

# Activity Trainer Java Problems

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Activity Trainer requires that you use 32-bit java for the program. This is not a problem for all the 32-bit computers, but if you have a 64-bit system you may run into a couple issues.

If you do not know if you have a 32 or 64 bit system please read our tutorial:

- [Do I have a 32 or 64 bit Operating System?](#)
  - [http://www.dttrainer.com/files/docs/32bit\\_or\\_64bit\\_OS.pdf](http://www.dttrainer.com/files/docs/32bit_or_64bit_OS.pdf)

If you have a 64-bit OS you will know you are affected by this problem when you install Activity Trainer and then go to click on the desktop icons and nothing happens. Most likely this means you have a 64 bit version of java installed.

## Uninstall Activity Trainer

1. Uninstall the current installation of Activity Trainer.
2. After you finish uninstalling re-boot the computer and make sure that all the desktop shortcuts have been deleted.

## Uninstall All Versions of Java

1. First need to remove all versions of java from your system. Go into the control panel and then select "Programs and Features" (Windows Vista, 7, 8, and 10) or "Add Remove Programs" (Windows XP).
2. Look for any Java program entries and uninstall **all** of them.
3. Then, re-boot the computer and check to see if there are any remaining java installations.
4. Next, download and install the latest 32-bit java installer from <http://www.java.com>.

## Install Activity Trainer

1. Use your CD, DVD or download & install the Activity Trainer from our website.
2. Once the install process is complete your new shortcuts on the desktop will be correctly mapped to the 32-bit version of Java.

## Troubleshooting

If your Activity Trainer installation displays an error message stating "You do not have java or it is not installed properly!", please first ensure that Java is in fact installed. Visit <http://www.java.com> to download and install Java. If you encounter this error, we recommend reinstalling the newest version of Java, even if you believe Java is installed, before proceeding with the steps below.

If you have tried reinstalling Java and still encounter the above error, please try the following:

1. Try manually running (by double-clicking) the "at2.jar" file in your Activity Trainer installation folder (by default, the Activity Trainer is installed to "C:\Program Files\Activity Trainer" on 32-bit systems and "C:\Program Files (x86)\Activity Trainer" on 64-bit systems).
2. If the Activity Trainer starts, you will need to install all available updates to fix this issue. To install updates, select the main "Tools" tab, then select the "Updates" tab and click the "Check for Updates Now" button.
3. If, however, running "at2.jar" manually does not work, download and run the following file: [http://www.dttrainer.com/files/dl/temp/20150526\\_ATLauncherPatch.exe](http://www.dttrainer.com/files/dl/temp/20150526_ATLauncherPatch.exe).
  - a. When you run the file, it will ask for a path to extract several files. Click the "..." button, select your Activity Trainer installation folder, then click the "Extract" button.
4. If you are still unable to run the Activity Trainer, please uninstall and reinstall the Activity Trainer. The current version of the Activity Trainer should not have this issue.