Support: Troubleshooting Common Issues

If your setup worked, feel free to skip this reading. This page is intended as a resource for addressing many of the technical issues that learners have encountered while completing this course. We are unable to address every possible issue a learner may encounter, so if your issue is has not been addressed here then we recommend going to the Discussion forums where other learners can assist you in finding a solution to your issue.

IMPORTANT: Many issues (including many not listed on this page) can be easily fixed by performing these three fixes listed here. Please try these fixes first before looking for your specific issue. This will help to ensure Eclipse and Java are set up and working properly.

- **Update your video drivers**.

- **Make sure Eclipse is using the most current version of Java** (see directions below).

- **Set the compiler compliance level** (see directions below).

Contents

- Checking which version of Java Eclipse is using

- Setting the Compiler Compliance level

- The file "http://mt1.google.com/....." is missing or inaccessible...

- When I run the applet the window says "Applet Running" but nothing is displayed

- "'AWT-EventQueue-1' javax.media.opengl.GLException: Caught..." error when running applet.

- "java.lang.UnsupportedClassVersionError...Unsupported major.minor version..." error when running applet

- "libEGL warning: failed to create a pipe screen for..." error when running applet

- "java.net.SocketException: Address family not supported..." error when running applet

- Setting Up a Proxy in Eclipse

Checking which version of Java Eclipse is using.

Versions of Java older than Version 7 often cause issues with the programs we will write in this course. If you are a Mac user, be aware that OSX comes with Java 6 installed on the system, and when Eclipse is installed it will use this version of Java by default. Please follow these directions to make sure the correct version of Java is being used.

