

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 '<u>Troubleshoot by error message</u>'. If the error that you have encountered is not listed, email us at <u>ais@iras.gov.sg</u>.



About Java	\times
Java GRACLE	
Version 8 Update 311 (build 1.8.0_311-b12) Copyright © 2021, Oracle and/or affiliates. All rights reserved.	
For more information about Java technology and to explore great Java applications, visit <u>http://www.java.com</u>	
ORACLE	

• 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 <u>Page 4</u> and <u>6</u> for steps to download and install JRE.

Download Java Runtime Environment

JRE 8	~	At Oracle's website
Server JRE 8	~	e/downloads/index.html, look for JRE 8.
Demos and samples	~	



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



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



Enter and your username ٠ password and click <Sign in>.

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

	Create Your Oracle Already have an Oracle Account	Account nt? Sign In	•	If you do not have an Oracl Account, enter the details and clic <create account="">.</create>
Email Address* Password * Retype password * Country * Name * Job Title * Work Phone * Address * City * ZIP/Postal Code *	Singapore First or Given Name Last N First or Given Name Last N Send me marketing communications on Oracle Prod You may opt-out of all marketing communications: Unsubscrib By clicking on the "Create Account" button below, yo site is subject to the Oracle.com Terms of Use. Addit By clicking on the "Create Account" button below, yo site is subject to the Oracle.com Terms of Use. Addit Create Account	Your email address is your username. Passwords must have upper and lower case letters, at least 1 number, not match or contain email, and be at least 8 characters long. ame	Not	te: Creation of Oracle Account i



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

Install Java Runtime Environment

Java Setup - Welcome	_		×	•	Click	<install></install>	to	begin	the
Java"					installa	ation.			
Welcome to Java									
Java provides access to a world of amazing cont solutions to helpful utilities and entertainment, Java experience come to life.	ent. From b makes you	usiness r Internet	t						
Note: No personal information is gathered as part <u>Click here</u> for more information on what w	of our instal e do collect	l process	5.						
Click Install to accept the <u>license agreement</u> and	l install Java	now.							
Change destination folder		Install >	,						



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.)



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



Click <More apps>

Note: Refer to <u>Page 8</u> 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 <u>Page 10</u>.

Set Java as the default program to run the AIS software

Submission Mode	Description	Software/ Guides
Offline Application	 It is suitable for employers who: do payroll manually or using Excel; cannot generate relevant appendices from their payroll software; or have to make amendments to submitted records. 	Software Offline Application Version 12.0 (JNLP, 2 KB) - Latest version for Year of Assessment 2022 submission. Open Open in new tab Open in new window Save target as

At the <u>Submit Employment Income</u> <u>Records</u> 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.

			EHIL
Pro-		Launch	
AlOffli		7-Zip	>
IAppli		CRC SHA	>
	÷	Scan with Windows Defender	
	È	Share	
		Open with	
		Give access to	>
	⌀	Norton Security	>
		Restore previous versions	
		Send to	>
		Cut	
		Сору	
		Create shortcut	
		Delete	
		Rename	
		Properties	
	-		

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

Note:

- 'AIOfflineExcelApplication' for Offline Application
- 'AlSalaryFileValidator' 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.

🔮 Open with					×
\leftrightarrow \rightarrow \checkmark \uparrow	« Jav	a > jre1.8.0_151 > bin >	✓ Ö Search bin		ρ
Organise 🔻 🛛 N	lew folde	r	[= - 🔟 (?
	^	Name	Date modified	Туре	
📌 Quick access		🕌 javaws	25/12/2017 2:22 AM	Application	٦
📃 Desktop	* 1	💷 jjs	25/12/2017 2:22 AM	Application	
🖊 Downloads	*	📧 jp2launcher	25/12/2017 2:22 AM	Application	
🚆 Documents	*	📧 keytool	25/12/2017 2:22 AM	Application	
Pictures	*	📧 kinit	25/12/2017 2:22 AM	Application	
		📧 klist	25/12/2017 2:22 AM	Application	
		📧 ktab	25/12/2017 2:22 AM	Application	
		📧 orbd	25/12/2017 2:22 AM	Application	
		📧 pack200	25/12/2017 2:22 AM	Application	
		📧 policytool	25/12/2017 2:22 AM	Application	
🐔 OneDrive		📧 rmid	25/12/2017 2:22 AM	Application	
~		📧 rmiregistry	25/12/2017 2:22 AM	Application	
This PC	~	<			>
	File <u>n</u> a	me: javaws	✓ Programs		~
			<u>O</u> pen	Cancel	

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...>.

- Temporary Files Settings × Keep temporary files on my computer. Location Select the location where temporary files are kept: C:\Users\ita19\AppData\LocalLow\Sun\Java\Deployment\cach Change... Disk Space Select the compression level for JAR files: None \sim Set the amount of disk space for storing temporary files: 32768 🜩 MB Delete Files... Restore Defaults OK Cancel
- Click <Delete Files...>.



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

Temporary Files Settings
Keep temporary files on my computer.
Location
Select the location where temporary files are kept:
C: \Users\ita19\AppData\LocalLow\Sun\Java\Deployment\cach
Disk Space Select the compression level for JAR files: None Set the amount of disk space for storing temporary files:
32768 → MB
Delete Files Restore Defaults
OK Cancel



Profiles

Appearance

Privacy, search, and services

🔄 Start, home, and new tabs

Clear browsing data now

Choose what to clear every time you close the browser



Choose what to clear

 \circ)

• Click <Choose what to clear>

Clear browsing data
Time range
All time 🗸
Cookies and other site data From 30 sites. Signs you out of most sites.
Cached images and files Frees up 194 MB. Some sites may load more slowly on your next visit.
Passwords None
Autofill form data (includes forms and cards) 8 addresses, 403 other suggestions
Clear browsing data for Internet Explorer mode
Sync is turned off. When you turn on sync, this data will be cleared across all synced devices signed in to clear browsing data from this device only, <u>sign out first</u> .
Clear now Cancel

- 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 <u>Page 14</u> to change the Java Network Setting.

Change Java Network Settings



• Click 🖽 , look for <Java> and click <Configure Java>.

실 Java Control Panel X General Update Java Security Advanced About View version information about Java Control Panel. About... Network Settings Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings. Network Settings... Temporary Internet Files Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings. Settings... View... Java in the browser is enabled. See the Security tab OK Cancel Apply

Network Settings	×
Use direct connection.	
○ Use <u>b</u> rowser settings	
O Use proxy server	
Address: Port:	<u>A</u> dvanced
Bypass proxy server for local addresses	
O Use automatic proxy configuration script	
Script location:]
ОК	Cancel

 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>.

- ind a setting
 Apps & features
 Find a setting
 Apps
 Java 8 Update 151 Oracle Corporation 8.0.1510.12
 Modi Uninstall
- Select <Java X Update XX> and click <Uninstall>.
- Java will be removed from the system.

Note:

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

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