

Naviga

Information about Naviga products.

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Advertising

Advertising

Naviga Advertising

Rob Peacock-lead

Amy McKelvy- advertising

Christina Sheriff- ticket entry

Vicki Ney- Rate tables and rating questions

Andrea Kula- Accounting/GL

Login URL : <https://cdr.navigahub.com/EW/CDR/login.aspx>

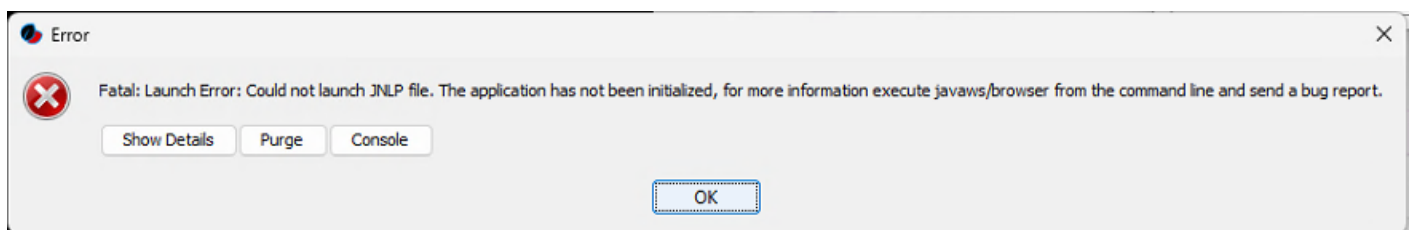
Circulation

Naviga Circ - Application Won't Start After Update

Problem

From time to time, the local java instance will update to the latest version which will cause Open Web Start to need to be reconfigured.

Error message:

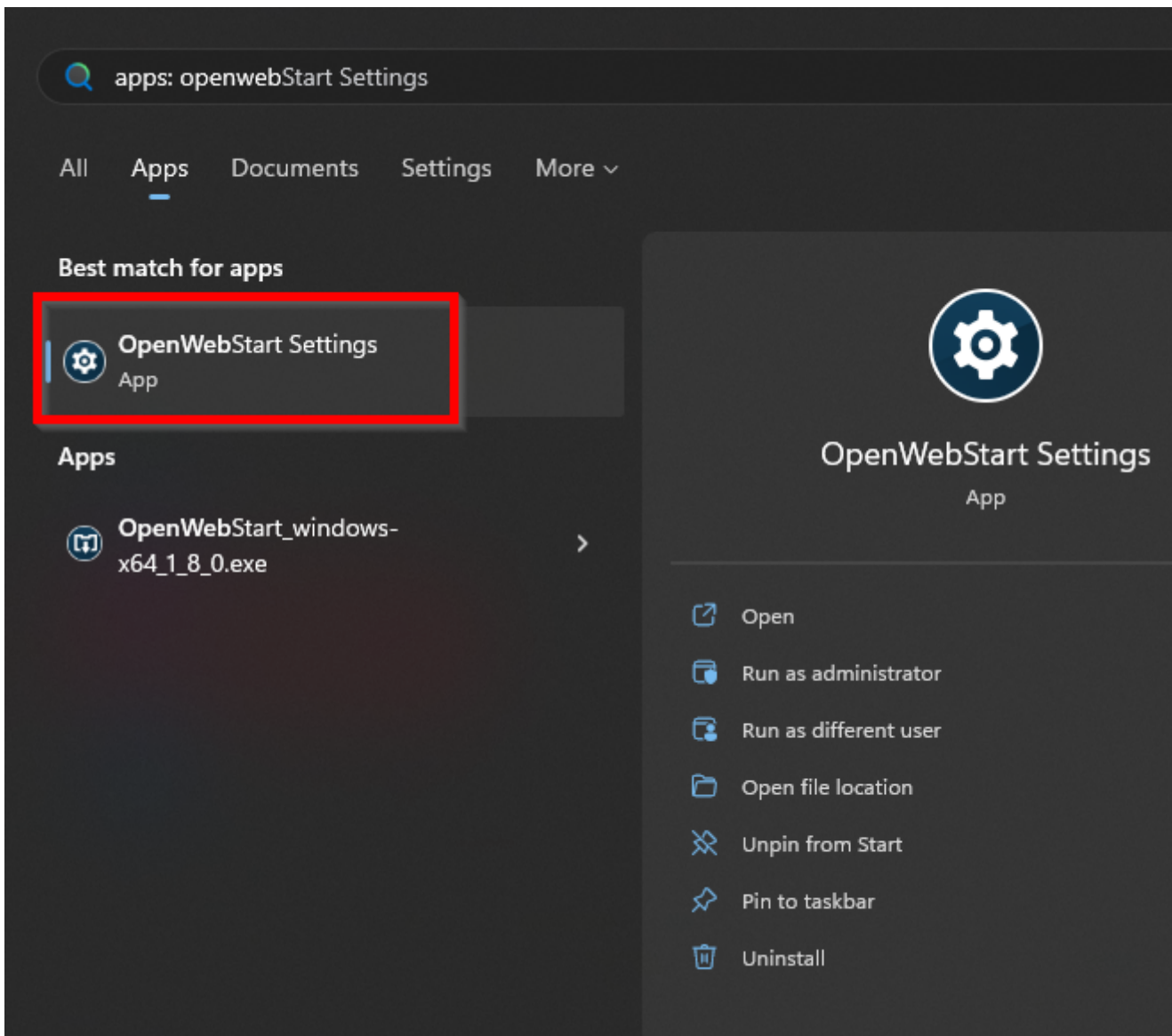


Fatal: Launch Error: Could not launch JNLP file. The application has not been initialized, for more information execute javaws/browser from the command line and send a bug report.