1. Under "Preferences" go to Java > Installed JREs.
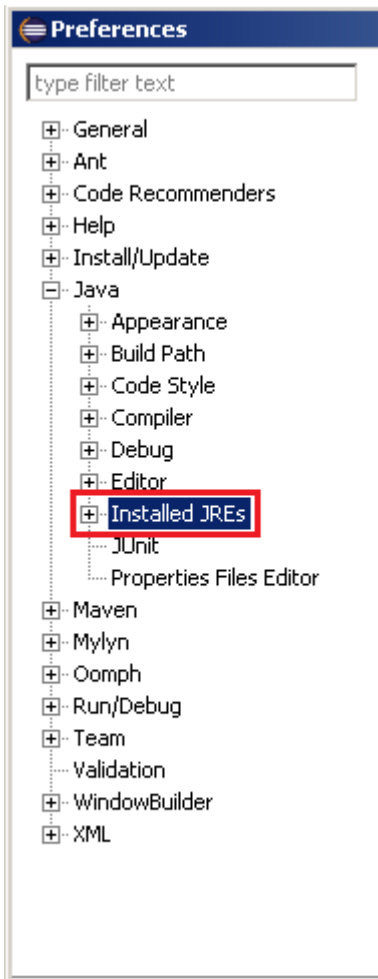
2. You will see listed the versions of Java that Eclipse is using. Check to see that either Java SE 7 (jre1.7) or Java SE 8 (jre1.8) are listed and checked.
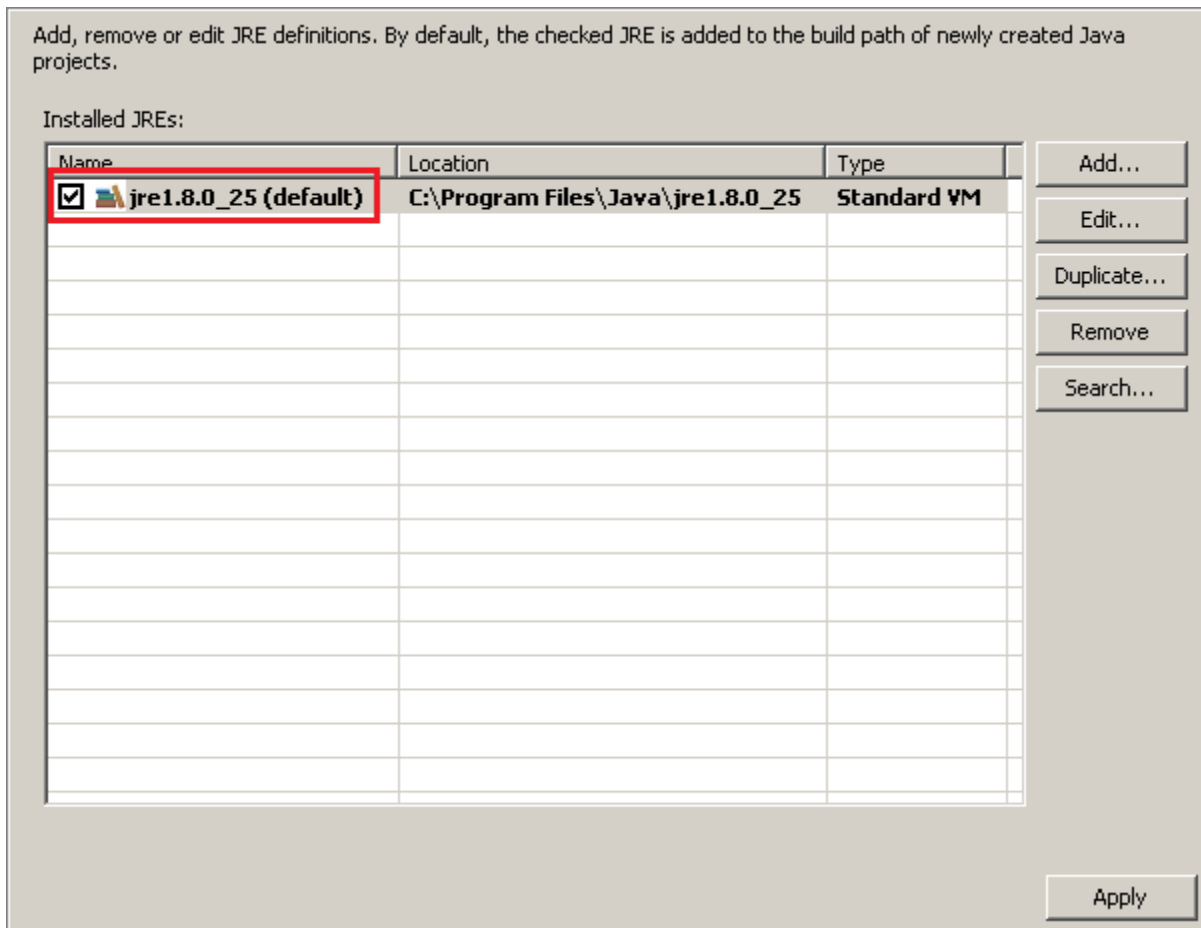
If you have not installed a newer version of Java, then go to our page [Setting up Java and Eclipse](#) and follow the directions under **Part 1: Install the Java JDK, if you don't have it already installed** on how to install Java.

If you have installed a newer version of Java but it is not listed, then go to our page [Setting up Java and Eclipse](#). Go to **Part 2: Download, "install" and setup Eclipse.** Step 8 gives directions on how to set up this newer version of Java in Eclipse.

Set the Compiler Compliance Level

The compiler compliance setting in Eclipse will have the compiler "pretend" to be a different version of Java. Sometimes the compiler compliance will be set to an old version of Java when Eclipse is installed for the first time. It is unknown why this happens. Follow these instructions to make sure the compiler compliance is set to the correct version of Java.

1. Under "Preferences" go to Java > Compiler.

2. Set "Compiler compliance level" to match your version of Java (Java 7 is 1.7, Java 8 is 1.8). If your version of Java is older than Java 7, then you must update your version of Java.

