

Resolving JVM Errors for Your BlackBerry

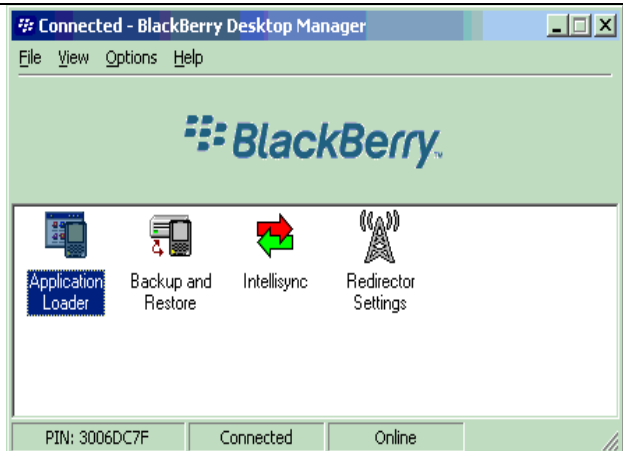
What Causes JVM Errors?

JVM errors are caused by the corruption of the BlackBerry® handheld software. The following JVM errors can be resolved by running the Application Loader.

- JVM error 507
- JVM error 509

Use the following steps to run the Application Loader:

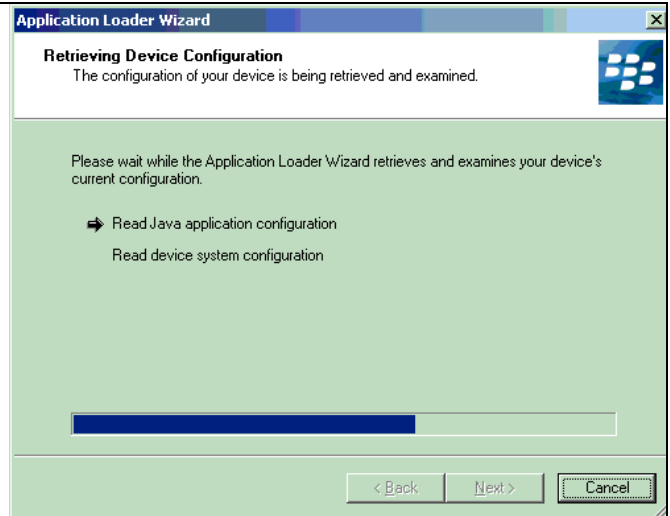
1. Connect the BlackBerry unit to your PC or laptop using the BlackBerry data cable.
2. From the Start menu open the BlackBerry Desktop Manager software.
3. Double-click on the Application Loader icon.



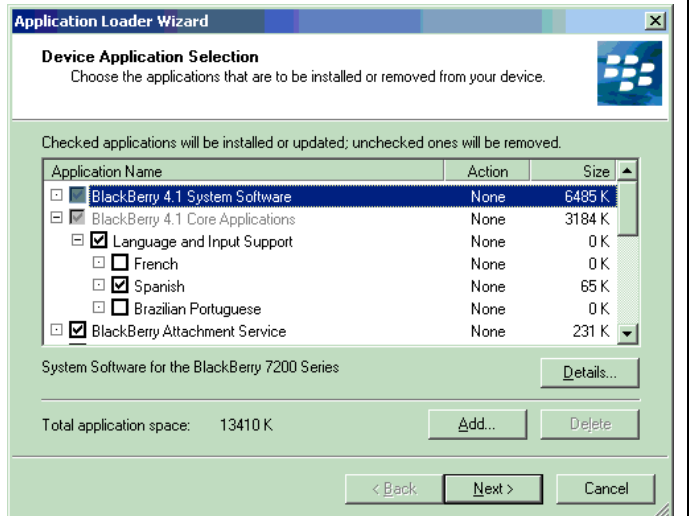
4. The Application Loader Wizard will appear.
4. Click Next.