Fix

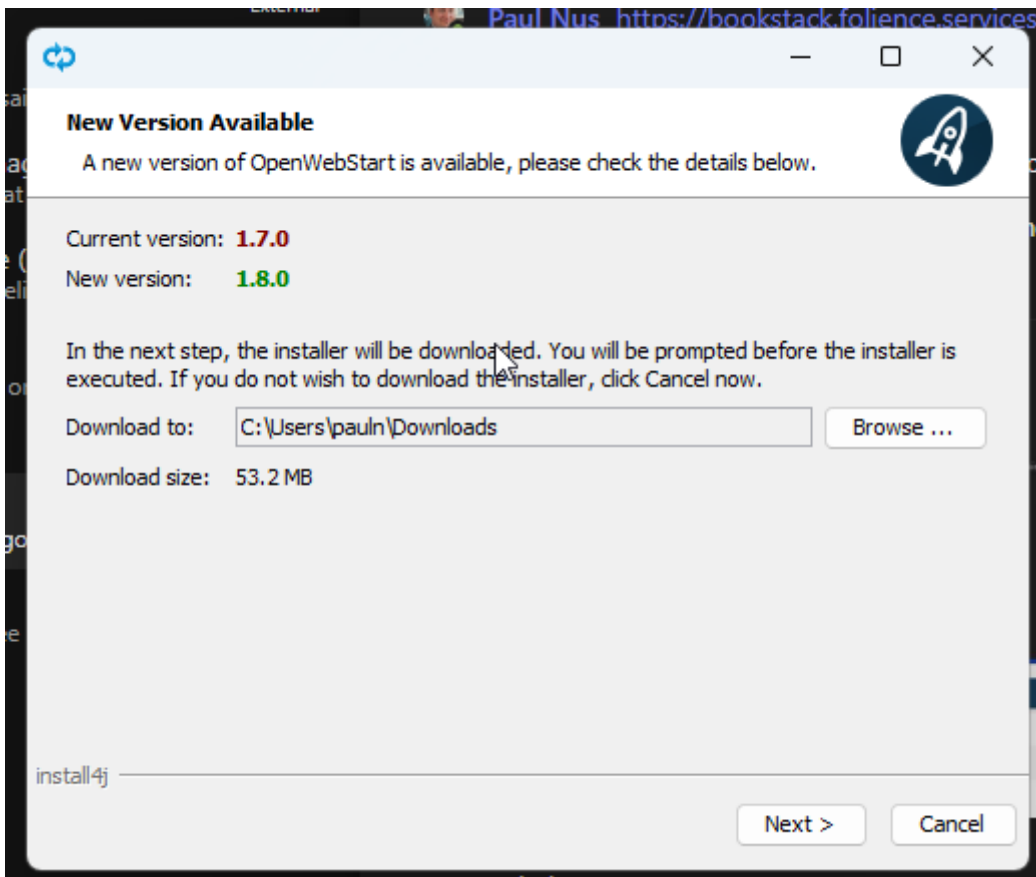
Locate and open "Open Web Start Settings" on the computer and profile having issues.

Each person will have this issue during an update. Applying the fix to one user on computer/server will not fix it for all that use it. The settings are based on each profile. This is more important reminder for terminal servers and those that use Naviga Circulation on RDS servers.



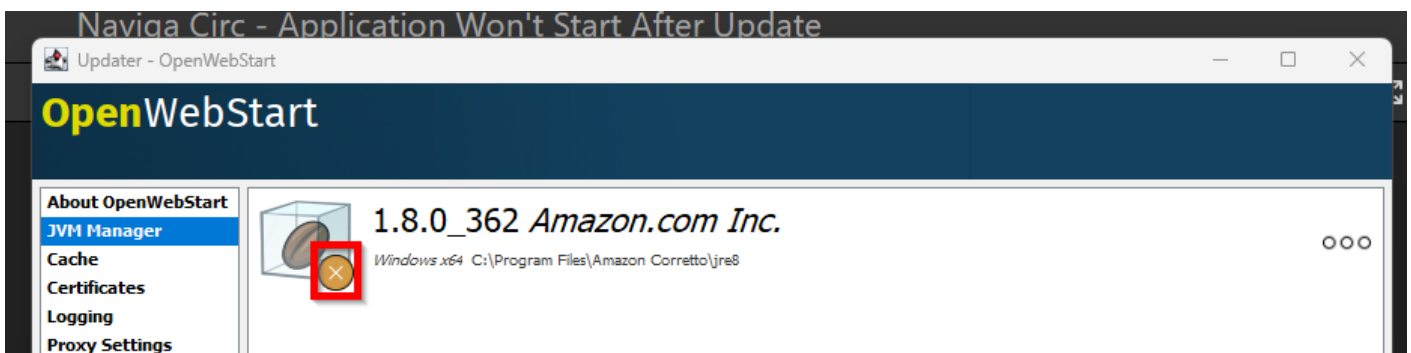
Version Update for Open Web Start

If you are presented with this option to upgrade during the Open Web Start Settings program, you can hit "Cancel". It is best to have an admin present and available to update this application when needed.



