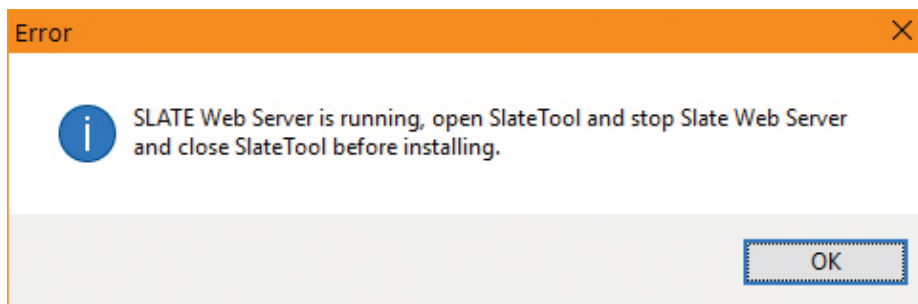


SLATE™ AX TOOL INSTALLATION TROUBLESHOOTING GUIDE



SLATE AX Tool is the the programming and design tool for the SLATE Combustion Equipment System. When installing version 1.26 of the tool, the message below may appear that indicates a conflict between the installation and Java. If this message appears, the steps below should be taken to complete the set up.

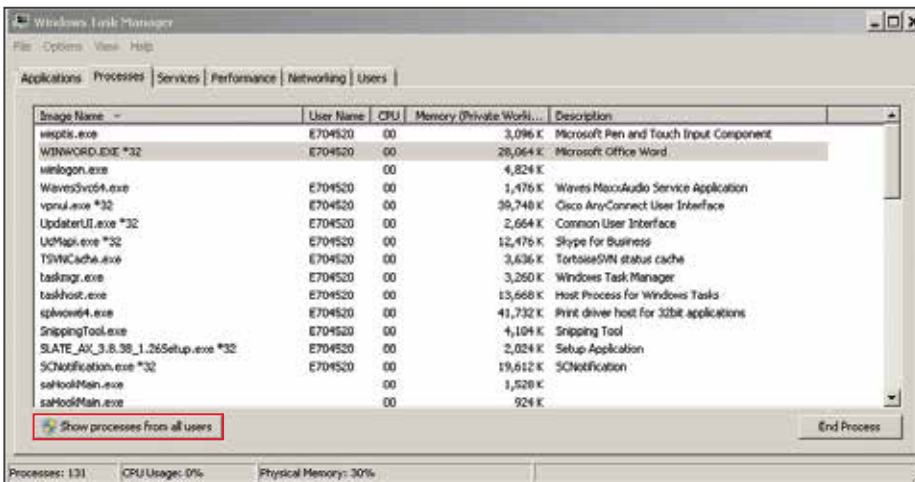


This message occurs when Java is running in the background as an application and SLATE AX Tool looks to see if Java is installed . Java should not be running when the SLATE AX Tool is installed. The steps below should be taken to solve the issue:

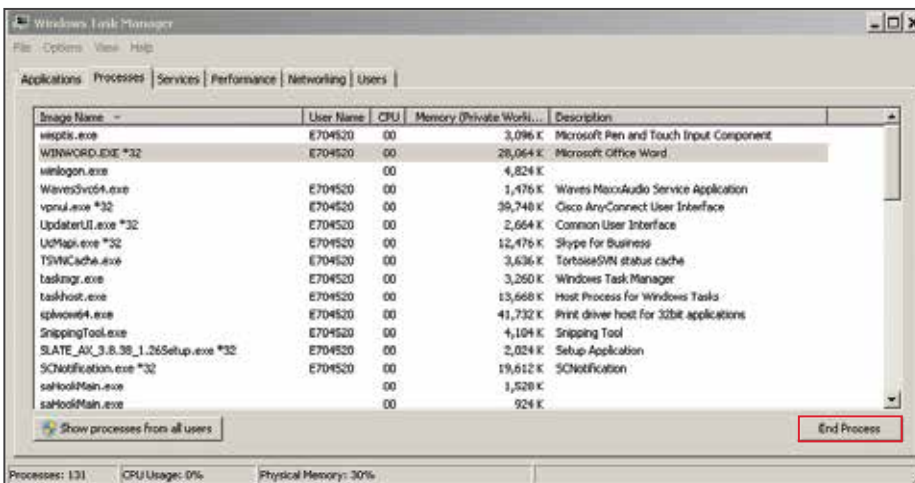
1. Click the downloaded “SLATE_AX_3.8.38_1.26Setup.exe” to run it.
The window below will be displayed.



2. Start Task Manager (Ctrl+Alt+Del)
3. Click on the Processes tab
4. Search out Java and stop the process. You may need to click the “**Show processes from all users**” button at the bottom of the page to find Java.



5. Find and select the Java process and click on the “End Process”



Note: It is beneficial to have both the Task Manager screen and the SLATE AX Tool screen side by side so it will be easier to End the Process and immediately click the Next button on the SLATE AX Setup screen.

6. Immediately after ending the Java process, click the “Next” button on the SLATE AX Tool Setup window and proceed with the install. (Although the Java process may have been ended, there is likely another running application which will restart Java).



The SLATE AX Tool will then continue to install. If you continue to have issues please contact Amy Davidson at amy.davidson@honeywell.com for more assistance.

For More Information

The Honeywell Thermal Solutions family of products includes Honeywell Combustion Safety, Honeywell Combustion Service, Eclipse, EXOTHERMICS, HAUCK, Kromschröder and MAXON. To learn more about our products, visit ThermalSolutions.honeywell.com or contact your Honeywell Sales Engineer.

Honeywell Process Solutions

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