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- [Facilities Management ...](#)
 - [Facilities Maintenance](#)
- [Environmental & Energ...](#)
- [Real Estate Management](#)
- [Capital Project Manage...](#)
- ▾ [CAD Integrator-Publish...](#)
 - ▾ [Version 12](#)
 - [Changes in version 12](#)
 - [Changes in version ...](#)
 - [Changes in version ...](#)
 - [AutoCAD Command ...](#)
 - [Replicating Legacy ...](#)
 - [Troubleshooting CA...](#)
 - [Troubleshooting CA...](#)
 - [Turn on full logging i...](#)
 - [Import a HTTPS cert...](#)
 - [Manually Loading CI...](#)
 - [MicroStation fails to ...](#)
 - [AutoCAD fails to loa...](#)
 - [Accessing the CI Ins...](#)
 - [12.x Application Defi...](#)
 - [Only one Gross Are...](#)
 - [Options for selectin...](#)
 - [Manual Import of a 1...](#)
 - [\(12.1.x and later\) Co...](#)
 - [Finding Floors with ...](#)
 - [Manual Import of a 1...](#)
 - [Troubleshooting \(12...](#)
 - [Trouble Installing or ...](#)
 - [Troubleshooting CI ...](#)
 - [Tips on Uploading S...](#)
 - [MicroStation fails to ...](#)
 - [Troubleshooting - A...](#)
 - [Troubleshooting - Mi...](#)
 - [CAD Mapping Limita...](#)
 - [Space Label Generato...](#)
 - [Exporting Uploaded C...](#)
 - [Label Positioning in C...](#)
 - [BIM](#)
 - [IBM TRIRIGA Connector...](#)
 - [IBM TRIRIGA Anywhere](#)
 - [IBM TRIRIGA Applicatio...](#)
 - [Release Notes](#)
 - [Media Library](#)
 - [Best Practices](#)
 - [Upgrading](#)
 - [Troubleshooting](#)
 - [UX Framework](#)

[Index](#)[Members](#)[Trash](#)

Tags

Find a Tag

[analysis](#) [application](#)
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[cad](#) [change_management](#)
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[gant_scheduler](#) [group](#)
[memory_footprint](#) [modifications](#)
[modify](#) [object_label](#)
[object_revision](#)
[operating_system](#) [oracle](#)

You are in: [IBM TRIRIGA](#) > [CAD Integrator-Publisher and BIM](#) > [Version 12](#) > [Troubleshooting CI 12.1.2 - 'Windows error 2 occurred while loading the Java VM' on Java 1.8.0_60 and later](#)

Troubleshooting CI 12.1.2 - 'Windows error 2 occurred while loading the Java VM' on Java 1.8.0_60 and later



Updated January 6, 2016 by [MartinBurch](#) | Tags: *None*

Page Actions ▾

The Issue

CAD Integrator uses the Install Anywhere technology for deployment. Oracle made a change in Java 8 update 60 which can potentially cause Install Anywhere built installers to fail with this error. To learn more about the issue, see <https://flexeracommunity.force.com/customer/articles/ISSUE/The-Without-VM-Installer-Fails-To-Launch-Using-Java-8-Update-60-On-Windows>

