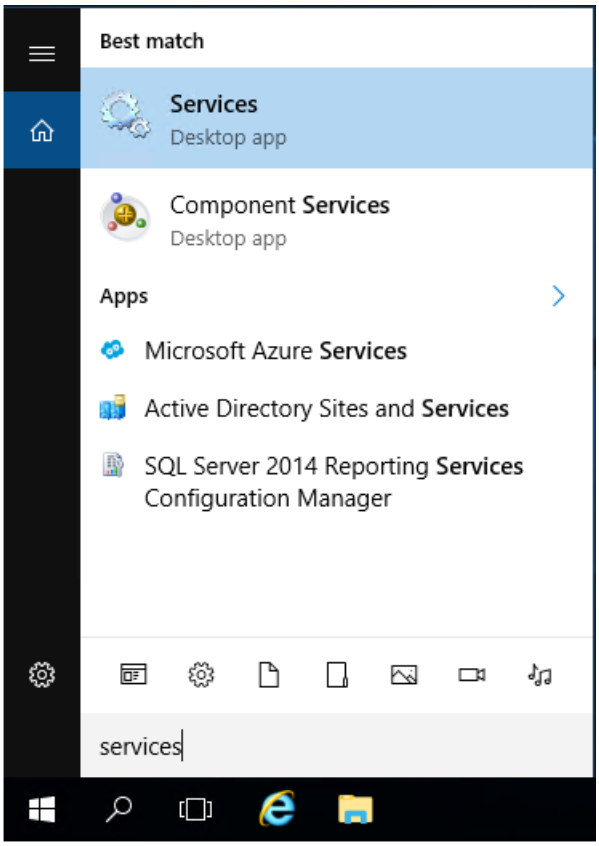
Remote Maintenance Agent (RMA) is not Running

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.

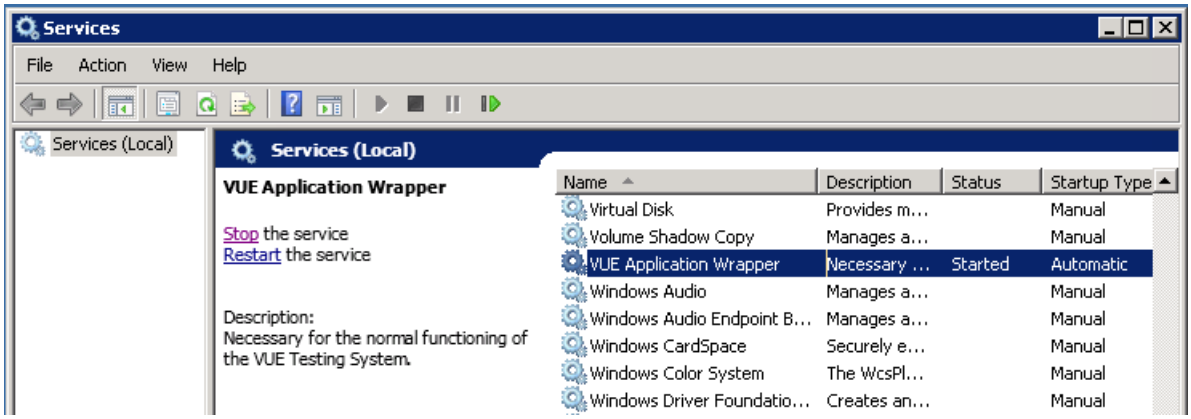
Restarting the VUE Application Wrapper Service:

1. Click the Windows start menu button at the bottom left corner of the screen and type the word **Services.** This will launch the Services Desktop app on the computer.



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

   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.

Link to VUE technical support phone numbers

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