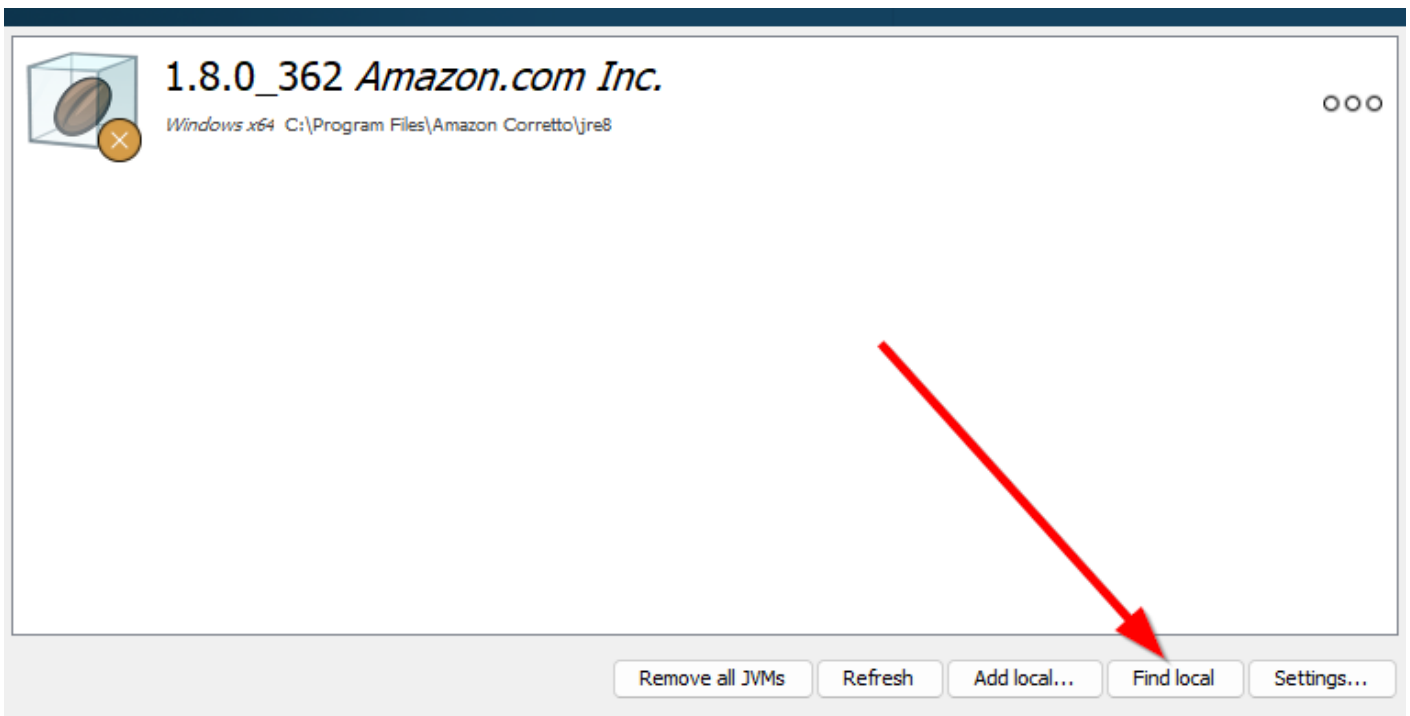
JVM Manager

Navigate to "JVM Manager" to see which Java instances the OpenWebStart are configured. If it has an orange "X" through the entry, that configuration is not valid anymore and likely using an old version. In this example, the "1.8.0_362" version is being shown which is likely an old version that no longer exists on the machine.



