Problema:

When you use the Launchpad to attempt to complete a typical installation of IBM Business Process Manager V8.5.5 on Windows, you see a blank screen. For a custom installaion, you see a pop-up script error.

Detalle:

For the Typical Installation option, the Launchpad user interface shows a blank screen. For example:

For the Custom Installation option, the Launchpad user interface has a pop-up error window that lists a script error. For example:

```
An error has occurred in the script on this page.
    line: 26
    Char:  3
    Error: 'osHelper' is undefined
    Code:  0
    URL:   File:///C:/Temp/x/launchpad/content/install.html
```

Causa:

The compressed files for IBM Business Process Manager V8.5.5 on Windows are extracted with the Windows built-in tool using the following steps:

1. Right-click on the name of the compressed file.
2. Select the **Extract All** option.
3. Select a folder and click **Extract**

The extract method causes the problem and is not supported as noted in the IBM Business Process Manager V8.5.5 Windows download document pages, which are listed in the Related information section.

Solución:

Use other decompression tools, such as 7-Zip, to extract the installation image files

Fuente: http://www-01.ibm.com/support/docview.wss?uid=swg21681949

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