

SecureLink Connection Troubleshooting

Clear Browser Cache

Internet Explorer

1. From an open browser window select Tools (Gear Icon)>Safety>Delete browsing history...



2. Be sure to select the options as indicated in the image below (the Preserve Favorites website data should NOT be selected):

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- 3. Select the Delete option
- 4. You may have to restart your browser.

Firefox

1. From the Firefox menu select Settings>Advanced>Network

	Advanced	
eral Tabs Co	ntent Applications Privacy Security Sync Advanced	
Connection		
Configuration		
Cached Web	Content	Settings
Cached Web Your web co	Content cache is currently using 32.6 MB of disk space	Settings
Cached Web Your web co	Content Content Intent cache is currently using 32.6 MB of disk space automatic cache management	Settings
Cached Web Your web co	Content entent cache is currently using 32.6 MB of disk space automatic cache management the to 1024 (+) MB of space	Settings

2. Select the "Clear Now" option under "Cached Web Content"

Chrome

- 1. From the Chrome menu on the toolbar, select Tools>Clear Browsing Data
- 2. In the following window change the dropdown menu to "beginning of time" to clear all cache.
- 3. Select the following options from the menu below:



Psst! Incognito mo	de (Ctrl+Shift+N)	may come in h	andy next time.
Obliterate the followi	ng items from: the	e beginning of t	me 🔻
Clear browsing	nistory		
Clear download	history		
Delete cookies a	nd other site and p	olug-in data	
Empty the cache			
Clear saved pass	words		
Clear saved Auto	ofill form data		
Clear data from	hosted apps		
Deauthorize con	tent licenses		

4. Click "Clear browsing data"

Delete SlinkSW Directory (Local Temp Files)

- 1. Disconnect from any Securelink sessions (and preferably close all browser windows)
- 2. Browse to your local user temp directory by opening and explorer window and typing "%temp%" without the quotes into the address bar.
- 3. Delete the directory named SlinkSW
- 4. Confirm the directory is fully deleted (if not, a system restart may be required before attempting to delete the directory again)

Clear Java Cache

- 1. Locate the Window's Control Panel and select the Java Control Panel via the Java Icon
- 2. Navigate General>Settings under the Temporary Internet Files option
- 3. Select the Delete Files option from the menu below



Temporary File	s Settings prary files on my com	outer.]		×
Location				
Select th	e location where temp	oorary files are kep	t:	
C:\Users	khs\AppData\LocalL	ow\Sun\Java\Depk	oyment\cache	Change
Disk Space Select th Set the a	e compression level fo mount of disk space f	or JAR files: for storing tempora	None ry files:	▼ 32768 ← MB
		Delete File	es B	estore Defaults
			OK	Cancel

Uninstall Connection Manager (Windows)

On releases after 5.2, the Connection Manager on Windows is installed and can be uninstalled from the standard Add/Remove Programs process (accessed via the Control Panel).

On the first connection after uninstalling the Connection Manager, select the 'download' option under the "Connect Using SecureLink Connection Manager" button after clicking on "Connect" for your application.