Collaborate Launcher - Error: "tility Window failed;"

**Date Published:** Mar 09, 2015  **Category:** Product:Java_Known_Issues_and_Error_Messages; Planned_First_Fix_Release:Will_Not_Fix_Collaborate;  
Version:Java_and_Blackboard_Collaborate_Launcher  **Article No.:** 000040226

**Product:** Java and Blackboard Collaborate Launcher  
**Service Pack:** Java and Blackboard Collaborate Launcher  
**Issue Description:** The Collaborate Launcher installation process will fail if the installation path contains any Greek character like the one shown in this example: "C:\Documents and Settings\Local Settings\Application Data\Blackboard\Blackboard Collaborate Launcher\" Once you open the Launcher or launch any session, the following error is displayed: "tility Window Failed;"

**Symptoms:**

**Known Issue Symptoms**

Once you open the Launcher or launch any session, the following error is displayed:

![Collaborate Launcher Error](image)

**Affected Platforms**

Windows Vista, 7, 8  
Collaborate Launcher 1.2/1.3

**Resolution/Workaround:**