

# AFTER UPGRADING

## DELETING TEMPORARY INTERNET FILES

Please note that it is important the Users delete temporary files after every major upgrade. This document provides the necessary information and instructions.

Every time the product is upgraded to the latest version, the Java Application Cache is updated and the new HTML is loaded into the browser cache. This process can result in a large cache which can then result in the following :

- Impeded loading times
- Multiple versions of the same files can exist ie old redundant files are not removed
- Files/HTML get out of sync between the client workstation and the server
- The new HTML pages are not uploaded

Due to the above, it is highly recommended that Users carry out the following after every major upgrade:

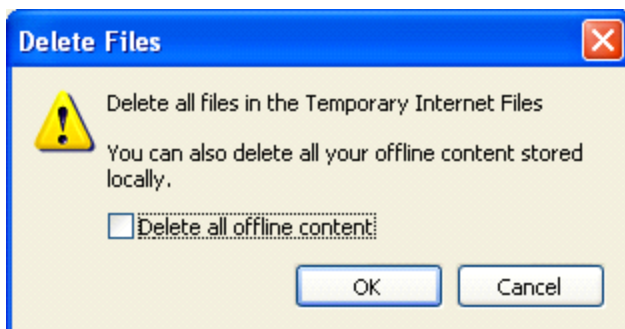
1. **Delete Temporary Internet Files** : this option clears the temporary Web Page resources, please see instructions in Section 1 below.
2. **Clear Java Application cache** : There are two options to do this, which are as follows, please see Section 2 below for full details :
  - Clear Temporary Files : this is a facility within Java Control Panel which clears the Java Application Cache
  - OR
  - Clear temporary Files from Users 'Sun / Java / Deployment / Cache' directory : this is a manual process which involves the User deletion of the Java Application Cache out of the actual folder where they reside. It basically resets the Java Runtime to a fully clean/vanilla state (as at time of installation). This option is generally only used when problems are still experienced after clearing the 'Temporary Files' using the above method ie 'Clearing Temporary Files' via the Java Control Panel

Please note that when the Java Application Cache is cleared, all Java files/Jars need to be downloaded again and thus will cause the first time back in to be slightly slower than subsequent entries.

### 1. Delete Temporary Internet Files

This option clears the temporary Web Page resources and is available within the Internet Browser.

- Go into the Internet Browser
- Select the 'Tools' option and then select the 'Internet Options'
- This will pop up a window, select the 'General' (tab) which will display the popup below:
- Select 'OK' to Delete the temporary files.

