CACHE CLEANING OF RWEB (pilotonline.thy.com,pilotfirma.thy.com) SYSTEMS

In case of any problem on RWEB systems , please do the following cache cleaning steps. These steps consist of 3 different sections and can be done via 2 different ways. One is via command and the other one is via interface.

1. FIRST METHOD : CACHE CLEANING VIA COMMANDS

Please run the following commands via cmd.

1.1. Java Cache Cleaning

```
javaws -clearcache
javaws -uninstall
```

1.2. Internet Explorer cache cleaning

```
RunDll32.exe InetCpl.cpl,ClearMyTracksByProcess 2
RunDll32.exe InetCpl.cpl,ClearMyTracksByProcess 8
```
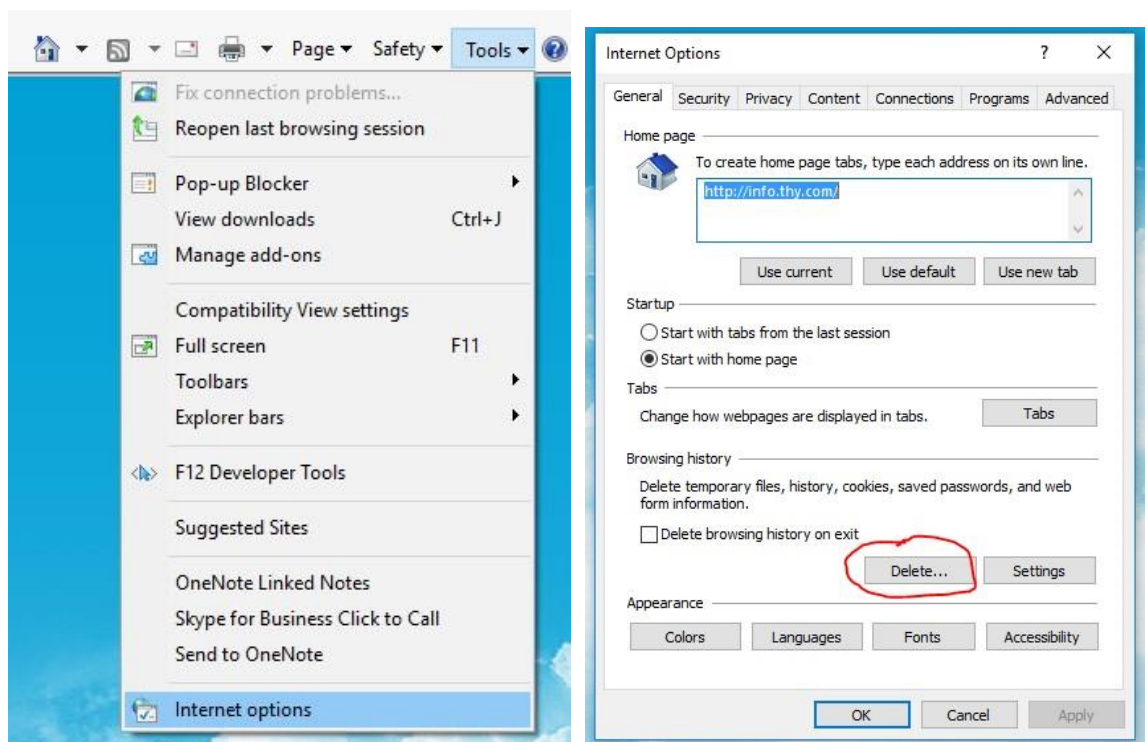
1.3. RWEB application cache cleaning

```
rmdir C:\Users\%username%\AppData\Local\Temp\reflectionweb_%username%\ /Q /S
```
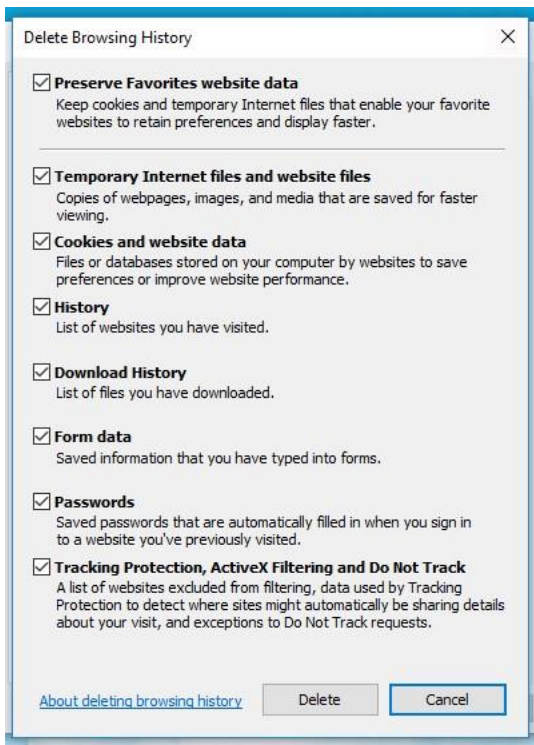
2. SECOND METHOD : CACHE CLEANING USING USER INTERFACE

