

ASSIST™

Scoring and
Reporting System

ASSIST™ Software Frequently Asked Questions General

When installing my ASSIST software on a Vista 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. What should I do?

This issue occurs with ASSIST product releases before 9/1/07. The installers used before then did not recognize Vista and therefore did not finish installing the JRE on the CD provided with the ASSIST product. The solution for Vista users is to manually finish installing JRE after completing the ASSIST install.

Follow this process:

- Use the Windows file explorer to navigate to the ASSIST install location. (for Vineland 2, by default this 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.

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