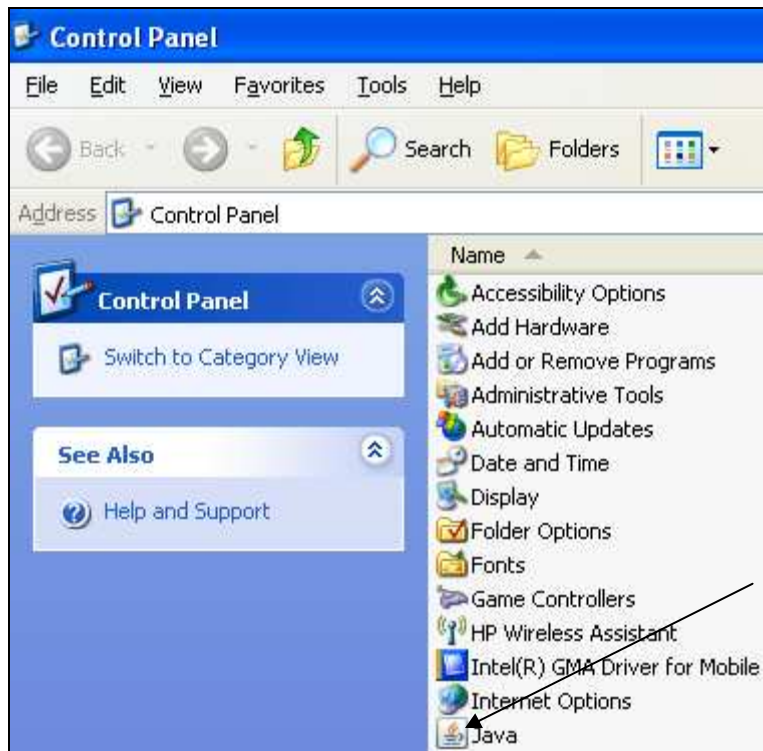


### 2. Clear Java Application Cache

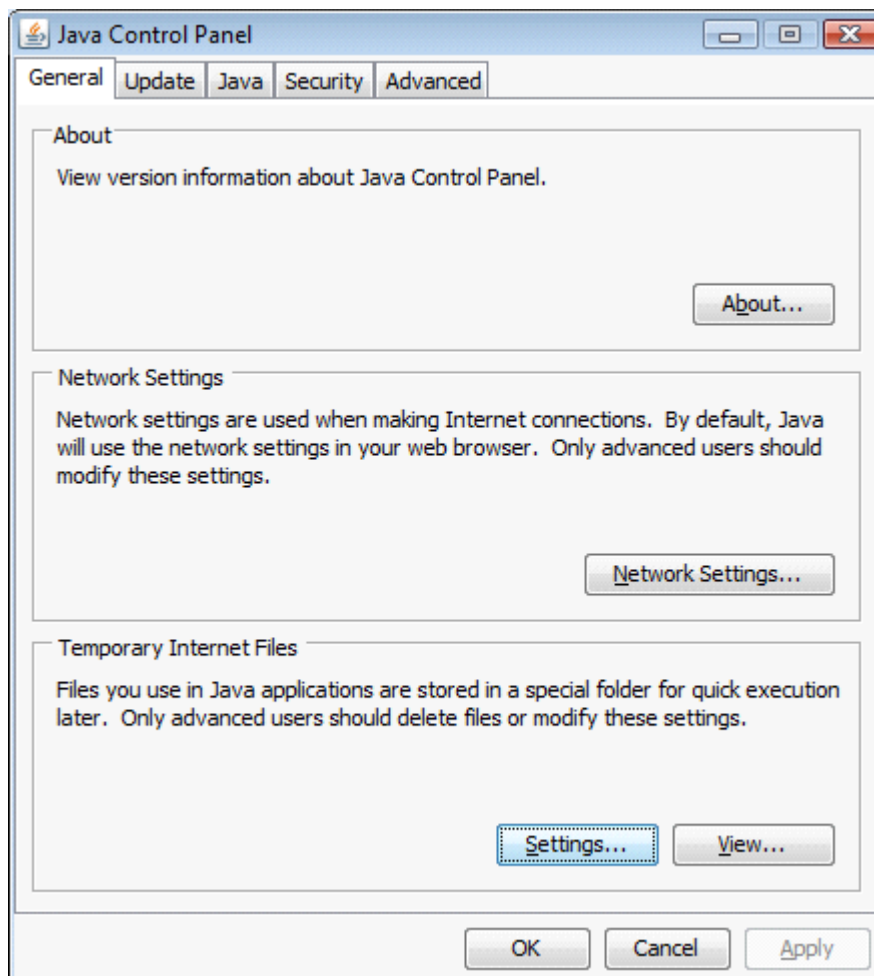
#### 2.1. Option 1 : Clear Temporary Files

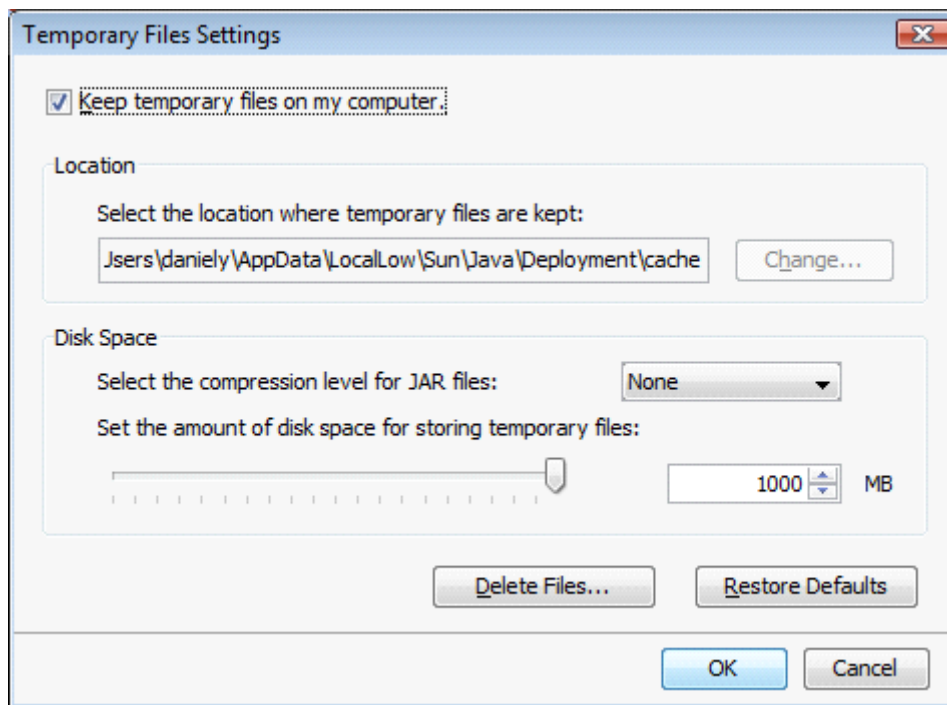
This option/facility, to clear the Java Application Cache, is available within the Java Control Panel. Please follow the steps below:

- Go to the Control Panel and select the Java Plug-in ie the Java coffee cup, as per below



- Select 'General' and then depending on the version being used, either 'Delete Files' (see below) or 'Settings' and then 'Delete Files'.