2.1 Cleaning on Internet Explorer

Go to the Internet Explorer's Tools section and then **Internet Options.** Please click on **Delete.**
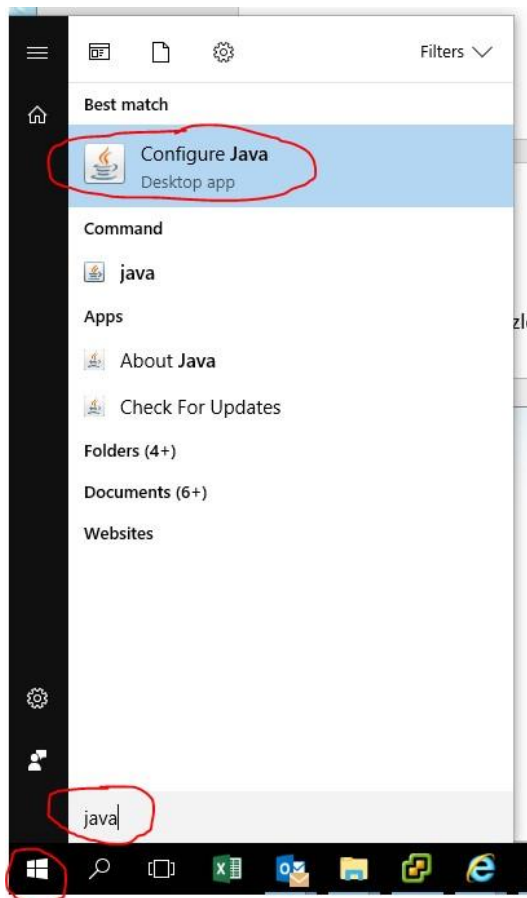

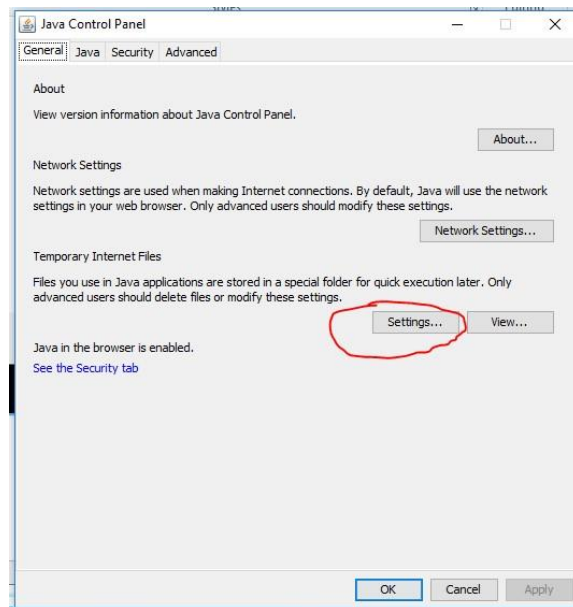Click on all check boxes and then click on **"Delete."**
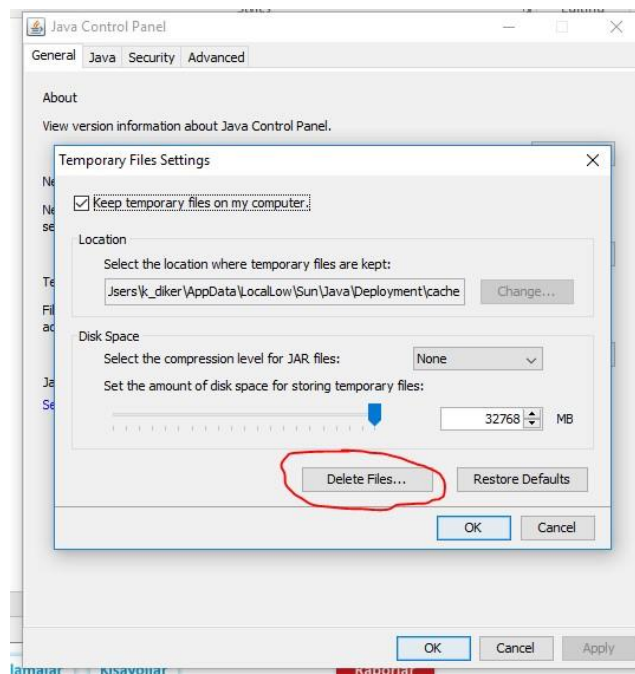
2.2-Cleaning Java Cache

