UPDATE on problems with zoom video -
a strange but simple solution reached after trying many things.
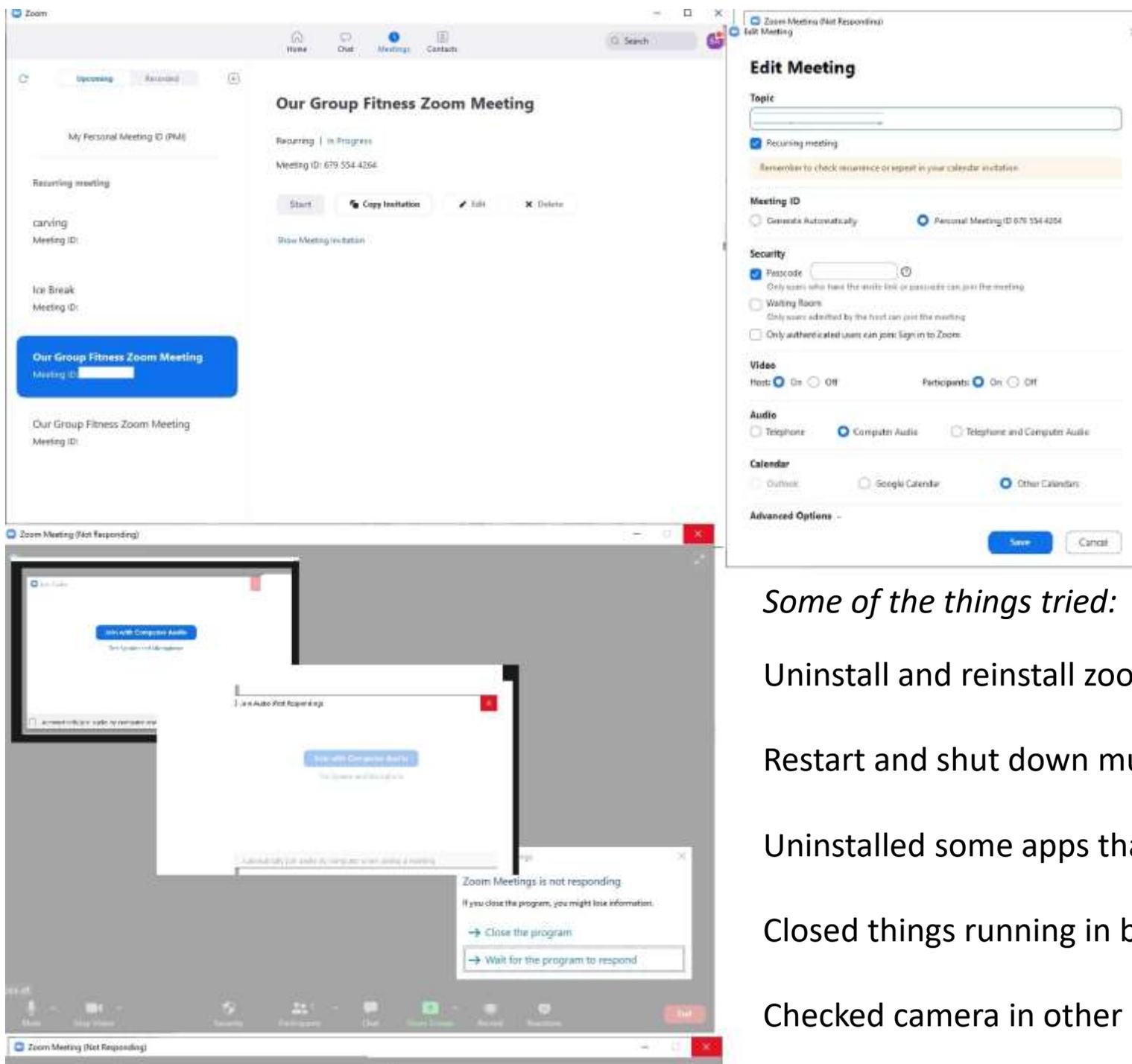
The problem(s)

When started a meeting from my account:
Sometimes it crashed when trying to "join with computer audio" would go to Non-Not responding
Sometimes got past audio and went to not responding when tried to do anything

When joined someone elses meeting
Usually let me join audio but would not give me video

Some of the things tried:

Uninstall and reinstall zoom (six times)

Restart and shut down multiple times

Uninstalled some apps that use camera

Closed things running in background

Checked camera in other apps

Some of the things tried cont'd:

