Collaborate Launcher - Error: "tility Window failed:"

**Date Published:** Oct 19, 2015  **Category:** Planned First Fix Release:Will_Not_Fix_Collaborate; Product:Java_Known_Issues_and_Error_Messages; 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,7,8,10  
Collaborate Launcher 1.2/1.3 and admin Launcher

**Resolution/Workaround:** Please subscribe to this article by logging in to Behind the Blackboard and clicking the **click to follow** button in the top right corner of the
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