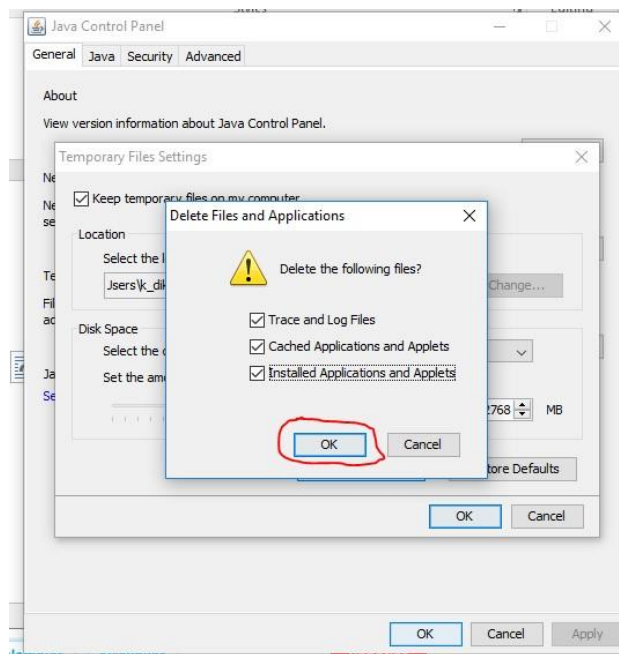- Open windows start menu
- Type Java
- Click on "**Configure Java**"

