

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
```

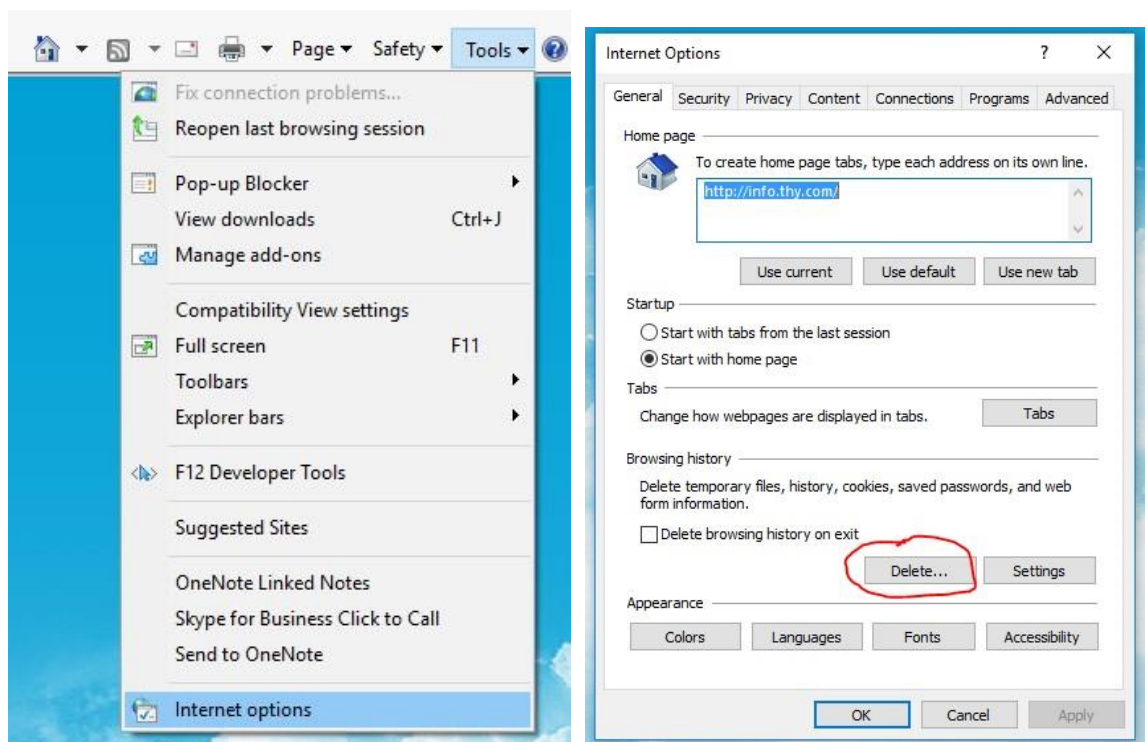
1.3. RWEB application cache cleaning

```
rmdir C:\Users\%username%\AppData\Local\Temp\reflectionweb_%username%\ /Q /S
```

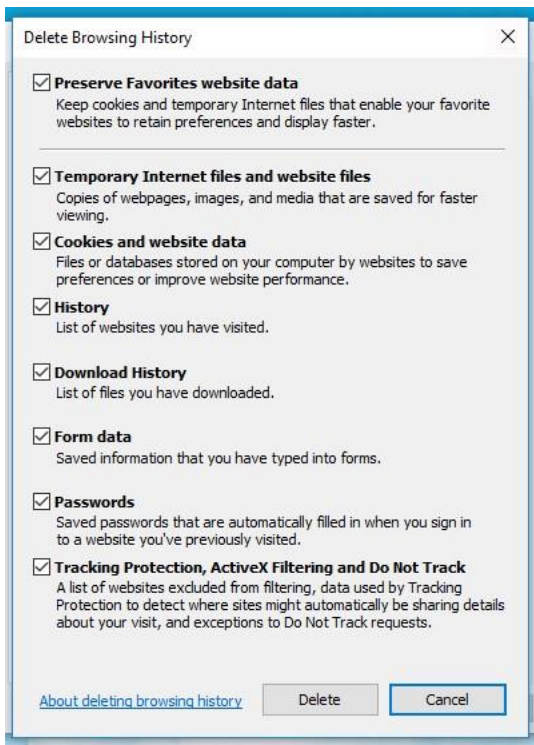
2. SECOND METHOD : CACHE CLEANING USING USER INTERFACE

2.1 Cleaning on Internet Explorer

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

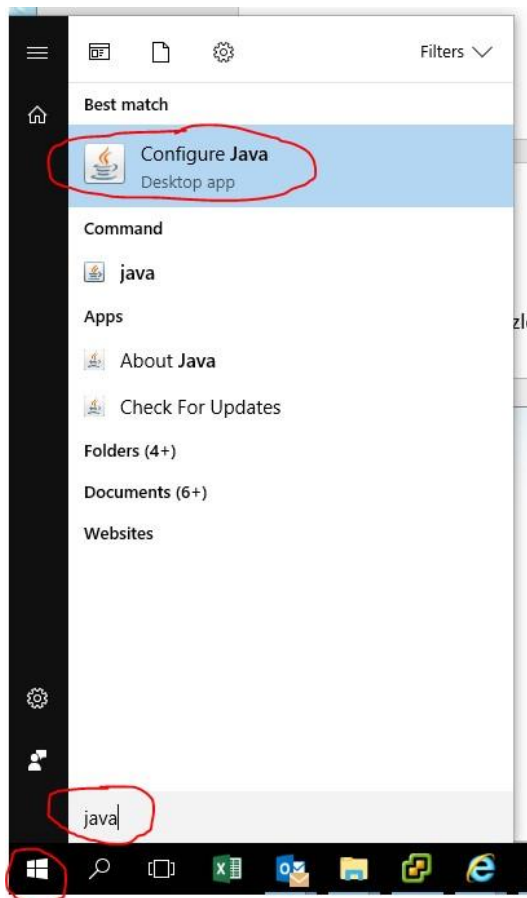


Click on all check boxes and then click on **"Delete."**

