Clearing the Cache, or, I know I could do this before. Why can't I do it now?

If you have been able to work in CM/ECF in the past, but suddenly find that you cannot view a PDF document, or the menu options you have seen before don't seem to be there, or the system simply starts acting strangely, you may need to delete the temporary internet files in your PC. This is also referred to as "clearing your cache."

You should clear your cache periodically as a matter of basic PC housekeeping. If you only e-file occasionally, you should probably clear your cache each time you log in. If you are a routine e-filer, once a week should be sufficient. If you really want to play it safe, clear the cache before you try to file an unusually large document.

After you clear the cache, re-boot (re-start) your computer.

Start by using your browser to get to the internet.

Internet Explorer

Click on Tools Click on Internet Options On the tab labeled General, Click on Delete Files..(Temporary Internet Files) Click on OK



Netscape Navigator

Click on Edit Click on Preferences Double click on Advanced Click on Clear Cache Make Sure that the check box for "Link Prefetching" is *not* checked.

Preferences Category Cache Appearance Set Cache Options History The cache keeps copies of frequently visited web pages on your hard disk. (Clicking Reload always shows you the latest version of a page.) Languages Helper Applications MB Clear Cache Cache: 50 -Smart Browsing Cache Folder: -Internet Search C:\DOCUMENTS AND SETTINGS\INSTALL1\APPLICATI Choose Folder... Tabbed Browsing Downloads Cache files will be stored in a subfolder named "Cache" of the directory you Composer specify. Restart Netscape for changes to take effect. Privacy & Security Compare the page in the cache to the page on the network: ⊲Advanced • Every time I view the page O Once per session Scripts & Plug-ins O When the page is out of date O Never Keyboard Navigation Cache Link Prefetching Proxies refetch web pages when idle, so that links in web pages designed for HTTP Networking П refetching can load faster. Software Installation Mouse Wheel System OK Cancel Help

Firefox (No Illustration Available)

Click on Tools Click on Options Click on Privacy on the left side of the screen Click the Clear button next to Cache