



Blackboard

Known Issue: Users receive "Error: Could not open Java Virtual Machine Launcher" after updating the Blackboard Collaborate Launcher

Date Published: Jan 18,2016 **Category:** Product:Java_Known_Issues_and_Error_Messages; Version:Java_and_Blackboard_Collaborate_Launcher **Article No.:** 000041562

Product: Java and Blackboard Collaborate Launcher

Service Pack: Java and Blackboard Collaborate Launcher

Issue Description: Some users may receive an error stating "Error: Could not open Java Virtual Machine Launcher" while trying to launch a Blackboard Collaborate session or recording after updating the Blackboard Collaborate Launcher. This article contains instructions on how to resolve this error.

Symptoms:

Known Issue Symptoms

After updating the Blackboard Collaborate launcher, users receive a message stating "Error: Could not open Java Virtual Machine Launcher" when trying to access a live session or recording.

Affected Platforms

Windows

Blackboard Collaborate Launcher 1.5

Resolution/Workaround: To resolve this issue, please restart your computer after updating the launcher, then try your session or recording once more. If any errors persist, please contact Blackboard Collaborate Support for further assistance.