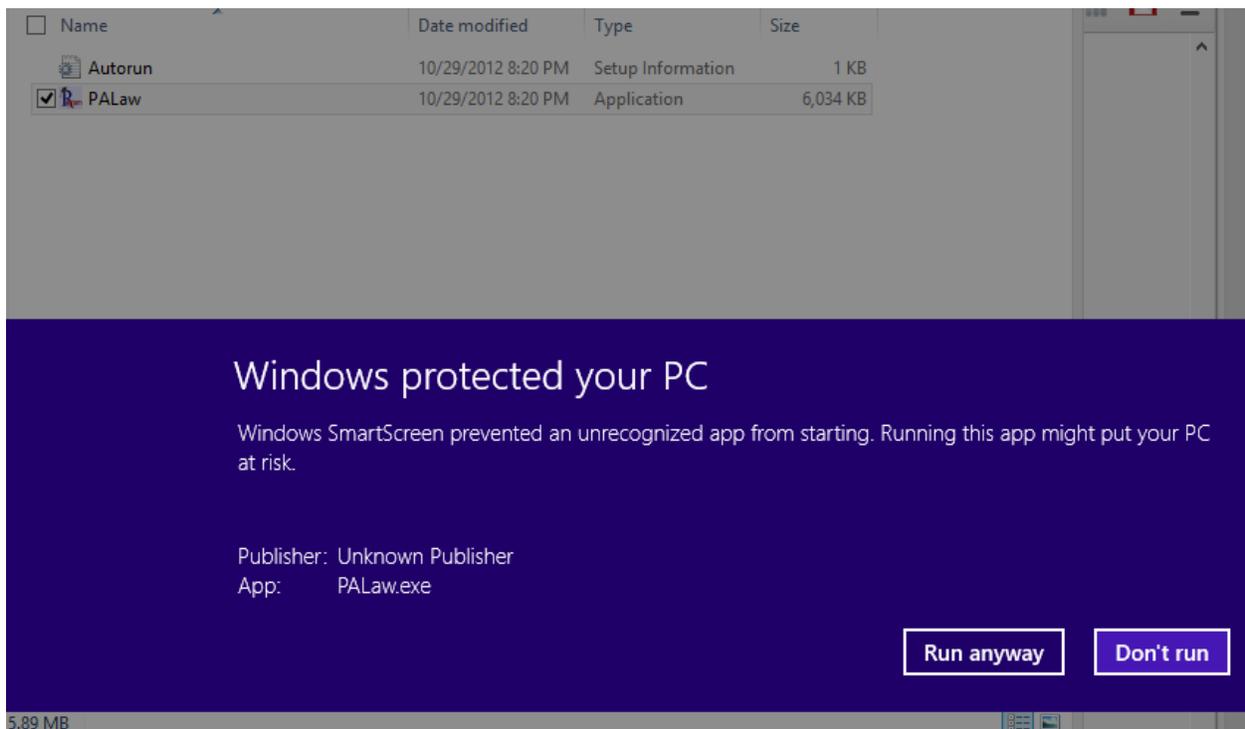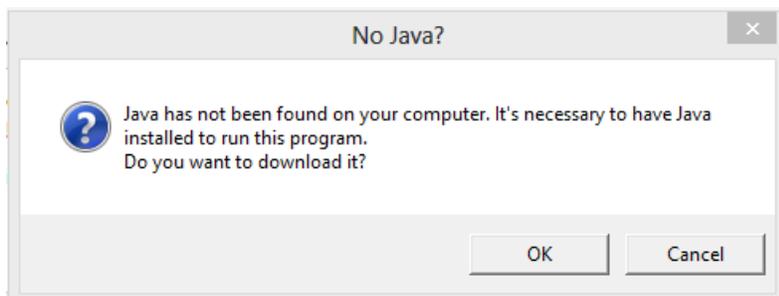# TROUBLESHOOTING GUIDELINES FOR WINDOW 8 OPERATING SYSTEM

1. When you are using Pharmacy Exam software for First Time on Window 8, you will receive the following message upon clicking "More Info" tab:

2. Please Click "Run Anyway". Upon clicking you will receive a message that saying "Java Not Found".

3. Please click OK. This will take you to Java Website. The link is
http://www.java.com/en/download/manual.jsp. The screenshot looks like:

Java Downloads for All Operating Systems

Recommended Version 7 Update 9

Select the file according to your operating system from the list below to get the latest Java for your computer.

> Remove Older Versions   > What is Java?

By downloading Java you acknowledge that you have read and accepted the terms of the end user license agreement

🪟 Windows	ⓘ Which should I choose?	
🔴 Windows Offline (32-bit) filesize: 29.7 MB	Instructions	After installing Java, restart your browser and verify Java has been installed correctly.
🔴 Windows Offline (64-bit) filesize: 31.1 MB	Instructions	

We have detected you may be viewing this page in a 32-bit browser. If you use 32-bit and 64-bit browsers interchangeably, you will need to install both 32-bit and 64-bit Java in order to have the Java plug-in for both browsers. » FAQ about 64-bit Java for Windows

4. Please select appropriate version by carefully reviewing the message: "We have detected you may be viewing this page in a 32-bit browser." If its 32-bit browser detected; download Window Offline (32-bit). If it detects 64-bit browser, download Windows Offline (64 bit). You can also download both if you want to.

5. Close the browser and Pharmacy Exam program. Try to run it. It should run.