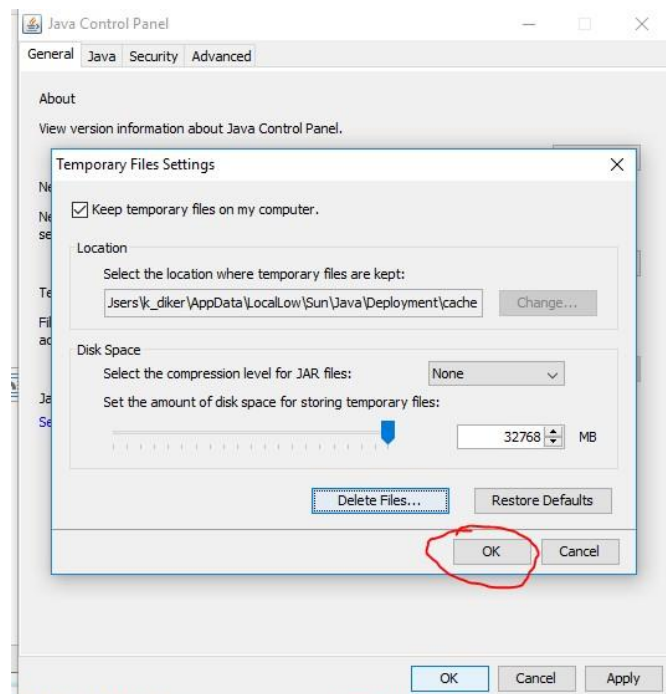

Click On **"Settings"**
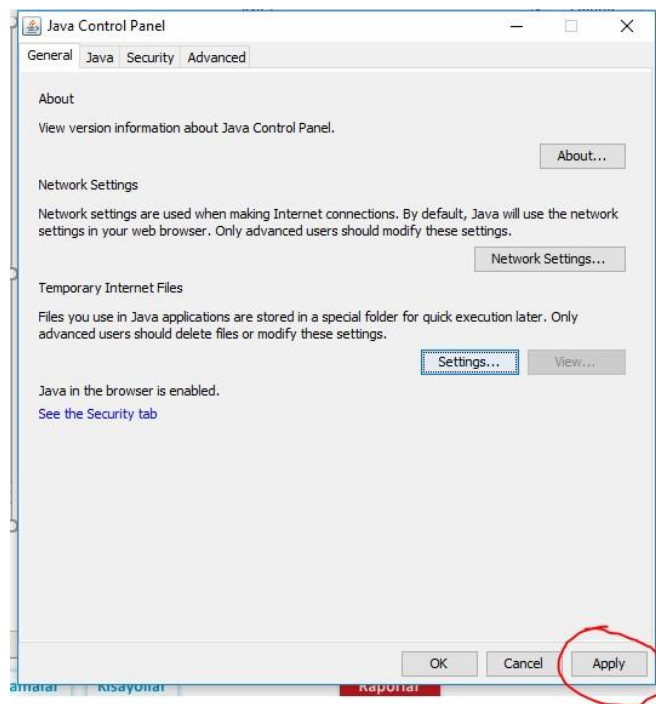
Click On **"Delete Files"** on the following screen

Click on all check boxes and click on **"OK"**

Click on "OK"

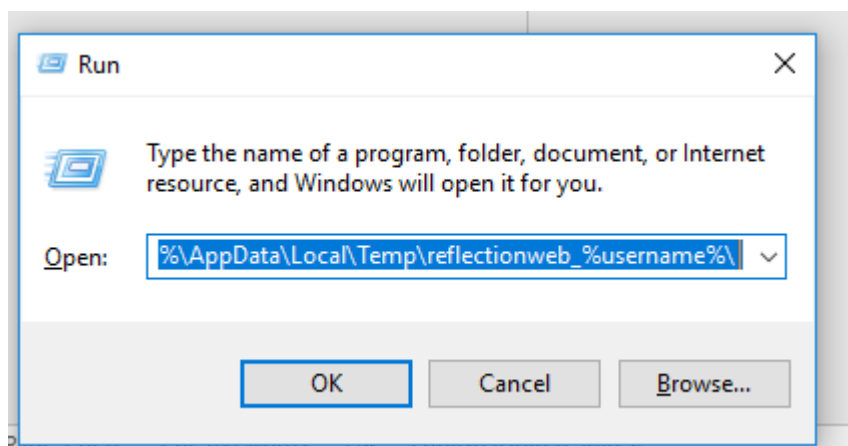And click on **"Apply"**

And finally click on "**OK**"
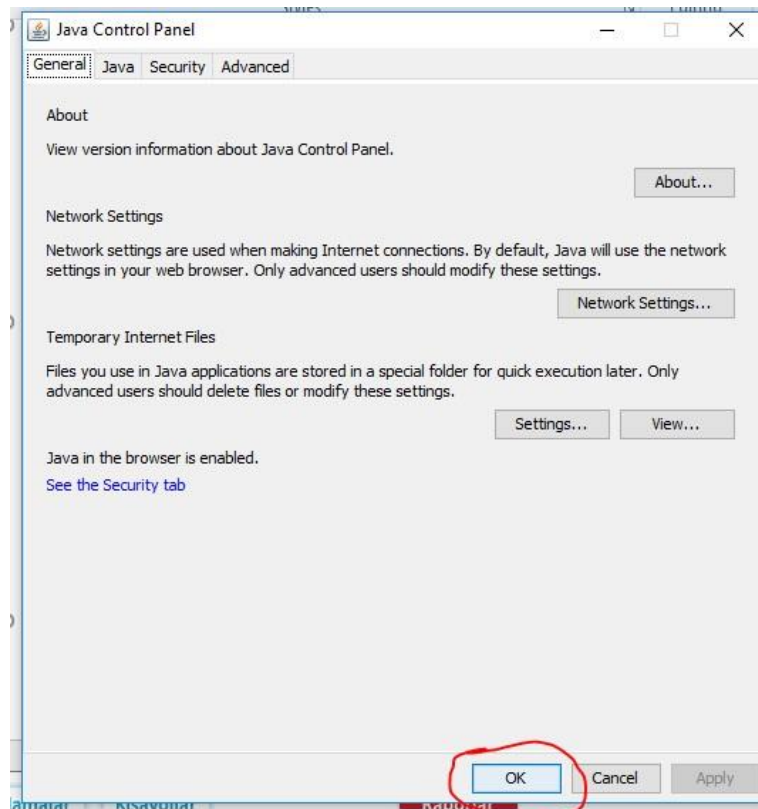
Type https://firma.thy.com or https://online.thy.com on address bar and click enter.

