

“Cache - The Root of *Some Evil*”

A vast majority of the ECF help desk calls we receive can be rectified simply by clearing your web browser's *cache* or *temporary internet files*. Symptoms have ranged from a PDF file not working to the inability to pay filing fees. Clearing you cache is a simple process which will vary depending on the browser you are using. We will concentrate on the “big two”, Netscape Navigator and Microsoft Internet Explorer.

Netscape Navigator (Versions 4.7 through 7.2) With your browser open, choose *Edit* from the top menu bar and then select *Preferences*. Within the category window, double click the *Advanced* category to view additional options. Locate and click the *Cache* option. If you are using version 7.0 or higher, simply click the *Clear Cache* button. Earlier versions may have 2 buttons labeled *Clear Memory Cache* and *Clear Disk Cache*. Click both of these to clear. A confirmation window will appear, at which you will select “OK” to clear the cache. Then, simply close your browser by hitting the “X” in the upper right corner of your browser's window and restart Navigator.

Microsoft Internet Explorer (Versions 5.5 through 6) With your browser open, choose *Tools* from the top menu bar and then select *Internet Options*. Click on the button labeled *Delete Files* under the *Temporary Internet Files* section in the middle of the window. A confirmation box will appear at which you will check the box next to *Delete all offline content*” and select “OK” to clear the browser's cache. Then, simply close your browser by hitting the “X” in the upper right corner of your browser's window and restart Internet Explorer.

This process may not work for everything, but we have found it a great place to begin when troubleshooting. If this does not work for you, by all means, give our help desk a call and we will continue troubleshooting. Performing this before hand will put you well ahead of the game, if not rectify the situation completely.