Error: Cache must be enabled

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).
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.

Windows:
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).
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.