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## User Guide

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



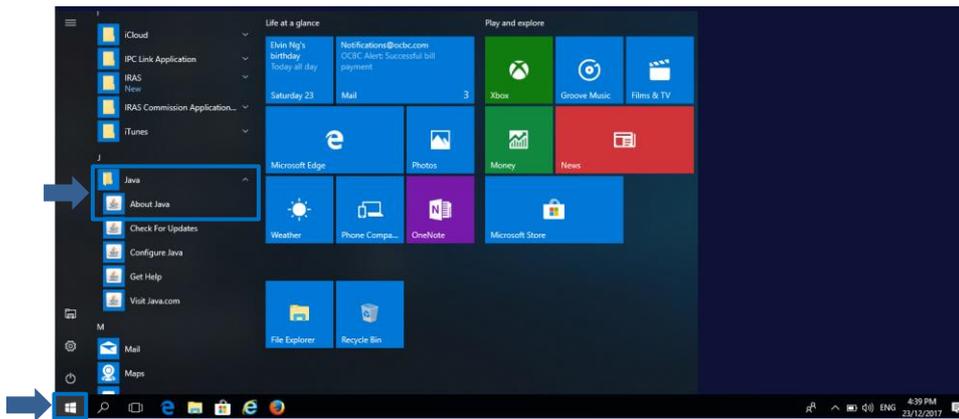
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## Check Version of Java Runtime Environment

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](mailto:ais@iras.gov.sg).



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

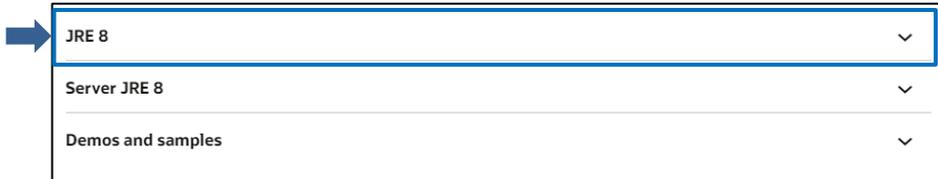


- Java version number displayed.

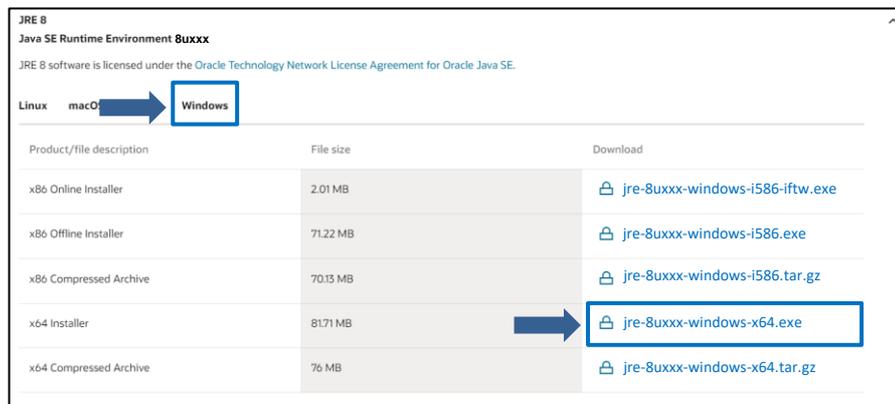
Note:

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.

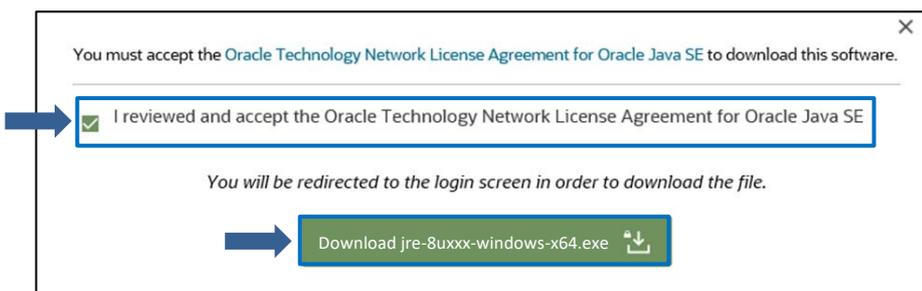
## Download Java Runtime Environment



At Oracle's website  
[www.oracle.com/technetwork/java/javase/downloads/index.html](http://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>.