Checked Camera security settings
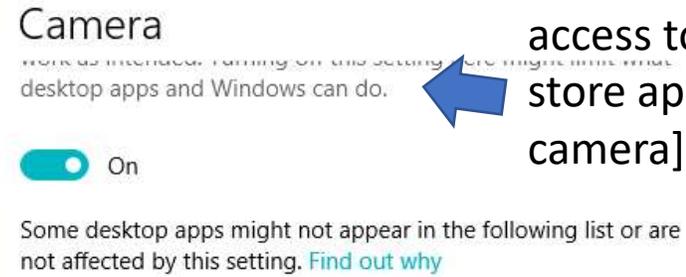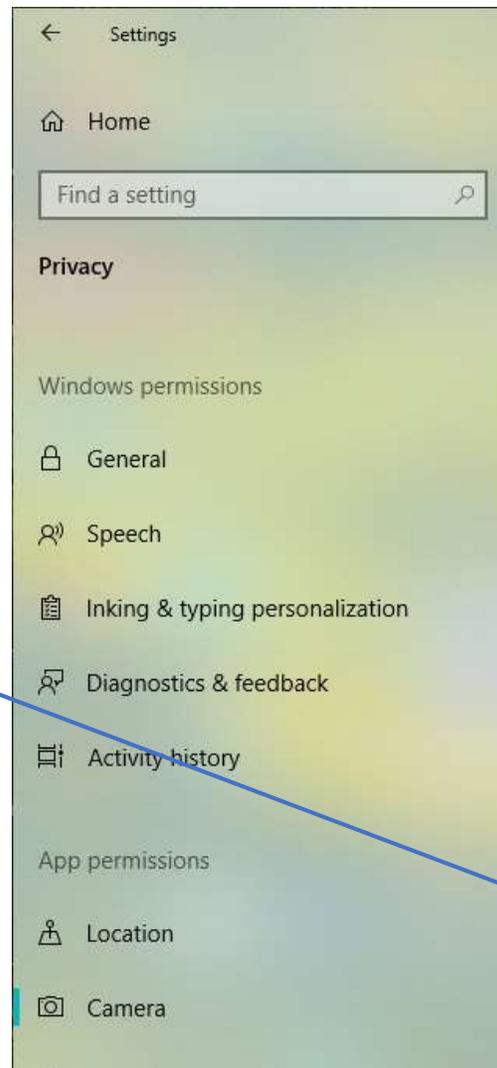Zoom was listed as being allowed
to access the camera
BUT
Even after left the meeting, closed
the zoom window and signed out
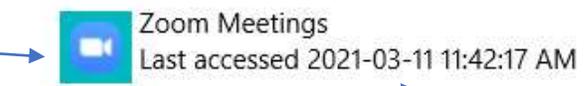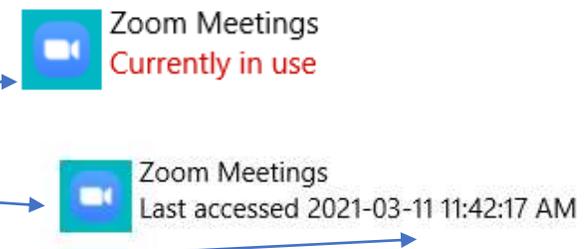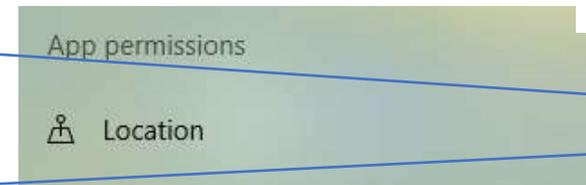the camera was still being used by
zoom

[also tried turning off access to all
the Microsoft store apps except
the camera]

As suggested by Chris when
shut down it remained "in use"
But when **restarted** turned off

But the date of last access was
wrong

[also tried turning off
access to all the Microsoft
store apps except the
camera]

← Settings

⌂ Home

Find a setting 🔍

Privacy

Camera

work as intended. Turning on this setting here might limit what
desktop apps and Windows can do.

⬤ On

Some desktop apps might not appear in the following list or are
not affected by this setting. Find out why

Windows permissions

🔒 General

🗣 Speech

📋 Inking & typing personalization

🖳 Diagnostics & feedback

🗓 Activity history

App permissions

👤 Location

📷 Camera

Cisco Webex Service
Last accessed 2021-03-05 3:26:34 PM

Google Chrome
Last accessed 2021-02-20 11:27:45 AM

Microsoft Edge
Last accessed 2021-04-23 12:47:24 AM

Skype
Last accessed 2021-04-22 6:09:03 PM

Zoom Meetings
Currently in use

Zoom Meetings
Currently in use

App permissions

👤 Location

Zoom Meetings
Last accessed 2021-03-11 11:42:17 AM

Some of things tried cont'd

Checked to see if zoom was allowed to access the camera in Bitdefender
And it was listed
Tried turning it off and back on – no difference

Finally found a post from someone who said they needed to turn off their Kaspersky video protection completely to get zoom to access the camera after a recent update

