

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.

General Security Privacy Content Connections Pro	grams Advanced	Preserve Favorites website data	our favorite
Home page To create home page tabs, type each address	on its own line.	websites to retain preferences and display faster.	
about:blank	*	Temporary Internet files	
	-	Copies of webpages, images, and media that are saved viewing.	for faster
		Cookies	
Use <u>gurrent</u> Use de <u>fault</u>	Use <u>b</u> lank	Files stored on your computer by websites to save prefe such as login information.	rences
Delete temporary files, history, cookies, saved	l passwords	History	
and web form information.	passwords,	List of websites you have visited.	
Delete browsing history on exit			
		List of files you have downloaded.	
<u>D</u> elete	Settings		
Search		Eorm data	
Change search defaults.	Settings	Saved information that you have typed into forms.	
Tabs		Passwords	
Change how webpages are displayed in	Sattings	Saved passwords that are automatically filled in when yo	ou sign in
tabs.	Setungs	to a website you ve previously visited.	
40000000		A list of websites excluded from filtering, and data used	by Tracking
Colors Languages Fonts	Acc <u>e</u> ssibility	Protection to detect where websites might be automatic details about your visit.	ally sharing

- 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%\TylerTechnologies\Odyssey\Cache

() 🗢 📙 🕫	alappdata%\Tyler Technologies\Odyssey\Cacl	he	
%lo	calappdata%\Tyler Technologies\Odyssey\Ca	che	
anize 🔻 🛛 Sea	rch for "%localappdata%\Tyler Technologies\(Ddyssey\Cache"	
200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200		3 56 93233	
🕇 Favorites 👘			
🕇 Favorites 🦾 📰	🐌 CONVI	1/9/2014 11:47 AM	File folder
Favorites 💆 E Desktop Downloads	CONV1 INSUPREMECONV	1/9/2014 11:47 AM 2/24/2014 3:35 PM	File folder File folder
Favorites Favorites Environment Frank Desktop Downloads	CONVI INSUPREMECONV INSUPREMECONV4	1/9/2014 11:47 AM 2/24/2014 3:35 PM 1/28/2014 4:11 PM	File folder File folder File folder

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