Known Issue: Uninstalling or Updating the Blackboard Collaborate Launcher Can Cause Custom Folder Junctions to Break

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Product: Java and Blackboard Collaborate Launcher

Service Pack: Java and Blackboard Collaborate Launcher

Issue Description: Some users have reported that uninstalling or updating the Blackboard Collaborate Launcher may cause custom folder junctions to be removed. This is only applicable to users who have a custom installation of Windows.

Symptoms:

Known Issue Symptoms

Upon uninstalling or updating the Blackboard Collaborate Windows Launcher, users with a custom installation of Windows utilizing custom-made folder junctions or symbolic links may find that these links or junctions become broken and must be manually restored by the Windows System Administrator.

Affected Platforms

Custom installations of Windows OS using the Blackboard Collaborate Launcher

Resolution/Workaround: At this time, custom installations of operating systems are not supported by Blackboard Collaborate. Please utilize a different computer or mobile device to access your sessions or recordings.