

# Clear Java Cache

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 Elluminate content every time you enter a session, therefore lowering your connection time.

**WHEN THERE ARE NO ERROR MESSAGES, clearing the cache removes incomplete or corrupted files.**

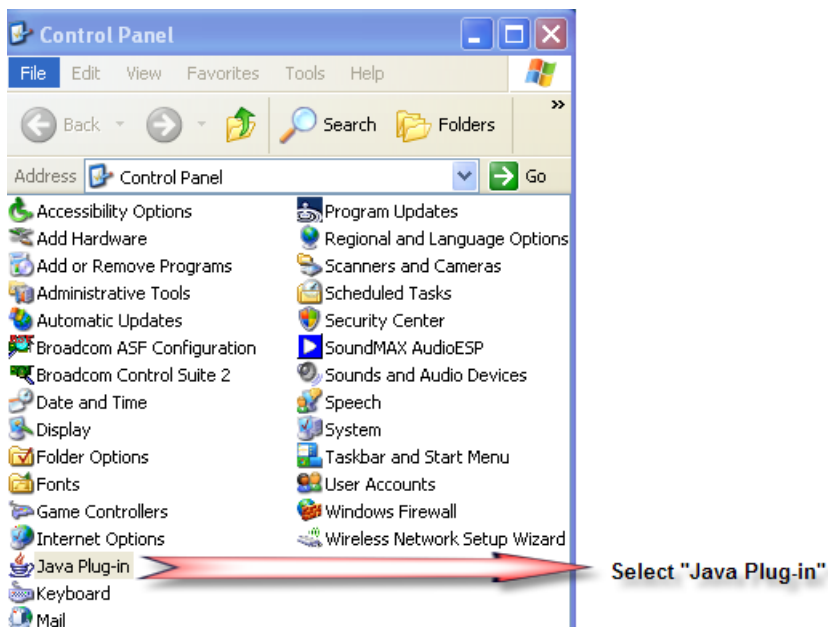
- The **Launching Elluminate Live!** page opens, and:
  - nothing else happens
  - the authentication process begins, then stops
- **Room Performance:**
  - Features or Toolbars Missing
  - Features not functioning

## Java 1.5

### Windows:

#### Java Web Start version 1.5 (J2SE 5)

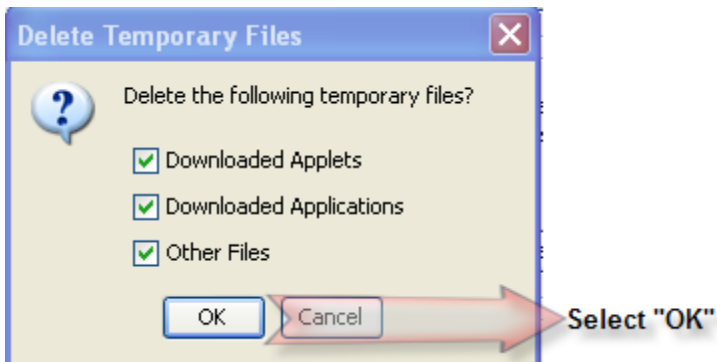
- Click on the **Start** menu and select **Control Panel** (Settings -> Control Panel)
- Open **“Java”**



- Click the **“Delete Files”** button.



- Select "OK" button on the Delete Temporary Files Dialog.



- Close the Java Control Panel
- To confirm you are in a clean state Elluminate support also recommends that you delete the "Deployment" folder which is located in the following locations:
  - XP - C:\Documents and Settings\Username\Application Data\Sun\Java\Deployment
  - Vista - C:\Users\Username\AppData\LocalLow\Sun\Java\Deployment
- Just navigate to the folder
- Right Click and select "Delete"