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Create Your Oracle Account

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Email Address\* Your email address is your username.

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Name\* First or Given Name Last Name

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

Note: Creation of Oracle Account is free.

Do you want to run or save jre-8u261-windows-x64.exe (79.1 MB) from download.oracle.com?

Run Save Cancel

- 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.

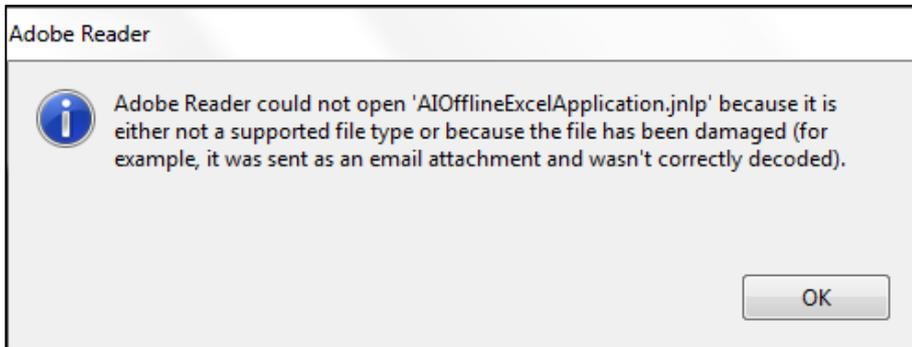
Note:

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.)

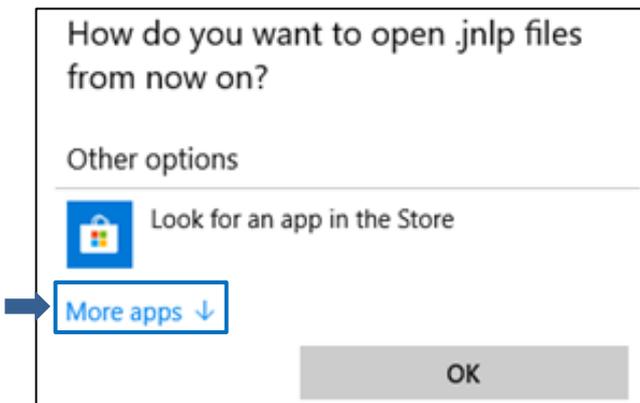


- Wrong software had been associated with AIS application.

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?'

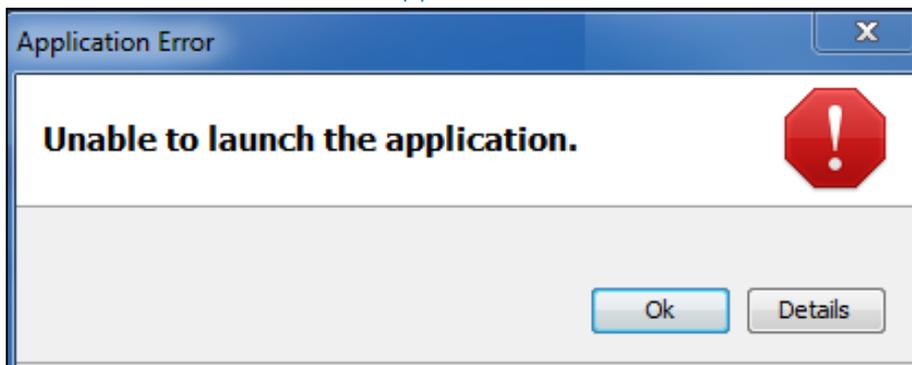


- Click <More apps>

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.

