

# LaunchAnywhere Error Occurs During Java Installation

## Problem

An error similar to the following is returned when using the Helix ALM or Surround SCM Linux Java installers.

An internal LaunchAnywhere application error has occurred and this application cannot proceed. (LAX)

Stack Trace:

```
java.lang.IllegalArgumentException: Malformed uxxxx encoding.  
at java.util.Properties.loadConvert(Properties.java:570)  
at java.util.Properties.load(Properties.java:343)  
at com.zerog.common.java.util.PropertiesUtil.loadProperties(DashoA8113) at  
com.zerog.lax.LAX. (DashoA8113)  
at com.zerog.lax.LAX.main(DashoA8113)
```

## Cause

Values set for the TITLEBAR and PS1 variables in the shell environment are causing issues with InstallAnywhere, which is used to install Helix ALM and Surround SCM.

This is a known InstallAnywhere bug. See [Malformed uxxxx Encoding Error Generated when Launching Installer](#) in Flexera Software's knowledgebase.

## Solution

Run 'unset' on the TITLEBAR and PS1 variables before installing Helix ALM or Surround SCM.

**Note:** The shell prompt is hidden if the PS1 variable is unset.

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