Description

This error is displayed when Java is configured to prevent third-party applications from storing information on your computer. Blackboard Collaborate products must be able to store information locally in order to function.

Solution

To resolve this error, re-enable the Java cache.

Windows 8:

1. Press the **Windows + W** buttons on your keyboard to go to

the **Settings** page .

2. Type **Java** in the search text field located on the right side of the **Settings** page (Refer to image 1).
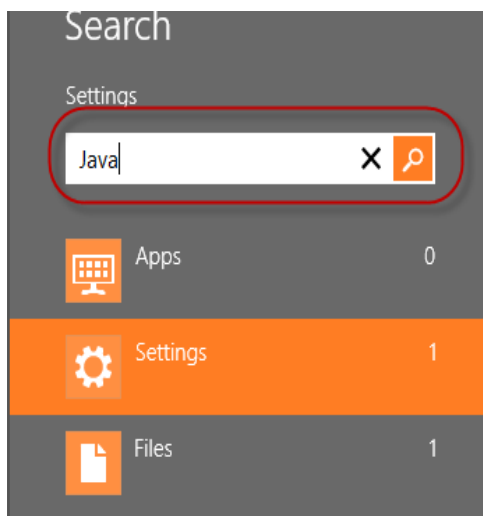

Image 1: Windows 8 Settings page

3. Click the **Java** link.

4. Click the **Settings...** button in the **Java Control Panel** (Refer to image 2).

5. Confirm that **"Keep temporary files on my computer"** is selected and then click the **OK** button at the bottom of the window (Refer to image 3).

6. Close the **Java Control Panel** window**.**

1. Click on the **Start** menu and select **Control Panel**

2. If you are using icon view, select **Java.**

   If you are using category view, click **Programs** and then click **Java.**

3. Click the **Settings…** button in the **Java Control Panel** (Refer to image 2).
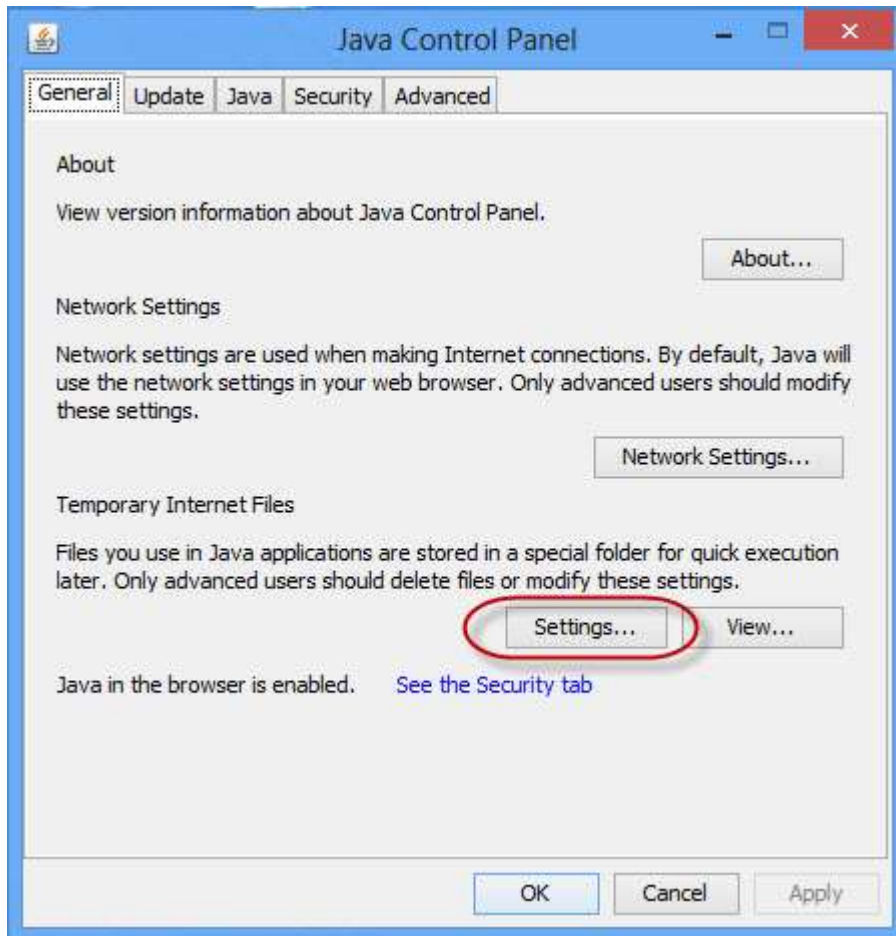

Image 2: Java Control Panel

4. Confirm that "**Keep temporary files on my computer**" is selected and then click the **OK** button at the bottom of the window (Refer to image 3).
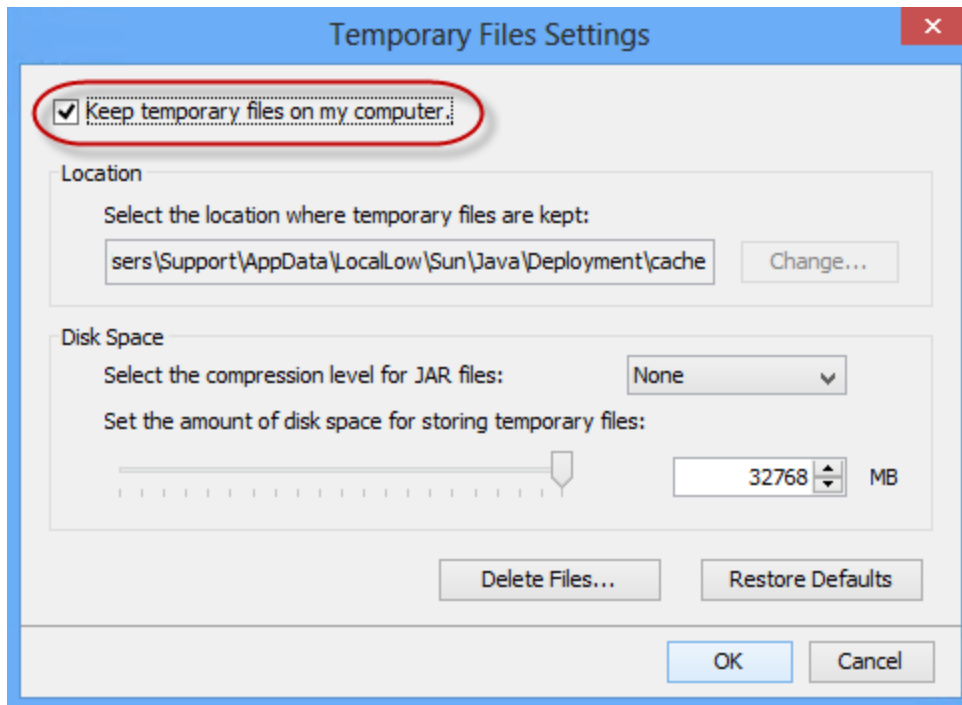
Image 3: Temporary Files Settings

5. Close the **Java Control Panel** window**.**

Mac (10.7.3+, Java 7)

1. In your Apple Menu, select System Preferences

2. Select Java

3. Under Temporary Internet Files, select Settings

4. Ensure that **Keep temporary files for fast access** is checked.

5. Press OK

6. Close the Java Control Panel window

Reload the web page that you are using to connect to Blackboard Collaborate content. Embedded content should appear immediately. If you are using a launcher link, click the link again.