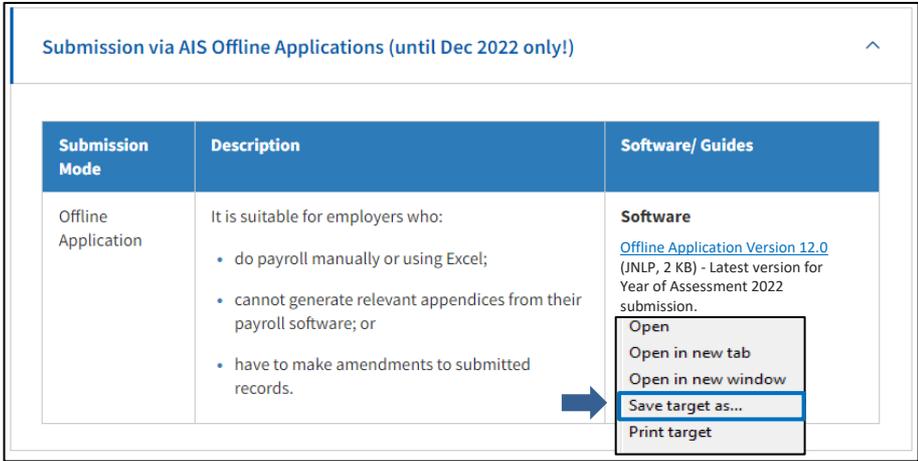


- AIS software is not downloaded properly.

Note:

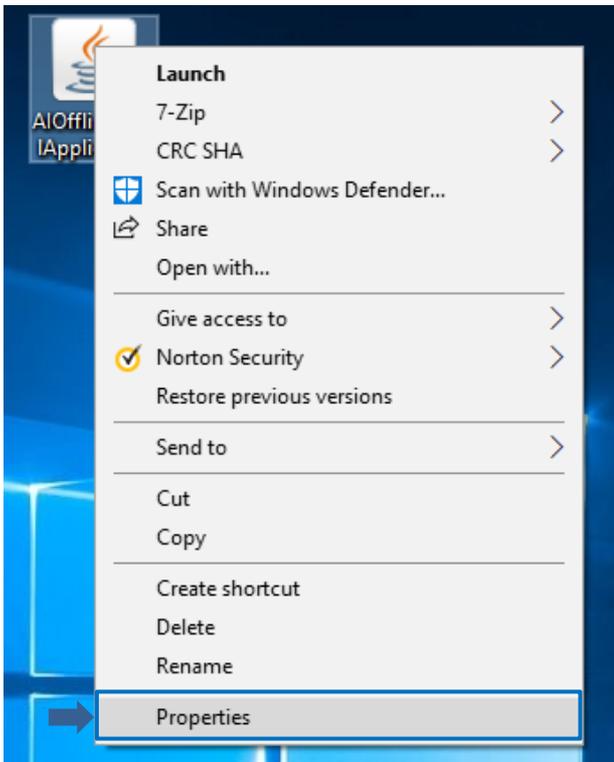
Refer to steps from [Page 10](#).

# Set Java as the default program to run the AIS software



At the [Submit Employment Income Records](#) page,

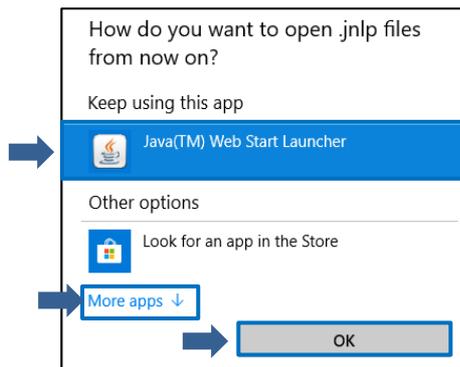
- Right-click on the AIS software hyperlink and select <Save Target As>. If you are using Google Chrome, select <Save Link As>.
- Save the file on your designated file location.



