Web Conferencing - Error: There is a problem with this Windows Installer Package. A DLL required for this install to complete could not be run.

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Product: Blackboard Collaborate
Document Type: User Documentation
Document Summary:

Error Summary

When installing the Blackboard Collaborate Windows Launcher you may encounter the following error: "There is a problem with this Windows Installer Package. A DLL required for this install to complete could not be run. Contact your support personnel or package vendor."

Affected Platforms

All Windows OS.

Document Details:

Description

When trying to run the .msi installer for the Blackboard Collaborate Windows launcher you may encounter the above error. Please see the screen shot below:

Solution/Workaround

Blackboard Collaborate Support has found that this error may occur because the permissions settings on your App Data folder.

Please follow the steps below to correct this:

1. Navigate to the C:\Users\[UserName]\AppData\Local folder on your computer.
2. Right Click the Temp folder.
3. Choose Properties.
5. Select the option for Everyone and choose Edit.
6. Select the options to allow **Everyone, Full Control**.
7. Click **Apply** to save the setting.

If you are unable to see the AppData folder on your computer please review KBA 000037101 for complete details on displaying this folder: [http://blackboard.force.com/apex/publickbarticleview?id=kA770000000CbHg](http://blackboard.force.com/apex/publickbarticleview?id=kA770000000CbHg)

Once this is completed please try installing the application again.

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