Error: The User cache does not exist and cannot be created. Check that the configuration is valid, and that you have permission to write to the configured cache location.

Date Published: Mar 03, 2016  Category: Planned_First_Fix_Release: Collaborate; Product: Web_Conferencing_Known_Issues_and_Error_Messages_Web_Conferencing; Version: Web_Conferencing  Article No.: 000041856

Product: Collaborate - Web Conferencing
Document Type: User Documentation
Document Summary: The error you are receiving is related to not having proper permissions to write cache to the folders that cache will be stored in for the launcher. The launcher writes files to this folder in order to open a Blackboard Collaborate session.

Document Details: You may want to ensure you are logged into the computer as an admin and make sure you have permissions to access the Local
and LocalLow folders.

These folders are found by going to File Explorer and going to C:/Users/(Your profile)/AppData/. Sometimes AppData will not show in your folder. To get it to appear you will need to enable hidden files and folders.

Information about how to change that can be found at http://www.isunshare.com/windows-10/show-hidden-files-and-folders-in-windows-10.html.

Next, right click on the Local and LocalLow folders, one at a time, and select Properties. Once there go to the Security tab and under the first section, Group or user names, select your username listed there. Once that name is highlighted go to the bottom screen, it should say Permissions for (Username), and it will have two columns named Allow and Deny. There should be check marks in those columns to show what each profile is able to do to in this particular folder. You will want to make sure that at least Write is checked in the Allow column. Having Full Control would be best in this situation. If you cannot make this change then you are not under the Administrator profile of the computer. You will need to login under that profile or contact your IT team if this is a work or school computer for this change.

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