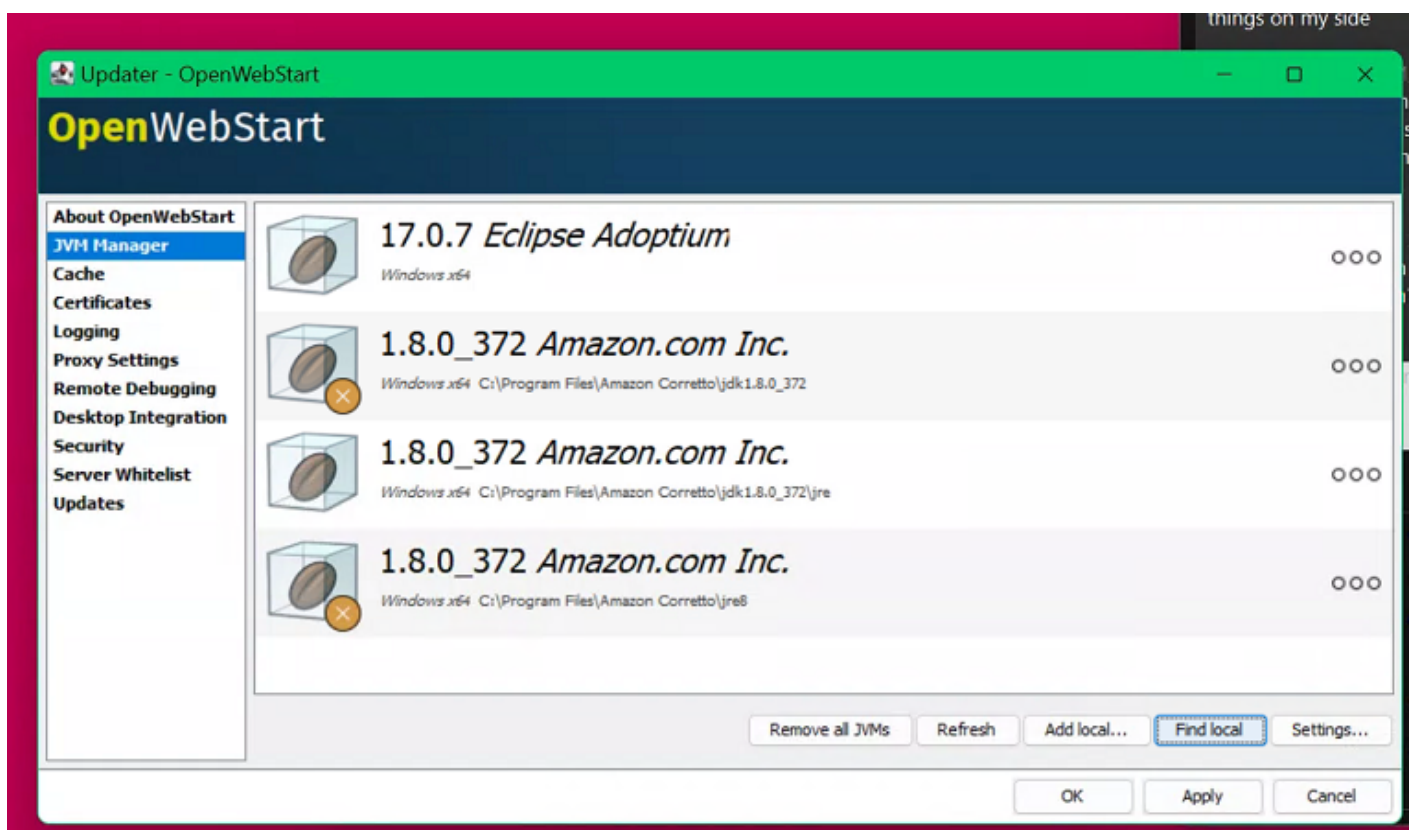
Find Local

Hit the "Find Local" button to rescan for newly installed Java versions.



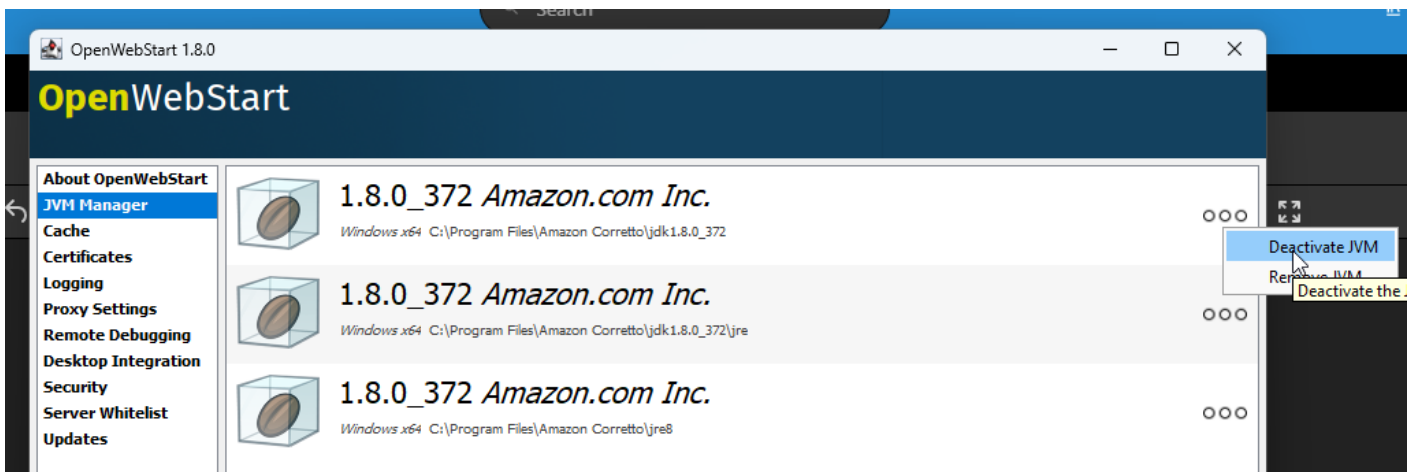
Delete Eclipse

If there is no functional JVM when the application is launched, it will download Eclipse by default. You will want to remove that JVM if it exists by clicking the three dots on that line and selecting "Remove JVM".

