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Overview

This article is for internal use by Trail Blazer support techs. This article shows how to configure a PC so that the Java and Windows versions match in order to file/run FEC reports for federal campaigns/PACs.

 **Tip:** Since this is an advanced task please call our live support for assistance if this is something you need to do. It's also very rare that this problem will come up but it does from time-to-time.

Steps

Taken directly from one of our engineer's emails with a customer experiencing this issue:

We had a support issue last week for the FEC filing tools trying to launch Java that caused an error message. The issue was resolved by completely uninstalling Java from the PC and reinstalling it. This seemed easy except that the PC was 64bit and they already previously had a 32bit version of Java. This led to two problems. 1. Even if I uninstalled and reinstalled the 64bit Java, the 32bit version was still on the PC and Java 32 was not in the add/remove programs. This required us to use the suggested fix below as Trail Blazer was still referencing the wrong version of Java.

Note: Trail Blazer requires the OS 32/64bit and Java 32/64bit versions to match. Windows 64 bit machines should only have 64bit java but not both.

URL of suggested Fix:

<http://stackoverflow.com/questions/6362037/java-error-opening-registry-key>

“Make sure you remove any `java.exe`, `javaw.exe` and `javaws.exe` from your `Windows\System32` folder and if you have an x64 system (Win 7 64 bits) also do the same under `Windows\SysWOW64`.”

Steps to Resolve

1. Uninstall ALL java versions.
2. Removed all left over references of Java (see fix)
3. Install 64bit version of Java for Windows 10 64bit
4. Open **Trail Blazer** and test FEC tools.



Trail Blazer™

- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources

Related Resources

Article: [Best Practices – FEC Reporting](#)

Article: [Uploading your FEC Reporting – Error :Reason: null](#)

Article: [Creating and Filing Your First FEC Report](#)

Article: [Troubleshooting Articles](#)

3rd Party Article: [Stack Overflow with Suggested Fix](#)

Trail Blazer Live Support

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** As a policy we require that you have taken our intro training class before calling or emailing our live support team.*

[Click here](#) to view our calendar for upcoming classes and events. Feel free to sign up other members on your team for the same training.

** After registering you'll receive a confirmation email with the instructions for how to log into the [GoToMeeting](#) session where we host our live interactive trainings.*

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