



NUMBER: AB-18003_B

Element Manager
Field Network Manager

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Introduction

This document describes steps to resolve installation issues and version issues due to changes in Java and Adobe Air certificates.

[Update 08/30/2022: Updated Adobe Air Download location and Java Version recommendations.](#)

Scope

Recent changes to Java and Adobe Air have made previous versions of Element Manager and Field Network Manager present an error when attempting to run, download, or install. Updated versions of Element Manager and Field Network Manager are now available on the GE website. This bulletin provides guidance for successfully installing the updated versions of software.

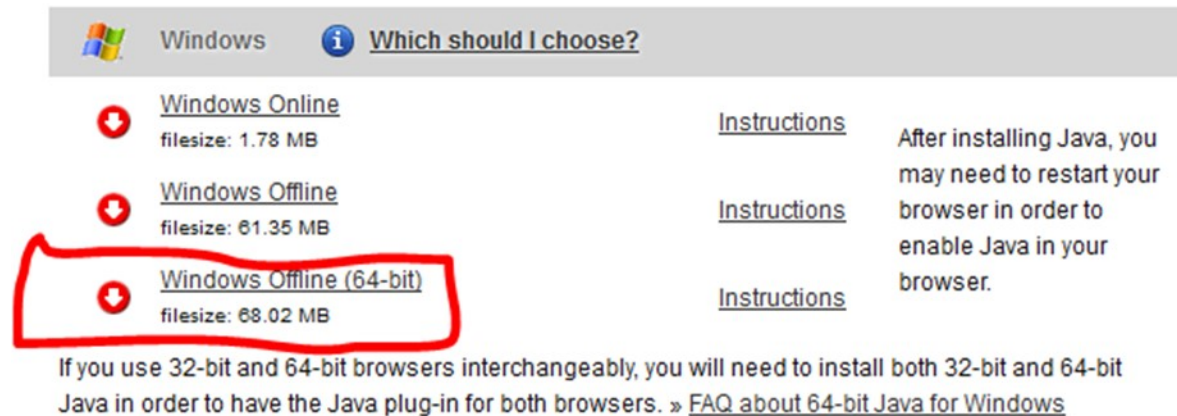
1. Uninstall the previously installed version of Element Manager or Field Network Manager.
2. Remove the GE MDS Element Manager and/or Field Network Manager directory.

Uninstall the old Element Manager and/or Field Network Manager application. Then go to C:\Program Files (x86)\GE MDS and remove the GE MDS Element Manager and/or Field Network Manager directory. Download Element Manager and/or Field Network Manager software from the www.gemds.com website.




Note: Recommend installing Adobe AIR and Java 64-bit prior to installing Element Manager and Field Network Manager!

1. Element Manager and Field Network Manager are not compatible with Windows 32-bit or (x86) machines.
2. Install Adobe AIR runtime including WebKit - version 33.1.1.743
<https://airsdk.harman.com/runtime>

3. With a 64-bit machine, make sure you have installed Java 64-bit version. Do not assume that just because you have a 64-bit machine that you have 64-bit Java. Most manufactures install 32-bit or x86 Java because it runs fine on 64-bit machines. You can install from the link <https://java.com/en/download/manual.jsp>



Windows **Which should I choose?**

 Windows Online filesize: 1.78 MB	Instructions	After installing Java, you may need to restart your browser in order to enable Java in your browser.
 Windows Offline filesize: 61.35 MB	Instructions	
 Windows Offline (64-bit) filesize: 68.02 MB	Instructions	

If you use 32-bit and 64-bit browsers interchangeably, you will need to install both 32-bit and 64-bit Java in order to have the Java plug-in for both browsers. » [FAQ about 64-bit Java for Windows](#)

NOTE: The [Oracle Technology Network License Agreement for Oracle Java SE](#) is substantially different from prior Oracle Java licenses. This license permits certain uses, such as personal use and development use, at no cost -- but other uses authorized under prior Oracle Java licenses may no longer be available. Please review the terms carefully before downloading and using this product. An FAQ is available [here](#).

An older version JDK 8u202 may be used for older installations:
<https://www.oracle.com/java/technologies/javase/javase8-archive-downloads.html>
There may be security risks involved in running an out-of-date version.

For additional help/support, contact GE Industrial Communications Technical Support at 585-241-5510 or via email at gmeds.techsupport@ge.com.
Hours of operation: Monday – Friday 8:30 AM to 5:00 PM Eastern Standard Time