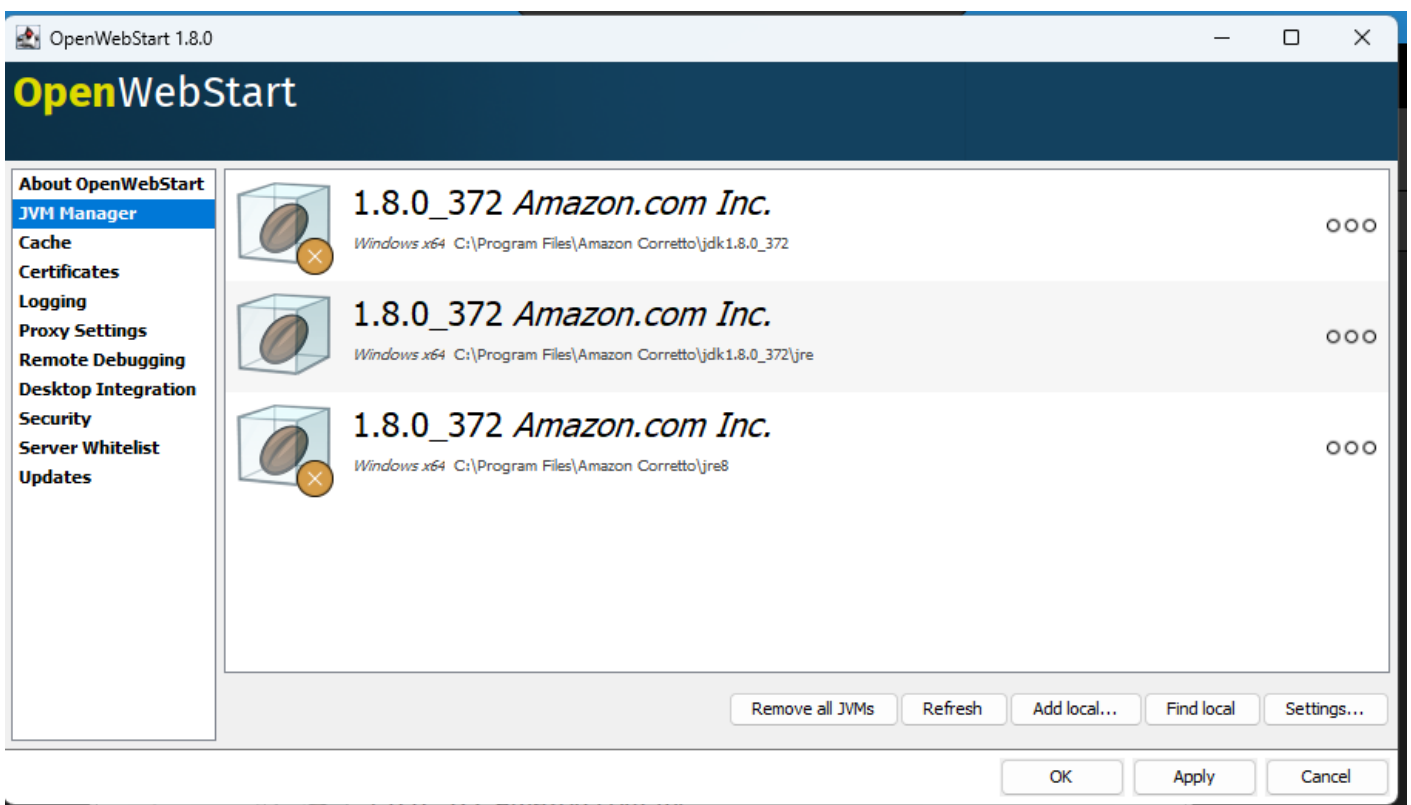


Deactivate Top/Bottom Entries

You will want to click the three dots and choose "Deactivate JVM" on the top and bottom entries.



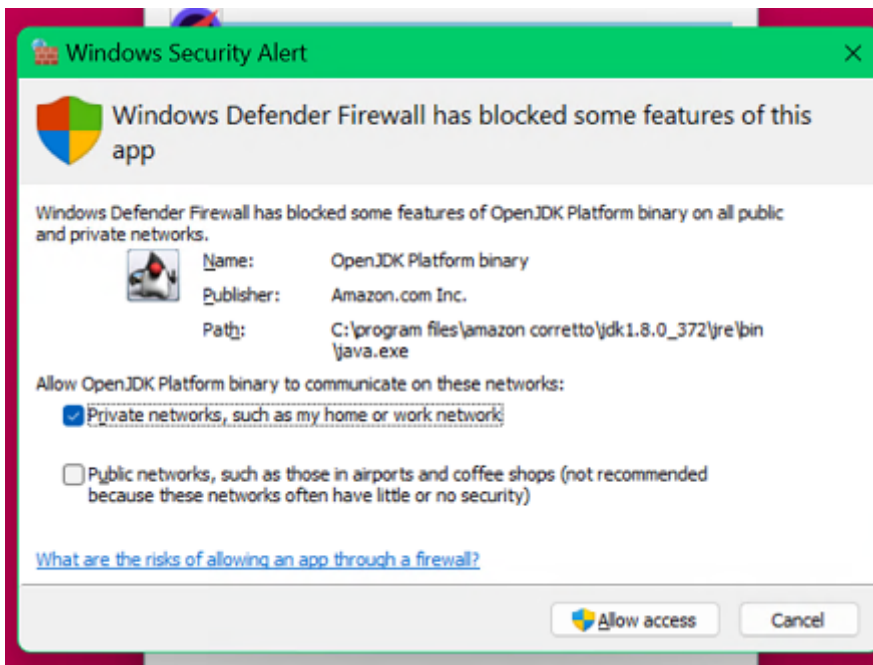
The final settings should look similar to this screenshot. Simply hit "OK" to save the settings and exit the application. You may now open Naviga Circulation as normal and it should come up again.



