

Installation failure in Windows Vista / Windows 7

Description

Customer reports that the installation of an ASSIST product does not complete. Partial amounts of install may show up but the installation does not complete.

Cause: Depending on the version of Vista or Windows 7 (32 bit or 64 bit) and the version of the Assist program (1.0 or 1.1...), the install will require different settings and or alternate install procedures before install will complete successfully.

Resolution: Browse to the installation CD and locate setup.exe. Right-click on setup.exe and go to Properties. On the Compatibility tab, select 'Run this program in Compatibility Mode for': Windows XP (Service pack 3 if possible).

If the installation is still unsuccessful transfer the latest installer from the shared drive.

If the program launches but the Assist Splash Screen doesn't disappear and the program doesn't finish opening, Open Task Manager and under processes end the Javaw.exe process. This should prompt the local DB window to come up allowing the program to finish opening.

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