

# Java Errors or "Windows Error 3" with Installation of Voice Software

Document ID: 91679

---

**Introduction**

**Prerequisites**

Components Used

Conventions

**Background Information**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

This document explains how to force audium.exe to use a particular Java installation, which can resolve certain issues on a machine with multiple Java installations.

## Prerequisites

### Components Used

The information in this document is based on Cisco Unified Call Services, Universal Edition, and Cisco Unified Call Studio, Universal Edition.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Background Information

**Symptoms:** The user uses Windows. An error displays at the installation of voice software, for example, audium.exe or another installer, which indicates a Java problem. One such error message is this:

```
Windows error 3 occurred while loading the Java VM
```

**Resolution:** A voice installer can be forced to use a particular Java installation rather than the default. With this, you can be sure that it uses a supported Java version. Follow this procedure:

1. Open a console, for example, **Start -> Run... -> cmd**.
2. Navigate to the location of the installer file.
3. Run the installer with the LAX\_VM option followed by the full path to the desired java.exe, for example,

```
audium.exe LAX_VM "C:\Program Files\Java\j2re1.4.2_08\bin\java.exe"
```

# NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

---

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

---

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

---

Updated: Jul 05, 2007

Document ID: 91679

---