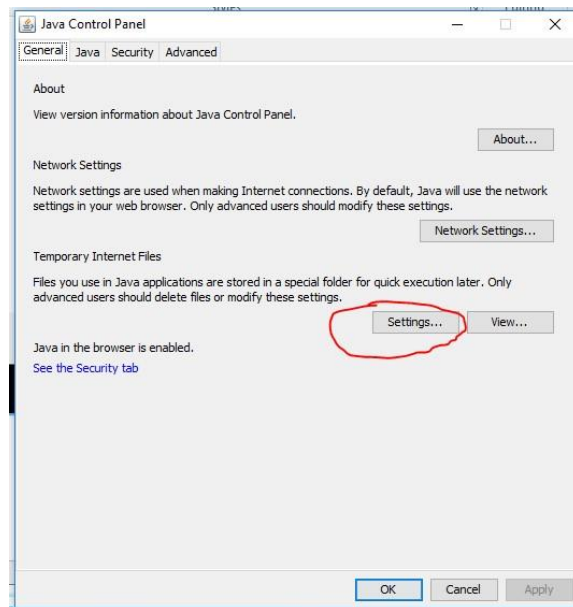


2.2-Cleaning Java Cache

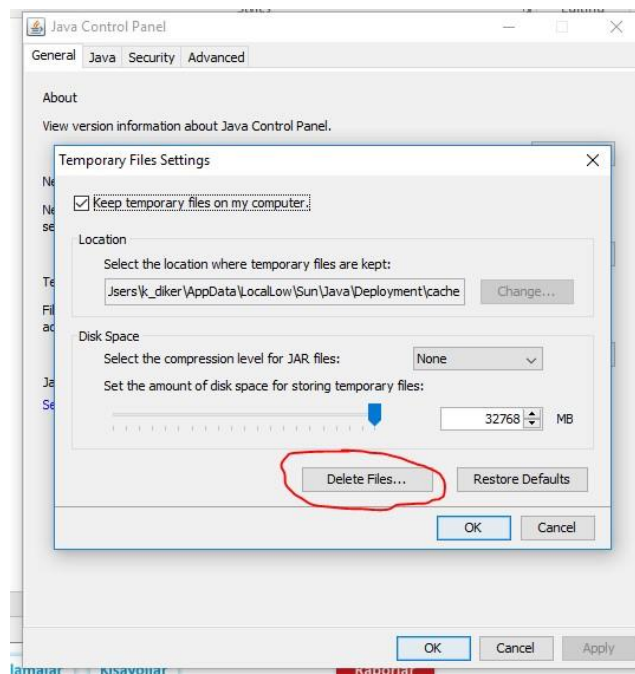
- Open windows start menu
- Type Java
- Click on “Configure Java”



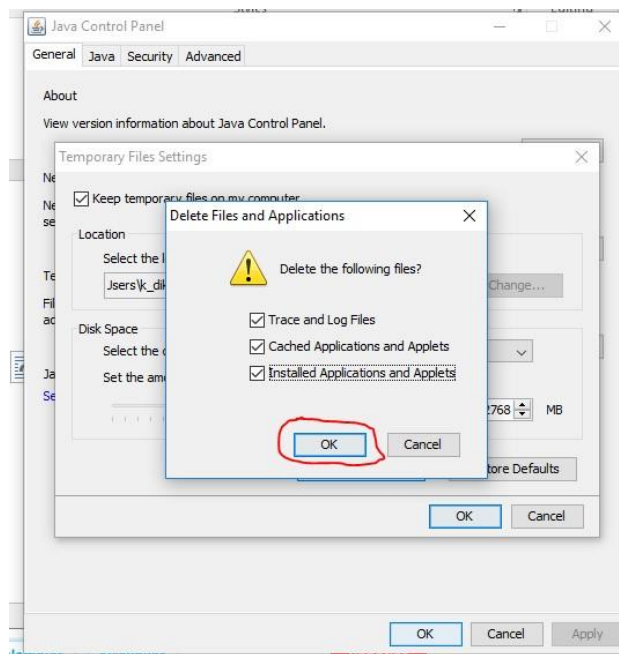
Click On “Settings”



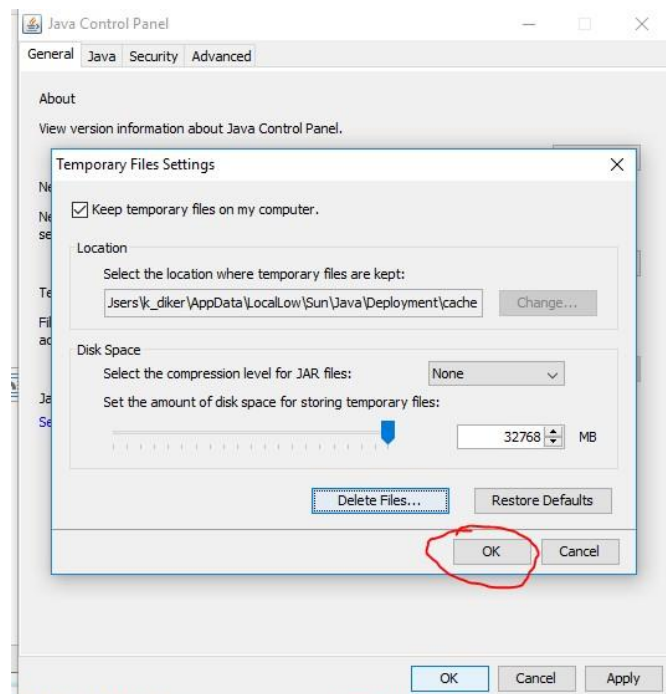
Click On **“Delete Files”** on the following screen



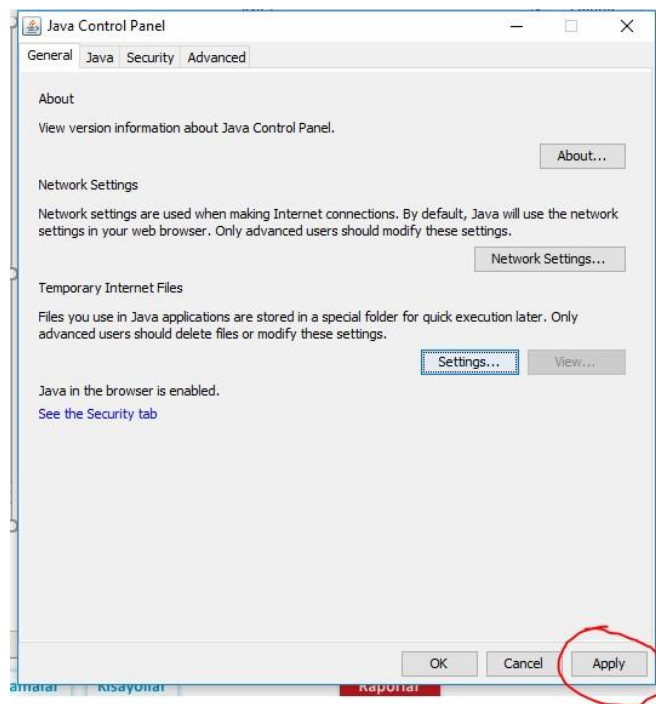
Click on all check boxes and click on **“OK”**



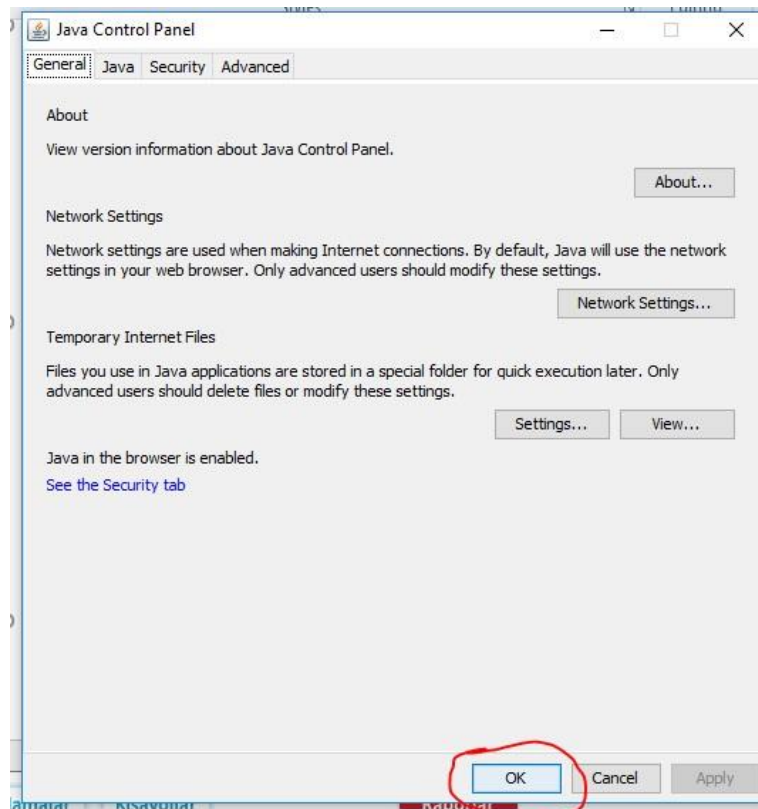