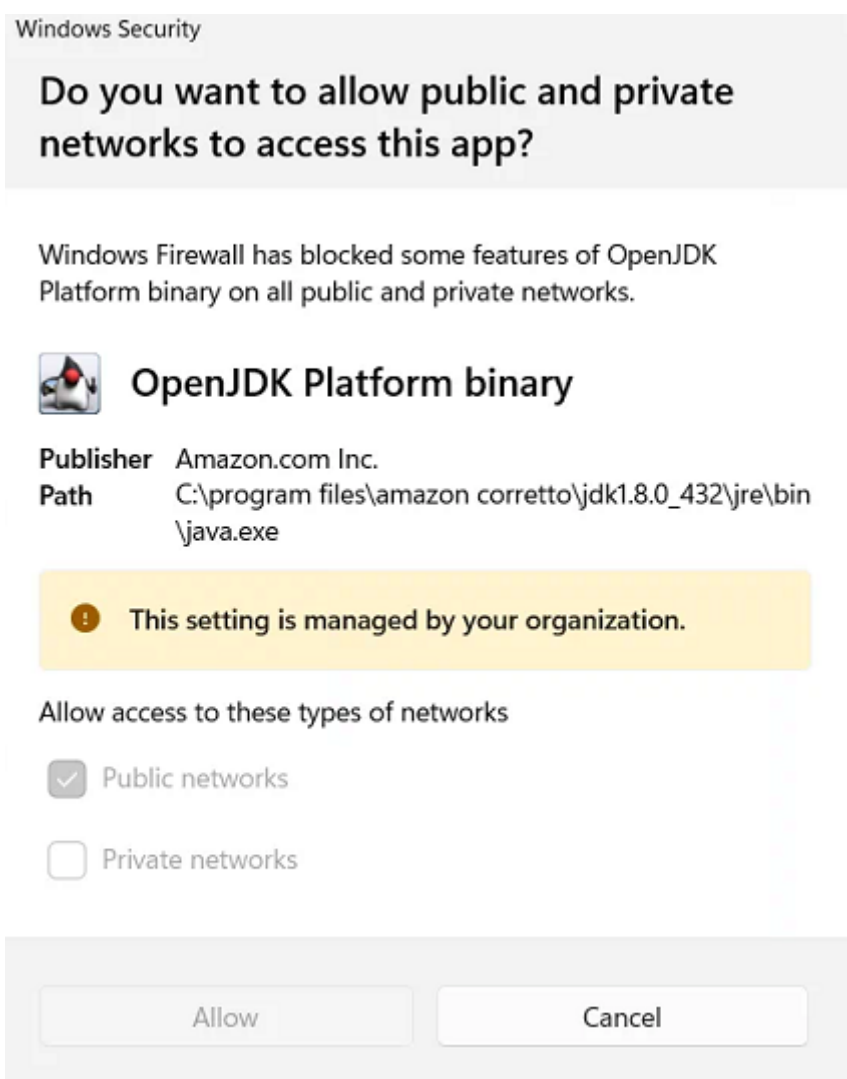
Firewall Notice

You may get a notification about public/private firewall exclusions needed after an upgrade. We are currently investigating options to avoid this pop-up, but you may need to reach out to the Help Desk to provide admin credentials. More information will be coming on this portion.

As of this writing, users have cancelled the security alert without any issues.



Updated screenshot for win11 devices. Same thing as above Pressing Cancel seems to work and allow naviga to login/operate.



Backstory

Naviga Circulation uses two software packages to run the application.

