Installation and Execution Problems with Pentaho
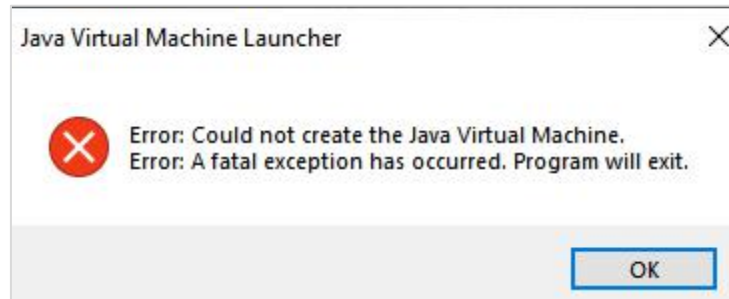
Database Connection Problems

If you have an error when testing a database connection, ensure that you have the JDBC driver in the software and ensure that you use the correct connection information (e.g., Port Number, Host Name, Database Name, Password).

Windows Problems

If encountering problems, use the debug bat file (SpoonDebug.bat) and save errors to SpoonDebug.txt.

1. Problem about using the wrong JDK version.

You should use JDK 1.8 and JRE 1.8. If you use other versions (e.g., JDK 11 or other higher versions), you cannot open the spoon.bat file and you will probably get the following error:

2. The java location is also a common source of problems.

If the java.exe file is not found, you can change the environment variable (PENTAHO_JAVA_HOME). If this environment variable does not exist, you should create it as a new system environment variable. You should set PENTAHO_JAVA_HOME to the java path.