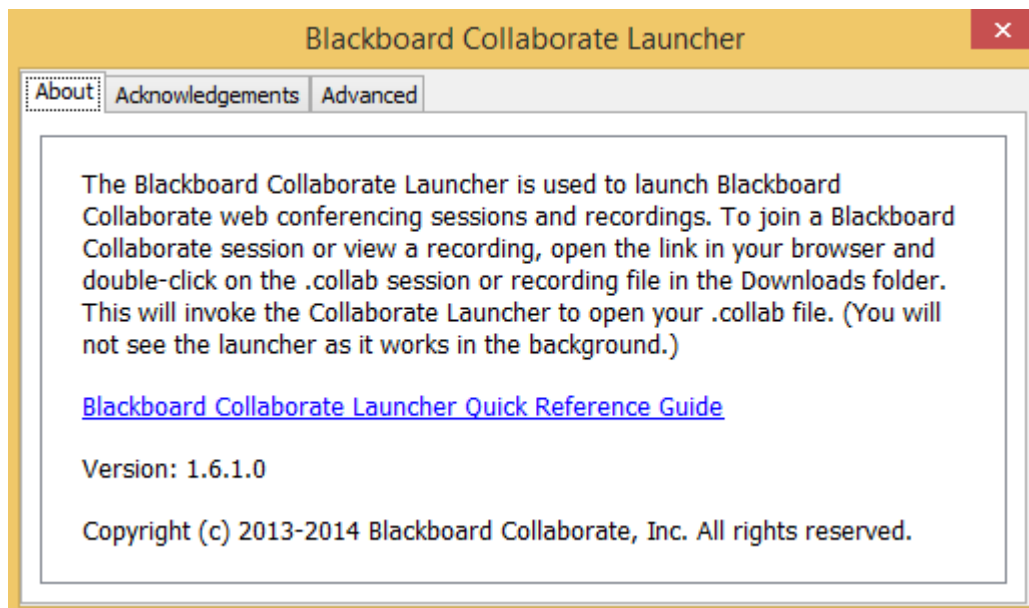
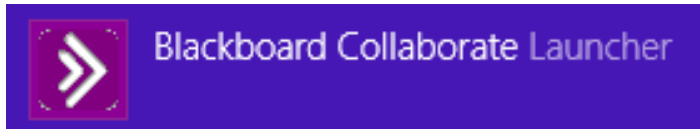


## Clearing the Java Cache

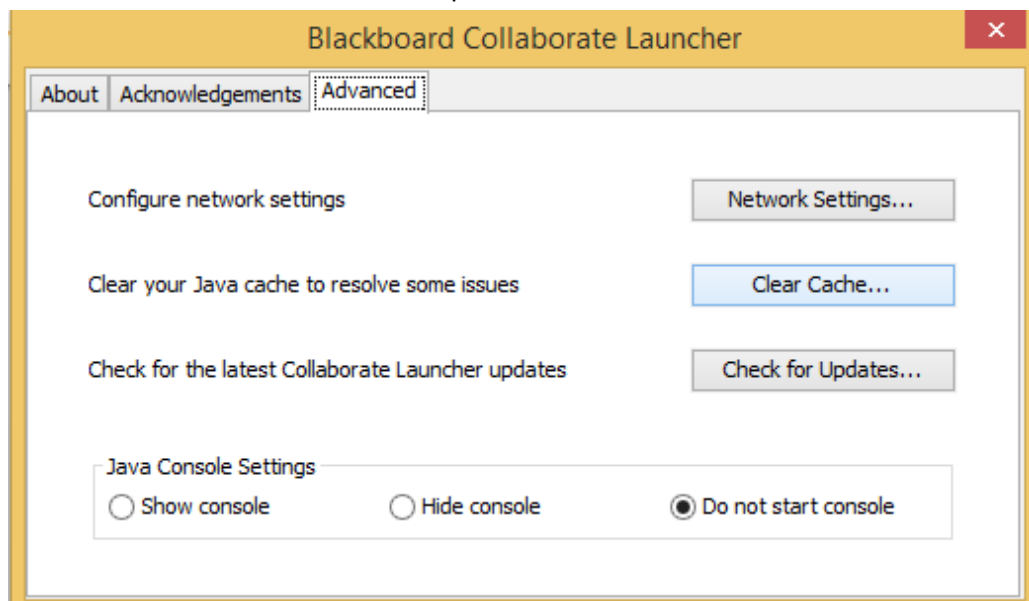
Clearing a cache on computer deletes temporary files and can solve a variety of problems. There are further instructions on clearing the java cache in the on [Java's website](#) and on Blackboard's support portal for [Windows 7](#), [Windows 8](#), [Mac 10.6](#) and [Mac OS X](#).

### Clearing the Java Cache using the Blackboard collaborate launcher

1. Search for the blackboard collaborate launcher in your program files and open it:



2. Click on the "Advanced" tab at the top and the click "Clear Cache..."



## Clearing the Java Cache without Blackboard Collaborate Launcher

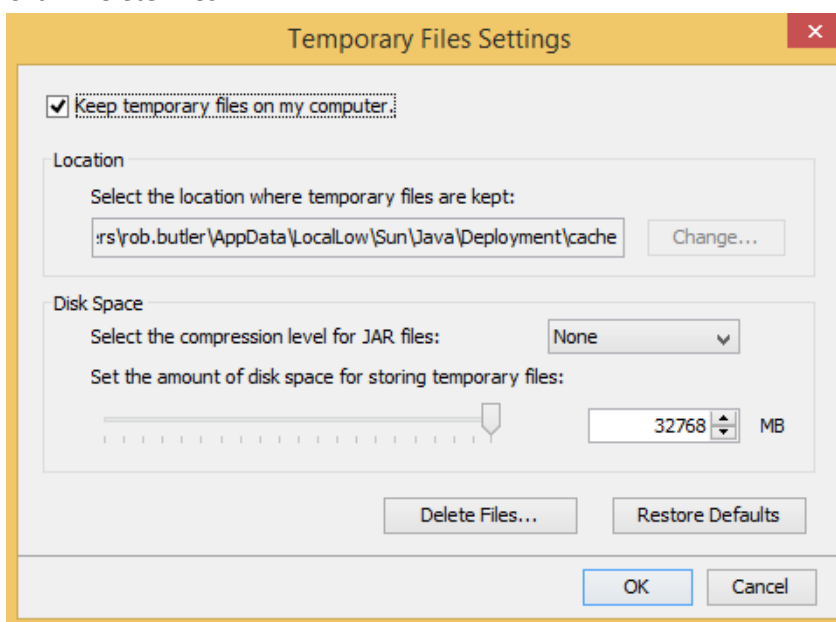
1. Find and open the Java Control Panel. For Windows this will be found either in program files or in the control panel; for Mac OS this will be found in System Preferences.



2. In the "General" tab, click "Settings..."



3. Click "Delete Files"



4. Ensure the boxes are checked as in the image below and click "OK".