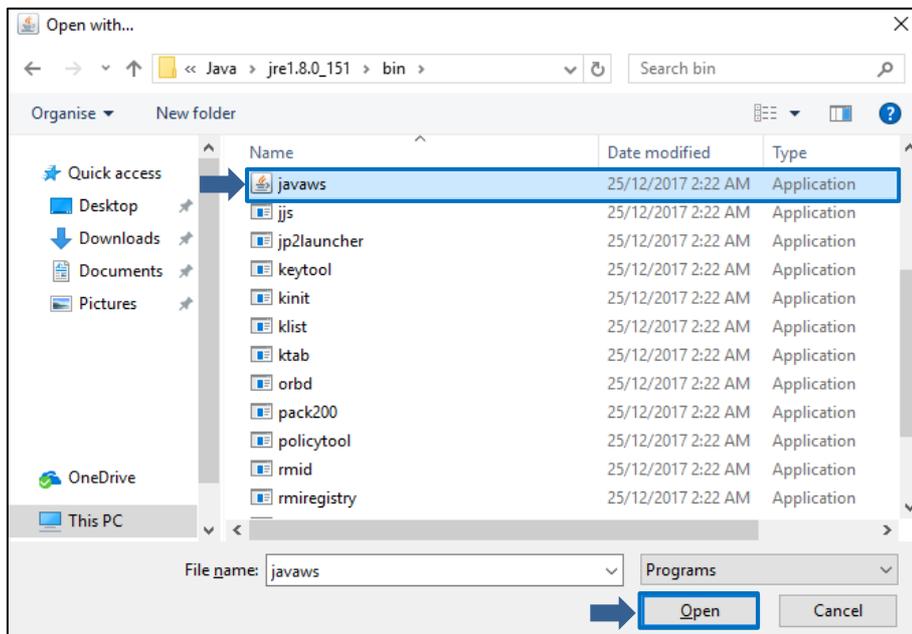
- Right-click on the application saved on your designated file location and select <Properties>.

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.



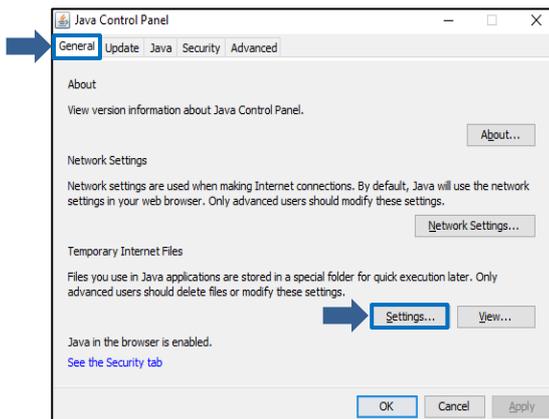
At the 'Open with...' window, go to the following file path "Computer > Local Disk C:\ > Program Files > Java > jre 1.x.0\_xxx >bin"

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

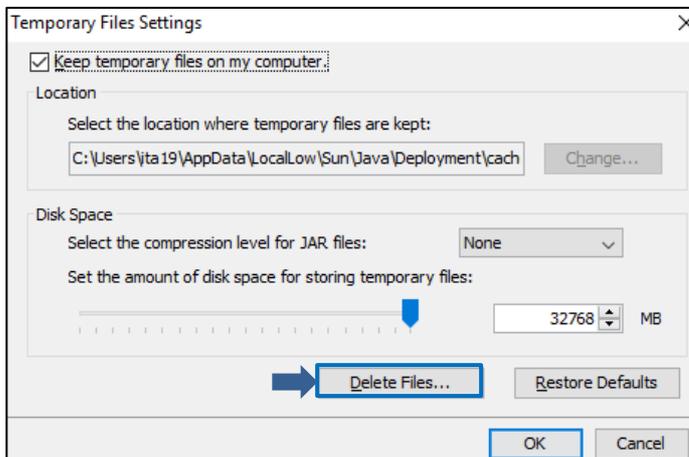
## Clear Java Cache



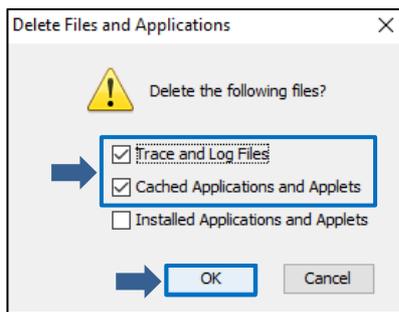
- Click  , look for <Java> and click <Configure Java>.