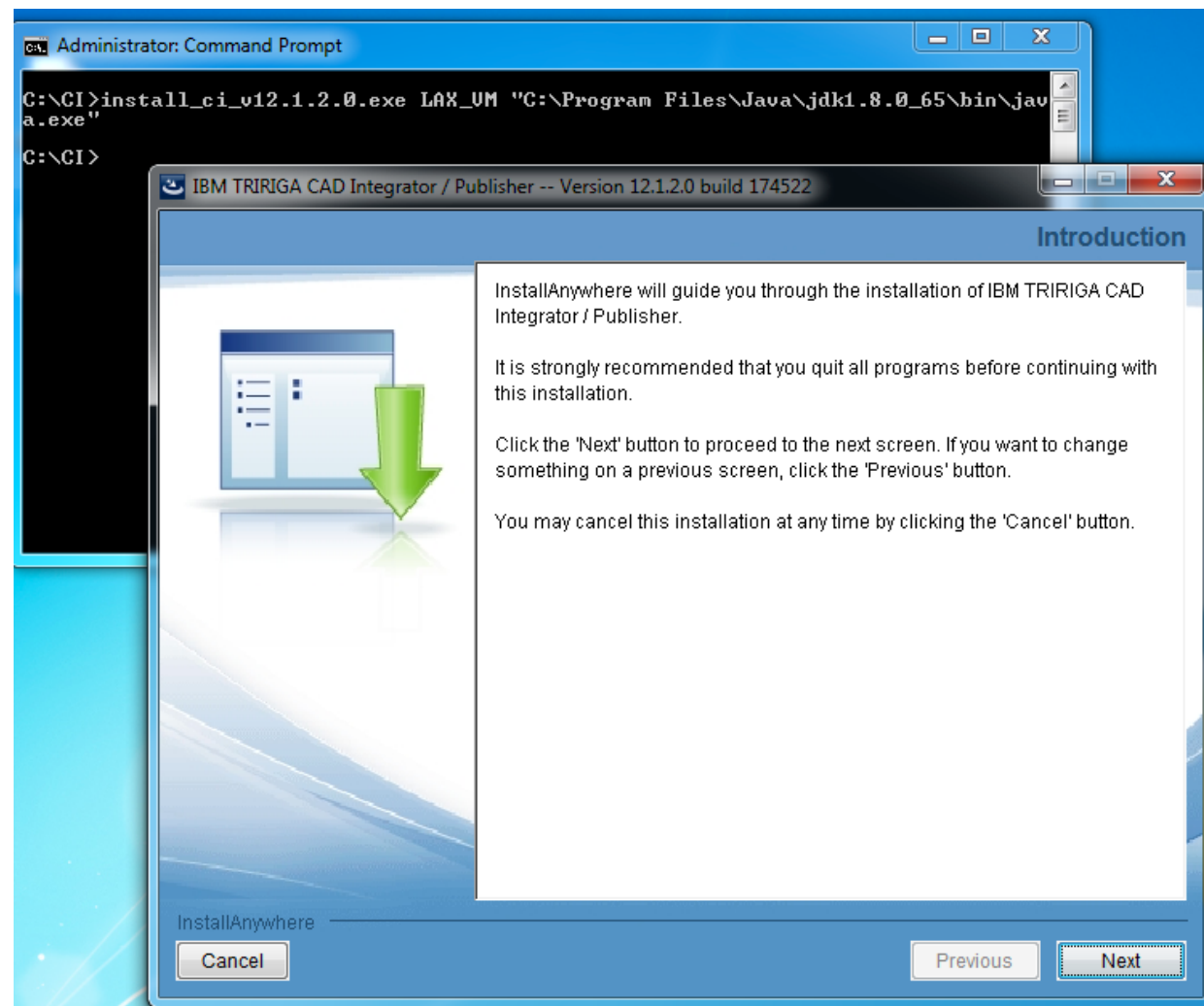
The gist of it is that Install Anywhere is supposed to be able to automatically figure out where the latest supported JVM is located on the machine, but this was broken with the Java 8u60 release.

Resolution

Install Anywhere delivered a patch to the installer build, so the next version of CI (12.1.3) no longer has this issue. However, due to the nature of the fix, old installers will not be able to receive the fix.

Workaround

This is mentioned in the link above, but the simplest way to workaround this issue is to launch the installer via command line, and tell Install Anywhere which JVM you want to launch with using the LAX_VM parameter:



Additional Notes

This issue does **not** affect CI 12.1 and 12.1.1. These installers, and CAD Integrator, only support Java 7.

This issue can affect CI 12.0.2.x and earlier versions. These installers, and CAD Integrator, support Java 6 and 7 only, but the presence of Java 8 update 60 can still cause the installer to fail to launch. The workaround above works equally well for these installers, however.

Comments (1)

Versions (2)

Attachments (1)

About

1-1 of 1

[Previous](#) | [Next](#)

[CrusialSailing](#) commented on July 13, 2017 [Permalink](#)

I windows error 2 and java VM was happening because of the version I was running - Had to go back in java version to make it to work with adapter installer. (went with java 1.8.0_31)

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[Previous](#) | [Next](#)

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[revision](#) [revisoning](#)
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[system_performance](#)
tags: [track_customizations](#)
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