

Model: Altair-PJ1 Interactive Kit Type2	Date: 17-Dec-14	No.: RY120001
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Subject: Remote whiteboard sharing cannot start		Prepared by: T. Takahashi	
From: : NA Support Sec. Solution Support Dep.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Remote whiteboard sharing does not start under the following conditions:

- Software v1.2.2.0 or earlier
- The software is installed in a language other than Japanese
- JAVA_HOME is not pre-configured in the System Properties in Windows.
(System Properties - Advanced System Settings - Advanced - Environment Variables - System variables)

CAUSE

Software bug

SOLUTION

Update the software to **v1.2.3.0** or later.

Note: A message that prompts the user to install the update will appear.

