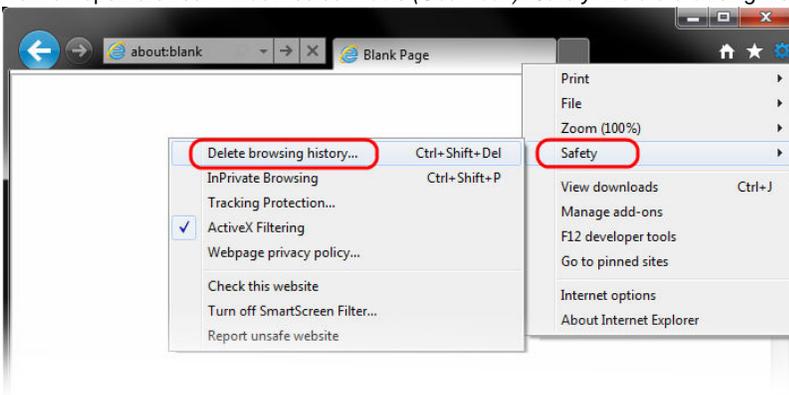


SecureLink Connection Troubleshooting

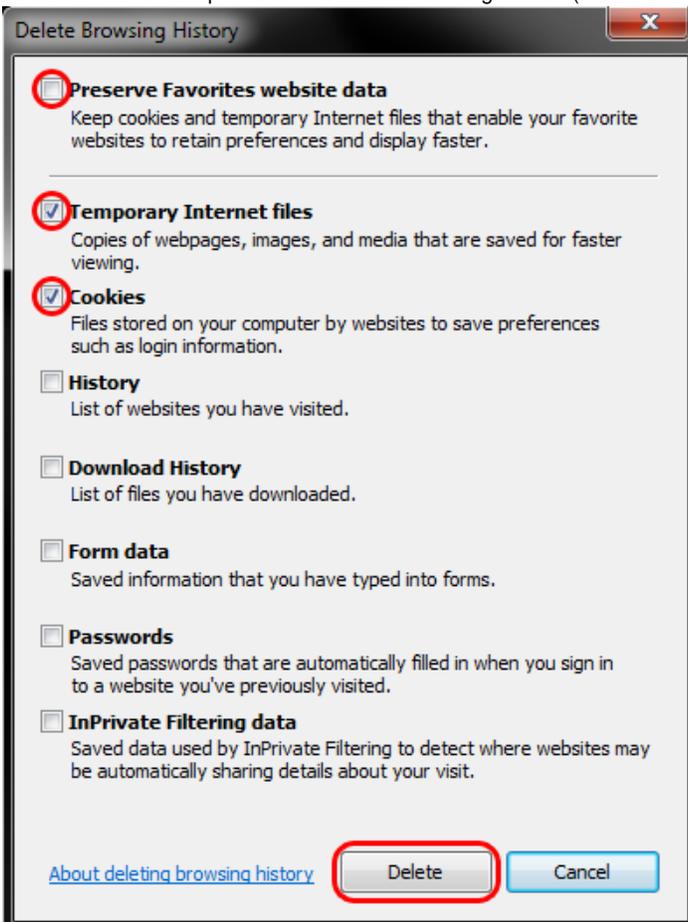
Clear Browser Cache

Internet Explorer

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



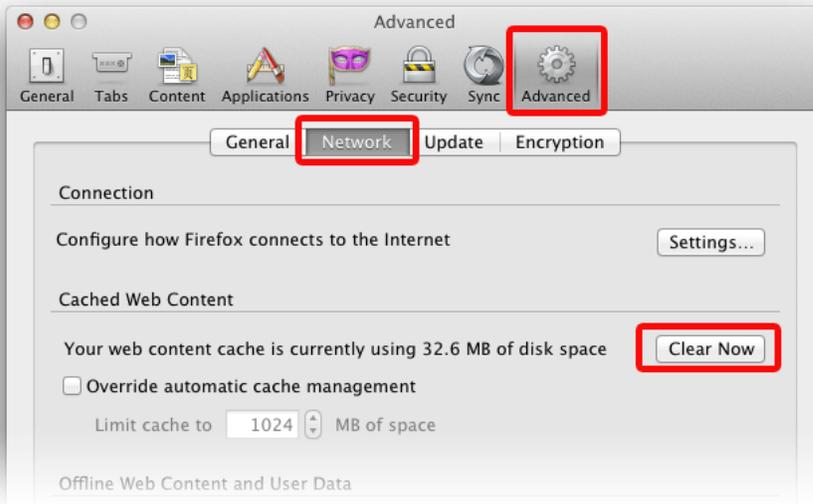
2. Be sure to select the options as indicated in the image below (the *Preserve Favorites website data* should NOT be selected):



