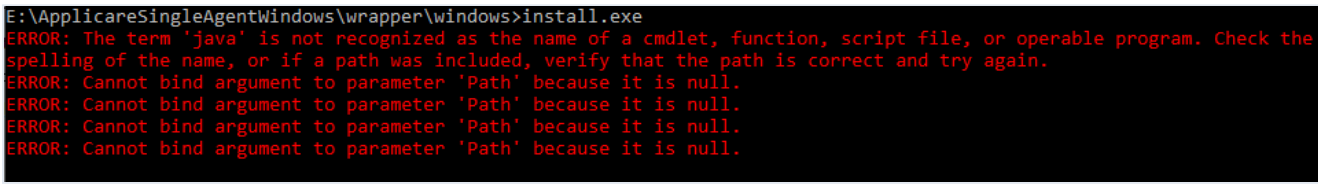
TROUBLESHOOTING

Java issues encountered during wrapper installation

Applicare 9.2 · Updated August 22, 2024 · java, singleagent · **Pending technical review**

If you encounter the following **Java** error during while wrapper installation, follow these steps.



Step 1: Navigate to the "<**Applicare SingleAgent_home_path**>\Wrapper\windows" directory and edit the **java_dir.config.**

Step 2: Save the **path** to the Java installation directory including **bin** subdirectory, where the application is running.

Example: C:\javajdk1_8_0_265\bin

Step 3: Run the **install.exe** file as an administration to install Applicare SingleAgent.

