

# Information Connection Engine (ICE): The Muse Services are failing to start, the error I get in the Event Viewer is: "The LoadLibrary function failed for the following reason: The specified module could not be found."

We encountered cases on some Windows distributions when the Muse Services fail to start with similar error thrown in the Event Viewer:

"The LoadLibrary function failed for the following reason: The specified module could not be found."

The fix consists in adding into the Path system environment variable the path to the Java bin folder. For example, if your Java installation folder is C: / Program Files / Java / jdk1.6.0\_27, then add the following string to the Path environment variable: C: / Program Files / Java / jdk1.6.0\_27 / bin

Note that the separator between the entries from the Path variable is the semicolon (;) .

Details for how to update the Path variable for some Windows distributions can be found here: <http://www.java.com/en/download/help/path.xml>

After doing this, start each Muse Service from the Windows Services management console or by typing in a command prompt window the following command: net start "Muse Proxy Server", net start "Muse ICE Server", net start "EmbeddedApacheTomcat".

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