



# **Snap Creator Server or Agent not starting**

## **Snap Creator Framework**

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# Snap Creator Server or Agent not starting

The Snap Creator Server or Snap Creator Agent might not start.

- **Issue**

The Snap Creator Server or Snap Creator Agent will not start.

- **Cause**

The general causes of this issue are that Java is not installed, the wrong bit level of Java is installed, or the wrong version of Java is installed.

- **Corrective action**

Verify that Java is installed by running the following command: `java -version`

Verify that a supported version of Java is installed.

Also, verify that the bit level of Java installed matches the bit level of Snap Creator. For example, if 64-bit Snap Creator is installed, 64-bit Java must also be installed.

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