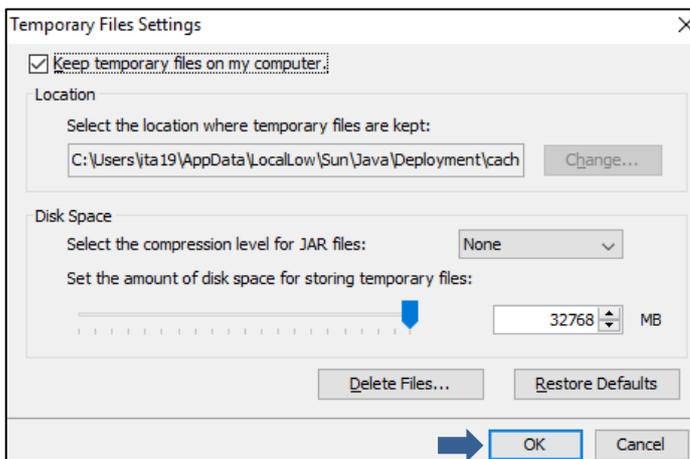
- In Java Control Panel, select <General> Tab, click <Settings...>.



- Click <Delete Files...>.

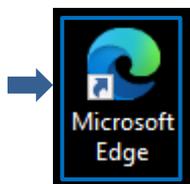


- Ensure that the checkbox next to <Trace and Log Files> and <Cached Application and Applets> are ticked.
- Click <OK>.

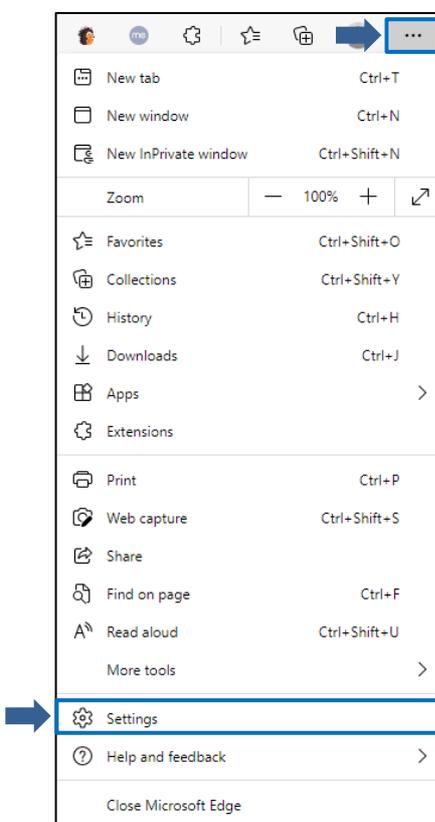


- Click <OK>.

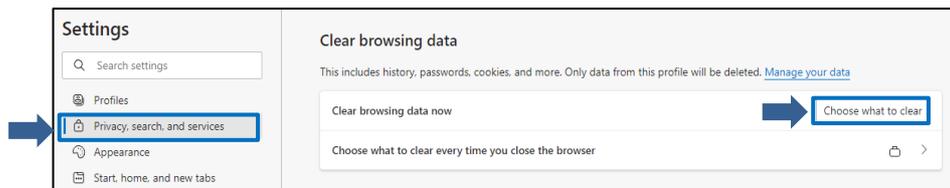
## Clear Microsoft Edge Cache



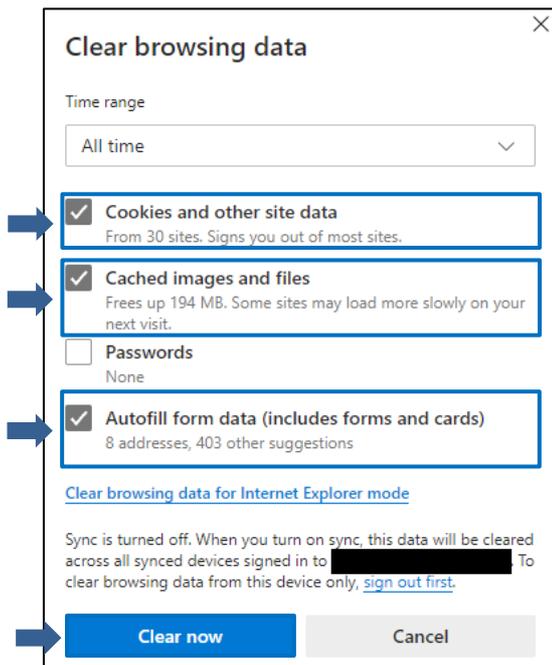
- Launch <Microsoft Edge> from your computer.