Click on “OK”



And click on “Apply”



And finally click on “OK”

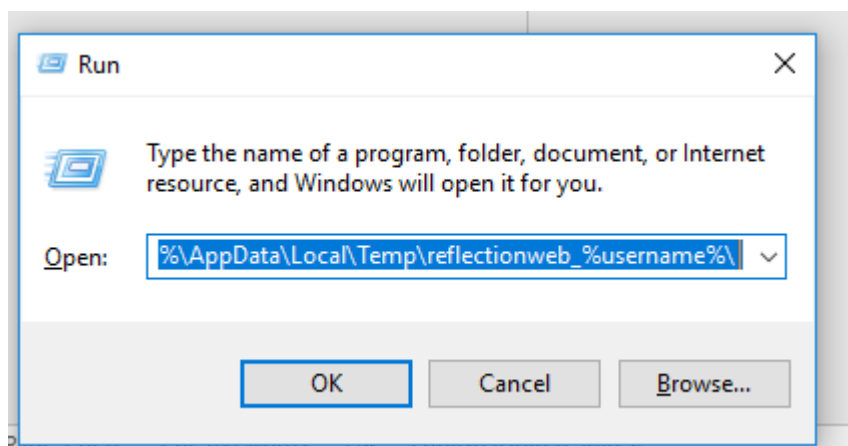


Type <https://firma.thy.com> or <https://online.thy.com> on address bar and click enter.

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%\



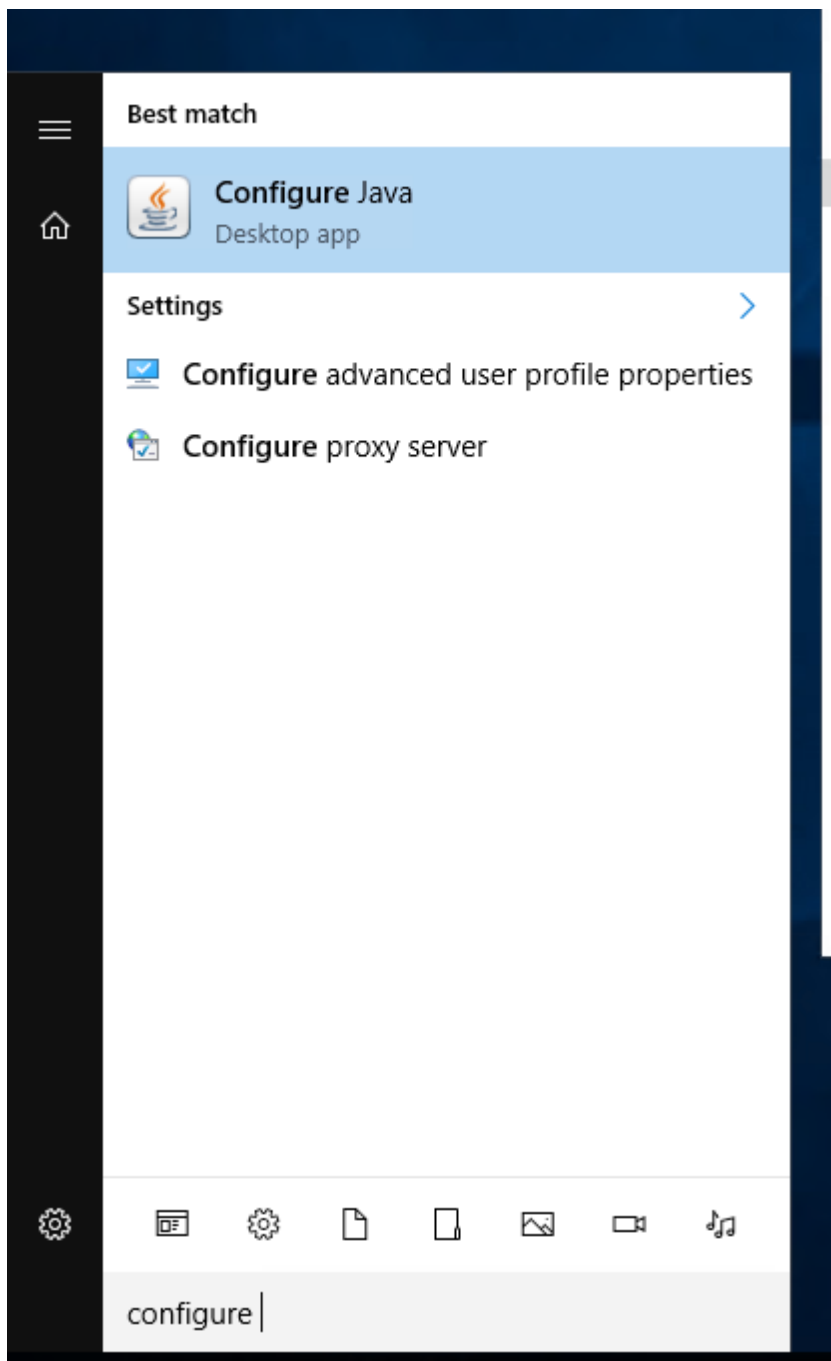
Clean up all files and directories under the directory.

C:\Users\%username%\AppData\Local\Temp\reflectionweb_%username%\					
Name	Date modified	Type	Size		
fonts	25.04.2019 14:39	File folder			
