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# StarBiochem Troubleshooting

## General Information

StarBiochem is tested and supported on standard Athena Solaris and standard Athena Linux.

Thank you for trying to use our software. Below is the link to the troubleshooting URLs. Please report whether StarBiochem successfully runs using any of the URLs below.

## Bug Tracker

Report any problems with StarBiochem by sending an email to:

star \*at\* mit.edu

## Alternate Downloads

If you have problem running standard URL please point browser one of the following Java Web Start files from our servers:

### OpenGL/Direct3D versions for Java3d 1.5

[Open GL version - Java3d 1.5](#)

[Direct 3D version - Java3d 1.5](#)

### OpenGL/Direct3D versions for Java3d 1.4

[Open GL version - Java3d 1.4](#)

[Direct 3D version - Java3d 1.4](#)

## Issues with Athena

If on Athena you get an error that the application can not be opened with error messages that includes ( ( null ) ), please do the following:

- In a terminal window type `add java` and press enter (this adds Java to your environment)
- Close Firefox
- Open Firefox and Retry the StarBiochem Link