

Blackboard Help

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Troubleshoot the Blackboard Collaborate Launcher





*This help topic documents the Blackboard Collaborate Launcher available in **versions 4.4 and later** of the Blackboard Collaborate Building Block.*

If you are unable to launch Blackboard Collaborate with your .collab file, read the following topics, in order, to troubleshoot your issue.

To find other helpful articles and FAQs, open the [Collaborate Knowledge Base](#) and search for "launcher."

Confirm the Collaborate launcher is installed



As a first time user, when you select *Join Room* on the *Room Details* page or a recording link in the *Recordings* table, Blackboard Collaborate prompts you to download the launcher. Your browser tries to detect the launcher to see if it is already installed. If your browser detects the Collaborate launcher, you to bypass the *First time using Blackboard Collaborate?* pop-up window next time you join a session or play a recording.

However, your browser may not detect that you've already installed the launcher if:

- You cleared your cache and cookies last time you exited your browser.
- You are using secure or private browsing.
- You installed the launcher using one browser but now are launching a session or recording in another browser.

To confirm that the launcher is installed, look for the application on your system:

- **On Windows:** The launcher is called `Win32Launcher.exe`. The default installation location is the following directory:

C: \Users\<username>\AppData\Local \Programs\Blackboard\Blackboard Collaborate Launcher

Alternatively, look for the application *Blackboard Collaborate Launcher* in the *Control Panel* under *Programs and Features*, or in the *Start* menu.



Windows 8 or later users can find the launcher on the Start page in Metro view.

- **On Mac:** The launcher is called *Blackboard Collaborate Launcher*. The default installation location is your *Downloads* folder. However, when opening a .collab file, you had the option to move it to your *Applications* folder instead, so check there too.

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