

Cannot find a Java virtual machine to load.

Error Description:

When installing my ASSIST software on a Vista/Windows 7 machine, the Java RunTime Environment (JRE) doesn't finish the installation. The ASSIST install appears to finish normally, but the product will not run. It displays an error stating that the JRE needs to be installed.

Resolution:

The solution for Vista/Windows 7 users is to manually finish installing JRE after completing the ASSIST install. Follow this process:

Use Windows Explorer to navigate to the ASSIST install location. (i.e., for Vineland-II the default location is C:/Program Files/AGS/Vineland-II ASSIST)

Navigate further down into the Java JRE directory.

Double-click on the JRE setup application (the only file in the directory).

Follow the on screen instructions.

You can also download the latest Java Runtime Environment from www.java.com.

After this process is completed, the application can be launched normally.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=3647>