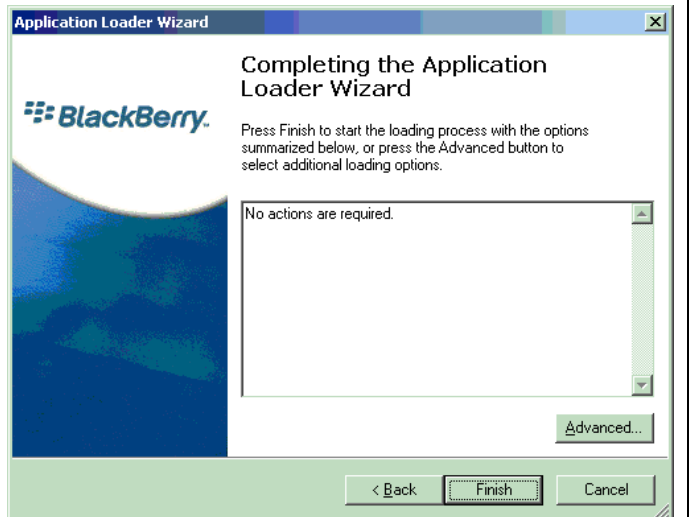
The Application Loader software will read and verify the handheld software.
5. After your handheld software is verified, click Next.



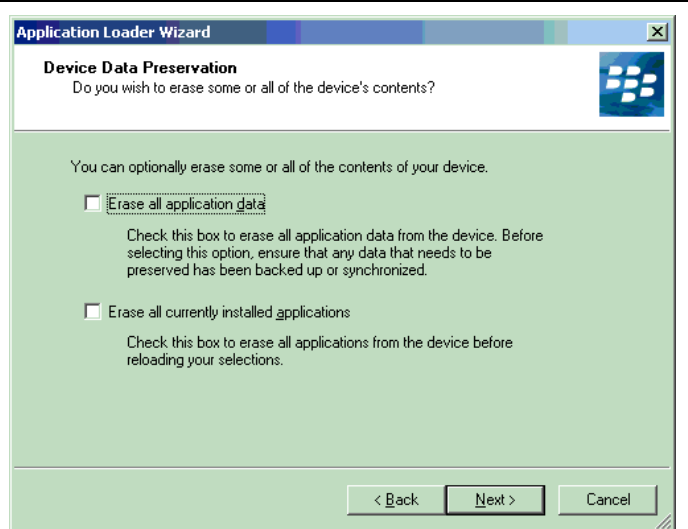
6. When the Handheld Application Selection screen appears, click Next.



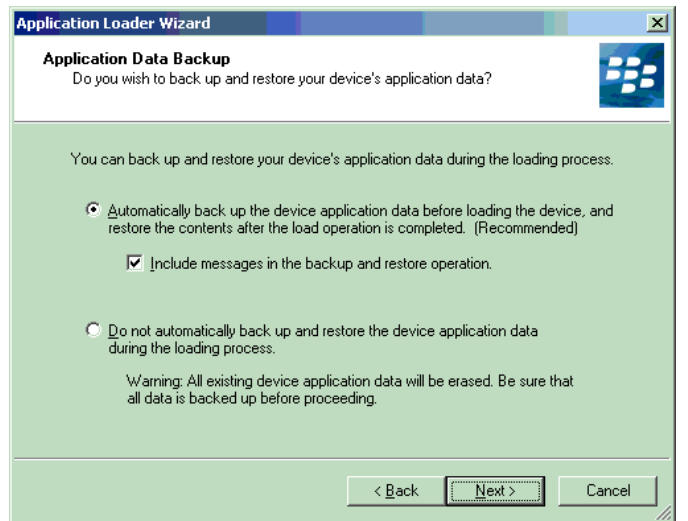
The Complete the Application wizard screen appears.
7. Click Advanced.