## Mac:

### Version J2SE 5

- Open your **Finder**



- Select **Applications**



- Select and Open your **Utilities** folder



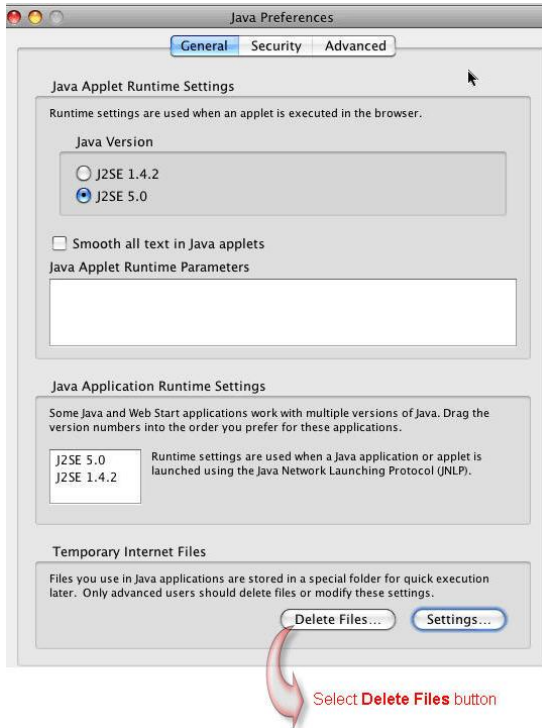
- Select and Open you **Java** folder



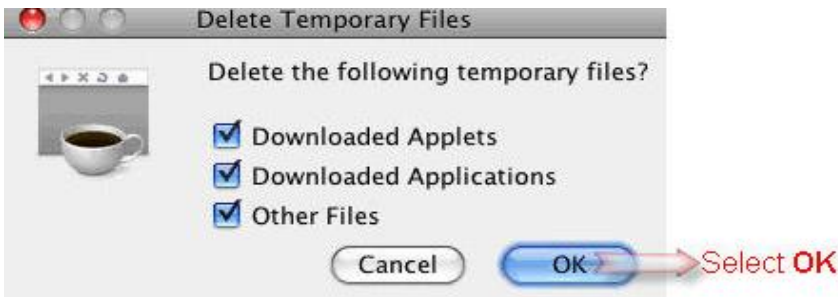
- Select and Open Java Preferences



- Under Temporary Internet Files select **Delete Files** button



- Select **OK**

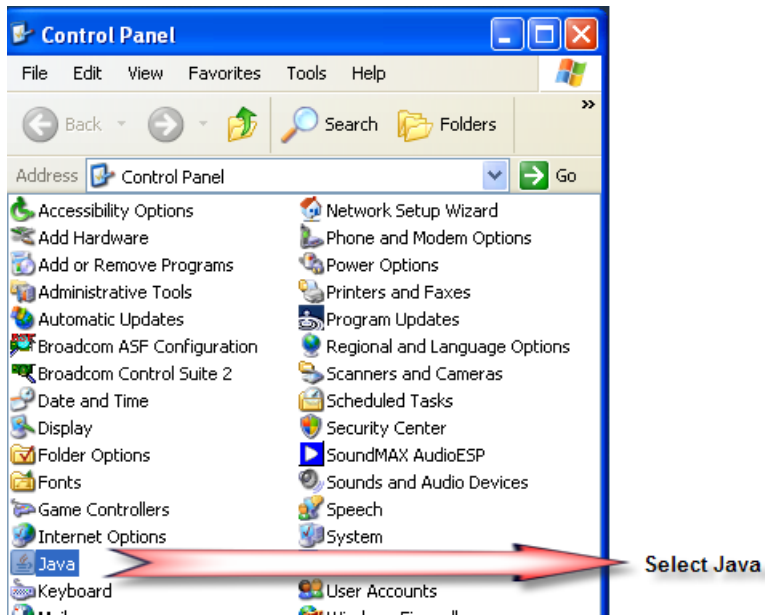


## Java 1.6

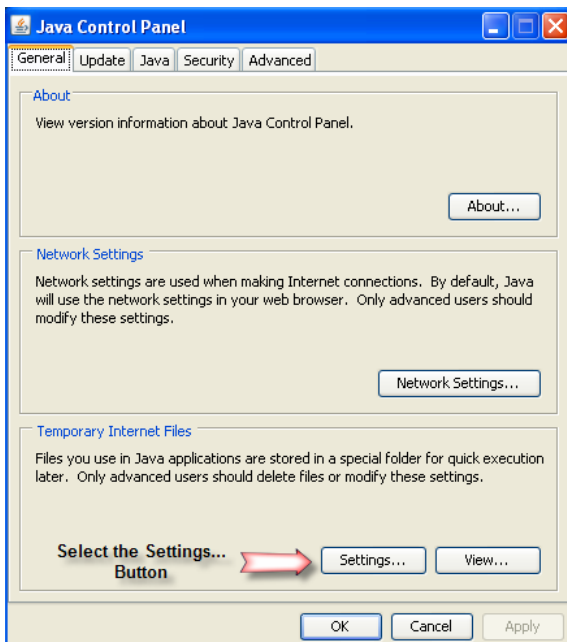