1) Java

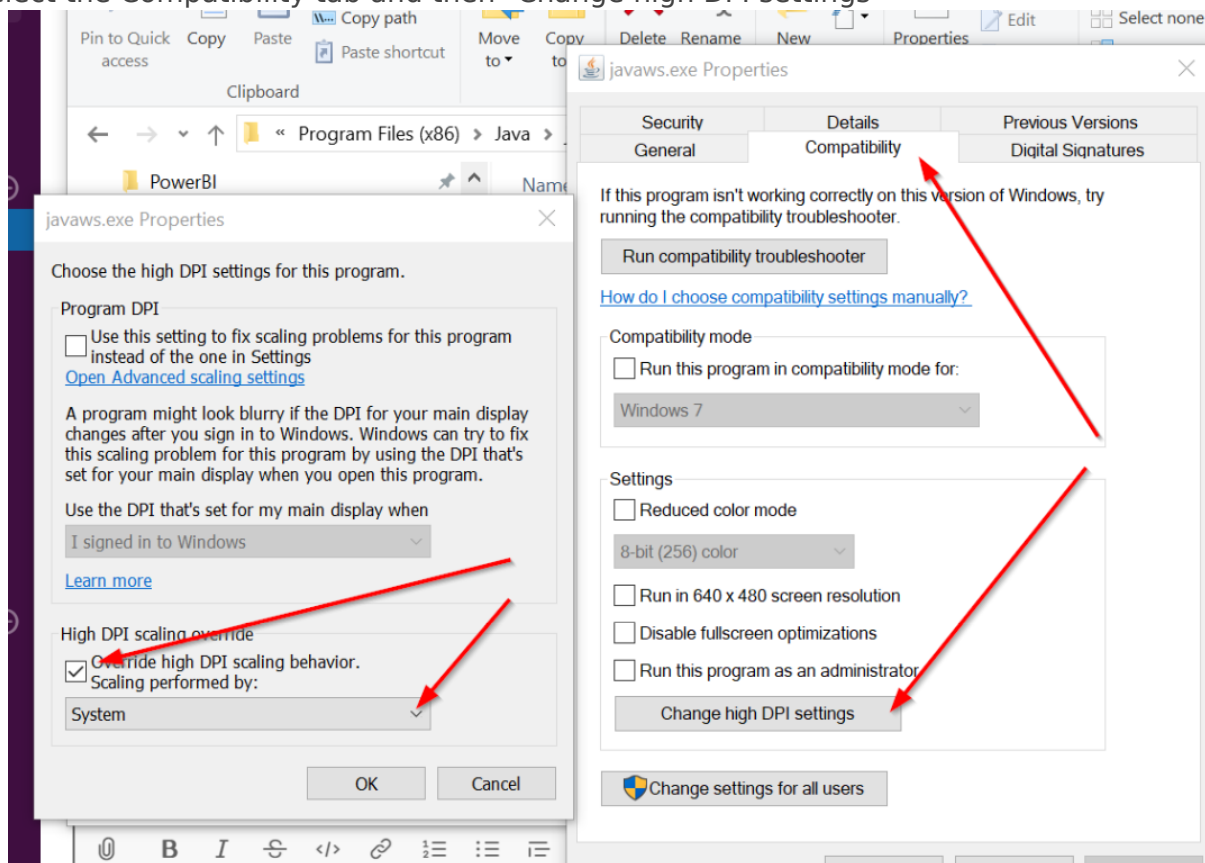
2) Java Web Start

In previous years, Naviga in the Newscyle and DTI days used **Oracle** Java to run their application. At the time it was developed, Oracle Java was FREE to download and use. In recent years, Oracle pivoted on their FREE version and made it that future releases of Oracle Java would be PAID versions. For that reason, we have never upgraded past their FREE version due to licensing constraints.

Over time, as vulnerabilities have been found in the FREE software, it has been unsustainable to continue to use the FREE version. For that reason, Naviga has offered a way to move to FREE branches of Java that are not managed by Oracle. However, these branches of Java do NOT include Java Web Start as part of the install package. This is also required to use Naviga. As a response to this issue, a community was developed to offer a FREE version of Java Web Start and that is called Open Web Start. Thus, we now need to install two pieces of software (Amazon Corretto, which is the FREE version of Java we use as well as Open Web Start for the FREE version of Java Web Start).

Naviga Circ - Fix the "scrunched windows" issue

1. Close any open DTI windows.
2. You'll need to open File Explorer and browse to where java is installed.
 1. This is frequently here: `C:\Program Files\Open Web Start\`
 2. If still on Oracle, then it would be here: `C:\Program Files (x86)\Java\jre\bin\`
3. Once you're there, locate the file named "javaws.exe" and right-click on it, selecting Properties.
4. Select the Compatibility tab and then "Change high DPI settings"



5. In the new window that opens, check the box for "override high DPI scaling behavior"
6. Make sure the Drop-down for "scaling performed by" is set to "system"
7. Hit OK on each open window to save the changes.

Naviga Circ - Login Issues

Naviga Circulation has its own directory service for our cloud instance that they maintain. The employees use <https://crg.logonbox.com> to self-service reset passwords as a web service on top of this directory.

If they have issues with password resets, a ticket can be opened with Naviga. Joy Fish and April Charters are the first contacts on account related login issues.

Naviga Circ - OpenVPN Emergency Access

We are allowed 5 users to connect to emergency access for Naviga Circ if the VPN is down.

They will need the OpenVPN software and Naviga user/pass.

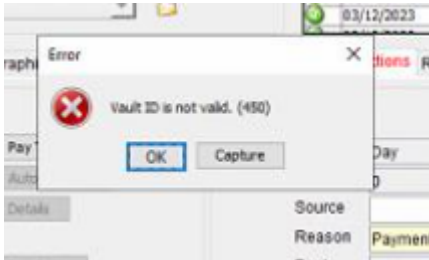
<https://crg-vpn.navigacloud.com/>

The settings are automatically in the download links.

Users should login with DTI user/pass once downloading.

Naviga Circ - Payment Issues

Issues with payments will generally fall on the vendor as they host all the infrastructure for the application. Just make sure multiple people having the issue and try from multiple internet locations. Beyond that, assistance from Naviga Circulation support will be needed.



SubCon - Firefox Settings

About

This document is for adding the exceptions into Firefox due to issues with SubCon and Chromium browsers.

Firefox

Open Firefox on your machine. If you do not have Firefox, please open a ticket with the Help Desk to request the application to be installed.

In the URL field, type **about:preferences#privacy** to get to the privacy settings.

Click on **Manage Exceptions**

Add these three exceptions:

- <https://subconadmin.com>
- <https://solicitor-concierge.com>
- <https://mg2cms.com>

Content

Clear Query Limit

About

This document describes how to clear the Saxo Query Limit when searching archives. This happens sometimes when an employee is searching through a lot of archive results. The employee can run through these steps on their end to clear the limit.

Go to the Archive Tab.