native	25.04.2019 14:39	File folder			
fontTTF.121030122	25.04.2019 14:39	121030122 File	567 KB		
r18.121030122	25.04.2019 14:39	121030122 File	23 KB		
r39.121030122	25.04.2019 14:40	121030122 File	3 KB		
r46.121030122	25.04.2019 14:39	121030122 File	552 KB		
r52.121030122	25.04.2019 14:40	121030122 File	10 KB		
r87.121030122	25.04.2019 14:40	121030122 File	42 KB		
r124.121030122	25.04.2019 14:40	121030122 File	3 KB		
r125.121030122	25.04.2019 14:39	121030122 File	32 KB		
r131.121030122	25.04.2019 14:39	121030122 File	604 KB		
r133.121030122	25.04.2019 14:39	121030122 File	71 KB		
r134.121030122	25.04.2019 14:39	121030122 File	176 KB		
r138.121030122	25.04.2019 14:39	121030122 File	1,226 KB		
r142.121030122	25.04.2019 14:40	121030122 File	186 KB		
r151.121030122	25.04.2019 14:39	121030122 File	282 KB		
r156.121030122	25.04.2019 14:39	121030122 File	107 KB		
r158.121030122	25.04.2019 14:39	121030122 File	432 KB		
r166.121030122	25.04.2019 14:39	121030122 File	96 KB		