2.3 Cleaning of RWEB Application cache.

Open Run (Windows+R) and go to the below directory by typing directory name.

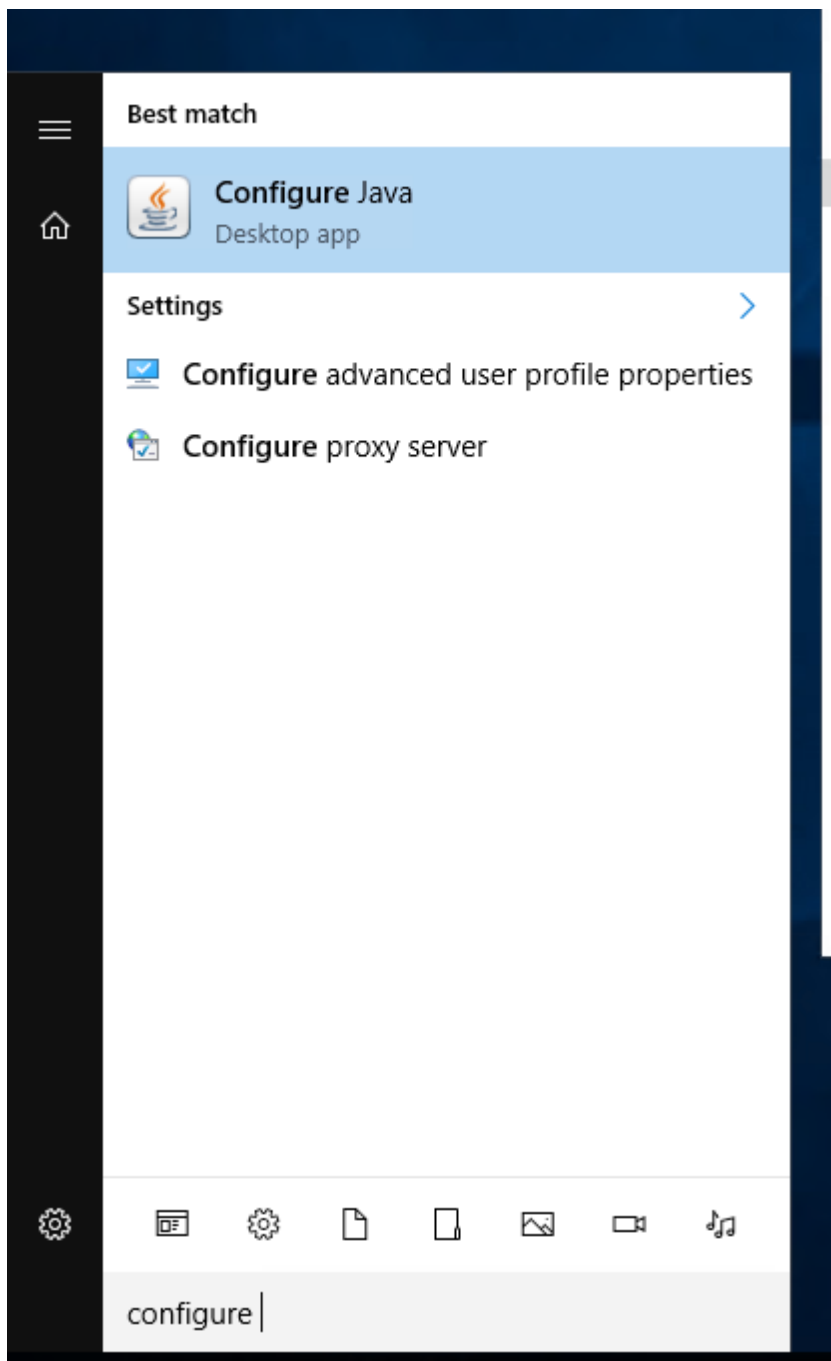`C:\Users\%username%\AppData\Local\Temp\reflectionweb_%username%\`

