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Known Issue: Chrome or Edge crashes when application sharing for a small percentage of Windows 10 users

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Service Pack(s): Web Conferencing

Description: Known Issue: Chrome or Edge with Chromium crashes when application sharing for a small percentage of Windows 10 users with Realtek drivers. This issue is a problem with Chromium.

Symptoms:

Known Issue Summary

The Google Chrome or Microsoft Edge browser crashes when application sharing in Collaborate for a small percentage of Windows 10 users with Realtek drivers. This issue seems to be a problem with Chromium and the driver.

Affected Platforms

Windows 10, Google Chrome browser, Edge with Chromium, Realtek driver
Cause: The issue seems to be an incompatibility between the Realtek exe and Chromium's application sharing module.
https://support.google.com/chrome/thread/45541893?hl=en&msgid=54636814

Resolution/Workaround: Workaround 1
To fix Chrome or Edge, please try the following workaround:

1. Using Window's search bar, search for: **SwUSB.exe**
2. Rename the file to something similar to **SwUSB-rename.exe**
3. Restart your computer and try application sharing again

Workaround 2
Use Firefox to Application Share
Information: If you would like to inform Google of the issue, please follow Google's directions on reporting crashes here:
https://www.chromium.org/for-testers/bug-reporting-guidelines/reporting-crash-bug