Error: Called RunScript when not marked in progress

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Product: Java and Blackboard Collaborate Launcher

Document Type: User Documentation

Document Summary:

Error Summary

This article contains instructions on what to do if you receive an error stating "Called RunScript when not marked in progress" while installing the Blackboard Collaborate Launcher.

Affected Platforms

Windows OS

Document Details:

Description
When installing the Blackboard Collaborate Launcher, users may receive an error stating “Called RunScript when not marked in progress” if permissions are incorrectly set on their Temp folder.

**Solution/Workaround**

1. Navigate to **C:/Windows**
2. Locate and right-click on the **Temp** folder
3. Select **Properties**
4. Select the **Security** tab
5. Select **Continue**
6. Select Add...
7. In the box marked "Enter the object names to select", type EVERYONE
8. Press OK
9. Select "Everyone" in the box marked Group or user names
10. In the column marked “Allow”, check the boxes for both **Full Control** and **Modify**

11. Press **Apply**, then **OK**

12. Try installing the Blackboard Collaborate Launcher once more