Go to **VIEW > SEARCH HISTORY PANEL OPTIONS > DELETE HISTORY**



Font Size

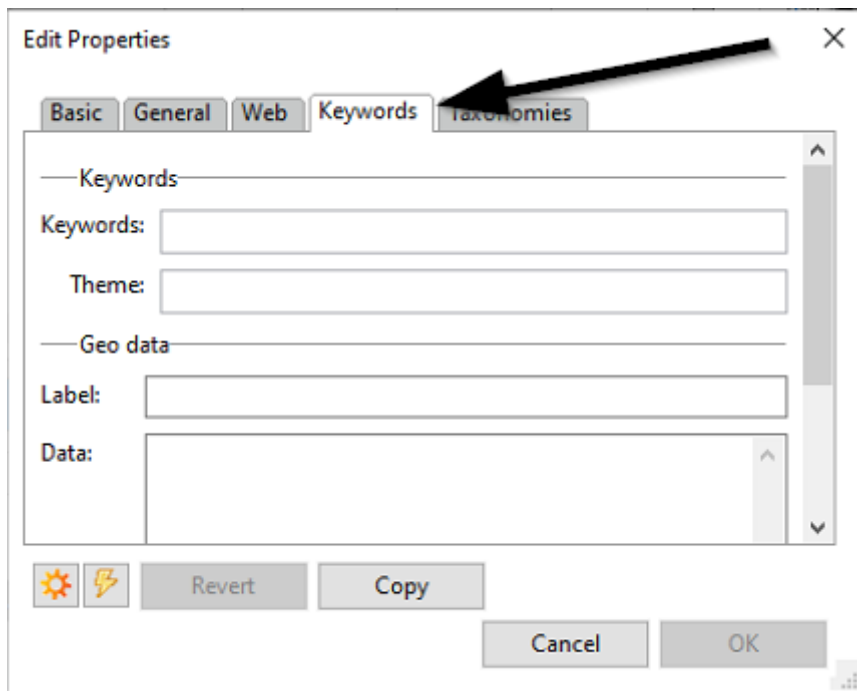
Sometimes the settings get a bit screwy in NCS. There will be times where text boxes are too small for the text in them, and you won't be able to read what is typed. The cause of this was the font size is set to Normal while the boxes are the size for Small. The steps below are to help you make sure that the text will be readable.

Log into NCS content and select select Incopy.

To see if the font size is a problem, find a story and click properties.

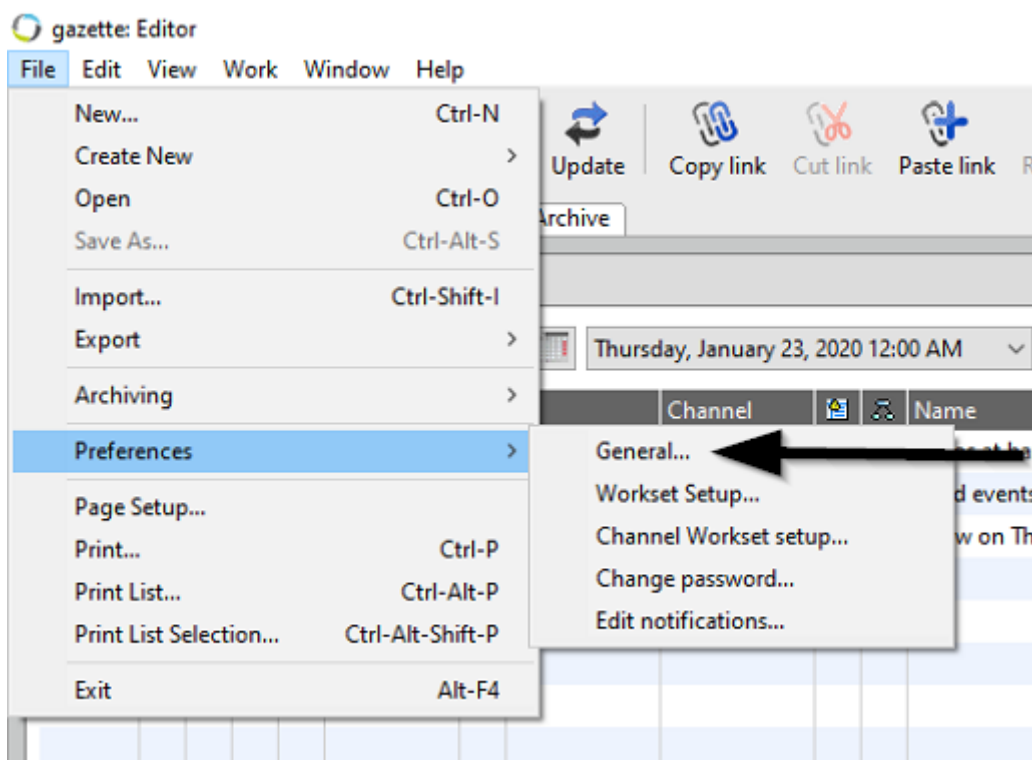
The screenshot shows the Gazette Editor interface. The 'Content Package' panel on the left lists several items, including 'Igloos at bars', 'Food events ...', and 'Chew on Thi...'. The 'Articles' panel below it shows a list of articles, with one selected. The 'Layouts' panel on the right shows a list of layouts, including 'Nation/World', 'Living', '1A (no ad)', 'Iowa Today', 'Top stories', 'Local', 'Obits', 'Obits/jumps', 'Living cover', and 'Comics'. The 'Info' panel on the right shows details for the selected article, including the title 'NEMAN-COLUMN:SL [-] food (650 words)', the byline 'Byline: By Daniel Neman', and the body text 'Restaurant reservations have gone to yelp<\n>(PHOTO)'. The 'Notes' panel at the bottom right is also visible.

This is most notably a problem when looking at keywords, so check the keywords section.



and here you can see if its a problem or not.

If it is a problem, you will want to go to File -> Preferences -> General



Under Program, you can change the font size which should correct the problem.

Preferences

Program

Data types

General defaults

Default categories

Default plan categories

Multi priorities

Language

Language:

US English

Measurement unit

Horizontal measurement unit:

points

Vertical measurement unit:

points

Toolbar

Show toolbar:



Printout scaling

Scaling factor:

12.0

Publication Days View (requires restart of NCS Content)

Publication days before current day:

3

Publication days after current day:

7

Font size



Font size:

Normal

Notes

Hide notes from System User:



OK

Cancel

Writer

Writer

Meta Column Missing

Make sure the menu option is clicked. Not clicking this may cause the column to remain hidden.