# Windows

## Java Web Start version 1.6

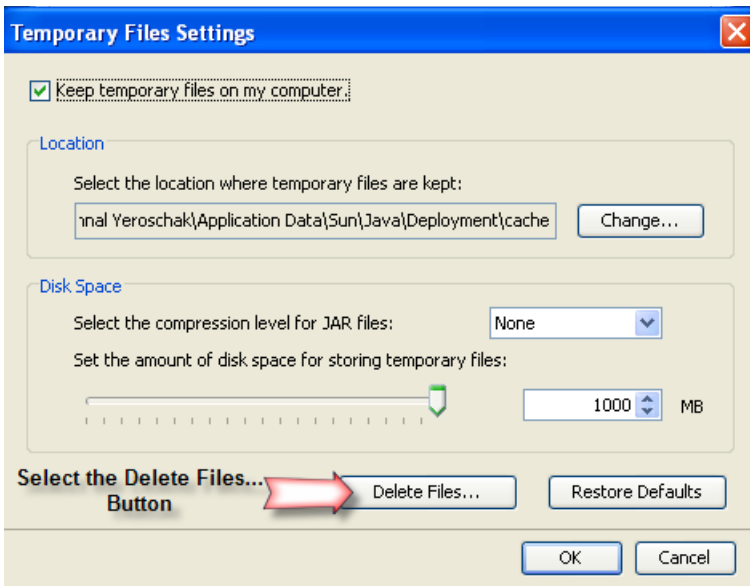
- Click on the **Start** menu and select **Control Panel** (Settings -> Control Panel)
- Open “**Java**”



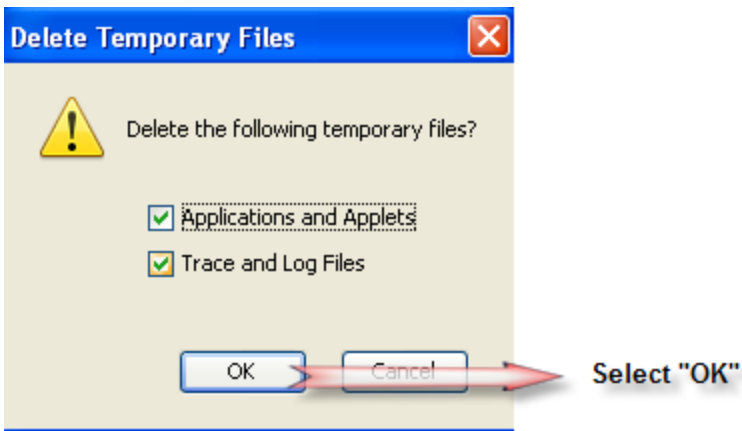
- Click the “Settings”button.



- Click the “Delete Files” Button.



- This will open a “Delete Temporary Files” dialog box. Select “OK” for deleting “Applications and Applets” and “Trace and Log Files”.