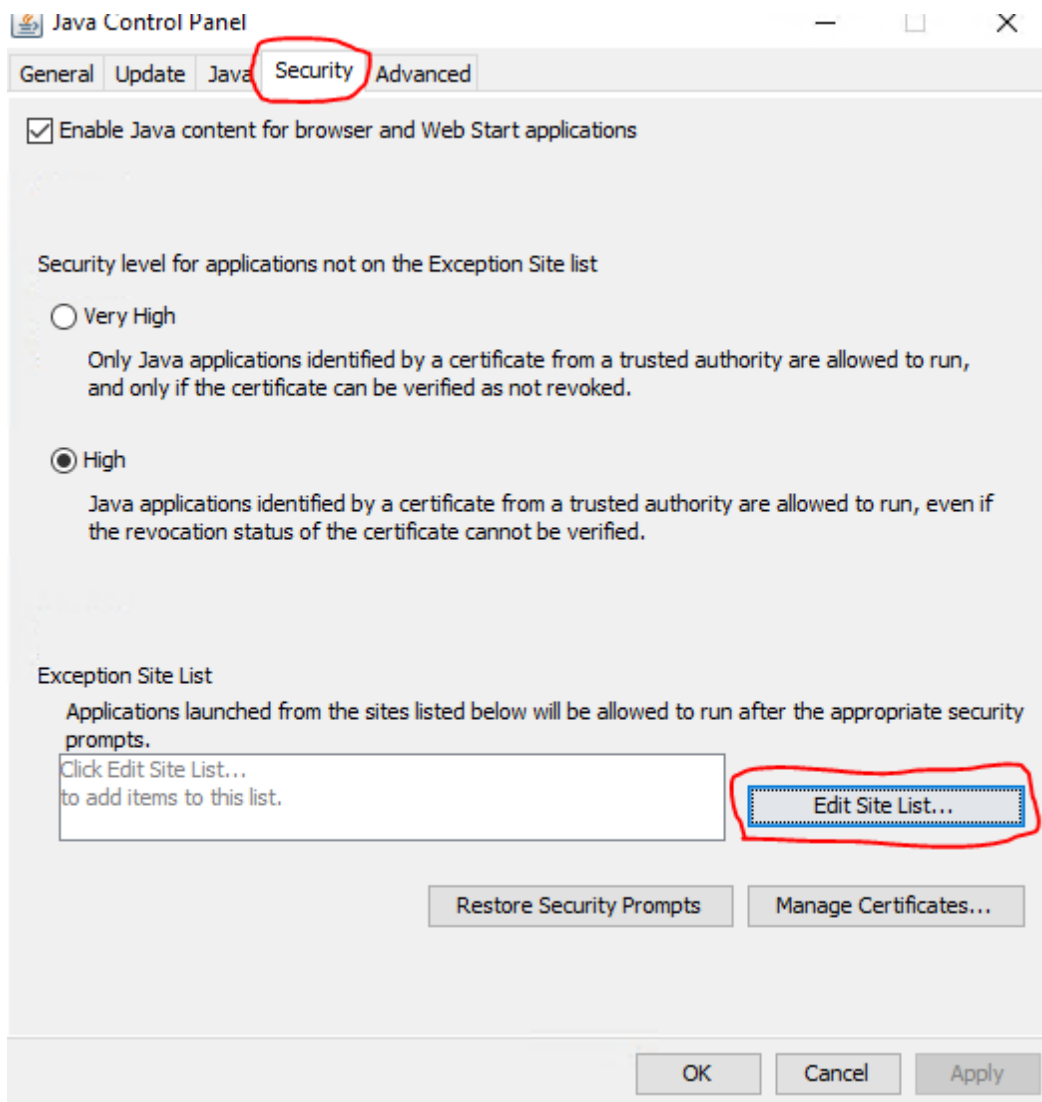Clean up all files and directories under the directory.

ADDING EXCEPTION SITE LIST IN JAVA

If needed ,add exceptions as explained below ;

Type **"Configure Java"** in windows start menu

Click on **"Security"** tab and then click on **"Edit Site List"**

Type exception site lists in "Location" as described on that screen. Add them by add button and exit by OK button.