**Error or issue:** Downloading components, stops and or appears stuck on a Windows computer.

Description: This error occurs after launching the session URL in a browser. See screen shot labeled #1.   The problem is primarily caused by multiple versions of Java, however we have seen recent issues where this is caused by AVG blocking the components download. AVG can be temporarily disabled to allow the components to download, refer to the workaround section below.

Screen shot #1:
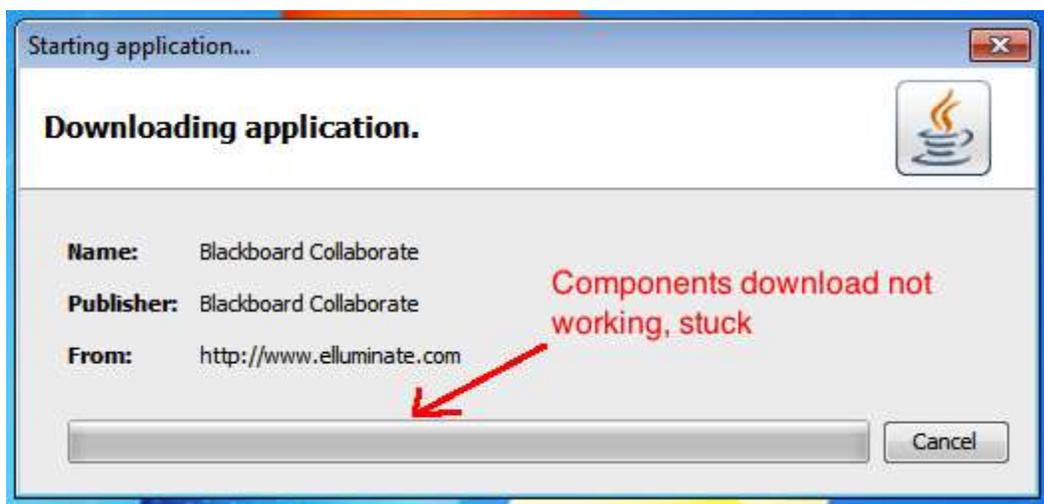
Solution:

2 possible solutions:

1st solution:
Confirm only running one version of Java by checking control panel, be sure only one version is listed, remove older versions. Also consider visiting http://java.com to confirm or get latest version. See the following article for removal instructions >

http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=2345

2nd solution:

AVG users, see below for workaround. If you are using AVG free, you could use the workaround or uninstall AVG Free and install Microsoft Security Essentials (also free and effective) http://windows.microsoft.com/en-US/windows/products/security-essentials
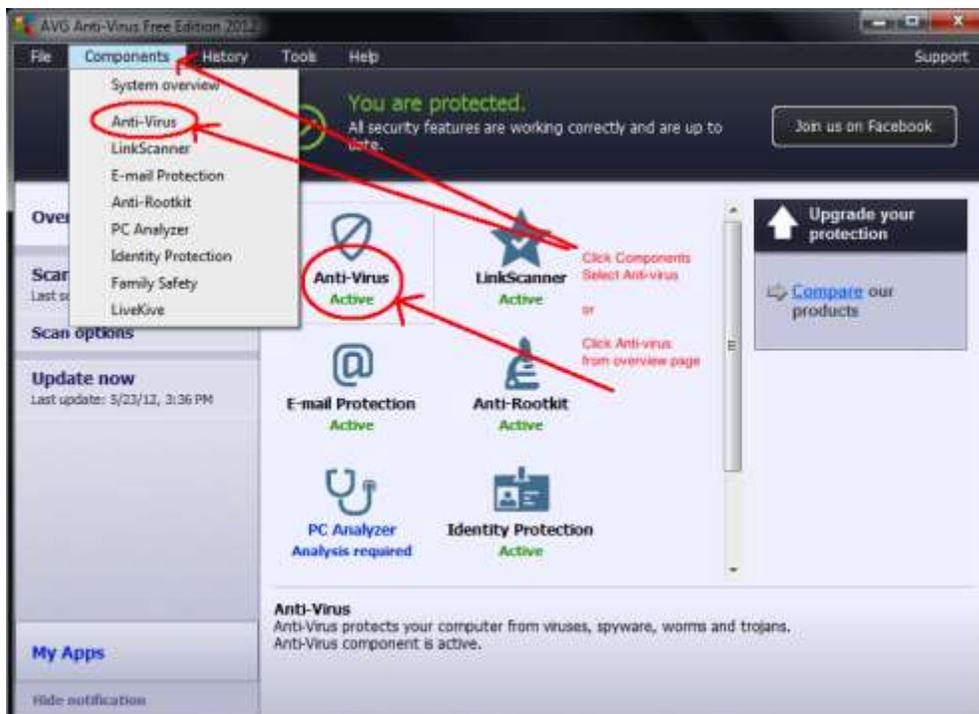
Workaround

