



This document includes the instructions for clearing cache for Java and PPM: Connect. Occasionally during an upgrade Java does not handle the cache from the previous version as expected.

Complete these instructions if you receive an error while launching an application or logging in to an application after an upgrade.

After completing these instructions, you must use the URL of your site for each application. For example, to launch Connect Administration, you would use:

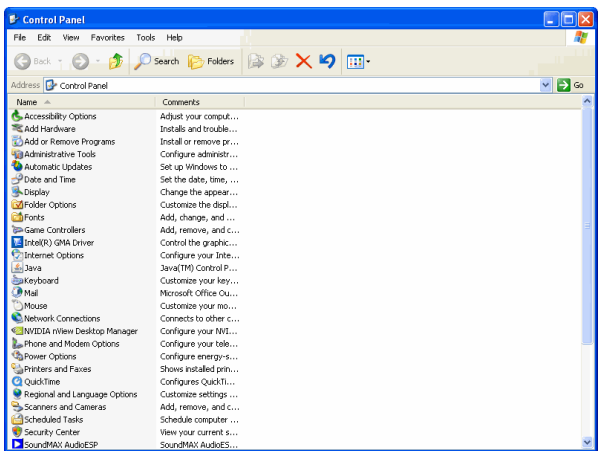
[https://\[your siteinstance\].ppmconnect.net/dist/Administration.jnlp](https://[your siteinstance].ppmconnect.net/dist/Administration.jnlp)


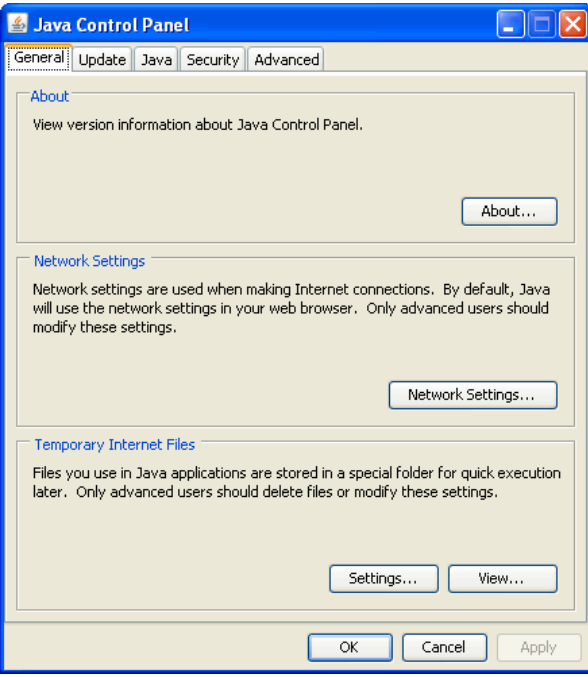
Change the text in the brackets to your site instance for the application that you want to launch:

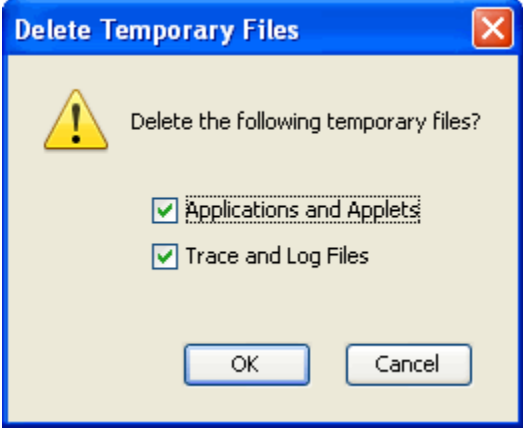
Application	URL (example)
Connect Administration	https://[siteinstance].ppmconnect.net/dist/Administration.jnlp
Connect Back Office	https://[siteinstance].ppmconnect.net/dist/BackOffice.jnlp
Connect Front Office	https://[siteinstance].ppmconnect.net/dist/FrontOffice.jnlp
Connect Reportal	http://[siteinstance].ppmconnect.net/ji-pro/login.html
Connect Scan Center	https://[siteinstance].ppmconnect.net/dist/ScanCenter.jnlp

Clearing Java Cache

Complete these instructions for clearing the Java cache.

What to do	What happens
<p>1. On the Start menu, click Settings > Control Panel.</p>	<p>The Control Panel window appears.</p> 

What to do	What happens
<p>2. Double-click  Java to open the Java Control Panel dialog box.</p>	<p>The Java Control Panel dialog box appears.</p> 
<p>3. On the General tab, click Settings... in the Temporary Internet Files area.</p>	<p>The Temporary File Settings dialog box appears.</p> 

	What to do	What happens
4.	In Disk Space, click Delete Files....	<p>The Delete Temporary Files dialog box appears.</p> 
5.	Click OK to delete all temporary files.	The deletion process begins.
6.	Wait a few moments for the process to complete. Click OK .	The Temporary File Setting dialog box closes, displaying the Java Control Panel dialog box.
7.	Click OK to close the Java Control Panel dialog box.	The Control Panel appears.
8.	Close the Control Panel window.	<p>The desktop icons of the PPM: Connect applications no longer appear.</p> <p>To launch an application, use the following URLs. Change the text in the brackets [siteinstance] to the name of your site instance:</p> <p>https://[siteinstance].ppmconnect.net/dist/Administration.jnlp</p> <p>https://[siteinstance].ppmconnect.net/dist/BackOffice.jnlp</p> <p>https://[siteinstance].ppmconnect.net/dist/FrontOffice.jnlp</p> <p>http://[siteinstance].ppmconnect.net/ji-pro/login.html (Reportal)</p> <p>https://[siteinstance].ppmconnect.net/dist/ScanCenter.jnlp</p> <p>Launching an application takes slightly longer than launching the application normally because all files are replaced with new ones.</p>

Clearing the PPMIS Cache

Complete these instructions for clearing the PPMIS cache.

	What to do	What happens
1.	On the desktop, double-click My Computer .	The My Computer window appears.
2.	In the Hard Disk Drives section, double-click Local Disk (C) .	The C:\ window appears.
3.	Double-click Documents and Settings .	The C:\Document and Settings window appears.
4.	Double-click the folder of the user who is currently logged on. Typically, this user is the designated user of the computer.	The C:\Documents and Settings\[user name] window appears.
5.	Right-click on the .ppm_connect folder, and then select Delete .	The Confirm Folder Delete dialog box appears.
6.	Click Yes to continue.	The folder and its contents are moved to the Recycle Bin.

Deleting the Contents of the Recycle Bin

Complete these instructions after you have clearing the PPMIS cache.

	What to do	What happens
1.	On the desktop, right-click the Recycle Bin .	The Confirm Multiple File delete dialog box appears.
2.	Click Yes to continue	The deleting process begins.
3.	Wait a few moments for the process to complete.	All files in the Recycle Bin are deleted.