Silverlight Errors

- **2152 or 2153 errors**

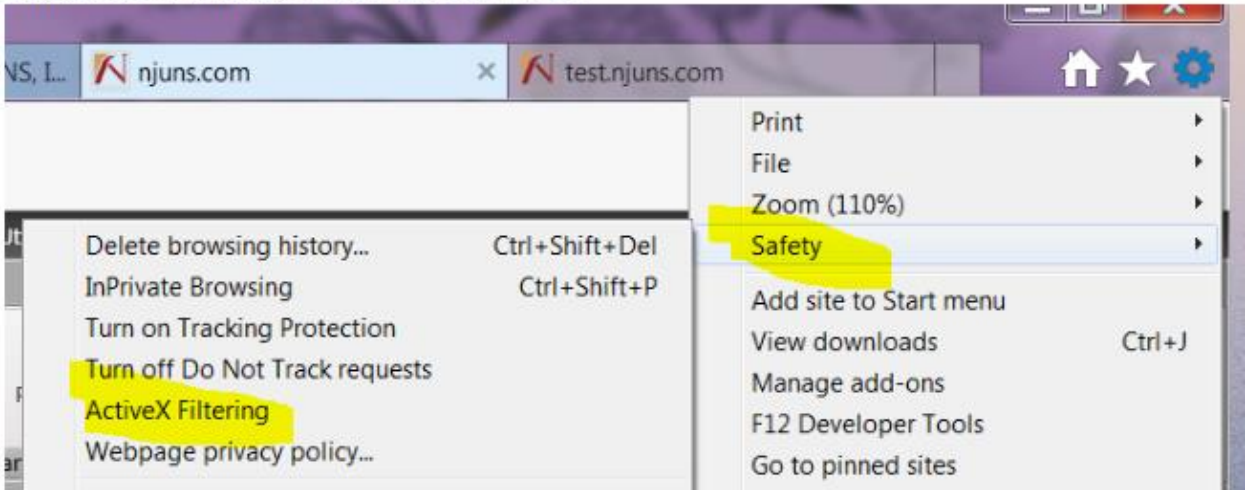
These errors have been associated with the use of another product that is blocking Silverlight and the loading of the NJUNS application. Check with your IT department to find out if your company uses Dell Sonicwall or Barracuda. Both of these have been known to cause this error.

Adding an exclusion of the IP: 192.214.104.89 has been the resolution for most customers. You may need to contact the customer support for these products to find out more.

- **It keeps prompting me to install Silverlight but it's already installed:**

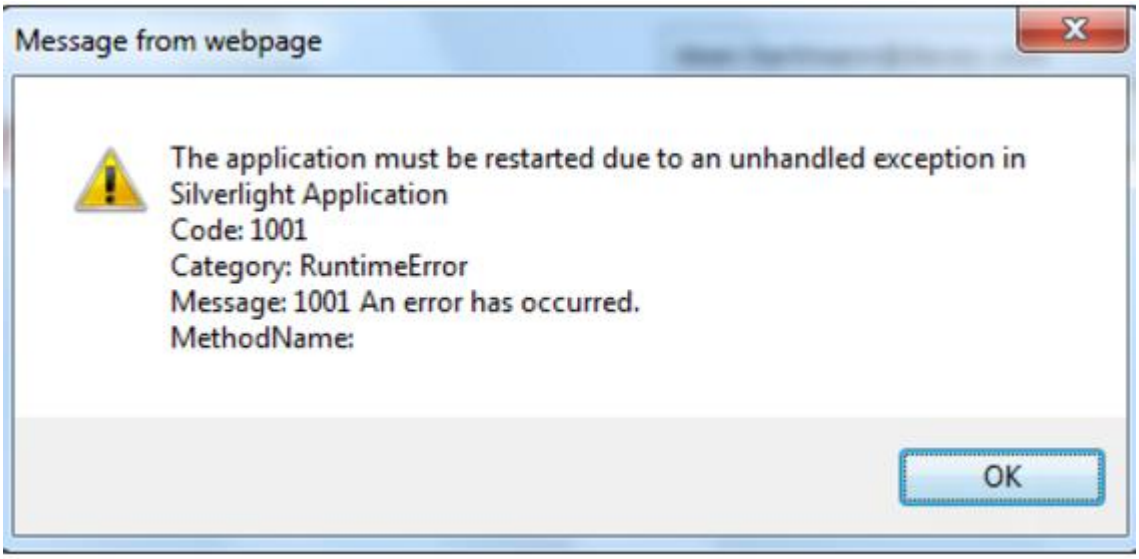
First, make sure you are NOT using Google Chrome. If using Internet Explorer, verify that ActiveX Filtering is NOT checked in Tools/Safety.

Make sure ActiveX is not checked here

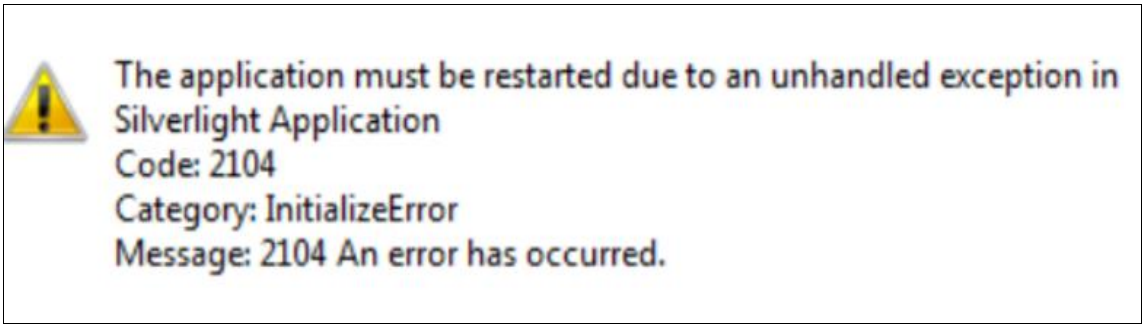


Also, note that Microsoft Edge does not work, however you can still use IE on a Windows 10 PC. http://windows.microsoft.com/en-us/internet-explorer/pin-internet-explorer-start-taskbar#ie=ie-11

- **Error Code: 1001 RuntimeError**



Error Code: 2104 or 2103 did InitializeError



These are typically a client side error; however, it can sometimes be caused by network setting or a firewall or anti-virus block.

Try the following from your PC:
1. Add www.njuns.com/app to your trusted sites
2. Run Internet Explorer in Compatibility Mode
3. Clear all internet cache and history
4. Verify that ActiveX is not checked in the Tools/Safety option of IE
5. Test to see if it is a PC or Network error by trying to login to NJUNS on another computer on your same network. If you do not get the error on the other PC then it is an error within your PC. If you do, it is an error with your network (usually firewall permissions).

If this does not resolve the problem, please download the free Fiddler program to run a trace. http://www.telerik.com/fiddler. Email support@njuns.com the trace file.