

Fix to Java 2 Error Message

Problem Overview

HotView Pro 10.17.0.0 will not install on a Windows OS running the latest version of Java 8, and HotView Pro 10.17.0.0 may stop working during a Java 8 update. In both scenarios, a Java 2 error message will appear.

Solutions

When a Java 2 error message appears during the HotView Pro 10.17.0.0 installation process, do the following:

1. Download HotView Pro 10.17.2.8 zip file from the Support and Support Resources page on the Firetide website.
2. Extract this file to a location on your Windows OS.
3. Double left-click on the Install_HotView.bat file (removing the HotView Pro 10.17.0.0 is not required).
4. HotView Pro 10.17.2.8 will now install on your Windows OS.

When a Java 2 error message appears after HotView Pro 10.17.2.8 is installed and you are attempting to run this version of software on your system, do the following:

1. Go to Windows, All Programs, Firetide, HotView, and scroll to area near HotView Pro Launcher 10.17.2.8.
2. Right-click on the HotView Pro Recovery Tool 10.17.2.8.
3. Select Run as Administrator.
4. HotView Pro 10.17.2.8 should now work without error.

FTJAVA2FIX03302016

Rev. 01