

## Completely Clearing Caches procedure:

### Delete the browser cache:

From within Internet Explorer, click on the 'Tools' menu, select 'Internet Options' and click on the "Delete files" option underneath "Temporary Internet Files"

Note that different browsers will require a different set of steps to delete the cache and if you are unsure of how to do this, contact your network administrator.

### Delete the java cache:

If you are using the Sun JRE, from the Control Panel select the Java Plug-in option, click on the 'Cache' tab and then the 'Clear' or 'Delete Files' button.

If you are using the Microsoft JVM, from within IE, select the 'Tools' menu and then 'Internet Options' and within the 'General' tab, Click on the "Delete Files" option.

Note that different versions of java may require a slightly different set of steps to delete the cache (due to changes in the interface but the principle is the same) and if you are unsure of how to do this, contact your network administrator.

### Delete the viewone working folder:

The simplest and safest method of doing this the first time around is to do a search across all the hard drives of the local machine for a folder named "viewone" and delete all occurrences of this folder.

### ***Important Note for users of FileNet Systems***

For FileNet installations, this folder takes a different name as follows:

FileNet Open Client (CS/IS) systems: "FileNet JavaView"

FileNet P8 CE systems: "FileNet Image Viewer"

Versions of the viewer prior to X.0.458 create the "viewone" cache folder in the java home folder so users with different operating systems and java engines need to be aware that the location of the java home varies depending on the O/S and java engine. For example:

For WinXP, WinNT, Win98 & Win2000 using the Microsoft JVM:

```
c:\<windows root>\java\
```

For WinXP & Win2000 using Sun's JRE:

```
c:\documents and settings\<user name>\
```

Versions of the viewer after (and including) X.0.458 create the "viewone" cache folder in the windows temp folder when using the Sun JRE and the location of this can be found under the Control Panel->System Properties->Advanced->Environment Variables settings. So the windows temp folder by default is in the following locations:

**For WinXP, WinNT, Win98 & Win2000 using the Microsoft JVM:**

c:\documents and settings\\local settings\temp

**For WinXP & Win2000 using Sun's JRE:**

c:\documents and settings\\local settings\temp

**For Windows Vista using Sun's JRE:**

**(Non-protected mode)** c:\documents and settings\\local settings\temp

**(Protected mode)** c:\users\AppData\Local\Microsoft\Windows\Temporary Internet Files\virtualized\c\users\\

**or:**

**(Protected mode)** c:\users\AppData\Local\Microsoft\Windows\Temporary Internet Files\virtualized\c\users\\ local settings\temp

## Remove the Daeja Certificate

If you are using the Sun JRE, from start button, select "Settings" then "Control Panel" then double click on the Java plug-in icon. Go to the "Certificates" tab and remove any "Daeja Image Systems" entries in the dialog that appears then remove them, restart the browser and retest.

Where Microsoft's Java engine is in use, start IE and go to the "Content" tab, then hit the "Publishers" button. If there are any "Daeja Image Systems" entries in the dialog that appears then remove them, restart the browser and retest.