Troubleshooting when MAGpie will not open

The following troubleshooting instructions are to be used in the case that MAGpie does not run.

Uninstalling Software

1. Uninstall all versions of Java listed in Control Panel>Uninstall programs> Select Java>Uninstall

2. Repeat **Step 1** for **QuickTime** and **MAGpie**.

       Note: If MAGpie is not listed, move on to **Installing/Reinstalling MAGpie and MAGpie Support Software**

Installing/Reinstalling MAGpie and MAGpie Support Software

<table>
<tr><td>⚠️</td><td>**Caution**
The following programs must be installed in the order in which they are listed to avoid issues using MAGpie.</td></tr>
</table>

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<tr><td>⚠️</td><td>**Caution**
Do not install optional toolbars. Downloading toolbars can cause slowed computer performance. Suggested toolbars may appear with the Java download and with the QuickTime Download.</td></tr>
</table>

Reinstalling Java

1. Click Here

       Or go to:

       www.java.com/download

2. Click **Free Java Download** button

3. Run **Java** installation

Reinstalling QuickTime

1. Click Here

       Or go to:

       www.apple.com/quicktime

2. Click the **Free download (for Mac + PC)** button

3. Run **QuickTime** installation

Installing/Reinstalling MAGpie

1. Click [Here](#)

   Or go to:

   www.ncam.wgbh.org/invent_build/web_multimedia/tools-guidelines/download-magpie

2. Click the **MAGpie (version #) installer (Windows, required)** button

3. Run **MAGpie** installation