AVG Free > Prior to launching Collaborate session link, open AVG Free> Click on Anti-virus > Uncheck "Enable Resident Shield" > Save

Launch the Collaborate session link, wait for session to open, then go back to AVG, repeat steps above, but Check "Enable Resident Shield" > Save. (See screen shots #2 & 3)

AVG Internet Security > Open AVG Internet Security > Tools > Advanced Settings > Temporarily disable AVG protection (left column) > uncheck the box for same in main window, click "Apply" > Set duration in next window > Click "OK" (See screen shots #4 & 5)
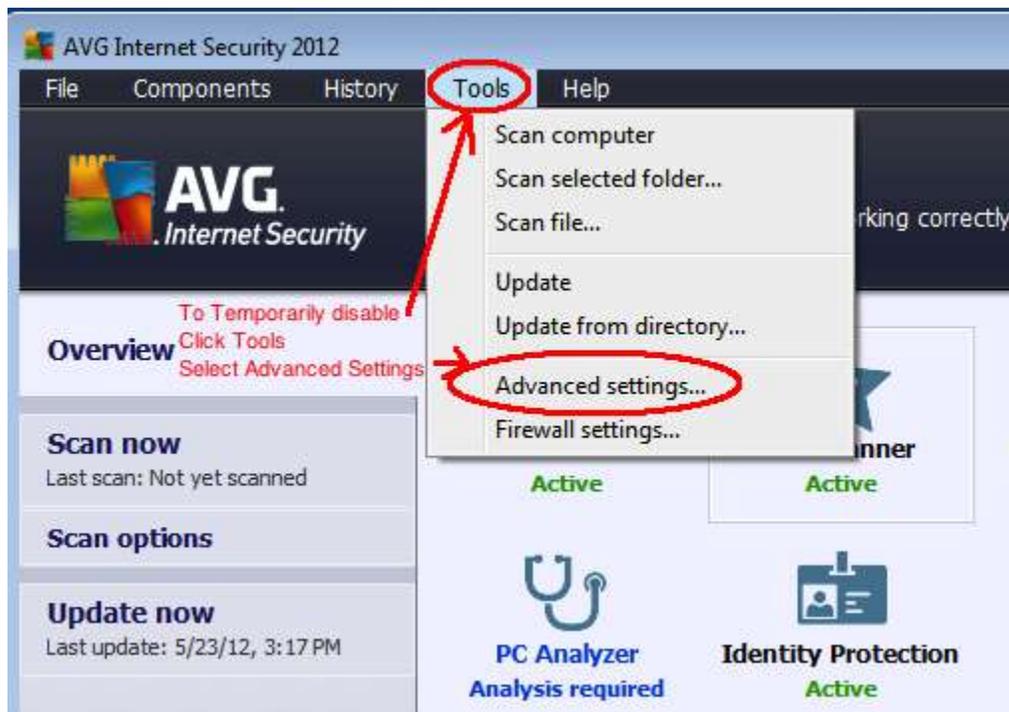
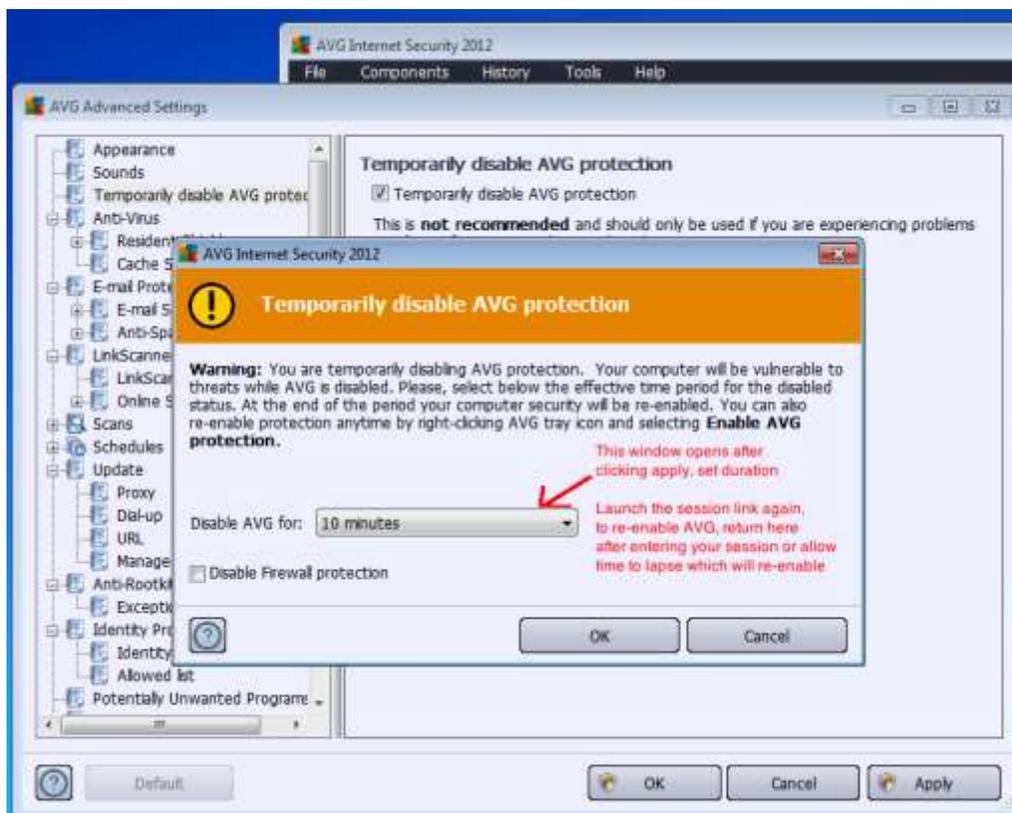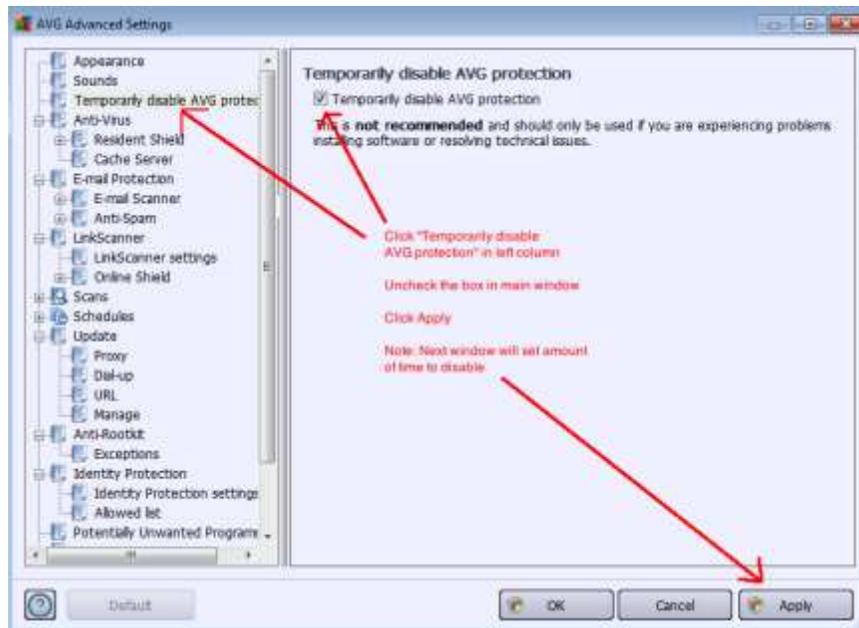You will have to do this each time you launch a session. We apologize for the inconvenience.

Screen shot #2 & 3 > AVG Free

Screen shot #4, 5 & 6> AVG Internet Security

Further Details

This is a recent problem, (late May 2012) with AVG that does not affect all users. The workarounds have been tested to work. We suspect that the issue will be corrected via a future AVG update.