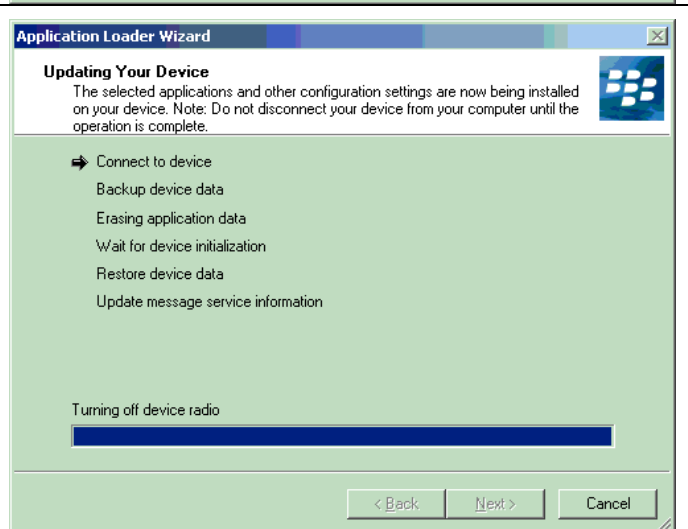
8. Select the Erase all application data option.
9. Click Next.



10. Select the Automatically back up the handheld application data option.
11. Click Next.

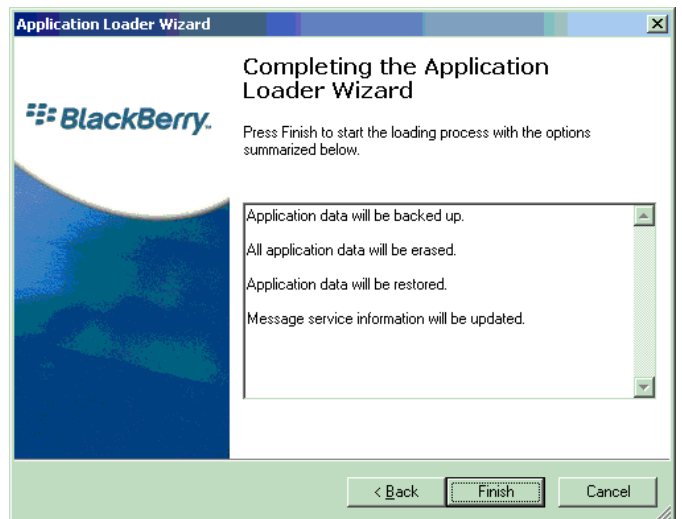


12. After the software reload process has been completed, click Next.
Note: Reloading the handheld software will take a few minutes.

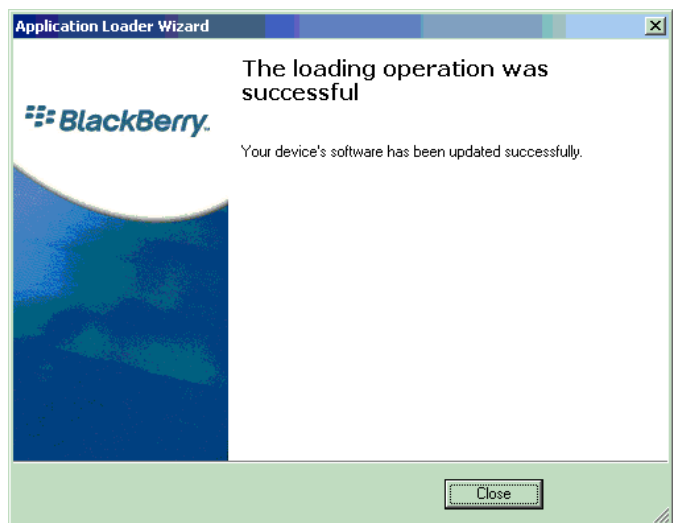


The Completing the Application Loader Wizard screen will appear.

13. From this screen, click Finish.



14. When the loading operation is complete, click Close.



15. Disconnect the BlackBerry unit from your PC or laptop.

16. Turn off your BlackBerry unit and remove the battery.

17. Reinsert the battery and turn on the BlackBerry unit.

You have now reloaded the BlackBerry handheld software and cleared the memory in your BlackBerry unit. This should resolve the JVM errors on your BlackBerry unit.

Congratulation