

Wikis

This Wiki

Search



IBM TRIRIGA

Log in to participate

- **TRIRIGA Wiki Home**
- **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
- availability_section best_practices
- cad change_management
- changes compare
- compare_revisions
- customizations customize
- database db2 exchange
- find_available_times gantt_chart
- gantt_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](#) > Trouble Installing or Upgrading to CI 12.1.x (Java 7 and Java 8 Installed)

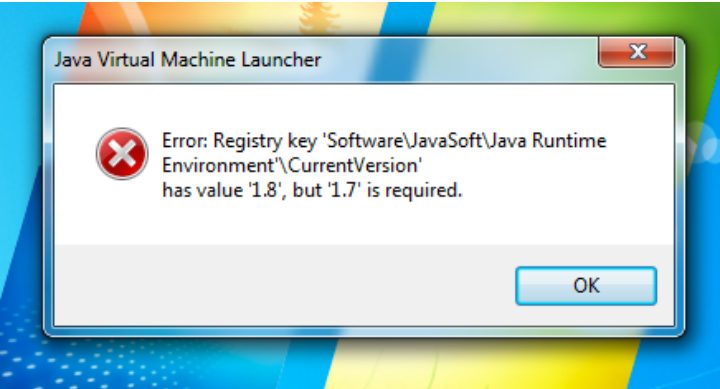
Trouble Installing or Upgrading to CI 12.1.x (Java 7 and Java 8 Installed)

 | Updated April 15, 2015 by [MartinBurch](#) | Tags: *None*

Page Actions

Introduction

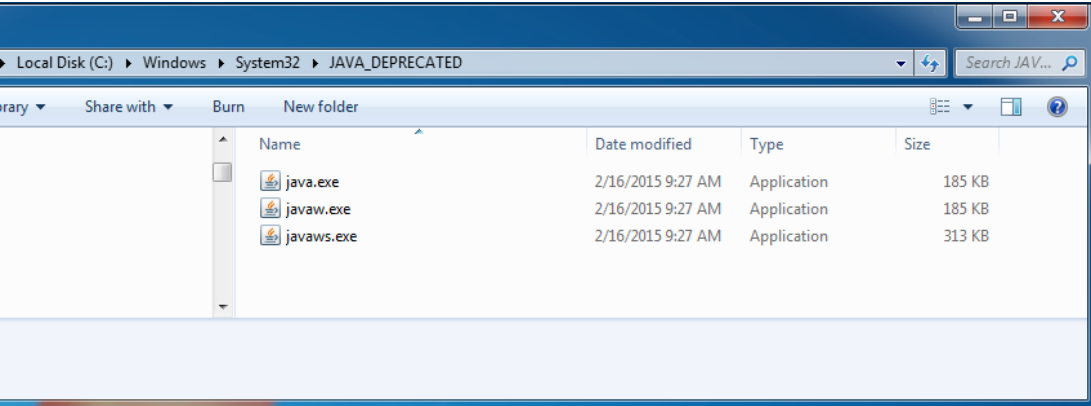
CI versions 12.1.0 and 12.1.1 only support Java 7. However, a client may have Java 8 installed for other applications. On some machines, the CI installer will not run, and instead, output this error message:



Resolution

There are a few ways to resolve this, but the best method is this one:

- Got to C:\Windows\System32
- Find the java.exe, javaw.exe, and javaws.exe files, and move them to some unused folder (or delete them).



Root Cause

This appears to be a bug in InstallAnywhere, combined with the behavior of the Java 1.6 and 1.8 installers.

- The Java 6 installer, at least older versions, deploys these symbolic links in the C:\Windows\System32 folder, which is included in the path.
- The Java 8 installer, when run, updates the windows registry for the "Current" Java version to 1.8
- Since CI only supports Java 1.7, the installer is instructed to only accept version 1.7
- InstallAnywhere's search algorithm is supposed to scan the Program Files directory for the default location of a Java 1.7 JRE or JDK. For some reason, IA encounters the C:\Windows\System32\java symbolic links, it aborts the process when it finds that it is version 1.6. If it continued to search for more Java installs it would find a valid Java 1.7, assuming one is present.
- After aborting the search, it relies on the registry to find Java, finds out it is Java 1.8, and then displays this error.

The reason for this fix:

- By removing the symbolic links in C:\Windows\System32, then InstallAnywhere should find at least one Java 1.7 jvm, and start up.
- Java 1.6 is no longer supported. We are only moving (or deleting) the symbolic links off the path; any existing Java 1.6 installations are not affected, and any older applications that require Java 1.6 for whatever reason can still specify this JVM directly.
- The symbolic links are a relic from the older Java 1.6 versions, and is not used anymore.

Additional Notes

- The main alternative fix for this is to uninstall Java 8, and then run the CI installer. But this is inconvenient. Manually changing the registry would also work, but is dangerous.
- This is not expected to affect future versions of CI.

Comments (0)

Versions (1)

Attachments (2)

About

There are no comments.

 [Feed for this page](#) | [Feed for these comments](#)

[performance](#) [platform](#)
[problem_determination](#) [reports](#)
[reserve](#) [reserve_performance](#)
[revision](#) [revisioning](#)
[single_sign-on](#) [snapshot](#) [space](#)
[sql_server](#) [sso](#) [support](#) [system](#)
[system_performance](#)
tags: [track_customizations](#)
[tririga](#) [troubleshoot](#) [tuning](#)
[upgrade](#) [ux](#) [version](#) [versioning](#)
[Cloud](#) | [List](#)

► **Members** 

[Contact](#)

[Privacy](#)

[Terms of use](#)

[Accessibility](#)

[Report abuse](#)

[Cookie Preferences](#)