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

Firefox

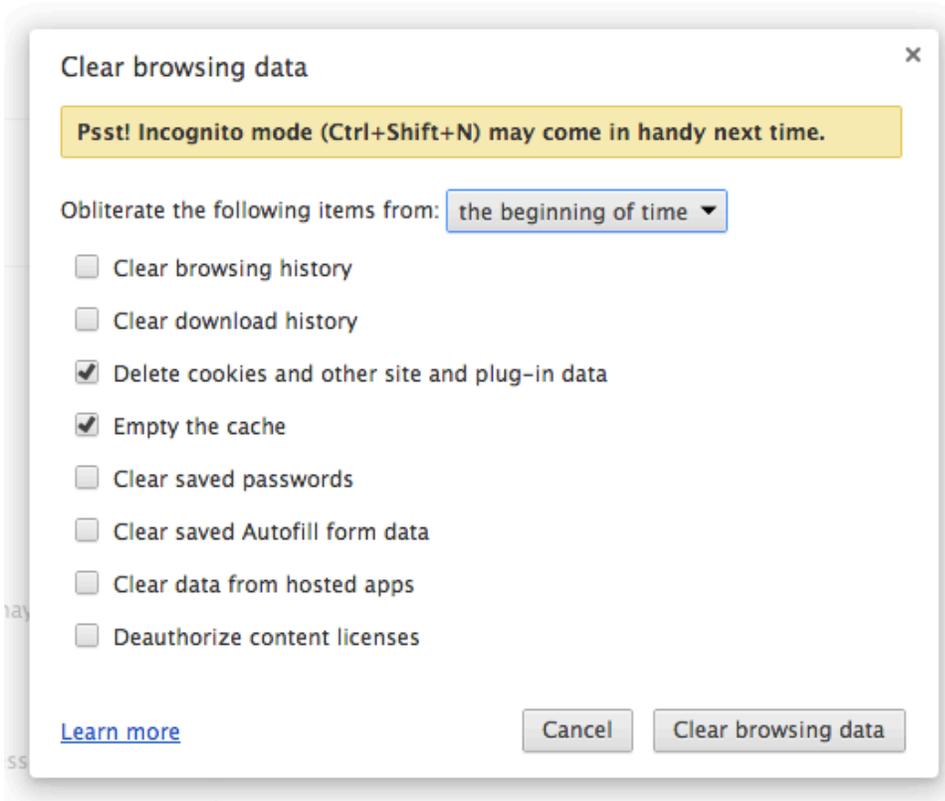
1. From the Firefox menu select *Settings>Advanced>Network*



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:



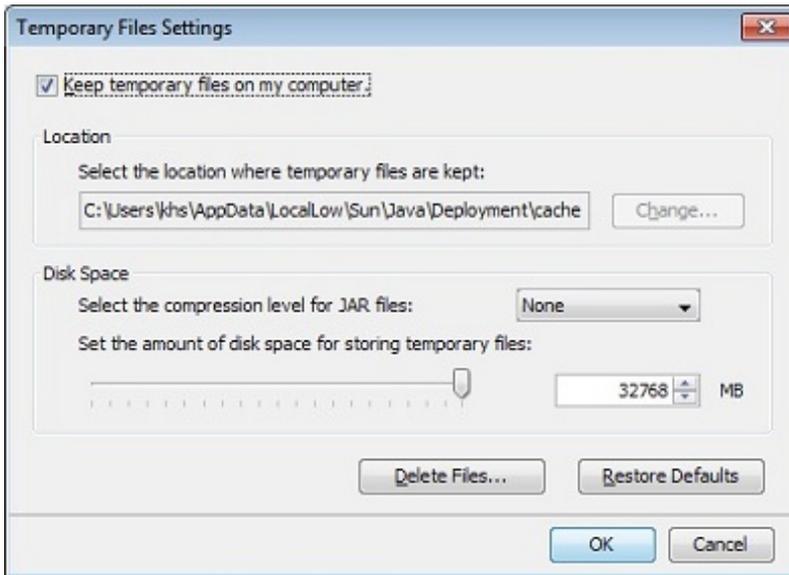
4. Click "Clear browsing data"

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 an 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



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.