



NUMBER: AB-18003\_A

*Element Manager*

*Field Network Manager*

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## Introduction

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

## Scope

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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](http://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 <https://get.adobe.com/air/>.

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?

 <a href="#">Windows Online</a> filesize: 1.78 MB	<a href="#">Instructions</a>	After installing Java, you may need to restart your browser in order to enable Java in your browser.
 <a href="#">Windows Offline</a> filesize: 61.35 MB	<a href="#">Instructions</a>	
 <a href="#">Windows Offline (64-bit)</a> filesize: 68.02 MB	<a href="#">Instructions</a>	

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](#)

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