CLEARING SYSTEM CACHE

As an online facilitator, educator or even as a participant in online courses, occasionally you may encounter connectivity challenges. These challenges may come in the form of not having the ability to access your course or being dropped while conducting or attending a course.

With that, there may be many causes for this behavior, this document contends with only one of those causes, the buildup of cache within your systems browser and/or Java environment. As a best practice, users of online courses should clear your cache environments at least once a month. The following information is provided as a quick overview of various browsers, the Java environment, as well as a couple of common mobile devices.

(NOTE: The instructions provided with each element in this document are based on the indicated version. Instructions may change with a change of version)

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BROWSER CACHE

Your internet browser’s cache stores certain information (snapshots) of webpages you visit on your computer or mobile device so that they’ll load more quickly upon future visits and while navigating through websites that use the same images on multiple pages so that you do not download the same image multiple times, these images are stored within the Browsers cache memory. Occasionally, however your cache can prevent you from seeing updated content, or cause functional problems when stored content conflicts with live content. You can fix many browser problems simply by clearing your cache. Below you will find instructions to clear the cache from a variety of browsers.

**Internet Explorer: v11**

1. Click the Tools menu.
2. Then select Internet Options.
3. On the General tab in the Browsing History area, click Delete.
4. Select all of the checkboxes.
5. Then click Delete.
6. Click the Content tab.
7. In the Certificates area, click Clear SSL State.
8. Then click OK.

**Mozilla Firefox: v29.0**

1. Click the Tools menu.
2. Select Clear Recent History.
   
   *Note: On a MAC computer, the option will be Clear Private Data.*
3. Then select all of the checkboxes in the Details area.
4. Then click Clear Now.
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**Safari: 5.1.7**

1. Click the Safari menu.
2. Then select Reset Safari.
3. Select, “Remove all website data”. *(Data here refers to the browsing history, forms, temporary files etc.)*
4. Then click Reset.

**Chrome: v34.0**

1. Once your browser is open, in the upper right corner select the Customize and Control Google Chrome options menu. Move down the menu to Tools and then over to “Clear Browsing data...”
3. Uncheck all other options to avoid deleting browser history, cookies and other things you may wish to retain. Change "Obliterate the following items from" to “the beginning of time”.
4. Click the Clear browsing data button. *(your done...)*

**Safari for iOS, iPhone 7 and iPad**

1. Launch the Settings app from the Home screen of your iPhone or iPad.
2. Scroll down and tap on Safari.
3. Now scroll all the way to the bottom and tap on Advanced.
4. Tap on Website Data. Notice here you can see how much space on your iPhone or iPad website data is taking up.
5. Scroll to the bottom again and tap on Remove All Website Data.
6. Confirm one more time you’d like to delete all data.
   *(Additional Note: A hard restart will also clear all cache and data)*

**Android 4.3- Release Cache for Learn and Collaborate**

1. Press your device’s Home button
2. Press your device’s Menu button | select Settings (or System Settings)
3. Tap Application Manager (or Apps – generally under the General option)
4. Find the Learn/Collaborate icon and tap.
5. The Collaborate info screen will open – at the bottom of the screen you will see the “Clear Cache” button.
6. Tap “Clear Cache”
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After completing these steps, try using the app again to see if it's working properly. If not, Go through steps 1-5, and then tap Clear Data. Keep in mind, clearing the app's data will remove any custom options and settings.

JAVA: v1.6
Your Java cache is a temporary storage area where frequently accessed data can be stored for rapid access. Once the data is stored in the cache, future use can be made by accessing the cached copy rather than having to download the Blackboard Collaborate content every time you enter a session, therefore lowering your connection time.

Sometimes cached data can become corrupt or outdated. In such cases we recommend that you delete cached content so that storage is complete and current.

The steps to clear the Java cache in Windows and 7 and 8 are going to be similar. With the exception of gaining access to the Java control panel. Below you will find the steps to gain the access to both environments. Once you have access move to Step 4...

For additional and updated Java information and/or for instructions for a MAC refer to the following link:
http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=146

To clear Java cache in Windows 7, follow the steps below:
1. Click on the Start menu
2. From the Start menu, select Control Panel (Settings → Control Panel)
3. Double-click the Java icon in the control panel.

To clear Java cache in Windows 8, follow the steps below:
1. Press on the Windows logo key + W keys to open the Search charm for searching settings or drag the Mouse pointer to the bottom-right corner of the screen, then click on the Search icon
2. In the search box enter Java Control Panel
3. Click on Java icon to open the Java Control Panel.
4. Under the General tab, click the Settings button within the Temporary Internet Files section
5. Click the Delete Files Button.
6. In the Delete Temporary Files dialog window, select the Trace and Log Files and Cached Applications and Applets checkbox options.
7. Click the OK button to close the Delete Temporary Files window.
8. Close the Java Control Panel to confirm you are in a clean state.