

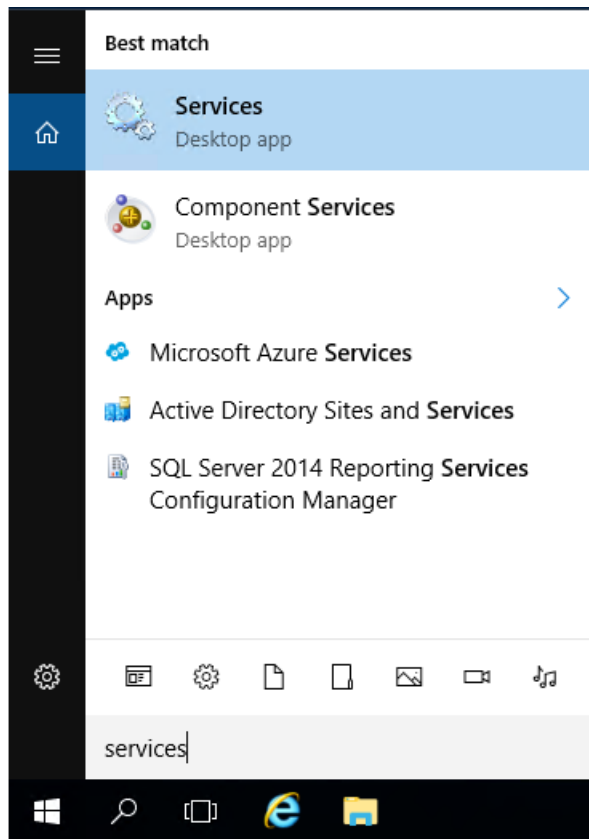
Remote Maintenance Agent (RMA) is not Running

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The most common cause for an RMA not to run after initiating it on the Admin machine is the VUE Applications Wrapper Service is not running. This can be easily resolved with the following steps.

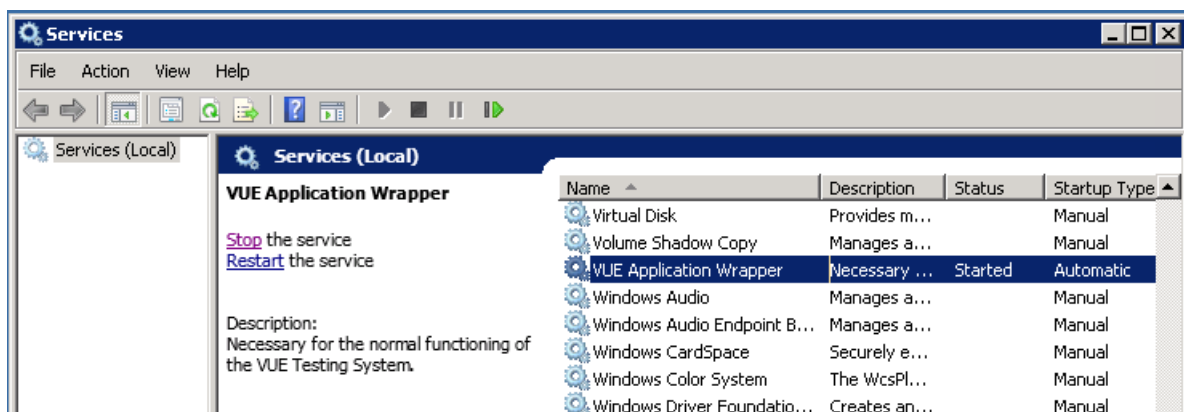
Restarting the VUE Application Wrapper Service:

1. Launch the Services Desktop app located on the appropriate computer. For Windows 11 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**.



2. In the Services window, locate the **VUE Application Wrapper** in the list of services on the computer.

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.



3. Click on the option to Restart (or Start) the service. This should take up to 1 minute to complete.
4. Once completed, attempt to run the RMA or log in to Admissions Manager. If you continue to have issues, please contact the VUE technical support team.

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