

Emptying the Cache

A common source of error encountered after installing an update is the so-called cache. Caches are used to store the files from a website, for instance images, scripts and other executable files which have been temporarily saved on the client computer; this serves to reduce the loading time for a site. If the cache is not emptied after a TIM update is installed, new or changed scripts will not be updated which may lead to improper behavior within TIM. Emptying the cache after updating TIM should be made a routine procedure.

How do I empty the cache?

The procedure for emptying the cache is dependent upon which browser is being used. For the most popular browsers (Internet Explorer, Firefox and Google Chrome), the instructions are provided in the following:

Emptying the cache in Internet Explorer

[Internet Explorer 10 or higher](#)

[Internet Explorer 9](#)

[Internet Explorer 8](#)

[Internet Explorer 7](#)

Emptying the cache in Google Chrome

[Google Chrome](#)

Emptying the cache in Mozilla Firefox

[Firefox 29 or higher](#)

[Firefox 21 to 28](#)

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