Troubleshooting Blackboard Collaborate (PC)

This tutorial will show you how to:

- Enter a V-Room session
- Checking Java for updates
- Clear your Java cache

Step 1: Before we get started, you need to make sure you have the link to someone’s V-Room. A V-Room is the space online where multiple people can meet together to collaborate and discuss during a synchronous session. If you are reading this tutorial, chances are you have access to a V-Room but for some reason are having trouble getting into the room.

Step 2a: Click on the V-Room link.
Step 2b: If you do not have the most up-to-date version of Java, you should receive a notification that looks something like the image displayed on the right. Java must be completely up to date, so follow the steps on the website to update Java on your computer.

Checking Java for Updates

Step 3a: As a precautionary measure, it is recommended that everyone use this webpage (http://java.com/en/download/installed.jsp) to check your version of Java. Click Agree and Continue and then wait for the checker to load. You will get a pop up asking you to Run the Java Uninstall Applet. Click Run, and proceed to the next page.
Step 3b: The next page will tell you if you have the most up to date version of Java, and it will also tell you if you have old versions of Java that should be removed.

Entering a V-Room

Step 4: Once you have an up-to-date version of Java, click on the V-Room link and this time you should be prompted to enter your name. Do so, and then click Log In.

Step 5: Once you click Log In, wait for the application to load. You will see a security warning pop up. Click Run.

Step 6: Windows Firewall may try to prevent the application. Make sure to Allow Access.

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Step 7: Click **Accept** (7a), and then select your **connection speed** from the dropdown menu (7b).

Step 8: Once you’ve completed these steps, you should be taken directly to the Virtual Classroom/Office to communicate with whoever else is inside.

V-Rooms and/or V-Offices are a simple way to keep a connection from professor to student, student to professor, and student to student despite any physical distance that may be in the way. Communication can occur verbally, visually, and through text like a chat room. Sessions can also be recorded, and reviewed at a later time.

To tweak your settings for communication, view **Brainshark’s Intro to Blackboard Collaborate Video**.

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Clearing your Java Cache

Sometimes Blackboard Collaborate will not cooperate as well as you have seen it work in previous uses. This is usually due to Java updates. Blackboard Collaborate runs through Java, and Java requires updates frequently, meaning that you as a user must always **be sure to have the most recent version of Java installed** on your device.

If you do have the most recent version of Java installed, and Blackboard Collaborate is still not cooperating, the most likely fix is to **clear your Java cache**.

**These instructions are for Windows 7 and above.**

**Step 1:** Find the Java Control Panel. To do so, click the **Windows Start Menu** (bottom left button in WIN 7 and WIN 8.1, right side menu in WIN 8 and above). In **Programs**, and find the Java program listing. Click **Configure Java** to launch the Java Control Panel. If you still need help finding it, [click here](#).

**Step 2:** In the Java Control Panel, Make sure you are in the **General** tab. Click **Settings** under the Temporary Internet Files section.

**Step 3:** Click **Delete Files...** on the Temporary Files Settings dialog box. A new pop up will appear.

**Step 4:** Check off at least the top 2, and then **click OK**. This will delete all downloaded applications and applets from the cache.

**Step 5:** That’s it! **Retry going into the V-Room**, and see if that worked for you.

If after clearing your Java Cache, you are still struggling with Blackboard Collaborate, contact support services. Students should call **1-877-382-2293**. UHM Faculty can contact Claire Chun at (808) 956-3934.

If you have any questions, please email our office at kongk@ctahr.hawaii.edu.

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