- 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>.

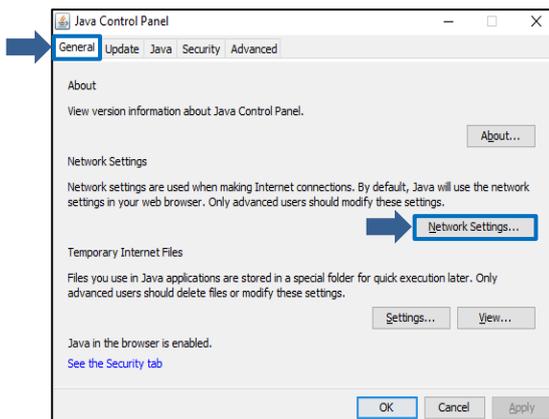
Note:

If you are still unable to launch the application, refer to [Page 14](#) to change the Java Network Setting.

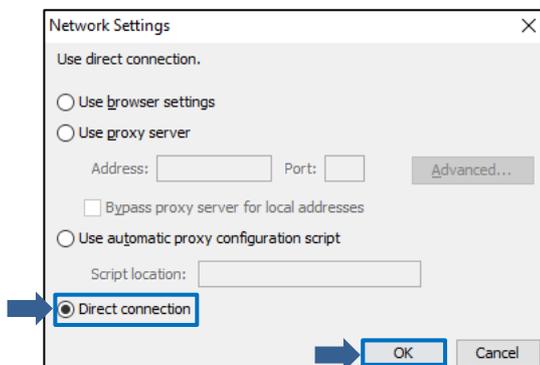
## Change Java Network Settings



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



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

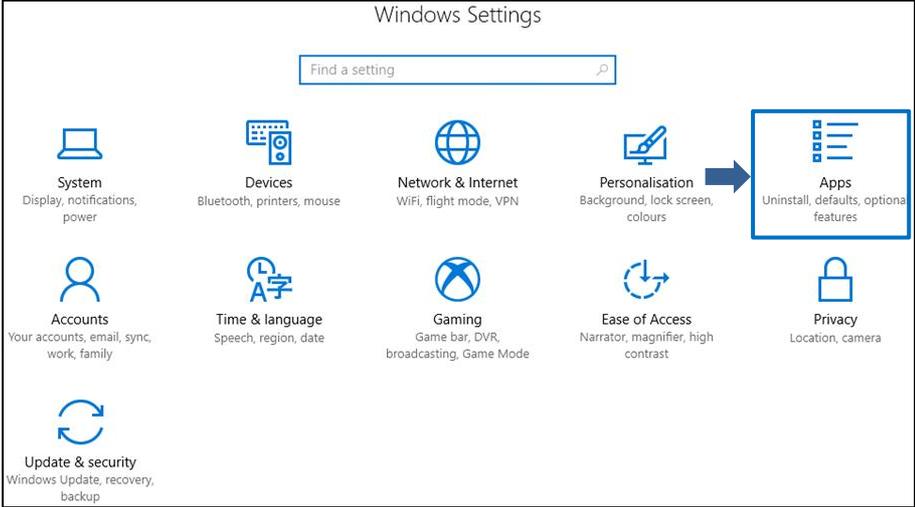


- Select <Direct Connection> and click <OK>.

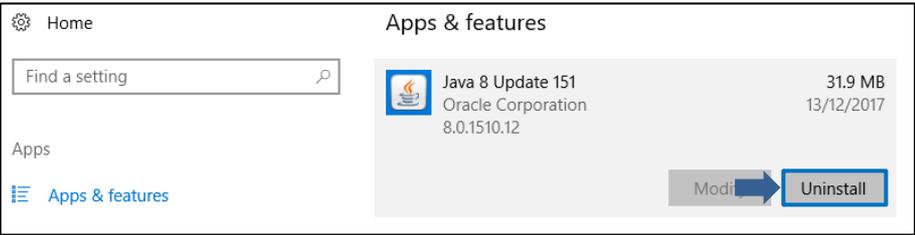
# Re-install Java



- 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](mailto:ais@iras.gov.sg).

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