

EQuote Troubleshooting

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Overview:

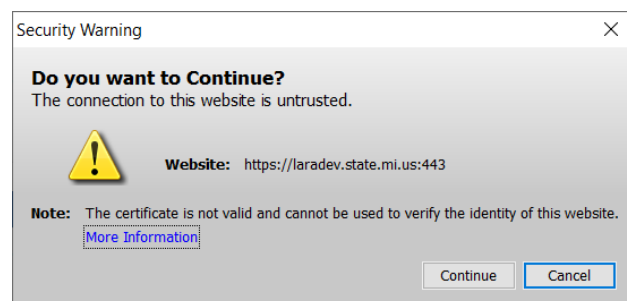
EQuote is an application built by the state of Michigan for Vendors to register Spirit products. It is an application downloaded from the internet by navigating to https://www.michigan.gov/lara/0,4601,7-154-89334_10570_66993---,00.html and selecting the link “E-Quote Entry Screen for Vendors - Supported on all web browsers with Java 8 or higher”.

Note: If you are not seeing a download (frmservlet.jnlp) after clicking the link, please try a different browser or adjust your browser settings accordingly to allow for downloads from <https://www.michigan.gov/lara>

The download essentially is the EQuote application and a shortcut can be made from the download. This will allow one to access the application from their desktop and not clicking on the download from either the browser or downloads folder.

The application requires Java 8 or higher to be installed as it is the software used to open the download. Issues opening the application, aside from having Java 8 or higher installed, often involve issues with Java control panel settings. Please refer to the sections below titled “Exception Site List”

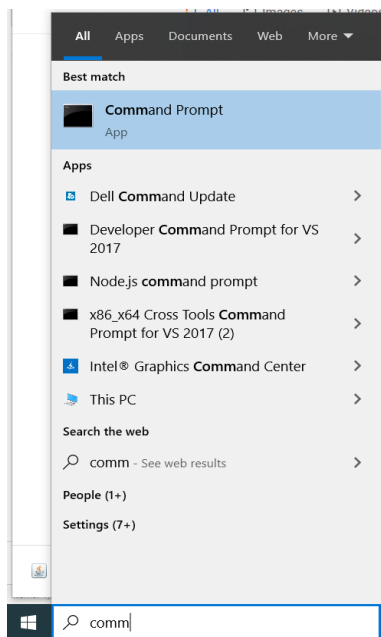
Common Alert: See Java Control Panel



Because Oracle Forms and Reports applications utilize a JAVA plugin on the local client PC, an issue has arisen with a security warning based on the latest version of the State of Michigan SSL certificates linked with the applications. This issue occurs because the last “free” version of the Oracle JAVA runtime environment, which is JAVA 1.8.xxx, does not contain in its keystore the root and intermediate certificates for the Sectigo SSL provider. Sectigo purchased COMODO after the release and subsequent updates of JAVA 1.8.xxx. To overcome this issue, the State of Michigan SSL certificates for the Oracle Forms and Reports environment can be imported into the JAVA keystore on the local client PC. This action should resolve the security warning currently being experienced when opening an Oracle Forms/Reports application.

Check Java Install:

1. Open a command prompt window by searching in the bottom left-hand corner.



2. Type in the command “where java” without the quotes. This should provide you with a path if Java is installed.

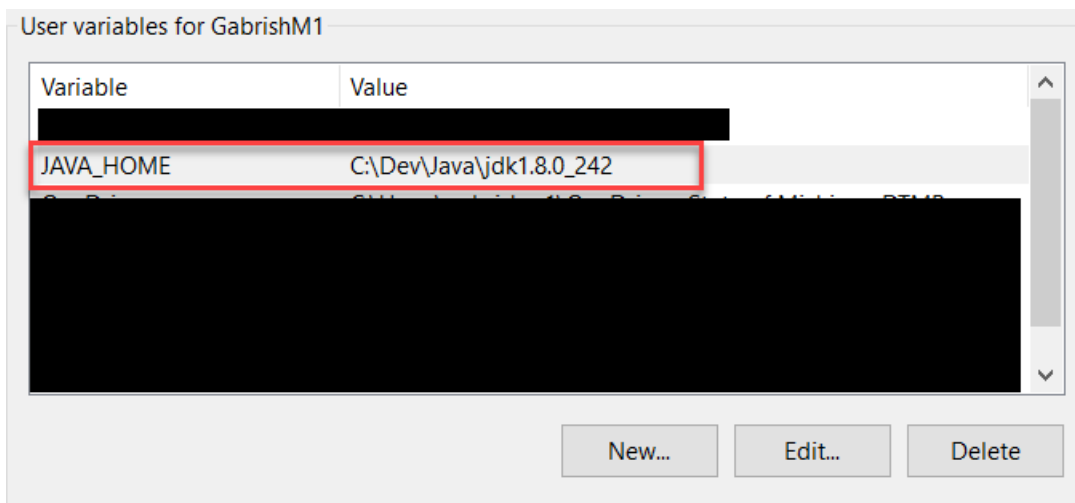
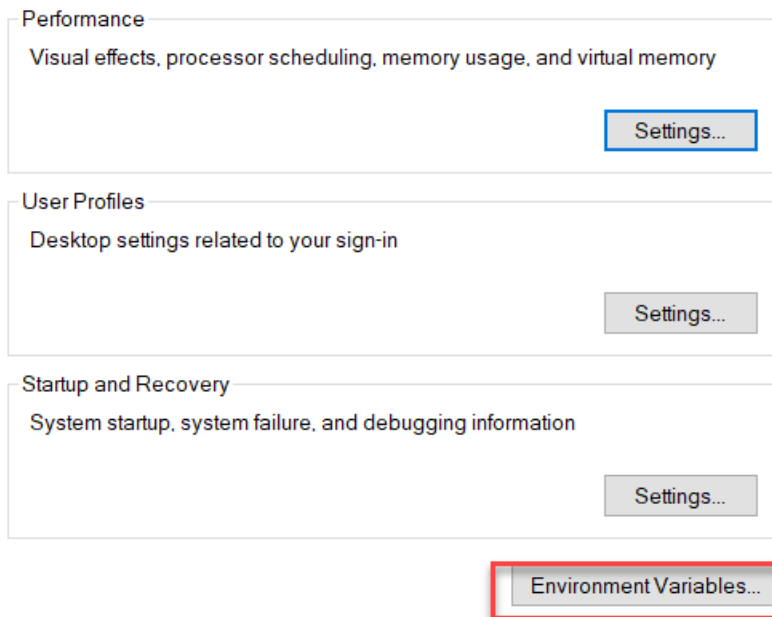
```
Command Prompt
Microsoft Windows [Version 10.0.18363.1256]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>where java
C:\Program Files (x86)\Common-Files\Oracle\Java\javapath\java.exe
C:\Dev\Java\jdk1.8.0_242\bin\java.exe
C:\Program Files\Zulu\zulu-11\bin\java.exe

C:\WINDOWS\system32>
```

3. Make sure that your JAVA_HOME variable is set to the path provided by the Command Prompt. This can be done by navigating to you Advanced System Settings (Control Panel\All Control Panel Items\System) and Selecting Environment Variables.

You must be logged on as an Administrator to make most of these changes.

