



# Clearing Java Cache

## PC and Mac

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### Why clear the Java cache?

Clearing your Java cache should help clear up many problems that occur in Blackboard Collaborate, such as audio problems (choppy audio, echo) and components not fully installed. Follow the appropriate instructions below to clear Java cache for either PC or Mac.

### Clear Java for PC

- Select → Start menu
- Select → Control Panel (Settings -> Control Panel)
- Open → Java
- Select → Settings
- Select → Delete Files
- Select Checkbox → Applications and Applets
- Select Checkbox → Trace and Log Files
- Select → OK
- Close Java Control Panel

### Clear Java for Mac

- Open → Finder
- Select → Applications
- Select and Open → Utilities folder
- Select and Open → Java folder
- Select and Open → Java Preferences
- Select → Delete Files (Under Network)
- Check if prompted → Applications and Applets, Trace and Log Files
- Select → OK