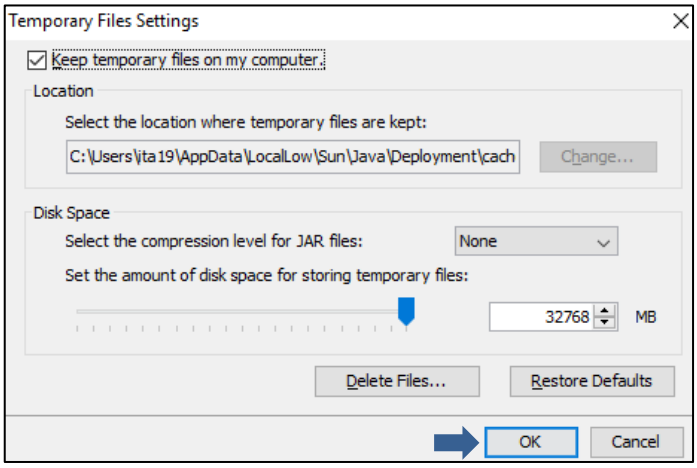
- In Java Control Panel, select <General> Tab, click <Settings...>.



- Click <Delete Files...>.

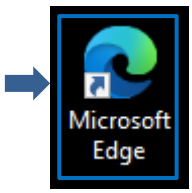


- Ensure that the checkbox next to <Trace and Log Files> and <Cached Application and Applets> are ticked.
- Click <OK>.

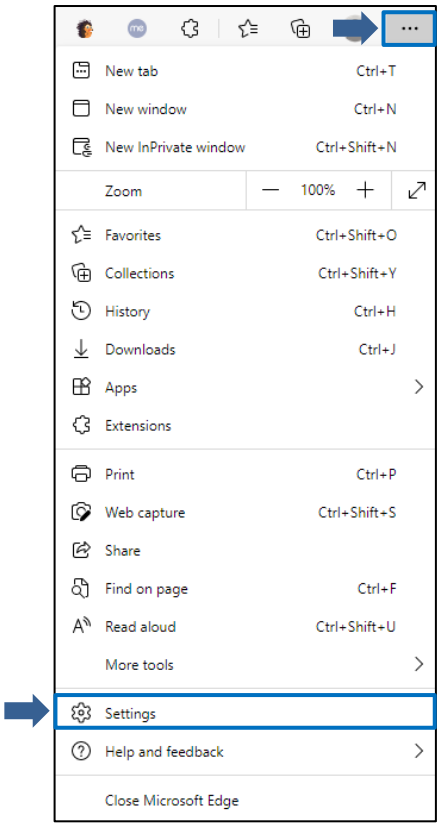


- Click <OK>.

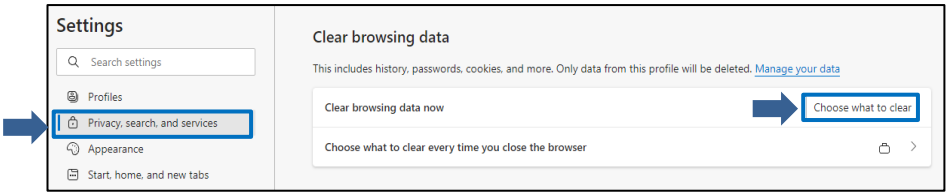
Clear Microsoft Edge Cache



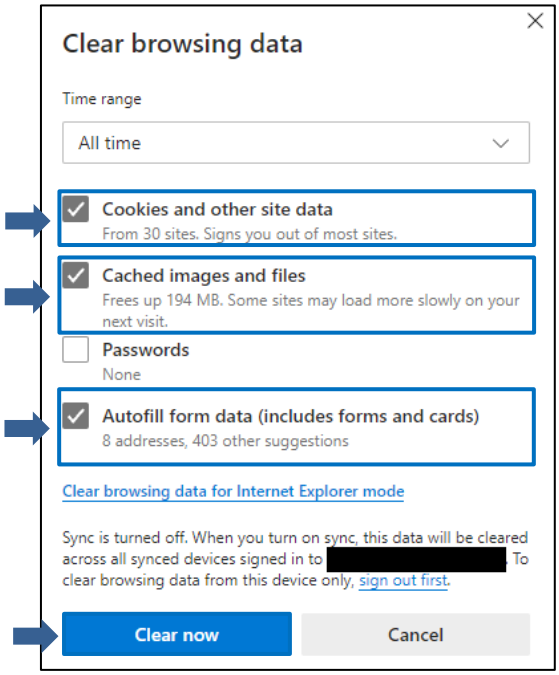
- Launch <Microsoft Edge> from your computer.



