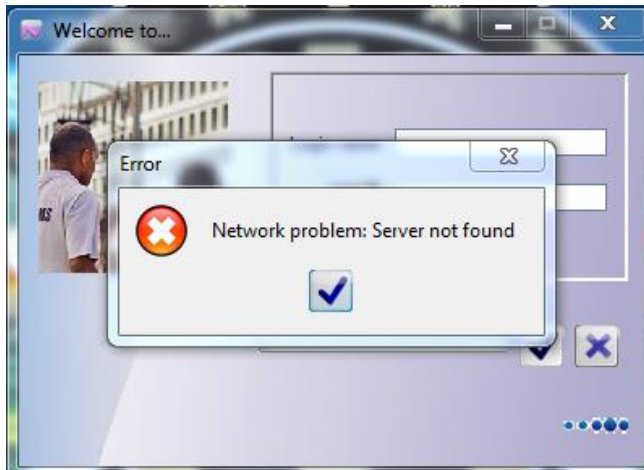**How to resolve AW Connection issues**

## 1. Network Problem: Sever not found



**CAUSE**

- Network connection
- Wrong jnlp file

**SOUTION**

- Check your internet connection and make sure can connect to the internet.
- Check with the ASYCUDAWorld team to see if there is any issues with the server. An issue with the server may result in the issue above.
- Check the jnlp file you downloaded. You are an internal user, your jnlp file will include and **int** at the end of the file name such as **ASYCUDAWorld_live_int.jnlp**. If you are an external user, your jnlp file will include an **ext** at the end of the file name. An internal jnlp works only within the government network while an external jnlp works outside any network.
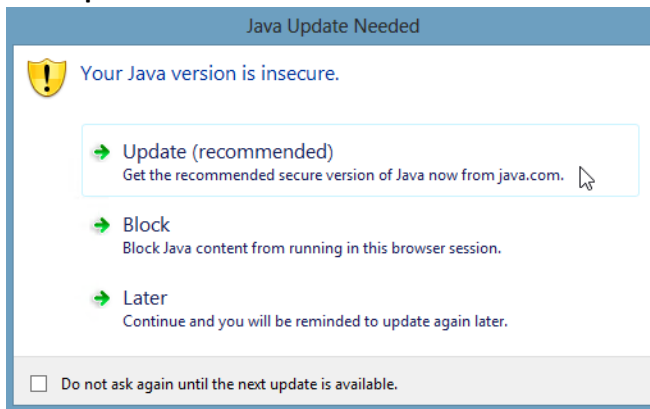
## 2. User identification failure. Try again



**CAUSE**

- Incorrect username or password
- User already logged in another computer or device.

**SOLUTION**

- Make sure you enter the correct username and password
- Make sure to log off from any other machine before logging in. ASYCUDAWorld only allows one connection per user.
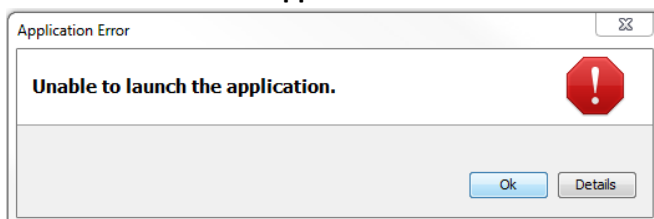
### 3. Java Update Needed



**CAUSE**

- Java checks your current version and if a new version is available, it will display the message above.

**SOLUTION**

- You can click on **Update (recommended)** to update to the latest version or click **Later** to get you to the login window
- Or you can click on "Do not ask again until next update is available" and click **Later**
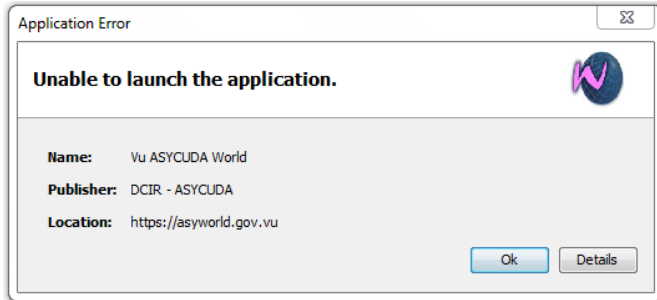
### 4. Unable to launch the application



**CAUSE**

- No internet connection

**SOLUTION**

- Check your internet connection and make sure you are connected.
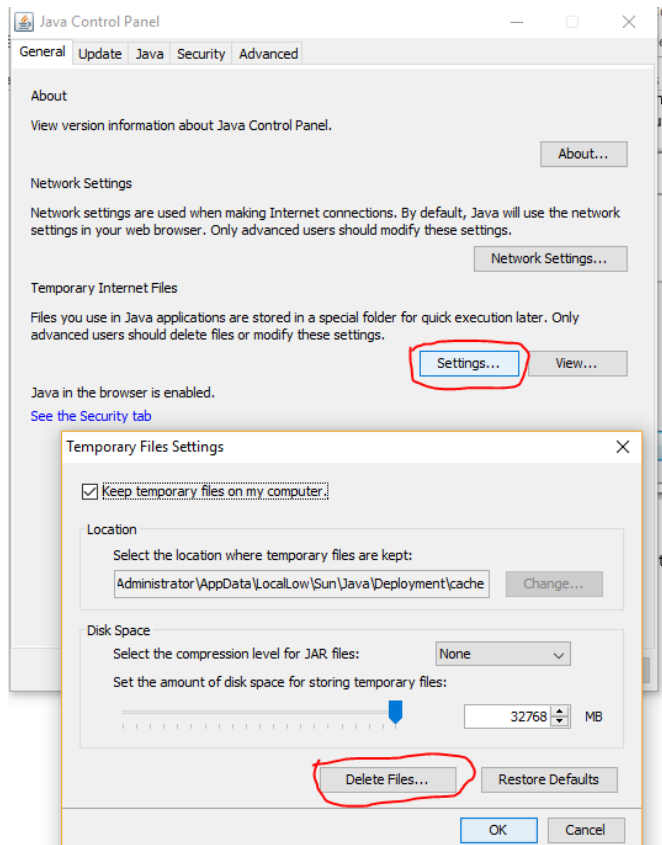
5. **Unable to launch the application**
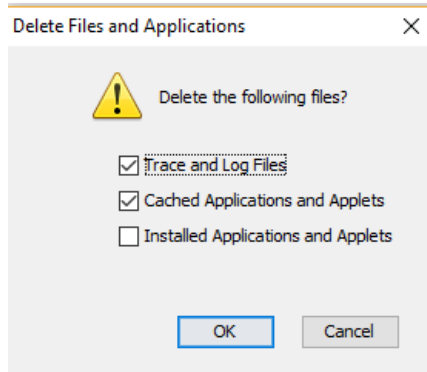


**CAUSE**
- Out dated configuration files

**SOLUTION**
- Go to Programs → Java →Configure Java or type Java in the search text box and click Configure Java on the list.
- On the Java control panel, click "**Settings**"
- Click the "**Delete Files**" button:

- Then click "**OK**" on the popup window ( **Delete Files and Applications** window)



- Click "**OK**" on the **Temporary Files Settings**.
- Click "**Ok**" on the **Java Control Panel**.

**End**