3. Check the box for "Use default compliance settings" then click "Apply".

Note: Some issues can be resolved by setting the compiler compliance level to an older version (such as 1.5), clicking "Apply", then setting it back to the newest version.
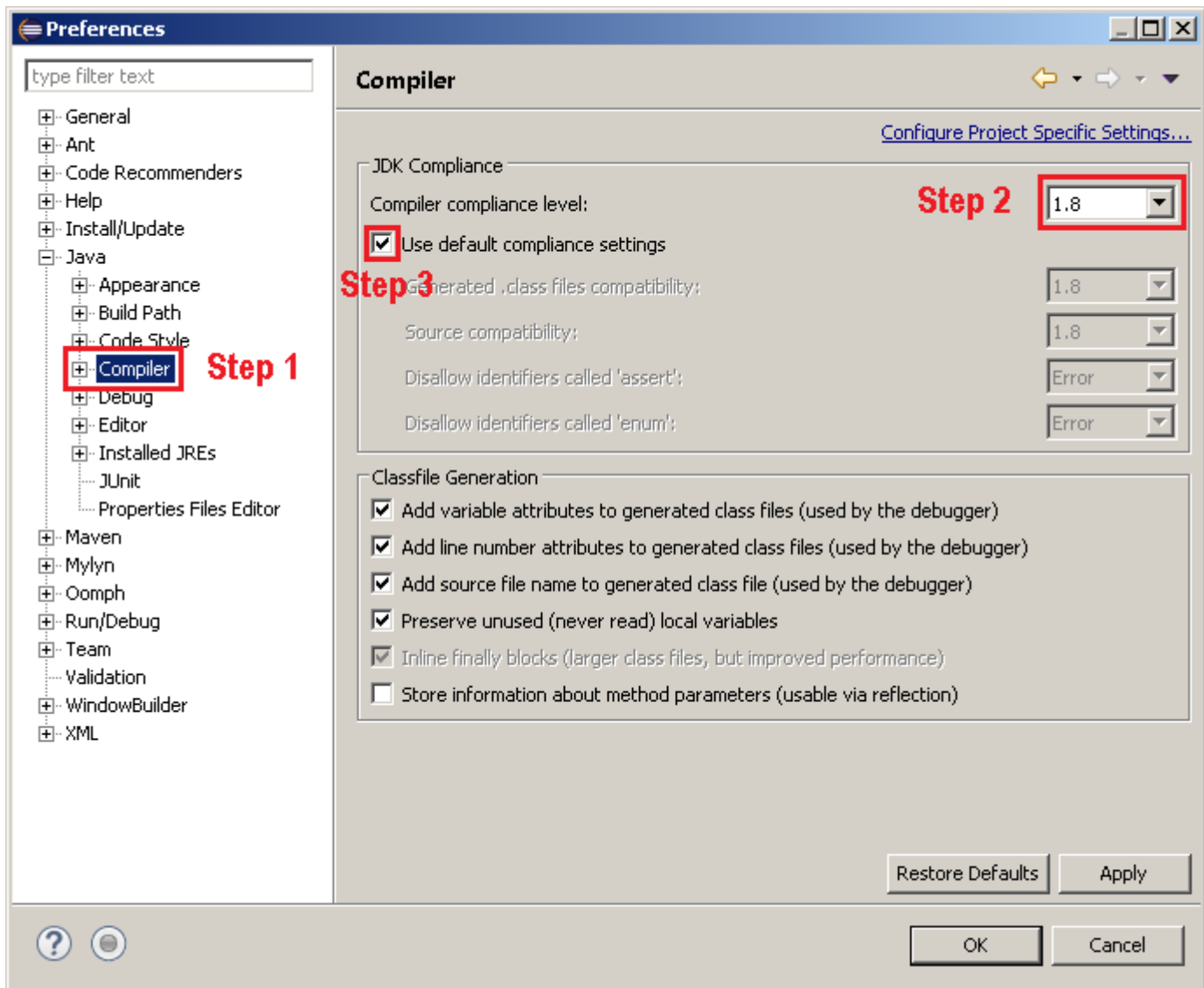
The file "http://mt1.google.com/....." is missing or inaccessible...

This is usually due to an issue with trying to access Google's map provider through a proxy. Please see **Setting Up a Proxy in Eclipse** below.

When I run the applet the window says "Applet Running" but nothing is displayed.

First, make sure you are using the correct version of Java (see directions above), and then check to make sure your compiler compliance level is set properly (see directions above). If you are continuing to have this issue then it is likely due to an error with OpenGL. See **Issues with OpenGL** below.