- Select ... > Settings.



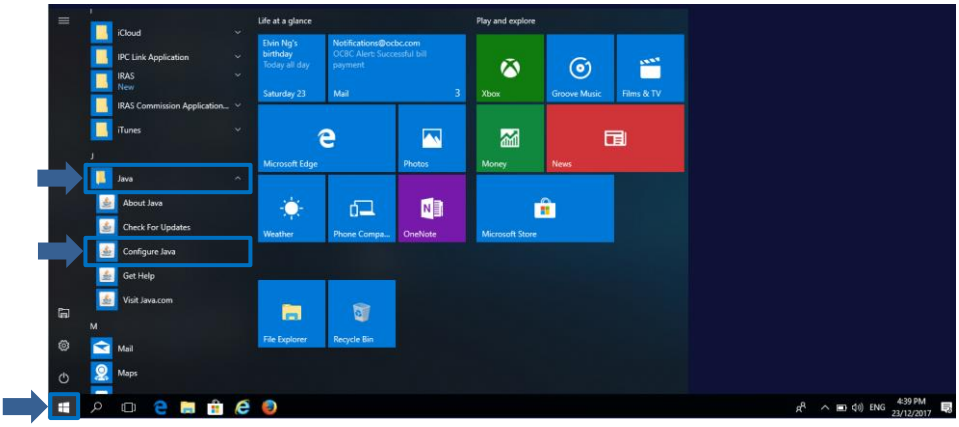
- Select <Privacy, search, and services>
- Click <Choose what to clear>



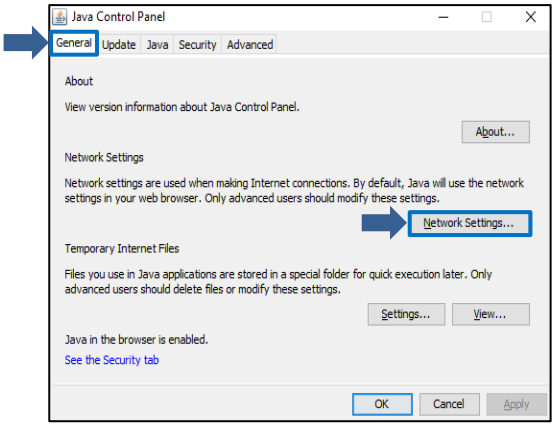
- Ensure that <Cookies and other site data>, <Cached images and files> and <Autofill form data (includes forms and cards)> checkboxes are ticked.
- Click <Clear now>.

Note:
If you are still unable to launch the application, refer to Page 14 to change the Java Network Setting.

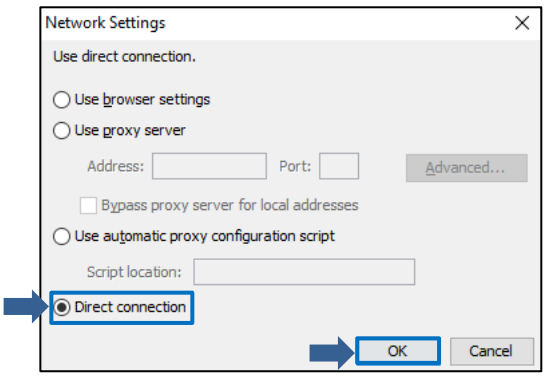
Change Java Network Settings



- Click , look for <Java> and click <Configure Java>.

