



Blackboard

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

Date Published: Sep 18,2014 **Category:**

Product:Web_Conferencing_Known_Issues_and_Error_Messages_Web_Conferencing;

Version:Web_Conferencing **Article No.:** 000038923

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:

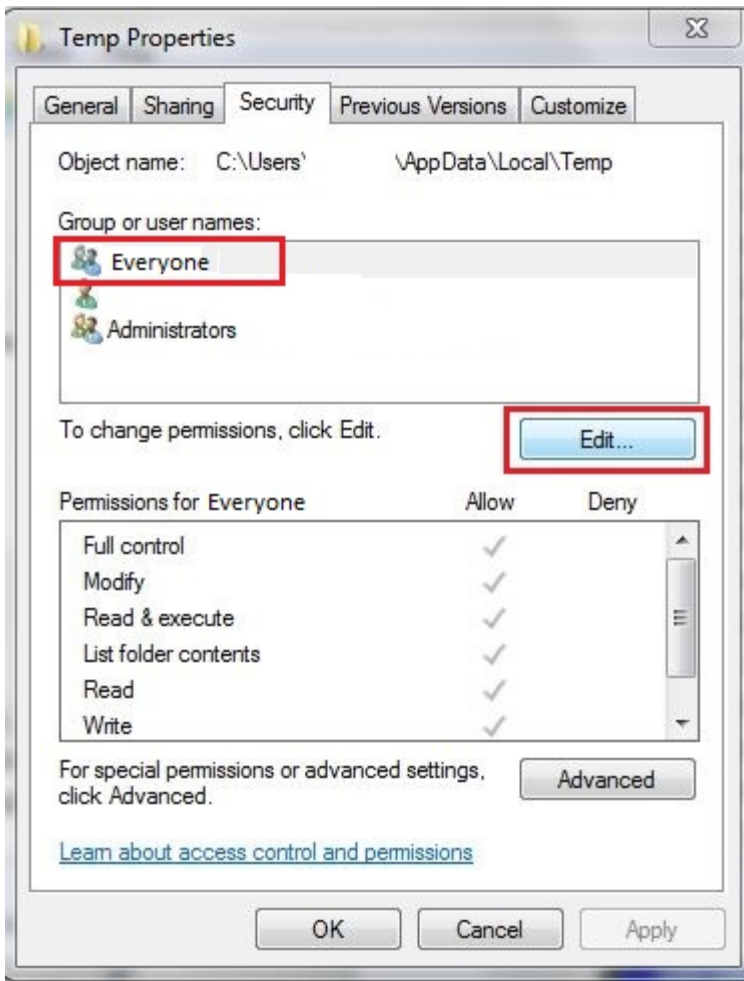


Solution/Workaround

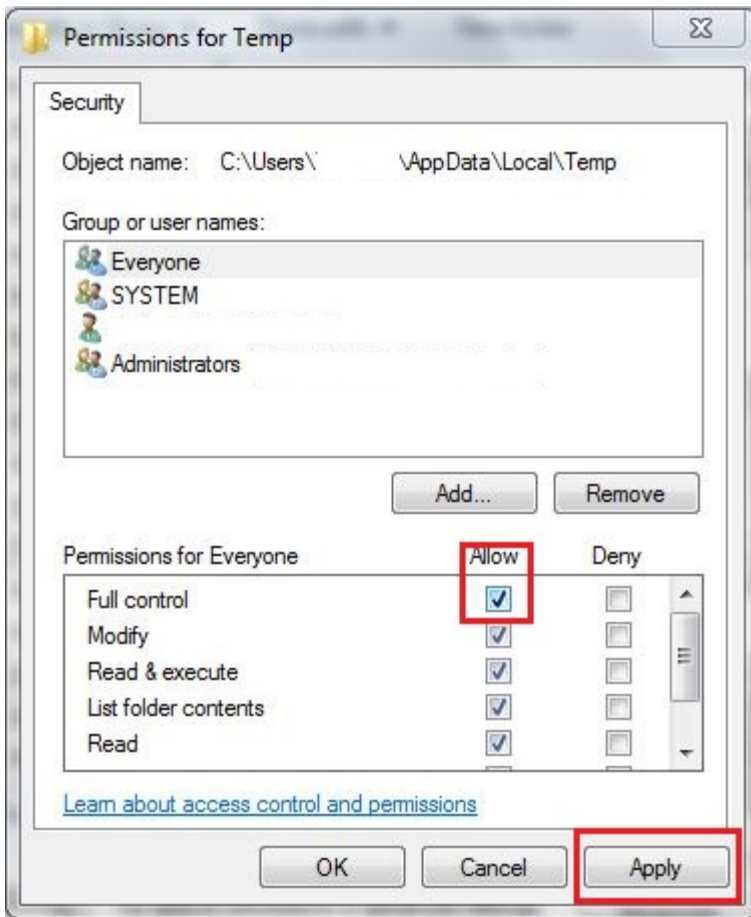
Blackboard Collaborate Support has found that this error may occur because the permissions settings on your App Data folder.

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**.
4. View the **Security** tab.
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>

Once this is completed please try installing the application again.

The information contained in the Knowledge Base was written and/or verified by Blackboard Support. It is approved for client use. Nothing in the Knowledge Base shall be deemed to modify your license in any way to any Blackboard product. If you have comments, questions, or concerns, please send an email to kb@blackboard.com. © 2014 Blackboard Inc. All rights reserved