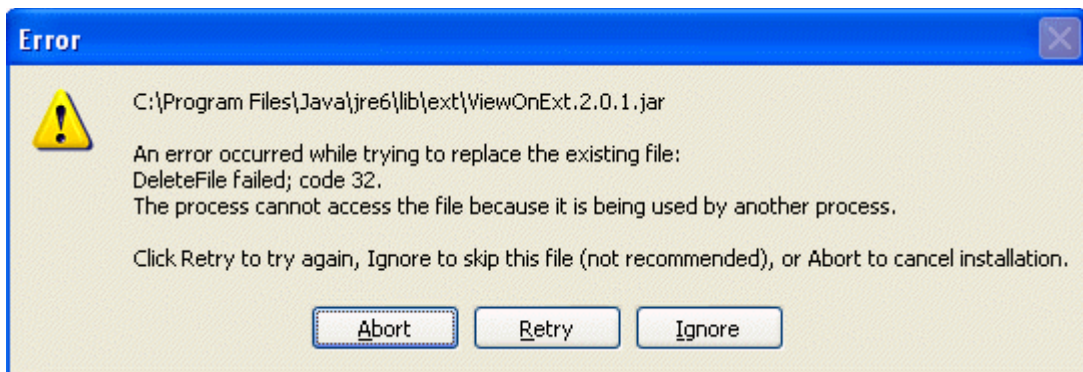# Installations problems with viewON2

During installation viewon2 needs to add the ViewOnExt.jar file into the java installation folder.

If an other software is using the java directory then it may happen that the viewON installation will be blocked.

Following error message will be displayed:

To solve the problem:

- close all Webbrowser sessions (Internet Explorer, Firefox, etc.)
- if eCatcherPro is installed on the PC, you need also to stop the eCatcher Service*
- close any other application which may use the Java library

Once you closed these softwares you can click on the "Retry" button to continue the installation.

* To stop the eCatcher service during setup:

1. Open a DOS Command Prompt window
2. Enter following DOS command:

```
net stop "eCatcher Service"
```

You should observe following messages:

- The eCatcher Service service is stopping..
- The eCatcher Service service was stopped successfully.

3. After installation of viewON restart the eCatcher server using following DOS command:

```
net start "eCatcher Service"
```

You should observe following messages:

- The eCatcher Service service is starting.
- The eCatcher Service service was started successfully.

Revision

Revision History

Revision Level	Date	Description
1.0	12/09/2014	Creation of document

Document build number: 7

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