Restarting the VUE Application Wrapper Service

For testing centers using a Workgroup scenario, the VUE Application Wrapper runs on the administrative computer. For testing centers using a Server Scenario, the VUE Application Wrapper runs on the server used for Pearson VUE testing.

1. Launch the Services Desktop app located on the appropriate computer. For Windows 10 OS, this can be done by clicking the Windows start menu button at the lower left of the screen and typing in the word **Services**.

≡	Best match					
ŵ	Services Desktop app					
	Component Services Desktop app					
	Apps					
	Microsoft Azure Services					
	Active Directory Sites and Services					
	SQL Server 2014 Reporting Services Configuration Manager					
ŝ						
	services					
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2. In the Services window, locate the VUE Application Wrapper in the list of services on the computer.

🔾 Services							
File Action View Help							
Services (Local)	🔅 Services (Local)						
	VUE Application Wrapper	Name 🔶	Description	Status	Startup Type 🔺		
		🎑 Virtual Disk	Provides m		Manual		
	<u>Stop</u> the service <u>Restart</u> the service	🎑 Volume Shadow Copy	Manages a		Manual		
De		🚉 VUE Application Wrapper	Necessary	Started	Automatic		
	Description: Necessary for the normal functioning of the VUE Testing System.	🎑 Windows Audio	Manages a		Manual		
		🎑 Windows Audio Endpoint B	Manages a		Manual		
		🎑 Windows CardSpace	Securely e		Manual		
		🎑 Windows Color System	The WcsPl		Manual		
		🍓 Windows Driver Foundatio	Creates an		Manual		

3. Click on the option to Restart the service, once completed attempt to log in to Admissions Manager again. If you continue to have issues, please contact the VUE technical support team.

If you do not see the VUE Application Wrapper service in the list, repeat these same steps on the server used for your Pearson VUE software installation.

Link to VUE technical support phone numbers

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