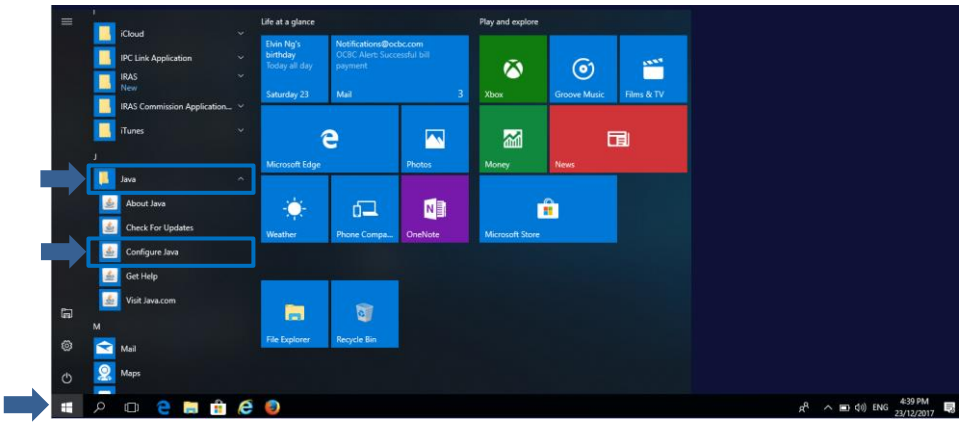


- In Java Control Panel, select <General> Tab, click <Network Settings...>.

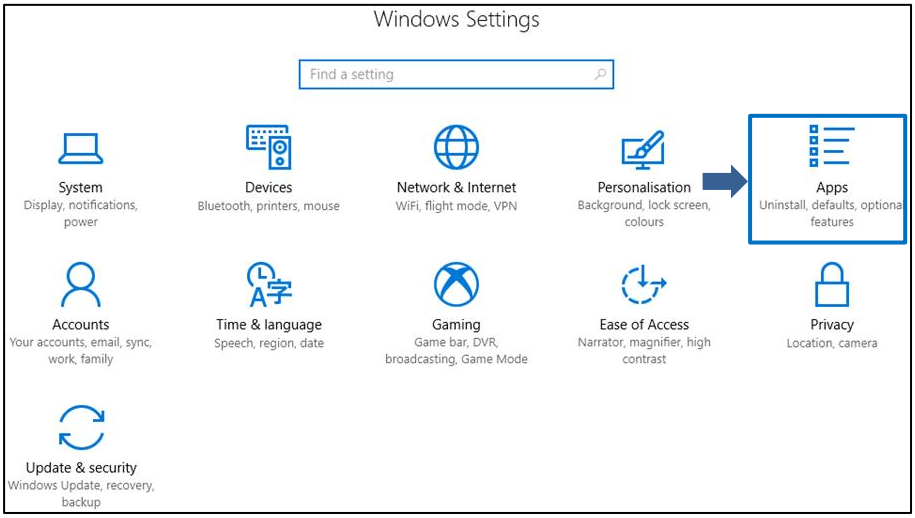


- Select <Direct Connection> and click <OK>.

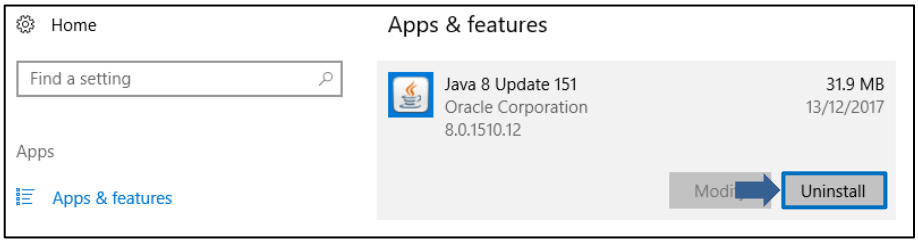
Re-install Java



- Click followed by .



- Click on <Apps>.



- Select <Java X Update XX> and click <Uninstall>.
- Java will be removed from the system.

Note:
Proceed to Page 4 and 6 for steps to download and re-install JRE. Once installed, run the AIS software again. If issue persists, email us at ais@iras.gov.sg.

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