"'AWT-EventQueue-1' javax.media.opengl.GLException: Caught..." error when running applet.

This is caused by an issue with OpenGL. See **Issues with OpenGL** below.

"java.lang.UnsupportedClassVersionError...Unsupported major.minor version..." error when running applet

This is either due to Eclipse not using the correct version of Java or the compiler compliance level is not set properly . See **Check which version of Java Eclipse is using** for how to check your version of Java. See **Set the Compiler Compliance Level** for how to set your compiler compliance level.

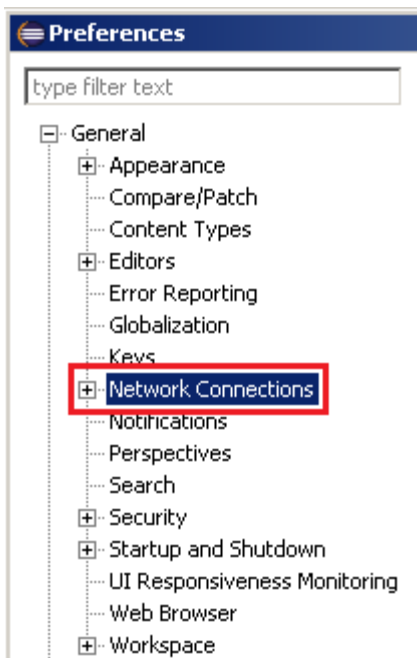# "libEGL warning: failed to create a pipe screen for..." error when running applet

This is usually due to an error with OpenGL. See **Issues with OpenGL** below.

"java.net.SocketException: Address family not supported..." error when running applet
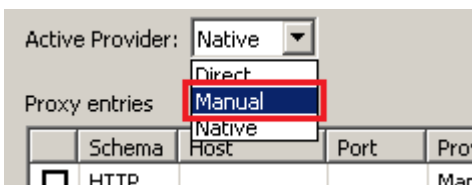
See this [discussion](#) for possible solutions to this issue.
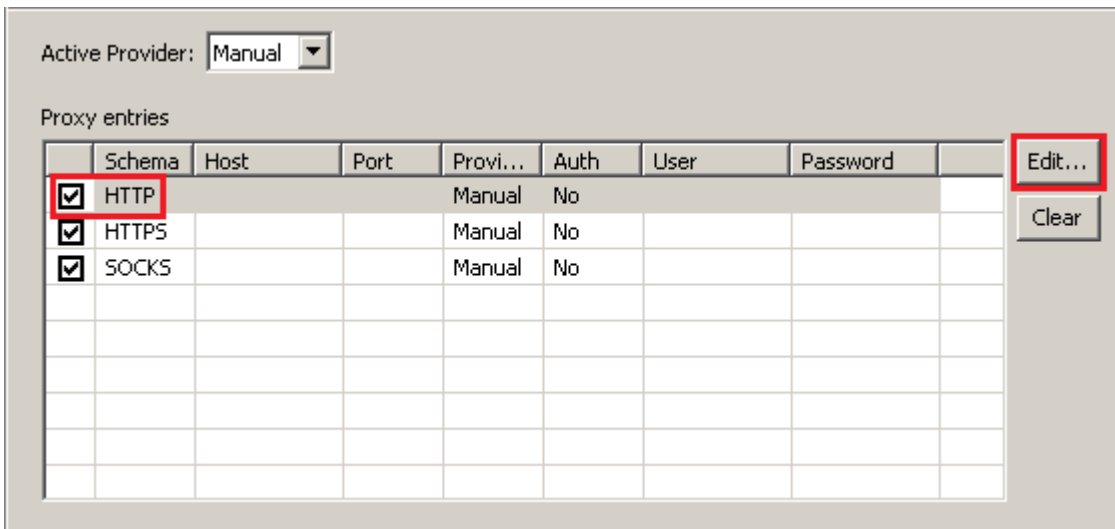
Setting Up a Proxy in Eclipse