r180.121030122	25.04.2019 14:39	121030122 File	17 KB		
r183.121030122	25.04.2019 14:39	121030122 File	4 KB		
r184.121030122	25.04.2019 14:39	121030122 File	111 KB		
r185.121030122	25.04.2019 14:39	121030122 File	29 KB		
s14.121030122	25.04.2019 14:39	121030122 File	1,368 KB		
s14b.121030122	25.04.2019 14:39	121030122 File	166 KB		
t1.121030122	25.04.2019 14:39	121030122 File	185 KB		
t3.121030122	25.04.2019 14:39	121030122 File	69 KB		
t3d7.121030122	25.04.2019 14:39	121030122 File	282 KB		
t3df.121030122	25.04.2019 14:39	121030122 File	1,411 KB		
t3ff.121030122	25.04.2019 14:39	121030122 File	1,437 KB		
t8.121030122	25.04.2019 14:39	121030122 File	543 KB		
t9.121030122	25.04.2019 14:39	121030122 File	1 KB		
t13.121030122	25.04.2019 14:39	121030122 File	3 KB		
t20.121030122	25.04.2019 14:39	121030122 File	9 KB		

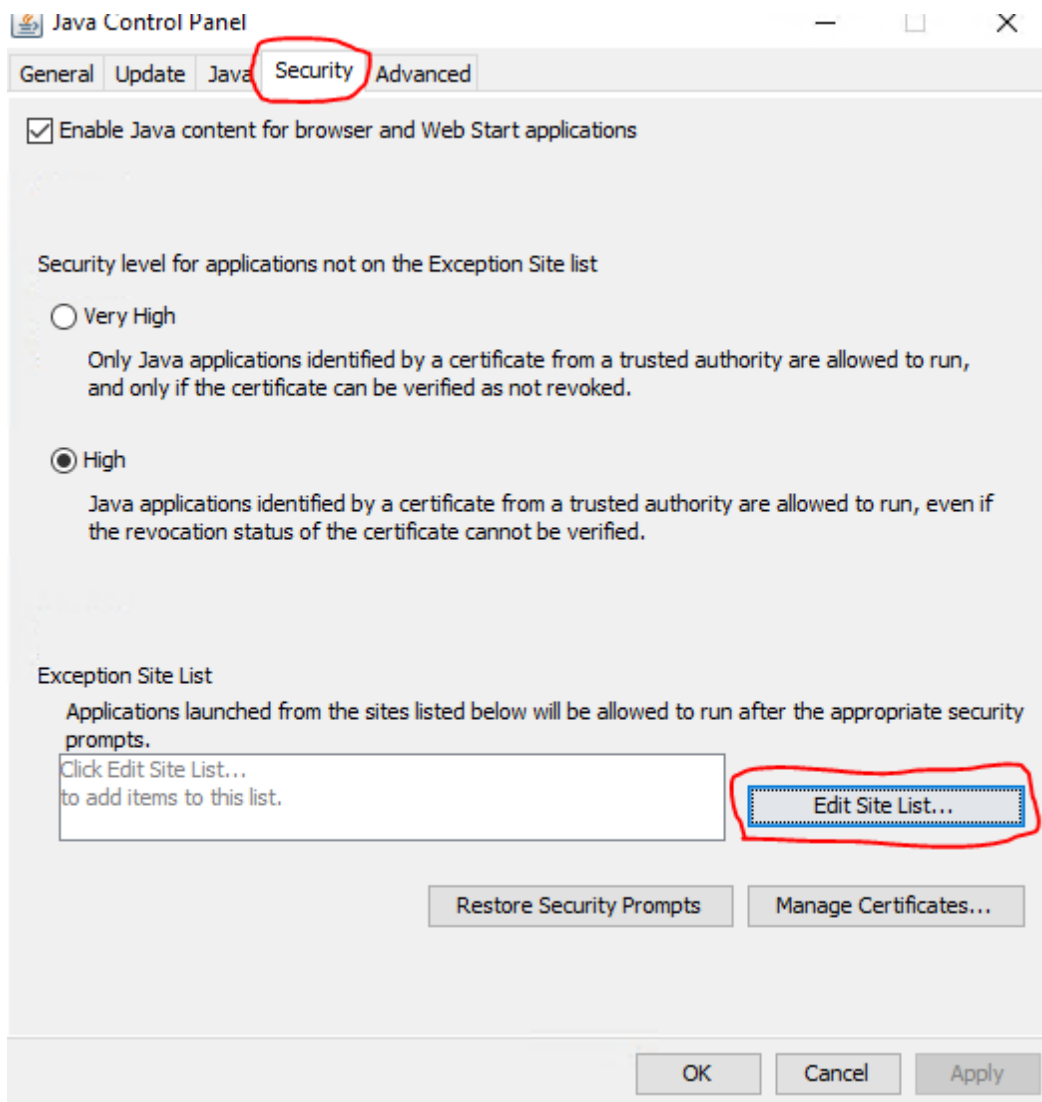
ADDING EXCEPTION SITE LIST IN JAVA

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.