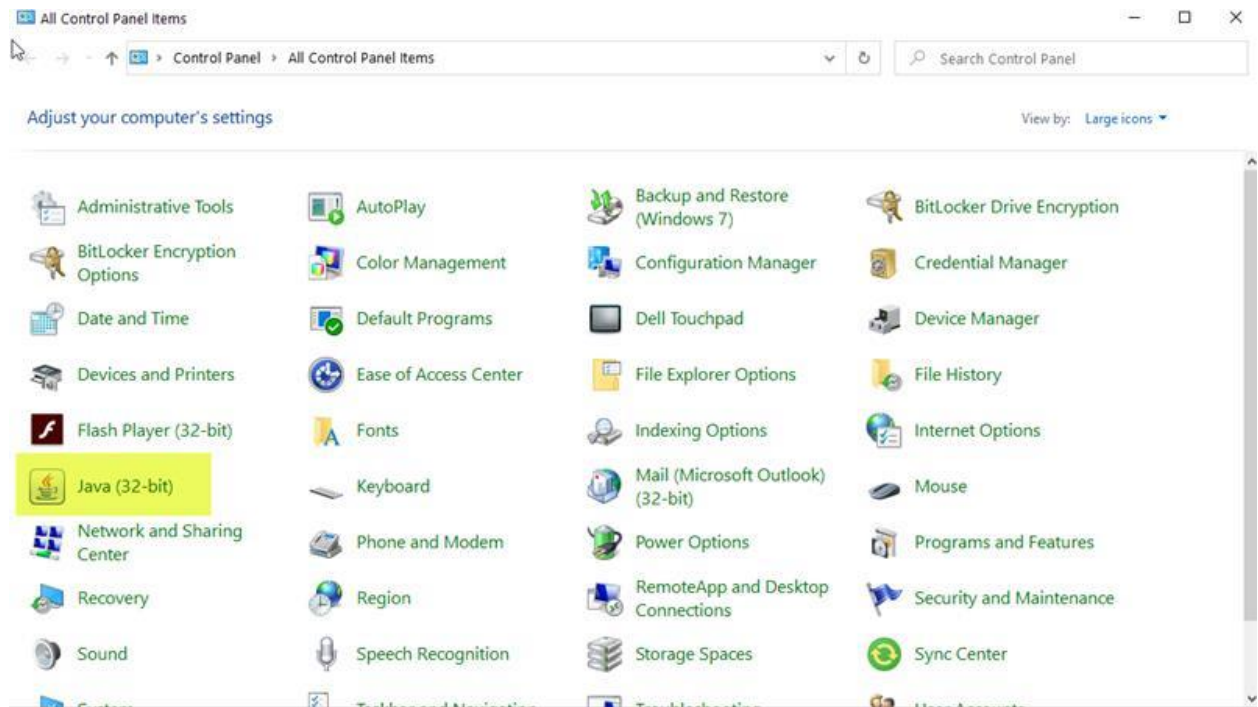


Installing Java

1. Navigate to <https://www.java.com/en/download> and click the link to "Agree and Start Free Download".

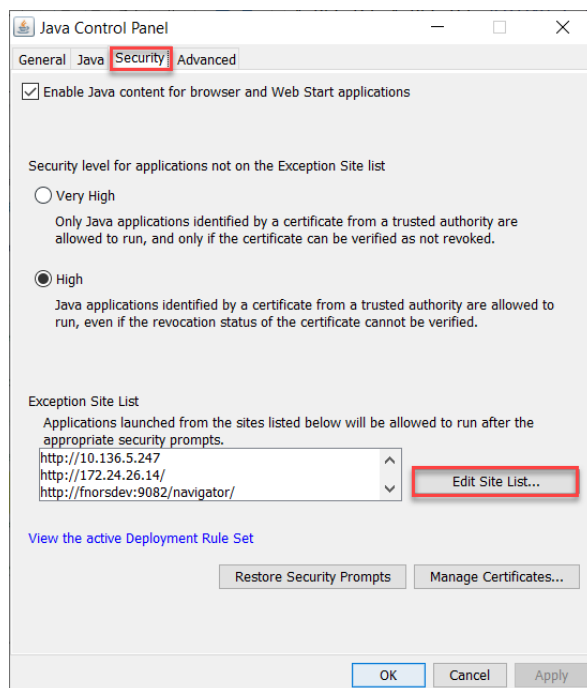
Java Control Panel

1. Navigate to the Java control panel from your computers control panel



Exception Site List

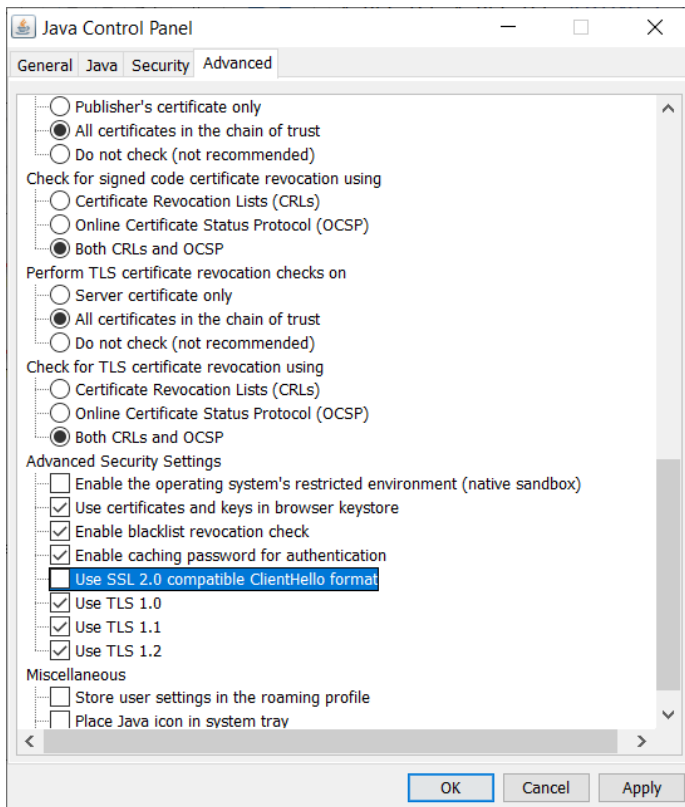
1. Click the "Edit Site List" button on the "Security" tab of the control Panel.



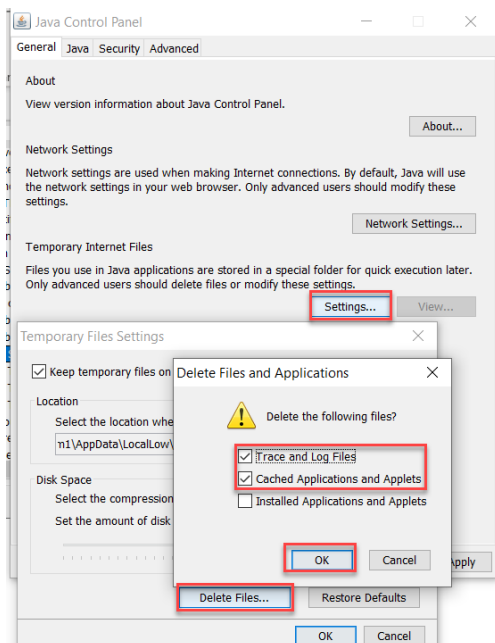
2. Click the "Add" button and add "https://www.lara.michigan.gov" to the list.

Other

1. In the “Advanced” tab make sure that Use SSL 2.0 compatible ClientHello format is Un-checked

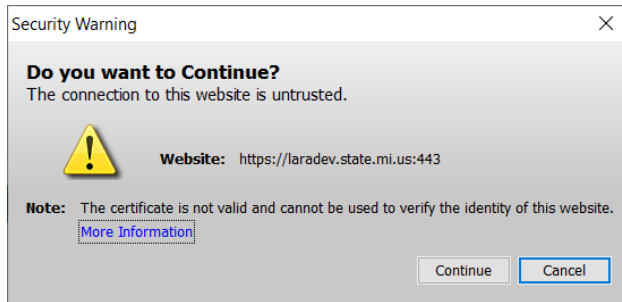


2. Delete temporary files by navigating to the “General” tab, selecting “Settings...”, selecting “Delete Files...”, and clicking “OK” when the first two checkboxes are checked. See image.



Important

As stated in the Overview, you will most likely still see this error



Please click continue to continue through to the log in.