

Missing or corrupt properties file (Both platforms)

There are two causes for this error. The first is that the user has attempted to launch more than one instance of the application. The second is that the properties file has actually become corrupt.

Resolution:

The first cause of this issue is a relatively simple fix. Once you have ascertained that the user has indeed attempted to launch multiple instances, have them close out of everything and try again. In some cases, you may have to reboot the computer to clear the system memory.

In the case of the file actually being corrupted you can attempt to send them a copy of a valid properties.inf file from your own installed folder. In most cases, however, the only solution is to completely delete and reinstall the software. This generally results in total data loss so be absolutely sure before resorting to this solution.

Article ID: 3550

Last updated: 14 Apr, 2010

Software Support -> — A — -> ASSIST -> Java 1.3 ASSIST Products -> Missing or corrupt properties file (Both platforms)

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=3550>