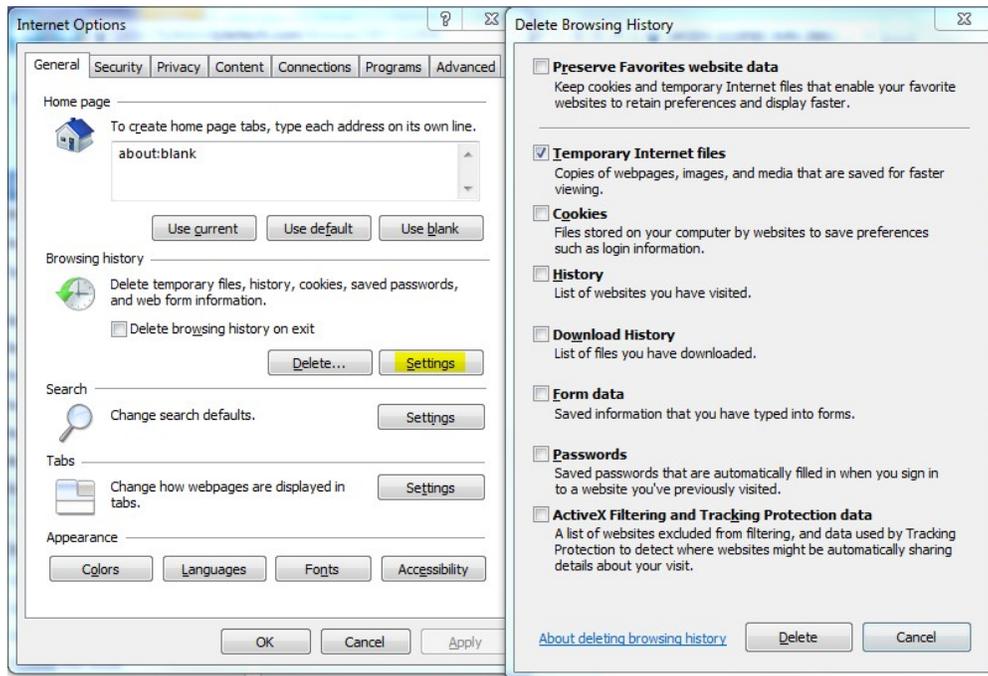




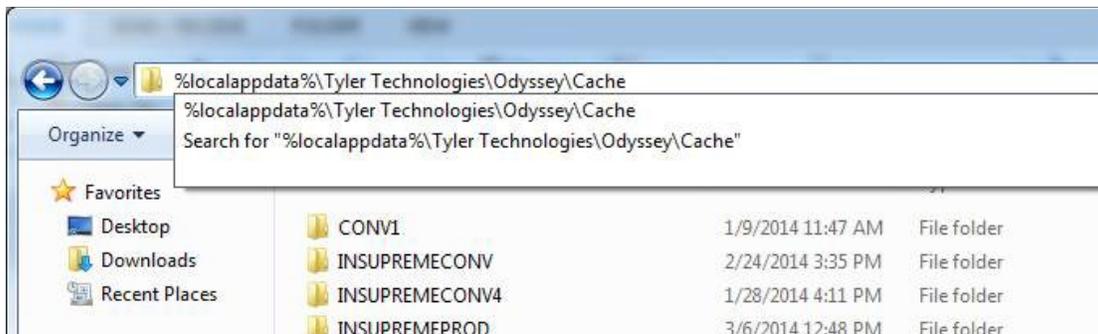
Delete Internet Cache

Delete the internet cache (Temporary Internet Files) on the affected workstations. BOTH of these processes need to be completed.

1. From the Internet options dialog in IE, select settings under browsing history. Check temporary internet files and MAKE SURE “Preserve Favorites website data” is UNCHECKED. Then click Delete.



2. Delete temporary files on the workstation as described:
 - a. Right-click on the Start icon on the lower left corner of your monitor.
 - b. Select “Open Windows Explorer”.
 - c. Copy and paste the line below into the window.
`%localappdata%\Tyler Technologies\Odyssey\Cache`



- d. Press the Enter key and you should see a folder for INSUPREMEPROD.
- e. Delete the entire folder.