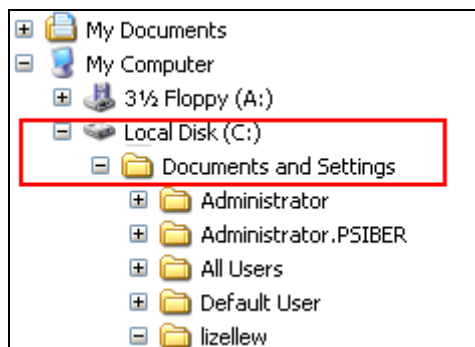




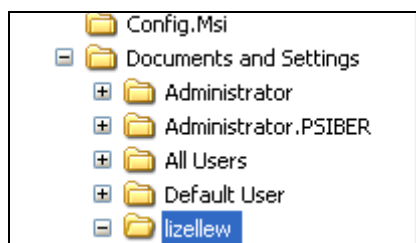
## 2.2. Clearing temporary Files from the 'Sun / Java / Deployment / Cache' folder

This is a manual process which involves the User deleting the Java Application Cache out of the relevant folder. It basically resets the Java Runtime to a fully clean/vanilla state (as at time of installation). This option is generally only used when problems are still experienced after clearing the 'Temporary Files' using the above option ie 'Clearing Temporary Files' via the Java Control Panel.

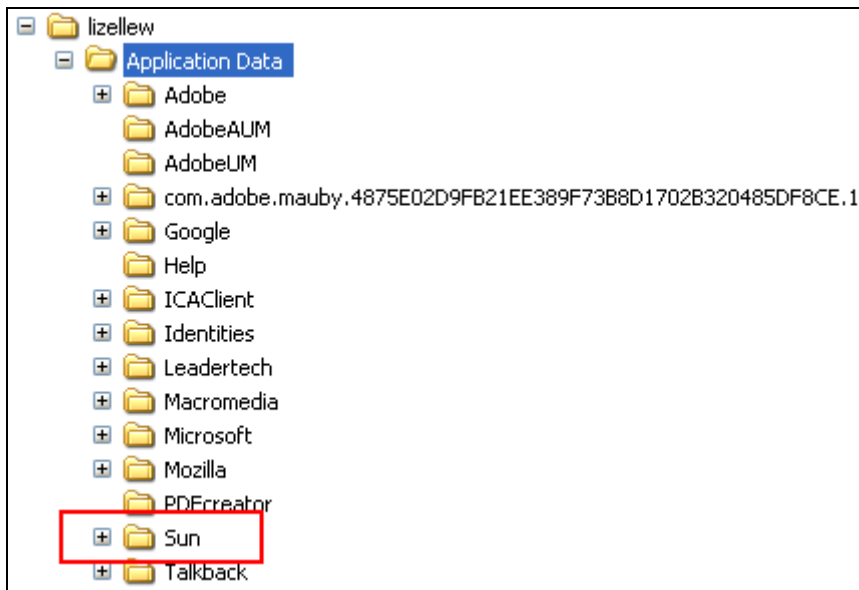
- o Using Windows Explorer, navigate to 'C:\Documents and Settings'.



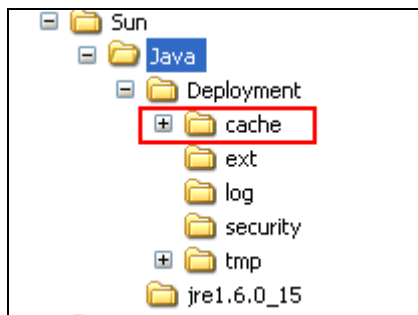
- o Select the 'user name' that is used to log into the PC.



- o Select 'Application Data' and then navigate to and select the 'Sun' folder



- Click on the 'Java' folder, then on the Deployment folder and then finally on the 'Cache' folder.



- Delete all folders under the 'Cache' folder. DO NOT delete the 'cache' folder itself, only the content within the folder.