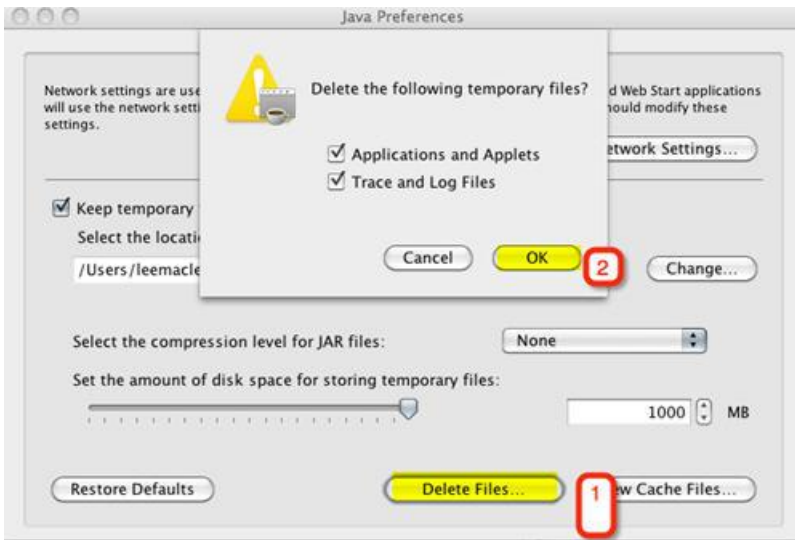
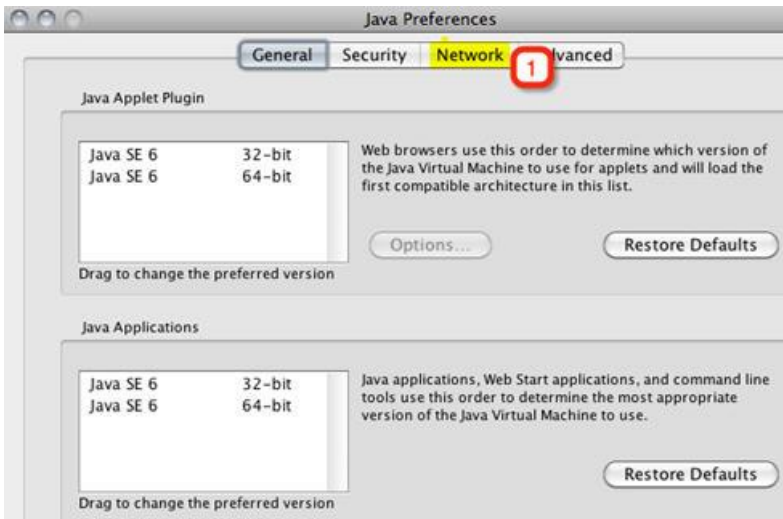
- Close the Java Control Panel
- To confirm you are in a clean state Elluminate support also recommends that you delete the "Deployment" folder which is located in the following locations:
  - XP - C:\Documents and Settings\Username\AppData\Sun\Java\Deployment
  - Vista - C:\Users\Username\AppData\Local\Sun\Java\Deployment
- Just navigate to the folder
- Right Click and select "Delete"

## Mac:

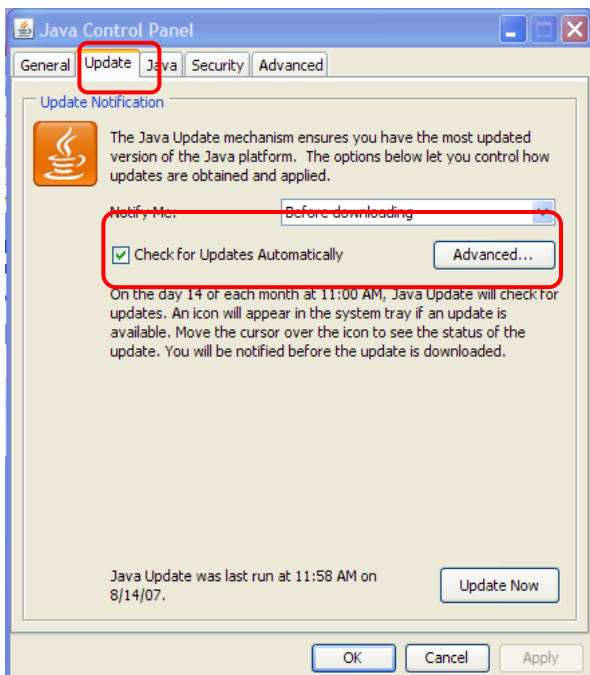
### Version J2SE 6

- Open the Java control panel by going to Finder> Applications>Utilities > Java Preferences

Click on the Network tab> Delete files > Make sure that both boxes (applications and applets / trace and log files) are selected and the click OK, then close the Java preferences window.



## Change Java Settings for Automatic Downloads



Set up the control panel to prompt before an automatic download occurs.

If you accept a download, then you can go right back in and remove the older version.

## MAC OSX

- Click the **Macintosh HD** located on your desktop.
- Double click the **Applications** folder.
- Double click the **Utilities** folder within **Applications**.
- Double click the **Java** folder within the **Utilities**.
- Click and drag Java versions 1.4.2, or earlier, to the **Trash**.
- Close the **Macintosh HD** and **Restart** your computer.