Error 0 when opening Admissions Manager

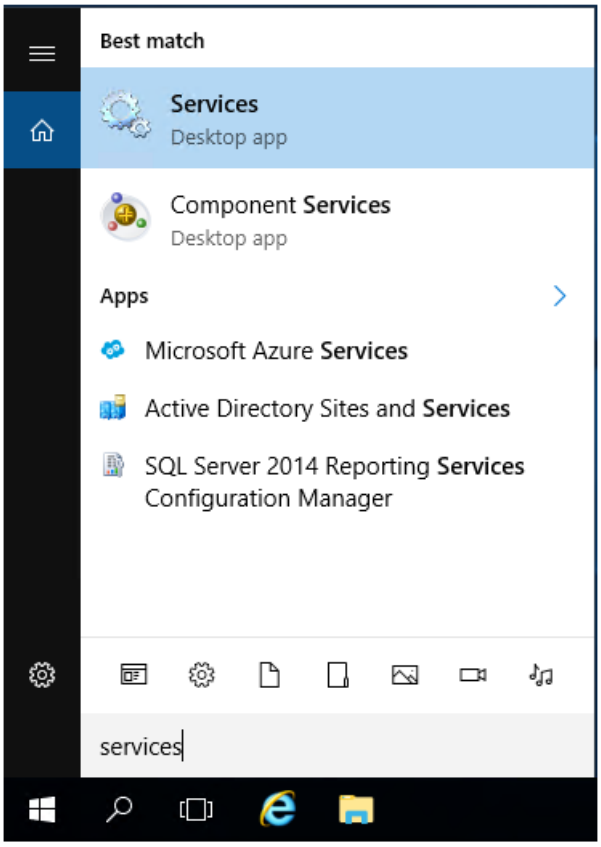
*** This article does not apply to PPC's or test centers using the Pixel client.

***Error Description*:** This is usually related to either local connectivity issues between the site server and Pearson VUE hub, the VUE Application Wrapper service not running on the server, or other VUE processes are not responding on the server.

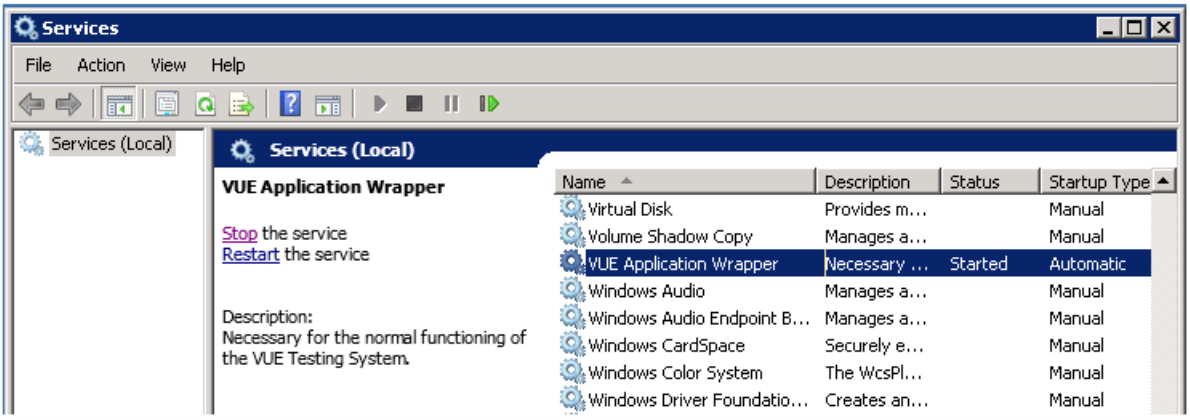
For testing centers using a Workgroup scenario, the VUE Application Wrapper runs on the administrative computer. For testing centers using a Server Scenario, the VUE Application Wrapper runs on the server used for Pearson VUE testing.

***Restarting the VUE Application Wrapper Service*:**

1. Launch the Services application from either the Admissions machine or the server at your site if you have a server. On the Admissions machine, enter **Services** in the search bar at the bottom of the screen.



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



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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