1. Under "Preferences" go to General > Network Connections.

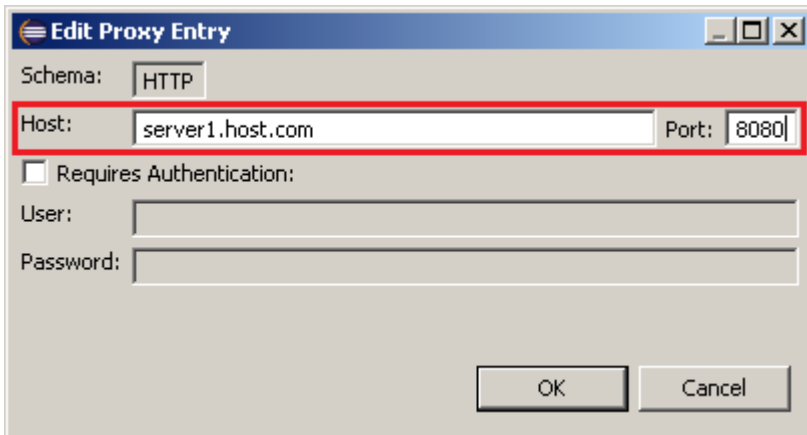2. Set the "Active Provider" to manual.

3. Select HTTP and click "Edit…"

4. Provide the Host and Port number for your proxy. (If your proxy requires authentication, then check the box "Requires Authentication" and provide the necessary user name and password)
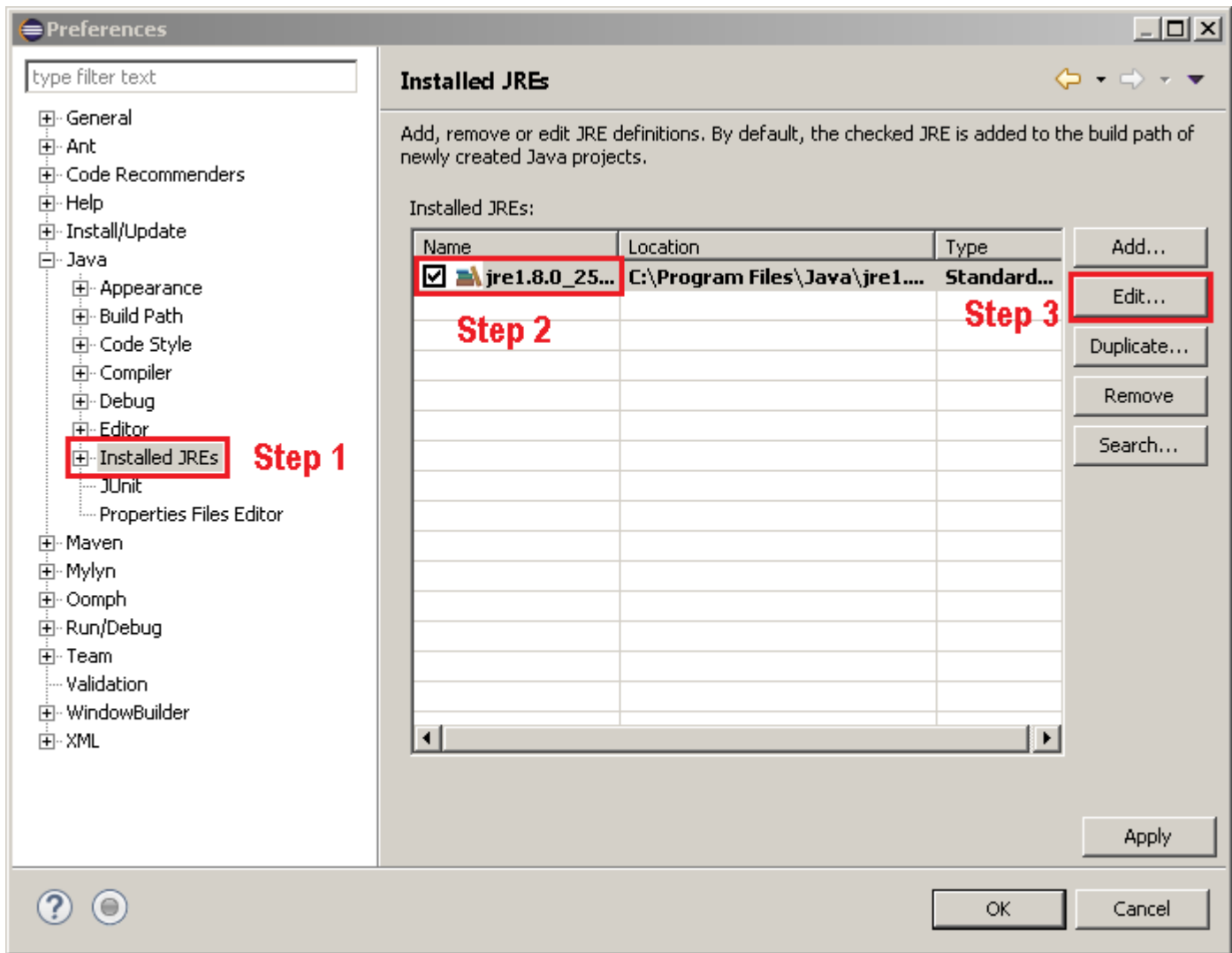