When I did this zoom loaded normally with video!!!
    And I could reactivate the protection after zoom opened and still have video
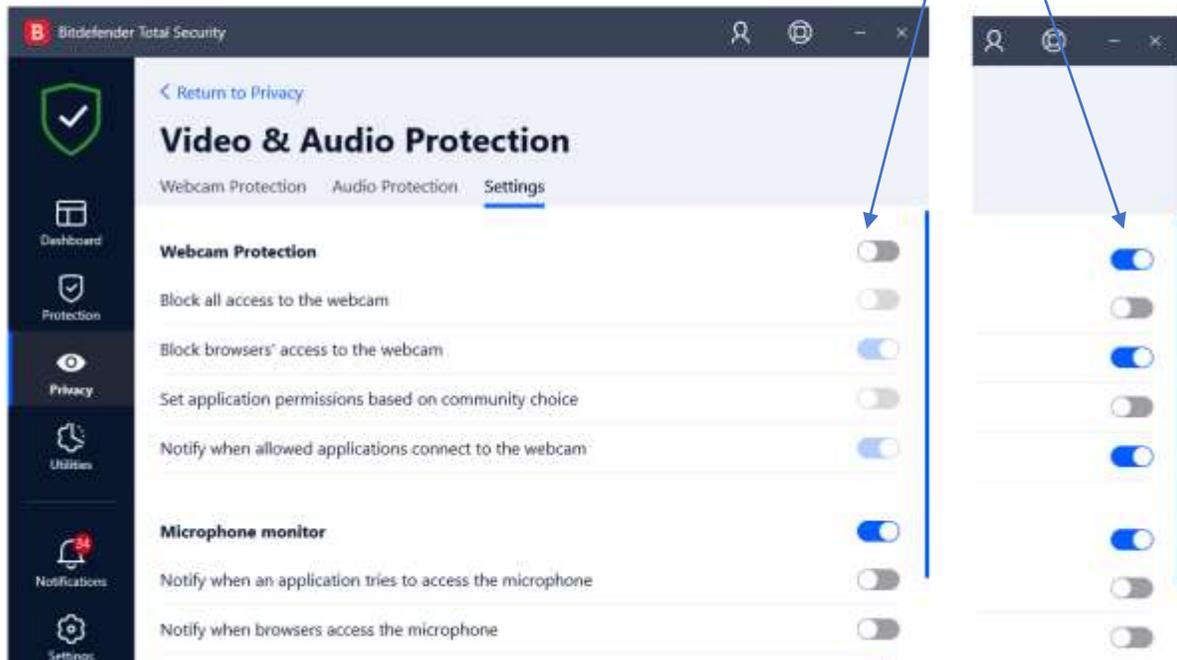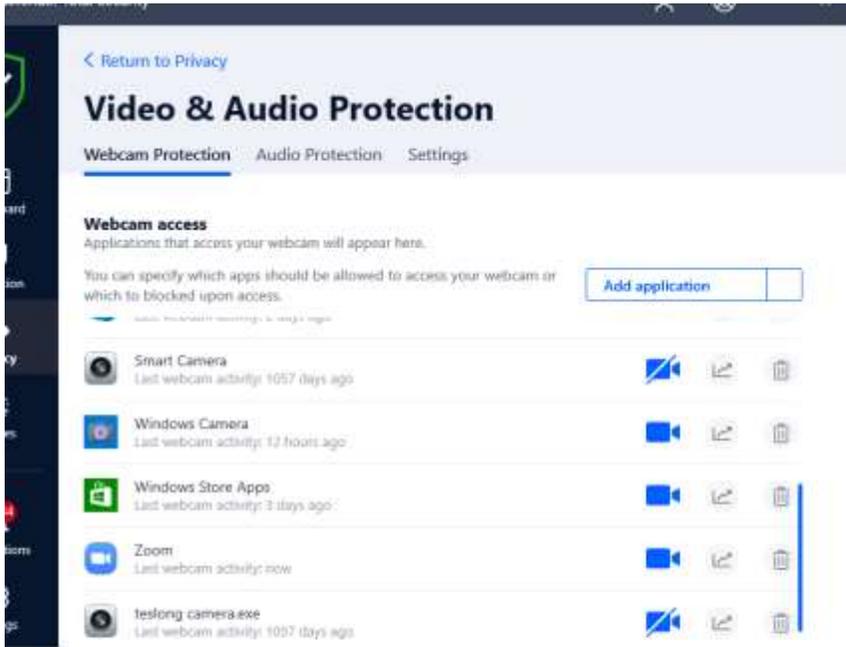
So I checked the Bitdefender log and on the day the problem started it updated just before I started zoom and this is what it downloaded – so my question is do any of these explain **WHY**

Bitdefender Update

The following files were downloaded:

asemlthin.mdl

asmcocr.dll

asregex.dll

asunicode.dll

bdnc.dll