

Support Center

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I get an error "An unexpected error occurred .." when launching Liquid Notes for Live.

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This article talks about an unexpected error that customers of Liquid Notes and Liquid Notes for Live reported when launching the application on Mac OS X.

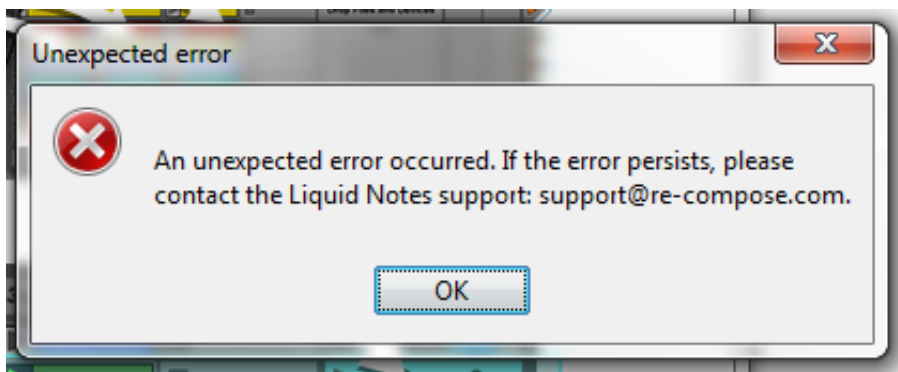
Quick Answer: This error is related to running Java 8 on your Mac, which is not supported by Liquid Notes or Liquid Notes for Live at this stage of the development lifecycle of Java 8.

Update (April 2015): Versions Liquid Notes 1.5.3.4 and Liquid Notes for Live 1.1.0.4 on [Windows](#) are compatible with Java 8. Earlier versions of the software are NOT compatible with Java 8. An update is being prepared for the Mac versions of our software too, yet requires a bug to be fixed by Oracle.

Unexpected error when launching Liquid Notes for Live

Liquid Notes requires the Java Runtime Environment (JRE) to run. There are several versions of the JRE available, the very latest currently available by Oracle is version 8. This version of Java is currently only compatible with the [Windows](#) versions of Liquid Notes and Liquid Notes for Live.

We have had a number of customers reporting an "unexpected error" when launching Liquid Notes or Liquid Notes for Live when having Java 8 installed on Mac:



Should you be presented this error message when launching Liquid Notes or Liquid Notes for Live, this most probably points to a compatibility issue with the specific version of Java 8 installed on your machine.

Adding an earlier version of Java to your system

In order to resolve this problem you need to install an earlier version of Java on your Mac. This enables Liquid Notes to call up this version of the Java RunTime when launching the software, whereas other applications will use Java 8 instead.

Liquid Notes and Liquid Notes for Live support Java 6 (on Mac) and Java 6, 7 and 8 (on Windows).

Installing Java 6 on Mac

1. Download the latest version of Java 6 for Mac and complete the installation - <http://support.apple.com/kb/DL1572>

2. Restart your computer.

After a restart of your system you can then launch Liquid Notes or Liquid Notes for Live without any error messages.

Related articles:

[Upgrade instructions to OS X Yosemite](#) (install Java 6 on Mac)

Need Help?

Should you require assistance, get in touch with us at support@re-compose.com!

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