If you still have connectivity issues after following the steps above, then try the following:

1. Under "Preferences" go to Java > Installed JREs.

2. Select the version of Java you are using for this course

3. Click "Edit…"

4. In the field for "Default VM arguments" enter the following: -Dhttp.proxyHost=*enter host* -Dhttp.proxyPort=*enter port*

Replace *enter host* with your host, and replace *enter port* with your port number
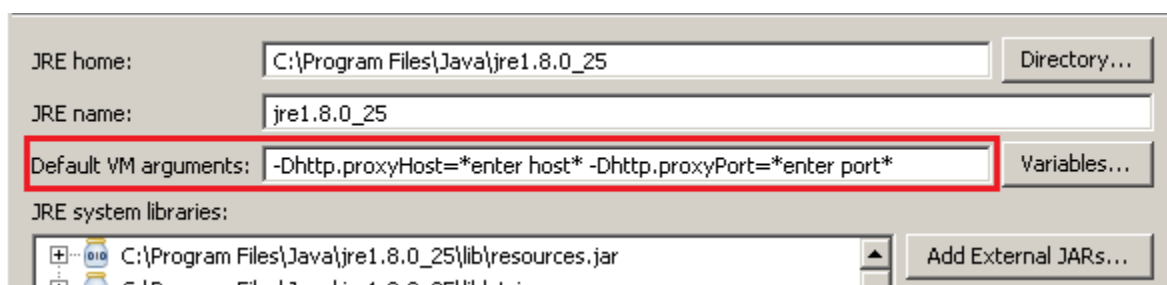
Issues with OpenGL

Some video cards encounter errors when working with OpenGL. Since the libraries in this course use OpenGL this can cause the program to not run properly. You should start by reading through Processing's FAQ on handling various OpenGL issues.

If you were unable to find a solution in [Processing's FAQ](#), then you can make some minor adjustments to the starter code that bypasses any OpenGL features. This may limit some visual features of your program but should allow you to complete the course. This fix will need to be applied to most of the java files we have provided that display an applet window. The best way to see if a java file needs this fix is to try running it. If the applet doesn't display properly then you will need to apply this fix.

1. In the setup method, find a call to the method named size. It looks something like one of these but with different numbers:

```
size(900, 600, OPENGL);size(900, 600, P2D);
```

2. Delete the third parameter, either "OPENGL" or "P2D". It should now look similar to this but with different numbers:

```
size(900, 600);
```

3. You should now be able to run the program. It's ok if your map is displayed differently than the screenshots in the assignment instructions.

NOTE ABOUT WEEK 1 PROGRAMMING ASSIGNMENT: Making this change to the Programming Assignment in Week 1 will result in the first map taking up the whole window. Because of this, you should edit the code so that only the second map (your map) is displayed. The best way to do this is to "comment out" the lines of code that display the first map (that is, add "//" to the beginning of the line of code to turn it into a comment). Don't delete the code displaying the first map since it is there to help you code and display your map.